

Department/ Offices:

ATHLETICS

**Web Site/Telephone Contacts:**

4/22/07	2:30pm	5/12/07	1:16pm
5/5/07	3:00pm	5/17/07	9:45am
5/10/07	12:50pm	5/22/07	1:30pm

**In Person Visits:**

5/2/07	1:00pm	5/14/07	10:15am
5/3/07	12:45pm	5/17/07	10:00am
5/10/07	11:30am	5/22/07	2:00pm

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

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

Comments:

Fairly neat and organized.  
 I couldn't find my way because I had never been to the gym before.  
 I did not find it too comfortable, but like any other office, it looked neat and tidy.  
 It was hard for me to find the place and phone numbers of the place  
 Very compact and busy. Lots of offices. Could be more spacious.

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

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

Comments: The man who I spoke to answered my questions and gave me a lot of extra advice and info from his knowledge and experience.  
 Quality was good and friendly. They were nice and tried to listen to what I was saying.  
 Lady didn't notice my presence. No one at front desk. I had to walk into another room.  
 Weird set-up.  
 I almost felt like I was interrupting.

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

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

Comments: They knew what they were talking about.  
 They answered my question extensively.  
 The lady I asked didn't know anything. She's new.  
 The person knew what they were talking about.  
 There wasn't a staff member available so he answered my questions with his knowledge and understanding of things.

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

**4. The timeliness in addressing my questions and concerns.**

Comments:  
 The man who helped me out was very timely in answering my questions.  
 Took a little bit but it was busy. So I understand.  
 No hesitations were met. They made sure I got the information I wanted.

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

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

Comments Good, had a brochure and flyers of different events.  
 This website had pictures and many colorful links that draw attention to it.  
 I found this site recognizes the champions of the past years in the hall of fame link.  
 I got the schedule of upcoming events for this quarter.

Average= 3.3      # of 5's= 1  
 Total respondents= 3      # of 4's= 0  
    # of 3's= 1  
    # of 2's= 1  
    # of 1's= 0  
    # of n/a's= 0

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

Comments: I don't like the structure. I stood waiting for or no one.  
 The place was very "sporty." Good but difficult to find.  
 I would remove the counter or put someone there.  
 Since a staff member was not there to help me, another person who was available helped me out and was very sincere in doing so.

Average= 3.3      # of 5's= 0  
 Total respondents= 3      # of 4's= 2  
    # of 3's= 0  
    # of 2's= 1  
    # 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.**

Most website links to faculty do not work and information is outdated.  
 Informative and standard.