

**ACTIVITY TRACKER  
PHONE SURVEY RESULTS  
8/27/2007 – 5/1/2008**

**Question 1: Were you promptly and efficiently assisted at the front desk?**

156	Yes	100%
0	Partly	
0	No	

**Yes Comments:**

90 No comments  
13 It was good/Good service/Fine  
7 Very prompt/Helped right away/Quick & Direct  
5 Very/really helpful  
4 Everyone is very friendly  
4 Very/really nice  
3 Everything is great/Great service  
3 Efficient/Very Efficient  
3 Absolutely/Definitely  
2 Put me in the right direction/They got me where I needed to be  
2 They were polite/courteous  
2 Really Great/Excellent  
2 Smooth operation  
1 Given appointment by a cheerful person  
Really great  
No bad experiences  
They were right at the desk when I walked in  
I thought they were nice & they found a same day appointment since I live out of town  
Knew what was going on  
Treated well & didn't have to explain anything  
Didn't have to wait long  
Kent was very helpful  
Extremely helpful  
Wanted to see Laurie, but was rescheduled w/Cindy due to illness; however, Cindy was great  
Well handled  
Greeting was great; no problems  
I appreciated the walk-in hours that were available  
Happy with the service  
Early morning & everyone looked awake & ready to go

**Question 2: Were we able to meet your needs that brought you into our office?**

142	Yes	91%
14	Partly	.09%
0	No	

**Yes Comments:**

62 No comments  
10 Very helpful  
8 Definitely/Absolutely/Very much so  
7 Did a good job/It was good  
3 Above & beyond – Laurie is amazing/awesome  
2 Adequately & sufficiently answered/Needs met  
2 What I needed at the time  
2 Answered my questions thoroughly/Everything was answered  
2 Filled my class requirement  
2 Put in the right direction  
1 Cindy is absolutely wonderful  
Couple of things w/internships couldn't find, but basically yes for most part;  
helpful and knowledgeable  
Had question about additional information; answered well  
Cindy was incredible, her knowledge & expertise helped me a lot; she more than  
satisfied my needs  
In middle of doing a major change & gave me the right information & now ready  
to do assessments  
Very helpful with CV information  
I was very pleased; counselor was very nice, talked to me for awhile & I was very  
appreciative  
Laurie has been able to help me more than anyone else & has helped me to get to  
where I need to be with my college direction  
Mike helped a lot with my resume & real happy with results  
Cindy was great & is very bright/sharp & really listened to my needs; really good,  
perceptive, helpful, & very impressed  
Laure was wonderful & very helpful/knowledgeable  
Helped me to clarify a few things  
Exceeded expectations  
Nice  
Got lots of good feedback  
Cindy helped me out a lot with my resume; spent a lot of time with me  
Cindy was really helpful & I felt comfortable  
Provided resources that were very helpful  
Helped with assessment process  
Went smoothly & easily

**Question 2: Were we able to meet your needs that brought you into our office, continued**  
**Yes Comments:**

- 1 Cindy gave me a great list of things to do  
Very excited about programs  
Resume critique was good  
Cindy was great & answered all my questions & helped me out  
Really friendly  
Went well/Went as planned  
A'Ine was very in-depth with CISS  
Made me more aware of things  
Rowan is always on top of what is needed  
Still in progress  
Maybe more information on grad schools  
Helped with internet sites  
Got help with both resume & cover letter  
Impressed with Ms. Fisher; she helped me quite a bit & I have a couple of  
interviews coming up  
Made an appointment after attending resume workshop  
Laurie did a great job & good comments & good way of giving advice  
Laurie is doing an excellent job & going out of her way to help people;  
I appreciate that & she is very professional  
It was a great experience, learned a lot about resumes  
Some of the things I needed I wasn't able to use; Rowan was very good &  
he gave me a book to use which was very nice of him  
Rowan is awesome; a lot of good information  
Came in looking to register & I got the paper work for that & was able to chat  
about situation

**Partly Comments:**

- 3 No comments
- 1 Thought I would come away with more information  
Non-traditional, work to do during summer, part-time/internship (in a transition);  
couldn't find job, but given leads to follow up on  
Felt like geared more toward people who didn't have a clue; felt like counselor  
already had own criteria  
I feel that right now I am confused for a direction & I don't think that CS does.  
They want people to come in with a clearer idea of what they are looking  
at for career goals. I was given options; it's just that I am not very clear  
about what I want to do.  
Had no idea what I wanted to do & information given was vague  
I need to do more research & come back

**Question 2: Were we able to meet your needs that brought you into our office, continued**  
**Partly Comments:**

- 1 I thought I would get more help with structuring my resume  
Hard to figure out what you want to do when you don't know what you want to do  
On-line – Put fee on your student account, not griz money, but your actual school bill  
Still working on figuring out career direction  
I think too much explanation for results of assessments; need more application on results instead

**Question 3: Were the overall facilities (furnishings, layout, equipment) adequate?**

155	Yes	99%
1	Partly	.01%
0	No	

**Yes Comments:**

- 113 No comments  
5 Nice/Very nice  
5 Sure/Fine/Good/ Suits my needs  
4 Very/more than adequate  
3 Looks great  
3 Clean/Very clean & professional  
3 Good resources/Wonderful magazine selection/Like the reading material  
2 Computers a little slow  
2 Nice selection of resume/cover letter resource books  
2 Definitely  
2 Very good/Very much so  
2 Really like the offices  
1 Spacious & quiet  
Well laid out  
Like the tables by bookshelves in Resource Library  
Costly to print on printers  
Rowan's office is confining/small; my chair was comfortable, however  
The seat I sat in was very comfy in counselor's office  
I like the stand with handouts; very helpful  
Chemical sensitivities/asthma & someone was wearing perfume ☹  
Like the big TV screens, cool ☺

**Partly Comments:**

- 1 Have not used resource library or computers

**Question 4: Would you be comfortable in returning for further services or in Referring a friend to us for assistance?**

156	Yes	100%
0	Partly	
0	No	

**Yes Comments:**

63	No Comments
52	Have or made appointments to come in again
23	Definitely/Absolutely
13	Referred friends/roommates
1	Shouldn't have to pay for assessments; should be free to students Very helpful Really happy that you are here Will look over information that I was given & then schedule appointment Came in to see Cheryl & she was far superior for resume help; had more examples on professional resumes

**Question 5: What additional services could Career Services offer?**

143	I don't know/Can't think of anything
3	None that I can think of; we cover it all/Just keep doing what you are doing
1	Life Coaching Difficult to answer; not familiar with all your services Further programs to help students determine major/career options Have employers available to talk about career options Have top DLS 10 – 15 common jobs available for a major I don't know; first time in there Help students format electronic declining letters to employers Something (tool) to use past experience to further education goals & point in right direction where I should be More supplements online, i.e. video seminars; hire an intern for development Get me a job! Just joking ☺

**Question 6: Do you have any comments or suggestions that would help us to improve our facilities and services?**

- 124 Left message to return call
- 101 No
- 12 Really good/great/excellent
- 10 Everything good/Pretty good/Fine
- 7 Get the word out; I think there are a lot of students that don't know about your services/Advertise & Market Services more & get the word out to come in earlier in their college career
- 6 Can't think of any/Not at this time
- 2 Vocational testing – if there was some way to make the assessments free to students/Lower assessment fees
- 2 Very satisfied
- 2 Very helpful
- 2 Keep doing what you are doing
- 2 The counselor went over things on website & I couldn't remember; would have been nice if the steps had been written down/Gave me websites, but would have liked printouts to look at
- 2 Have teachers recommend our services/Referral program to spread word
- 1 Very personable  
Everyone is very friendly  
Gave good references, but seemed sleepy/detached while going over process  
Actually got more out of it than expected  
No improvements except perhaps longer hours to be open, especially for computer use in Resource Library  
I wasn't sure if I was talking to the right counselor  
Will call back or stop in to answer survey  
It was really wonderful, a lot of help, friendly. It was really nice to come in  
Everything is tip-top  
Website, more online information  
I was very impressed by the services I was given  
Helped very well and encouraged to come back; it was a good experience  
Bring up speed on computers in library  
Provide more information about different careers; only received a couple of sheets with outdated information  
Handouts are great; access over internet & advice given was excellent  
Rowan is really great; "Jack of all trades"  
Services pretty good, straight forward & very helpful  
Felt intimidated by big open area in reception/resource areas  
More signage about using Resource Library  
Call to remind about upcoming appointment

**Question 6: Do you have any comments or suggestions that would help us to improve our facilities and services, continued:**

- 1 Laurie is very nice & very competent  
Long distance phone appointment was very useful  
Well advertised around campus  
Stronger connections to employers  
Wish I had known sooner about services  
Laurie was very encouraging  
Faster computers in library  
More specific information for resume critiques  
Advertise workshops more; I stumbled upon them  
We are friendly & willing to help  
My resume critique went well; I got a lot of direction & will be returning  
Have more examples for professional resumes  
We have a good array of services  
I will call back; my children need attention  
Appreciated the help I got  
I got a lot out of it  
Happy with our services  
Offer more avenues for grad school search other than internet sites  
Parking is very difficult & makes it difficult to get in to see someone at CS  
More interaction with the departments  
Mock Interview questions are too general; should be more specific  
Need more companies to come to campus  
Put big sign up for water fountain  
Facilities are fine; always room for improvement  
More counselors available during busy times of semester  
Info tables at UC  
Referral program to spread word  
Fee print copy service  
Great library resources  
On third career, would like a non-traditional job search workshop