

Department/ Offices:

NATIONAL STUDENT EXCHANGE

Web Site/Telephone Contacts:

4/18/07	8:30am	4/30/07	12:05pm
4/19/07	9:30am	5/14/07	10:30am
4/30/07	11:15am	5/15/07	9:15am
4/30/07	11:41am	5/17/07	3:20pm

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

In Person Visits:

5/2/07	1:30pm	5/11/07	11:00am
5/2/07	2:45pm	5/11/07	12:00pm
5/10/07	3:15pm	5/14/07	3:30pm
5/11/07	10:30am	5/18/07	10:30am

1. The physical environment of the department.

Comments:

Office was nice.
Good environment.
Room was nice and clean.

Average= 4.8	# of 5's= 3
Total respondents= 4	# of 4's= 1
	# 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:

Very nice.
Woman who helped was always smiling.
Friendly and helpful.

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

Knew answers to all my questions.
Knowledgeable.
Knew her info.

Average= 4.8	# of 5's= 3
Total respondents= 4	# of 4's= 1
	# 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:

Answered everything quickly.
Very helpful.
Was helped quickly.

Average= 4.8	# of 5's= 3
Total respondents= 4	# 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:

Gave me tons of info.
Good and gave me a flyer.

Average= 5	# of 5's= 3
Total respondents= 4	# of 4's= 0
	# 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 :

Great!
Good, not the best experience, but I was satisfied.
Helpful and made an appt. for next time.

Average= 4.5	# of 5's= 2
Total respondents= 4	# 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= 2
No= 1

8. Comments on Website.

Simple and straight to the point.
Easy to navigate.
Talks about what the program is about.