

## Phantom Shopper Program - Spring 2008

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

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

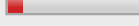
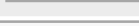
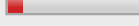
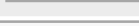
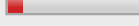
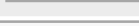
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

Q368. Did you access the Dean of Student Office and Judicial Affairs website?

Count	Percent		
5	83.33%		Yes
1	16.67%		No
0	0.00%		Not applicable
6 Respondents			

Q369. Approximately what date did you access the Dean of Student Office and Judicial Affairs website?


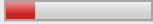
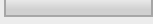
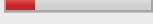
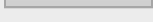
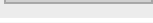
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1	20.00%		4/23/2008																								
1	20.00%		4/9/2008																								
5 Respondents																											

Q370. Approximately what time did you access the Dean of Student Office and Judicial Affairs website?

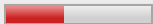
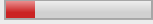
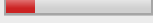
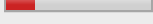
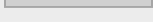
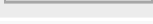
Count	Percent																																										
0	0.00%		Before 8:00am																																								
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>8:00-9:00am</td> </tr> <tr> <td>0</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>1</td> <td>20.00%</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>1</td> <td>20.00%</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> </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	1	20.00%		12:01-1:00pm	0	0.00%		1:01-2:00pm	0	0.00%		2:01-3:00pm	1	20.00%		3:01-4:00 pm	0	0.00%		4:01-5:00pm
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3	60.00%		After 5:00pm
5	Respondents		

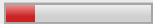
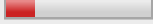
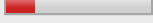
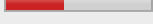
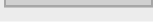
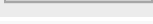
**Q371. Please rate your level of satisfaction with each of the following aspects of the Dean of Student Office and Judicial Affairs website: - Ease of understanding information provided**

Count	Percent		
3	60.00%		Very satisfied
1	20.00%		Somewhat satisfied
0	0.00%		Neutral
1	20.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		


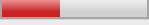
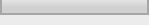
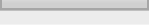
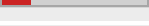
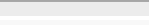
**Q372. Please rate your level of satisfaction with each of the following aspects of the Dean of Student Office and Judicial Affairs website: - Variety of information provided**

Count	Percent		
2	40.00%		Very satisfied
1	20.00%		Somewhat satisfied
1	20.00%		Neutral
1	20.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		


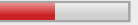
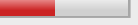
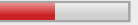
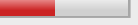
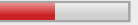
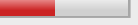
**Q373. Please rate your level of satisfaction with each of the following aspects of the Dean of Student Office and Judicial Affairs website: - Overall web page design**

Count	Percent		
1	20.00%		Very satisfied
1	20.00%		Somewhat satisfied
1	20.00%		Neutral
2	40.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		

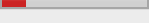
Q374. Please rate your level of satisfaction with each of the following aspects of the Dean of Student Office and Judicial Affairs website: - Overall informativeness of web page

Count	Percent		
2	40.00%		Very satisfied
2	40.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
1	20.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q375. What other information would have been useful?

Count	Percent														
2	100.00%														
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>Needs more pictures on the website to appeal to students.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>There were a couple bad links on this page. Also the information is not up to date. From my phone shop i learned childrens center is no longer part of dean of students, website needs to be updated.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		Needs more pictures on the website to appeal to students.	1	50.00%		There were a couple bad links on this page. Also the information is not up to date. From my phone shop i learned childrens center is no longer part of dean of students, website needs to be updated.
Count	Percent														
1	50.00%		Needs more pictures on the website to appeal to students.												
1	50.00%		There were a couple bad links on this page. Also the information is not up to date. From my phone shop i learned childrens center is no longer part of dean of students, website needs to be updated.												
2 Respondents															

Q376. Did you contact the Dean of Student Office and Judicial Affairs department by telephone?

Count	Percent		
5	83.33%		Yes
1	16.67%		No
6 Respondents			

Q377. Approximately what date did you contact the Dean of Student Office and Judicial Affairs department by phone?

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>04/17/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/24/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/14/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/17/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/21/2008</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		04/17/2008	1	20.00%		04/24/2008	1	20.00%		4/14/2008	1	20.00%		4/17/2008	1	20.00%		4/21/2008
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1	20.00%		4/17/2008																								
1	20.00%		4/21/2008																								
5 Respondents																											

Q378. Approximately what time did you contact the Dean of Student Office and Judicial Affairs department by phone?

Count	Percent		
0	0.00%	<input type="checkbox"/>	Before 8:00am
1	20.00%	<input checked="" type="checkbox"/>	8:00-9:00am
0	0.00%	<input type="checkbox"/>	9:01-10:00am
1	20.00%	<input checked="" type="checkbox"/>	10:01-11:00am
0	0.00%	<input type="checkbox"/>	11:01-12:00pm
0	0.00%	<input type="checkbox"/>	12:01-1:00pm
2	40.00%	<input checked="" type="checkbox"/>	1:01-2:00pm
0	0.00%	<input type="checkbox"/>	2:01-3:00pm
1	20.00%	<input checked="" 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
5 Respondents			

Q379. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Dean of Student Office and Judicial Affairs department: - Ease of obtaining the information you required

Count	Percent		
3	60.00%	<input checked="" type="checkbox"/>	Very satisfied
1	20.00%	<input checked="" type="checkbox"/>	Somewhat satisfied
1	20.00%	<input checked="" 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
5 Respondents			

Q380. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Dean of Student Office and Judicial Affairs department: - Clarity of the information provided

Count	Percent		
2	40.00%		Very satisfied
1	20.00%		Somewhat satisfied
2	40.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q381. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Dean of Student Office and Judicial Affairs department: - Professionalism of the individual who responded to your call

Count	Percent		
2	40.00%		Very satisfied
2	40.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q382. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Dean of Student Office and Judicial Affairs department: - Length of time on hold

Count	Percent		
2	40.00%		Very satisfied
2	40.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q383. Approximately what date did you visit the Dean of Student Office and Judicial Affairs department?

Count	Percent	
6	100.00%	

1	16.67%		04/21/2008
1	16.67%		04/22/2008
2	33.33%		4/14/2008
1	16.67%		4/21/2008
1	16.67%		4/22/2008

6 Respondents

Q384. Approximately what time did you visit the Dean of Student Office and Judicial Affairs department?

Count	Percent		
0	0.00%		Before 8:00am
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
0	0.00%		12:01-1:00pm
1	16.67%		1:01-2:00pm
1	16.67%		2:01-3:00pm
3	50.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm

6 Respondents

Q385. Please indicate if this was your first or second visit to the Dean of Student Office and Judicial Affairs department:

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

2 Respondents

Q386. Please rate the Dean of Student Office and Judicial Affairs department in the following areas: - The physical environment of the department

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

Q387. Please rate the Dean of Student Office and Judicial Affairs department in the following areas: - The quality of the interpersonal contact

Count	Percent		
2	33.33%		Excellent
4	66.67%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q388. Please rate the Dean of Student Office and Judicial Affairs department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
2	33.33%		Excellent
4	66.67%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q389. Please rate the Dean of Student Office and Judicial Affairs department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
1	16.67%		Excellent
4	66.67%		Good
0	0.00%		Average
1	16.67%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q390. Please rate the Dean of Student Office and Judicial Affairs department in the following areas: - The usefulness of the referrals and resources

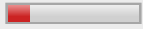
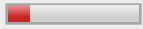
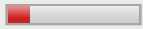
Count	Percent		
3	50.00%		Excellent
1	16.67%		Good
2	33.33%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			


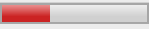
Q391. Please rate the Dean of Student Office and Judicial Affairs department in the following areas: - Overall experience with the Dean of Student Office and Judicial Affairs department

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

Q392. Please share any comments regarding the Dean of Student Office and Judicial Affairs department:

Count	Percent							
4	100.00%							
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>25.00%</td> <td> My second experience with this department was a little different than my first visit.</td> </tr> </tbody> </table>			Count	Percent		1	25.00%	My second experience with this department was a little different than my first visit.
Count	Percent							
1	25.00%	My second experience with this department was a little different than my first visit.						

1	25.00%		No one was at front desk, but an employee came out and helped me almost immediately.
1	25.00%		The girl was very helpful and seemed to know a lot about the department.
1	25.00%		Very knowledgeable, quick on providing information, very friendly atmosphere. Clean and organized.
4 Respondents			

Q393. Was the We-Care survey visible and accessible?			
Count	Percent		
4	66.67%		Yes
2	33.33%		No
6 Respondents			