

## UAS Mosaic guidance – feedback forms

### 1. Overview

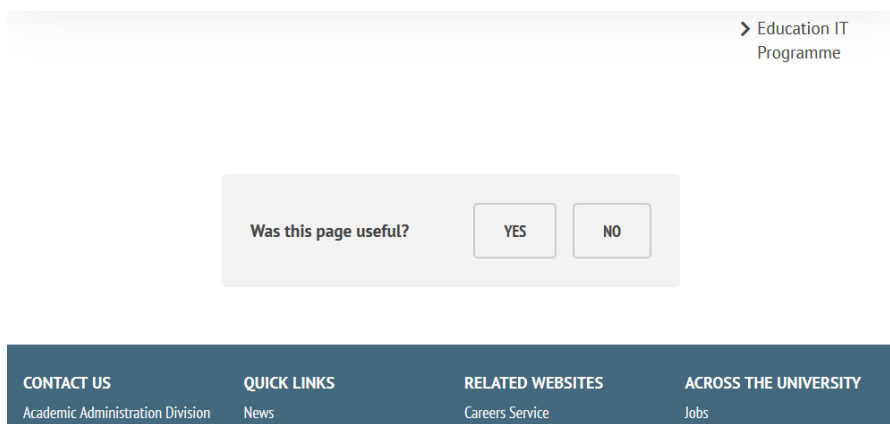
Feedback forms are available for users to anonymously indicate whether or not a page of your website was helpful, and in what way it did/didn't need their needs.

**The project's User Group has decided that these should be included on all pages on all sites, so they are turned on as standard, and should not be turned off in the site-wide settings.**

Editors can, however, switch the form off on a page-by-page basis, as on certain pages it may not appropriate to have it. An example is the homepage – and that will be turned off by the project team for each site - but also it may be inappropriate on pages where you collect feedback on other topics and to collect feedback twice on the same page may be confusing.

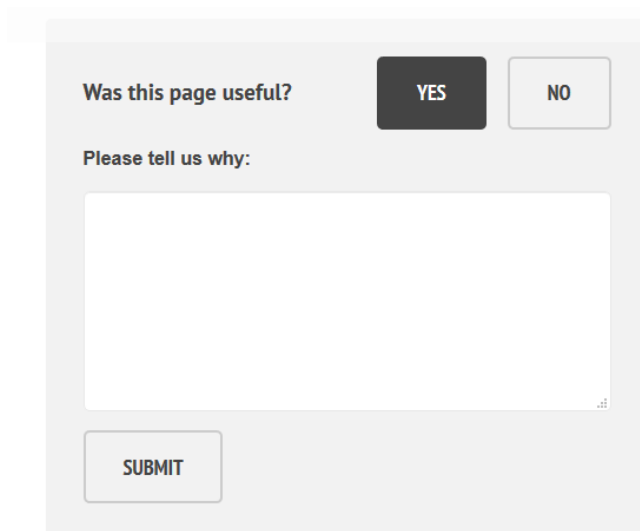
### 2. The position and function of the form

The form is positioned in the centre of the bottom of the page. **This position cannot be changed.** The only change you can make is to turn off the form on specific pages.



The screenshot shows a feedback form on a website page. The page header includes a breadcrumb trail: > Education IT Programme. The feedback form is a light gray box with the question "Was this page useful?" and two buttons: "YES" and "NO". Below the form is a dark blue footer with four columns of links: CONTACT US (Academic Administration Division), QUICK LINKS (News), RELATED WEBSITES (Careers Service), and ACROSS THE UNIVERSITY (Jobs).

When your user clicks 'yes' or 'no', a text field opens so they can give their feedback:



The screenshot shows the feedback form after a user has clicked 'yes'. The "YES" button is now dark gray and highlighted. Below the question "Was this page useful?" is a text field with the prompt "Please tell us why:". A "SUBMIT" button is located at the bottom of the form.

### 3. Turning off the form on a specific page

To stop the form appearing on a specific page follow these steps:

- Edit the page, and go to the 'Details' tab
- Check the 'Hide feedback form' option which is halfway down the page

The screenshot shows a configuration form for a 'Call to Action'. It includes a 'Title \*' field, a 'URL' field with a 'Generate link' button, and a 'Use Call to Action or Label? \*' section with radio buttons for 'Call to action' and 'Label'. Below this are two checkboxes: 'Hide sidebar menu?' and 'Hide feedback form?'. The 'Hide feedback form?' checkbox is circled in red. At the bottom, there is a 'Description' text area.

### 4. Downloading the responses

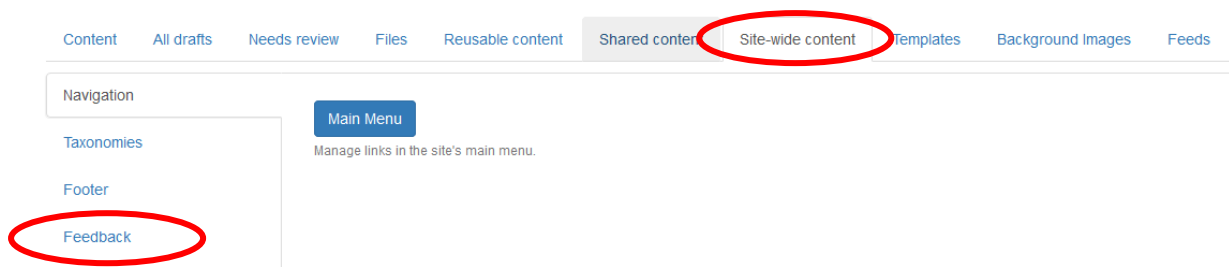
Responses are held in the content management area of your site. You should periodically download the responses and check whether any action is required to update or improve your site.

Submission records will be kept from the last 6 months only. You can have a maximum of **2000** submissions after which you will be unable to receive further submissions. If you receive a large volume of submissions you may need to download, and then delete, the existing archive of feedback, though it is more likely that the feedback reaches six months old, and 'expires', before this limit is reached.

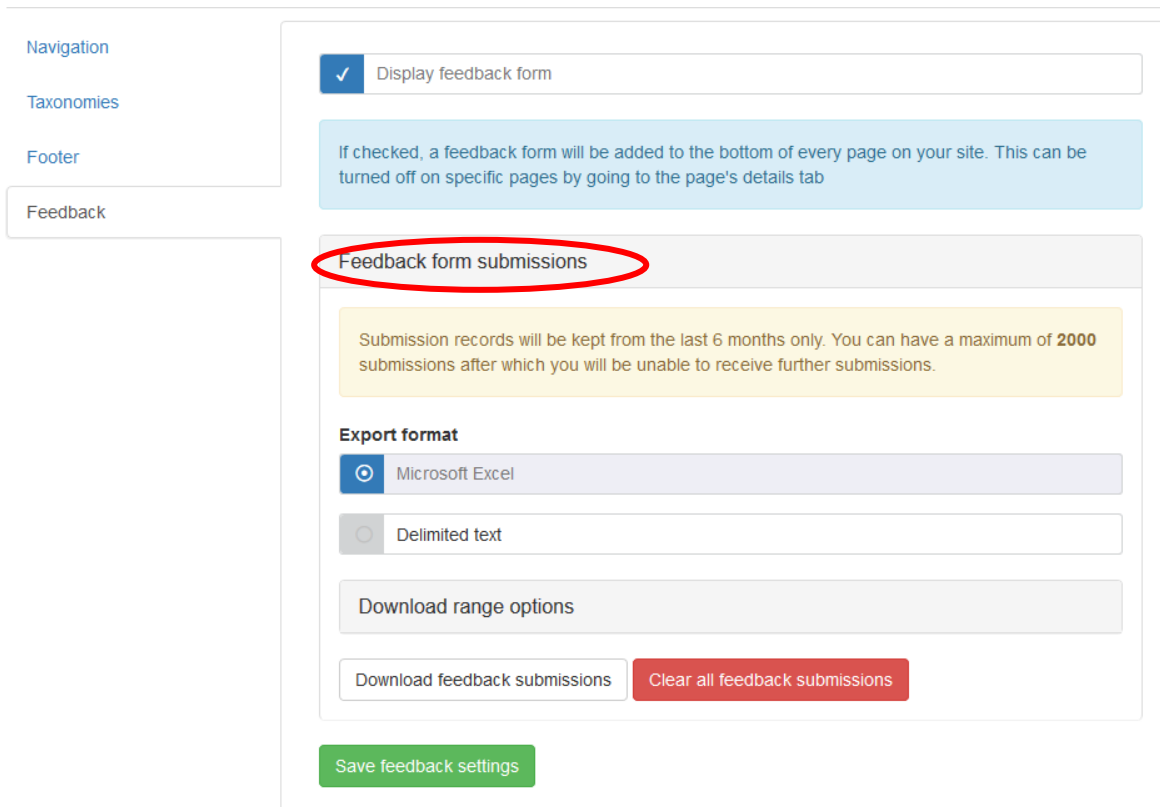
To access the feedback:

- Go to the Manage Content screen, and select 'Site-wide content'
- Select 'Feedback' from the lefthand options:

## Content



- Click the grey 'Feedback form submissions' area to open that section.



- Once open you will be able to choose the Export format.
- You can also click the grey 'Download range options' area to reveal options for which responses to download – the new submissions, submissions within a certain date range, etc.
- Once you have chosen the correct options, click 'Download feedback submissions'
- If you wish to save the settings for future use, click the green 'Save feedback settings' button.
- The red button to 'Clear all feedback submissions' does as suggested. Whilst it is unlikely you will reach the limit that the systems stores and need to create space for more, you may choose to clear the archive to stay on top of whether the responses have been seen/actioned.

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### Feedback form submissions

Submission records will be kept from the last 6 months only. You can have a maximum of 2000 submissions after which you will be unable to receive further submissions.

**Export format**

Microsoft Excel

Delimited text

**Download range options**

All submissions (20 total)

Only new submissions since your last download (20 new since 20 Jun 2019)

Only the latest  
  
submissions

Submissions by number from  
  
and optionally to:  
  
(Last downloaded: *none*)

Submissions by date from  
  
and optionally to:

## 5. Collecting other feedback or information

These forms are intended only for the collection of anonymous feedback on the content of your site. If you need to collect feedback on certain activity or other service, or gather information for a specific purpose, then a bespoke form can be built on your site. This requires work to be done by the Project Team, however, so please contact them to discuss your requirements.