



## Managing Student and Employee Complaints in MyGJU

Feras Al-Hawari, Hala Barham, Omar Al-Sawaeer, and Anoud  
Alufieshat

# Introduction

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- ▶ 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

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- ▶ 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)

Profile
Academic Affairs
Financial Affairs
Registration

Course Sections

Schedules

Evaluations

Grades

Transcript

German Year

Other Affairs

▶ Academic Affairs
▶ Other Affairs

**Student Information**

<b>Name:</b>		<b>Student ID:</b>	
<b>Degree:</b>	Bachelor	<b>Enrollment Year:</b>	First 2013 / 2014
<b>Faculty:</b>	School of Electrical Engineering and Information Technology	<b>Student Status:</b>	Enrolled
<b>Department:</b>	Computer Science Department	<b>Program:</b>	Regular Program
<b>Major:</b>	Computer Science	<b>Account Status:</b>	Active
<b>Study Plan:</b>	Computer Science 2012		
<b>Study Plan Credit Hours:</b>	143		

**Other Affairs**

<a href="#">Academic Calendar</a>	<a href="#">Student Status</a>	<a href="#">Advisors</a>
<a href="#">Study Plan</a>	<a href="#">Hold Status</a>	<a href="#">Prerequisite Tests</a>
<a href="#">Study Plan versus Transcript</a>	<a href="#">Major Transfers</a>	<a href="#">Transfer Credit</a>
	<a href="#">Complaints</a>	<a href="#">Vaccination Certificate</a>

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 ▾
<input checked="" type="radio"/>	Complaint 1	Submitted	2021-10-25 22:55:22		

Total Rows: 1

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: \*   
Description: \* 

2. Enter complaint details here

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

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**

Student Complaints					
	Title ▾	Complaint Status ▾	Creation Date ▾	Modified By ▾	Modification Date ▾
<input type="radio"/>	Complaint 1	Submitted	2021-10-25 22:55:22		
<input type="radio"/>	Complaint 2	Pending	2021-10-25 23:05:39		

Total Rows: 2

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

# Processing Student Complaints by DSA (1)

My Affairs   **Coordination**   Manager's Tasks

Course Sections   Student Details   Email to Students   GY Outgoing Applications   GY Internships

Student Fee Payments   Vaccination Certificates   **Students Complaints**

► Coordination ► **Students Complaints**

Filtering Criteria

Student ID:    Complaint Status:

From Date:    Complaint Title:

To Date:    Complaint Description:

  **1. Click the Search button**

Complaints							
	Student ID	Name	Complaint Title	Complaint Status	Creation Date	Modification Date	Modified By
<input type="radio"/>	20		Test1	Under Review	2021-10-25 19:12:13	2021-10-25 19:39:02	
<input type="radio"/>	20		Test4	Closed	2021-10-25 19:11:54	2021-10-25 21:45:14	
<input checked="" type="radio"/>	20		Complaint 1	Submitted	2021-10-25 22:55:22		

**2. Select a complaint**

Review    Export

**3. Click the Review button to process a complaint**



# Processing Student Complaints by DSA (2)

Coordination > Students Complaints > Review

**Complaint Information**

Created By: [Redacted]

Creation Date: 25-10-2021 22:55:22

Complaint Status: \* Under Review

Title: \* [Redacted]

Description: \* [Redacted]

DSA Note: Processing your complaint for feedback ...

1. Change complaint status here

2. Enter DSA note here

Back Save

3. Save when done

Complaints				
	Student ID	Name	Complaint Title	Complaint Status
<input type="radio"/>	[Redacted]	[Redacted]	Test1	Under Review
<input checked="" type="radio"/>	[Redacted]	[Redacted]	Complaint 1	Under Review
<input type="radio"/>	[Redacted]	[Redacted]	Test4	Closed

Review Export

# Filing a Complaint by an Employee (1)

The screenshot shows the MyGJU portal interface. At the top, there are three tabs: 'My Affairs', 'Academic Affairs', and 'Dea'. Below these are two buttons: 'My Profile' (with a person icon) and 'My Salaries' (with a stack of coins icon). A breadcrumb trail shows 'My Affairs' > 'My Profile'. Under 'My Profile', there is a list of links arranged in three columns. A red arrow points from the 'Complaints' link in the third column to the text below.

My Affairs Academic Affairs Dea

My Profile My Salaries

My Affairs > My Profile

My Information

My Profile

<a href="#">Employee Information</a>	<a href="#">Certificates</a>	<a href="#">Telephones</a>
<a href="#">Employee Status</a>	<a href="#">Experiences</a>	<a href="#">Contact Information</a>
<a href="#">Job Titles</a>	<a href="#">Vacations</a>	<a href="#">Banks Accounts</a>
<a href="#">Promotions</a>	<a href="#">Work Start Delays</a>	<a href="#">Deductions Definitions</a>
<a href="#">Commissions</a>	<a href="#">Work Loads</a>	<a href="#">Allowances Definitions</a>
<a href="#">Family Members</a>	<a href="#">Overtimes</a>	<a href="#">Full Profile</a>
<a href="#">Health Insurance</a>		<a href="#">Complaints</a>

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**

Complaints					
	Complaint Title ⇅	Complaint Status ⇅	Creation Date ⇅	Modified By ⇅	Modification Date ⇅
<input checked="" type="radio"/>	Complaint 1	Pending	2021-10-25 23:14:31		

Total Rows: 1

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: \*   
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**

Complaints					
	Complaint Title ↕	Complaint Status ↕	Creation Date ↕	Modified By ↕	Modification Date ↕
<input type="radio"/>	Complaint 1	Pending	2021-10-25 23:14:31		
<input type="radio"/>	Complaint 2	Submitted	2021-10-25 23:17:14		

Total Rows: 2

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

# Addressing Employee Complaints by HR (1)

HR Setup Payroll Setup Users Affairs **Employees Affairs** Posting Salaries Reports

Manage Employees Employee Details Employees Vacations Employees Leaves Employees Fingerprint

Compute Vacations Balances Employee Salary Slips Employee Income Tax Slips Copy Health Insurance Yearly Increase

**Employees Complaints**

► Employees Affairs ► **Employees Complaints**

Filtering Criteria

Employee ID:  Complaint Status: All

From Date: 01-01-2021 Complaint Title:

To Date: 31-10-2021 Complaint Description:

1. Click the Search button

Complaints							
	Employee ID	Name	Complaint Title	Complaint Status	Creation Date	Modification Date	Modified By
<input type="radio"/>	10	[Redacted]	Test2	Submitted	2021-10-25 22:08:48	2021-10-25 22:09:13	[Redacted]
<input checked="" type="radio"/>	10	[Redacted]	Complaint 2	Submitted	2021-10-25 23:17:14		[Redacted]

2. Select a complaint

3. Click the Review button to process a complaint

# Addressing Employee Complaints by HR (2)

Employees Affairs > Employees Complaints > Review

**Complaint Information**

Created By: [Redacted]

Creation Date: 25-10-2021 23:17:14

Title: \*

Complaint Status: \* Select One ← 1. Change complaint status here

Select One

Under Review

Closed

Description: \*

HR Note:   
 ← 2. Enter HR note here

3. Save when done

Complaints				
	Employee ID	Name	Complaint Title	Complaint Status
○	[Redacted]	[Redacted]	Test2	Submitted
●	[Redacted]	[Redacted]	Complaint 2	Under Review

# Complaint Statuses

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- ▶ **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

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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.