


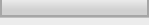
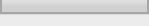
Phantom Shopper Program - Spring 2008


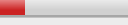
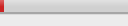
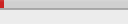
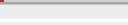

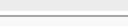
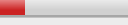
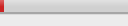
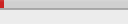
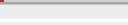

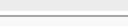
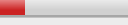
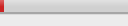
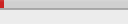
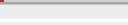

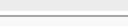
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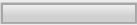
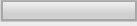
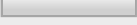
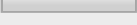
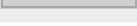
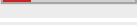
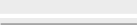
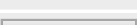

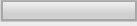
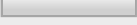
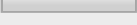
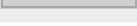
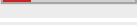
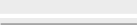
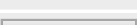

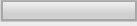
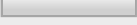
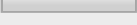
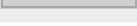
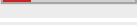
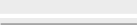
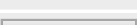

Date Created: 1/24/2008 6:17:43 PM

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

Total Respondents: 68

Q264. Did you access the Career Center website?			
Count	Percent		
8	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
8 Respondents			

Q265. Approximately what date did you access the Career Center website?																															
Count	Percent																														
7	100.00%																														
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>28.57%</td> <td></td> <td>03/26/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>03/31/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/15/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>4/1/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>4/5/2008</td> </tr> </tbody> </table>				Count	Percent			2	28.57%		03/26/2008	1	14.29%		03/31/2008	1	14.29%		04/15/2008	1	14.29%		04/22/2008	1	14.29%		4/1/2008	1	14.29%		4/5/2008
Count	Percent																														
2	28.57%		03/26/2008																												
1	14.29%		03/31/2008																												
1	14.29%		04/15/2008																												
1	14.29%		04/22/2008																												
1	14.29%		4/1/2008																												
1	14.29%		4/5/2008																												
7 Respondents																															

Q266. Approximately what time did you access the Career 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>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>2</td> <td>28.57%</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>14.29%</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> </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	2	28.57%		12:01-1:00pm	0	0.00%		1:01-2:00pm	1	14.29%		2:01-3:00pm	0	0.00%		3:01-4:00 pm
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																																				
2	28.57%		12:01-1:00pm																																				
0	0.00%		1:01-2:00pm																																				
1	14.29%		2:01-3:00pm																																				
0	0.00%		3:01-4:00 pm																																				

0	0.00%		4:01-5:00pm
4	57.14%		After 5:00pm
7 Respondents			

Q267. Please rate your level of satisfaction with each of the following aspects of the Career Center website: - Ease of understanding information provided

Count	Percent		
5	71.43%		Very satisfied
2	28.57%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			


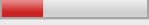
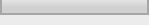
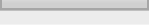
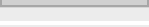
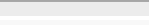
Q268. Please rate your level of satisfaction with each of the following aspects of the Career Center website: - Variety of information provided

Count	Percent		
5	71.43%		Very satisfied
1	14.29%		Somewhat satisfied
1	14.29%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			


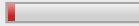
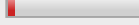
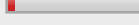
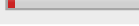
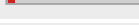

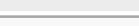
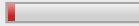
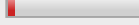
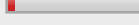
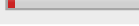
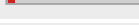

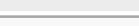
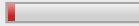
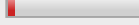
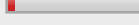
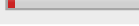
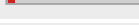

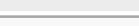
Q269. Please rate your level of satisfaction with each of the following aspects of the Career Center website: - Overall web page design

Count	Percent		
4	57.14%		Very satisfied
2	28.57%		Somewhat satisfied
1	14.29%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q270. Please rate your level of satisfaction with each of the following aspects of the Career Center website: - Overall informativeness of web page

Count	Percent		
5	71.43%		Very satisfied
2	28.57%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q271. What other information would have been useful?

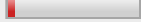
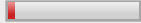

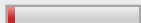
Count	Percent																																		
7	100.00%																																		
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7 Respondents																																			

Q272. Did you contact the Career Center by telephone?







Count	Percent		
7	100.00%		Yes
0	0.00%		No
7 Respondents			

Q273. Approximately what date did you contact the Career Center by phone?

Count	Percent														
7	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>14.29%</td> <td></td> <td>04/10/2008</td> </tr> <tr> <td>2</td> <td>28.57%</td> <td></td> <td>04/14/2008</td> </tr> </tbody> </table>				Count	Percent			1	14.29%		04/10/2008	2	28.57%		04/14/2008
Count	Percent														
1	14.29%		04/10/2008												
2	28.57%		04/14/2008												

1	14.29%		04/16/2008
1	14.29%		04/25/2008
1	14.29%		4/2/2008
1	14.29%		4/21/2008
7 Respondents			

Q274. Approximately what time did you contact the Career Center by phone?			
Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
1	14.29%		9:01-10:00am
0	0.00%		10:01-11:00am
0	0.00%		11:01-12:00pm
2	28.57%		12:01-1:00pm
0	0.00%		1:01-2:00pm
2	28.57%		2:01-3:00pm
0	0.00%		3:01-4:00 pm
2	28.57%		4:01-5:00pm
0	0.00%		After 5:00pm
7 Respondents			

Q275. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Career Center: - Ease of obtaining the information you required			
Count	Percent		
3	42.86%		Very satisfied
2	28.57%		Somewhat satisfied
2	28.57%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q276. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Career Center: - Clarity of the information provided

Count	Percent		
3	42.86%		Very satisfied
4	57.14%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q277. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Career Center: - Professionalism of the individual who responded to your call

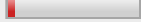

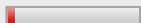

Count	Percent		
4	57.14%		Very satisfied
3	42.86%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q278. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Career Center: - Length of time on hold

Count	Percent		
3	42.86%		Very satisfied
4	57.14%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q279. Approximately what date did you visit the Career Center?



Count	Percent										
7	100.00%										
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>28.57%</td> <td></td> <td>03/27/2008</td> </tr> </tbody> </table>				Count	Percent			2	28.57%		03/27/2008
Count	Percent										
2	28.57%		03/27/2008								

1	14.29%		04/03/2008
2	28.57%		04/22/2008
1	14.29%		4/10/2008
1	14.29%		4/14/2008
7 Respondents			

Q280. Approximately what time did you visit the Career Center?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
2	28.57%		9:01-10:00am
1	14.29%		10:01-11:00am
0	0.00%		11:01-12:00pm
1	14.29%		12:01-1:00pm
0	0.00%		1:01-2:00pm
3	42.86%		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
7 Respondents			

Q281. Please indicate if this was your first or second visit to the Career Center:

Count	Percent		
2	66.67%		First visit
1	33.33%		Second visit
3 Respondents			

Q282. Please rate the Career Center in the following areas: - The physical environment of the department

Count	Percent		
5	71.43%		Excellent
2	28.57%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q283. Please rate the Career Center in the following areas: - The quality of the interpersonal contact

Count	Percent		
5	71.43%		Excellent
1	14.29%		Good
1	14.29%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q284. Please rate the Career Center in the following areas: - The pertinent knowledge of the staff

Count	Percent		
2	28.57%		Excellent
2	28.57%		Good
3	42.86%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q285. Please rate the Career Center in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
4	57.14%		Excellent
3	42.86%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q286. Please rate the Career Center in the following areas: - The usefulness of the referrals and resources

Count	Percent		
5	71.43%		Excellent
2	28.57%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q287. Please rate the Career Center in the following areas: - Overall experience with the Career Center

Count	Percent		
3	42.86%		Excellent
4	57.14%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q288. Please share any comments regarding the Career Center:

Count	Percent										
7	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>14.29%</td> <td></td> <td>clean environment. helpful. no delay for question i had. have me a flier which had all the directions to help me get started to find a job in my</td> </tr> </tbody> </table>				Count	Percent			1	14.29%		clean environment. helpful. no delay for question i had. have me a flier which had all the directions to help me get started to find a job in my
Count	Percent										
1	14.29%		clean environment. helpful. no delay for question i had. have me a flier which had all the directions to help me get started to find a job in my								

			major.
1	14.29%		Fix the Copy machine please.
1	14.29%		Friendly staff and great services
1	14.29%		Some of the youngers have good general knowledge but have difficulty answering specific questions about majors.
1	14.29%		Student staffs are very knowlegable about general information but have little difficulty in majors' assistance.
1	14.29%		The center has a lot the information flyer that can help me to find a job.
1	14.29%		They should be more approachable and friendly. It would be nice to gibe more information as if it was the students first time.
7 Respondents			

Q289. Was the We-Care survey visible and accessible?			
Count	Percent		
6	85.71%		Yes
1	14.29%		No
7 Respondents			