



Australian  
National  
University

# University Services Feedback (USF) eForm Transition Project

A User Guide for Service Leads

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## Introduction

University Services Feedback (USF) 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and following the University Feedback Service Feedback [policy](#) and [procedure](#), the current USF eForm has been replaced by the new USF portal.

For general information about University Services Feedback, please see the [website](#).

## Audience

The Planning and Service Performance Division is responsible for delivering reporting for the Chief Operating Officer to facilitate monitoring of feedback received and the responsiveness of Service Leads. PSP monitor, review and respond to all feedback submissions received through USF portal.

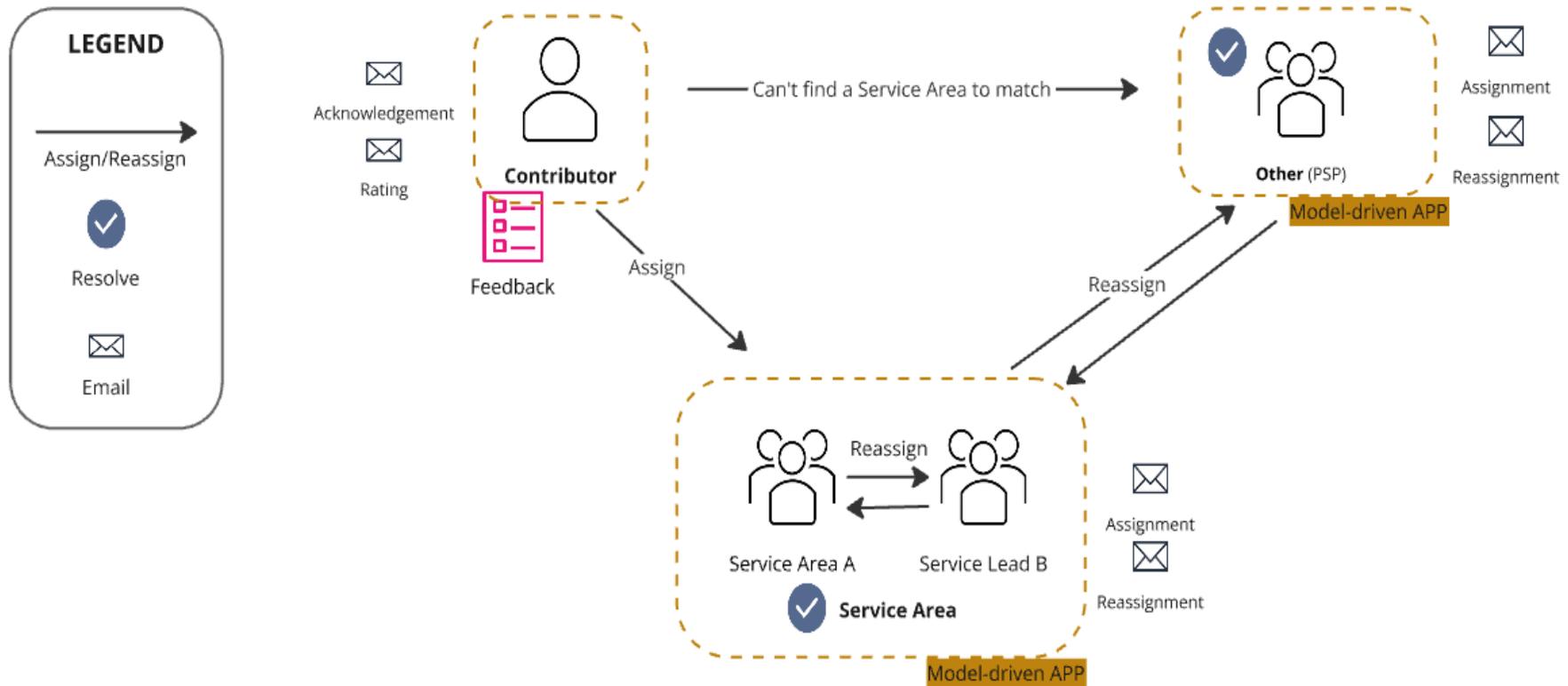
The Service Lead is responsible for processing USF submissions and responding in accordance with the University Service Feedback [policy](#), or identifying the submissions received that do not meet the definition of 'feedback' under the University Services Feedback policy and directing them to the appropriate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

## Glossary

Terms	Definition
Contributor	Member of the University community who submits feedback.
Service Lead (SL)	Division Director (or delegate) who is responsible for reviewing, redirecting, or responding to the feedback received
Service Lead Division, Service	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



## Overview

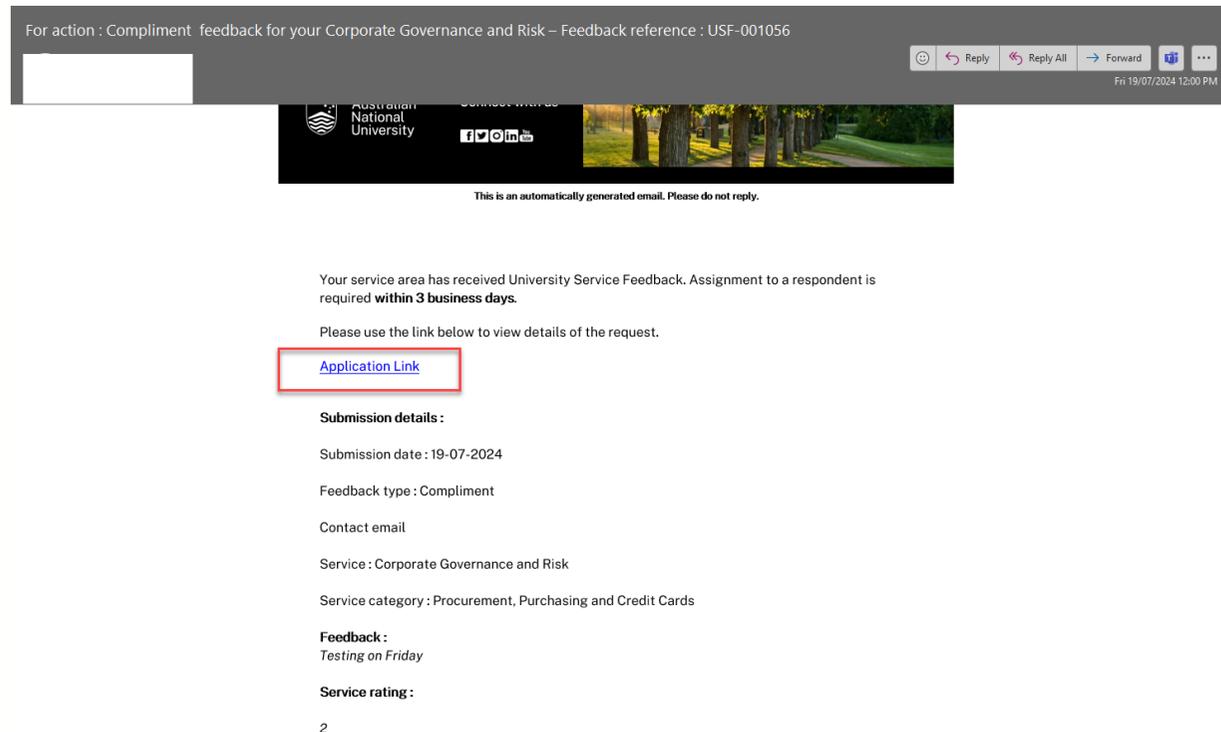


# How to access the USF Portal

Navigate to the USF Power App portal by following the direct link in the notification email or by clicking this link: [Power Apps\(Model Driven App\)](#). If you are unable to access that link, please [submit a service ticket](#) for solution platform “Power Apps” and request “Please [full staff names & UIDs] to the service lead and delegate list for [service area name]”.

Please note that access to the platform for service leads and their delegates is provisioned to individual staff accounts, not the functional emails, although the functional emails receive the notification.

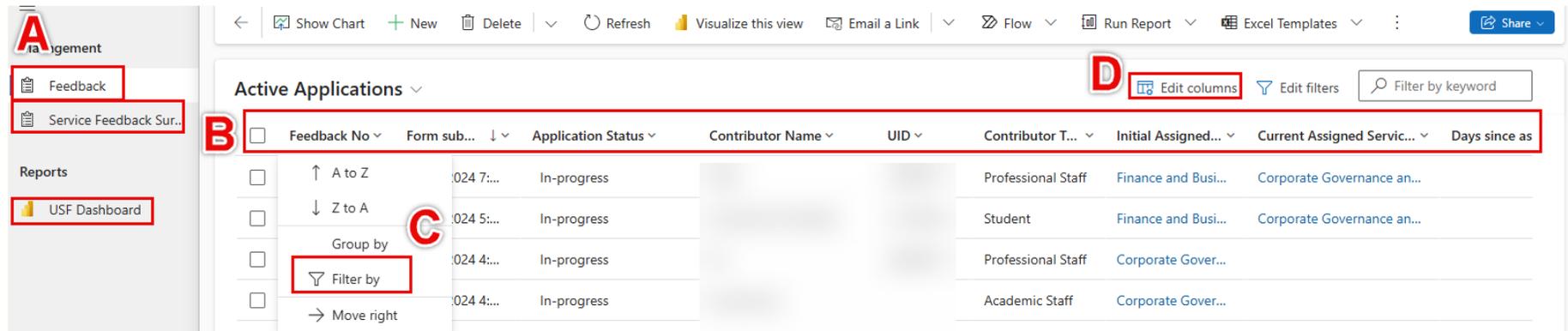
The Power Apps link is accessible in the notification email sent to service leads.



# 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 'Feedback' (highlighted with a red box) and 'Service Feedback Sur...'. Below it is a 'Reports' section with 'USF Dashboard'. The main area is titled 'Active Applications' and features a table 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... (the 'Edit columns' button is highlighted with a red box). The table lists six applications with various details like dates, statuses, and contributor types.

<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 displays the 'Feedback Status Tracker' application interface. The main area shows 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 dialog box titled 'Edit columns: Services Feedback' is open on the right, showing a list of columns to be added to the table. The 'Add columns' button is highlighted with a red box, and a red arrow points to it from the text 'Add column' in the list above. The 'Reset to default' button is also highlighted with a red box. The dialog box also shows a search bar and a dropdown menu for 'All'.

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 shows the 'Feedback Status Tracker' application interface. The main area displays a table titled 'Active Applications\*' with the following columns: 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, all with 'In-progress' status. A sidebar on the right is open to 'Edit columns: Services Feedback', showing a list of columns that can be added to the table. The 'Status' column is highlighted with a red box in both the table and the sidebar. At the bottom of the sidebar, the 'Apply' button is 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... <span>⌵</span>	Application Sta... <span>⌵</span>	Contributor Name <span>⌵</span>	UID <span>⌵</span>	Contributor Ty... <span>⌵</span>	Service <span>⌵</span>	New Assigned Service L... <span>⌵</span>	Days since assignm... <span>⌵</span>	Days since submissi... <span>⌵</span>
<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 <span>⌵</span>	Feedback No <span>⌵</span>	Form sub... <span>⌵</span>	Application Sta... <span>⌵</span>	Contributor Name <span>⌵</span>	UID <span>⌵</span>	Contributor T... <span>⌵</span>	Service <span>⌵</span>	New Assigned Service L... <span>⌵</span>	Days since assign... <span>⌵</span>	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 image shows two screenshots illustrating how to save and share a custom view. The left screenshot shows the 'Active Applications\*' dropdown menu with 'Save as new view' and 'Manage and share views' highlighted. The right screenshot shows the 'Manage and share views: Services Feedback' dialog with the 'Share' button highlighted.

Queue Name	Status	View Name	Last Modified
Form sub...	Active	USF-001049	18/07/2024 7:...
Closed Applications	Active	USF-001048	18/07/2024 5:...
Closed Applications	Active	USF-001046	18/07/2024 4:...
Closed Applications	Active	USF-001047	18/07/2024 4:...
Closed Applications	Active	USF-001048	18/07/2024 4:...
Closed Applications	Active	USF-001046	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.

The screenshot displays the 'Feedback' page in a management system. The left sidebar shows 'Management' with 'Feedback' selected, and 'Reports' with 'USF Dashboard'. The main area is titled 'Active Applications' and contains a table with the following columns: Feedback No., Form submit..., Application Status, Contributor Name, UID, Contributor Type, Initial Assigned Service Area, Current Assigned Service Area, and Days since assignment. The 'Initial Assigned Service Area' and 'Current Assigned Service Area' columns are highlighted with red boxes. The table lists six items, all with 'In-progress' status.

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

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**FEEDBACK SUBMISSIONS**

Feedback No	* 🔒 USF-001055	Contributor Name	🔒
Feedback No	* 🔒 USF-001055	Contributor Email Address	🔒 <span>✉</span>
Feedback Type	🔒 Compliment	Contributor UID	🔒
Initial Assigned Service Area	🔒 <a href="#">Finance and Business Services</a>	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 or suggestion' 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 🔗 [Corporate Governance and Risk](#)

Initial Assigned Service Area Category 🔗 Delegations

Reassign feedback to another Service Lead?  Yes

Current Assigned Service Area 🔗 [Other \(I cannot find an option to match\)](#) ✕ 🔍

Comments 🔗 Suraj reassigning to the UP team, 3:19 PM  
Shirley reassigning to AMY

### 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	---

#### Application Status options:

- *In Progress* means it has been received and is awaiting action
- *Consulting - In Progress* means the Service Lead has accepted responsibility for the feedback item and is taking action
- *Completed* means a resolution has been reached, and no further action is required

### 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 provide 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

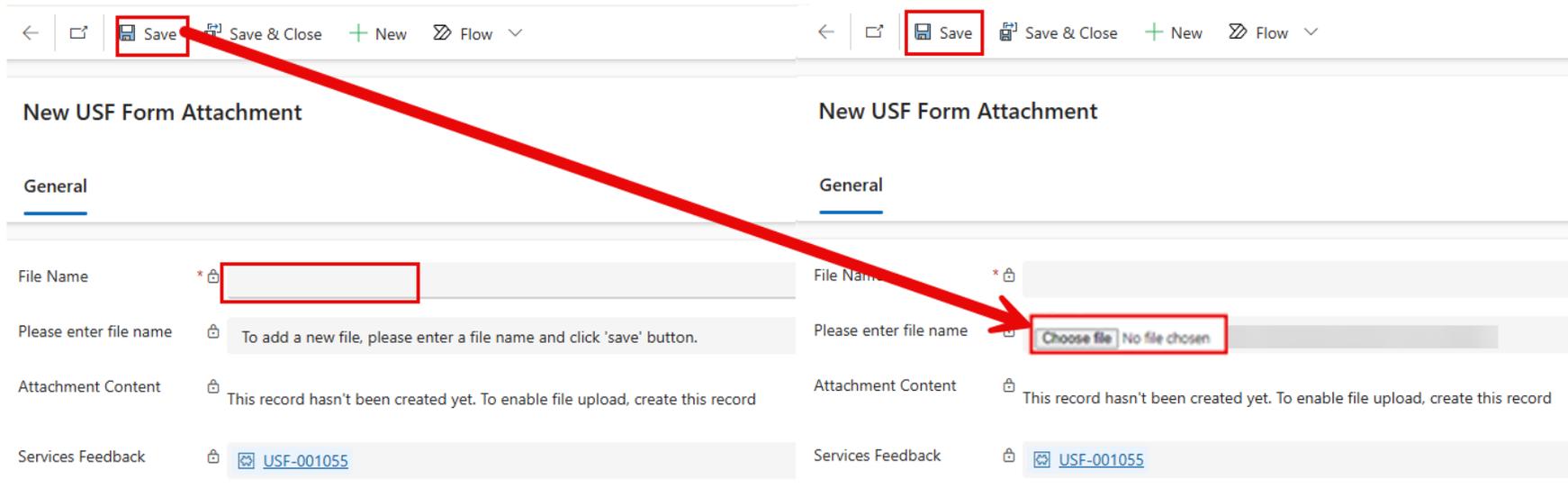
Attachment Content ALL process map\_anonymous 4.png

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 [User]

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.

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.

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

The screenshot shows the 'Application Status Details' form. It includes the following fields and callouts:

- 1:** A radio button labeled 'Yes' next to the question 'Are you the new assigned Service Lead?'.
- 2:** A large text area for 'Resolution Description'.
- 3:** Two input fields for 'Enter Respondant's Name' and 'Enter Respondant's UID'.
- 4:** A dropdown menu for 'Submission Out of Scope' with 'No' selected.

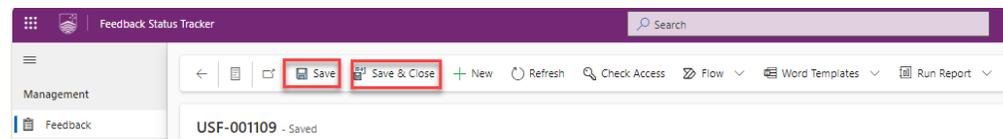
Below the form, a list of categories is visible:

- Service request
- Student complaint
- Academic progress
- Staff grievance or unsatisfactory performance and misconduct
- Work health and safety

## Submitting the form

Click **Save** or **Save & Close** to 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 Planning and Performance Team (select 'Other' in the APP if no Service Area is assigned)	When contributor submits a feedback item
Notice of Reassignment	Service Area or Planning and Performance Team (select 'Other' in the APP if no Service Area is assigned)	When Service Area or Planning and Performance Team ('Other' in the APP) reassigns a feedback item
Outcome and Rating	Contributor (if contact provided)	When Service Area or Planning and Performance Team ('Other' in the APP) completes a resolution on a feedback item