

ScienceBridge Tech Site Job Description

This protocol does NOT follow the correct format, however, for training purposes you may use the information here in draft format until it can be corrected. (Should be an SOP)

Title: Emailing Initial Teacher Confirmations SOP		
Original Issue Date: 9-27-22	Revision Date: 5/27/25	Pages: (5)
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Scope	For use by biotechnology students at Mira Mesa High School when documenting teacher kit information (all kits). Each kit type has its own sheet for each order date
Objective	This SOP sets the procedural specifications for (complete sentence with the outcome including all bold sections in the protocol).
Job Skills?	Time Management • Written Communication • Tone Awareness • Attention to Detail
When	• The start of a new pickup date • Emails are done when approved and sent to designated teacher who ordered kits
Supplemental Aids	Tracking Sheets: • Teacher contact info and original order spreadsheet • MM Tech Site Orders Spreadsheet • Customer Service Communication Log MMHS - Communication Log SOP SOPs: • MMHS Pick Up Map • Bacterial Transformation teacher email template • Protein Purification teacher email template • Enzyme Teacher Email Template • Ocean Acidification Teacher Email Template

	Videos: • CS DraftingTeacher Email Training Video 2025
Safety Training	Password Security • DO NOT: • Distribute Biotech account information • Leave password information within public view • Work on Tech site outside of class • Leave task without filling out Communication Log • Information Security • DO NOT: • Share Customer information, i.e. Phone numbers, Emails, and any other contact information with other people • Leave Customer contact information within immediate public view
Workflow Protocol	Complete the following, some jobs may require repetition of specific steps and/or not every step may be needed. This will require an initial plan that is signed off by the teacher and a weekly check-in to adjust for changes and problems that arise Step 1: Email Training - Look over the Supplemental Aid and watch the training video which walks you through the steps to completing the initial email - Look over the Workflow Protocol steps completing each step Note this video has some errors and is only approved as a draft: • When changing information on the email- change all relevant sections noted in the template with correct teacher information, but also remove the (). Example:(teacher name) should become Lisa Yoneda in the video • The email they stated you cc for all emails is correct, the email address they added to the actual email is incorrect. Always cc: mmhsbiotech@sandi.net for all emails or email this email directly for template approval. (Note, I only check this email if you tell me to)

Step 2: Beginning steps to drafting the initial email

1. Draft follow up confirmation email to first teacher on the CS teacher Email Communication Tracking Sheet for each Kit
 - a. Look for teacher's information on [Teacher contact info and original order spreadsheet](#)
 - b. [Look for correct email template above](#)
 - c. Attach following attachments to two-week confirmation email
 - d. Attach the [Pick-up location map](#) file to the draft
 - e. Send to tech site instructor using biotech email for approval
 - f. Update tracking sheet once approved
 - g. Star approved draft copy for everyone to copy for future emails, archive all unapproved drafts.
 - h. Copy approved draft for each teacher remaining on the CS teacher E-mail Communication Tracking Chart (Inside of CS binder) for the same kit

Step 3: Making Changes to the approved template

- i. Update all copied drafts with the following
 - i. Change teacher name
 - ii. Change number of kits ordered
 - iii. Check if teacher requests/modifications
 - iv. Add the correct pickup date to template
 - v. Requests/modification noted on the CS teacher Email Communication Tracking Chart (teacher approval needed)
 - vi. Manager approval is fine for those without special requests/modifications
 - vii. Update tracking sheet once approved

Step 4: Steps after the initial draft confirmation has been sent:

2. Check email draft folder daily until all follow up confirmation emails have been approved
3. Immediately send each follow up teacher confirmation once it is approved
 - a. Update CS Teacher Summary Sheet and Email Communication Tracking Chart when sent
4. Pick Up Reminder Email Teacher Job **ASAP**

	Refer to Reminder email teacher SOP
Documentation	• Fill out/update in production sheet if unfinished materials left in the in production box. • Complete Communication Log for each workflow step worked on in this job description • Tracking Sheet Information • Inform teacher & manager about critical information, include what document/tracking log to fill out) - Follow the tracking chart (Inside of the CS binder)
Document Control	All tracking sheets should be kept in your assigned group binder. When finalized, tracking sheets must be archived in your group binder.
Quality Control	Fails QC: Confirm with teacher (Mrs. Yoneda) and document problems in the Communication log.
Tech Site Kit: Group	Bacterial Transformation, Protein Purification, Enzyme, Ocean Acidification.