BLANK REUSABLE WORKSHEET | CHAPTER 9 • PAGES 98–99

Prepare Your Request & Contact Follow-Up Log

Part 1: Prepare Your Request (Page 98)

What I am trying to do / what is stopping me

Course and section, system, or account item involved

Exact status or message / when I noticed it

Verified deadline, time, time zone / official source

What I already checked or tried / relevant evidence

Starting office / its required contact method

The answer or action I am requesting

Part 2: Your Contact and Follow-Up Log (Page 99)

Issue / Opened on

Date / office / person	Answer or referral / reference	Next action / owner / date

What will count as a completed resolution / My next check