# Navigate360: Add Content Templates

*Appointment Feedback Surveys are connected to a user's Location(s) and Services, automatically sending a request for feedback after an appointment is completed*

## 1. Submitting an Appointment Feedback Survey Form

- The following criteria is needed to set-up an *Appointment Feedback Survey*:
  - *Instructions or Notes for Landing Page* – What do you want the student to read or know before starting the survey?
  - *Location(s)/Service(s)* – Do you want the survey to send for all the *Locations/Services* in your unit? A user may want to send for all the *Locations*, but not for all *Services*. A user could choose to have multiple surveys depending on the *Service*.
  - *Feedback Basis* – When should the survey be sent to the student? Users can choose between *Send after Appointment Summary created for scheduled appointments and for drop-ins with staff* or *Send after scheduled Appointment end time*.
    - **RECOMMENDATION:** Choose *Send after Appointment Summary created for scheduled appointments and for drop-ins with staff* in order to capture feedback for drop-in appointments
  - *Notification Method* – Should the survey be sent via *Email, SMS,* or *both?*
  - *Questions* – Surveys can ask up to five questions, but once the template is active, questions cannot be edited. Users can select between the following Question Types, how students should respond:
    - *Check all that apply* – Users will need to provide the options they want students to select from.
    - *Free Text* – This type prompts students can write a short/long response to the question. This type is best used if asking the student an open-ended question.
    - *Net Promoter Score* – This type prompts students to respond on a *likely scale* to the question.
    - *Rating – Agreement* – This type prompts students to respond how *likely they are to agree* to the question.
    - *Rating – Difficulty* – This type prompts students to respond on a *difficulty scale* to the question.
    - *Rating – Frequency* – This type prompts students to respond *how often* to the question.
    - *Rating – Quality* – This type prompts students to respond *how poor or good* to the question.
    - *Rating – Satisfaction* – This type prompts students to respond *how satisfied they were* to the question.
    - *Yes/No* – This type prompts students to respond *Yes or No* to the question.
    - *Upload* – This type prompts students to *upload a file* in response to the question.

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**Question Type:** *

Net Promoter Score

☐ Response Required

[Save Question] [Save & Add Another] Cancel

Question Preview

- ◉ 0 Very unlikely
- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6
- ○ 7
- ○ 8
- ○ 9
- ○ 10 Very likely

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**Question Type:** *

Rating – Agreement

☐ Response Required

[Save Question] [Save & Add Another] Cancel

Question Preview

- ◉ 1 Strongly disagree
- ○ 2 Disagree
- ○ 3 Neither agree nor disagree
- ○ 4 Agree
- ○ 5 Strongly Agree

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**Question Type:** *

Rating – Difficulty

☐ Response Required

[Save Question] [Save & Add Another] Cancel

Question Preview

- ◉ 1 Very difficult
- ○ 2 Difficult
- ○ 3 Neither difficult nor easy
- ○ 4 Easy
- ○ 5 Very easy

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**Question Type:** *

Rating – Frequency

☐ Response Required

[Save Question] [Save & Add Another] Cancel

Question Preview

- ◉ 1 Never
- ○ 2 Rarely
- ○ 3 Sometimes
- ○ 4 Often
- ○ 5 Frequently

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**Question Type:** *

Rating – Quality

☐ Response Required

[Save Question] [Save & Add Another] Cancel

Question Preview

- ◉ 1 Very poor
- ○ 2 Poor
- ○ 3 Neither poor nor good
- ○ 4 Good
- ○ 5 Very good

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**Question Type:** *

Rating – Satisfaction

☐ Response Required

[Save Question] [Save & Add Another] Cancel

Question Preview

- ◉ 1 Very dissatisfied
- ○ 2 Dissatisfied
- ○ 3 Neither dissatisfied nor satisfied
- ○ 4 Satisfied
- ○ 5 Very Satisfied