

Department/ Offices: COUNSELING & PSYCHOLOGICAL SERVICES

Web Site/Telephone Contacts:

5/6/07 11:40am 5/14/07 3:00pm
 5/14/07 1:30pm 5/14/07 6:00pm

In Person Visits:

5/7/07 11:15am 5/9/07 1:30pm
 5/9/07 12:30pm 5/16/07 4:40pm

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

1. The physical environment of the department.

Comments:
 Physical environment was organized.
 Room was very welcoming.

Average= 5 # of 5's= 2
 Total respondents= 2 # of 4's= 0
 # 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:
 They were inviting and asked what I needed.
 Friendly staff.

Average= 4.5 # of 5's= 1
 Total respondents= 2 # of 4's= 1
 # of 3's= 0
 # of 2's= 0
 # of 1's= 0
 # of n/a's= 0

3. The pertinent know ledge of the staff.

Comments:
 Offered great insight.
 Well informed.

Average= 5 # of 5's= 2
 Total respondents= 2 # 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:
 Always offered a great answer.
 Quick.

Average= 4.5 # of 5's= 1
 Total respondents= 2 # 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:
 Offered a ton of information.
 Had resources for depression.

Average= 5 # of 5's= 2
 Total respondents= 2 # of 4's= 0
 # 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:
 Offered a great service.
 Pleasant environment.

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

7. Was the We Care survey visible and accessible?

Yes= 0
 No= 0

8. Comments on Website.

Useful.