

Department/ Offices:

ASI THE BEAT

**Web Site/Telephone Contacts:**

4/24/07	11:45am	5/8/07	11:35am
4/24/07	11:35am	5/10/07	2:00pm
5/4/07	10:00am	5/14/07	11:15pm
5/7/07	2:30pm		

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

**In Person Visits:**

4/25/07	4:00pm	5/10/07	2:15pm
5/1/07	11:00am	5/15/07	3:50pm
5/3/07	2:30pm	5/17/07	3:45pm
5/9/07	2:00pm	5/17/07	4:00pm

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

Comments:  
 The BEAT room is clean but at first it seemed a little messy.  
 Open and welcome people.  
 Everything looked a bit scrambled.

Average= 4.3    # of 5's= 1  
 Total respondents= 4    # 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:  
 My questions were answered effectively.  
 Inviting and relaxed.  
 The people were really nice and ready to help.

Average= 4.5    # of 5's= 2  
 Total respondents= 4    # 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 answered all my questions.  
 Confidence in their words.  
 They seemed very knowledgeable.

Average= 4.5    # of 5's= 2  
 Total respondents= 4    # of 4's= 2  
    # 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:  
 I was able to walk in and talk directly with the person.  
 Very good.  
 The visit was a little long.

Average= 4.5    # of 5's= 2  
 Total respondents= 4    # 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:  
 The flyer they gave me was informative.  
 Resourceful and good.  
 Lots and lots of flyers.

Average= 4.8    # of 5's= 3  
 Total respondents= 4    # 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 :  
 Very good.  
 Fun and exciting.  
 It was a pretty neat experience.

Average= 4.6    # of 5's= 3  
 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= 3  
 No= 1

**8. Comments on Website.**

The creativity of the website speaks to the creativity of the group of people involved with BEAT.  
 Modern and cute.  
 Very informative and complete.