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:
The finance system here is ridiculously overcomplicated. As a person responsible for a large number of accounts, it is unbelievable that I have to wait for an monthly report (in Excel) that is not even up to date to see where finances are at. Trying to get any transfers made, adjustments to accounts, errors rectified or even basic information is an exercise in frustration. Requests go into a black hole. Why can’t have direct access to an online system that gives me up-to-date information on the accounts I am responsible for is beyond me. It is the most inefficient way you could conceive of to manage finances, with multiple opportunities for mistakes due to repeated entry of the same data. It would not be tolerated in any commercial system and should not be tolerated at a University that purports to be Australia’s best.

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.

*** This is an automatically generated email, please do not reply ***

Once a feedback respondent is assigned

Feedback reference: 1000014219

Your feedback submission has been updated.

Rachel Morgan, Project Manager (Service Improvement Group) has been assigned to respond to you. We endeavor 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:
The finance system here is ridiculously overcomplicated. As a person responsible for a large number of accounts, it is unbelievable that I have to wait for an monthly report (in Excel) that is not even up to date to see where finances are at. Trying to get any transfers made, adjustments to accounts, errors rectified or even basic information is an exercise in frustration. Requests go into a black hole. Why can’t have direct access to an online system that gives me up-to-date information on the accounts I am responsible for is beyond me. It is the most inefficient way you could conceive of to manage finances, with multiple opportunities for mistakes due to repeated entry of the same data. It would not be tolerated in any commercial system and should not be tolerated at a University that purports to be Australia’s best.

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Contributor notifications

On final response to feedback

Feedback reference: 1000015676

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

Respondent: Rachel Morgan
Role(s): Project Manager (Service Improvement Group)

Dear Jennifer,

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

As we discussed over the phone, the Finance and Business Services Division is looking at a range of initiatives to be implemented over the next 3 months to...

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 eForms to review this process. If we don’t hear from you, the form will automatically close on 26/12/2017.

Submission details:

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

Feedback:

The finance system here is ludicrously overcomplicated. As a person responsible for a large number of accounts, it is unbelievable that I have to wait for an monthly report (in Colloquial) that is not even up to date on where figures are at. Trying to get any handlers make adjustments to accounts, enter rectified or even basic information is an exercise in frustration. Requests go into a black hole. Why can’t I have direct access to an online system that gives me up-to-date information on the accounts I am responsible for to beyond me. It is the most inefficient way you could conceive of to manage finances, with multiple opportunities for mistakes due to repeated entry of the same data. It would not be tolerated in any commercial system and should not be tolerated at a University that purports to be Australia's best.

...Unsatisfactory...

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Where submission is not feedback (not malicious)

Feedback reference: 1000015676

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 x539599 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!

...Unsatisfactory...

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Connect with us
Contributor notifications

Where submission is not feedback (malicious)

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.

*** This is an automatically generated email, please do not reply ***