

Department/ Offices: ADMISSIONS AND OUTREACH (4TH FLOOR)

Web Site/Telephone Contacts:

4/24/07	1:45pm	4/28/07	10:40am
4/24/07	3:55pm	5/9/07	9:10am
4/28/07	1:36pm	5/11/07	9:10am

In Person Visits:

4/24/07	3:00pm	5/15/07	12:15pm
4/26/07	3:00pm	5/17/07	1:35pm
5/1/07	11:20am		

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

1. The physical environment of the department.

Comments:
 No visual clutter.
 Comfortable clean, and clear.

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

2. The quality of the interpersonal contact.

Comments:
 They helped me very quickly and polite.
 Wonderful.

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

3. The pertinent knowledge of the staff.

Comments:
 They referred me to the correct sources for admissions online.
 Asked me for my major.

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:
 It took time for them to answer because the line was busy.
 Gave me handouts right away.

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

5. The usefulness of the referrals and resources.

Comments:
 The website is clear with lots of info.
 Very good.

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 :
 The office looks well kept.
 Wonderful.

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

7. Was the We Care survey visible and accessible?

Yes= 0
 No= 2

8. Comments on Website.

Very useful, and I could find anything I wanted.