

## Phantom Shopper Program - Spring 2008

Description: Evaluation of Department Offices within Division of Student Affairs.

Date Created: 1/24/2008 6:17:43 PM

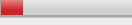
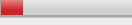
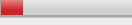
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

### Q238. Did you access the BEAT website?

Count	Percent		
4	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
4 Respondents			

### Q239. Approximately what date did you access the BEAT department website?



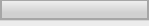
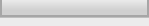
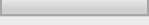
Count	Percent																						
4	100.00%																						
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1	25.00%		4/23/2008																				
4 Respondents																							

### Q240. Approximately what time did you access the BEAT department website?


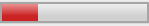
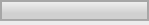
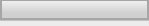
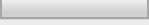
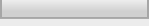
Count	Percent																																														
0	0.00%		Before 8:00am																																												
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>8:00-9:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>9:01-10:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>10:01-11:00am</td> </tr> <tr> <td>2</td> <td>50.00%</td> <td></td> <td>11:01-12:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>12:01-1:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>1:01-2:00pm</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>2:01-3:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>3:01-4:00 pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>4:01-5:00pm</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>After 5:00pm</td> </tr> </tbody> </table>				Count	Percent			0	0.00%		8:00-9:00am	0	0.00%		9:01-10:00am	0	0.00%		10:01-11:00am	2	50.00%		11:01-12:00pm	0	0.00%		12:01-1:00pm	0	0.00%		1:01-2:00pm	1	25.00%		2:01-3:00pm	0	0.00%		3:01-4:00 pm	0	0.00%		4:01-5:00pm	1	25.00%		After 5:00pm
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4 Respondents


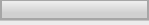
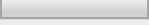
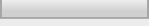
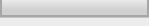
Q241. Please rate your level of satisfaction with each of the following aspects of the BEAT website: - Ease of understanding information provided

Count	Percent		
2	50.00%		Very satisfied
2	50.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
4	Respondents		



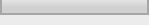
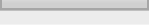
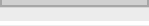
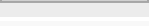
Q242. Please rate your level of satisfaction with each of the following aspects of the BEAT website: - Variety of information provided

Count	Percent		
3	75.00%		Very satisfied
1	25.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
4	Respondents		


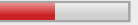
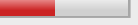
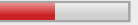
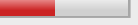
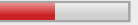
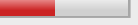
Q243. Please rate your level of satisfaction with each of the following aspects of the BEAT website: - Overall web page design

Count	Percent		
1	25.00%		Very satisfied
3	75.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
4	Respondents		

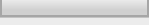
Q244. Please rate your level of satisfaction with each of the following aspects of the BEAT website: - Overall informativeness of web page

Count	Percent		
2	50.00%		Very satisfied
2	50.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
4 Respondents			

Q245. What other information would have been useful?

Count	Percent														
2	100.00%														
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>the entering webpage is a bit confusing and would like some plain links telling me where to go</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>There should be a calendar of events with descriptions on each event.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		the entering webpage is a bit confusing and would like some plain links telling me where to go	1	50.00%		There should be a calendar of events with descriptions on each event.
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1	50.00%		the entering webpage is a bit confusing and would like some plain links telling me where to go												
1	50.00%		There should be a calendar of events with descriptions on each event.												
2 Respondents															

Q246. Did you contact the BEAT department by telephone?

Count	Percent		
4	100.00%		Yes
0	0.00%		No
4 Respondents			

Q247. Approximately what date did you contact the BEAT department by phone?

Count	Percent																						
4	100.00%																						
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>04/15/2008</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>04/24/2008</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>3/03/2004</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>4/22/2008</td> </tr> </tbody> </table>				Count	Percent			1	25.00%		04/15/2008	1	25.00%		04/24/2008	1	25.00%		3/03/2004	1	25.00%		4/22/2008
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1	25.00%		04/24/2008																				
1	25.00%		3/03/2004																				
1	25.00%		4/22/2008																				
4 Respondents																							

Q248. Approximately what time did you contact the BEAT department by phone?

Count	Percent		
0	0.00%	<input type="checkbox"/>	Before 8:00am
0	0.00%	<input type="checkbox"/>	8:00-9:00am
1	25.00%	<input checked="" type="checkbox"/>	9:01-10:00am
0	0.00%	<input type="checkbox"/>	10:01-11:00am
0	0.00%	<input type="checkbox"/>	11:01-12:00pm
1	25.00%	<input checked="" type="checkbox"/>	12:01-1:00pm
0	0.00%	<input type="checkbox"/>	1:01-2:00pm
1	25.00%	<input checked="" type="checkbox"/>	2:01-3:00pm
1	25.00%	<input checked="" type="checkbox"/>	3:01-4:00 pm
0	0.00%	<input type="checkbox"/>	4:01-5:00pm
0	0.00%	<input type="checkbox"/>	After 5:00pm
4 Respondents			


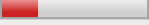
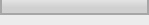
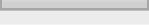
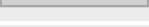
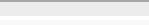
Q249. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the BEAT department: - Ease of obtaining the information you required

Count	Percent		
3	75.00%	<input checked="" type="checkbox"/>	Very satisfied
1	25.00%	<input checked="" type="checkbox"/>	Somewhat satisfied
0	0.00%	<input type="checkbox"/>	Neutral
0	0.00%	<input type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
0	0.00%	<input type="checkbox"/>	Not applicable
4 Respondents			


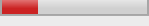
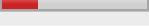
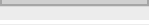
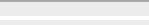
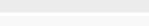
Q250. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the BEAT department: - Clarity of the information provided

Count	Percent		
1	25.00%	<input checked="" type="checkbox"/>	Very satisfied
3	75.00%	<input checked="" type="checkbox"/>	Somewhat satisfied
0	0.00%	<input type="checkbox"/>	Neutral
0	0.00%	<input type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
0	0.00%	<input type="checkbox"/>	Not applicable
4 Respondents			

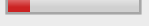
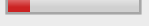
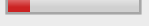
Q251. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the BEAT department: - Professionalism of the individual who responded to your call

Count	Percent		
3	75.00%		Very satisfied
1	25.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
4 Respondents			

Q252. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the BEAT department: - Length of time on hold

Count	Percent		
2	50.00%		Very satisfied
1	25.00%		Somewhat satisfied
1	25.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
4 Respondents			

Q253. Approximately what date did you visit the BEAT department?

Count	Percent																		
4	100.00%																		
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>50.00%</td> <td></td> <td>04/23/2008</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>3/03/2004</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>4/22/2008</td> </tr> </tbody> </table>				Count	Percent			2	50.00%		04/23/2008	1	25.00%		3/03/2004	1	25.00%		4/22/2008
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1	25.00%		3/03/2004																
1	25.00%		4/22/2008																
4 Respondents																			

Q254. Approximately what time did you visit the BEAT department?

Count	Percent		
0	0.00%	<input type="checkbox"/>	Before 8:00am
0	0.00%	<input type="checkbox"/>	8:00-9:00am
0	0.00%	<input type="checkbox"/>	9:01-10:00am
0	0.00%	<input type="checkbox"/>	10:01-11:00am
0	0.00%	<input type="checkbox"/>	11:01-12:00pm
2	50.00%	<input checked="" type="checkbox"/>	12:01-1:00pm
0	0.00%	<input type="checkbox"/>	1:01-2:00pm
2	50.00%	<input checked="" type="checkbox"/>	2:01-3:00pm
0	0.00%	<input type="checkbox"/>	3:01-4:00 pm
0	0.00%	<input type="checkbox"/>	4:01-5:00pm
0	0.00%	<input type="checkbox"/>	After 5:00pm
4 Respondents			

Q255. Please indicate if this was your first or second visit to the BEAT department:

Count	Percent		
0	0.00%	<input type="checkbox"/>	First visit
0	0.00%	<input type="checkbox"/>	Second visit
0 Respondents			

Q256. Please rate the BEAT department in the following areas: - The physical environment of the department

Count	Percent		
2	50.00%	<input checked="" type="checkbox"/>	Excellent
1	25.00%	<input checked="" type="checkbox"/>	Good
0	0.00%	<input type="checkbox"/>	Average
0	0.00%	<input type="checkbox"/>	Below average
1	25.00%	<input checked="" type="checkbox"/>	Poor
0	0.00%	<input type="checkbox"/>	Not applicable
4 Respondents			

Q257. Please rate the BEAT department in the following areas: - The quality of the interpersonal contact

Count	Percent		
2	50.00%		Excellent
2	50.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
4 Respondents			

Q258. Please rate the BEAT department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
3	75.00%		Excellent
1	25.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
4 Respondents			

Q259. Please rate the BEAT department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
4	100.00%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
4 Respondents			








Q260. Please rate the BEAT department in the following areas: - The usefulness of the referrals and resources

Count	Percent		
2	50.00%		Excellent
2	50.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
4 Respondents			

Q261. Please rate the BEAT department in the following areas: - Overall experience with the BEAT department

Count	Percent		
3	75.00%		Excellent
1	25.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
4 Respondents			

Q262. Please share any comments regarding the BEAT department:

Count	Percent										
2	100.00%										
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>50.00%</td> <td> The center looks and appears very busy but is actually very friendly. The staff member was a chair and helped me on how to become one.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td> Very confusing setup, I did not know where the beat department starts and the gas department ends</td> </tr> </tbody> </table>			Count	Percent		1	50.00%	 The center looks and appears very busy but is actually very friendly. The staff member was a chair and helped me on how to become one.	1	50.00%	 Very confusing setup, I did not know where the beat department starts and the gas department ends
Count	Percent										
1	50.00%	 The center looks and appears very busy but is actually very friendly. The staff member was a chair and helped me on how to become one.									
1	50.00%	 Very confusing setup, I did not know where the beat department starts and the gas department ends									
2 Respondents											

Q263. Was the We-Care survey visible and accessible?

Count	Percent	
2	50.00%	 Yes
2	50.00%	 No
4 Respondents		