



Australian
National
University

SBT Support Guide

Decision tree and triage questions

Version 1.0



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1 Support Information

The eForms have been built with links and references to applicable policy to facilitate self-help by students and academic staff. If further assistance is required, the primary points of contact for students will be:

- HDR Administrators (HDR Students only)
- College Administrators
- Student Central

This document is intended to provide some information about the types of questions that maybe asked about eForms in an effort to triage and categorise the support required as:

1. Technical – contact SBS (or local IT)
2. Policy, procedure of rules related - contact SME (see 1.1)
3. Student System Data – contact SBS
4. Form process related – contact SBS

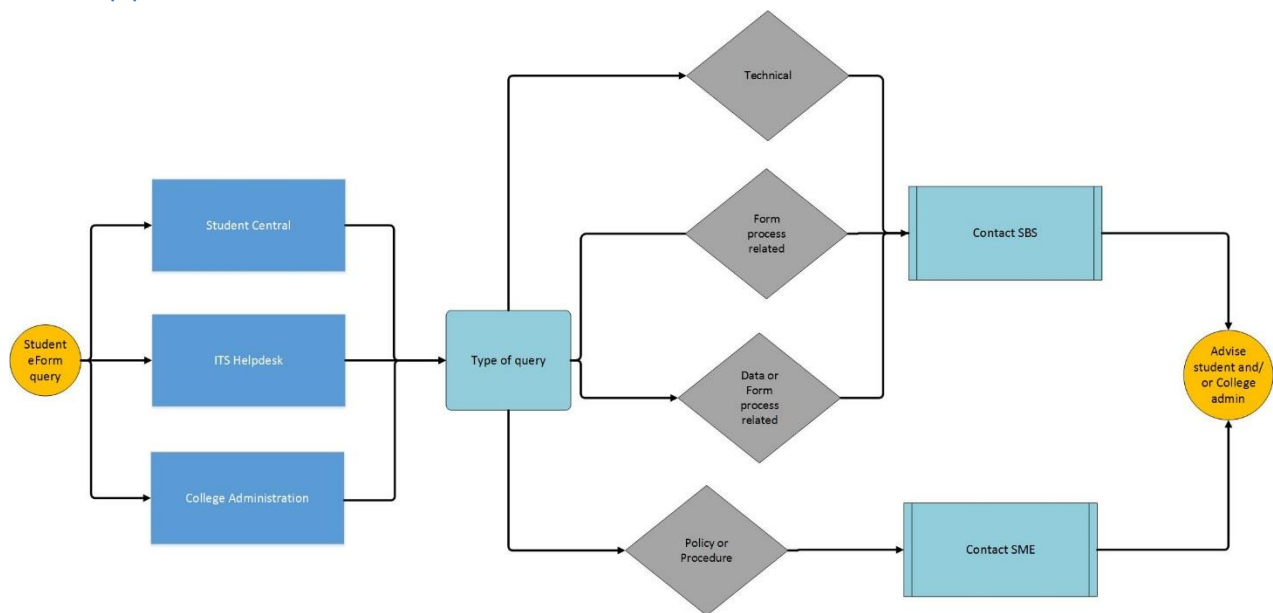
1.1 Subject Mater Experts (SME)

If further support is required with regards to the policies or procedures around which the eForms were built, you can contact the appropriate Subject Matter Expert group within DSA or local College:

- Academic Standards & Quality Office (ASQO)
- Australia Awards team
- Student Administration and Records (STAR)
- Examinations, Graduations and Prizes Office (EGAP)
- Global Programs
- Access and Inclusion Office
- College/School Student Administration
- College Associate Dean HDR



2 Support Decision Tree



2.1 Indicative Support categories

The following sections provide some information about the sorts of questions students and staff might ask about eForms and where to direct these enquiries.

2.1.1 Technical

- I can't log into eForms (students should use ISIS)
- I can access ISIS but I am unable to access eForms
- I am not receiving email notifications (does not have access to functional account)
- I can't access forms that other members of my group are getting (not included in AD group)
- How do I track an eform (Student – ISIS menus, Staff – Insight)
- Documents uploaded to the eform are not available in ERMS (form may not be complete, or upload to ERMS has failed)
- I can't find a saved eform (login into ISIS and update)
- I am not able to open a saved eform
- I can't open documents that the student attached

2.1.2 Policy and Rules

- Student cannot apply for particular action (eligibility related) eg.
 - Leave is not available for most domestic students
 - Program extension only available within 3 months of maximum submission date
- Why am I no longer required to sign-off an application for
- Why don't I have a mid-term review milestone available
- International and Domestic students have different questions on the eform
- Required fields and supporting documentation can cause the eform to pause
- I can start a request but not submit it – do not meet one of the criteria/rules in the form



- Special conditions eg. Australia Awards students, International students under 18, inbound exchange students have different rules, changed approval workflow
- Negative service indicators may prevent students from submitting a form – they will need to contact Student Central to resolve
- I can't see a form to approve it (it may not have been approved by the previous approver)
- Where is my form up to, what is the status of my application, how will I know when it is complete, how long will it take to process my form
- Overdue milestones can prevent certain actions and/or require students to supply additional information
- Application outcomes and appeals

2.1.3 Form process related

- I have submitted a form in error – I would like to cancel it
- The Chair of Panel is overseas and one of their students has submitted a form
- Our College DA is overseas how do we replace him/her in the approvals workflow
- A student submitted a request for one program and has now changed their program, no one can find/approve the form
- I would like to go back into my form, as I forgot to upload something, uploaded incorrect documents or want to change something

2.1.4 SAS Data related

- The form does not list the student's program
- No course convener is listed for the course
- Student contact details are incorrect
- Course names are confusing and don't provide a full description
- Information displaying in the form is not correct
- I can't see the Milestone that I thought I was going to complete



3 Triage questions

3.1 Student

3.1.1 Access questions

1. Have you logged into ISIS?

3.1.2 Form questions

2. What eform are you using?
3. What action did you select?
4. Find out if the student is
 - a. International or domestic
 - b. Undergraduate or postgraduate
5. Are you receiving any error messages on screen?
6. Are any of the tabs on the right red (required field not completed)?
7. Can you describe the problem?

3.2 Staff

3.2.1 Access questions

1. Did you receive an email notification from eForms?
2. Have you been able to log into eForm with your Uni ID and Horus password?
3. Can you see any eForms allocated to you for approval?
4. Do you have the Student's Uni ID or name?
5. What role do you have in the workflow (eg. Chair, DA, AD)

3.2.2 Form questions

1. Are you receiving any error messages on screen?
2. Are any of the tabs on the right red (required field not completed)?
3. Can you describe the problem?