

# HDR EOI - Academic staff review

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Questions?
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## Background

- Microsoft Dynamics 365 is the university's customer relationship manager (CRM).
- Most administrative teams are using CRM for student and student-related correspondence.
- A **request** is an CRM-based administrative workflow that is used to deliver an outcome to a student.
- Expressions of interest (EOI) can now be submitted via a [web form](#).

## Reviewing the EOI

*Request title showing applicant name*

### Access CRM and open the EOI

- If you have been forwarded a link from Graduate Research or Faculty Sub-Dean Graduate Studies, the link should take you directly into CRM.

**HDR EOI Test Person** - Saved

Request

Applicant Request Assessment & Decision Related

## Navigation

- Navigate the request by switching between the tabs '**Applicant**', '**Request**' and '**Assessment & Decision**'.
- The application information is contained in 'Applicant' and 'Request'.
- Uploaded documents will appear under '**Timeline**' in 'Assessment & Decision'.

Tab	Information Available
Applicant Tab	<ul style="list-style-type: none"><li>• Applicant details</li><li>• Academic qualifications</li><li>• Research experience (publication history)</li><li>• Active admission applications (if any)</li><li>• English proficiency</li><li>• Supervisor details (if nominated)</li></ul>
Request Tab	<ul style="list-style-type: none"><li>• Course student is interested in.</li><li>• Scholarships or funding arrangements</li><li>• Research Proposal</li></ul>
Assessment and Decision	<ul style="list-style-type: none"><li>• Correspondence (in the timeline)</li><li>• Documents (in the timeline)</li><li>• Internal Comments added by Graduate Studies Team.</li><li>• Decision fields.</li></ul>

## Correspondence about the EOI

To provide feedback about the EOI, options include:

- replying to the original email from the referrer

- adding an internal comment under the 'Assessment & Decision' tab.

Internal Comments

New Internal Comment		
Created By	Comments	Created On
Michael Osborne	This person would be great for my research profile.	12/11/2021 2:14

Version history

Version	Published	Changed By	Comment
<b>CURRENT (v. 4)</b>	12/Nov/2021 15:06	 Michael Osborne	
v. 3	12/Nov/2021 15:04	 Michael Osborne	
v. 2	12/Nov/2021 14:26	 Michael Osborne	Initial version
v. 1	12/Nov/2021 14:24	 Michael Osborne	