

Phantom Shopper Program - Spring 2008


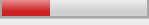
Description: Evaluation of Department Offices within Division of Student Affairs.

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

Q3. Did you access the Admissions and Outreach website?

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



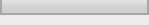
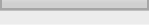
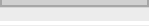
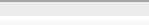
Q4. Approximately what date did you access the Admissions and Outreach website?

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>04/10/2008</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>04/25/2008</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		04/10/2008	1	50.00%		04/25/2008
Count	Percent														
1	50.00%		04/10/2008												
1	50.00%		04/25/2008												
2 Respondents															

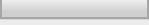

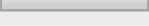
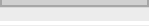
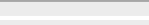
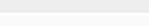
Q5. Approximately what time did you access the Admissions and Outreach website?

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>0</td> <td>0.00%</td> <td></td> <td>11:01-12:00pm</td> </tr> <tr> <td>1</td> <td>50.00%</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>0</td> <td>0.00%</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>50.00%</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	0	0.00%		11:01-12:00pm	1	50.00%		12:01-1:00pm	0	0.00%		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	1	50.00%		After 5:00pm
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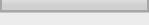
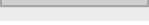
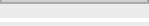
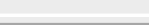
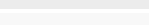
Q6. Please rate your level of satisfaction with each of the following aspects of the Admissions and Outreach website: - Ease of understanding information provided

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			



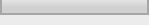
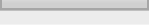
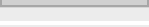
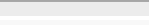
Q7. Please rate your level of satisfaction with each of the following aspects of the Admissions and Outreach website: - Variety of information provided

Count	Percent		
0	0.00%		Very satisfied
2	100.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
2 Respondents			








Q8. Please rate your level of satisfaction with each of the following aspects of the Admissions and Outreach website: - Overall web page design

Count	Percent		
2	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
2 Respondents			


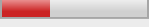
Q9. Please rate your level of satisfaction with each of the following aspects of the Admissions and Outreach website: - Overall informativeness of web page

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			

Q10. 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>I thought that the information on Preview Day for incoming transfers was very beneficial. Unfortunately, it will be hard for someone who wishes to attend the next Preview Day to find out when it is going to take place because the websote is still asking for registrations for Preview Day 2007.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>the phone number to admissions and outreach would have been useful. I could not find it on the website.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		I thought that the information on Preview Day for incoming transfers was very beneficial. Unfortunately, it will be hard for someone who wishes to attend the next Preview Day to find out when it is going to take place because the websote is still asking for registrations for Preview Day 2007.	1	50.00%		the phone number to admissions and outreach would have been useful. I could not find it on the website.
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1	50.00%		I thought that the information on Preview Day for incoming transfers was very beneficial. Unfortunately, it will be hard for someone who wishes to attend the next Preview Day to find out when it is going to take place because the websote is still asking for registrations for Preview Day 2007.												
1	50.00%		the phone number to admissions and outreach would have been useful. I could not find it on the website.												
2 Respondents															

Q11. Did you contact the Admissions and Outreach department by telephone?

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

Q12. Approximately what date did you contact the Admissions and Outreach department by phone?

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>04/11/2008</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>04/25/2008</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		04/11/2008	1	50.00%		04/25/2008
Count	Percent														
1	50.00%		04/11/2008												
1	50.00%		04/25/2008												
2 Respondents															

Q13. Approximately what time did you contact the Admissions and Outreach 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			


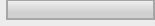
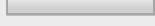
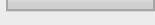
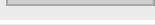
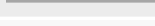
Q14. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Admissions and Outreach department: - Ease of obtaining the information you required

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
2	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
2 Respondents			

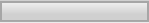
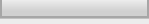

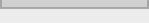
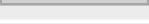
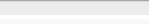
Q15. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Admissions and Outreach department: - Clarity of the information provided

Count	Percent		
2	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
2 Respondents			


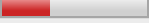
Q16. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Admissions and Outreach department: - Professionalism of the individual who responded to your call

Count	Percent		
2	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
2 Respondents			

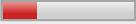
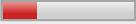
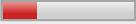
Q17. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Admissions and Outreach department: - Length of time on hold

Count	Percent		
0	0.00%		Very satisfied
0	0.00%		Somewhat satisfied
2	100.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
2 Respondents			

Q18. Which location of the Admissions and Outreach department did you visit?

Count	Percent		
2	66.67%		2nd Floor
1	33.33%		4th Floor
3 Respondents			

Q19. Approximately what date did you visit the Admissions and Outreach department?

Count	Percent																		
3	100.00%																		
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1	33.33%		04/11/2008																
1	33.33%		04/15/2008																
1	33.33%		4/17/2008																
3 Respondents																			

Q20. Approximately what time did you visit the Admissions and Outreach 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
3	100.00%	<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
3 Respondents			

Q21. Please indicate if this was your first or second visit to the Admissions and Outreach department:

Count	Percent		
2	100.00%	<input checked="" type="checkbox"/>	First visit
0	0.00%	<input type="checkbox"/>	Second visit
2 Respondents			

Q22. Please rate the Admissions and Outreach department in the following areas: - The physical environment of the department

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

Q23. Please rate the Admissions and Outreach department in the following areas: - The quality of the interpersonal contact

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

Q24. Please rate the Admissions and Outreach department in the following areas: - The pertinent knowledge of the staff

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			

Q25. Please rate the Admissions and Outreach department in the following areas: - The timeliness in addressing my questions and concerns

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			

Q26. Please rate the Admissions and Outreach department in the following areas: - The usefulness of the referrals and resources

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

Q27. Please rate the Admissions and Outreach department in the following areas: - Overall experience with the Admissions and Outreach 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			

Q28. Please share any comments regarding the Admissions and Outreach department:

Count	Percent													
3	100.00%													
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>33.33%</td> <td> Clean and professional but 2nd floor personnel is cold and distant. I didnt feel welcome or like I was burdening the staff with my questions.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td> I was satisfied with the overall quality of my visit, although I did have to wait a while for my question to be answered, but I think that this was more of a mistake on my part because my question was misinterpreted at first.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td> The person that attended me was very polite and made me feel welcomed.</td> </tr> </tbody> </table>			Count	Percent		1	33.33%	 Clean and professional but 2nd floor personnel is cold and distant. I didnt feel welcome or like I was burdening the staff with my questions.	1	33.33%	 I was satisfied with the overall quality of my visit, although I did have to wait a while for my question to be answered, but I think that this was more of a mistake on my part because my question was misinterpreted at first.	1	33.33%	 The person that attended me was very polite and made me feel welcomed.
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3 Respondents														

Q29. Was the We-Care survey visible and accessible?

Count	Percent	
2	66.67%	
1	33.33%	
3 Respondents		