


New Features in the SAM Kiosk

Since its launch in late summer 2014, we have been working to enhance and improve the functions of the SAM Kiosk. Many “behind the scenes” improvements have been made and rolled out without the need for campus-wide announcements. These improvements correct certain issues with the system for both campus users and central staff.

On Tuesday, however, two more significant enhancements were made to SAM. These are the display of an Audit History record for each SAM request and the ability to enter comments related to a request. These features will allow both campus users and central staff to have more visibility into the status of a request, along with more information on its progress through required processes.

The History and Comments can be accessed in two ways. One option for accessing the History and Comments is through the Search screen results. A column and icon have been added to this feature to allow direct access to the History and Comments section:

Id	History	Form	Request Fr	PI	Award ID	Smart Key	Date Subm	Date Comp	Assigned T	Status
1053		No-cost Extension (NCE)	Somers, Elisabeth	Scott Simon	000008888		02/04/2015			Submitted to OSP/OGCA

The second option for accessing the History and Comments information is through the request itself. Two new buttons have been added to the bottom of each request form. To view the History and Comments information simply click “View History:”

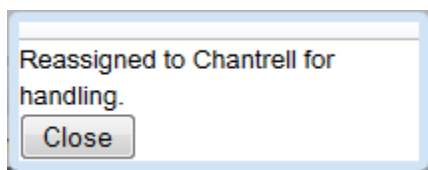
Current Form Status: **Submitted to OSP/OGCA** Assigned To: **UnAssigned**

Using either of these options will bring up the History and Comments information. The History section will appear at the top with the Comments section below. The information in the History section is system-based information recorded as certain actions are taken on a record. The Comments section will show comments which are manually added by a user:

History			
Audit Date	Status	Create User	Assignee
02/04/15 @ 11:51:10 AM	Assigned - In Progress (Current Status)	Holly Sommers	Chantrell Lowe
02/04/15 @ 11:48:16 AM	Assigned - In Progress	Holly Sommers	Holly Sommers
02/04/15 @ 9:53:41 AM	Submitted to OSP/OGCA	Holly Sommers	
02/04/15 @ 9:53:21 AM	Waiting for Signature(s)	Holly Sommers	
02/04/15 @ 9:52:23 AM	Waiting for Signature(s) (Initial Save)	Holly Sommers	

Comments		
Comment Date	Commenter	Comment Text
02/04/15 @ 11:51:50 AM	Holly Sommers	Reassigned to Chantrell for ha...
02/04/15 @ 11:50:24 AM	Holly Sommers	Took assignment of request for...

If the text of the Comment exceeds the space allotted in the column on the main Comments/History pop-up, simply click on the text to see the full comment:



To add a Comment, three options are available:

- 1) *At the time of a change in status.* When the status of a request is changed, the system provides a place for a comment to be made at that time:

Current Form Status: **Assigned - In Progress**

Assigned To: **Sommers Holly**

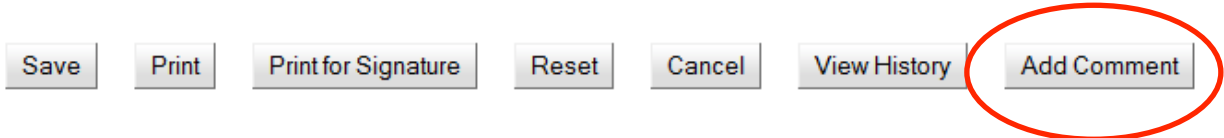
Select Form Status: **Hold - Additional Information Required** ▼

Comment:

Need additional information on scientific justification for request.

- Save
- Print
- Print for Signature
- Reset
- Cancel
- View History
- Add Comment

2) "Add Comment" button on the request form. A comment may also be made by simply clicking the "Add Comment" button at the bottom of each request form:



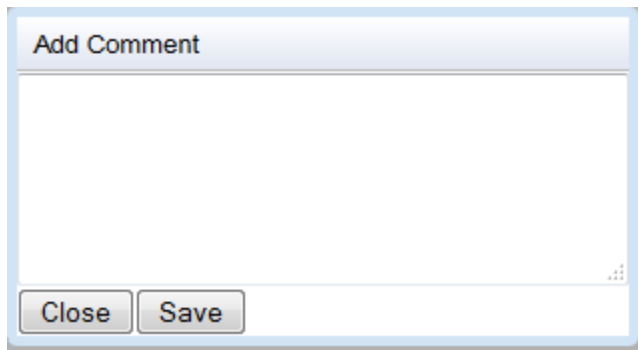
3) "Add Comment" button on the View History/Comments pop-up box. A comment may also be made directly from the History/Comments pop-up box by clicking "Add Comment" at the bottom:

History			
Audit Date	Status	Create User	Assignee
02/04/15 @ 11:56:56 AM	Hold - Additional Information Required (Current Status)	Holly Sommers	
02/04/15 @ 11:55:11 AM	Assigned - In Progress	Holly Sommers	Holly Sommers
02/04/15 @ 11:51:10 AM	Assigned - In Progress	Holly Sommers	Chantrell Lowe
02/04/15 @ 11:48:16 AM	Assigned - In Progress	Holly Sommers	Holly Sommers
02/04/15 @ 9:53:41 AM	Submitted to OSP/OGCA	Holly Sommers	
02/04/15 @ 9:53:21 AM	Waiting for Signature(s)	Holly Sommers	
02/04/15 @ 9:52:23 AM	Waiting for Signature(s) (Initial Save)	Holly Sommers	

Comments		
Comment Date	Commenter	Comment Text
02/04/15 @ 11:56:56 AM	Holly Sommers	Need additional information on...
02/04/15 @ 11:51:50 AM	Holly Sommers	Reassigned to Chantrell for ha...
02/04/15 @ 11:50:24 AM	Holly Sommers	Took assignment of request for...

Close Add Comment

Clicking the Add Comment button described in Options 2 and 3 above will bring up the Add Comment box shown below. Simply type the text of the comment and click Save.

The image shows a standard Windows-style dialog box titled "Add Comment". It features a large, empty text area for entering a comment. At the bottom of the dialog, there are two buttons: "Close" on the left and "Save" on the right. The dialog box has a light blue border and a title bar.

The addition of the History and Comment Information will provide users with more information on and visibility into the status of each request.

Special Information on Requests Which Must be Denied

In the cases where a SAM request must be denied, the reason for such denial will be recorded in the comments section. The campus user will still receive an e-mail notification informing them that the request was denied. The text of that e-mail will refer the user to the Comments section of the request for details on the reasons for the denial. It is our desire to eventually include the text of the denial explanation into the e-mail itself (as well as keeping record of it in SAM), but that function is not yet available.