

Project Activities	Timeline
Pre-visit Off-site Analysis	May - Aug. 2018
On-site Participant Observer Study	Sept. 2018
On-site Intensive Analysis	Sept. - Oct. 2018
Analysis of Finding and Reports	Nov. 2018 - Jan. 2019
Presentations of Findings	Feb. - March 2019

Update: November 2018

Project Activities	Timeline
Selected Neal Raisman and Associates	June 2018
Completed the pre-visit off-site analysis	June 2018 - August 2018
Completed the on-site participant observer study	September 2018 - October 2018
Conducted an on-site intensive analysis of campus services	September 2018 - October 2018
Conduct an analysis and issue a written report on the initial findings	November 2018 - January 2019
Presentation of general findings to University community and major points of contact	February 2019 - March 2019
Conduct campus-wide training to the customer service mission and standards	April 2019 - October 2019
Initiate development of service assessment tools	June 2019 - August 2019