

**Department/ Offices:**

**DISABILITY RESOURCE CENTER**

**Web Site/Telephone Contacts:**

4/27/07 10:45am	5/4/07 11:00am	5/14/07 3:30pm
4/30/07 11:00am	5/4/07 11:30am	5/17/07 3:15pm
5/1/07 10:30am	5/7/07 1:25pm	
5/1/07 2:15pm	5/11/07 10:00am	

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

**In Person Visits:**

4/27/07 11:22am	5/2/07 12:00pm	5/10/07 1:00pm
5/1/07 12:45pm	5/2/07 2:30pm	5/14/07 2:15pm
5/2/07 11:30am	5/8/07 1:30pm	5/16/07 1:00pm

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

Comments:

Very nice, large seating area.  
Provided a handi-capped door.  
Very nice.  
Nice being greeted upon.  
Clean environment.

Average= 4.6 # of 5's= 3  
Total respondents= 5 # of 4's= 2  
# 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:

Girl was not wearing nametag and seemed rush.  
Pretty good.  
Seemed friendly and willing to help.  
Spoke in a clear understanding voice.  
I was greeted and asked if I needed help.

Average= 4.8 # of 5's= 4  
Total respondents= 5 # of 4's= 1  
# 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:

Veronica had plenty of info.  
Very knowledgeable.  
Seemed to know the answer to my question.  
Knowledgeable to all my questions.  
Told me what to do if I was hurt.

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

Staff greeted me when I walked in.  
Was unsure of my question so they checked with someone else.  
Very fast and helpful.  
Knew all the answers.  
Knew all answers to my questions.

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

I was given brochures.  
Good info.  
Very good.  
Very helpful.

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

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

Comments :

Very informative.  
Pretty good but kind of hard to find.  
Seemed to answer my questions.  
Very good experience.  
People are willing to help.

Average= 4.6 # of 5's= 3  
Total respondents= 5 # 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= 1  
No= 2

**8. Comments on Website.**

Good details about programs offered.  
Good website but location never mentioned.  
Useful but partially bland.  
Contact info. Is available.  
Website is helpful.