Comparison of SARS·GRID and SARS Anywhere

San Bernardino Community College District

May 9, 2018

Overview

* Log in via the college website
* Can authenticate users in system using a single user account

Signin – Similar to the grid

Overview of the Toolbar

* Flyout menu - Advising
* Quick Links
* Refresh
* Print – enabled, depending on which screen you are in
* Chat
* Configuration
* Help -
* User Account Information – You can specify your email and phone number

Navigation

* Flyout menu selections

-- Location – Will transfer over to SARS Anywhere

-- Date vs. Current, Future and History Data Views

-- Short Name (select one advisor or multiple advisors)

-- Specialty (select for multiple advisors only)

* Previous/Next buttons vs. F2 and F3

Tabs

* Embedded Tabs: THE GRID, MY GRID, Drop-in Screen
* Other Tab options from Tab Configuration screen

Quick Links

* Compare to Command Menu
* Options on Quick Links menu
* Divider on menu

THE GRID

* Navigation method changed

-- Location

-- Date

-- Short Name (all advisors for one date or one advisor for multiple dates)

-- Specialty

* History, Current and Future Data Views consolidated in to one view
* Previous/Next buttons vs. F2 and F3
* Focus improved

MY GRID

* Navigation method changed

-- Select one date

-- View multiple dates (Use THE GRID)

* History, Current and Future Data Views consolidated in to one view
* Previous/Next buttons vs. F2 and F3
* Comments tool tip for non-appointment allowable Schedule Codes

Drop-in Screen

* Screen layout
* Method to print the Drop-in List

Student Appointment Screen

* Select different ID format
* Generate Guest ID
* Student full name as separate fields option
* Student Contact Methods re-named Opt In Settings (Email, Phone, Text) and relocated
* Email, Print and Text Receipt renamed Confirmation Options (Email, Print, Text)
* Info Flag Alerts display
* Send email and text messages to student for moved and canceled appointment

F7 to enter guest Ids. In SARS, press the edit id.

Scheduling Actions

* Process for making and canceling appointments is the same
* Note other scheduling actions available from Quick Links menu
* Process to stop moving or copying actions

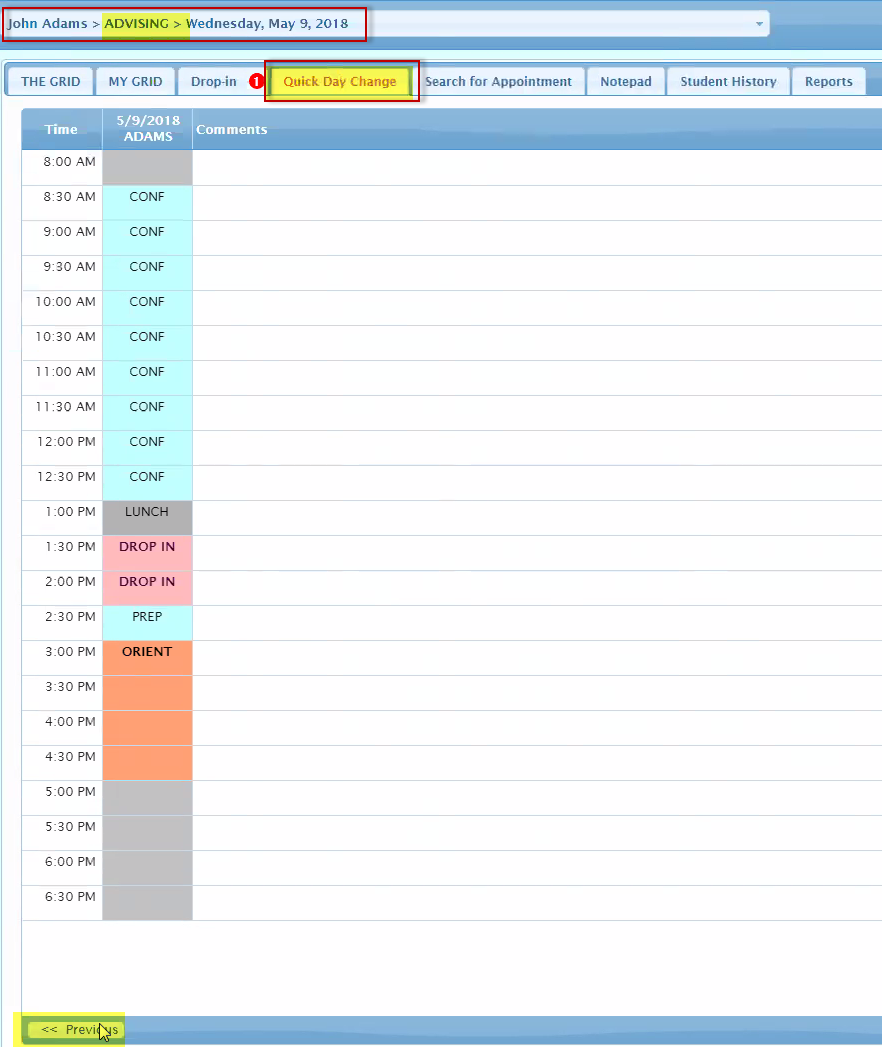
**Additional Notes:**

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| SARS Anywhere – Works with Cranium Café…but it is an add-on feature.  Replacement for the existing SARS Grid.  On the licensing side, SARS Anywhere replaces SARS Grid  Still have eSARS  Compatible with the latest version of all the major browsers   * Exception: working on, but still have issues with Edge   Waiting List 🡪 Drop-in Screen: Student would get a message when it’s almost their appointment time.  SBCCD Not currently using E-Advising  When a new feature is released, it will show up in SARS E-News under ‘What’s New’.  Scott will send previous ‘What’s New’ items to Kirsten.  Waiting List – Used for Drop-ins & Waiting list  Queue: Can abbreviate the student’s name  Can show only the ticket #  Can cycle through: Show Counselor, Financial Aid, and EOPS appointment for 10 secs  Working on other options for display student info on the Waiting List – included for free  Display Web Content – allows students to see the Waiting List in a different format.    Waiting List – In the process of moving to the Web  Average Wait Time Reports: Drop-in Screen – Special Dates - Run report – Shows average wait time.  Service Time: You would need to specify the session was over…i.e. Ending time of drop-in  Requires manual interaction. Currently not visible on the screen. Not used by other colleges. |

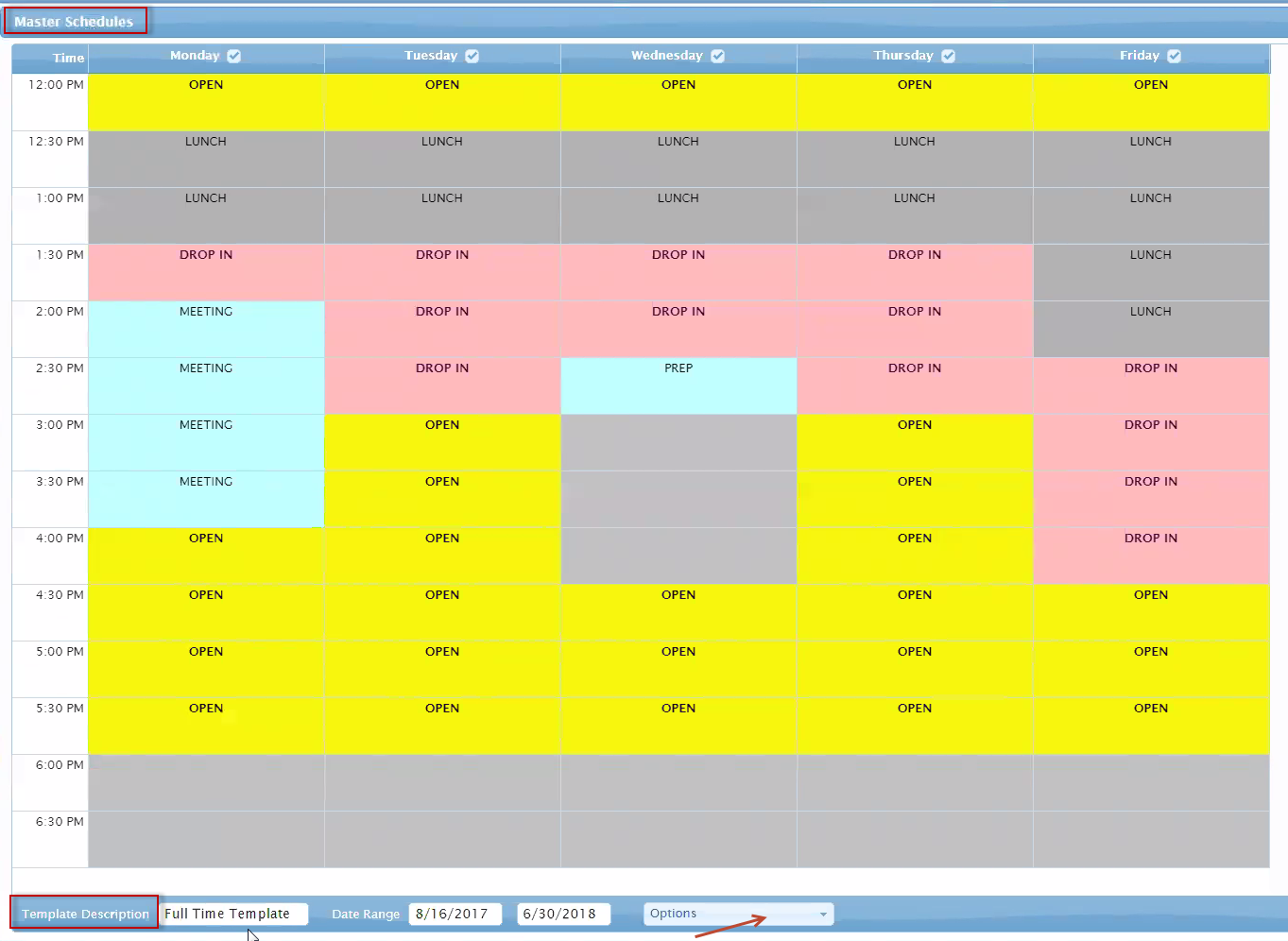
**From the website:**

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| [**SARS Anywhere**](http://www.sarsgrid.com/sars-anywhere.aspx)   * SARS Anywhere is an easy-to-use *appointment scheduling system for student service* offices at colleges, universities and other higher education institutions. * The scheduling component allows students to manage their own appointments and allows support service staff to make, reschedule and cancel appointments. * It also allows academic advisors, counselors and other specialists to work with their own schedules. * The drop-in component is used to register and track unscheduled visits. * All of these functions are web-based and are compatible with the four major browsers.   **Accessibility**   * Compliant with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA   **Features for Scheduling**   * Time slots: color-coded * Schedule display: by date, by advisor, by specialty * Appointment types: individual and group * Search by student name: find the student ID if not known * Search for availability: by days of the week, times of the day, advisor specialty * Appointment duration: standard yet extendable * Group appointment capacities: adjustable * Appointment confirmations: email, printed and/or text\* (\* optional) * Appointment changes: reschedule, cancel, revise details * Advisor assignments: by last name grouping or specialty * Attendance: mark show/no show * Drop-ins: registration, advisor assignment, waiting time calculation * Conflicting appointment warning: booking appointments and registering drop-ins * Student history log: search for upcoming appointments and display historical data   **Optional Text-Messaging Automated Notifications**   * Return to waiting room based on position in queue * Ready to meet * Same-day appointment reminders up to two hours in advance   **Features for Advisors**   * MY GRID: configurable separate screen for advisor's own schedule * Reports: single day detail and multiple day snapshot of own schedule * Notepad: secured notes about students (sharable based on department determination) * Pop-up alerts: warnings about critical information * Instant messaging: automatic notification of appointment arrival upon check-in * Chat: chat with individual users and send announcements to multiple users * Additional contacts: tally and student-specific * Additional information: store student demographics * eAdvising: quick questions from students and answers from department * Outlook calendars: export advisor's schedule   **Features for Students**   * Appointment confirmations: email, print and/or text\* (\* optional) * eSARS web access: make, cancel or view own appointments. * eAdvising: quick questions from students and answers from department * Waiting list status: public viewer (and virtual queue, with optional text messaging)   **Reporting Features**   * 45 standardized reports * Customizable reports using third-party reporting tool * Export to alternative formats   **System Administration and Set-Up Features**   * Unique specifications: tailored by department * Access security: department-controlled access to schedules and student data * Student IDs: multiple formats supported * SSO integration: multiple methods for single sign-on supported * User passwords: self-recovery and change options * Import/Export: data exchange between host system and SARS * Interfaces: Banner®and Colleague® by Ellucian, PeopleSoft™, Microsoft®Outlook, Zoom and Cranium Cafe |

**SARS Anywhere Screens:**

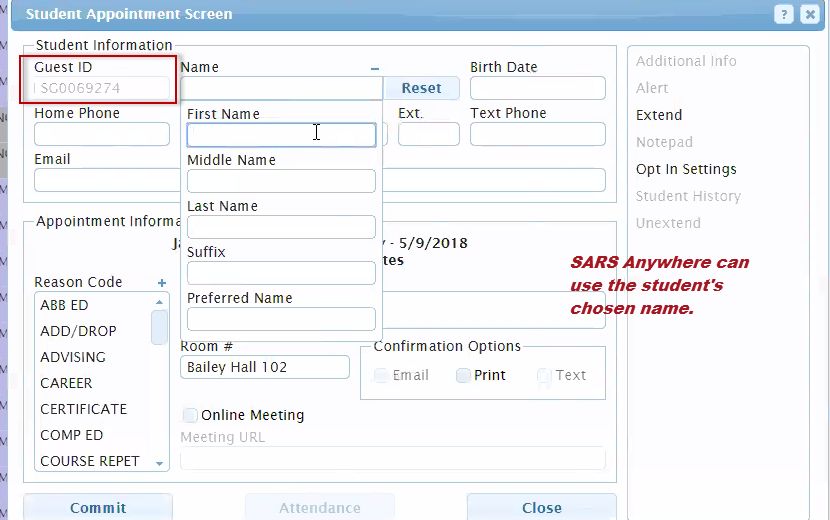


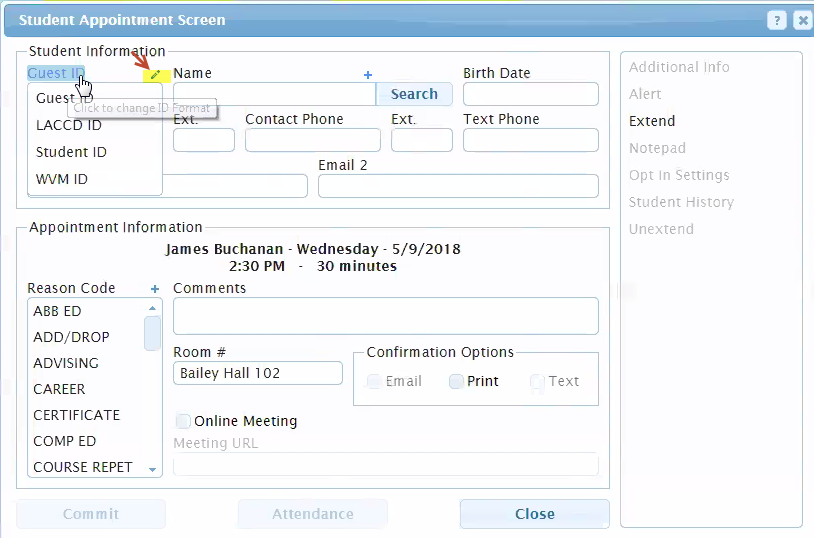
**Building a Master Schedule**

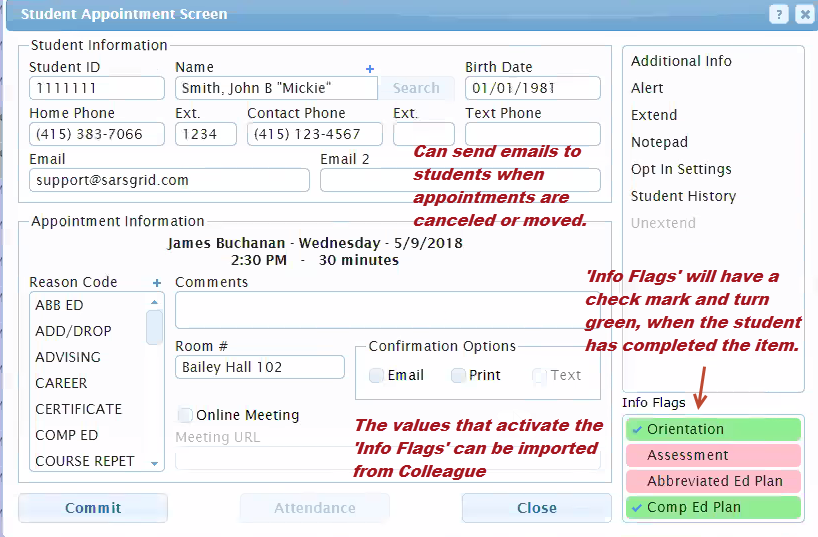


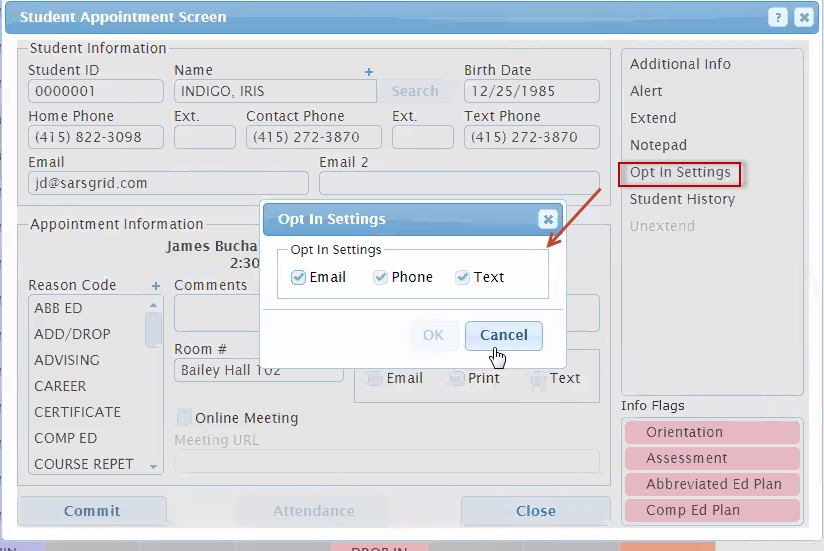
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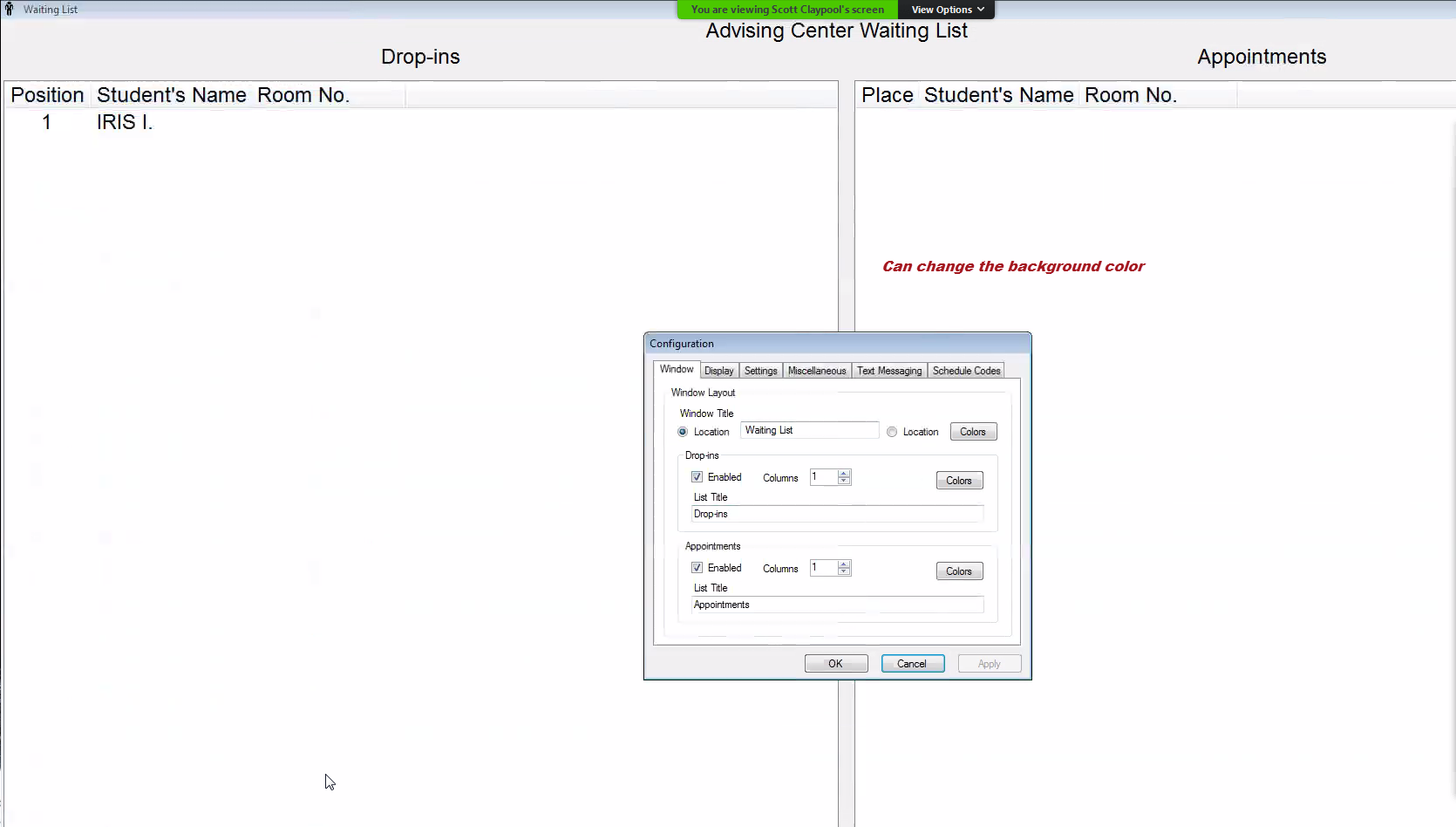




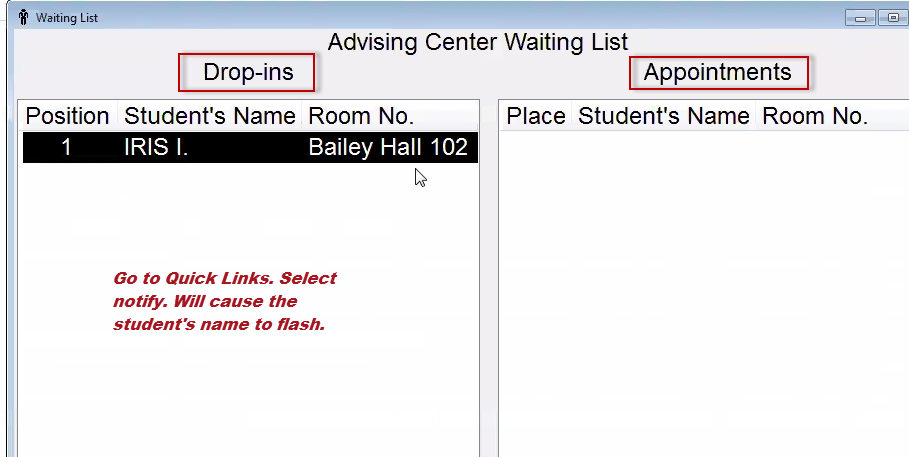


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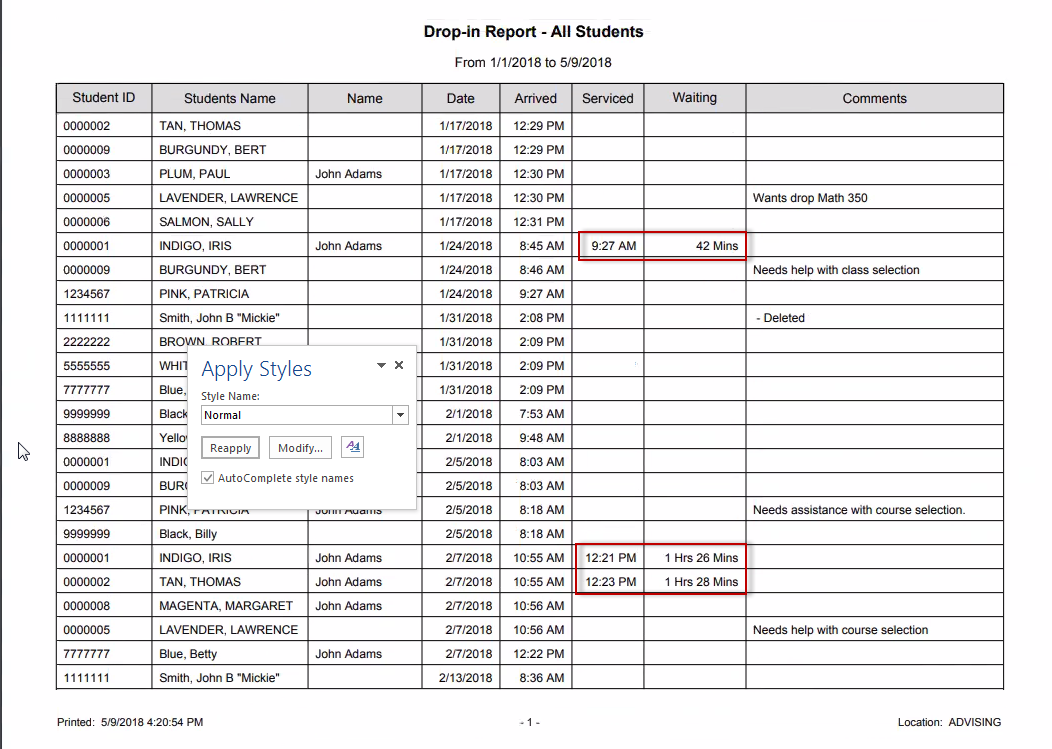
**Drop-in Waiting List**



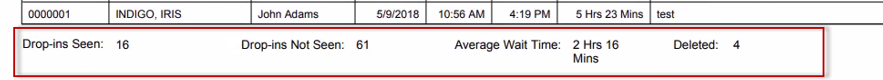
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**Drop-in Report contains wait times**



**End of Drop-in Report**



**SARS Administration – Separate website**



