

Phantom Shopper Program - Spring 2008

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

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

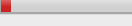
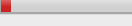
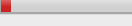
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

Q212. Did you access the Athletics department website?

Count	Percent		
9	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
9 Respondents			

Q213. Approximately what date did you access the Athletics department website?

Count	Percent																						
6	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>16.67%</td> <td></td> <td>04/14/2008</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>04/15/2008</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>4/23/2008</td> </tr> <tr> <td>3</td> <td>50.00%</td> <td></td> <td>4/9/2008</td> </tr> </tbody> </table>				Count	Percent			1	16.67%		04/14/2008	1	16.67%		04/15/2008	1	16.67%		4/23/2008	3	50.00%		4/9/2008
Count	Percent																						
1	16.67%		04/14/2008																				
1	16.67%		04/15/2008																				
1	16.67%		4/23/2008																				
3	50.00%		4/9/2008																				
6 Respondents																							

Q214. Approximately what time did you access the Athletics department 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>1</td> <td>16.67%</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>16.67%</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>1</td> <td>16.67%</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>3</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	1	16.67%		10:01-11:00am	0	0.00%		11:01-12:00pm	1	16.67%		12:01-1:00pm	0	0.00%		1:01-2:00pm	0	0.00%		2:01-3:00pm	1	16.67%		3:01-4:00 pm	0	0.00%		4:01-5:00pm	3	50.00%		After 5:00pm
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3	50.00%		After 5:00pm																																												

6 Respondents

Q215. Please rate your level of satisfaction with each of the following aspects of the Athletics department website: - Ease of understanding information provided

Count	Percent		
3	50.00%		Very satisfied
0	0.00%		Somewhat satisfied
2	33.33%		Neutral
1	16.67%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q216. Please rate your level of satisfaction with each of the following aspects of the Athletics department website: - Variety of information provided

Count	Percent		
1	16.67%		Very satisfied
3	50.00%		Somewhat satisfied
0	0.00%		Neutral
2	33.33%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q217. Please rate your level of satisfaction with each of the following aspects of the Athletics department website: - Overall web page design

Count	Percent		
1	16.67%		Very satisfied
2	33.33%		Somewhat satisfied
0	0.00%		Neutral
3	50.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q218. Please rate your level of satisfaction with each of the following aspects of the Athletics department website: - Overall informativeness of web page

Count	Percent		
1	16.67%		Very satisfied
3	50.00%		Somewhat satisfied
0	0.00%		Neutral
2	33.33%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q219. What other information would have been useful?

Count	Percent																										
5	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>20.00%</td> <td></td> <td>A lot of the information was out of date. Nothing seemed current. I did not see an office location or phone number listed either.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Hours of operation, if the public is allowed access</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>It would be useful if the website had the answer to how one could try out for a team.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Some information is out of date.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>The website looks a little blank even though their is a substantial amount of information. It needs a better website design to provide appeal.</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		A lot of the information was out of date. Nothing seemed current. I did not see an office location or phone number listed either.	1	20.00%		Hours of operation, if the public is allowed access	1	20.00%		It would be useful if the website had the answer to how one could try out for a team.	1	20.00%		Some information is out of date.	1	20.00%		The website looks a little blank even though their is a substantial amount of information. It needs a better website design to provide appeal.
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5 Respondents																											

Q220. Did you contact the Athletics department by telephone?

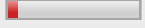
Count	Percent		
6	100.00%		Yes
0	0.00%		No
6 Respondents			

Q221. Approximately what date did you contact the Athletics department by phone?

Count	Percent																						
6	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>16.67%</td> <td></td> <td>04/15/2008</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>4/17/2008</td> </tr> <tr> <td>2</td> <td>33.33%</td> <td></td> <td>4/22/2008</td> </tr> </tbody> </table>				Count	Percent			1	16.67%		04/15/2008	1	16.67%		04/22/2008	1	16.67%		4/17/2008	2	33.33%		4/22/2008
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1	16.67%		04/22/2008																				
1	16.67%		4/17/2008																				
2	33.33%		4/22/2008																				

1

16.67%



4/9/2008

6 Respondents

Q222. Approximately what time did you contact the Athletics department by phone?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
1	16.67%		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	16.67%		1:01-2:00pm
3	50.00%		2:01-3:00pm
1	16.67%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm
6 Respondents			

Q223. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Athletics department: - Ease of obtaining the information you required

Count	Percent		
2	33.33%		Very satisfied
2	33.33%		Somewhat satisfied
2	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q224. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Athletics department: - Clarity of the information provided

Count	Percent		
2	33.33%		Very satisfied
2	33.33%		Somewhat satisfied
2	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q225. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Athletics department: - Professionalism of the individual who responded to your call

Count	Percent		
1	16.67%		Very satisfied
3	50.00%		Somewhat satisfied
2	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q226. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Athletics department: - Length of time on hold

Count	Percent		
4	66.67%		Very satisfied
0	0.00%		Somewhat satisfied
1	16.67%		Neutral
1	16.67%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q227. Approximately what date did you visit the Athletics department?

Count	Percent										
6	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>16.67%</td> <td></td> <td>04/15/2008</td> </tr> </tbody> </table>				Count	Percent			1	16.67%		04/15/2008
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1	16.67%		04/15/2008								

1	16.67%		04/24/2008
1	16.67%		4/10/2008
1	16.67%		4/14/2008
1	16.67%		4/22/2008
1	16.67%		4/23/2008


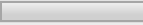
6 Respondents

Q228. Approximately what time did you visit the Athletics department?

Count	Percent		
0	0.00%		Before 8:00am
1	16.67%		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
3	50.00%		1:01-2:00pm
1	16.67%		2:01-3:00pm
1	16.67%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm

6 Respondents

Q229. Please indicate if this was your first or second visit to the Athletics department:

Count	Percent		
2	100.00%		First visit
0	0.00%		Second visit

2 Respondents

Q230. Please rate the Athletics department in the following areas: - The physical environment of the department

Count	Percent		
2	33.33%		Excellent
1	16.67%		Good
3	50.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q231. Please rate the Athletics department in the following areas: - The quality of the interpersonal contact

Count	Percent		
0	0.00%		Excellent
3	50.00%		Good
3	50.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q232. Please rate the Athletics department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
1	16.67%		Excellent
5	83.33%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q233. Please rate the Athletics department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
0	0.00%	<input type="checkbox"/>	Excellent
5	83.33%	<input checked="" type="checkbox"/>	Good
1	16.67%	<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
6 Respondents			

Q234. Please rate the Athletics department in the following areas: - The usefulness of the referrals and resources

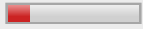
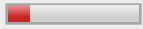
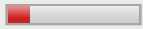
Count	Percent		
3	50.00%	<input checked="" type="checkbox"/>	Excellent
2	33.33%	<input type="checkbox"/>	Good
1	16.67%	<input type="checkbox"/>	Average
0	0.00%	<input type="checkbox"/>	Below average
0	0.00%	<input type="checkbox"/>	Poor
0	0.00%	<input type="checkbox"/>	Not applicable
6 Respondents			

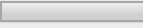

Q235. Please rate the Athletics department in the following areas: - Overall experience with the Athletics department

Count	Percent		
1	16.67%	<input type="checkbox"/>	Excellent
5	83.33%	<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
6 Respondents			

Q236. Please share any comments regarding the Athletics department:

Count	Percent										
4	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>25.00%</td> <td><input type="checkbox"/></td> <td>It's a large department, office spread through the gym can be hard to find.</td> </tr> </tbody> </table>				Count	Percent			1	25.00%	<input type="checkbox"/>	It's a large department, office spread through the gym can be hard to find.
Count	Percent										
1	25.00%	<input type="checkbox"/>	It's a large department, office spread through the gym can be hard to find.								

1	25.00%		Some of the employees did not know all the information and had to ask another employee. Overall, everyone was very nice.
1	25.00%		There are multiple departments and offices it would be nice if there was a central main office.
1	25.00%		Very nice people.
4 Respondents			

Q237. Was the We-Care survey visible and accessible?			
Count	Percent		
0	0.00%		Yes
6	100.00%		No
6 Respondents			