

Version: 23 April 2018

Term	Definition
Contributor	Member of the University community who submits feedback.
Service lead	Division Director (or equivalent) who is responsible for feedback received
Service lead division	Division (or equivalent) that is responsible for feedback received.
Feedback Respondent	Staff member who is tasked with responding to a submission. The service lead can elect to also be the feedback respondent.
Feedback submission	First step of feedback workflow, when contributor makes submission and receives submission receipt, and service lead receives notification of submission for action.
Review	Second step of feedback workflow, when Service lead decides to respond to feedback, reassign feedback to another Service Lead, or mark a submission as a matter other than feedback. If service lead acts on feedback, contributor receives details of the staff member responding to them, and feedback respondent receives instructions for action.
Close	Last step of feedback workflow, when contributor receives notification that the process is complete including an opportunity to express satisfaction or dissatisfaction with the feedback response process. Form will close once the contributor completes the satisfaction rating or automatically after 10 days.
Overdue	If a Feedback form is not responded to within 10 business days since initiation, then it is overdue.
Feedback type	A feedback can be Compliment, Feedback or complaint or Idea for improvement.
Service	A feedback can 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.

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