

## GUIDE TO THE APIIT ONLINE FEEDBACK SYSTEM FOR PARENTS OF STUDENTS OF ASIA PACIFIC SCHOOLS

### The APIIT Online Feedback System.

The **APIIT Online Feedback System** is a web-based facility (which is also used throughout the APIIT Education Group), as a channel to allow parents (and staff) to provide anonymous feedback on all aspects of your experience and that of your children at Asia Pacific Schools. Key features of the system are as follows:

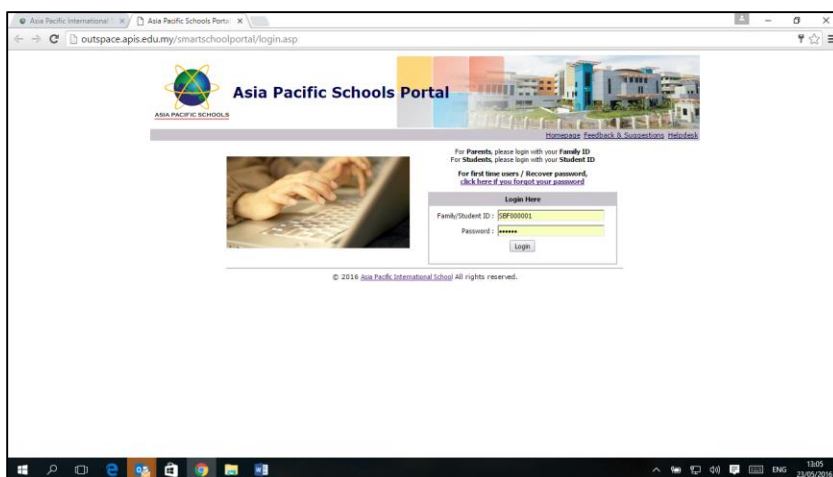
1. Available 24/7 and accessible anywhere.
2. Each feedback provided is associated with a category, based upon which the system will channel the feedback to the appropriate respondent.
3. The system will conceal your identity and that of your children, which will not be revealed to the respondent unless you explicitly require it to be revealed.
4. The system guarantees a response to you upon problem identification and determination of corrective actions. Any feedback not responded to within a maximum of 7 days will be escalated to the next level.

### 1. Logging in to the Online Feedback System

You will need your Family ID (SBFXXXXXX) and Password to Log-in to the Online Feedback System.

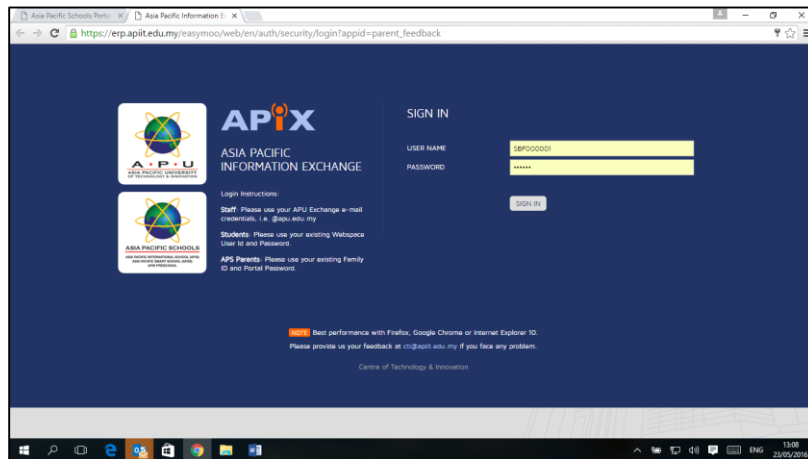
For your information, Your **Family ID** can be found on your child's **Student Id Card**. If you do not remember your Family ID Password, please use the **"Recover Password"** feature on the **Portal Login Screen**. Your Password will be reset and sent to your registered e-mail address.

You may access the Online Feedback System by selecting **"Feedback and Suggestions"** from the Parents Portal Login Screen:



(Alternatively, if you are **already logged into the Portal**, you may access the system by selecting the **"Feedback & Suggestions"** Option in the Menu on the left.)

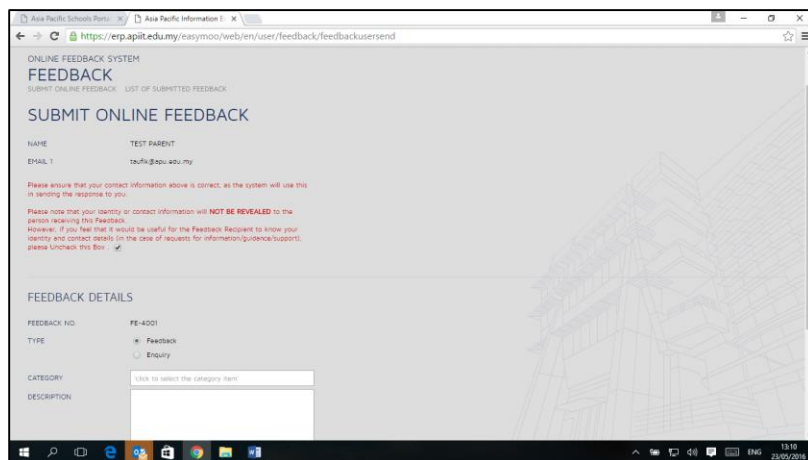
Once you select this option, you will be directed to the APiX Login Screen as shown below. You can then use your Family Id (**SBFXXXXXX**) and your Password to login to the Feedback System to submit your Feedback.



You will be shown the main Online Feedback page upon successful access.

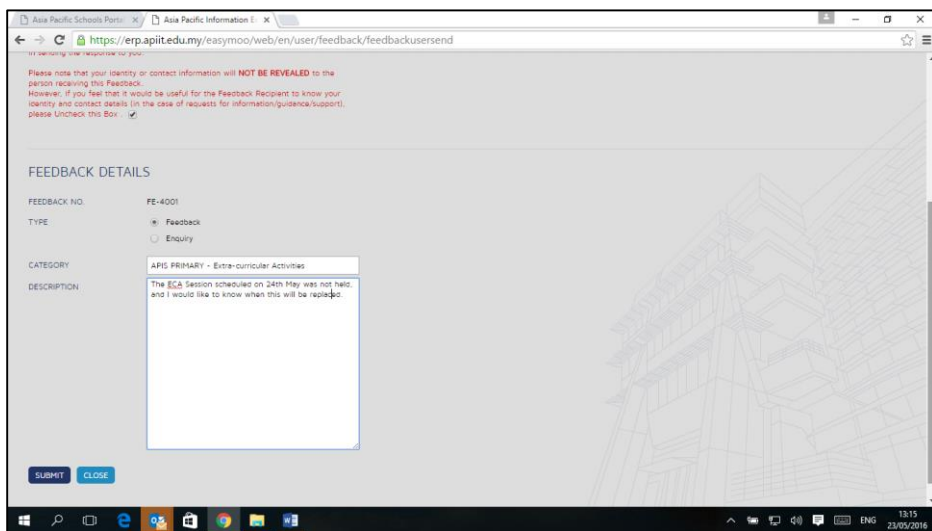
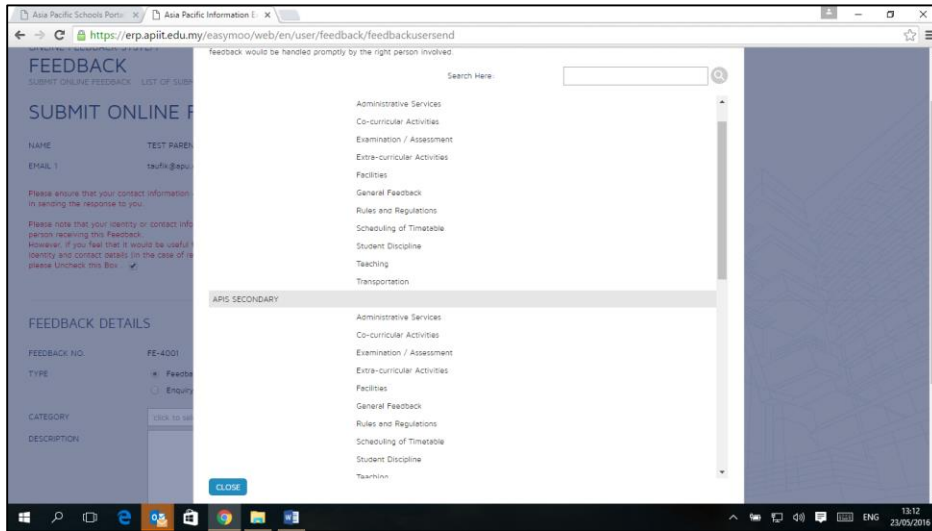
## 2. Submitting an Online Feedback

Once you login to the Online Feedback System, you will see the screen below.



- When you click on the “CATEGORY” data entry field you will be presented with a pop-up window (below) with a list of Feedback Categories to select from, as follows. Select the appropriate category. and fill in the feedback details, followed by the Submit button to complete the Feedback.

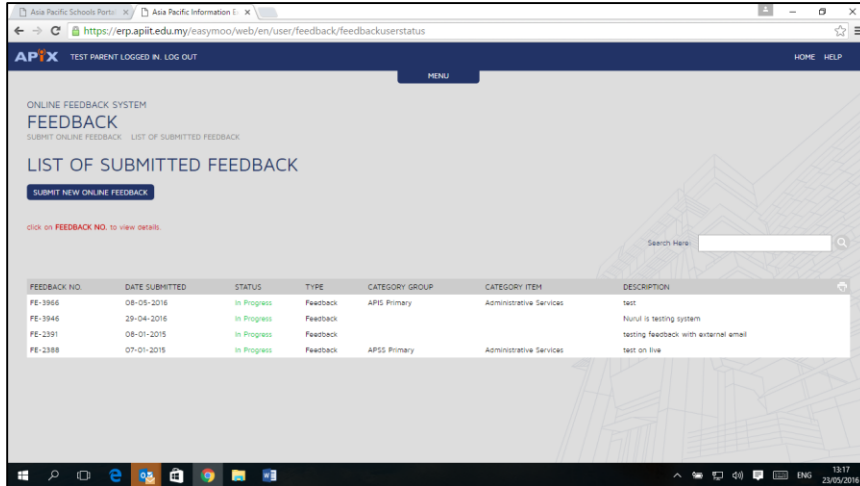
**NOTE: The categories are separated into different sections: APIS Primary School, APIS Secondary School, APSS Primary School and APSS Secondary School. Please select the correct item that correspond with the right school and click it to add it to the “Category” field.**



**NOTE: BY DEFAULT, YOUR IDENTITY WILL BE KEPT CONFIDENTIAL AND WILL NOT BE SEEN BY THE RECIPIENTS. HOWEVER, SHOULD YOU WISH TO REVEAL YOUR IDENTITY (FOR EXAMPLE, IF THERE IS A SPECIFIC PROBLEM REQUIRING THE SCHOOL TO KNOW YOUR IDENTITY FOR INVESTIGATION PURPOSES), YOU HAVE THE OPTION OF UNCHECKING THE RED BOX TO REVEAL YOUR IDENTITY TO THE RECIPIENT.**

- Fill in the feedback details. Try to describe your feedback so as to be as specific as possible, to enable the School to investigate the issue accurately.
- Click the **Submit** button to complete the Feedback.

You will receive an e-mail confirming receipt of your Feedback, and you will also subsequently receive updates and responses to your feedback via e-mail. You may also check the status of your Feedback at your convenience through the Online System:



We would like to emphasise that the objective of the Online Feedback System is to enable all parents to provide constructive feedback on any aspect of the School where you feel improvements are required, and to ensure a positive overall experience for you and your children. As a tool for us to ensure continuous improvement in all aspects of our services to our clients, your feedback is highly valued.

Should you require any assistance in using the Online Feedback System, please do not hesitate to e-mail our Technology Systems Helpline at [help@apiit.edu.my](mailto:help@apiit.edu.my). You may also use the Helpse