

SARS/eSARS Phase II Kickoff Meeting with Users

October 18, 2012

Attendees: Chien Shih, Susan Malmgren, Kevin Harral, Kevin Murphy, Jerrick Woo, Olivia Patlan, Vicky Moreno, Suzanne Yamada, Lori Silverman, Jorge Rodriguez, Melissa Aguilar and Kari Elliott (note taker).

Meeting Agenda

1. Overview.
 - a. Complete by January 7, 2013
2. Review Phase I – Convert Foothill Labs to SARS/eSARS accomplishments.
 - a. PSME Lab.
 - b. Adaptive Learning Computer Access Center.
 - c. Tutorial Center.
 - d. Pass the Torch.
 - e. Adaptive Learning Resource Center.
 - All labs are using SARS TRAK.
3. Review Project organization and communication protocol.
 - a. Web site.
 - Post schedule, key milestones, calendar and meeting minutes.
 - b. Process.
4. Discuss Phase II Objectives.
 - a. Overall scope of Phase II.
 - Clean up applications and users list.
 - Texting & messaging will replace calls.
 - Messages limited to 20,000 per month for each college.
 - Use 1 department as pilot group.
 - Gradually open up to more departments.
 - Messages sent will have opt out message; will be automatically removed from list if student selects to opt out by SARS.
 - Financial Aid at Foothill would like SARS appointments to move into Outlook Calendar – would be Phase III.
 - SARS vendor needs to test.
5. Team Participation.
 - a. Weekly meeting of one hour – who wants to be part of team.
 - b. Schedule and time to meet.
6. Q&A.
 - a. Student Transfer Center at De Anza cannot print report from remote desktop.
 - b. Students are not receiving reminders for appointments since upgrade.
 - c. Contact Call Center to have icon setup for guest account for student employees.