SARS Software Products

The following is a more in-depth look at the suite of interactive software solutions that operate seamlessly with our SARS Anywhere appointment and drop-in scheduling system to meet the needs of advisors, counselors, tutors, administrators, scheduling staff, and students at higher education institutions.

SARS
Software Products

SARS Anywhere
Appointment Scheduling and Drop-ins

Overview:

SARS Anywhere is an easy-to-use web-based 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. Students may use it to manage their own appointments and counselors/advisors may work with their own schedules from any location. Perfect for multiple users in both centralized locations and multiple de-centralized locations and departments. Each department can create its own unique scheduling criteria. If you are seeking a simple and effective solution to your scheduling headaches, SARS Anywhere may be the answer for you.

John Adams > ADVISING1 > Thursday, November 17, 2022 — Quick Links

THE GRID | MY GRID | Drop-in 1 | eAdvising | SMS Advising 2 | Reports | Notepad | Additional Information | Student History | Master Schedules | Quick Day Change

Time	ADAMS	BUCHANAN	FILLMORE	HARRISON	LINCOLN	MONROE	PIERCE	ROOSE-F	ROOSE-T	TAYLOR	BIILB
8:00 AM	DROP IN	PREP	DROP IN	DROP IN	ORIENT	OPEN	PREP	OPEN	ORIENT	OUTREACH	MEETING
8:30 AM	DROP IN	PREP	DROP IN	DROP IN		OPEN	PREP	OPEN		OUTREACH	DROP IN
9:00 AM	DROP IN	OPEN	DROP IN	DROP IN		OPEN	DROP IN	OPEN		OUTREACH	DROP IN
9:30 AM	DROP IN	OPEN	DROP IN	DROP IN		OPEN	DROP IN	OPEN		OUTREACH	DROP IN
10:00 AM	DROP IN	OPEN	DROP IN	DROP IN	PREP	OPEN	DROP IN	PREP	OUTREACH	OUTREACH	OUTREACH
10:30 AM	DROP IN	OPEN	DROP IN	DROP IN	PREP	OPEN	DROP IN	PREP	PREP	PREP	OUTREACH
11:00 AM	DROP IN	OPEN	LUNCH	DROP IN	ADMIN	OPEN	DROP IN	DROP IN	DROP IN	DROP IN	OUTREACH
11:30 AM	DROP IN	OPEN	LUNCH	DROP IN	ADMIN	OPEN	DROP IN	DROP IN	DROP IN	DROP IN	OUTREACH
12:00 PM	DROP IN	LUNCH	DROP IN	DROP IN	ADMIN	OPEN	DROP IN	DROP IN	DROP IN	DROP IN	OPEN
12:30 PM	DROP IN	LUNCH	DROP IN	DROP IN	ADMIN	LUNCH	DROP IN	DROP IN	DROP IN	DROP IN	OPEN
1:00 PM	LUNCH	DROP IN	DROP IN	DROP IN	DROP IN	LUNCH	LUNCH	DROP IN	DROP IN	DROP IN	OPEN
1:30 PM	LUNCH	DROP IN	DROP IN	DROP IN	DROP IN	DROP IN	LUNCH	DROP IN	DROP IN	DROP IN	OPEN
2:00 PM	BOOKED	DROP IN	DROP IN	DROP IN	DROP IN	DROP IN	OPEN	DROP IN	LUNCH	LUNCH	LUNCH
2:30 PM		DROP IN	DROP IN	LUNCH	DROP IN	DROP IN	OPEN	DROP IN	LUNCH	LUNCH	LUNCH
3:00 PM	OPEN	DROP IN	DROP IN	LUNCH	DROP IN	DROP IN	OPEN	DROP IN	DROP IN	DROP IN	OPEN
3:30 PM	BOOKED	DROP IN	DROP IN	OUTREACH	DROP IN	DROP IN	OPEN	DROP IN	DROP IN	DROP IN	OPEN
4:00 PM	BOOKED	DROP IN	DROP IN	OUTREACH	DROP IN	DROP IN	OPEN	DROP IN	DROP IN	DROP IN	OPEN
4:30 PM	OPEN	DROP IN	DROP IN	OUTREACH	DROP IN	DROP IN	DROP IN	OPEN	OPEN	OPEN	OPEN
5:00 PM	BOOKED	DROP IN	DROP IN	OUTREACH	DROP IN	DROP IN	MEDICAL	DROP IN	OPEN	OPEN	OPEN
5:30 PM	BOOKED	DROP IN	DROP IN	OUTREACH	DROP IN	DROP IN	MEDICAL	DROP IN	OPEN	OPEN	OPEN
6:00 PM	BOOKED	DROP IN	DROP IN	OUTREACH	DROP IN	DROP IN	MEDICAL	DROP IN	OPEN	OPEN	OPEN
6:30 PM	BOOKED	DROP IN	DROP IN	OUTREACH	DROP IN	DROP IN	CONF	DROP IN	OPEN	OPEN	OPEN

<< Previous — Next >>

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SARS Anywhere 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 can be 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.

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, schedulers and students 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 component (eAdvising) provides for easy communication with students.
- Schedules can be exported to advisors' Outlook calendars.
- Web accessibility allows advisors to work with their schedules off-site.

Features for Students:

- Appointment confirmations may be received via e-mail, printed paper or labels, and/or (if the add-on text component has been purchased) text messaging.
- Web accessibility allows students to make, cancel or view their own appointments.
- An eAdvising feature allows students to send questions to advisors via the web.
- A Public Viewer Waiting List in walk-in sites keeps students updated on their waiting status.

North Bay Community College

Counseling Appointment Menu

Please select the desired option

| Make Appointment |
| View or Cancel Appointments |
| Drop-in |
| View Appointment History |
| Logout |

Reporting Features:

- A multitude of standardized reports includes operational, statistical, system administration, and table reports that can be viewed on screen, printed or exported.
- Users can create their own reports using a third-party reporting tool.
- Users can export reports to alternative formats.

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 schools to import and export student data between external data sources and SARS Anywhere.
- Multiple student ID formats are supported.
- Works with all versions of Microsoft® SQL Server database and Microsoft® IIS (version 6 and above).
- Includes ODBC and flat-file interfaces with Banner® and Colleague® by Ellucian, and PeopleSoft™ as well as an interface to Microsoft® Outlook.
- Works with bar code readers and touch screens.
- System can support foreign country information.

SARS Anywhere Add-on Components

Add-on Text

- Screen to allow SARS Users to have a real-time text chat with students.
- Students may place themselves in a queue for drop-in appointments via text.
- Students may remove themselves from a drop-in queue via text.
- Return to virtual or in-person waiting room based on position in Queue.
- Ready to meet message letting them know it is time to be seen.
- Appointment confirmation messages.
- Same-day appointment reminders up to two hours in advance.
- SARS Users may receive appointment reminders.
- SARS users can send text messages to students.

SARS Managed SMS

- SMS service for all SARS-related texting needs without having to contact a separate company.
- Billed annually with support renewals
- SARS does not charge for the initial SMS phone number
- SARS offers unlimited inbound text messages; allowing the ability to receive and send a greater number of text messages.
- SARS does not charge additional carrier fees which typically range from $.0020 - $.0050 per text depending on the carrier. That's an additional potential savings of $20 - $50 per month over Twilio or other options out there.
- As you buy additional 10,000 blocks of text messages per month, we discount our rate.
- If your needs start eclipsing your prepurchase amount, we can invoice for more capacity at a discounted rate.

Online Meeting API Interface with Zoom (more platforms to be added soon)

- Create Zoom appointments for any or all appointments scheduled using eSARS or SARS Anywhere.
- All appointment data (not the actual videos) is stored in the SARS database.
- SMS Appointment Confirmation for all appointment types, and Zoom link for drop-ins.
- "Online Meeting" designation remains for moved appointments if the Online Meeting box is checked.
- Group Appointment Online Meeting Topic field allows for specifying the Topic of the online meeting.
- Generate Meeting Passwords checkbox: requires the student to enter a password to join the meeting.
- Join Before Meeting Minutes: control when the student may join online meetings before the start time.
- Join Before Meeting Minutes Message field: tells students they are unable to join a meeting and why.
- Join After Meeting Minutes field: controls when a student may join online meetings after start time.
- Join After Meeting Minutes Message field: tells students they are unable to join a meeting and why.

SARS Anywhere Benefits

- Single price for an unlimited number of departments, and even branch campuses, of a single college/university offers an affordable scheduling solution.
- Increases scheduling efficiency and minimizes unnecessary paperwork.
- Maximizes staff resources.
- Prevents scheduling conflicts.
- Reduces no-show rate.
- Captures valuable income-enhancing data for maximized reimbursement to the college.
- Improves service to students.

SARS

Software Products

SARS Early Alert
Referrals for Student Success and Retention

Overview:

SARS Early Alert promotes student success and retention. This web-based software enables faculty members to identify students who are having difficulties, connect them with campus services that can provide appropriate interventions, and receive feedback on actions taken.

Early Alert Referral Form

Student Information

Student ID	1111111	Student Name	SMITH, JOHN	Search
Phone	(415) 226-0040	Email	support@sarsgrid.com	

Instructor / Course Information

Course Number	MATH 101 - 10000	Instructor	J MATHEWS
Course Title	PROBLEM SOLVING	Section Number	10000

Below is a list of concerns that may be inhibiting the student's success. Please select as many reasons as apply. The student will be notified that you are concerned about their academic performance and they will be contacted by the service areas that best match your concerns.

Academic Concerns

Reasons for Poor Academic Performance (select all that apply)

- [ ] Excessive Absences (2 or more)
- [ ] Habitual Tardiness
- [ ] Low test/ quiz performance
- [ ] Submission of poor-quality assignments
- [ ] Career Counseling
- [x] Missed tests/ quizzes/ major assignments
- [ ] Student may benefit from EOPS Services
- [ ] Poor performance on course content

Behavioral Concerns

Reasons for Poor Academic Performance (select all that apply)

- [ ] Study Skills
- [ ] Test-taking skills
- [ ] Time Management

Personal Concerns

Reasons for Poor Academic Performance (select all that apply)

- [ ] Work outside college conflicts with academic performance
- [ ] Difficulty Adjusting
- [ ] Student may benefit from DSPS Services
- [ ] Financial Concerns
- [ ] Drastic changes in appearance

Referring Faculty
- [ ] Meet with me during office hours or by appointment

Student Services
- [x] Counseling
- [ ] EOPS
- [ ] Transfer Center
- [ ] Admissions & Records
- [ ] DSPS
- [ ] Financial Aid
- [ ] TRIO

Tutoring / Supplemental Instruction
- [ ] Learning Center
- [ ] Writing Center
- [x] Tutoring

Student Health Services
- [ ] Psychological Services
- [ ] Student Health Center

Other
- [ ] Library
- [ ] Math Lab

Assessment
- [ ] Assessment

Warning this message will be going to the student

Hi John, There have been several recent assignments you have not completed and you missed this week's quiz. I am connecting you to some resources that I believe may be helpful for you.

Message to Service Area(s)

When the term started John was always present and engaged during class. I have noticed lately he appears to be distracted which is also apparent in his work. He has not turned in many recent assignments and the ones he has completed are not the quality he had a few months ago. I am concerned that there may be something serious going on here.

Reset	Print	View	Submit	Logout

<u>Features</u>:

Faculty members use this early alert referral system whenever a student is identified as having a problem in one or more of the following areas:

- Academic: Attendance problems, missed tests or assignments, low-quality work products, poor test performance, poor performance on class content, or poor basic reading/writing/ math skills.
- Behavioral: Poor time management, study skills, or test-taking skills.
- Personal: Financial problems, outside work conflicts, adjustment difficulties, drastic changes in student's appearance, or change in student's demeanor.
- Enrollment: Enrolled but never attended the class or stopped attending without dropping the class.

SARS Early Alert integrates with the SARS Anywhere scheduling and drop-in registration system, as well as with the SARS Track student self-serve and automated check-in/check-out system. As a student follows up on recommended activities, SARS Anywhere and SARS Track can record them.

SARS Early Alert provides a variety of options for dealing with concerns about students.

- Sends an e-mail message to the student in which the concern is described, and the student is encouraged to take advantage of the listed services.
- Sends additional e-mail messages to the various departments or services that are available to provide appropriate interventions.
- Establishes popup notifications that will be displayed in SARS Anywhere whenever a counselor brings up that student's information or when an appointment is made for a student.

Reports track referrals and the satisfaction of early alert requirements or recommendations.

<u>Large Capacity</u>:

SARS Early Alert has the capacity to meet the needs of multiple service sites within a college.

SARS Messages
Automated Appointment Reminders and Broadcasts

Overview:

SARS Messages is an automated messaging system. It is used to send appointment reminders, announcements, registration notices, and other types of messages by creating automated batches of e-mails, text messages, or both, depending on the System License that is purchased.

Applications may include:

- Advising, DSS, TRIO (remind students of individual and group appointments, send messages about missed appointments, announce drop-in hours, or notify students of cancellations and changes in schedules)
- Admissions and Registration (notify students about overdue tuition and fees, send messages to students with incomplete registrations, follow up on students who applied but did not enroll, send invitations to the summer session)
- International Students Programs (remind students of SEVIS fees and changes in requirements)
- Library (notify students about library fees or overdue books, broadcast available services)

Features:

Each department can set up multiple applications for sending a variety of messages.

Students may be given the option to cancel appointments.

Staff time will be freed up to reschedule canceled appointments or to make follow-up contact with students to whom messages could not be sent.

E-mail batches can be configured to accommodate spam filter limitations.

Reports itemize messages that were sent and not sent to allow for focused follow-up.

Budget Savings:

SARS Messages result in immediate budget savings due to a reduction of clerical time that is currently expended on confirming appointments by telephone and e-mail. Reminder messages reduce student no-show rates, thereby augmenting reimbursement rates that are based on the number of students seen. Finally, broadcast reminder messages can bring in student fees and other revenues that might otherwise be overlooked.

Large Capacity:

SARS Messages has the capacity to meet the needs of a large college. The text option can send up to 80 text messages per minute depending upon the hardware configuration. The e-mail option can send an unlimited number of e-mail messages.

SARS

Software Products

SARS Track
Student Self-Serve Check-in and Check-out

Overview:

SARS Track is a web-based student self-serve check-in/check-out system for measuring students' use of college services, such as advising, counseling, library, labs, tutoring, career centers, and other services. SARS Track prompts students to record their arrivals, reasons for their visits, and departures. At the designated service area, students can enter their ID numbers using a touch screen, keyboard, or scanning devices, such as a card reader or wand, or use a personal device with a built-in camera. Since students are prompted by on-screen instructions, no training is needed. SARS Track supports multiple languages. As it is integrated with our Anywhere Scheduling and Reporting System, students may also use SARS Track to self-register for drop-in visits and check-in for appointments, at which time the advisor will be notified of the student's arrival and the student's attendance will be recorded, as well as to book both same day and future appointments.

System Administration and Set-up Features

- The URL may be accessed by any networked device, including tablets and smartphones.
- Each department can design its unique parameters - ID formats, codes describing reasons for service, usernames, languages, and more.
- Each department controls access to its own system 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.
- Multiple student ID formats are supported.
- Classes can be imported from the host server and used in a variety of ways, including:
    - to use classes as reasons for a service
    - to facilitate tutor assignments and create a record of tutors' activities
    - to associate lab hours with specific courses and sections, and
    - to assign a temporary day pass so a student can use a course lab that is not linked to any class the student is currently attending.
- The maximum number of check-in times per day can be established (between 1– 9, or unlimited) to delineate how often a student may check-in and out of the same student service.
- A filter can be established to block certain students' access to selected services.
- A program filter can be established to allow only certain types of students to use SARS Track to book appointments, use the drop-in feature, or check-in/check-out of specified student services.
- Integrates with Early Alerts (SARS EARLY ALERT).
- Works with all versions of Microsoft SQL Server database.
- Includes built-in interfaces for Colleague® and Banner® by Ellucian™ as well as PeopleSoft™.
- System can support foreign country information.

Student Use Features

- Students can select from a list of reasons when checking in for a service.
- Students can select from a list of current classes when checking into a class-related lab.
- Students can view their own lab attendance totals when checking in.
- Students may print appointment reminders after making appointments using SARS Track.
- In tutoring centers, after a student check-in, a tutor can select the student to be seen, at which point the system re-sets the start time. The student must check out using SARS Track for the duration of the activity to be accurately recorded in the student's history.

Check Lab Attendance Totals

Waiting List

START OVER

Please select an option.

NEW STUDENT ORIENTATION	MAKE VETS APPOINTMENT	Check-in
Check-in - Out Button	Drop-in Advising	Check In

Students Currently Waiting: 0

Check Lab Attendance Totals

Waiting List

START OVER

Appointment Selection

‹	July 2022					›
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

All Specialties

All Counselors

08:00 AM ✕ ⌄

06:30 PM ✕ ⌄

Please select the appointment you want.

Counselor	Room No.	Start Time	Duration
No appointments available for your criteria.			

* Click on Continue to commit appointment.

CON&TINUE

Students Currently Waiting: 0

<u>Reporting Features</u>

- 21 standardized reports are available.
- Reports can be viewed on-screen, printed, or exported.
- Reports support time calculations based on the 60-minute hour, as well as the Carnegie unit (50-minute hour).
- Reports include usage by student, by time of day, by visit, for a day, by reason and/or classes; excess lab hours; the number of visits and elapsed time; and more. Reports also include usage by tutors and certified supervisor hours.
- End-users can create their own reports using a third-party reporting tool.

<u>PC Track Add-on Module</u>

- Available for use specifically in computer labs, PC Track tracks the amount of time a student spends using a specific computer in the lab, as well as the class or reason that is associated with the student's computer use.
- PC Track includes PC Track Control, which allows a system administrator to view all active sessions, cancel and restore session time limits, cancel, or restore maximum session counts, send messages to current users, and end sessions.
- PC Track integrates with Windows log-in to eliminate the student's need to sign into PC Track to use a PC.
- PC Track automatically logs students out of a lab when a student signs out, so the PC is ready for the next student.

<u>Benefits</u>

- Operate any number of service entry points with a single system.
- Frees staff from the need to schedule and register students, notify advisors of student arrivals, and track the duration of student activity.
- Ensures reporting of all student use of designated services (including not only the number of visits but also the amount of time expended on each non-appointment activity), resulting in maximized reimbursement to the school.

SARS

Software Products

SARS Plan
Resource Planning and Utilization System

Overview:

SARS Plan is a multi-user on-screen calendar/planner with point-and-click capability that works in conjunction with our core product, SARS Anywhere.

Features:

SARS Plan enables administrators to establish work requirements for upcoming terms. After schedules are created based on those parameters, administrators can review and approve advisors' schedules using individual and consolidated views. Administrators establish the types of days to be worked, the start and stop dates of the term or year, the number of workdays and hours required of advisors, and other scheduling criteria. Administrators review and/or consolidate the advisors' work plans for evaluating office coverage. Administrators may block the system from later changes by advisors after approval of final plans.

SARS Plan enables advisors to establish their own schedules in advance for submission to their administrators. SARS Plan tallies days and hours when schedules are entered so that advisors know immediately whether they are committing to the requisite number of days and hours.

Budget Savings:

SARS Plan is a significant time-saving tool for administrators and advisors. Schedules can be changed quickly and then automatically re-consolidated, saving administrators and advisors countless hours. SARS Plan can build detailed advisor schedules into SARS Anywhere, eliminating the need to manually enter their schedules into SARS Anywhere.

Large Capacity:

SARS Plan has the capacity to meet the needs of multiple service sites within a school.

SARS
Software Products
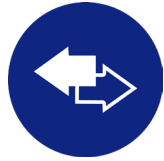
SARS Connect
Real-time Interface between SARS and College Databases

Overview:

SARS Connect is a SARS utility that operates to make real-time connections between SARS databases and college Enterprise Resource Planning (ERP) systems for the purpose of exchanging student data. Currently, SARS Connect is available for Banner® by Ellucian.

Features:

- The Banner-to-SARS integration process sends changes to student information made in Banner to the SARS database(s), including new records, updated records, and new term updates.
- The SARS-to-Banner integration process sends data about appointments, drop-ins, and positive lab attendance captured in SARS back to Banner nightly.
- Banner uses the information provided by SARS to maintain the Service Assignment page of the SEADETL form. Banner also saves each transaction into an event table developed specifically for the SARS integration as a log/reporting table.
- A Banner-designed AddStudentService Web Service uses a mapping table that ensures that data exchanged between the two systems populates the correct database fields.
- A channel created in Luminis ® (the Banner portal) simplifies the integration process.
- The integration supports both batch synchronization and real-time event messaging for data integration from Banner to SARS.

Benefits:

- Ensures timely and accurate data in both the college's and the SARS databases.
- Eliminates the need to manually import and export student information and new term data.
- Easy one-time installation and configuration. (A SARS technical consultant installs the SARS integration and configures the solution for SARS. An Ellucian technical consultant needs to work with college IT staff to configure/implement the Banner side.)

Requirements:

Colleges must have the *Banner Integration for SARS* module that works in conjunction with the SARS Connect module.

Costs:

For SARS Connect, a nominal service fee is assessed for installation and annual maintenance, per Banner installation.

For the cost of the *Banner Integration for SARS* module, contact Ellucian.