

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

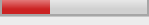
Q56. Did you access the ASI Campus Recreation website?

Count	Percent		
3	75.00%		Yes
1	25.00%		No
0	0.00%		Not applicable
4 Respondents			


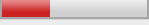
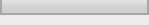
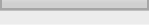
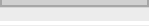
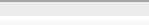
Q57. Approximately what date did you access the ASI Campus Recreation website?

Count	Percent																		
3	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>33.33%</td> <td></td> <td>04/02/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>04/10/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/7/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/02/2008	1	33.33%		04/10/2008	1	33.33%		4/7/2008
Count	Percent																		
1	33.33%		04/02/2008																
1	33.33%		04/10/2008																
1	33.33%		4/7/2008																
3 Respondents																			


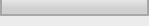
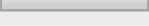
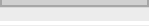
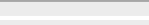
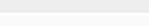
Q58. Approximately what time did you access the ASI Campus Recreation website?

Count	Percent		
1	33.33%		10:01-11:00am
1	33.33%		12:01-1:00pm
1	33.33%		3:01-4:00 pm
3 Respondents			

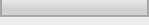

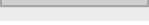
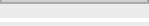
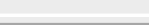
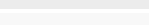
Q59. Please rate your level of satisfaction with each of the following aspects of the ASI Campus Recreation website: - Ease of understanding information provided

Count	Percent		
2	66.67%		Very satisfied
1	33.33%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			


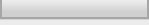
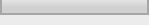
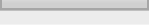
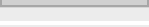
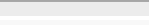
Q60. Please rate your level of satisfaction with each of the following aspects of the ASI Campus Recreation website: - Variety of information provided

Count	Percent		
3	100.00%		Very satisfied
0	0.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			


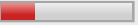
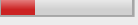
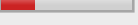
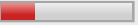
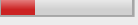
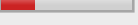
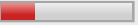
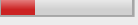
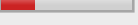
Q61. Please rate your level of satisfaction with each of the following aspects of the ASI Campus Recreation website: - Overall web page design

Count	Percent		
0	0.00%		Very satisfied
3	100.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q62. Please rate your level of satisfaction with each of the following aspects of the ASI Campus Recreation website: - Overall informativeness of web page

Count	Percent		
3	100.00%		Very satisfied
0	0.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q63. What other information would have been useful?

Count	Percent																		
3	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>33.33%</td> <td></td> <td>I think it would be nice if they had the group exercise schedule on the website.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>I would have like to know if there was any information on lockers, showers, and day passes.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>When i pressed on a link to get to the other part of the site in the fitness center part I was unable to and had to use the back button.</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		I think it would be nice if they had the group exercise schedule on the website.	1	33.33%		I would have like to know if there was any information on lockers, showers, and day passes.	1	33.33%		When i pressed on a link to get to the other part of the site in the fitness center part I was unable to and had to use the back button.
Count	Percent																		
1	33.33%		I think it would be nice if they had the group exercise schedule on the website.																
1	33.33%		I would have like to know if there was any information on lockers, showers, and day passes.																
1	33.33%		When i pressed on a link to get to the other part of the site in the fitness center part I was unable to and had to use the back button.																
3 Respondents																			

Q64. Did you contact the ASI Campus Recreation department by telephone?

Count	Percent		
3	75.00%		Yes
1	25.00%		No
4 Respondents			

Q65. Approximately what date did you contact the ASI Campus Recreation department by phone?

Count	Percent																		
3	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>33.33%</td> <td></td> <td>04/09/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>04/23/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/10/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/09/2008	1	33.33%		04/23/2008	1	33.33%		4/10/2008
Count	Percent																		
1	33.33%		04/09/2008																
1	33.33%		04/23/2008																
1	33.33%		4/10/2008																
3 Respondents																			

Q66. Approximately what time did you contact the ASI Campus Recreation department by phone?

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
1	33.33%	<input checked="" type="checkbox"/>	11:01-12:00pm
1	33.33%	<input checked="" type="checkbox"/>	12:01-1:00pm
0	0.00%	<input type="checkbox"/>	1:01-2:00pm
0	0.00%	<input type="checkbox"/>	2:01-3:00pm
1	33.33%	<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
3 Respondents			

Q67. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Campus Recreation department: - Ease of obtaining the information you required

Count	Percent		
2	66.67%	<input checked="" type="checkbox"/>	Very satisfied
1	33.33%	<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
3 Respondents			

Q68. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Campus Recreation department: - Clarity of the information provided

Count	Percent		
3	100.00%	<input checked="" type="checkbox"/>	Very satisfied
0	0.00%	<input 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
3 Respondents			

Q69. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Campus Recreation department: - Professionalism of the individual who responded to your call

Count	Percent		
2	66.67%		Very satisfied
1	33.33%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q70. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Campus Recreation department: - Length of time on hold

Count	Percent		
3	100.00%		Very satisfied
0	0.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q71. Approximately what date did you visit the ASI Campus Recreation 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>1</td> <td>25.00%</td> <td></td> <td>04/10/2008</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>04/14/2008</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>4/21/2008</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>4/23/2008</td> </tr> </tbody> </table>				Count	Percent			1	25.00%		04/10/2008	1	25.00%		04/14/2008	1	25.00%		4/21/2008	1	25.00%		4/23/2008
Count	Percent																						
1	25.00%		04/10/2008																				
1	25.00%		04/14/2008																				
1	25.00%		4/21/2008																				
1	25.00%		4/23/2008																				
4 Respondents																							

Q72. Approximately what time did you visit the ASI Campus Recreation 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
1	25.00%	<input checked="" type="checkbox"/>	10:01-11:00am
0	0.00%	<input type="checkbox"/>	11:01-12:00pm
0	0.00%	<input type="checkbox"/>	12:01-1:00pm
1	25.00%	<input checked="" 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			

Q73. Please indicate if this was your first or second visit to the ASI Campus Recreation department:

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

Q74. Please rate the ASI Campus Recreation department in the following areas: - The physical environment of the department

Count	Percent		
4	100.00%	<input checked="" type="checkbox"/>	Excellent
0	0.00%	<input type="checkbox"/>	Good
0	0.00%	<input type="checkbox"/>	Average
0	0.00%	<input type="checkbox"/>	Below average
0	0.00%	<input type="checkbox"/>	Poor
0	0.00%	<input type="checkbox"/>	Not applicable
4 Respondents			

Q75. Please rate the ASI Campus Recreation department in the following areas: - The quality of the interpersonal contact

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			

Q76. Please rate the ASI Campus Recreation department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
2	50.00%		Excellent
1	25.00%		Good
1	25.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
4 Respondents			

Q77. Please rate the ASI Campus Recreation department in the following areas: - The timeliness in addressing my questions and concerns

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			


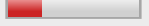
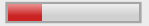
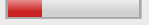
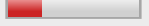
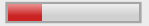
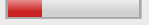
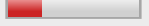
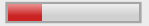
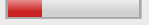
Q78. Please rate the ASI Campus Recreation department in the following areas: - The usefulness of the referrals and resources

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			

Q79. Please rate the ASI Campus Recreation department in the following areas: - Overall experience with the ASI Campus Recreation 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			

Q80. Please share any comments regarding the ASI Campus Recreation department:

Count	Percent																		
3	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>33.33%</td> <td></td> <td>I would of liked to see the upstairs during the tour and be able to talk to a trainer while on the tour, purely out of interest of the personalities of the trainers.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>The tour should have been a more detailed, with a walk through the different rooms such as the showers and lockers.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>This was my second visit and it seemed like a better visit thanmy first one.</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		I would of liked to see the upstairs during the tour and be able to talk to a trainer while on the tour, purely out of interest of the personalities of the trainers.	1	33.33%		The tour should have been a more detailed, with a walk through the different rooms such as the showers and lockers.	1	33.33%		This was my second visit and it seemed like a better visit thanmy first one.
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3 Respondents																			

Q81. Was the We-Care survey visible and accessible?

Count	Percent		
3	75.00%		Yes
1	25.00%		No
4 Respondents			