

Subject: Support Services Minutes
Date: August 17, 2004

Attendance: UAA – Patty, Marian, Christina
UAF – Colleen
UAS – Barbara
SW - Patrick

1. Share items discovered during testing:

Discussed the items that UAA discovered during testing (testing notes sent to team on 8/6/04). UAF identified the same problem we were having with the 'Estimated Completion Date'. Added two other items to the list of issues:

- The comment area doesn't seem to allow you to insert a line before the first line of comments. We want to be able to have the first line of comments be the most current so we don't have to scroll down the list. Will continue testing this to see if there is a trick to get that to happen.
- Most forms have a 'From' and 'To' term associated to them. The 'To' term should be interpreted as: up to but not including that term.

Colleen mentioned that there is a known issue relating to the 'Comments' area and she would email the list of this known issue.

Critical Form flaw - Of the forms that have been tested, SEAQGNs is the one that will cause confusion as it will display students with goals, needs or services that have been completed or still need to be completed. We were expecting the form to only show us students who **still** need to complete those areas. This is not a known issue with SCT (according to what Colleen was able to see) and we will need to report it to SCT. In the meantime, we may need to have SW Programmers create a new form (ie, SEA2QGN) that will properly display students who have not completed certain goals, needs or services.

2. What type of reports are we looking to have created?

- Report we can give directly to student
- Internal report
- May need some CAPP reports

Asked team to begin thinking about what they want to see on a report. Draft it out and send it to the list serve. Patty will compile all the ideas and put together a task request. Plan to discuss this more at our next meeting.

3. Other:

Patty will be traveling to Kodiak on August 20th to see a demo of the Student Space product to see how it compares with the Support Services component we are currently testing. She will report back to the team on what she discovers.

4. Next meeting set for September 21, 2004 at 10am.