

Department/ Offices:

AFRICAN AMERICAN STUDENT CENTER

Web Site/Telephone Contacts:

5/4/07	1:00pm	5/10/07	1:30pm
5/9/07	2:15pm	5/14/07	11:00pm
5/10/07	1:30pm		

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

In Person Visits:

5/1/07	2:00pm	5/15/07	3:30pm
5/3/07	3:40pm	5/17/07	3:15pm
5/3/07	4:15pm	5/18/07	4:30pm

1. The physical environment of the department.

Comments:

There are always a lot of people there.
The place was clean and welcoming.
Very crowded and disoriented.

Average=	4	# of 5's=	0
Total respondents=	3	# of 4's=	3
		# 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:

Everyone was friendly and helpful.
The person was very patient and kind.
People were nice but I did not feel too welcomed.
A girl helped me out but it took me a while to find someone to help me.

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

3. The pertinent knowledge of the staff.

Comments:

They did not quite address the questions but they were nice.
The did not give the complete answer I was looking for.
So-so quality answers.

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

4. The timeliness in addressing my questions and concerns.

Comments:

It was done in a reasonable and quick manner.
I was able to walk in and was helped right away.
Prompt, but answers werent great.

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:

Just referred me to the website.
N/A
Not the greatest. No elaborate answer.

Average=	3.5	# of 5's=	0
Total respondents=	3	# of 4's=	1
		# of 3's=	1
		# of 2's=	0
		# of 1's=	0
		# of n/a's=	1

6. Your overall experience of the department contact.

Comments:

Friendly service. Makes one want to join their club.
It was a bit intimidating at first.
Good overall.
I don't want to go back.

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

8. Comments on Website.

It did not state the purpose of the center.
It was not suited in a manner that was available for all web browsers.
Poor design.