Content Feedback

User Guide

Contents

FEATURE OVERVIEW

The *content feedback* feature allows permitted users from any content consuming role (i.e. learner, instructor and product reviewer) to record feedback during content delivery. This provides a channel for content consumers to leave feedback when they discover an issue with the content. There are two feedback mechanisms possible:

- *Basic:* The user can leave a comment detailing the issue or request
- *Edit content:* The user can edit an authoring file and submit it as a suggested replacement

All content feedback records are available for course developers to review and prioritize. The records include context details, the feedback information, along with active links to author the relevant content or review the suggested changes if appropriate. There are also management controls available to mark the record as approved, rejected, etc.

This feature can also be configured so that workflow tasks are created when feedback occurs. This ensures that relevant users are automatically notified about the feedback. Content consumers can obtain a list of all content feedback records they have made, along with the status of the feedback (e.g. accepted/rejected) and any notes left by a course developer.

Examples and use cases

- This feature can be used to improve published content. When errors or inaccuracies are discovered, this feature provides a clear channel to have the issue addressed.
  - A learner finds that a hyperlink is no longer working. The learner leaves basic content feedback noting the issue and suggesting the correct link. This record is seen by a course developer who verifies the link is broken and amends the content appropriately.
  - An instructor notices that an example is out of date. The instructor leaves feedback by editing the content with a newer example. The course developer for that site is notified and views the suggested changes. The changes can be accepted.

DESCRIPTION

There are four entities that interplay to control this feature.

- Product settings
- Categorization system values
- Message templates
- Process templates

Product Settings

The product definition has been extended with a new area labelled *content feedback*. This controls which consumers of the product are permitted to leave content feedback, and what should occur when feedback is left.

Field	Purpose	Details
Types of people that can provide basic content feedback (Optional)	This controls which types of content consumers can provide basic content feedback on the product. There are four generic roles available: • Students • Instructors • Product reviewers Additionally, there is an option to permit a select set of people (who can be specified later) to have this option. • Authorised people	**Ticked:** The selection can leave basic content feedback **Unticked:** The selection is unable to leave basic content feedback **If all empty:** Basic content feedback is not possible
Types of people that can update the content (Optional)	This controls which types of content consumers can provide content feedback by editing the content. There are four generic roles available: • Students • Instructors • Product reviewers Additionally, there is an option to permit a select set of people (who can be specified later) to have this option. • Authorised people	**Ticked:** The selection can leave content feedback by editing the content **Unticked:** The selection is unable to leave content feedback by editing the content **If all empty:** Leaving feedback by editing the content is not possible
Organization for authorized people (Optional)	This specifies an organization whose members are considered authorized to provide content feedback. **Note:** If *authorized people* has been selected, then these members will be able to leave content feedback.	**Input:** Any organization **If empty:** The category *authorized people* is not set at an organizational level
Grouping for authorized people (Optional)	This specifies a group whose members are considered authorized to provide content feedback. **Note:** If *authorized people* has been selected, then these members will be able to leave content feedback.	**Input:** Any group **If empty:** The category *authorized people* is not set at a group level

Create tasks (Optional)	This controls whether or not workflow tasks should be created automatically when content feedback occurs. **Note:** This only takes effect if there is a workflow project linked to the product which includes an auxiliary task for content feedback in the process template. See the process template section for more details.	**Ticked:** Workflow tasks are created automatically **Unticked:** Workflow tasks are not created automatically
Priority (Optional)	This controls whether or not a priority value can be set by the users when leaving content feedback. **Note:** Details on defining the available priority levels are given in Categorization System Values	**Ticked:** The user providing feedback can assign a priority with the feedback **Unticked:** There is no priority option when leaving feedback
Notification (Optional)	This specifies if the user should be notified when a response is made available. **Note:** Details on creating a message template are given in Message Templates	**Input:** Message template of data level content feedback

Categorization System Values

The categorization system of '*Content feedback - priority*' has been added to the system. Values can be added to this in the normal way. These values define the available priority options that can be made available to content consumers when leaving feedback.

Message Templates

The message templates feature has been extended with the new data level '*content feedback*'. This allows messages to be defined for notifying a content consumer when a response to content feedback occurs. This message template has access to the 'person' and 'product' objects along with the following new variables.

Variable	**Description**
thefeedback	The feedback provided by the content consumer
theresponse	The response made by the content owner

Process Templates

Process templates can now include tasks for the processing of content feedback records. Any task intended for such should have the following selected.

<table>
<tr><th>Settings</th><th>Purpose</th></tr>
<tr><td>Field: Planned approach
Input: Auxiliary</td><td>This designates the task as being auxiliary, as this task is not part of a primary flow. It is only needed when content feedback is left.</td></tr>
<tr><td>Field: System activities
Input: Content feedback</td><td>This designates the task as being for content feedback, and is to be triggered when such feedback occurs. Contextual information on the feedback will be shown in the workflow item. This depends on the type of feedback.
Basic: The written feedback and any response are shown
Edit content: A message that content was provided is shown</td></tr>
<tr><td>Field: Associated activity
Input: Access content file directly</td><td>This makes actions available with the workflow item. The type of actions will depend on the type of feedback.
Basic:
Go to content – launches the Authoring Tool for the associated file
Edit content:
Diff – shows the difference between the current content and the edited content provided within the workflow item
Show suggested – shows the content section within the workflow item
Go to content – launches the Authoring Tool for the associated file</td></tr>
</table>

Note: For a content feedback record to initiate a workflow task, an existing project associated with that product must already exist. This may naturally occur if the product was originally built using that process template. In other cases, the effect can be simulated by creating a new project with the process template, and then associating the relevant product in the ‘Date links’ area.

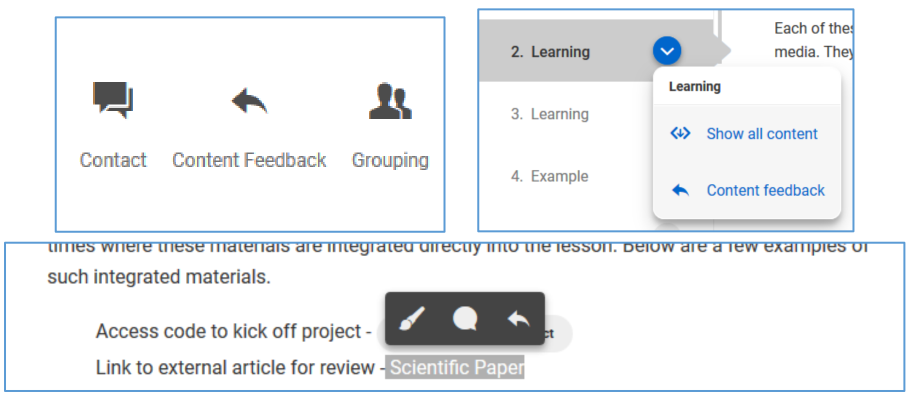
User Experience

The content feedback feature impacts most roles of Realizeit. These can be divided between the content consumers (i.e. learners, instructors and product reviewers) who can leave feedback, and the course developers who can process this feedback.

Content Consumers

Leave content feedback

Once a content consumer has been permitted to leave any form of content feedback, there are two methods to initiate leaving feedback from the content delivery interface.



This first is a button which is available in the lesson for learners, and available as an option from the current section dropdown for other roles. The second method is available from the context menu after highlighting text. Clicking on either option will launch the content feedback dialog box which is both movable and resizable across the content. The types of interactions available from this point depend on the user role and their permissions.

Role	Content access	Button	Highlight
Learner	Lesson delivery	Yes	Yes
Instructor	View lesson	Yes	Yes
Product reviewer	View content (see note)	Yes	Yes

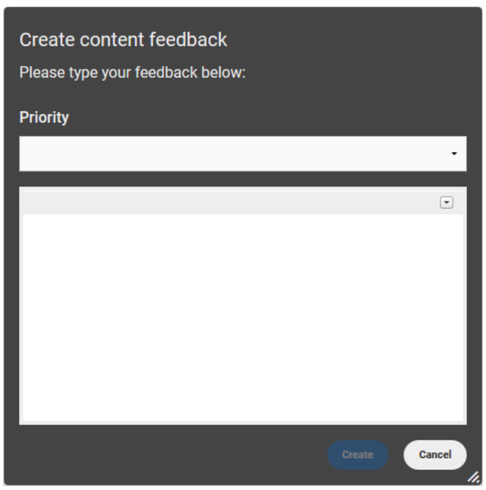
Note: There is a restriction on which cases a product reviewer can leave content feedback. The feature is only available when the content is accessible through the original activities control. The method of a product reviewer navigating between content via a hierarchy sidebar is not supported. This can be addressed at a later point if the feature is needed here in practice.

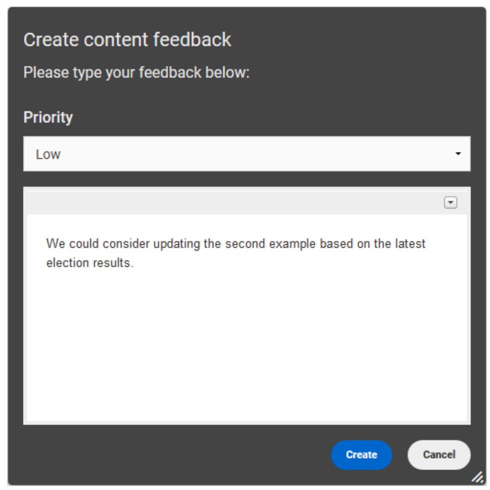
Basic content feedback only

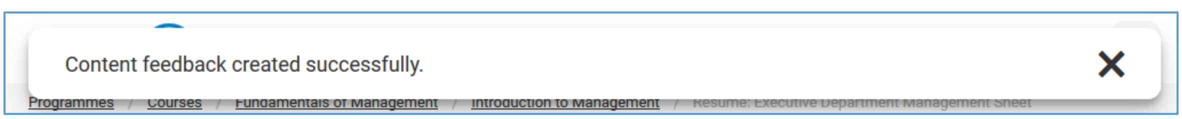
If the user is only able to leave basic content feedback, a dialog box displays with the title 'Create content feedback'. This provides a space for the feedback message to be typed. A toolbar is also available for formatting the feedback.

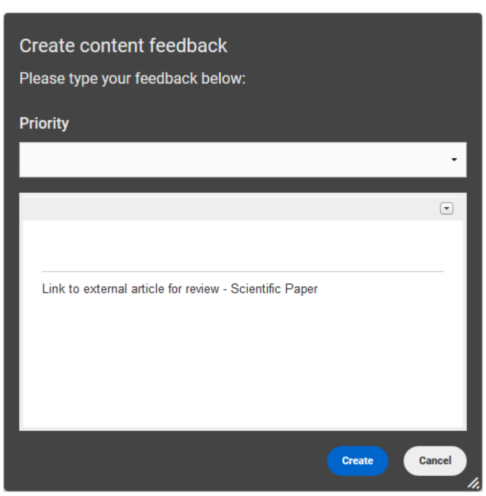
- If the button interaction is used, then the feedback area will initially be blank
- If the highlight interaction is used, then the highlighted text is pre-filled, and a line separator added to distinguish any new text. Note that all text in this dialog can be adjusted before the final submission.

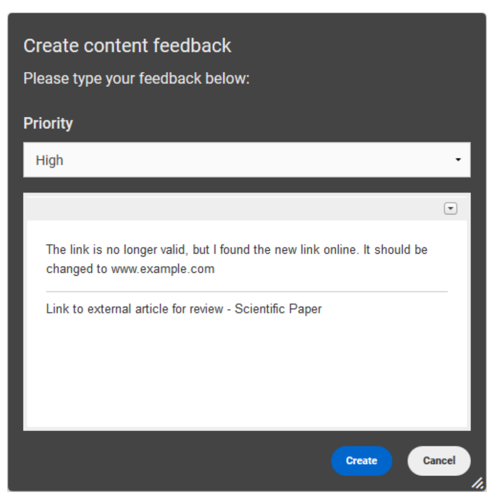
If configured, this feedback can also include a priority selection from a dropdown. Finally, the user has the option to cancel the feedback or have it submitted. A system notification is also shown to indicate that the feedback was successful.





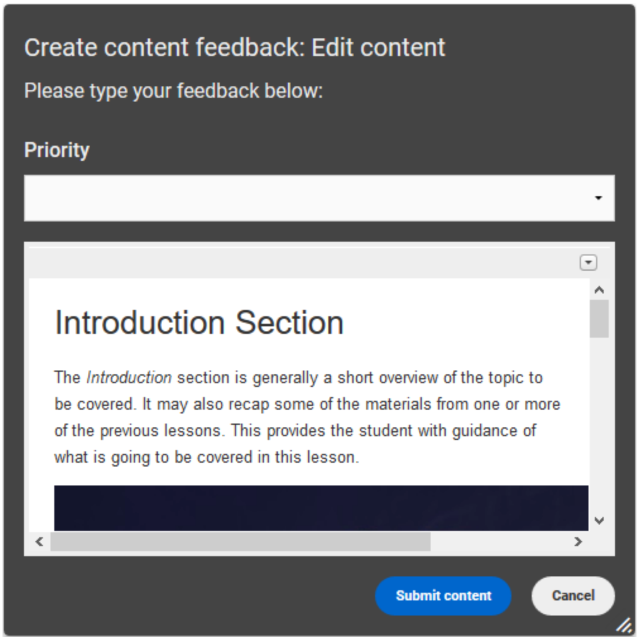






Edit the content only

When a user is only permitted to edit content, the button and highlight interactions will both lead to the same experience. A dialog box with a similar form as the previous case will appear with the title 'Create content feedback: Edit content'. In this case, the main field is used for editing content, while the completion button is labeled 'Submit content'.



Once the content feedback is triggered, the content from the associated learning bit is loaded into the dialog box and is available for native editing. This content is sourced from the latest version of the file, and as such may include updates to the content that are not yet reflected in the published content. The editing experience is analogous to a limited version of the Authoring Tool. A toolbar is available with some formatting commands. The user can:

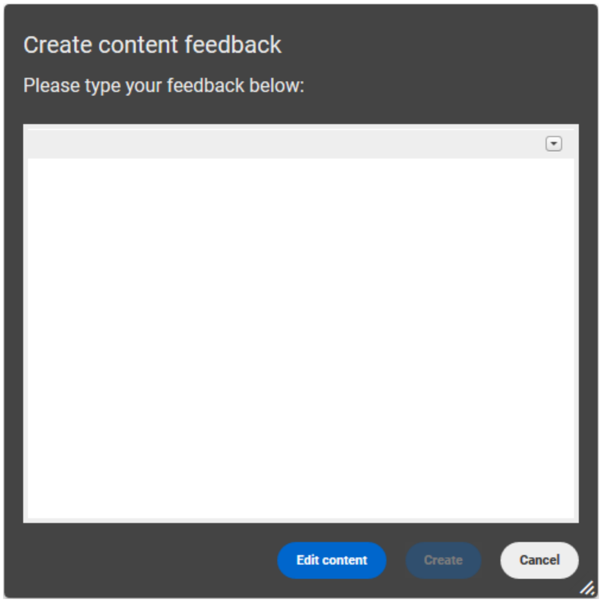
- Change the text
- Change text font, size, color, and general formatting
- Change the size of an image
- Delete parts
- Edit hyperlinks (available by right clicking on an existing hyperlink)
- Full undo and redo between edits

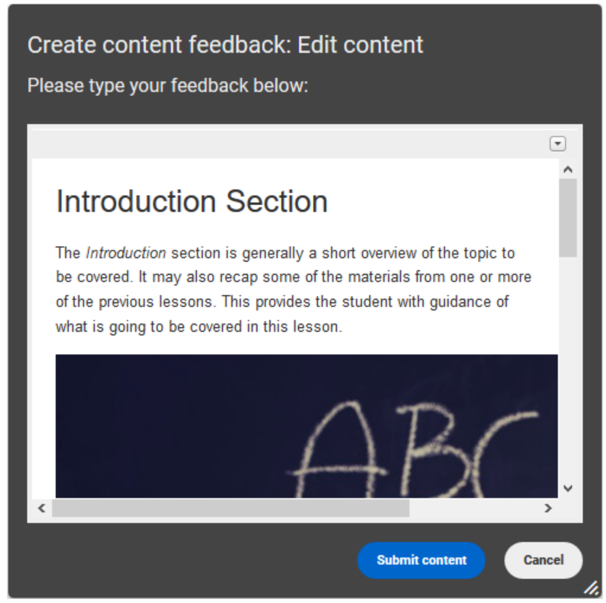
There are some actions that are not intended to be possible though the content feedback. For example, the user will not be able to:

- Upload a new image/video/media
- Add a new hyperlink/part
- View and edit the source
- View or edit questions or blocks

Leave both types of content feedback

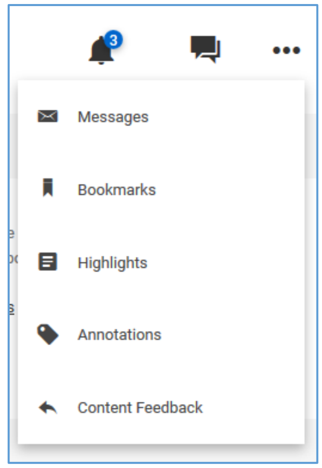
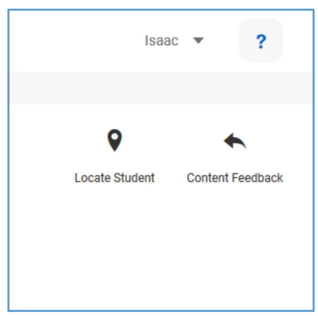
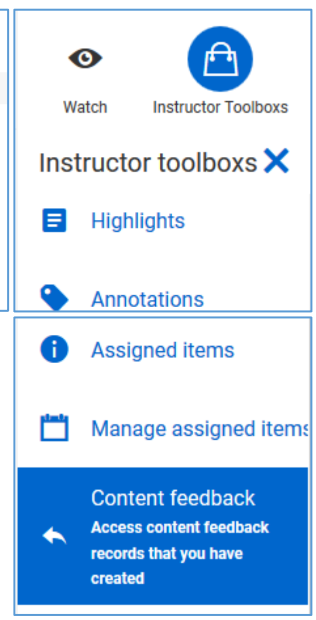
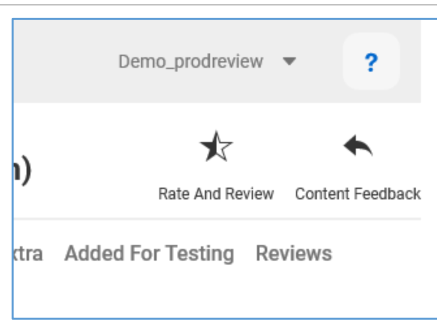
If the user is permitted to leave both types of content feedback, the user will initially be shown the basic content feedback dialog with an extra button available labelled 'Edit content'. Upon clicking that button, any text in the main field is discarded and replaced with the content for editing. The process for leaving basic feedback and editing content is the same as described in the previous two cases.





Access Content Feedback

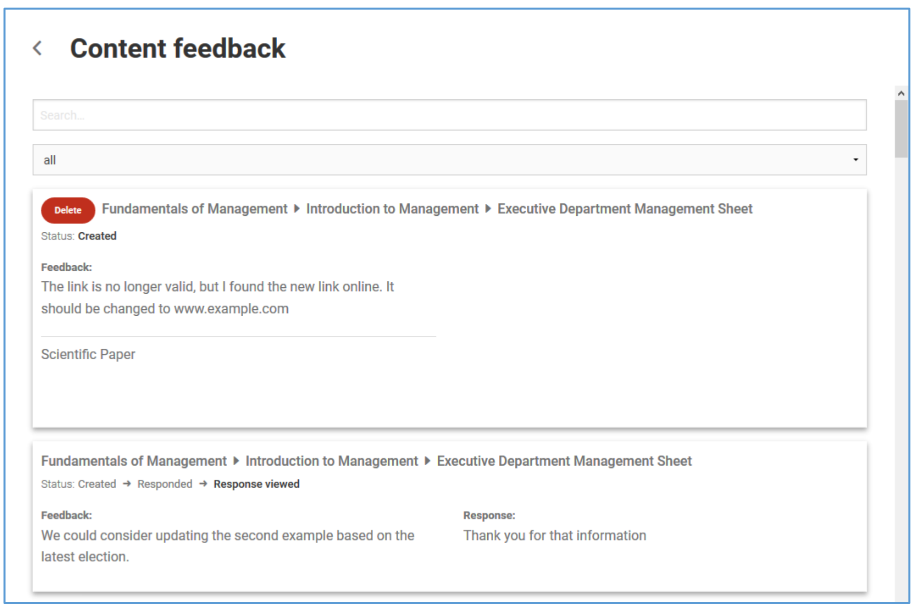
Content consumers can access a list of the content feedback records they have created. The method to access this list depends on the role. Note that any user that has access to multiple roles will be able to see all records from any role.

Role	Content feedback records	Example
Learner	The list of records can be accessed from the '*content feedback*' option available in the product and objective dropdown menus. **Note:** This option is only available after the learner has submitted content feedback for any product.	
Instructor	The list of records can be accessed from various locations in the instructor interface: • The courses page • The groupings page • The instructor toolbox at the product and objective levels **Note:** This option is only available after the instructor has submitted content feedback for any product.	
Product reviewer	The list of records can be accessed from the product selection and product pages. **Note:** The results returned will be filtered to a single product if appropriate based on the context.	

Once this page is accessed, the content consumer will be shown a list of content feedback records. This list is generally filtered to a single product based on the context of access. Each record is displayed as a card with the following context information available.

Area	Description
Breadcrumbs	This shows how the feedback record relates to the product, objective and activity. A delete button is also available if the record has not yet been processed.
Status	This displays the status of the record, along with the sequence of historical statuses that occurred. The date of a status update can be viewed by hovering over the label.
Feedback	This shows the feedback that was submitted. In cases where the content was edited, a button will first be shown to toggle visibility of the feedback.
Response	This shows the response that was added by a processer

A search box is also available to filter the list of records. Any feedback item that contains the search term within the text of the breadcrumbs, the feedback, or response will be shown. Further a dropdown is available to filter to those of a particular status.



Course Developers

There are three areas available to course developers that relate to content feedback.

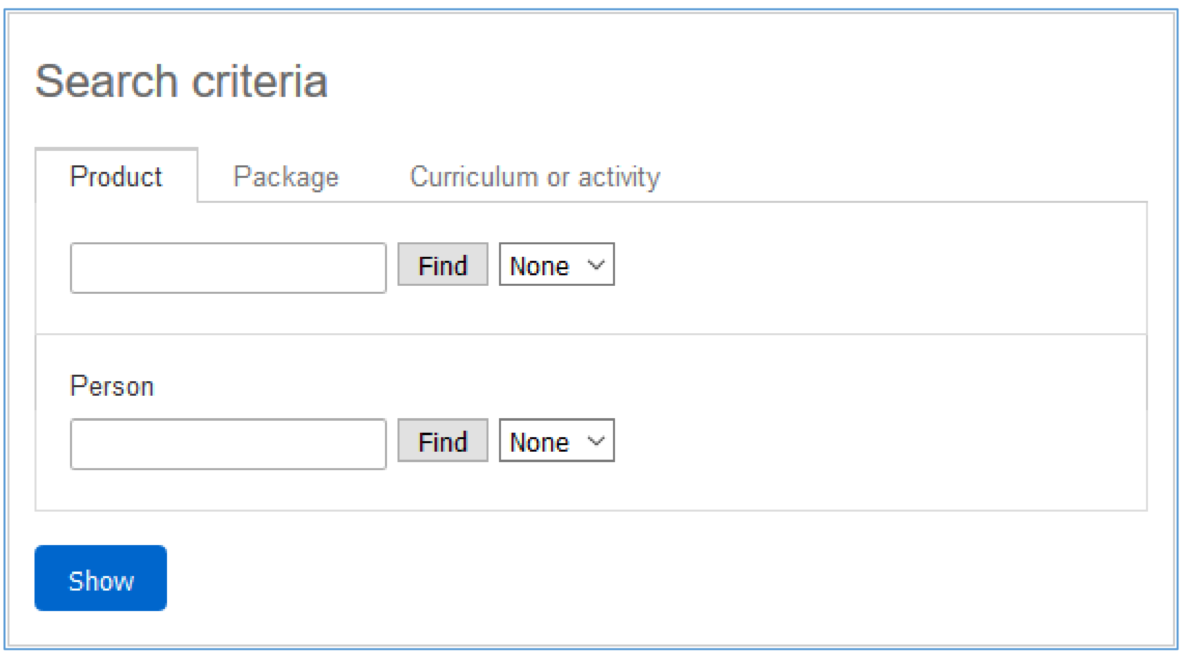
Menu Item	Description	Aspects Required
Content feedback (new)	This provides access to the content feedback records that have been created by content consumers. This is available from the authoring menu.	Authoring

	This page can also be launched from the curriculum tool via a feedback button available in the node details panel.	
Content feedback report (new)	This provides access to a report where aggregate data relating to content feedback can be examined. This is available from the authoring and reporting menus.	Reports
Workflow (extension)	Tasks can be created automatically when feedback occurs. This is available from the workflow area.	Workflow

Content Feedback

To obtain access to the content feedback records created by content consumers, the user must first specify any search criteria that should be used to filter the records.

- If no criteria are used, the complete list of records for which the user has access is returned. This is determined by having 'view most details' access to the product.
- If one or more criteria are used, only records that satisfy all criteria are returned

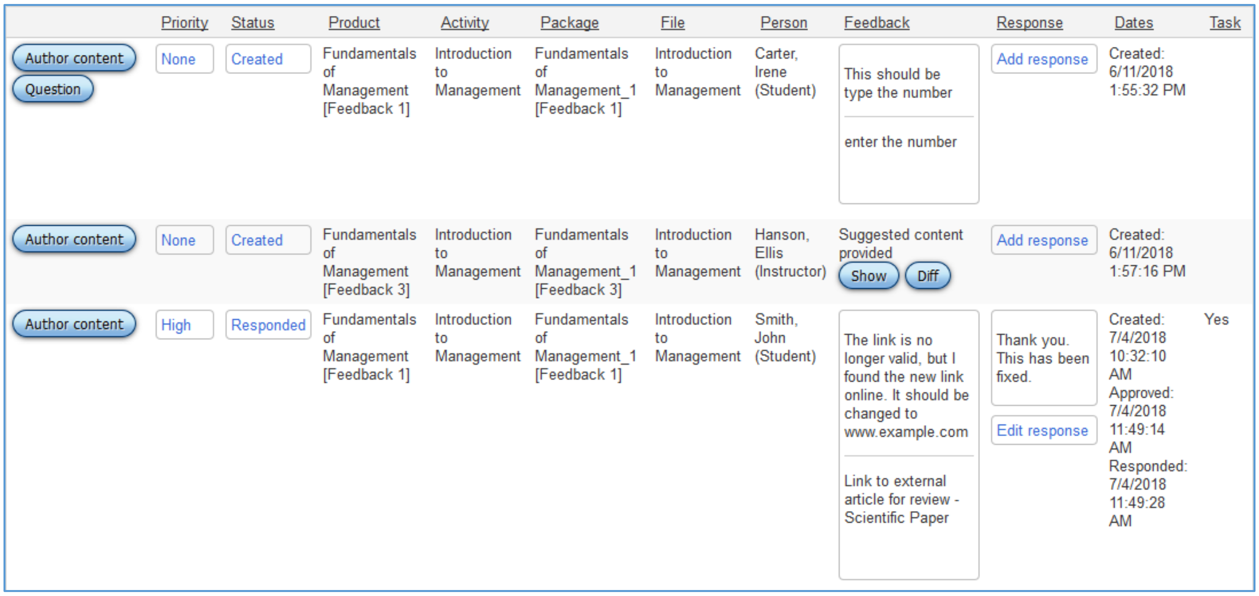


Field	Purpose	Details
Product	This filters the content feedback records to only those associated with the identified product	**Input:** Any product definition **If empty:** The results are not filtered by product
Package	This filters the content feedback records to only those associated with the identified package	**Input:** Any package definition **If empty:** The results are not filtered by package

Curriculum	This filters the content feedback records to only those associated with the identified curriculum	**Input:** Any curriculum definition **If empty:** The results are not filtered by curriculum
Activity	This filters the content feedback records to only those associated with the identified activity **Note:** If launched from the node details panel, the curriculum and activity are prepopulated.	**Input:** Any activity (dropdown only available if curriculum has been populated) **If empty:** The results are not filtered by activity
Person	This filters the content feedback records to those created by the identified user	**Input:** Any person **If empty:** The results are not filtered by person

Once content feedback results are displayed, the user has two further filter options available.

Field	Purpose	Details
Status	This filters the content feedback records to only those with the specified status • All • Created • Viewed • Approved • Rejected • Responded • Closed	**Input:** Any status from the dropdown **If empty:** The results are not filtered by status
Priority	This filters the content feedback records to only those with the specified priority	**Input:** Any priority from the dropdown **If empty:** The results are not filtered by priority



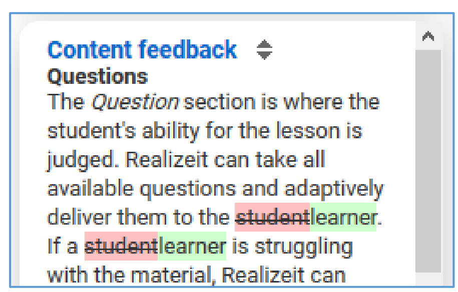
	Priority	Status	Product	Activity	Package	File	Person	Feedback	Response	Dates	Task
Author content Question	None	Created	Fundamentals of Management [Feedback 1]	Introduction to Management	Fundamentals of Management_1 [Feedback 1]	Introduction to Management	Carter, Irene (Student)	This should be type the number / enter the number	Add response	Created: 6/11/2018 1:55:32 PM	
Author content	None	Created	Fundamentals of Management [Feedback 3]	Introduction to Management	Fundamentals of Management_1 [Feedback 3]	Introduction to Management	Hanson, Ellis (Instructor)	Suggested content provided Show Diff	Add response	Created: 6/11/2018 1:57:16 PM	
Author content	High	Responded	Fundamentals of Management [Feedback 1]	Introduction to Management	Fundamentals of Management_1 [Feedback 1]	Introduction to Management	Smith, John (Student)	The link is no longer valid, but I found the new link online. It should be changed to www.example.com / Link to external article for review - Scientific Paper	Thank you. This has been fixed. Edit response	Created: 7/4/2018 10:32:10 AM Approved: 7/4/2018 11:49:14 AM Responded: 7/4/2018 11:49:28 AM	Yes

Each feedback comes with the following information:

<table>
<tr><th>Item</th><th>Description</th></tr>
<tr><td>Buttons</td><td>
This provides the user with access to the Authoring Tool for the purposes of evaluating the content feedback. The buttons are only available to the user if they have access rights to the content

‘Author content’ will open the associated file and navigate to the section where the content feedback was left
‘Question’ will open the associated file and navigate to the question where the content feedback was left (only applies for basic feedback)

In both cases, the feedback text from the content consumer is shown in a new feedback panel within the Authoring Tool. This panel can be expanded when the user wants to examine the feedback in detail. For edited content, the file difference will also be shown inline.

</td></tr>
<tr><td>Priority</td><td>
This displays the priority assigned to the record. This can be edited by clicking and selecting an option from a dropdown. This is set to ‘None’ by default, and if configured, can optionally be set by the content consumers when leaving feedback.
Note: The available options are as defined in the Categorization System Values.
</td></tr>
</table>

Status	This displays the status assigned to the record. This can be changed by clicking the value and selecting an option from the dropdown. The available statuses are: • *Created:* This is the initial status for any record • *Viewed:* This can be manually set prior to approval/rejection • *Approved:* This can be manually set if the record is approved for change • *Rejected:* This can be manually set if the record is rejected for change • *Responded:* This status gets automatically set if the user responds to the feedback. This can be for a positive or negative outcome. • *Closed:* This can be manually set if the record is to be considered closed **Note:** There is no fixed way to use the status, and the appropriate flow and meaning can be determined by the institution. This may include: - Created > Approved > Closed - Created > Rejected - Created > Viewed > Approved > Closed - Created > Viewed > Rejected > Closed
Product	This displays the product linked to the content feedback record
Activity	This displays the activity linked to the content feedback record
Package	This displays the package linked to the content feedback record
File	This displays the file linked to the content feedback record
Person	This displays the person who created the content feedback record, and the role active when they left the content feedback record.
Feedback	This provides access to the feedback left by the consumer. If basic content feedback was left, then the full text written is shown in-line. If the feedback was submitted by editing content, then a message to indicate that is shown along with two buttons. • The ‘Show’ button shows the suggested content in a modal • The ‘Diff’ button shows the difference between the original and edited content and allows a way for the change to be accepted. See specification on file difference for further details. If the source content has been changed since the feedback was left, an extra note is included to indicate this fact.
Response	This displays any written response provided for the content consumer. A response can be added or edited.
Dates	This section displays any dates that have been captured with the feedback records. A creation date will always exist while dates for approval, rejection, response, etc. will be listed as they occur.
Task	This section displays a ‘Yes’ if a workflow task was created for this feedback. **Note:** Tasks for content feedback only occur at the point of leaving feedback, and when configured to do so in the product. There is no way to retroactivity trigger a task once the content feedback record has been created.

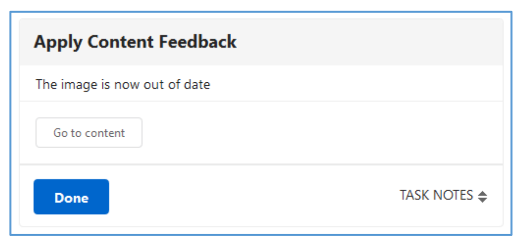
Content Feedback Report

A new Content feedback report has been added providing access to aggregate data relating to content feedback. The following fields are available in the report.

Item	Description
Total	Total number of content feedback records that have been created
Approved	Total number of content feedback records that have been approved
Responded	Total number of content feedback records that have had a response added
Tasks	Total number of content feedback records that have resulted in tasks being created
Rejected	Total number of content feedback records that have been rejected
Closed	Total number of content feedback records that have been closed

Workflow

There is a new task available in the workflow to manage content feedback. The substance and actions available with the task depend on the type of feedback. The user can complete the task in the normal way as defined by the process template.

Feedback Type	Description	Example
Basic	The comment written by the content consumer is shown inline. There are two action buttons. • *Go to content:* Open the relevant content in the Authoring Tool. • *Add response:* Leave a response for the feedback creator.	
Edit content	System comments are shown inline. There are multiple action buttons. • *Diff:* This shows the difference between the original and edited content • *Show suggested:* The suggested version of the content is shown inline • *Accept:* This implements the change(s) • *Go to content:* Open the relevant content in the Authoring Tool. • *Add response:* Leave a response for the feedback creator.