



Contributor notifications

The following are examples of the notifications generated by the University services feedback form through the process of receiving and responding to feedback submissions. These notifications are generated and sent automatically following actions by users within the eForm, including:

- A contributor submitting feedback
- A service lead responding to feedback
- A service lead assigning a feedback respondent
- A feedback respondent completing the response process
- A service lead marking a submission as not being feedback



Contributor notifications

On submission of feedback (receipt)



Feedback reference: 1000014219

We have received your submission. Thank you for taking the time to submit feedback to the University.

Submission details:
 Received: 19/11/2017
 Feedback type: Complaint and feedback on a service
 Feedback category: Finance systems and eForms

Feedback:
 Lorem ipsum dolor sit amet, te usu recteque deseruisse. Sea homero evertitur ex, perpetua oportere definitionem ea quo. Quem meis eos te. Id eum voluptua constituam. Duo no nostro repudiandae, vel cu melius deseruisse. Graece copiosae no nam, affert utinam te sit, no usu delent corpora mnesarchum. Eos ne eius adversarium, ut nam blandit efficiendi. Sed esse porro ut. Qui regione constituto comprehensam cu, an reque corruptit quo. Ei est ullum facete, in vis velit mucius similique. In sed prodesset eloquentiam contentiones, usu no alia cibo. Eu adhuc consetetur est, et laudem singulis usu. Vel quodsi mentitum assentior ne, et vidit posse elaboraret, no postea alterum usu.

You will shortly be notified of the details of a staff member who will contact you about your feedback. We endeavour to respond to feedback within 10 business days.

For more information on how the University manages feedback, please see the [University Services Feedback Policy](#).

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Once a feedback respondent is assigned



Feedback reference: 1000014219

Your feedback submission has been updated.

Rachael Morgan, Project Manager (Service Improvement Group) has been assigned to respond to you. We endeavour to respond to feedback within 10 business days.

Submission details:
 Received: 19/11/2017
 Feedback type: Complaint and feedback on a service
 Feedback category: Finance systems and eForms

Feedback:
 Lorem ipsum dolor sit amet, te usu recteque deseruisse. Sea homero evertitur ex, perpetua oportere definitionem ea quo. Quem meis eos te. Id eum voluptua constituam. Duo no nostro repudiandae, vel cu melius deseruisse. Graece copiosae no nam, affert utinam te sit, no usu delent corpora mnesarchum. Eos ne eius adversarium, ut nam blandit efficiendi. Sed esse porro ut. Qui regione constituto comprehensam cu, an reque corruptit quo. Ei est ullum facete, in vis velit mucius similique. In sed prodesset eloquentiam contentiones, usu no alia cibo. Eu adhuc consetetur est, et laudem singulis usu. Vel quodsi mentitum assentior ne, et vidit posse elaboraret, no postea alterum usu.

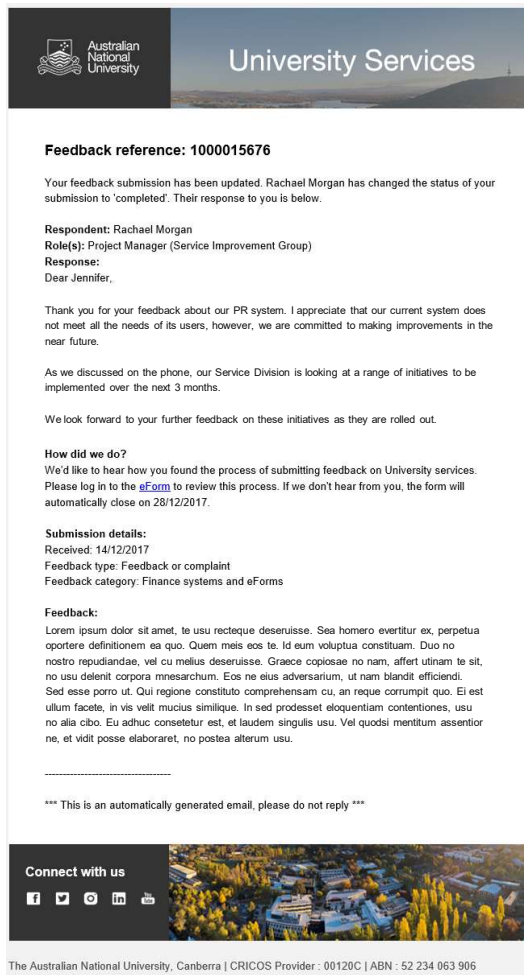
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Contributor notifications

On final response to feedback



Feedback reference: 1000015676

Your feedback submission has been updated. Rachael Morgan has changed the status of your submission to 'completed'. Their response to you is below.

Respondent: Rachael Morgan
Role(s): Project Manager (Service Improvement Group)
Response:
 Dear Jennifer,

Thank you for your feedback about our PR system. I appreciate that our current system does not meet all the needs of its users, however, we are committed to making improvements in the near future.

As we discussed on the phone, our Service Division is looking at a range of initiatives to be implemented over the next 3 months.


We look forward to your further feedback on these initiatives as they are rolled out.

How did we do?
 We'd like to hear how you found the process of submitting feedback on University services. Please log in to the [eForm](#) to review this process. If we don't hear from you, the form will automatically close on 28/12/2017.

Submission details:
 Received: 14/12/2017
 Feedback type: Feedback or complaint
 Feedback category: Finance systems and eForms

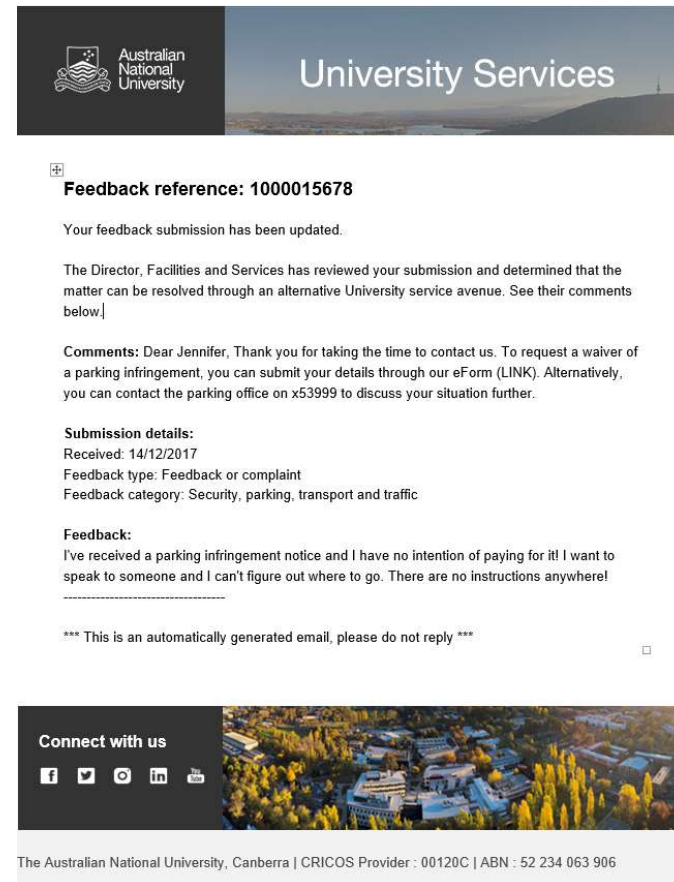
Feedback:
 Lorem ipsum dolor sit amet, te usu recteque deseruisse. Sea homero evertitur ex, perpetua oportere definitionem ea quo. Quem meis eos te. Id eum voluptua constitutum. Duo no nostro repudiandae, vel cu melius deseruisse. Graece copiosae no nam, affert utinam te sit, no usu delent corpora mnesarchum. Eos ne eius adversarium, ut nam blandit efficiendi. Sed esse porro ut. Qui regione constituto comprehensam cu, an reque corrumpit quo. El est ullum facete, in vis velit mucius similique. In sed prodesset eloquentiam contentiones, usu no alia cibo. Eu adhuc consetetur est, et laudem singulis usu. Vel quodsi mentitum assentior ne, et vidit posse elaboraret, no postea alterum usu.

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Where submission is not feedback (not malicious)



Feedback reference: 1000015678

Your feedback submission has been updated.


The Director, Facilities and Services has reviewed your submission and determined that the matter can be resolved through an alternative University service avenue. See their comments below.

Comments: Dear Jennifer, Thank you for taking the time to contact us. To request a waiver of a parking infringement, you can submit your details through our eForm (LINK). Alternatively, you can contact the parking office on x53999 to discuss your situation further.

Submission details:
 Received: 14/12/2017
 Feedback type: Feedback or complaint
 Feedback category: Security, parking, transport and traffic

Feedback:
 I've received a parking infringement notice and I have no intention of paying for it! I want to speak to someone and I can't figure out where to go. There are no instructions anywhere!

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Contributor notifications

Where submission is not feedback (malicious)

The screenshot shows an email notification from University Services. The header includes the Australian National University logo and the text 'University Services'. The main body of the email contains the following information:

- Feedback reference: 1000015679**
- Your feedback submission has been updated.
- The Director, Facilities and Services has received your submission and will be in contact with you soon. Thank you for contacting us.
- Submission details:**
 - Received: 14/12/2017
 - Feedback type: Feedback or complaint
 - Feedback category: Security, parking, transport and traffic
- Feedback:**
 - Example of malicious or vexatious submission.

At the bottom of the email body, it states: '*** This is an automatically generated email, please do not reply ***'.

The footer of the email includes a 'Connect with us' section with social media icons for Facebook, Twitter, Instagram, LinkedIn, and YouTube, alongside an aerial photograph of the university campus. Below the footer, the text reads: 'The Australian National University, Canberra | CRICOS Provider : 00120C | ABN : 52 234 063 906'.