1) **Review and accept notes from the 3/11 meeting**
   a. The notes were accepted as presented.

2) **Task force updates**
   a. Support Program Task Group
      i. The task group has completed its work on criteria and incorporated those into a report template. That document was reviewed and discussed by the steering committee members.
         1. It was pointed out that the restriction on the number of words will make responding difficult for services that have collapsed several services into one. **It was agreed that if upon review a manager sees such a difficulty and would like to add another service to their list they should contact one of the chairs or Lori.**
         2. There was discussion about whether the rubrics should be included with the report template. **It was decided that a**
description of a high scoring responses would be included as an example of the rubrics.

3. The numbering system will be simplified for campus comment and the spreadsheets mentioned in several of the questions will not be included.

ii. The members discussed the introduction note from the Steering Committee that will accompany the SPTG criteria and template. **It was agreed that providing some prompts to the campus about reviewing the criteria would be helpful and the following items were suggested:**
   1. Are the questions comprehensive?
   2. Do these questions fit your service?
   3. Should additional criteria be added, or anything eliminated?
   4. Thoughts about weighting criteria or individual questions?

iii. Chair Dalton and Lori will draft something for members to review. Feedback should be provided by close of business on Mon. Apr. 8.

iv. The Steering Committee members suggested that members of the SPTG should meet with managers and department chairs who will be completing the report in order to explain and/or answer questions in person. Arrangements will be made to attend meetings to accomplish this.

v. **It was agreed that the campus will have until April 30 to provide comments.** Feedback will be taken to each group on a weekly basis.

b. Instructional Program Task Group
   i. The task group intends to finalize and vote on criteria at the Apr. 5 meeting.
   ii. The IPTG plans to bring the criteria and template to the Steering Committee on Apr. 11.
   iii. There are some outstanding issues with the data and the chairs are working to resolve.

3) **New Business**
   a. Student Compensation
      i. The sponsors had concluded that since Senate chairs would not receive compensation that standard should apply to students as well. Committee members pointed out that this decision has been
changed, which means student compensation should be re-visited as well. Chair Dalton will take this issue back to the sponsors.

4) **Other**
   
a. Members were encouraged to complete the customer satisfaction survey that was distributed earlier this week. It was pointed out that there might be confusion from the campus about the customer survey and the request for campus comment and therefore the introduction should mention the survey.