**next steps: responding to survey resultS**

Optional Planning Template

This planning template can be used to support completion of the August 1st TAP Survey Response to the Provost template as well as help organize and develop your unit’s response to the survey results. A TAP post-survey toolkit is available to provide additional tools and support at <http://tap.uw.edu/>

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| --- | --- |
| Unit Name | Unit Leader Name |
|  |  |
| What service and improvement areas were identified for follow-up action and why? | |
|  | |
| Outline the steps needed to make improvements: key activities could include gathering additional information to better understand customer needs, performing root cause analysis to clarify issues to be addressed, brainstorming possible solutions, creating action plan(s) to implement solutions, developing success measures, and communicating actions and results to customers. | |
|  | |
| What outcomes are expected and how will success be measured? | |
|  | |
| What is the estimated timeline for completion and when will results be felt by customers? | |
|  | |
| Who will be your key point person and improvement team members, if needed? | |
|  | |