

**Department/ Offices: OFFICE OF THE VICE PRESIDENT FOR STUDENT AFFAIRS**

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

**Web Site/Telephone Contacts:**

4/27/07	4:00pm	5/14/07	3:40pm
5/12/07	1:00pm	5/17/07	11:00am
5/14/07	6:35pm	5/22/07	9:00am

**In Person Visits:**

5/3/07	11:00am	5/16/07	4:00pm
5/7/07	3:35pm	5/17/07	11:00am
5/14/07	3:40pm	5/22/07	9:00am

**1. The physical environment of the department.**

Comments:

Sort of not welcoming since there is a front desk before you walk in.  
Organized, great layout, nothing to trip over.  
Very neat and organized.

Average= 4.7	# 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

**2. The quality of the interpersonal contact.**

Comments:

Was immediately helped by polite and friendly staff.  
Very poised and nice.  
Great contact both days.

Average= 4.7	# 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

**3. The pertinent knowledge of the staff.**

Comments:

Well informed, were able to locate necessary files.  
They had all the answers to my questions.  
Front desk lady knew a lot of info.

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:

Quick, efficient, and I didn't have to wait long.  
She was very quick and knew how to direct me.

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

**5. The usefulness of the referrals and resources.**

Comments:

Received all the paperwork and phone numbers needed.  
No referral necessary.

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

**6. Your overall experience of the department contact.**

Comments :

Experience was magnificent.  
I like it a lot.  
Great communication.

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

**7. Was the We Care survey visible and accessible?**

Yes= 1
No= 1

**8. Comments on Website.**

Scope should be clearer.