

Department/ Offices: ENROLLMENT TECHNOLOGY & RESOURCES

Web Site/Telephone Contacts:

4/18/07 8:00am 5/1/07 11:00am
 4/19/07 9:00am 5/1/07 11:30am

In Person Visits:

5/1/07 12:00pm 5/8/07 2:00pm
 5/4/07 10:40am 5/17/07 1:00pm

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

1. The physical environment of the department.

Comments:
 Very tidy and everything seemed to be in neat stacks and folded.
 Hard to find office.

Average= 4 # of 5's= 1
 Total respondents= 2 # 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:
 Hard to get in contact with people.
 Answered all my questions but seemed a bit distracted.

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.

Comments:
 Very smart and helpful.

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

4. The timeliness in addressing my questions and concerns.

Comments:
 Quick but must get in contact with first.

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

Average= 3.00 # of 5's= 0
 Total respondents= 2 # of 4's= 0
 # of 3's= 1
 # of 2's= 0
 # of 1's= 0
 # of n/a's= 1

6. Your overall experience of the department contact.

Comments :
 It was good but not great.

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

7. Was the We Care survey visible and accessible?

Yes= 1
 No= 1

8. Comments on Website.

It is useful