4) **Review notes from 2/22/2013 meeting**

2) **Review results of pilot tests of questions/prompts**
   a. Teams conducted 10 pilot tests with different services than have been already tested. The feedback was very helpful in refining the document.
   b. Multiple edits were suggested throughout the document, which will be incorporated and sent to the task group for review.

3) **Customer satisfaction surveys**
   a. The student survey has been distributed and a 2-week window is allowed for response.
   b. The faculty and staff survey cannot be prepared until a full list of services is received from the vice presidents.
      i. A subcommittee was formed (Debby, Stan, Jeanette and Lori) to review the outstanding list of services next week and go back to the vice presidents for further refinement.
      ii. At the March 8 meeting, the task group will determine what services would be included in the faculty/staff survey.