DEPARTMENT OF REVENUE
WFTC Outreach Advisory Committee
Wednesday, June 21, 2023
5:30 - 7:30 pm

Agenda

Topic	Notes
Welcome	- Housekeeping, interpretation process. - Icebreaker.
Updates from DOR	- Latest program results. - Status on processing. - Update on stipends. - Plans for application changes. - Upcoming listening sessions. - Enhancements/ changes for 2024. - Next round of grants.
Program Surveys	- Who analyzes survey results. - How are questions determined. - Response rate for phone surveys vs. web survey. - How to make surveys more appealing for customers to participate. - How to make customers feel feedback is heard.
Updates from committee members	Report activities to support program since last meeting.
Next steps	Feedback from committee members: what would you like to hear from DOR at future meetings?