

**NEXT STEPS**

**Action Plan from results gathered in the Creative Communication Services Customer Survey**

What You Said	Responses	Item	OFAS Action Item(s)	Responsible Division(s)	Target Date(s)	Status	Notes
When asked, "What can we do to improve", you...	...asked for better pricing.	1	<b>CCS will review pricing for:</b> <b>1)</b> Color and B/W copies; <b>2)</b> Quantity discount offers for bulk orders; and <b>3)</b> Large format printing.	CCS	FY-15	Planning In Progress	OFAS is collaborating with the Office of Budget to develop a revised pricing model for CCS services to ensure fair pricing and cost recovery.
When asked, "What can we do to improve", you...	...asked for general improvements in communicating available services.	2	<b>Improve Service Awareness / Advertise – CCS will:</b> <b>1)</b> Improve information available on our website (post services, prices, and process instructions); <b>2)</b> Increase advertising; and <b>3)</b> Host an open house and meet and greet.	CCS	FY-15	Planning In Progress	