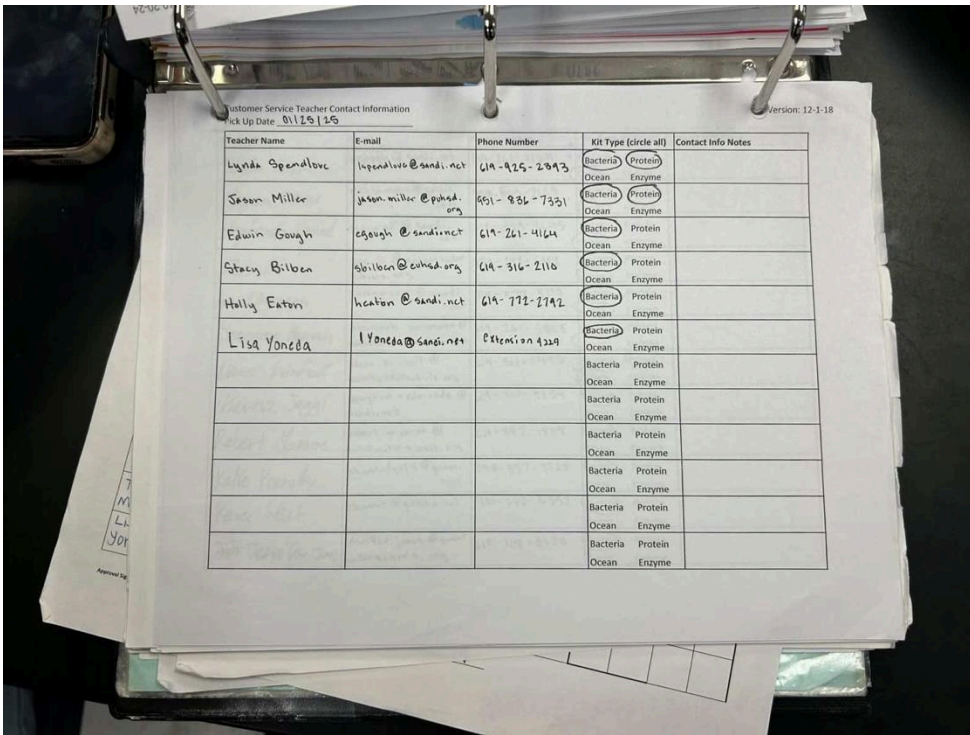


ScienceBridge Tech Site Standard Operating Procedure

Title: Teacher Contact Info Tracking Sheet SOP		
Original Issue Date: 5/18/26	Revision Date:	Pages: 2
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Scope	For use by biotechnology students at Mira Mesa High School when collecting, organizing, and maintaining accurate teacher contact information in the Teacher Contact Information Tracking Sheet			
Objective	This SOP outlines the procedures for recording, updating, and verifying teacher contact details to ensure reliable communication for orders and follow-ups in case of changes. This sheet is used as a reference of teacher contact information.			
Consumable Materials (or ends up in kits)		Organized	Paper	Digital
	1. Teacher Contact information tracking sheets 2. Shared Spreadsheet	Teacher kit	1	1
Equipment	1. Computer 2. Customer Service Binder 3. Teacher Email Communication Tracking Sheet			
Supplemental Aids				
Safety	- Do not release unauthorized information to customers. Only stick to the proper script that's given. - Be sure to keep all personal teacher information confidential			
Quantity	Record each teacher's contact information as shown in the tracking sheet. This should include all relevant and necessary contact details for each teacher for their kits.			

Protocol	
	4. Write in the "Pick Up Date" at the top of the sheet. 5. Open the Online Teacher Contact and Original Order Spreadsheet on your computer. 6. Search for the teacher's order for this pick-up date. 7. Fill in the teacher's information (name, email, phone number) a. Separate email addresses into separate lines if needed. b. Separate phone numbers with hyphens, like xxx-xxx-xxxx 8. Under "kit type", circle all the kits that the teacher ordered. Each teacher should only be listed once, even if they ordered multiple kits. 9. On the Online Teacher Contact and Original Order Spreadsheet, check for any special requests (for example, kits being picked up by another person or pickup on a different date). If there are, specify in the "Contact Info Notes" section.
Documentation	All work and any variance from the protocol must be documented • Document completion of all final steps on the Customer Service Summary Sheet • Document all changes and confirmations from teachers in the Summary Sheet and on the Spreadsheet shared with other groups • Report updates on Communication Log ◦ Whether you called all the teachers or if there are still teachers that need to be called.
Storage	Pick Up Sheet should be stored in Customer Service Binder until used and archived properly after the respective monthly order is complete.
Quality Control	• Double check spelling of email address and phone numbers against the Online Teacher Contact and Original Order Spreadsheet.

	• Ensure contact information is written neatly and is easy to read by other team members. • If contact information is hard to read, cross out and rewrite on a new line.
Reagent Label Sticker or other Identification Label	N/A
When	The procedure should be repeated anytime a teacher has ordered one or more kits to pick-up but has failed to respond to any confirmation emails.
Tech Site Kit: <i>Group</i>	All kits: <i>Customer Service</i>