

Phantom Shopper Program - Spring 2008

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

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


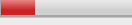
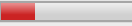
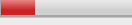
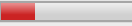
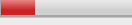
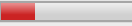
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

Q108. Did you access the ASI GAS Creative Group website?

Count	Percent		
3	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
3 Respondents			

Q109. Approximately what date did you access the ASI GAS Creative Group 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>04/10/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>04/20/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/23/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/10/2008	1	33.33%		04/20/2008	1	33.33%		4/23/2008
Count	Percent																		
1	33.33%		04/10/2008																
1	33.33%		04/20/2008																
1	33.33%		4/23/2008																
3 Respondents																			

Q110. Approximately what time did you access the ASI GAS Creative Group 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>1</td> <td>33.33%</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>33.33%</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>33.33%</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	1	33.33%		11:01-12:00pm	0	0.00%		12:01-1:00pm	0	0.00%		1:01-2:00pm	1	33.33%		2:01-3:00pm	0	0.00%		3:01-4:00 pm	0	0.00%		4:01-5:00pm	1	33.33%		After 5:00pm
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0	0.00%		4:01-5:00pm																																												
1	33.33%		After 5:00pm																																												
3 Respondents																																															

Q111. Please rate your level of satisfaction with each of the following aspects of the ASI GAS Creative Group website: - Ease of understanding information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
0	0.00%	<input type="checkbox"/>	Somewhat satisfied
2	66.67%	<input checked="" type="checkbox"/>	Neutral
0	0.00%	<input type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
1	33.33%	<input checked="" type="checkbox"/>	Not applicable
3 Respondents			

Q112. Please rate your level of satisfaction with each of the following aspects of the ASI GAS Creative Group website: - Variety of information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	33.33%	<input checked="" type="checkbox"/>	Somewhat satisfied
0	0.00%	<input type="checkbox"/>	Neutral
1	33.33%	<input checked="" type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
1	33.33%	<input checked="" type="checkbox"/>	Not applicable
3 Respondents			

Q113. Please rate your level of satisfaction with each of the following aspects of the ASI GAS Creative Group website: - Overall web page design

Count	Percent		
1	33.33%	<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
2	66.67%	<input checked="" type="checkbox"/>	Not applicable
3 Respondents			

Q114. Please rate your level of satisfaction with each of the following aspects of the ASI GAS Creative Group website: - Overall informativeness of web page

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
0	0.00%	<input type="checkbox"/>	Somewhat satisfied
1	33.33%	<input checked="" type="checkbox"/>	Neutral
0	0.00%	<input type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
2	66.67%	<input checked="" type="checkbox"/>	Not applicable
3 Respondents			

Q115. What other information would have been useful?

Count	Percent																		
3	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>33.33%</td> <td><input checked="" type="checkbox"/></td> <td>The website was under construction</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td><input checked="" type="checkbox"/></td> <td>The website, in question, was down when I checked earlier this month and today. I am unable to state the overall web page, except for the fact that they did have a webpage up stating that their website was down and will be back shortly after remodeling.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td><input checked="" type="checkbox"/></td> <td>There is not enough information about what GAS is and what they do. The web design is great but there should be at least information about how their history or current projects they are doing.</td> </tr> </tbody> </table>				Count	Percent			1	33.33%	<input checked="" type="checkbox"/>	The website was under construction	1	33.33%	<input checked="" type="checkbox"/>	The website, in question, was down when I checked earlier this month and today. I am unable to state the overall web page, except for the fact that they did have a webpage up stating that their website was down and will be back shortly after remodeling.	1	33.33%	<input checked="" type="checkbox"/>	There is not enough information about what GAS is and what they do. The web design is great but there should be at least information about how their history or current projects they are doing.
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1	33.33%	<input checked="" type="checkbox"/>	The website was under construction																
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1	33.33%	<input checked="" type="checkbox"/>	There is not enough information about what GAS is and what they do. The web design is great but there should be at least information about how their history or current projects they are doing.																
3 Respondents																			

Q116. Did you contact the ASI GAS Creative Group department by telephone?

Count	Percent		
3	100.00%	<input checked="" type="checkbox"/>	Yes
0	0.00%	<input type="checkbox"/>	No
3 Respondents			

Q117. Approximately what date did you contact the ASI GAS Creative Group department by phone?

Count	Percent																		
3	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>33.33%</td> <td><input checked="" type="checkbox"/></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td><input checked="" type="checkbox"/></td> <td>04/24/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td><input checked="" type="checkbox"/></td> <td>4/23/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%	<input checked="" type="checkbox"/>	04/22/2008	1	33.33%	<input checked="" type="checkbox"/>	04/24/2008	1	33.33%	<input checked="" type="checkbox"/>	4/23/2008
Count	Percent																		
1	33.33%	<input checked="" type="checkbox"/>	04/22/2008																
1	33.33%	<input checked="" type="checkbox"/>	04/24/2008																
1	33.33%	<input checked="" type="checkbox"/>	4/23/2008																
3 Respondents																			

Q118. Approximately what time did you contact the ASI GAS Creative Group 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
1	33.33%	<input checked="" type="checkbox"/>	10:01-11:00am
0	0.00%	<input 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
1	33.33%	<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
3 Respondents			


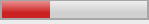
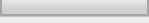
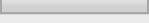
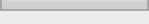
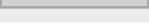
Q119. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI GAS Creative Group department: - Ease of obtaining the information you required

Count	Percent		
1	33.33%	<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
1	33.33%	<input checked="" type="checkbox"/>	Very dissatisfied
0	0.00%	<input type="checkbox"/>	Not applicable
3 Respondents			


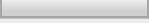
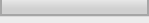
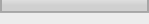
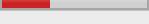
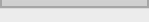
Q120. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI GAS Creative Group department: - Clarity of the information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
2	66.67%	<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
1	33.33%	<input checked="" type="checkbox"/>	Not applicable
3 Respondents			


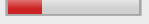
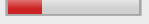
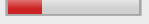
Q121. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI GAS Creative Group department: - Professionalism of the individual who responded to your call

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			

Q122. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI GAS Creative Group department: - Length of time on hold

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

Q123. Approximately what date did you visit the ASI GAS Creative Group department?

Count	Percent																		
3	100.00%																		
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1	33.33%		04/23/2008																
1	33.33%		4/17/2008																
3 Respondents																			

Q124. Approximately what time did you visit the ASI GAS Creative Group 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
1	33.33%	<input checked="" type="checkbox"/>	11:01-12:00pm
1	33.33%	<input checked="" type="checkbox"/>	12:01-1:00pm
1	33.33%	<input checked="" type="checkbox"/>	1:01-2:00pm
0	0.00%	<input 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
3 Respondents			

Q125. Please indicate if this was your first or second visit to the ASI GAS Creative Group department:

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

Q126. Please rate the ASI GAS Creative Group department in the following areas: - The physical environment of the department

Count	Percent		
1	33.33%	<input checked="" type="checkbox"/>	Excellent
1	33.33%	<input checked="" type="checkbox"/>	Good
0	0.00%	<input type="checkbox"/>	Average
1	33.33%	<input checked="" type="checkbox"/>	Below average
0	0.00%	<input type="checkbox"/>	Poor
0	0.00%	<input type="checkbox"/>	Not applicable
3 Respondents			

Q127. Please rate the ASI GAS Creative Group department in the following areas: - The quality of the interpersonal contact

Count	Percent		
2	66.67%		Excellent
1	33.33%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q128. Please rate the ASI GAS Creative Group department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
2	66.67%		Excellent
0	0.00%		Good
1	33.33%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q129. Please rate the ASI GAS Creative Group department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
1	33.33%		Excellent
2	66.67%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			


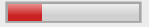
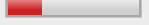
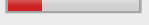
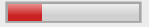
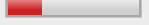
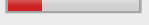
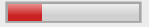
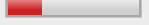
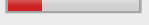
Q130. Please rate the ASI GAS Creative Group department in the following areas: - The usefulness of the referrals and resources

Count	Percent		
1	33.33%		Excellent
1	33.33%		Good
1	33.33%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q131. Please rate the ASI GAS Creative Group department in the following areas: - Overall experience with the ASI GAS Creative Group department

Count	Percent		
1	33.33%		Excellent
1	33.33%		Good
1	33.33%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q132. Please share any comments regarding the ASI GAS Creative Group department:

Count	Percent																	
3	100.00%																	
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3 Respondents																		

Q133. Was the We-Care survey visible and accessible?

Count	Percent		
1	33.33%		Yes
2	66.67%		No
3 Respondents			