Product: **SARS·GRID**

SARS·GRID is an easy-to-use appointment scheduling software package for student service offices. It has a colorful, intuitive row and column structure for easy viewing and updating. It also has a walk-in component to register and track unscheduled visits and is web-enabled for students to manage their own appointments and for advisors to work with their own schedules off-site. Users include advisors, counselors, schedulers, students and administrators. Perfect for multiple users in both centralized locations and multiple de-centralized locations and departments. Each department can create its own unique scheduling criteria.

SARS·GRID was designed and tested with extensive input from college advising and counseling offices. If you are seeking a simple and effective solution to your scheduling headaches, SARS·GRID may be the answer for you.

**SARS·GRID Features**

**Features for Scheduling:**

- Color-coded time slots make it easy to spot open appointments, walk-in time and activities.
- Schedules may be displayed by advisor showing multiple dates for the same advisor, by date showing multiple advisors for the same date, and by advisor specialty.
- Individual and Group appointments and other activity time slots may be set at standard lengths, but they may also be lengthened.
- Group appointment capacities are user-defined.
- Users can search for appointment slots by selected days of the week, times of the day, advisor specialty, or by next available appointment slot.
- Walk-in feature is used to register walk-in students and place them in a queue for services, assign them to an advisor, and calculate waiting time.
- Walk-in registration and appointment booking feature triggers warning messages if any potentially conflicting appointments are found in the database.
- Students can be assigned to specific advisors by last name grouping or special population group (e.g., veterans or athletes).
- A log of student appointments and walk-ins enables users to find a student’s current and historical activities.
- Attendance (show/no show) can be marked quickly and easily.
- Search for student by name, even when the student ID is not known.
- A meeting-maker component finds commonly available time slots for meetings.

**Features for Advisors:**
• MY GRID - a special screen for advisors - shows detailed schedule and appointment information.
• Reports of an advisor's own schedule can be printed or displayed for one or multiple days.
• Notepad feature makes it convenient for advisors to view and record notes about students.
• Receive notification of appointment arrival at time of check-in via instant messaging feature.
• Pop-up alerts warn advisors and schedulers of critical information.
• Walk-in feature allows advisors to select students to be seen and send a notice for the student to proceed to the advisor's room.
• Additional contacts can be simply tallied.
• Additional Information feature provides for viewing and entering demographic information about students (e.g., major, veteran status, international Student status, matriculation date, etc.).
• An integrated e-mail and text messaging component provides for easy communication with students.
• An e-Advising module enables advisors to answer questions sent by students.
• Schedules can be exported to advisors' Outlook calendars.
• Web-accessible feature allows advisors to work with their schedules off-site.

Features for Students:

• Appointment reminders may be printed as labels or on paper or sent via e-mail.
• A web-enabled feature allows students to make, change, view or cancel their own appointments. (SSL certificate is highly recommended to enhance security.)
• A web-enabled e-Advising module allows students to send questions to advisors in a selected location.
• A Public Viewer Waiting List in walk-in sites keeps students updated on their waiting status.

Reporting Features:

• A multitude of standardized reports include operational, statistical, system administration, and table reports.
• Reports can be viewed on screen, printed or exported.
• End-users can create their own reports using a third-party reporting tool.

System Administration and Set-Up Features:

• Each department can design its unique parameters (e.g., appointment parameters, codes for appointment and non-appointment activities, codes describing reasons for service, and more).
• Each department controls access to its own schedules and student data. Access can be assigned to users based on their roles and the desired level of access, all of which can be individually established on a department by department basis.
• An Import/Export feature allows colleges to import and export student data between external data sources and SARS-GRID.
• Multiple student ID formats are supported.
• Instant Messaging (SARS-CHAT) component can be set up for notifying advisors of appointment arrivals, broadcasting messages, and enabling other send/receive chat functions.
• Works with all versions of Microsoft SQL server database.
• Includes a built-in interface to Ellucian’s Colleague® and Banner® Digital Campus, PeopleSoft, and Microsoft Outlook.
• Works with bar code readers.
• Automated updates keep the system current.
• System can support foreign country information.

Add-on Component:

An optional Text Messaging component is available. Use it to notify students of their position on a waiting list for walk-in visits, to alert students that an advisor is ready to see them, to send confirmations of future appointments, and to send notifications of same-day appointments up to two hours in advance of a scheduled appointment.

SARS-GRID Benefits

• Increases scheduling efficiency.
• Maximizes staff resources.
• e-Advising module allows advisors to view and answer web-generated questions from students, saving appointment and walk-in slots for more intensive needs.
• Prevents scheduling conflicts.
• Reduces no-show rate.
• Minimizes unnecessary paperwork.
• Captures valuable income-enhancing data for maximized reimbursement to the college.
• Improves service to students.

The SARS-GRID Screen

The SARS-GRID Scheduling and Reporting System offers a flexible on-screen grid display for making, modifying, and canceling appointments. SARS-GRID uses a row and column format, where rows display time slots and columns display switchable data views (either by date or by advisor names). Look at the Basic SARS-GRID Screen to see a sample representation of information in the rows and columns.

SARS-GRID System Requirements

SARS-GRID is installed on a server and accessed by client computers.

For the Text Messaging option, colleges must have a contract with a third-party service that we support, or a combination of text messaging hardware and a text plan that we support. Contact us for more information.

Software:

SARS-GRID is written in Microsoft Visual Basic 6.0 and uses ADO/ODBC to access its database. SARS-GRID has been tested and deployed with Microsoft SQL Server. Several different third party OCXs are used to enhance the capability of Visual Basic. Microsoft SQL Server is supplied by the college.

Client Workstation (Minimum System Requirements):
Operating System: Windows XP, Vista or Windows 7
Computer: Pentium IV 600 MHz or higher
Memory: At least 1 GB of main system memory
Disk Space: At least 80 MB of hard disk storage

File/Database Server (Minimum System Requirements):

SARS-GRID works with any Windows-compatible network. It has been successfully tested on Novell, Windows 2000 - 2008 Server operating systems with Microsoft SQL Server. The system has an initial requirement of 80 megabytes of disk space per application, but requires additional disk space as the data stored in the system grows. The system does not require a dedicated server.

Web Client Computer (Minimum System Requirements):

Any device that is capable of accessing the college's web site, such as a personal computer (PC or Macintosh), a school-based kiosk, or other web-access devices.

Web Server (Minimum System Requirements):

- A server at the college must be running Windows 2000 - 2008 Server and IIS.
- The server must support ASP (Active Server Page) and ActiveX.
- The server must have access to the SARS-GRID database.
- An SSL certificate will enhance security and is highly recommended.

The SARS-GRID Package

- One SARS-GRID site license usable by an unlimited number of departments, and even branch campuses, of a single college/university
- One copy of SARS-GRID software
- One copy of SARS-GRID documentation
- On screen help integrated within SARS-GRID
- One full year of SARS-GRID upgrades
- One full year of support via phone, fax, e-mail or internet

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