

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

Q30. Did you access the African American Student Center website?

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


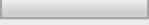
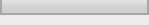
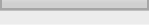
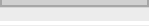
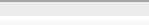
Q31. Approximately what date did you access the African American Student Center website?

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>04/15/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/14/2008</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%		04/15/2008	1	33.33%		4/14/2008	1	33.33%		4/7/2008
Count	Percent																		
1	33.33%		04/15/2008																
1	33.33%		4/14/2008																
1	33.33%		4/7/2008																
3 Respondents																			


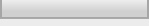
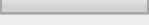
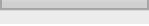
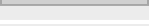
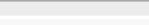
Q32. Approximately what time did you access the African American Student Center website?

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>1</td> <td>33.33%</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>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>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>2</td> <td>66.67%</td> <td></td> <td>After 5:00pm</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		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	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	2	66.67%		After 5:00pm
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3 Respondents																																															

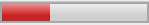

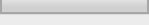
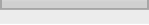
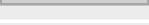
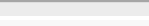
Q33. Please rate your level of satisfaction with each of the following aspects of the African American Student Center website: - Ease of understanding information provided

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			


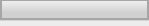
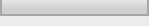
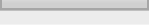
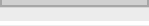
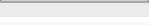
Q34. Please rate your level of satisfaction with each of the following aspects of the African American Student Center website: - Variety of information provided

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			








Q35. Please rate your level of satisfaction with each of the following aspects of the African American Student Center website: - Overall web page design

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


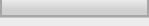
Q36. Please rate your level of satisfaction with each of the following aspects of the African American Student Center website: - Overall informativeness of web page

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			

Q37. 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 liked the links to the other centers and the post B.A. program.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>Would like to have seen more in the US section.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		I liked the links to the other centers and the post B.A. program.	1	50.00%		Would like to have seen more in the US section.
Count	Percent														
1	50.00%		I liked the links to the other centers and the post B.A. program.												
1	50.00%		Would like to have seen more in the US section.												
2 Respondents															

Q38. Did you contact the African American Student Center by telephone?

Count	Percent		
3	100.00%		Yes
0	0.00%		No
3 Respondents			

Q39. Approximately what date did you contact the African American Student Center 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>04/12/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/23/2008</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%		04/12/2008	1	33.33%		4/23/2008	1	33.33%		4/7/2008
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1	33.33%		04/12/2008																
1	33.33%		4/23/2008																
1	33.33%		4/7/2008																
3 Respondents																			

Q40. Approximately what time did you contact the African American Student Center by phone?

Count	Percent		
0	0.00%	<input type="checkbox"/>	Before 8:00am
0	0.00%	<input type="checkbox"/>	8:00-9:00am
1	33.33%	<input checked="" 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
0	0.00%	<input 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			


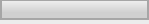
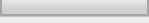
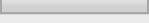
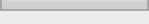
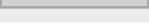
Q41. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the African American Student Center: - Ease of obtaining the information you required

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			


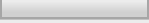
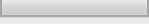
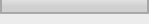
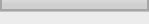
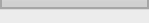
Q42. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the African American Student Center: - Clarity of the information provided

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			

Q43. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the African American Student Center: - Professionalism of the individual who responded to your call

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			

Q44. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the African American Student Center: - 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			

Q45. Approximately what date did you visit the African American Student Center?

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>4/09/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/15/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/10/2008	1	33.33%		4/09/2008	1	33.33%		4/15/2008
Count	Percent																		
1	33.33%		04/10/2008																
1	33.33%		4/09/2008																
1	33.33%		4/15/2008																
3 Respondents																			

Q46. Approximately what time did you visit the African American Student Center?

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
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
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			

Q47. Please indicate if this was your first or second visit to the African American Student Center:

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

Q48. Please rate the African American Student Center in the following areas: - The physical environment of the department

Count	Percent		
3	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
3 Respondents			

Q49. Please rate the African American Student Center 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			

Q50. Please rate the African American Student Center in the following areas: - The pertinent knowledge of the staff

Count	Percent		
3	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
3 Respondents			

Q51. Please rate the African American Student Center in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
3	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
3 Respondents			








Q52. Please rate the African American Student Center in the following areas: - The usefulness of the referrals and resources

Count	Percent		
3	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
3 Respondents			

Q53. Please rate the African American Student Center in the following areas: - Overall experience with the African American Student Center

Count	Percent		
3	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
3 Respondents			

Q54. Please share any comments regarding the African American Student Center:

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 director was very friendly, but the students were vary wary.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>They were very friendly. Answered my question promptly. The center itself was clean.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		The director was very friendly, but the students were vary wary.	1	50.00%		They were very friendly. Answered my question promptly. The center itself was clean.
Count	Percent														
1	50.00%		The director was very friendly, but the students were vary wary.												
1	50.00%		They were very friendly. Answered my question promptly. The center itself was clean.												
2 Respondents															

Q55. Was the We-Care survey visible and accessible?

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