



Australian
National
University

University Services Feedback (USF) eForm Transition Project

A User Guide for Service Leads

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The Australian National University

Canberra ACT 2600 Australia

www.anu.edu.au

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Introduction

University Services Feedback is a streamlined process to encourage feedback on any service at ANU through a quick and easy form. As part of the Smart IQ eForm transition project and following the University Feedback Service Feedback [policy](#) and [procedure](#), the current USF eForm is replaced by the USF portal in Microsoft PowerApps.

- For general information about USF, please see the [USF website](#).

Audience

The Planning and Service Performance Division is responsible for delivering reporting dashboards for the Deputy Vice-Chancellor International & Corporate / Chief Operating Officer to facilitate monitoring of feedback received and the responsiveness of Service Leads.

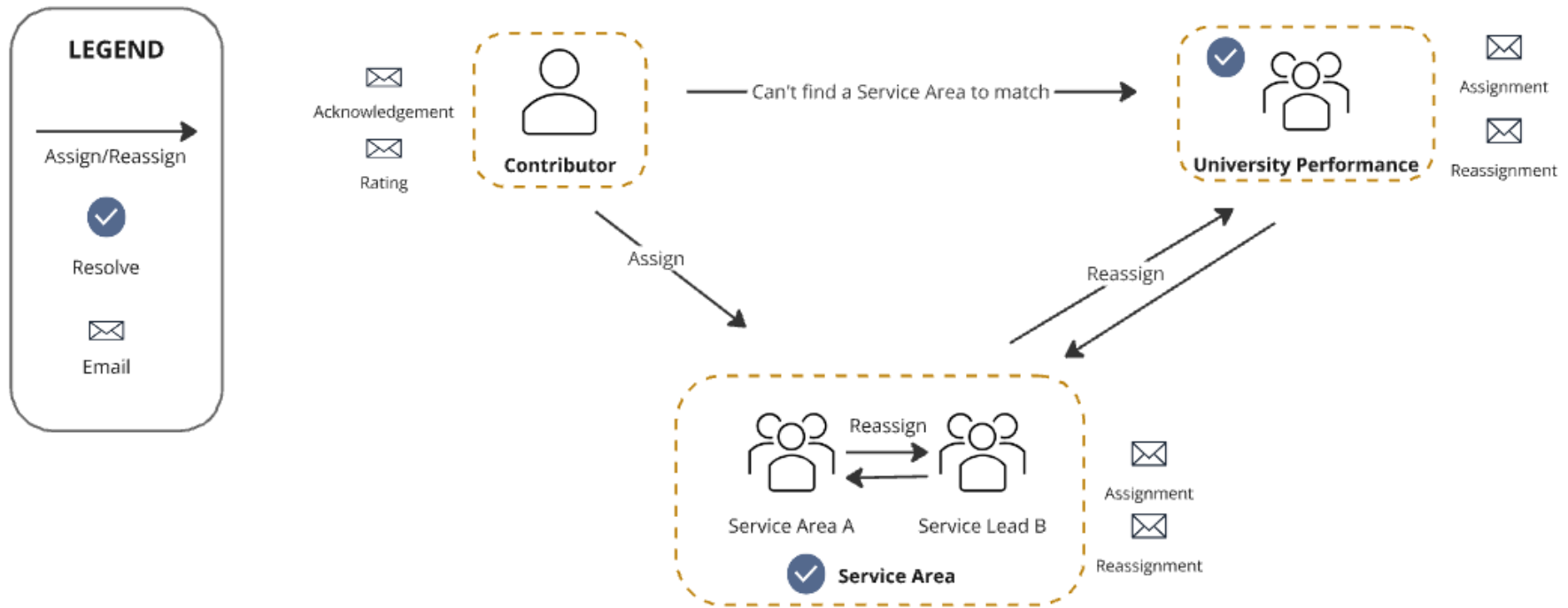
The University Performance Team can monitor, review and respond to all feedback submissions received through USF portal.

The Service Lead is responsible for processing USF review and respond to submissions received in accordance with the University Service Feedback [policy](#), and identifying the submissions received that do not meet the definition of 'feedback' under the University Services Feedback policy and directing them to the appropriate channel.

Glossary

Terms	Definition
Contributor	Member of the University community who submits feedback.
Service Lead (SL)	Division Director (or delegate) who is responsible for feedback received
Service Lead Division	The business domain for which the feedback is received
Respondent	Staff member who is tasked with communicating with Contributor and (or) resolving a feedback request. The service lead can elect to be the feedback respondent
Feedback type	A piece of feedback can be a compliment, feedback, or an idea for improvement
Service	A piece of feedback can submitted be to one of the following services: University strategy, direction and leadership, Alumni Relations and Philanthropy, Corporate Governance and Risk, Facilities, Finance and Business Services, Human Resources, Information Technology, International Strategy and Partnerships, Legal services, Marketing and Communication, Planning and Performance Measurement, Research Services, Scholarly information services, Service Improvement Group, Student Administration, Student Life, and Teaching support. Please note Services does not necessarily mean the responsible Service lead division

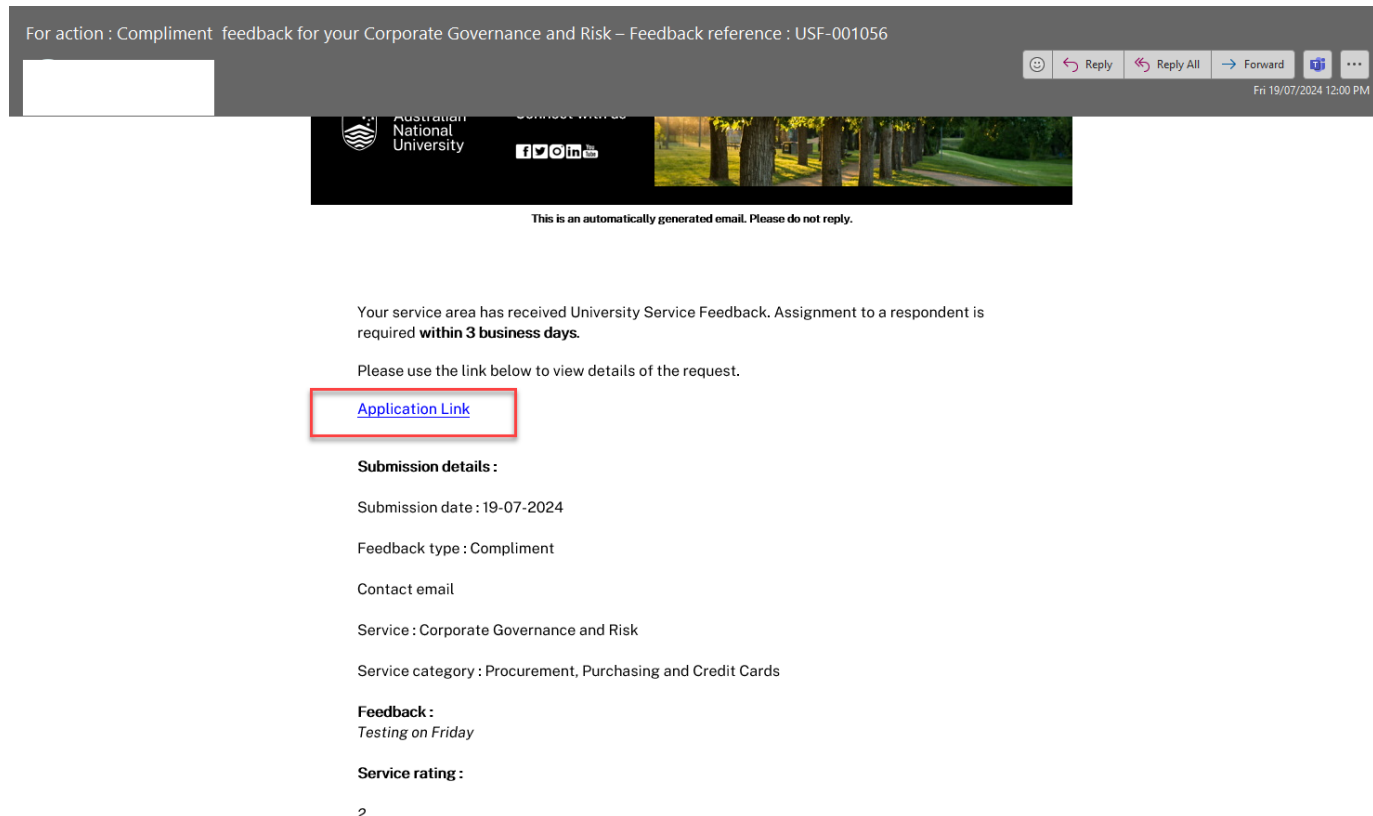
Overview



How to access the USF Portal

Navigate to the USF Power App portal by following the direct link in the notification email or by clicking this link: [Model App](#). If you are unable to access that link, please [submit a request](#) to request support.

The Model App link is accessible in the notification email sent to service leads.



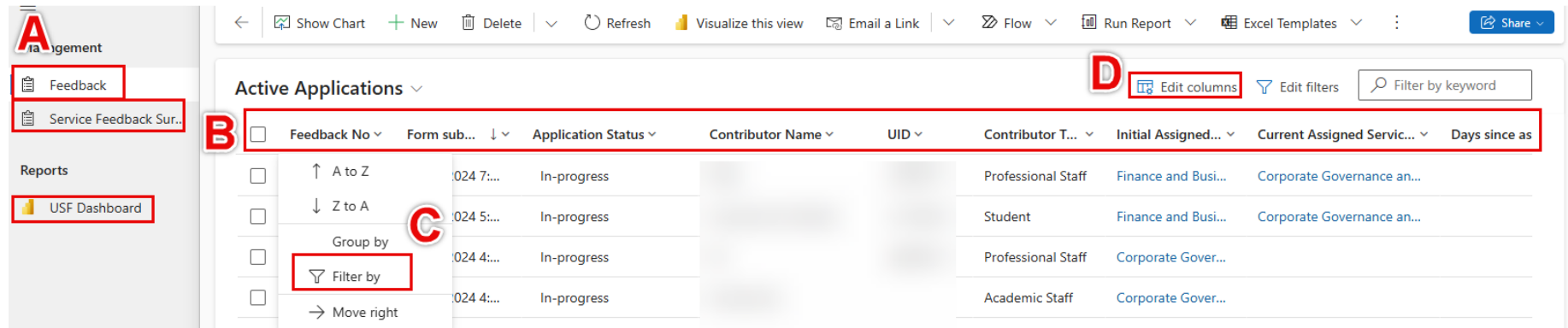
General Features

Key elements on the first page in USF review/decision portal in PowerApps:

- A. Menu
 - Feedback (for Service Lead review)
 - Service Feedback Surveys
 - USF Dashboard

- B. Column name with drop-down arrow (C)
 - The column Items and their order can be personalised by navigating the *Edit column*(D)

- C. A drop-down filtration box for each column
 - Click *Filter by* or *Clear filter* to manage your preferred application list



Customising Feedback Queue

The queue can be easily customised to assist with your workflow, all columns can be filtered, moved, removed or added by following the below example steps.

The screenshot shows a web interface for managing feedback. On the left is a sidebar with a 'Management' section containing a 'Feedback' link (highlighted with a red box) and a 'Service Feedback Sur...' link. Below this is a 'Reports' section with a 'USF Dashboard' link. The main area is titled 'Active Applications' and features a table of data. Above the table, there are several utility buttons: 'Show Chart', 'New', 'Delete', 'Refresh', 'Visualize this view', 'Email a Link', 'Flow', 'Run Report', 'Excel Templates', 'Export to Excel', and 'Share'. To the right of the table title, there are 'Edit columns' (highlighted with a red box), 'Edit filters', and a search box labeled 'Filter by keyword'. The table itself has a header row with columns: 'Feedback No', 'Form sub...', 'Application Sta...', 'Contributor Name', 'UID', 'Contributor Ty...', 'Service', 'New Assigned Service L...', 'Days since assignm...', and 'Days since submissi...'. Below the header, there are six rows of data, each representing an application with its ID, submission date, status, contributor type, service, and assigned service.

<input type="checkbox"/>	Feedback No	Form sub...	Application Sta...	Contributor Name	UID	Contributor Ty...	Service	New Assigned Service L...	Days since assignm...	Days since submissi...
<input type="checkbox"/>	USF-001055	18/07/2024 7:2...	In-progress			Professional Staff	Finance and Busin...	Corporate Governance and...		0 minutes
<input type="checkbox"/>	USF-001052	18/07/2024 5:2...	In-progress			Student	Finance and Busin...	Corporate Governance and...		0 minutes
<input type="checkbox"/>	USF-001051	18/07/2024 4:5...	In-progress			Professional Staff	Corporate Govern...			0 minutes
<input type="checkbox"/>	USF-001049	18/07/2024 4:2...	In-progress			Academic Staff	Corporate Govern...			0 minutes
<input type="checkbox"/>	USF-001048	18/07/2024 4:2...	In-progress			Academic Staff	Finance and Busin...	Other (I cannot find an op...		0 minutes
<input type="checkbox"/>	USF-001046	18/07/2024 3:5...	In-progress			Student	Facilities & Services			0 minutes

Edit Columns

- After clicking **Edit Column**, there will be a list popping up on the right of the screen.
- Clicking **Add column** If you want to check and select more Items for your column list.
- Clicking **Reset to default** when you do not need the added column Item.

The screenshot shows the 'Feedback Status Tracker' application interface. The main area displays a table of 'Active Applications' with columns for Feedback No., Form sub., Application Sta., Contributor Name, UID, Contributor Ty., Service, New Assigned Service L., and Days since ass. A 'Management' sidebar is on the left, and a 'Reports' sidebar is on the right. A 'Sandbox' label is visible in the top right corner. An 'Edit columns' dialog is open on the right side, titled 'Edit columns: Services Feedback'. The dialog has a search bar and a dropdown menu set to 'All'. Below the search bar is a list of columns with checkboxes. The 'Add columns' button is highlighted with a red box, and a red arrow points from it to the 'Add columns' button in the dialog's title bar. The 'Reset to default' button is also highlighted with a red box.

Feedback No.	Form sub...	Application Sta...	Contributor Name	UID	Contributor Ty...	Service	New Assigned Service L...	Days since ass
<input type="checkbox"/>	USF-001055	18/07/2024 7:2...	In-progress		Professional Staff	Finance and Busin...	Corporate Governance and...	
<input type="checkbox"/>	USF-001052	18/07/2024 5:2...	In-progress		Student	Finance and Busin...	Corporate Governance and...	
<input type="checkbox"/>	USF-001051	18/07/2024 4:5...	In-progress		Professional Staff	Corporate Govern...		
<input type="checkbox"/>	USF-001049	18/07/2024 4:2...	In-progress		Academic Staff	Corporate Govern...		
<input type="checkbox"/>	USF-001048	18/07/2024 4:2...	In-progress		Academic Staff	Finance and Busin...	Other (I cannot find an op...	
<input type="checkbox"/>	USF-001046	18/07/2024 3:5...	In-progress		Student	Facilities & Services		

- Add columns
 - Select the Items you want from this new list, and they will be added into the existing list. Close It otherwise.

- For the column items, you can drag them up and down to place them in the column order you prefer.

Please remember to click **Apply** every time when you attempt to make any changes and click **Cancel** otherwise.

The screenshot displays the 'Feedback Status Tracker' interface. The main area shows a table titled 'Active Applications*' with columns for 'Days since assignm...', 'Feedback No', 'Form sub...', 'Application Sta...', 'Contributor Name', 'UID', 'Contributor Ty...', 'Service', and 'New Assigned Serv'. The table contains six rows of data. On the right, an 'Edit columns: Services Feedback' sidebar is open, listing various column headers that can be added or removed. The 'Status' column header in the table and the 'Status' item in the sidebar are both highlighted with red boxes. At the bottom right of the sidebar, the 'Apply' button is also highlighted with a red box.

Days since assignm...	Feedback No	Form sub...	Application Sta...	Contributor Name	UID	Contributor Ty...	Service	New Assigned Serv
	USF-001055	18/07/2024 7:2...	In-progress			Professional Staff	Finance and Busin...	Corporate Governar
	USF-001052	18/07/2024 5:2...	In-progress			Student	Finance and Busin...	Corporate Governar
	USF-001051	18/07/2024 4:5...	In-progress			Professional Staff	Corporate Govern...	
	USF-001049	18/07/2024 4:2...	In-progress			Academic Staff	Corporate Govern...	
	USF-001048	18/07/2024 4:2...	In-progress			Academic Staff	Finance and Busin...	Other (I cannot fin
	USF-001046	18/07/2024 3:5...	In-progress			Student	Facilities & Services	

Default setting

Active Applications ⌵ Edit columns Edit filters Filter by keyword

<input type="checkbox"/>	Feedback No	Form sub... ⌵	Application Sta... ⌵	Contributor Name ⌵	UID ⌵	Contributor Ty... ⌵	Service ⌵	New Assigned Service L... ⌵	Days since assignm... ⌵	Days since submissi... ⌵
<input type="checkbox"/>	USF-001055	18/07/2024 7:2...	In-progress			Professional Staff	Finance and Busin...	Corporate Governance and...		0 minutes
<input type="checkbox"/>	USF-001052	18/07/2024 5:2...	In-progress			Student	Finance and Busin...	Corporate Governance and...		0 minutes
<input type="checkbox"/>	USF-001051	18/07/2024 4:5...	In-progress			Professional Staff	Corporate Govern...			0 minutes
<input type="checkbox"/>	USF-001049	18/07/2024 4:2...	In-progress			Academic Staff	Corporate Govern...			0 minutes
<input type="checkbox"/>	USF-001048	18/07/2024 4:2...	In-progress			Academic Staff	Finance and Busin...	Other (I cannot find an op...		0 minutes
<input type="checkbox"/>	USF-001046	18/07/2024 3:5...	In-progress			Student	Facilities & Services			0 minutes

After adding Status and moving it to the first column

Active Applications* ⌵ Edit columns Edit filters Filter by keyword

<input type="checkbox"/>	Status ⌵	Feedback No ⌵	Form sub... ⌵	Application Sta... ⌵	Contributor Name ⌵	UID ⌵	Contributor T... ⌵	Service ⌵	New Assigned Service L... ⌵	Days since assign... ⌵	Days si
<input type="checkbox"/>	Active	USF-001055	18/07/2024 7:...	In-progress			Professional Staff	Finance and Busi...	Corporate Governan...		1 day
<input type="checkbox"/>	Active	USF-001052	18/07/2024 5:...	In-progress			Student	Finance and Busi...	Corporate Governan...		1 day
<input type="checkbox"/>	Active	USF-001051	18/07/2024 4:...	In-progress			Professional Staff	Corporate Gover...			1 day
<input type="checkbox"/>	Active	USF-001049	18/07/2024 4:...	In-progress			Academic Staff	Corporate Gover...			1 day
<input type="checkbox"/>	Active	USF-001048	18/07/2024 4:...	In-progress			Academic Staff	Finance and Busi...	Other (I cannot find an o...		1 day
<input type="checkbox"/>	Active	USF-001046	18/07/2024 3:...	In-progress			Student	Facilities & Servic...			1 day

Saving and sharing a customised view

Once you have completed setting up a customized view, this can be saved for future use by selecting the queue name dropdown.

The screenshot displays the 'Active Applications' view management interface. On the left, a dropdown menu is open, showing options to 'Save as new view' and 'Manage and share views', both highlighted with red boxes. The main table lists applications with columns for status, ID, and date. On the right, a 'Manage and share views' dialog is open, showing a 'Share' option highlighted in a red box.

Form sub...	18/07/2024 7:...
18/07/2024 5:...	
18/07/2024 4:...	
18/07/2024 4:...	
18/07/2024 4:...	
18/07/2024 3:...	

Saved views can also be shared with other team members by using the 'Manage and share' function found on the same dropdown.

Reviewing Feedback as Service Lead

Feedback Page

Please find the pending feedback item for your area from **Feedback – Current Assigned Service Area – Initial Assigned Service Area (if current blank)**, then click on the **Feedback No.** to proceed with your review.

You can also use the filter function on the specific column drop-down list introduced above to shortlist review items.

Management

- Feedback
- Service Feedback Sur...

Reports

- USF Dashboard

Active Applications

[Show Chart](#)
[+ New](#)
[Delete](#)
[Refresh](#)
[Visualize this view](#)
[Email a Link](#)
[Flow](#)
[Run Report](#)
[Excel Templates](#)
[Export to Excel](#)
[Share](#)

[Edit columns](#)
[Edit filters](#)

<input type="checkbox"/>	Feedback No	Form submit...	Application Status	Contributor Name	UID	Contributor Type	Initial Assigned Se...	Current Assigned Service Area	Days since assignment
<input type="checkbox"/>	USF-001055	18/07/2024 7:22 ...	In-progress			Professional Staff	Finance and Busines...	Corporate Governance and Risk	
<input type="checkbox"/>	USF-001052	18/07/2024 5:26 ...	In-progress			Student	Finance and Busines...	Corporate Governance and Risk	
<input type="checkbox"/>	USF-001051	18/07/2024 4:51 ...	In-progress			Professional Staff	Corporate Governan...		
<input type="checkbox"/>	USF-001049	18/07/2024 4:27 ...	In-progress			Academic Staff	Corporate Governan...		
<input type="checkbox"/>	USF-001048	18/07/2024 4:26 ...	In-progress			Academic Staff	Finance and Busines...	Other (I cannot find an option ...	
<input type="checkbox"/>	USF-001046	18/07/2024 3:56 ...	In-progress			Student	Facilities & Services		

General

USF-001055 - Saved

Modified By

Services Feedback

General Assign and Closure Attachments Feedback Timeline

FEEDBACK SUBMISSIONS

Feedback No	* 🔒 USF-001055	Contributor Name	🔒
Feedback No	* 🔒 USF-001055	Contributor Email Address	🔒
Feedback Type	🔒 Compliment	Contributor UID	🔒
Initial Assigned Service Area	🔒 Finance and Business Services	Contributor Type	🔒 Professional Staff
Service Category	🔒 Procurement, Purchasing and Credit Cards		
Feedback Type	🔒 Compliment		
Initial Service Rating	🔒 1		
Service experience or suggestion	🔒 Testing the Workflow		

Feedback Submissions

This section describes the general details about the feedback item, including the contributor details, contributor type and their service experience.

- The Service experience text will contain the free-text response from the contributor

Assign and Closure

This tab will contain the action functions for assigning and resolving a feedback item.

Reassignment

The reassignment section allows you to reassign the feedback item to the correct service area if it has not been properly attributed.

- You are shown the initial assigned service area
- You can choose whether to reassign the feedback to another service lead
 - If the feedback has already been reassigned this will already be marked as 'Yes'
- You can select a new service area using an autocomplete to change the 'Current assigned service area'
 - If the feedback has already been reassigned, this will already be populated. If it needs further reassignment, remove the populated service area and enter a new one
- You must leave comments if reassigning the form
 - If the feedback has already been reassigned this will be populated with the previous service lead's comments
- If you are reassigning the form, you must press **Save** to submit the reassignment (see the 'Submitting the form' section for more details).
- If you intend to look up the Service Area from the Service Area list, you can click the search button on the right.

USF-001098 - Saved
Services Feedback
Modified By

Application Information **Assign and Closure** Attachments Feedback Timeline

Reassignment

Initial Assigned Service Area

Initial Assigned Service Area Category

Reassign feedback to another Service Lead? Yes

Current Assigned Service Area


Comments

Application Status Details

This section allows you to respond to the feedback item with the resolution details. See the “Submitting a Feedback Resolution” section of this guide for more details.

- If you have been correctly assigned the feedback item, you must confirm that you are the correct service lead in order to update the application status and complete the resolution

Application Status Details

Are you the new assigned Service Lead?	Yes
Application Status 	In-progress
Resolution Description	---

Resolution Details

This section allows you to attach respondent information to the form to be copied on the outcome information.

- If the submission is out of scope, you must give a reason from the dropdown list. See the “Submitting a Feedback Resolution” section of this guide for more details. Otherwise, please select ‘No’ to proceed.

Resolution Details

Enter Respondent's Name	---
Enter Respondant's UID	---
Submission Out of Scope	---

Useful Links

This section will automatically populate with useful links based on the responses given in the rest of the form.

- This section may be blank or hidden depending on the responses given in the form.

Useful Links

This relates to academic progress and/or is to be dealt with under relevant [Academic progress](#).

This feedback has not been made in good faith; is vexatious or malicious [Harmful Behaviours Disclosure Response and Support | Australian National University \(anu.edu.au\)](#)

This is a matter to be dealt with under the [Student Complaint Resolution Policy](#).

This is a matter to be dealt with under the [Staff grievance](#) or [Unsatisfactory Performance and Misconduct Policy](#).

Attachments

All uploaded attachments can be downloaded from this tab.

- To download a document, click on the document title and then the file name on the subsequent page.
- The New USF form attachment function for Service Lead and UP team is still under development.

USF-001055 - Saved Modified By

Services Feedback

General Assign and Closure **Attachments** Feedback Timeline

+ New USF Form Attach...

Filter by keyword

File Name ↑

ALL process map_anonymous 4.png

FOC Data Values anonymous 5.docx

Rows: 2

ALL process map_anonymous 4.png - Saved

USF Form Attachment

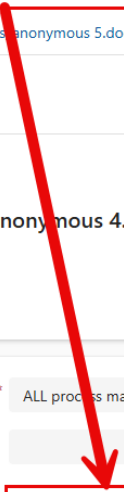
General Related

File Name * ALL process map_anonymous 4.png

Please enter file name

Attachment Content ALL process map_anonymous 4.png

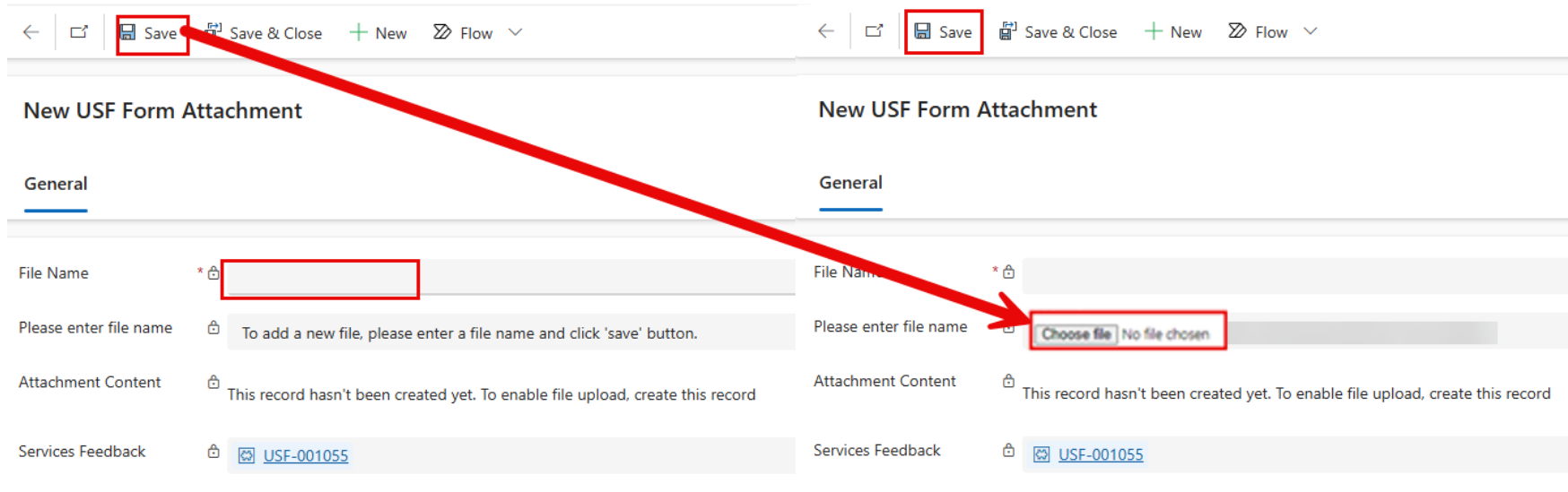
Services Feedback [USF-001055](#)



Uploading a new document

Clicking to upload a New USF Form Attachment will open the document page

- You must first give the document a title and press save
- You can then upload the document and save.



Feedback Timeline

This tab displays a timeline of feedback notes that have been left on the record and allows you to create new feedback notes.

This can also be used to easily upload documents to store on the record or share with other service area staff members.

USF-001055 - Saved

Services Feedback

Modified By

General Assign and Closure Attachments **Feedback Timeline**

Timeline

+ 📌 🔍 📄 ⋮

🔍 Search timeline

📝 Enter a note...

Recent

RH

Modified on: 1:53 AM

📄 Note modified by

Test title

Test body text

📎 Test Lorem Ipsum.txt

View more

📝 📄 📌 🗑️

Previous feedback notes

Submitting a Feedback Resolution

To submit a feedback resolution after reviewing and updating all tabs of the feedback item, you must navigate to the **Assign and Closure** tab and the **Application Status Details** block.

- Please ensure that you are the correctly assigned Service Area before proceeding with submitting a resolution.

Application Status Details

Are you the new assigned Service Lead?	Yes	1
Application Status	In-progress	
Resolution Description	---	2

Resolution Details

Enter Respondent's Name	---	3
Enter Respondant's UID	---	
Submission Out of Scope	---	4

1. You must nominate whether you are the correctly assigned Service Lead
2. You must provide a description of the resolution for this feedback item, this will be provided to the contributor
3. You may include the name and uid of the feedback respondent in order to be copied on the outcome details and provide contact details to the contributor.

4. You must respond to whether the submission is out of scope. If not, you must choose the “No” option.

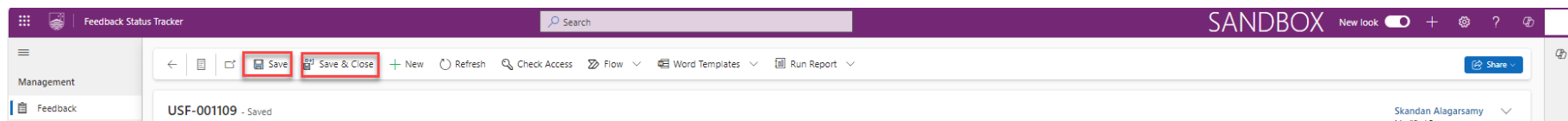
The image shows a screenshot of a web form. On the left, there is a sidebar with several fields: 'Resolution Details', 'Enter Respondent's Name', and 'Enter Respondant's UID'. At the bottom of the sidebar, the field 'Submission Out of Scope' is highlighted with a red box. To the right of this field, a dropdown menu is open, displaying a list of options: 'No', 'Service request', 'Student complaint', 'Academic progress', 'Staff grievance or unsatisfactory performance and misconduct', and 'Work health and safety'. The 'No' option is highlighted with a red box, indicating it is the selected choice.

Note: Useful links may populate to provide information based on your selection in this field.

Submitting the form

Click **Save** or **Save & Close** to submit the form.

Please note that this **Save** and **Save & Close** button will submit the resolution details or reassignment rather than saving the changes only.



Summary of Automatic Emails

At various stages, the USF portal will send you automatic notification emails to inform you of a feedback item's status and alert when action is needed.

All email notifications will originate from the USF notifications inbox on behalf of the University Performance team, please do not reply directly to this inbox.

Email Content	Who will receive this email	When you will receive this email
Notification of Submission	Contributor (if contact provided), Service Area, or University Performance (if no Service Area is assigned)	When contributor submits a feedback item
Notice of Reassignment	Service Area or University Performance (if no Service Area is assigned)	When Service Area or University Performance reassigns a feedback item
Outcome and Rating	Contributor (if contact provided)	When Service Area or University Performance completes a resolution on a feedback item