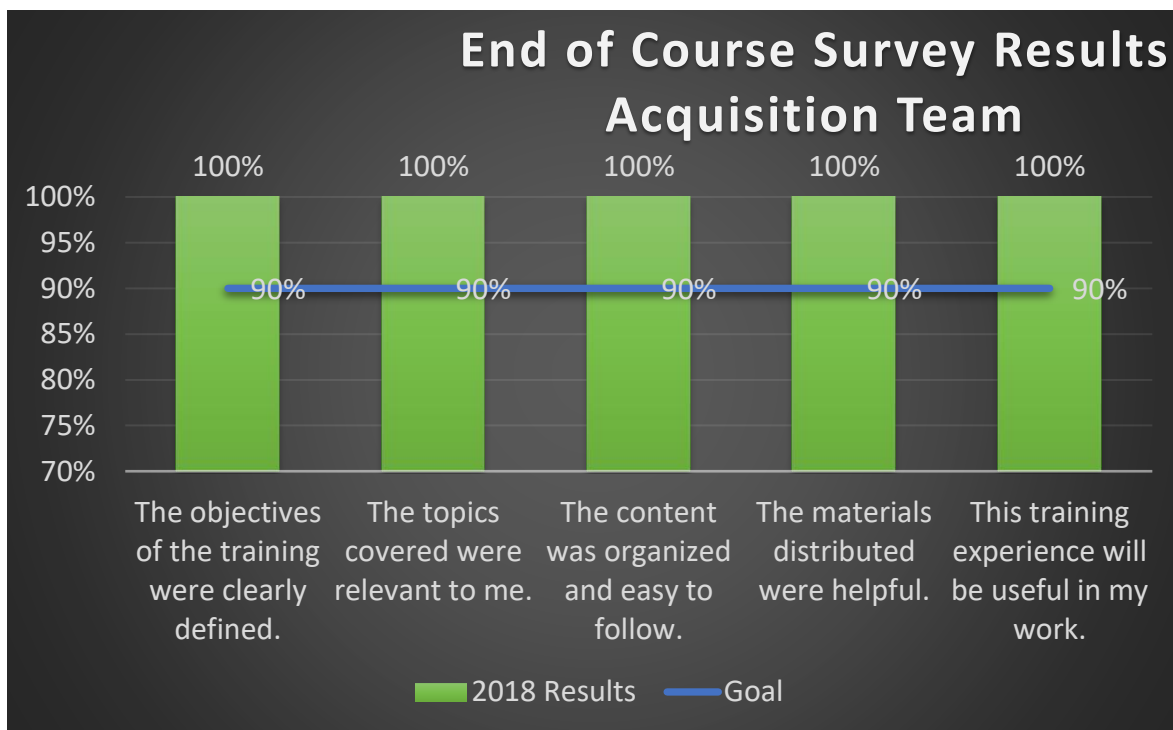


Customer Satisfaction for End of Course Trainings – Acquisition Team

Achieve excellent customer satisfaction levels of at least 90% as measured by end of course surveys

Measurement and Analysis:

1. This year, our team focused on improving our customer's experience. The Acquisition team provided training for campus staff and technicians to show them our improved processes and online tools. Fifty-five (55) attended one of the seven trainings offered this year. End of course surveys were administered to participants. Below are results of the surveys.



Measurement and Analysis:

2. The Acquisition team exceeded the customer's satisfaction for all aspects of training.

- The recommendation would be to offer the courses again to train more staff and continue to refine and improved our processes.

