

MARYGROVE COLLEGE STUDENT COMPLAINT PORTAL

LOGGING IN:

YOU MUST ENTER `yourusername@prod.marygrove.edu`



The image shows a login interface for the Marygrove College Student Complaint Portal. At the top, the logo 'G|pi' is displayed in white on a dark blue background. Below the logo, there are two input fields. The first field contains the email address 'yourusername@prod.marygrove.edu'. The second field contains a password represented by a series of dots. Below the input fields is a yellow button labeled 'Submit'.

Once successfully logged in you will see a welcome screen with various options:

Complaints	Number
New	4
Processing (assigned)	0
Processing (planned)	0
Pending	0
Solved	1
Closed	0
Deleted	0

From this screen you can file complaints, view current complaint statuses, and look over old complaints that have been resolved.

To file a complaint simply click on any “file a complaint” link.

When filing a complaint please make sure all the follow fields are filled out:

Describe the incident or request

Type: Incident

Category: -----

Urgency: Medium

Student Type: -----



Title:



Description*:



File (2 MB max) No file selected.

You can also attach documents that pertain to your complaint.

To view currently open complaints click on the Complaints link which will redirect you to a screen like this:

Home   +

Characteristics - Status Not closed  

Display (number of items) 15   From 1 to 5 on 5

ID	Title	Status	Last update	Opening date	Priority	Requester - Requester	Assigned to - Technician	Category	Due date
5	Testing out attachments	New	2016-05-04 19:50	2016-05-04 19:50	Low	test-student		Academic	
4	Test ticket	New	2016-04-27 16:58	2016-04-27 16:12	Medium	test-student	normal	Academic	
3	test3	New	2016-04-25 22:00	2016-04-25 22:00	Medium	test-student			
2	test ticket 2	New	2016-04-25 18:53	2016-04-25 18:53	Medium	test-student			
1	test ticket	Solved	2016-04-22 17:55	2016-04-22 16:38	Low	test-student	glpi		

This will give you an overview on the status of your complaints. For more details simply click on the title of the complaint.

K < List **Complaint - new external field test 2 - ID 9** 2/6 > >

Complaint

- Communication 0
- Statistics
- Items
- Historical 2
- All

Opening date 2016-07-06 16:16

By test-student

Type Request

Status New

Urgency

Impact Medium

Priority Medium

Complaint - ID: 9

Due date

Last update 2016-07-06 16:16 by test-student


Category

Request source Helpdesk

Approval Not subject to approval

Location Undergraduate

Associated elements

Actor	Requester	Watcher	Assigned to
	 test-student		

Title

Description

Linked tickets

File (2 MB max)

Drag and drop your file here, or

 No file selected.

This page will allow you to view important information on the status of your complaint as well as responding to actions taken by whoever is assigned the complaint. By clicking on the communication tab you will then see a screen like this:

The screenshot displays a user interface for managing a complaint. On the left, a vertical sidebar contains navigation tabs: 'Complaint', 'Communication 1', 'Statistics', 'Items', 'Historical 5', and 'All'. The 'Communication 1' tab is currently selected. To the right of the sidebar, under the heading 'Add:', there are two buttons: 'Followup' and 'Document'. Below this, the 'Actions historical:' section shows a list of actions. The most recent action is dated '2016-08-03 19:54' and is performed by a user named 'Gipi'. The action text is 'A sample follow up...'. Below this, an older action is dated '2016-07-06 16:16' and performed by 'Test-student'. The action text is 'new external field test 2', with a sub-line 'new external field test 2' and a 'Ticket recall' tag.

By clicking the Followup button you can then respond the last action/communication from the staff member who is assigned to your complaint.

If a decision is reached you will see a section that resembles:

Add :

 Followup  Document

Acknowledgement of the decision

Comments (Optional when acknowledged)

Acknowledge the decision

Please check if you will be taking external actions. For example EEOC,lawsuit,etc.

Actions historical :



This is the resolution to the complaint.

🕒 2016-08-03 19:57



Glpi

A sample follow up....

🕒 2016-08-03 19:54

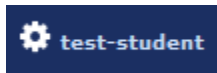


Glpi

At this point you will need to acknowledge the decision reached by the complaint assignee. You can leave comments if you wish. You can also include any external actions you will take by clicking on the check box and filling out a textbox.

PERSONALIZATION:

You also have the option to personalize your information. On the upper right hand side of the screen you will see your name next to an icon that looks like a gear:



Click that and you will be redirected to this screen:



A screenshot of a web application's "Personalization" settings page. The page has a header with "Main" and "Personalization" tabs. Below the header is a grey bar with "Login: test-student". The form contains several fields: Surname (Student), First name (Test), Language (English), Password, Password confirmation, Phone (123-456-7890), Mobile phone, Phone 2, Administrative number, and Student Type (Undergraduate). There is also a "Picture" section with a placeholder image, a "Browse..." button, and a "Clear" button. A "Password security policy" section indicates a minimum length of 8 characters and requires digits, lowercase, uppercase, and symbols. An "Emails +" section shows one email address: test-student@marygrove.edu. A yellow "Save" button is at the bottom center.

It is **strongly recommended that you enter the appropriate contact information** in order to insure speedier service.

There is also the Personalization screen which will allow you to choose things like font and color (this really shouldn't be necessary to change)

Main **Personalization**




Personalization

Language	English ▾	Date format	YYYY-MM-DD ▾
Name display order	Surname, First name ▾	Number format	1 234.56 ▾
Results to display per page	15 ▾	Go to created item after creation	No ▾
		Display counts in tabs	Yes ▾
		Keep devices when purging an item	No ▾
Notifications for my changes	Yes ▾		
PDF export font	Helvetica ▾	CSV delimiter	; ▾
Colour palette	 Auror ▾	Layout	 Tabs on left ▾

Remote access key

Remote access key Regenerate

Due date progression

OK state color	 ▾		
Warning state color	 ▾	Warning state threshold	20 ▾ % ▾
Critical state color	 ▾	Critical state threshold	5 ▾ % ▾