

# MIT IS&T Customer Survey Worksheet

**Date:** \_\_\_\_\_ **Service Area:** \_\_\_\_\_

**What are you pleased about in regard to the customer feedback?**

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**What does the data suggest in regard to customer concerns?**

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**What actions would you take to address any of these concerns? What is a reasonable timeframe for these actions? What measures will you use to track progress? (Please use additional sheets if needed.)**

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**What support would you need from IS&T?**

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