

Department/ Offices:

CHILDREN'S CENTER

**Web Site/Telephone Contacts:**

5/14/07 3:25pm  
5/14/07 6:15pm

**In Person Visits:**

5/7/07 11:45am  
5/9/07 12:55pm

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

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

Comments:

Very cluttered office and staff had trouble locating documents.

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

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

Comments:

I had friendly individuals giving me info.

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

Staff had to question one another for answers

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

Quick response to ask one another for appropriate answer.

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

All documents were useful.

Average=	5	# of 5's=	1
Total respondents=	1	# 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 :

The staff was not very informed, although friendly.

Average=	4	# of 5's=	0
Total respondents=	1	# 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= 1  
No= 0

**8. Comments on Website.**