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| MAYS Data: | Overall | Completed by | Student Category |
| Students | Parents | First College | Transfers | International | Second Degree Nursing |
| Does things properly the first time |  |  |  |  |  |  |  |
| Takes responsibility for resolving a problem or issue when it arises |  |  |  |  |  |  |  |
| Is eager to work with or help me |  |  |  |  |  |  |  |
| Treats me like a person, not a number |  |  |  |  |  |  |  |
| Always acts professionally |  |  |  |  |  |  |  |
| Overall, is committed to providing excellent customer service |  |  |  |  |  |  |  |

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| MAYS Comments: *(Summarize any themes that emerged from MAYS survey results regarding service quality)* |
| Other Service Quality Information: *(Summarize any additional research the office has conducted on service quality. Include a discussion of the methods and basic findings. If no additional research has been conducted, leave section blank)* |
| Action Plan: *(Based on the data and information, list the changes and improvements that will be made in the department to improve service quality).*

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| --- | --- | --- | --- | --- |
| **GOAL** | **Rationale for goal** | **Action to Achieve Goal** | **Timeline** | **Indicators of Success** |
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| Current Behavioral Expectations*: (List any guidelines the office has regarding how staff are to interact with faculty and staff (e.g., time to return emails, required phone etiquette, wearing name tags)).* |