

# **One-Stop Arlington Customer Advisory Working Group**

September 25, 2018

11:00 am – 12:30 pm

## **Agenda:**

Discussion on customer support and training.

- What worked well and what could be improved from the ePlan launch?
- What worked well and what could be improved from the online payment launch?
- What resources do you use for ePlan questions or help? What do you wish was available?
- What would improve the consistency and clarity of help and support?
- What are the most effective styles of training we can offer?
- How can we make the testing process an effective use of your time?