

Department/ Offices:

ASI GAMES ROOM

5=Excellent
4=Good
3=Fair
2=Needs improvement
1=Unacceptable
n/a=Not applicable

Web Site/Telephone Contacts:

4/25/07	10:20am	5/15/07	7:00pm
4/23/07	3:00pm	5/17/07	9:00am
5/5/07	1:00pm		

In Person Visits:

5/3/07	11:00am	5/11/07	3:40pm
5/4/07	12:30pm	5/14/07	12:00pm
5/10/07	2:30pm	5/14/07	4:10pm

1. The physical environment of the department.

Comments:
Kind of dark but fits with the atmosphere.
The place was clean but the environment is a little dark and noisy.
It was a chill and relaxed environment.

Average= 3.7 # of 5's= 1
Total respondents= 3 # of 4's= 0
 # of 3's= 2
 # of 2's= 0
 # of 1's= 0
 # of n/a's= 0

2. The quality of the interpersonal contact.

Comments:
Employee was very nice and helpful
Person was nice.
Staff seemed to answer quickly.

Average= 3.7 # of 5's= 1
Total respondents= 3 # of 4's= 0
 # of 3's= 2
 # of 2's= 0
 # of 1's= 0
 # of n/a's= 0

3. The pertinent knowledge of the staff.

Comments:
Could answer my questions regarding prices.
Pretty well informative.
She had to go into the back and ask.

Average= 3 # of 5's= 0
Total respondents= 3 # of 4's= 0
 # of 3's= 3
 # of 2's= 0
 # of 1's= 0
 # of n/a's= 0

4. The timeliness in addressing my questions and concerns.

Comments:
Greeted right away.
I did not have to wait long.

Average= 3.3 # of 5's= 0
Total respondents= 3 # of 4's= 1
 # of 3's= 2
 # of 2's= 0
 # of 1's= 0
 # of n/a's= 0

5. The usefulness of the referrals and resources.

Comments:
Good.
He did not know where to refer me to.
Gave me paper info.

Average= 3.7 # of 5's= 1
Total respondents= 3 # of 4's= 0
 # of 3's= 2
 # of 2's= 0
 # of 1's= 0
 # of n/a's= 0

6. Your overall experience of the department contact.

Comments:
Friendly employees and lots of extra info about other ticket sales.
Experience was so-so.

Average= 3.7 # of 5's= 1
Total respondents= 3 # of 4's= 0
 # of 3's= 2
 # of 2's= 0
 # of 1's= 0
 # of n/a's= 0

7. Was the We Care survey visible and accessible?

Yes= 1
No= 1

8. Comments on Website.

Very interesting and informative.