

Department/ Offices:

ASI STUDENT GOVERNMENT

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

Web Site/Telephone Contacts:

4/25/07	10:00am	5/15/07	7:10pm
4/23/07	2:45pm	5/16/07	10:00pm
5/5/07	1:00pm		

In Person Visits:

5/3/07	11:35pm	5/11/07	4:00pm
5/4/07	12:15pm	5/14/07	12:15pm
5/11/07	1:20pm	5/15/07	11:00am

1. The physical environment of the department.

Comments:
 Kind of messy with papers.
 Clean and orderly.
 Clean and very welcoming.

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

2. The quality of the interpersonal contact.

Comments:
 Seemed like I was interrupting and rushed.
 Employees were friendly.
 Very helpful and kind.

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

3. The pertinent knowledge of the staff.

Comments:
 Informed employees.
 She answered all my questions.

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

4. The timeliness in addressing my questions and concerns.

Comments:
 Took some time to find answers.
 I did not have to wait when I walked in.

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:
 Told me where I can find my answers.
 Referred me to website.
 She was able to refer me to another dept.

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

6. Your overall experience of the department contact.

Comments:
 Friendly people going out of their way to help you.
 Experience was excellent.

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

8. Comments on Website.

Pretty simple yet infotrmative.