


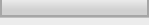
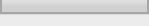
## Phantom Shopper Program - Spring 2008

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

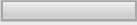
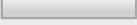
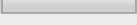
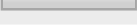
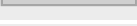

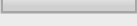
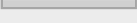
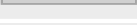
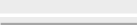
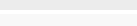
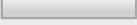
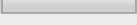
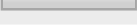
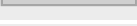

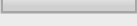
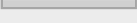
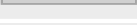
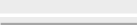
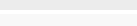
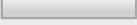
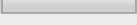
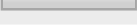
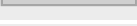

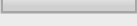
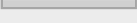
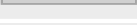
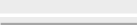
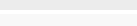
Date Created: 1/24/2008 6:17:43 PM

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

Total Respondents: 68

Q420. Did you access the Enrollment Technology and Resources website?			
Count	Percent		
2	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
2 Respondents			

Q421. Approximately what date did you access the Enrollment Technology and Resources website?											
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>5/14/2008</td> </tr> </tbody> </table>				Count	Percent			1	100.00%		5/14/2008
Count	Percent										
1	100.00%		5/14/2008								
1 Respondents											

Q422. Approximately what time did you access the Enrollment Technology and Resources 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>100.00%</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>0</td> <td>0.00%</td> <td></td> <td>After 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	100.00%		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	0	0.00%		After 5:00pm
Count	Percent																																														
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0	0.00%		10:01-11:00am																																												
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0	0.00%		4:01-5:00pm																																												
0	0.00%		After 5:00pm																																												
1 Respondents																																															

Q423. Please rate your level of satisfaction with each of the following aspects of the Enrollment Technology and Resources website: - Ease of understanding information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	100.00%	<input checked="" 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
1 Respondents			


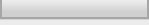

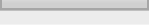
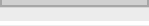
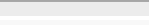
Q424. Please rate your level of satisfaction with each of the following aspects of the Enrollment Technology and Resources website: - Variety of information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
0	0.00%	<input type="checkbox"/>	Somewhat satisfied
1	100.00%	<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
1 Respondents			

Q425. Please rate your level of satisfaction with each of the following aspects of the Enrollment Technology and Resources website: - Overall web page design

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	100.00%	<input checked="" 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
1 Respondents			


Q426. Please rate your level of satisfaction with each of the following aspects of the Enrollment Technology and Resources website: - Overall informativeness of web page

Count	Percent		
0	0.00%		Very satisfied
0	0.00%		Somewhat satisfied
1	100.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
1 Respondents			


Q427. What other information would have been useful?

Count	Percent										
1	100.00%										
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Count	Percent										
1	100.00%		The building information								
1 Respondents											

Q428. Did you contact the Enrollment Technology and Resources department by telephone?

Count	Percent		
1	100.00%		Yes
0	0.00%		No
1 Respondents			

Q429. Approximately what date did you contact the Enrollment Technology and Resources department by phone?

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>5/14/2008</td> </tr> </tbody> </table>				Count	Percent			1	100.00%		5/14/2008
Count	Percent										
1	100.00%		5/14/2008								
1 Respondents											


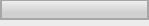
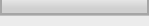
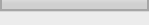
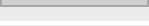
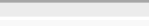
Q430. Approximately what time did you contact the Enrollment Technology and Resources department by phone?

Count	Percent		
0	0.00%	<input type="text"/>	Before 8:00am
0	0.00%	<input type="text"/>	8:00-9:00am
0	0.00%	<input type="text"/>	9:01-10:00am
0	0.00%	<input type="text"/>	10:01-11:00am
0	0.00%	<input type="text"/>	11:01-12:00pm
1	100.00%	<input checked="" type="text"/>	12:01-1:00pm
0	0.00%	<input type="text"/>	1:01-2:00pm
0	0.00%	<input type="text"/>	2:01-3:00pm
0	0.00%	<input type="text"/>	3:01-4:00 pm
0	0.00%	<input type="text"/>	4:01-5:00pm
0	0.00%	<input type="text"/>	After 5:00pm
1 Respondents			


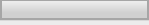
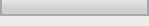
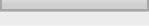
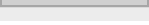
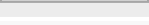
Q431. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Enrollment Technology and Resources department: - Ease of obtaining the information you required

Count	Percent		
1	100.00%	<input checked="" type="text"/>	Very satisfied
0	0.00%	<input type="text"/>	Somewhat satisfied
0	0.00%	<input type="text"/>	Neutral
0	0.00%	<input type="text"/>	Somewhat dissatisfied
0	0.00%	<input type="text"/>	Very dissatisfied
0	0.00%	<input type="text"/>	Not applicable
1 Respondents			


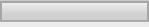
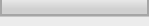
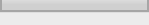
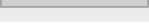
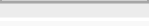
Q432. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Enrollment Technology and Resources department: - Clarity of the information provided

Count	Percent		
1	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
1 Respondents			

Q433. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Enrollment Technology and Resources department: - Professionalism of the individual who responded to your call

Count	Percent		
1	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
1 Respondents			

Q434. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Enrollment Technology and Resources department: - Length of time on hold

Count	Percent		
1	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
1 Respondents			

Q435. Approximately what date did you visit the Enrollment Technology and Resources department?


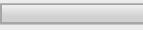
Count	Percent	
1	100.00%	
Count	Percent	

1 Respondents

Q436. Approximately what time did you visit the Enrollment Technology and Resources department?

Count	Percent		
0	0.00%		Before 8:00am
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
0	0.00%		12:01-1:00pm
1	100.00%		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
0	0.00%		After 5:00pm
1 Respondents			

Q437. Please indicate if this was your first or second visit to the Enrollment Technology and Resources department:

Count	Percent		
1	100.00%		First visit
0	0.00%		Second visit
1 Respondents			

Q438. Please rate the Enrollment Technology and Resources department in the following areas: - The physical environment of the department

Count	Percent		
0	0.00%		Excellent
1	100.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
1 Respondents			

Q439. Please rate the Enrollment Technology and Resources department in the following areas: - The quality of the interpersonal contact

Count	Percent		
0	0.00%	<input type="checkbox"/>	Excellent
1	100.00%	<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
1 Respondents			

Q440. Please rate the Enrollment Technology and Resources department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
1	100.00%	<input checked="" type="checkbox"/>	Excellent
0	0.00%	<input 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
1 Respondents			

Q441. Please rate the Enrollment Technology and Resources department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
1	100.00%	<input checked="" type="checkbox"/>	Excellent
0	0.00%	<input 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
1 Respondents			

Q442. Please rate the Enrollment Technology and Resources department in the following areas: - The usefulness of the referrals and resources

Count	Percent		
0	0.00%	<input type="text"/>	Excellent
1	100.00%	<input type="text"/>	Good
0	0.00%	<input type="text"/>	Average
0	0.00%	<input type="text"/>	Below average
0	0.00%	<input type="text"/>	Poor
0	0.00%	<input type="text"/>	Not applicable
1 Respondents			

Q443. Please rate the Enrollment Technology and Resources department in the following areas: - Overall experience with the Enrollment Technology and Resources department

Count	Percent		
0	0.00%	<input type="text"/>	Excellent
1	100.00%	<input type="text"/>	Good
0	0.00%	<input type="text"/>	Average
0	0.00%	<input type="text"/>	Below average
0	0.00%	<input type="text"/>	Poor
0	0.00%	<input type="text"/>	Not applicable
1 Respondents			

Q444. Please share any comments regarding the Enrollment Technology and Resources department:

Count	Percent					
0	0.00%	<input type="text"/>				
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> </tr> </tbody> </table>			Count	Percent	0	0.00%
Count	Percent					
0	0.00%					
0 Respondents						

Q445. Was the We-Care survey visible and accessible?

Count	Percent		
1	100.00%	<input type="text"/>	Yes
0	0.00%	<input type="text"/>	No
1 Respondents			