

Department/ Offices:

ASI CAMPUS RECREATION

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

Web Site/Telephone Contacts:

4/23/07	3:15pm	5/15/07	7:10pm
4/25/07	10:10am	5/17/07	9:30am
5/5/07	1:00pm		

In Person Visits:

5/3/07	11:20am	5/11/07	1:00pm
5/5/07	1:30pm	5/14/07	12:00pm
5/10/07	11:30am	5/15/07	11:15am

1. The physical environment of the department.

Comments:

Neat, clean and enough lighting.  
Clean and tidy.

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

2. The quality of the interpersonal contact.

Comments:

Seemed to care.  
Employees seemed distracted by other people.  
I felt like I was rushed out.

Average=	3	# of 5's=	0
Total respondents=	2	# 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:

Answered all of my questions about gym membership.  
Staff knew how to answer my questions.

Average=	4.3	# of 5's=	1
Total respondents=	3	# of 4's=	2
		# of 3's=	0
		# of 2's=	0
		# of 1's=	0
		# of n/a's=	0

4. The timeliness in addressing my questions and concerns.

Comments:

Dropped what he was doing to help me out.  
Seemed in a hurry to answer my questions.  
Walked in without having to wait a turn.

Average=	4.3	# of 5's=	1
Total respondents=	3	# of 4's=	2
		# of 3's=	0
		# of 2's=	0
		# of 1's=	0
		# of n/a's=	0

5. The usefulness of the referrals and resources.

Comments:

No referrals.  
N/A.

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

6. Your overall experience of the department contact.

Comments:

Could be a little more friendly.  
Was not that helpful to me.  
The website is very clear and has a professional look.

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

7. Was the We Care survey visible and accessible?

Yes= 0  
No= 2

8. Comments on Website.

Organized well and informative too.