

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

Q82. Did you access the ASI Conference and Events website?

Count	Percent		
2	50.00%		Yes
1	25.00%		No
1	25.00%		Not applicable
4 Respondents			

Q83. Approximately what date did you access the ASI Conference and Events website?

Count	Percent							
1	100.00%							
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>100.00%</td> <td> 04/25/2008</td> </tr> </tbody> </table>			Count	Percent		1	100.00%	 04/25/2008
Count	Percent							
1	100.00%	 04/25/2008						
1 Respondents								

Q84. Approximately what time did you access the ASI Conference and Events website?

Count	Percent																																		
0	0.00%	 Before 8:00am																																	
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> <td> 8:00-9:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td> 9:01-10:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td> 10:01-11:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td> 11:01-12:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td> 12:01-1:00pm</td> </tr> <tr> <td>1</td> <td>100.00%</td> <td> 1:01-2:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td> 2:01-3:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td> 3:01-4:00 pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td> 4:01-5:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</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	0	0.00%	 11:01-12:00pm	0	0.00%	 12:01-1:00pm	1	100.00%	 1:01-2:00pm	0	0.00%	 2:01-3:00pm	0	0.00%	 3:01-4:00 pm	0	0.00%	 4:01-5:00pm	0	0.00%	 After 5:00pm
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0	0.00%	 4:01-5:00pm																																	
0	0.00%	 After 5:00pm																																	
1 Respondents																																			

Q85. Please rate your level of satisfaction with each of the following aspects of the ASI Conference and Events website: - Ease of understanding information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	100.00%	<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
1 Respondents			

Q86. Please rate your level of satisfaction with each of the following aspects of the ASI Conference and Events website: - Variety of information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
0	0.00%	<input type="checkbox"/>	Somewhat satisfied
1	100.00%	<input checked="" 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
1 Respondents			

Q87. Please rate your level of satisfaction with each of the following aspects of the ASI Conference and Events website: - Overall web page design

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	100.00%	<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
1 Respondents			

Q88. Please rate your level of satisfaction with each of the following aspects of the ASI Conference and Events website: - Overall informativeness of web page

Count	Percent		
0	0.00%	<input type="text"/>	Very satisfied
1	100.00%	<input type="text"/>	Somewhat satisfied
0	0.00%	<input type="text"/>	Neutral
0	0.00%	<input type="text"/>	Somewhat dissatisfied
0	0.00%	<input type="text"/>	Very dissatisfied
0	0.00%	<input type="text"/>	Not applicable
1 Respondents			

Q89. What other information would have been useful?

Count	Percent					
0	0.00%	<input type="text"/>				
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> </tr> </tbody> </table>			Count	Percent	0	0.00%
Count	Percent					
0	0.00%					
0 Respondents						

Q90. Did you contact the ASI Conference and Events department by telephone?

Count	Percent		
2	100.00%	<input type="text"/>	Yes
0	0.00%	<input type="text"/>	No
2 Respondents			

Q91. Approximately what date did you contact the ASI Conference and Events department by phone?

Count	Percent							
2	100.00%	<input type="text"/>						
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>100.00%</td> <td><input type="text"/> 04/15/2008</td> </tr> </tbody> </table>			Count	Percent		2	100.00%	<input type="text"/> 04/15/2008
Count	Percent							
2	100.00%	<input type="text"/> 04/15/2008						
2 Respondents								

Q92. Approximately what time did you contact the ASI Conference and Events 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
0	0.00%	<input type="checkbox"/>	11:01-12:00pm
0	0.00%	<input type="checkbox"/>	12:01-1:00pm
0	0.00%	<input type="checkbox"/>	1:01-2:00pm
1	50.00%	<input checked="" type="checkbox"/>	2:01-3:00pm
1	50.00%	<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
2 Respondents			



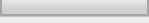
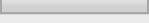
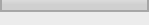
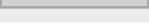
Q93. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Conference and Events department: - Ease of obtaining the information you required

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	50.00%	<input checked="" type="checkbox"/>	Somewhat satisfied
0	0.00%	<input type="checkbox"/>	Neutral
1	50.00%	<input checked="" type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
0	0.00%	<input type="checkbox"/>	Not applicable
2 Respondents			

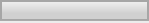

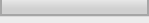
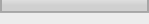
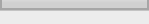

Q94. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Conference and Events department: - Clarity of the information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	50.00%	<input checked="" type="checkbox"/>	Somewhat satisfied
0	0.00%	<input type="checkbox"/>	Neutral
1	50.00%	<input checked="" type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
0	0.00%	<input type="checkbox"/>	Not applicable
2 Respondents			

Q95. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Conference and Events department: - Professionalism of the individual who responded to your call

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

Q96. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Conference and Events department: - Length of time on hold

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

Q97. Approximately what date did you visit the ASI Conference and Events department?

Count	Percent							
2	100.00%							
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>100.00%</td> <td> 04/15/2008</td> </tr> </tbody> </table>			Count	Percent		2	100.00%	 04/15/2008
Count	Percent							
2	100.00%	 04/15/2008						
2 Respondents								

Q98. Approximately what time did you visit the ASI Conference and Events 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
0	0.00%	<input 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
2	100.00%	<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
2 Respondents			

Q99. Please indicate if this was your first or second visit to the ASI Conference and Events department:

Count	Percent		
1	100.00%	<input checked="" type="checkbox"/>	First visit
0	0.00%	<input type="checkbox"/>	Second visit
1 Respondents			

Q100. Please rate the ASI Conference and Events department in the following areas: - The physical environment of the department

Count	Percent		
1	50.00%	<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
1	50.00%	<input checked="" type="checkbox"/>	Not applicable
2 Respondents			

Q101. Please rate the ASI Conference and Events department in the following areas: - The quality of the interpersonal contact

Count	Percent		
0	0.00%	<input type="checkbox"/>	Excellent
1	50.00%	<input checked="" 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
1	50.00%	<input checked="" type="checkbox"/>	Not applicable
2 Respondents			

Q102. Please rate the ASI Conference and Events department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
1	50.00%	<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
1	50.00%	<input checked="" type="checkbox"/>	Not applicable
2 Respondents			

Q103. Please rate the ASI Conference and Events department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
0	0.00%	<input type="checkbox"/>	Excellent
1	50.00%	<input checked="" 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
1	50.00%	<input checked="" type="checkbox"/>	Not applicable
2 Respondents			

Q104. Please rate the ASI Conference and Events department in the following areas: - The usefulness of the referrals and resources

Count	Percent		
0	0.00%	<input type="checkbox"/>	Excellent
1	50.00%	<input checked="" 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
1	50.00%	<input checked="" type="checkbox"/>	Not applicable
2 Respondents			

Q105. Please rate the ASI Conference and Events department in the following areas: - Overall experience with the ASI Conference and Events department

Count	Percent		
0	0.00%	<input type="checkbox"/>	Excellent
1	50.00%	<input checked="" 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
1	50.00%	<input checked="" type="checkbox"/>	Not applicable
2 Respondents			

Q106. Please share any comments regarding the ASI Conference and Events department:

Count	Percent										
1	100.00%	<input checked="" type="checkbox"/>									
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>100.00%</td> <td><input checked="" type="checkbox"/></td> <td>Staff has pleasant and professional phone manner. But could be more up to speed to what events and conferences take places on school and in the BSC.</td> </tr> </tbody> </table>				Count	Percent			1	100.00%	<input checked="" type="checkbox"/>	Staff has pleasant and professional phone manner. But could be more up to speed to what events and conferences take places on school and in the BSC.
Count	Percent										
1	100.00%	<input checked="" type="checkbox"/>	Staff has pleasant and professional phone manner. But could be more up to speed to what events and conferences take places on school and in the BSC.								
1 Respondents											

Q107. Was the We-Care survey visible and accessible?

Count	Percent		
2	100.00%	<input checked="" type="checkbox"/>	Yes
0	0.00%	<input type="checkbox"/>	No
2 Respondents			