


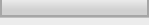
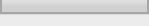
# Phantom Shopper Program - Spring 2008


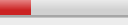
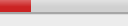
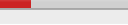
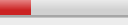
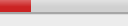
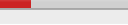
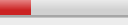
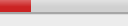
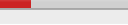
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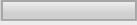
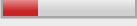
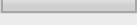
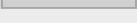
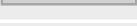

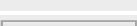



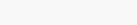
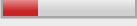
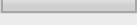
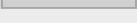
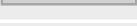

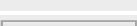



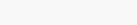
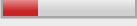
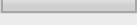
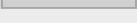
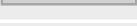

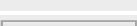



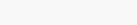
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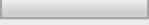
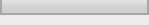
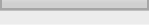
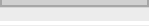
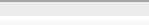
Total Respondents: 68

Q290. Did you access the Cesar Chavez Center website?			
Count	Percent		
3	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
3 Respondents			


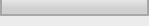
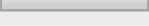
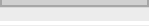
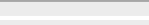
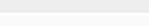
Q291. Approximately what date did you access the Cesar Chavez Center website?																			
Count	Percent																		
3	100.00%																		
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>33.33%</td> <td></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																			

Q292. Approximately what time did you access the Cesar Chavez 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
Count	Percent																																														
1	33.33%		8:00-9:00am																																												
0	0.00%		9:01-10:00am																																												
0	0.00%		10:01-11:00am																																												
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0	0.00%		12:01-1:00pm																																												
0	0.00%		1:01-2:00pm																																												
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0	0.00%		3:01-4:00 pm																																												
0	0.00%		4:01-5:00pm																																												
2	66.67%		After 5:00pm																																												
3 Respondents																																															


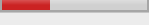
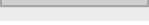
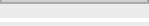
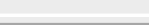
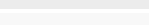
Q293. Please rate your level of satisfaction with each of the following aspects of the Cesar Chavez Center website: - Ease of understanding information provided

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			


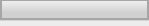
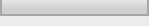
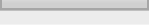
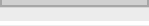
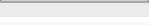
Q294. Please rate your level of satisfaction with each of the following aspects of the Cesar Chavez Center website: - Variety of information provided

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			





Q295. Please rate your level of satisfaction with each of the following aspects of the Cesar Chavez Center website: - Overall web page design

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			

Q296. Please rate your level of satisfaction with each of the following aspects of the Cesar Chavez 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			

Q297. What other information would have been useful?

Count	Percent										
1	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>100.00%</td> <td></td> <td>Nice web page, but direct links to other sites would be nice.</td> </tr> </tbody> </table>				Count	Percent			1	100.00%		Nice web page, but direct links to other sites would be nice.
Count	Percent										
1	100.00%		Nice web page, but direct links to other sites would be nice.								
1 Respondents											

Q298. Did you contact the Cesar Chavez Center by telephone?

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

Q299. Approximately what date did you contact the Cesar Chavez 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>04/17/2008</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%		04/17/2008	1	33.33%		4/23/2008	1	33.33%		4/7/2008
Count	Percent																		
1	33.33%		04/17/2008																
1	33.33%		4/23/2008																
1	33.33%		4/7/2008																
3 Respondents																			

Q300. Approximately what time did you contact the Cesar Chavez 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
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
1	33.33%	<input checked="" 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			


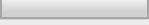
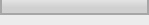
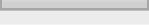
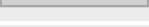
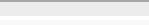
Q301. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Cesar Chavez Center: - Ease of obtaining the information you required

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			


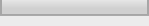
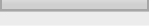
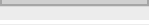
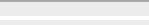
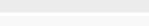
Q302. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Cesar Chavez Center: - Clarity of the information provided

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			

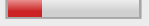
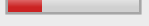
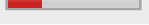
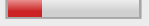
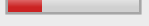
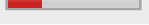
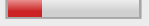
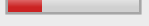
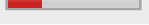
Q303. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Cesar Chavez Center: - Professionalism of the individual who responded to your call

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			

Q304. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Cesar Chavez Center: - 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
0	0.00%		Very dissatisfied
1	33.33%		Not applicable
3 Respondents			

Q305. Approximately what date did you visit the Cesar Chavez 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>04/03/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/16/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/21/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/03/2008	1	33.33%		4/16/2008	1	33.33%		4/21/2008
Count	Percent																		
1	33.33%		04/03/2008																
1	33.33%		4/16/2008																
1	33.33%		4/21/2008																
3 Respondents																			

Q306. Approximately what time did you visit the Cesar Chavez 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
0	0.00%	<input type="checkbox"/>	10:01-11:00am
1	33.33%	<input checked="" type="checkbox"/>	11:01-12:00pm
0	0.00%	<input type="checkbox"/>	12:01-1:00pm
2	66.67%	<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			

Q307. Please indicate if this was your first or second visit to the Cesar Chavez Center:

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

Q308. Please rate the Cesar Chavez Center 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			

Q309. Please rate the Cesar Chavez Center in the following areas: - The quality of the interpersonal contact

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			

Q310. Please rate the Cesar Chavez 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			

Q311. Please rate the Cesar Chavez 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			








Q312. Please rate the Cesar Chavez 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			

Q313. Please rate the Cesar Chavez Center in the following areas: - Overall experience with the Cesar Chavez 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			

Q314. Please share any comments regarding the Cesar Chavez Center:

Count	Percent										
2	100.00%										
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>50.00%</td> <td> Friendly. Told me about the programs they offer and where to find their calendar of events. Also gave me a tour.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td> the inside was very warm and kind of stuffy.</td> </tr> </tbody> </table>			Count	Percent		1	50.00%	 Friendly. Told me about the programs they offer and where to find their calendar of events. Also gave me a tour.	1	50.00%	 the inside was very warm and kind of stuffy.
Count	Percent										
1	50.00%	 Friendly. Told me about the programs they offer and where to find their calendar of events. Also gave me a tour.									
1	50.00%	 the inside was very warm and kind of stuffy.									
2 Respondents											

Q315. Was the We-Care survey visible and accessible?

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