# Sample QBR Summary – Customer Success Playbook Generator

Client: Example University Partner

Date: June 29, 2025

## Key Objectives

- Improve student engagement with online degree platform

- Streamline support experience for faculty

## Engagement Highlights

- 82% adoption of new LMS features within 8 weeks

- Faculty training completion rate: 90%

## Risks & Mitigation

- Risk: Low student satisfaction in early modules

Mitigation: Biweekly pulse surveys + support escalation plan

## Next Steps

- Expand faculty onboarding resources

- Integrate usage dashboards with retention triggers