

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

Q317. Approximately what date did you access the Children's Center website?

Count	Percent	
7	100.00%	
Count	Percent	
1	14.29%	04/02/2008
1	14.29%	04/15/2008
1	14.29%	3/03/2004
1	14.29%	4/22/2008
3	42.86%	4/9/2008
7 Respondents		

Q318. Approximately what time did you access the Children's Center website?

Count	Percent	
0	0.00%	Before 8:00am
Count	Percent	
0	0.00%	8:00-9:00am
0	0.00%	9:01-10:00am
2	28.57%	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
1	14.29%	2:01-3:00pm
1	14.29%	3:01-4:00 pm
0	0.00%	4:01-5:00pm
2	28.57%	After 5:00pm
7 Respondents		

Q319. Please rate your level of satisfaction with each of the following aspects of the Children's Center website: - Ease of understanding information provided

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


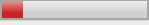
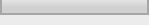

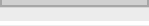
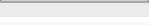
Q320. Please rate your level of satisfaction with each of the following aspects of the Children's Center website: - Variety of information provided

Count	Percent		
2	28.57%		Very satisfied
1	14.29%		Somewhat satisfied
0	0.00%		Neutral
3	42.86%		Somewhat dissatisfied
1	14.29%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			


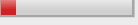
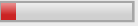
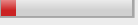
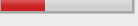
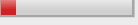
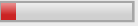
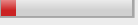
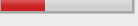
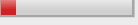
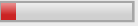
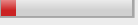
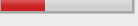
Q321. Please rate your level of satisfaction with each of the following aspects of the Children's Center website: - Overall web page design

Count	Percent		
3	42.86%		Very satisfied
1	14.29%		Somewhat satisfied
2	28.57%		Neutral
1	14.29%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

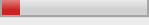
Q322. Please rate your level of satisfaction with each of the following aspects of the Children's Center website: - Overall informativeness of web page

Count	Percent		
3	42.86%		Very satisfied
1	14.29%		Somewhat satisfied
0	0.00%		Neutral
3	42.86%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q323. What other information would have been useful?

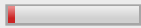
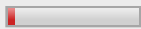
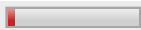

Count	Percent																						
5	100.00%																						
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Everything was perfect. They were very knowledgeable and answered every question I had. They were not hesitant to answering any questions. They referred me to a few day care places off campus in the area. The environment was very friendly, anc caring. The place was very clean and well organized complete with friendly faces!</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>It should provide information on how a student can volunteer.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Most of the website was still &quot;under construction&quot;;</td> </tr> <tr> <td>2</td> <td>40.00%</td> <td></td> <td>Phone number was hard to find.</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		Everything was perfect. They were very knowledgeable and answered every question I had. They were not hesitant to answering any questions. They referred me to a few day care places off campus in the area. The environment was very friendly, anc caring. The place was very clean and well organized complete with friendly faces!	1	20.00%		It should provide information on how a student can volunteer.	1	20.00%		Most of the website was still "under construction";	2	40.00%		Phone number was hard to find.
Count	Percent																						
1	20.00%		Everything was perfect. They were very knowledgeable and answered every question I had. They were not hesitant to answering any questions. They referred me to a few day care places off campus in the area. The environment was very friendly, anc caring. The place was very clean and well organized complete with friendly faces!																				
1	20.00%		It should provide information on how a student can volunteer.																				
1	20.00%		Most of the website was still "under construction";																				
2	40.00%		Phone number was hard to find.																				
5 Respondents																							

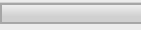
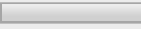
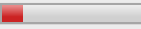
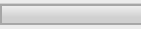
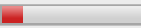
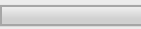





Q324. Did you contact the Children's Center by telephone?



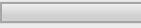
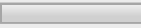
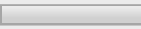
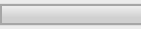
Count	Percent		
7	87.50%		Yes
1	12.50%		No
8 Respondents			

Q325. Approximately what date did you contact the Children's 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>04/02/2008</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>3/03/2004</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>				Count	Percent			1	14.29%		04/02/2008	1	14.29%		04/22/2008	1	14.29%		3/03/2004				
Count	Percent																						
1	14.29%		04/02/2008																				
1	14.29%		04/22/2008																				
1	14.29%		3/03/2004																				
																							

1	14.29%		4/22/2008
1	14.29%		4/23/2008
1	14.29%		4/7/2008
1	14.29%		4/9/2008
7 Respondents			

Q326. Approximately what time did you contact the Children's 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
1	14.29%		11:01-12:00pm
0	0.00%		12:01-1:00pm
3	42.86%		1:01-2:00pm
0	0.00%		2:01-3:00pm
2	28.57%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm
7 Respondents			

Q327. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Children's Center: - Ease of obtaining the information you required			
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			

Q328. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Children's 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			

Q329. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Children's 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			

Q330. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Children's Center: - Length of time on hold

Count	Percent		
3	42.86%		Very satisfied
3	42.86%		Somewhat satisfied
1	14.29%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q331. Approximately what date did you visit the Children's Center?

Count	Percent										
8	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>12.50%</td> <td></td> <td>04/04/2008</td> </tr> </tbody> </table>				Count	Percent			1	12.50%		04/04/2008
Count	Percent										
1	12.50%		04/04/2008								

1	12.50%		04/24/2008
1	12.50%		4/04/2004
1	12.50%		4/10/2008
1	12.50%		4/14/2008
2	25.00%		4/22/2008
1	12.50%		4/23/2008


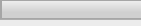
8 Respondents

Q332. Approximately what time did you visit the Children's Center?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
1	12.50%		9:01-10:00am
0	0.00%		10:01-11:00am
1	12.50%		11:01-12:00pm
2	25.00%		12:01-1:00pm
2	25.00%		1:01-2:00pm
0	0.00%		2:01-3:00pm
2	25.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm

8 Respondents

Q333. Please indicate if this was your first or second visit to the Children's Center:

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

2 Respondents

Q334. Please rate the Children's Center in the following areas: - The physical environment of the department

Count	Percent		
4	50.00%		Excellent
1	12.50%		Good
3	37.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q335. Please rate the Children's Center in the following areas: - The quality of the interpersonal contact

Count	Percent		
3	37.50%		Excellent
5	62.50%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q336. Please rate the Children's Center in the following areas: - The pertinent knowledge of the staff

Count	Percent		
5	62.50%		Excellent
3	37.50%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q337. Please rate the Children's Center in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
5	62.50%		Excellent
2	25.00%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			


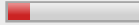
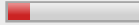
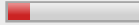
Q338. Please rate the Children's Center in the following areas: - The usefulness of the referrals and resources

Count	Percent		
5	62.50%		Excellent
2	25.00%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

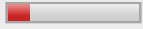
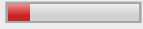
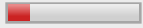
Q339. Please rate the Children's Center in the following areas: - Overall experience with the Children's Center

Count	Percent		
4	50.00%		Excellent
3	37.50%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q340. Please share any comments regarding the Children's Center:

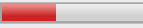

Count	Percent										
4	100.00%										
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>Everything was perfect. They were very knowledgeable and answered every question I had. They were not hesitant to answering any</td> </tr> </tbody> </table>				Count	Percent			1	25.00%		Everything was perfect. They were very knowledgeable and answered every question I had. They were not hesitant to answering any
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1	25.00%		Everything was perfect. They were very knowledgeable and answered every question I had. They were not hesitant to answering any								

questions. They referred me to a few day care places off campus in the area. The environment was very friendly, and caring. The place was very clean and well organized complete with friendly faces!

1	25.00%		Gated entrance is not inviting to first time visitors
1	25.00%		Perfect! Same as the first time I came in.
1	25.00%		The gates in the front aren't the most inviting.

4 Respondents

Q341. Was the We-Care survey visible and accessible?

Count	Percent		
3	37.50%		Yes
5	62.50%		No
8	Respondents		