

Department/ Offices:

CESAR CHAVEZ CENTER

Web Site/Telephone Contacts:

5/7/07	1:30pm	5/10/07	1:15pm
5/10/07	1:10pm	5/16/07	11:40am

In Person Visits:

5/2/07	12:00pm	5/9/07	1:15pm
5/8/07	10:00am	5/16/07	3:45pm

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

1. The physical environment of the department.

Comments:

Environment is a bit too busy.
Filled with students/cluttered but organized.

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

2. The quality of the interpersonal contact.

Comments:

Student helpers were helpful/took me on tour.
Front desk assistant seemed to be new,
she was focusing solely on her computer and not me.

Average=	4	# of 5's=	0
Total respondents=	2	# 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.

Employees were able to give me good info.

Student worker very knowledgeable about the board and latino organizations.

Average=	4	# of 5's=	0
Total respondents=	2	# 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:

The timeliness was ok.
Prompt in showing me the center and answering my questions.

Average=	3.5	# of 5's=	0
Total respondents=	2	# 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:

They offered good referrals and resources.
It was the centers heritage month so I was given a list of events.

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

6. Your overall experience of the department contact.

Comments:

Center was good in trying to match programs I was interested in.
Made me feel welcomed and comfortable.

Average=	4	# of 5's=	0
Total respondents=	2	# of 4's=	2
		# 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= 1

8. Comments on Website.

The website is accurate.

Great.