

In-App Feedback

Process Guide

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Version History

VERSION NUMBER	CHANGE LOG
0.1	Initial Draft

Appendix

XXXXXX Guide	Rubric layout by Chegg. Inc for evaluating academic papers.
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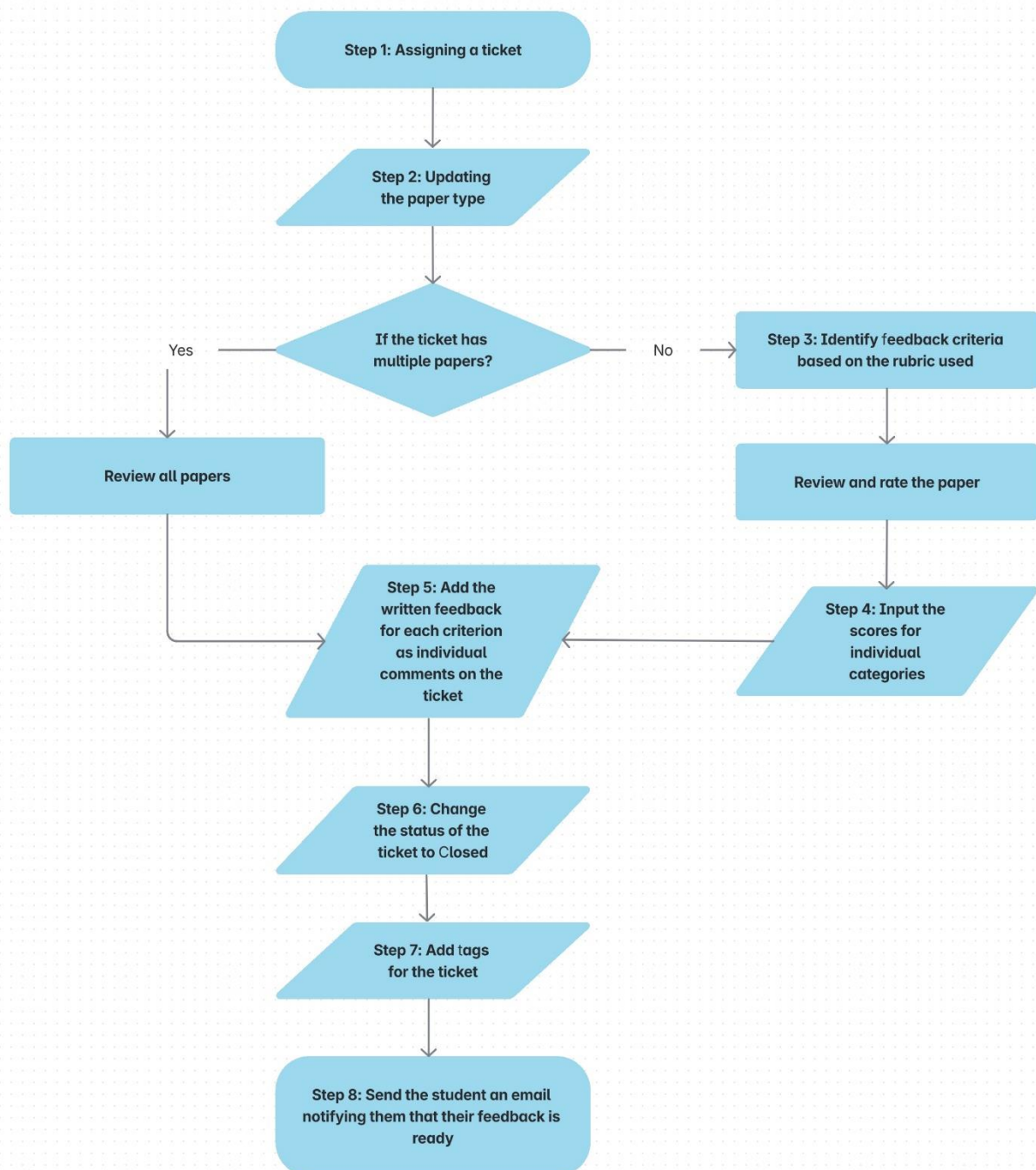
Overview

This guide includes detailed instructions on how to score responses on ZOHO Desk through the In-App Feedback Process.

Targeted audience: Academic Paper Evaluators in XXX team.

Process Guidelines

Process flow



Step 1: Assigning a ticket

The first step is to assign a ticket to yourself. Follow the steps as mentioned below:

1. Open your ZOHO Desk account and navigate to **Tickets Tab > All Tickets > Team XXX**.
2. All the available tickets under Team XXX will be visible now.
3. Click on **Assign** button for the ticket you wish to select. It is situated at the right side of the ticket.
4. Choose your name from the drop-down list.

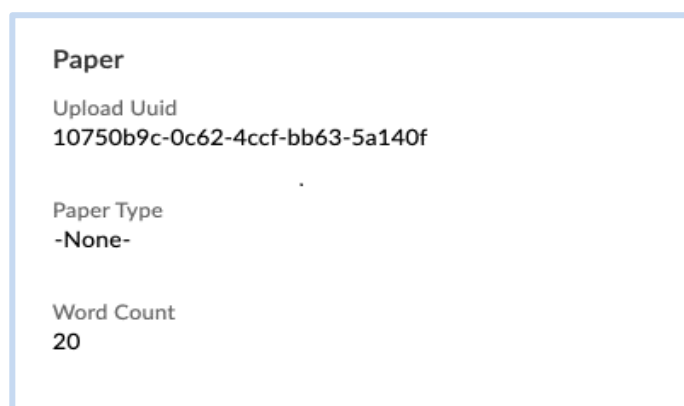
Note

Always pick Team XXX tickets. Make sure the system displays your initials after you make a selection.

Step 2: Updating the paper type

Once assigned, open the ticket and identify the type of Paper (Please follow the guidelines specified at [XXXXXX Guide](#) for more information). Updating the paper type needs the following.

1. Click and open the assigned ticket.
2. Navigate to **Properties** panel on the left pane.
3. Go to section **Paper > Paper Type > Select a Paper Type** from the dropdown.



The screenshot shows a 'Paper' properties panel with the following details:

Paper
Upload Uuid 10750b9c-0c62-4ccf-bb63-5a140f
Paper Type -None-
Word Count 20

Figure 1: Select a paper type

Step 3: Identify feedback criteria based on the rubric used

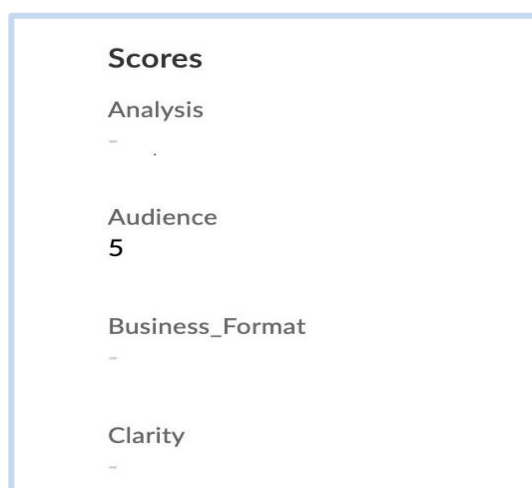
Each *Paper Type* has a number of associated criteria that will be provided for the feedback. For example, if the *Paper Type* is YYYYYY, the criteria will be: AAAA, BBBB and CCCC. You'll have to evaluate the paper using these criteria (Please refer to [XXXXXX Guide](#) for more information on this topic).

Step 4: Input the scores for individual categories

Enter scores for each criterion associated with the paper type. All the criteria for scoring will be appeared once *Paper Type* is selected.

1. Navigate to **Properties** panel on the left pane and section **Score**
2. Follow the rules for assigning scores:
 - Scores range from 1 to 5, 5 being the highest.
 - Only the associated criteria matched in [Step3: Identify Feedback Criteria based on the rubric used](#) should be given scores.
 - For example, if the *Paper Type* is YYYYYYY, the Expert should only provide scores for the AAAA, BBBB and CCCC.

Always make sure to input the scores and then click on save to make sure all scores are saved and do recheck this step before moving on as Zoho might glitch sometimes.



Scores	
Analysis	-
Audience	5
Business_Format	-
Clarity	-

Figure 2: Enter scores for each paper type

Step 5: Add the written feedback for each criterion as individual comments on the ticket.

In the common **Comment** tab, detailed feedback comment for each scored criterion must be entered. Once the comment is added, make sure to save your comment by pressing **Comment** button on bottom right.

This process has to be repeated for each criterion separately. Format of a comment would be as follows:

#AAAA

Comment text

Follow these rules while adding the criterion names to comment:

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- Always start a criterion with hash tag (#)
- If any criterion has spaces () in between, use underscore (_) in place of spaces. i.e. If the criterion name is Grammar and Spelling, then the name to be used would be #Grammar_and_Spelling

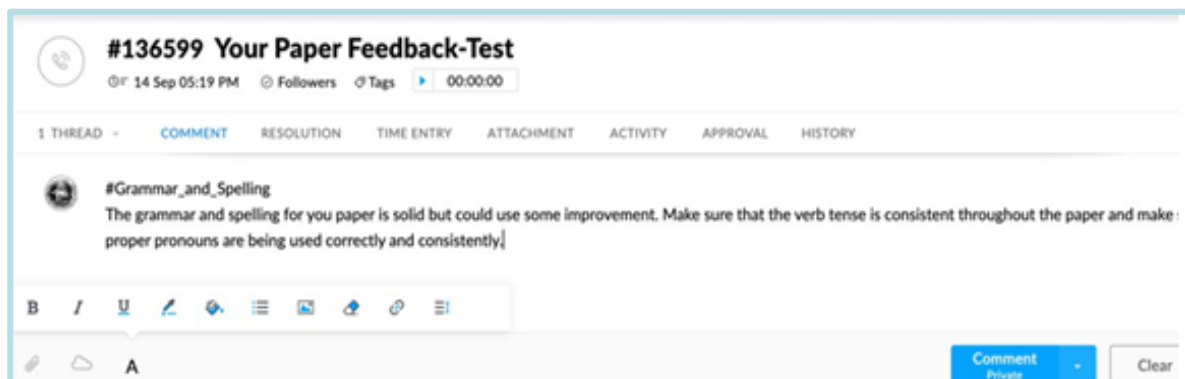


Figure 3: Add the feedback for each criterion as comments.

Caution

Please do not copy and paste the hashtags and instead type them directly. The formatting sometimes adds odd characters to the Zoho comment that are not visible to the human eye but cause the feedback to fail validation.

Caution

Comments can be typed in or Copy-pasted from Microsoft Word/Notepad. Please do not copy and paste from other sources as they are not compatible with our software.

Once all the comments are saved individually, the final look would be as shown below:

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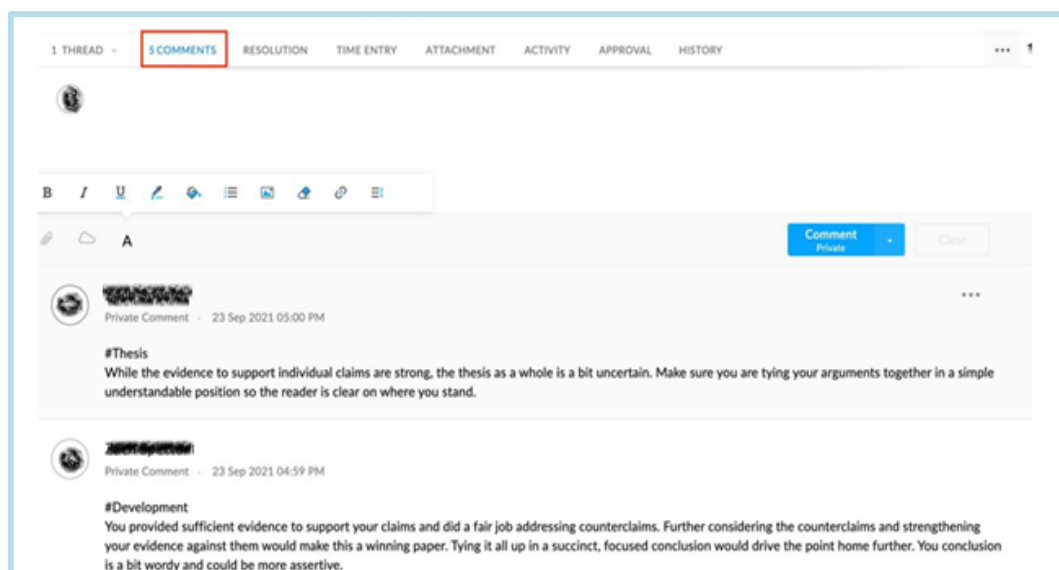


Figure 4: Final view after adding comments.

Step 5(a). Special case: Multiple papers/Additional remarks

There could be cases when a ticket contains multiple papers. This falls out of the categorization mentioned in [XXXXXX Guide](#). For such cases, the step [Step4: Input the scores for individual categories](#) must not be done. Only [Step5: Add the written feedback for each criterion as individual comments on the ticket.](#) must be done, with the following exception.

1. Comment with hash tag as #Please_Note.
2. No need to add any other criterion hash tags for this ticket.

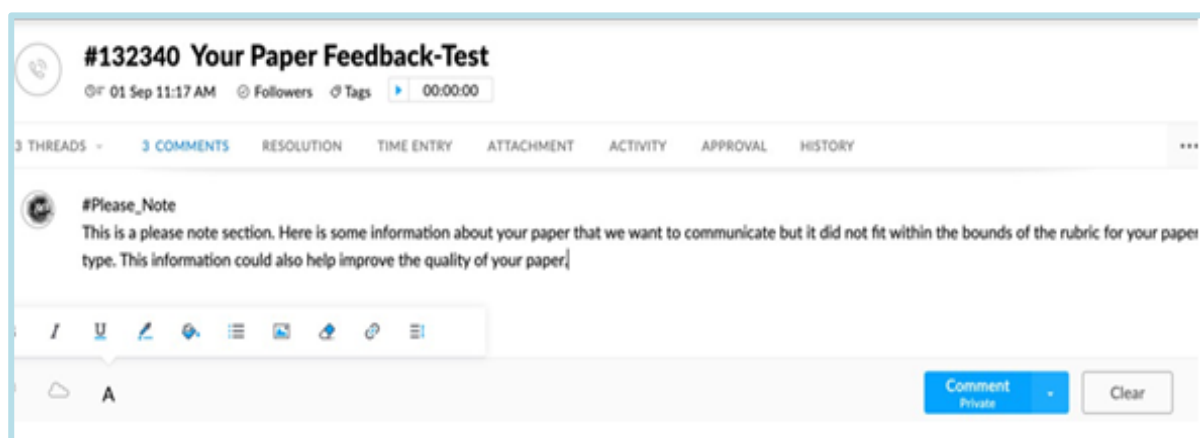


Figure 5: Special case: Adding #Please_Note tag for special cases.

Note:

This feature can be used in normal tickets with single papers as well. It can be used in cases where any general comment doesn't fit the scoring standards defined.

Step 6: Change the status of the ticket to Closed

The ticket should be closed before sending out the email snip to the student. You can close the ticket from the left-hand side pane.

1. Navigate to **Properties** panel on the left pane.
2. Select **Closed** from the dropdown menu for **Status**.

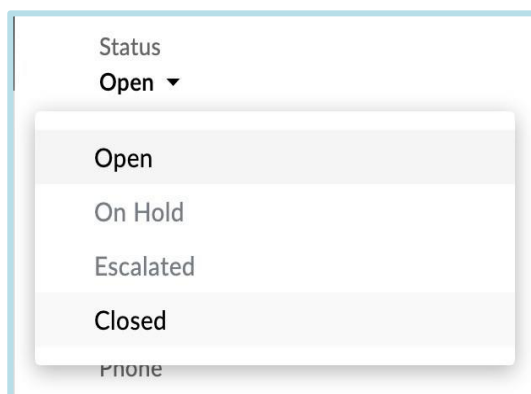


Figure 6: Change the status of the ticket to Closed

Step 7: Add tags for the ticket

Do not forget the tags for the ticket. A ticket should always have 2 tags. ABCDEFG is mandatory one and the second one is dependent upon the *Paper Type* of the ticket. It will range from, short_form, paragraph_form, not_an_essay, not_in_english, email_returned, annotated_bib (Refer [XXXXXX Guide](#)).

Step 8: Send the student an email notifying them that their feedback is ready.

Send an email notification with our predefined template response.

1. Open the email templates by clicking on the second icon from the left menu bar.

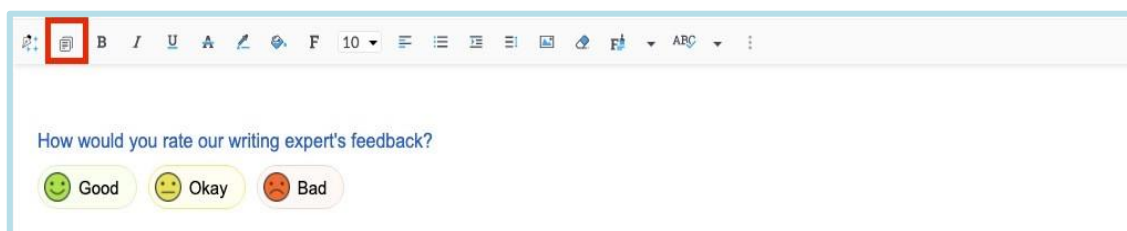


Figure 7: Open email templates.

2. Under the **CONTACT NOTIFICATION** section click the template named **No PDF Feedback Ready** to add the template's text to the email.

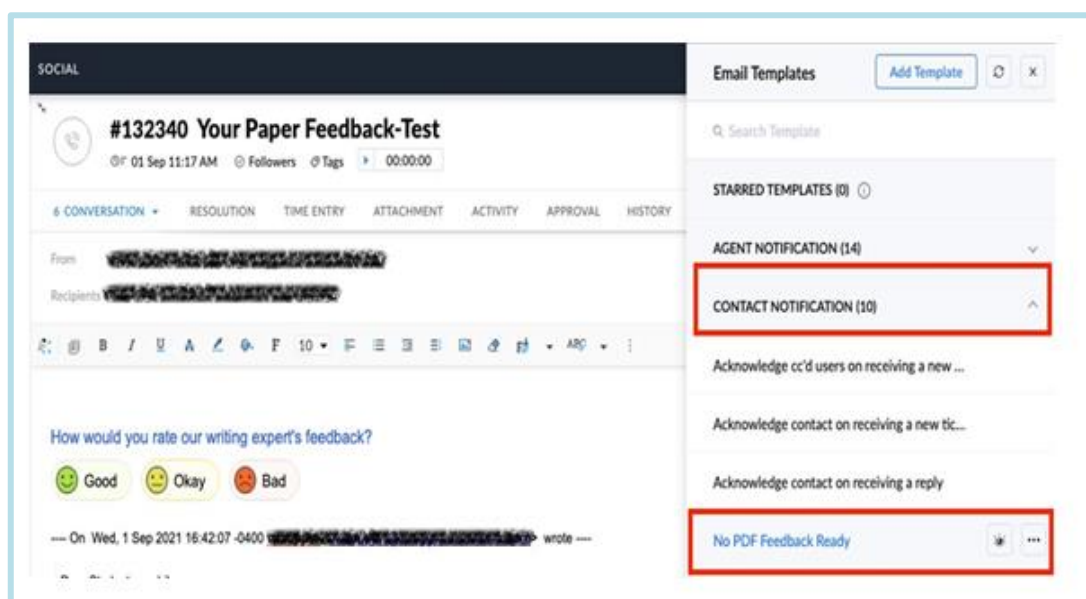


Figure 8: Send the student an email notifying them that their feedback is ready

3. After clicking, it should include a short message that the feedback is ready and a URL to the feedback in our application. Before sending the final response, re-check the following:
 - a. URL includes the site's URL and the papers Upload URL.
 - b. Site URL can be found in the Additional Information section of the ticket.
 - c. Upload URL can be found in the Paper section of the ticket.

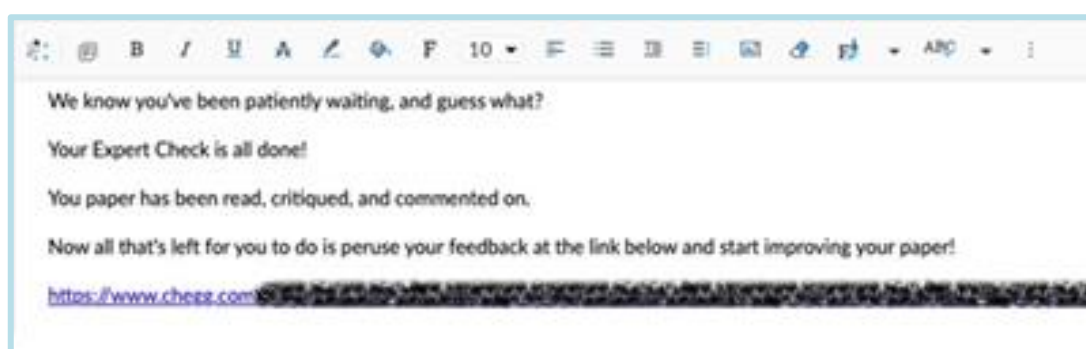


Figure 9: Send the student an email notifying them that their feedback is ready

Special notes (Tips and Tricks)

1. Update paper type and scores. Save it. Then only move to comments.
2. Ensure that the steps are followed in chronological order, as failing to do so may prevent the feedback from being sent to the student.
3. **Important: Ticket has to be closed before the email snip (No pdf one) is sent to the**

student.

4. Always save the scores, recheck twice before moving on to adding the comments.
5. Always TYPE in the # and the category names. Do NOT copy paste them.
6. Make sure the comments do not have any hyperlinks created in them randomly. Always paste from MS Word using paste as plain text feature. Just right click and tap on paste as plain text.
7. Do not change the spelling of category names. Do not input spellings like Grammar_and_Spellings its only Grammar_and_Spelling.
8. Do not forget the underscores in between the category names with spaces - Grammar_and_Spelling. **Underscores are mandatory.**
9. Do not forget the tags.
10. If more than one special request (E.g. Grammar and APA snip) then there is no need to write two #Please_Note comments. You can input both/all the special requests in one #Please_Note section.
11. *Paper type* for **Not an essay** and **Not in English** will remain as **None**
12. For a neat feedback presentation: If you are first typing the feedback in Microsoft Word and then copying it in the portal for in-app feedback, you may use *Paste Special* (Ctrl+Shift+V) while commenting to maintain a consistency in the font type and size. This will make the feedback look aesthetically symmetric and clean.
13. **IMPORTANT: YOU MUST TYPE THE #Headings ON THE PORTAL DIRECTLY. YOU MUST NOT COPY-PASTE THESE.**