

Phantom Shopper Program - Spring 2008

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

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


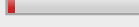
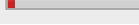
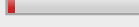
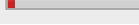
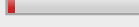
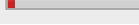
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

Q394. Did you access the Disability Resource Center website?

Count	Percent		
7	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
7 Respondents			

Q395. Approximately what date did you access the Disability Resource 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>04/03/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/25/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>3/31/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>4/08/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>4/1/2008</td> </tr> </tbody> </table>				Count	Percent			2	28.57%		03/26/2008	1	14.29%		04/03/2008	1	14.29%		04/25/2008	1	14.29%		3/31/2008	1	14.29%		4/08/2008	1	14.29%		4/1/2008
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7 Respondents																															

Q396. Approximately what time did you access the Disability Resource Center website?

Count	Percent																																						
0	0.00%		Before 8:00am																																				
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0	0.00%		4:01-5:00pm
5	71.43%		After 5:00pm
7 Respondents			

Q397. Please rate your level of satisfaction with each of the following aspects of the Disability Resource Center website: - Ease of understanding information provided

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			

Q398. Please rate your level of satisfaction with each of the following aspects of the Disability Resource Center website: - Variety of information provided

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			

Q399. Please rate your level of satisfaction with each of the following aspects of the Disability Resource Center website: - Overall web page design

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

Q400. Please rate your level of satisfaction with each of the following aspects of the Disability Resource Center website: - Overall informativeness of web page

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

Q401. What other information would have been useful?

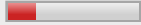
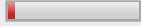
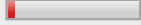
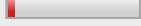
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7 Respondents																																			

Q402. Did you contact the Disability Resource Center by telephone?

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

Q403. Approximately what date did you contact the Disability Resource Center by phone?

Count	Percent														
7	100.00%														
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Count	Percent														
1	14.29%		04/10/2008												
1	14.29%		04/11/2008												

2	28.57%		04/14/2008
1	14.29%		04/25/2008
1	14.29%		4/12/2008
1	14.29%		4/21/2008

7 Respondents

Q404. Approximately what time did you contact the Disability Resource 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
0	0.00%		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
4	57.14%		4:01-5:00pm
0	0.00%		After 5:00pm

7 Respondents

Q405. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Disability Resource Center: - Ease of obtaining the information you required

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

Q406. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Disability Resource Center: - Clarity of the information provided

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			

Q407. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Disability Resource 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			

Q408. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Disability Resource Center: - Length of time on hold

Count	Percent		
6	85.71%		Very satisfied
1	14.29%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q409. Approximately what date did you visit the Disability Resource Center?

Count	Percent	
7	100.00%	
Count	Percent	

2	28.57%		03/27/2008
1	14.29%		04/03/2008
2	28.57%		04/22/2008
1	14.29%		4/22/2008
1	14.29%		4/3/2008


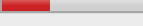
7 Respondents

Q410. Approximately what time did you visit the Disability Resource Center?

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

7 Respondents

Q411. Please indicate if this was your first or second visit to the Disability Resource Center:

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

3 Respondents

Q412. Please rate the Disability Resource Center in the following areas: - The physical environment of the department

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

Q413. Please rate the Disability Resource Center in the following areas: - The quality of the interpersonal contact

Count	Percent		
1	14.29%		Excellent
6	85.71%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q414. Please rate the Disability Resource Center in the following areas: - The pertinent knowledge of the staff

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			

Q415. Please rate the Disability Resource Center in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
4	57.14%		Excellent
1	14.29%		Good
2	28.57%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q416. Please rate the Disability Resource Center in the following areas: - The usefulness of the referrals and resources

Count	Percent		
3	42.86%		Excellent
2	28.57%		Good
0	0.00%		Average
1	14.29%		Below average
0	0.00%		Poor
1	14.29%		Not applicable
7 Respondents			

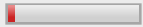
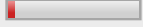
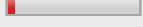
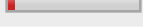
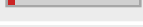
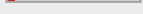
Q417. Please rate the Disability Resource Center in the following areas: - Overall experience with the Disability Resource Center

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

Q418. Please share any comments regarding the Disability Resource Center:



Count	Percent										
7	100.00%										
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Count	Percent										
1	14.29%		clean and well kelp. there was waiting chairs and plenty of mags and fliers to read. all of my question were answered. website referral was								

good but no fliers were given to me. with the few minutes i spent there, i was not able to locate a "We-Care" survey.

1	14.29%		learned about services, friendly staff
1	14.29%		Staffs have adequate knowledge about the center.
1	14.29%		The center was very hard to find.
1	14.29%		The environment and personal contact was not that friendly as I expected.
1	14.29%		The office was hard to find, the office name should be more bigger.
1	14.29%		They were very aproachable and nice. I liked the environment and their friendliness.

7 Respondents

Q419. Was the We-Care survey visible and accessible?

Count	Percent		
3	42.86%		Yes
4	57.14%		No

7 Respondents