

Hi:

This is to inform you of all the FH labs are converted successfully from STS to SARS TRAK and are in full operation at the start of this quarter.

We had a final project review meeting yesterday, no significant issues were reported from supervisors of the lab.

Attached is the final meeting minutes for your reference.

This is the conclusion of Phase I objective of the project. Phase II kick off meeting also started yesterday.

Thank you for your support.

Chien

## **Foothill/STS SARS TRAK Phase I Final Meeting**

**October 16, 2012, 2:00pm – 3:00pm**

Attendees: Chien Shih, Joe Moreau, Jerrick Woo, Kam Chedid, Susan Malmgren, Linda Robinson, Lori Silverman and Kari Elliott (note taker).

Phase I:

- Replace STS with SARS TRAK at Foothill by September 24, 2012 – completed.

Phase II:

- Revisit De Anza implementation.
- Implement texting option.

### **Agenda:**

1. Additional machines needed.
  - On more kiosk needed for Mike Murphy (PSME).
2. Phase II.
  - Texting and messaging.
  - Red Canyon conversion (Foothill PE).
3. Call Center – Support process and responsibility
  - Start transiting to normal maintenance mode for the phase I project. Call Center will be the first line of contact.
  - Call Center will generate ticket to Joe Lampo if there is a SARS related issues
  - Joe will assign ticket to the team members who will work on the specific issue
  - If problem persist, Joe will escalate to SARS support and Chien Shih
4. Concerns & Issues.
  - None reported.
5. PSME Update.
  - Need report – Susan working on.
  - Would like touch screens – still researching.
  - Would like to use SARS for faculty office hours; message to student when faculty are available.
    - Students could use PSME lab while waiting.
6. Instructions for setting up SARS TRAK on website.
  - Send any feedback to Susan.