**PURPOSE:** (a) to develop a clear focus for the measurement team as it relates to measuring UWF service excellence; (b) to identify existing data collection tools, instruments, and datasets; (c) to develop a matrix of assessment tools and methods; (d) to identify gaps in the current information; (e) develop strategies to collect and assess needed information and (f) to educate the UWF workforce about the service excellence measurement strategies.

**Team Members:** Raid Amin, Jacqui Berger, Shelly Blake, Chris Cavanaugh, Paul Fredrick, Karen Goldschmidt, Laura Hiltabrand, Joyce Gossom, Jim Hurd, Valerie Moneyham, Bob Shaw, and Helen Wigersma

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<th>Building &amp; Maintaining a Culture of Measurement</th>
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| Develop a high performing team                | 1. Establish a standard meeting time and place  
2. Appoint a team member to record minutes and distribute to team within 24 hours.  
3. Set “Ground Rules” for meetings  
4. Establish mission and vision statement for the team. (What is our purpose?)                                                                 | Feb 3, 2006 – Feb 17, 2006 | 1. Establish: Friday 8:30-9:30 Bldg 12  
2. Rotate weekly/reverse alpha order  
3. Criteria:  
   a. Embody the UWF Standards  
   b. Notify chair if not able to attend,  
   c. Stay on task  
   d. No more than 3 consecutive absences w/o input (e.g. in person/telephone/email)  
4. To be determined                                                                                  |
| Develop comprehensive inventory (matrix) of survey instruments/data and strategies to measure service excellence. | 1. Review existing surveys and data collection instruments that measure service excellence performance  
2. Develop a strategy of assessment  
3. Determine duplication of data/information  
4. Develop a gap analysis                                                                                           | Feb 17, 2006 – March 31, 2006 | 1. Each member will review and update database/matrix  
2. Laura Hiltabrand to compile  
3. Jim Hurd to present and lead discussion  
4. To be determined                                                                                           |
| Assist other MWE teams in determining criteria and methodology for measurement | 1. Meet with other teams to determine their measurement needs                                                                                                                                         | Feb 10th & 13th, 2006 | 1. Attend Employee Satisfaction Team meeting 2/10/06 – Jacqui Berger  
2. Attend Standards Team Meeting on Cascade Learning Kit s 2/13/06 – JB                                                                                           |

**Notes:** TO BE REVIEWED and APPROVED by MWE Measurement Team 2/17/06.