Desk Procedure: LS PS Complaint List

Process:
Person Responsible: Joni Rankin
Person Assigned: All PS Staff
Date: Jan. 7, 2013

DESK PROCEDURE EXPLANATION

Desk Procedure

Following are the instructions for reporting a complaint on the PS MySC site. PS Issue Tracking (list) is currently found under Lists in the Professional Studies MySC site. This site is for tracking complaints after they are resolved and is used to make changes and improvement to processes and procedures. It is not a tool for following up or resolving individual complaints. The process for responding to and following up on individual complaints is found in MySC under Complaints Management Site.

DESK PROCEDURE

Steps

Go to PS Complaints, and select "New," "New Item." Report the complaint per the following guidelines. Items in **bold** below are found on the complaint form.

Complaint: Please enter a phrase describing the person's complaint.

PS Staff Member Reporting: Enter the name of the person who is reporting the complaint. This is particularly important if the person reporting the complaint is not the same as the person filling out the form.

Person Making Complaint: Enter the name of the person making the complaint. Include a Student ID if it is a learner.

Complaint Status: Leave this field "Tracking Only" at this time.

Category: Enter the general category of the complaint. Choose from:
- Learner Academic Experience—anything that happens in the classroom and its related activities
- Quality of Learner Support—anything that happens out of the classroom and its related activities
- Equipment and Technology—anything related to the learner's or SC's technology
- Textbooks
- PowerCAMPUS/Self-Service—anything related to PowerCAMPUS or Self-Service

Comments: Please write comments to clarify the above categories. For example, if it is a textbook issue, please note if the textbook was purchased through MBS. If it is an equipment and technology issue, please note what technology or equipment.

Subcategory: Related to the main category identified, what is the specific problem? Choose from:
- Response time
- Lack of information—the learner did not have the needed information

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- Inconsistent information—the learner did not have the correct information or multiple differing instructions
- Learner does not understand obligation—For example, "I want to drop even though it is too late."
- Enrollment problems—the learner is unable to enroll
- Test malfunction
- Data entry error—there is a data entry error on the part of PS staff

If none of the subcategories above "fit," create a new subcategory by checking "Specify Your Own Value" and entering the new subcategory in the space provided.

Click OK to submit.