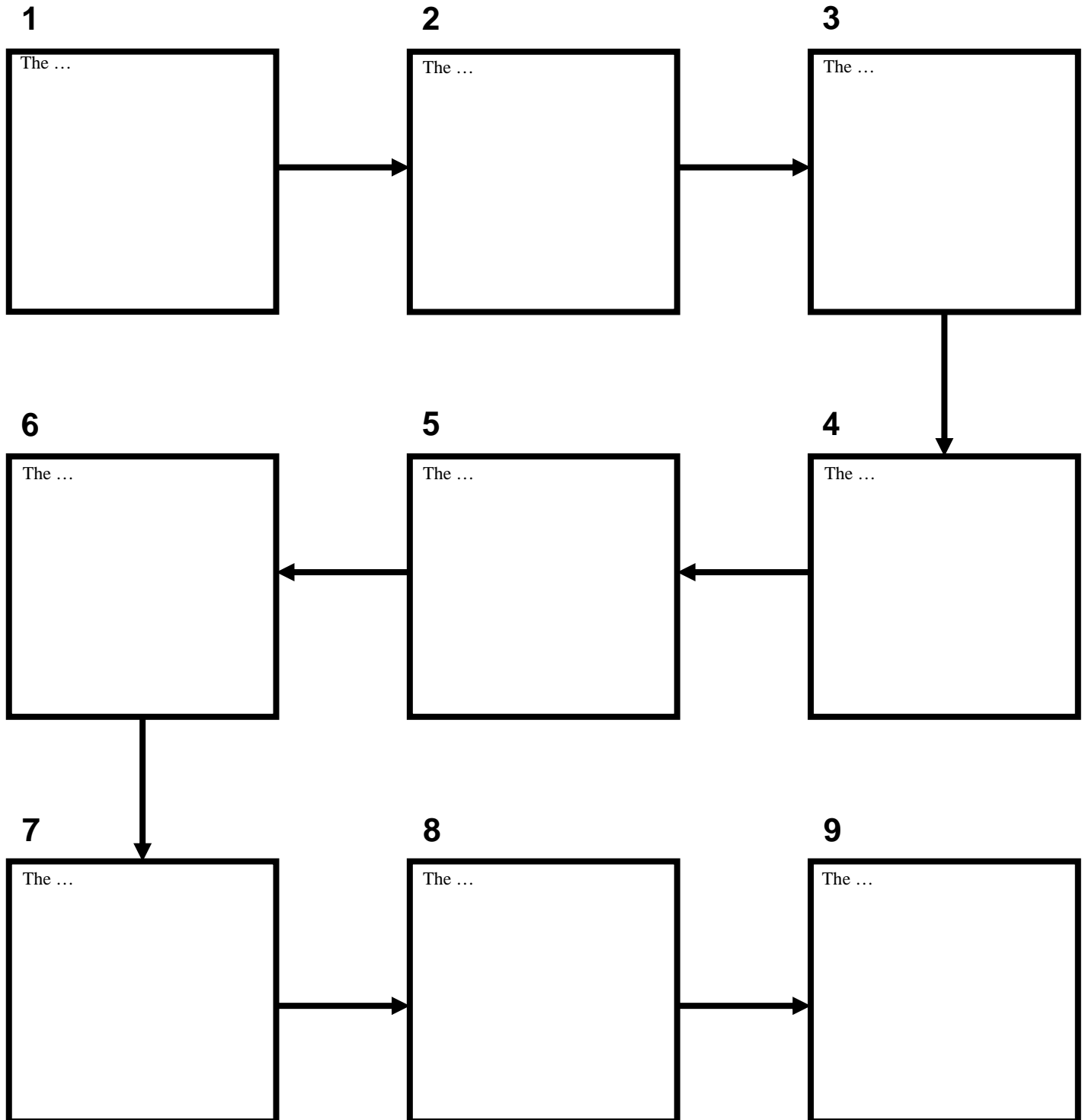


Service Map

Process Analyzed: _____

Step 1: Describe each step of the process through the “lens of the student/stakeholder.”



Step 2: For each block identified in step 1, describe what would be considered mediocre service and what would be considered excellent service.

Block Number	Mediocre Service	Excellent Service

Step 3: Choose one or two of the steps to focus on improving first, then move on to other steps that are determined to be areas of opportunity.

"Everything Speaks" Checklist

Conducted by: _____ Date: _____

Area:

Item	Satisfactory	Unsatisfactory	Action

Additional Comments: