1) **Review notes from 2/15/2013 meeting**
   a. The notes from 2/15 were reviewed and affirmed. Although the detail was not reflected in the notes, one member commented that the list of services for the satisfaction survey should include food service.

2) **Review of criteria**
   a. There was discussion about the three primary criteria: purpose/importance, efficiency and quality/effectiveness and how those need to be used to evaluate services and put each into a category.
   b. Purpose/importance is the most critical of the criterion. There was discussion about how to handle services that do not pass this threshold.
   c. There was discussion about ensuring the questions/prompts elicit sufficient information for the task group to categorize services.
   d. There was discussion about making sure the campus community understands the terms being used in each criterion and how each is intended.

3) **Review of services list**
   a. The chairs noted for the group that in response to the request for additional review of the services lists by the university division, modifications have been received. However, a complete list of services is not yet done. Staff will continue to work with the divisions to complete the list.

4) **Customer satisfaction surveys**
   a. There was discussion about sharing the survey results and whether that is done with the entire campus or just the service first. **The conclusion was to share with the service first, then publish for the whole campus.** It was noted that hopefully one of the outcomes of the entire process and the focus on surveys in particular will be to foster an environment of service mentality.

5) **Review of questions/prompts**
   a. The task group reviewed comments and input to the questions/prompts and made revisions to the list.
   b. New subcommittees were formed to conduct pilot tests in the coming week of the revised questions with services that have not seen the questions.