

**Department/ Offices: DEAN OF STUDENTS OFFICE & JUDICIAL AFFAIRS**

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

**Web Site/Telephone Contacts:**

4/27/07	11:08am	5/4/07	10:00am
4/27/07	11:45am	5/4/07	10:30am
5/1/07	6:30pm	5/7/07	1:20pm

**In Person Visits:**

5/8/07	12:05pm	5/9/07	1:45pm
5/8/07	2:30pm	5/11/07	11:00am
5/9/07	11:35am	5/17/07	1:45pm

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

Comments:

A lot of different flyers and room is nice.  
Very clean and organized.  
Nice!

Average= 5	# of 5's= 3
Total respondents= 3	# 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:

Person was friendly.  
Very helpful and polite.  
Great!

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

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

Comments:

Staff was unsure of the question I asked.  
Student assistant couldn't answer my question.  
Huge!

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

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

Comments:

Was helped fairly quickly.  
Put me on hold for only a few seconds to answer my question.  
Fast!

Average= 4.7	# of 5's= 2
Total respondents= 3	# 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:

Person really didn't really help me out much.  
Not a lot of materials in the office.  
Great!

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

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

Comments :

Trip was OK.  
Very nice and helpful.  
Loved it!

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

**7. Was the We Care survey visible and accessible?**

Yes= 1  
No= 2

**8. Comments on Website.**

Website does not state where they are located.  
Very little information about judicial affairs.  
Great website. Huge amount of information!