

INTRODUCTION TO SARS-ALRT

Welcome to the SARS-ALRT MANUAL. In this book, you will find the information you need to become a skillful user of the SARS-ALRT features.

The purpose of this Manual is to provide an easy-to-follow, non-technical, step-by-step guide for setting up and using SARS-ALRT.

What Is SARS-ALRT?

SARS-ALRT is an Early Alert Referral System that helps promote student success and retention. This web-based software enables instructors to identify students who are having difficulties and connect them with campus services that can provide appropriate interventions.

How to Use this Manual

The Manual is organized in a manner that will enable you to use it as a reference guide. The topics are presented more or less in logical order, progressing from the initial steps of setting up the system for first-time use, to using the system to record activities, to maintaining the system, and finally to generating useful reports.

Initial Assumptions

This Manual assumes that you have basic knowledge in the following areas:

- Using a personal computer with a Windows 2000, or XP or Vista operating system.
- Using a mouse

Where To Find Other Information

This manual is posted in PDF format in the Client Zone of our website at www.sarsgrid.com.

If You Encounter Problems

As you probably know, computers and the programs that run on computers sometimes fail to operate properly. It is often difficult to ascertain the source of the problem. Some possible sources of problems are:

- Your hardware. A part of your computer or a peripheral (keyboard, printer, mouse, etc.) may have failed. If so, you will need to identify the part that is not working and either replace or repair the part.
- Your network. A failure may have occurred in your overall network. If so, your network administrator needs to be alerted to correct the problem.

- Software other than the SARS-ALRT software, such as the operating system on a workstation. If so, you need to obtain assistance from your technical support specialist.
- You, the user. Don't take this personally. Even sophisticated users sometimes inadvertently cause the system to crash. Often, the solution to clearing the problem is as simple as rebooting the computer.
- A problem in SARS-ALRT itself could actually be the problem. If so, see the next section.

When You Need to Contact Us

SARS-GRID, upon which SARS-ALRT is based, has a web site on the World Wide Web. This web site may be a useful source of information about all of our SARS-GRID-based applications. If you have access to the Internet, you may want to take a look at what the site has to offer by going to www.sarsgrid.com.

If you have a specific question and do not need the answer immediately, the person designated under the Support Agreement as our contact may send an e-mail message to support@sarsgrid.com or send us a fax message at (415) 226-0038.

To speak directly with our customer support staff, the person designated under the Support Agreement as our contact person may call (415) 226-0040 during the following hours: Monday through Friday, 8:30 a.m. to 5:30 p.m. (PT).