Managing Student and Employee Complaints in MyGJU

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Introduction

▸ The goal of this presentation is to show GJU students and employees how to file complaints in the MyGJU portal [1,2].

▸ The student complaints will be processed by the DSA.

▸ The employee complaints will be addressed by the HR department.

Overview

- Filing complaints by students

- Processing student complaints by DSA

- Filing complaints by employees

- Addressing employee complaints by HR

- Complaint statuses

- References

Filing a Complaint by a Student (1)

Login to your MyGJU account, go to Other Affairs, then click the Complaints link

Filing a Complaint by a Student (2)

▸ Academic Affairs ▸ Other Affairs ▸ Complaints

Note: You can only edit or delete pending complaints

	Student Complaints				
	Title ⬍	Complaint Status ⬍	Creation Date ⬍	Modified By ⬍	Modification Date ⬍
⦿	Complaint 1	Submitted	2021-10-25 22:55:22		

✎ Edit	− Delete

Total Rows: 1

← Back	+ Add

Click the Add button to add your complaint

Note: To edit or delete a pending complaint, select it and
then click the edit or delete button, respectively

Filing a Complaint by a Student (3)

▸ Academic Affairs ▸ Other Affairs ▸ Complaints ▸ Add Complaint

Complaint Information

Complaint Status: Pending

Title: *   1. Enter complaint title here

Description: *   2. Enter complaint details here

DSA Note:

Note: You have to submit your complaint to be processed by the DSA

← Back   ⊟ Save   ✓ Submit

3. Save the text while you are working on it

4. When done, Submit. After that you cannot delete or edit the complaint!

Filing a Complaint by a Student (4)

▸ Academic Affairs ▸ Other Affairs ▸ Complaints

Note: You can only edit or delete pending complaints

	Title ⇕	Complaint Status ⇕	Creation Date ⇕	Modified By ⇕	Modification Date ⇕
			Student Complaints		
◯	Complaint 1	Submitted	2021-10-25 22:55:22		
◯	Complaint 2	Pending	2021-10-25 23:05:39		

✎ Edit	— Delete

Total Rows: 2

← Back	+ Add

After saving or submitting, check the status of the complaint here …

Processing Student Complaints by DSA (1)

1. Click the Search button

2. Select a complaint

3. Click the Review button to process a complaint

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Processing Student Complaints by DSA (2)

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Filing a Complaint by an Employee (1)

My Affairs | Academic Affairs | Dea

My Profile | My Salaries

▸ My Affairs   ▸ My Profile

My Information

My Profile

Employee Information	Certificates	Telephones
Employee Status	Experiences	Contact Information
Job Titles	Vacations	Banks Accounts
Promotions	Work Start Delays	Deductions Definitions
Commissions	Work Loads	Allowances Definitions
Family Members	Overtimes	Full Profile
Health Insurance		Complaints

Login to your MyGJU account, go to My Affairs, click the My Profile button, then click the Complaints link

Filing a Complaint by an Employee (2)

▸ My Affairs ▸ My Profile ▸ Complaints

Note: You can only edit or delete pending complaints

	Complaint Title ⇕	Complaint Status ⇕	Creation Date ⇕	Modified By ⇕	Modification Date ⇕
	Complaints				
⦿	Complaint 1	Pending	2021-10-25 23:14:31		

✎ Edit	— Delete

Total Rows: 1

← Back	+ Add

Click the Add button to add your complaint

Note: To edit or delete a pending complaint, select it and
       then click the edit or delete button, respectively

Filing a Complaint by an Employee (3)

▸ My Affairs ▸ My Profile ▸ Complaints ▸ Add Complaint

Complaint Information

Complaint Status: Pending

Title: * 1. Enter complaint title here

Description: * 2. Enter complaint details here

HR Note:

Note: You have to submit your complaint to be processed by the HR

← Back 🖫 Save ✓ Submit

3. Save the text while you are working on it

4. When done, Submit. After that you cannot delete or edit the complaint!

Filing a Complaint by an Employee (4)

▸ My Affairs   ▸ My Profile   ▸ Complaints

Note: You can only edit or delete pending complaints

	Complaint Title ⇕	Complaint Status ⇕	Creation Date ⇕	Modified By ⇕	Modification Date ⇕
	Complaints				
○	Complaint 1	Pending	2021-10-25 23:14:31		
○	Complaint 2	Submitted	2021-10-25 23:17:14		

🖉 Edit   − Delete

Total Rows: 2

← Back   + Add

After saving or submitting, check the status of the complaint here …

Addressing Employee Complaints by HR (1)

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Addressing Employee Complaints by HR (2)

Complaint Statuses

▸ Pending (the student or employee just added a complaint but did not submit it yet. Until this point the student or employee can edit or delete the complaint)

▸ Submitted (when a student or employee submit the complaint then its status changes to Submitted. Correspondingly, DSA or HR will be able to see it and then process it. Whereas, the student or employee cannot edit or delete the complaint)

▸ Under Review (DSA or HR can set this status to inform the student or employee that they are working on it)

▸ Closed (DSA or HR addressed the complaint and added their notes)

References

1. MyGJU. Available from https://mygju.gju.edu.jo [last accessed October, 2021].

2. F. Al-Hawari, A. Alufeishat, M. Alshawabkeh, H. Barham, and M. Habahbeh. The software engineering of a three-tier web-based student information system (MyGJU). Computer Applications in Engineering Education, 2017 Mar, 25(2):242-263.