



Methods

- Student Interviews: In-person interview sessions were conducted with over 100 students from across different academic programs and campus organizations.
 - Categories from the Student Satisfaction Inventory (SSI) survey were used to guide the discussions and organize the data collected.

The primary purpose of this Service Excellence

Fellowship was to collect qualitative data f ()5(urom.5()2.J0 T(F)s1 (t)0.5(a)ud-1 (nc)t.5(s)-1 (S))(a)-1 (t)0.5(i)t.5(e)-1 (nc)d0.5(veng L (e)0.5(vend-1 (nc)wood Un0.5(ve)-1 (dr.5(s) their academic, business and student services experience and the students' satisfaction with these services.