Authenticated student submits Student Concern/Complaint/Grievance eForm to HTC online.

- Student must login to authenticate StarID before submitting eForm. Student’s info is retrieved from ISRS.

Linked/indexed eForm is manually routed to specific Dean’s workflow queue based on program/issue selected by student.

- eForm is received & routed by Admin. Asst.
- Automated email message from HTC is sent to student indicating receipt of eForm.

Email notification is generated to specific Dean when eForm enters his/her workflow queue.

- Email from ImageNow contains direct link to WebNow workflow queue, or Dean can login to WebNow and open workflow queue separately.

Dean retrieves and reviews eForm, and contacts student and/or staff, if necessary.

- Dean enters notes and/or attachment(s), and enters official (final) response to student as indicated on eForm.

- Different fields determine whether notes can be seen by student or not.

- eForm remains in Dean’s workflow queue until resolved.

- The eForm, including all notes and attachments, are linked to the student’s record, but are only visible to designated users with appropriate ImageNow security rights.
- eForms can be sorted and filtered by program of study.
- Other sorting filters & custom properties can be utilized for audit/reporting purposes (AQIP).

Issue resolved/completed?

- Yes:
  - Dean routes eForm forward to HTC AA Review-Route workflow queue for final review.
  - Email notification to reviewer is generated from ImageNow.
  - Reviewer determines if response is entered correctly on eForm before it is sent to the student.

- No:
  - Dean routes eForm forward to appropriate colleague for additional review and response.

Used only if issue needs to be addressed by someone else.

- Dean routes eForm forward to HTC AA Complete-Response workflow queue.

- Automated email from HTC to student is generated with a section of the message based on text entered on the eForm by the Dean.

- Resolved Concern/Complaint/Grievance eForm is archived in ImageNow (WebNow).