4) **Review notes from 3/1/2013 meeting**

2) **Customer satisfaction surveys**
   a. The group reviewed a list of possible services to include in the faculty and staff survey. Services in large categories were broken into smaller groups and the description for some services was modified to ensure responders are clear about the service they are rating.
   b. There was discussion and agreement about the final list.
   c. It was agreed that faculty and staff sometimes use different services and therefore a preliminary sorting question will ask responders to identify their role.
   d. The survey will be distributed the first week of spring quarter, and will allow for 2-3 week window for responses to be submitted.

3) **Small group meetings**
   a. The chairs and staff will be meeting with each criterion subcommittee for intensive sessions to finalize questions/prompts and start to develop rubrics for each in the coming week.

4) **Other**
   a. March 15 will be the final meeting of the quarter. Regular meetings for spring quarter have moved to Monday mornings. Due to the holiday, the next meeting for the group will be Mon. Apr. 8