

Phantom Shopper Program - Spring 2008

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

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


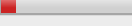
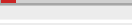
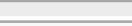
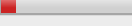
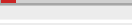
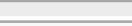
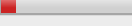
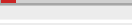
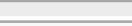
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

Q446. Did you access the National Student Exchange website?

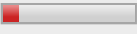
Count	Percent		
5	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
5 Respondents			

Q447. Approximately what date did you access the National Student Exchange website?

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>04/14/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/15/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/19/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/4/2008</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		04/14/2008	1	20.00%		04/15/2008	1	20.00%		04/19/2008	1	20.00%		04/22/2008	1	20.00%		4/4/2008
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1	20.00%		04/15/2008																								
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1	20.00%		4/4/2008																								
5 Respondents																											



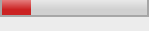
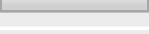

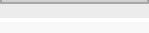
Q448. Approximately what time did you access the National Student Exchange website?

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>1</td> <td>20.00%</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>1</td> <td>20.00%</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>2</td> <td>40.00%</td> <td></td> <td>4:01-5:00pm</td> </tr> </tbody> </table>				Count	Percent			0	0.00%		8:00-9:00am	1	20.00%		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	1	20.00%		2:01-3:00pm	0	0.00%		3:01-4:00 pm	2	40.00%		4:01-5:00pm
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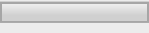
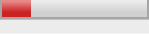
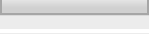
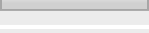
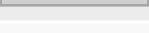
1 20.00%  After 5:00pm

5 Respondents


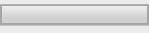
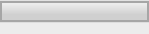
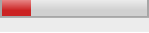
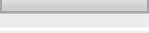
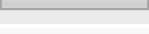
Q449. Please rate your level of satisfaction with each of the following aspects of the National Student Exchange website: - Ease of understanding information provided

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		


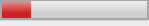
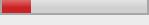
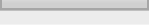
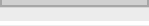
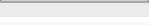
Q450. Please rate your level of satisfaction with each of the following aspects of the National Student Exchange website: - Variety of information provided

Count	Percent		
4	80.00%		Very satisfied
0	0.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		


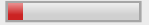
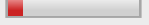
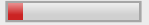
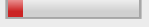
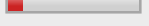
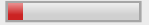
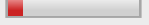
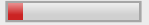
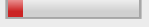
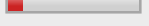
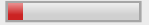
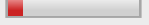
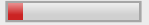
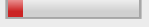
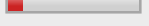
Q451. Please rate your level of satisfaction with each of the following aspects of the National Student Exchange website: - Overall web page design

Count	Percent		
4	80.00%		Very satisfied
0	0.00%		Somewhat satisfied
0	0.00%		Neutral
1	20.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		

Q452. Please rate your level of satisfaction with each of the following aspects of the National Student Exchange website: - Overall informativeness of web page

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

Q453. 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>It was all very informative and I found all the answers to questions I had.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>It would have been more useful to provide more information on where to actually find the offices. It was in the Frequently Asked Questions but I think it could have made it a lot easier if it were also listed in the "Contact Us" page.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>this was actually the bset website visited, everything was formatted and divided in an organized manner.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Where exactly it was located inside the Registrar's office. A list of National Student Exchange Schools.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Where the office is located!</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		It was all very informative and I found all the answers to questions I had.	1	20.00%		It would have been more useful to provide more information on where to actually find the offices. It was in the Frequently Asked Questions but I think it could have made it a lot easier if it were also listed in the "Contact Us" page.	1	20.00%		this was actually the bset website visited, everything was formatted and divided in an organized manner.	1	20.00%		Where exactly it was located inside the Registrar's office. A list of National Student Exchange Schools.	1	20.00%		Where the office is located!
Count	Percent																										
1	20.00%		It was all very informative and I found all the answers to questions I had.																								
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1	20.00%		Where exactly it was located inside the Registrar's office. A list of National Student Exchange Schools.																								
1	20.00%		Where the office is located!																								
5 Respondents																											

Q454. Did you contact the National Student Exchange department by telephone?

Count	Percent		
4	80.00%		Yes
1	20.00%		No
5 Respondents			

Q455. Approximately what date did you contact the National Student Exchange department by phone?

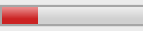
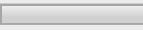
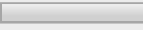
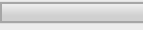
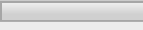
Count	Percent																		
4	100.00%																		
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>04/03/2008</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>04/14/2008</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>04/21/2008</td> </tr> </tbody> </table>				Count	Percent			1	25.00%		04/03/2008	1	25.00%		04/14/2008	1	25.00%		04/21/2008
Count	Percent																		
1	25.00%		04/03/2008																
1	25.00%		04/14/2008																
1	25.00%		04/21/2008																

4 Respondents



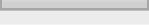
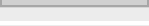
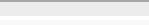
Q456. Approximately what time did you contact the National Student Exchange department by phone?

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	25.00%		1:01-2:00pm
2	50.00%		2:01-3:00pm
0	0.00%		3:01-4:00 pm
1	25.00%		4:01-5:00pm
0	0.00%		After 5:00pm
4 Respondents			



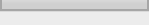
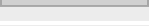
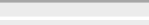
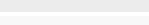
Q457. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the National Student Exchange department: - Ease of obtaining the information you required

Count	Percent		
3	75.00%		Very satisfied
1	25.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
4 Respondents			

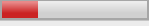
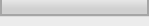
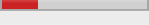
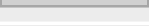

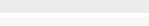
Q458. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the National Student Exchange department: - Clarity of the information provided

Count	Percent		
1	25.00%		Very satisfied
3	75.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
4 Respondents			

Q459. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the National Student Exchange department: - Professionalism of the individual who responded to your call

Count	Percent		
2	50.00%		Very satisfied
2	50.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
4 Respondents			

Q460. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the National Student Exchange department: - Length of time on hold

Count	Percent		
1	25.00%		Very satisfied
0	0.00%		Somewhat satisfied
1	25.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
2	50.00%		Not applicable
4 Respondents			

Q461. Approximately what date did you visit the National Student Exchange department?

Count	Percent	
5	100.00%	
Count	Percent	

1	20.00%		04/03/2008
1	20.00%		04/14/2008
1	20.00%		04/19/2008
1	20.00%		04/22/2008
1	20.00%		4/2/2008

5 Respondents

Q462. Approximately what time did you visit the National Student Exchange 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	20.00%		1:01-2:00pm
1	20.00%		2:01-3:00pm
3	60.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm

5 Respondents

Q463. Please indicate if this was your first or second visit to the National Student Exchange department:

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

0 Respondents

Q464. Please rate the National Student Exchange department in the following areas: - The physical environment of the department

Count	Percent		
1	20.00%		Excellent
2	40.00%		Good
1	20.00%		Average
1	20.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q465. Please rate the National Student Exchange department in the following areas: - The quality of the interpersonal contact

Count	Percent		
2	40.00%		Excellent
3	60.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q466. Please rate the National Student Exchange department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
4	80.00%		Excellent
1	20.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q467. Please rate the National Student Exchange department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
3	60.00%		Excellent
1	20.00%		Good
1	20.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			


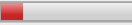
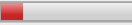
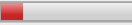
Q468. Please rate the National Student Exchange department in the following areas: - The usefulness of the referrals and resources

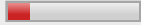
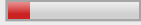
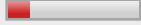
Count	Percent		
3	60.00%		Excellent
2	40.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			


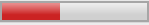
Q469. Please rate the National Student Exchange department in the following areas: - Overall experience with the National Student Exchange department

Count	Percent		
2	40.00%		Excellent
2	40.00%		Good
1	20.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q470. Please share any comments regarding the National Student Exchange 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> I also visited the NSE 4/21/2008 between 10-11am</td> </tr> </tbody> </table>			Count	Percent		1	25.00%	 I also visited the NSE 4/21/2008 between 10-11am
Count	Percent							
1	25.00%	 I also visited the NSE 4/21/2008 between 10-11am						

1	25.00%		It was a bit hard to find and with only one person in charge it seems to really depend on the person being there. It could use a bit more people. When I went again for my second trip, the person in charge, Cindy Chatfield, was on vacation so I could not receive help the second time.
1	25.00%		The location is tricky. I believe only one woman in the Registrar's office "is" the department (and also does other things). This meant she had less time to answer my questions.
1	25.00%		The person who helped me was very informative and was very willing to answer any questions I had. They were very knowledgeable.
4 Respondents			

Q471. Was the We-Care survey visible and accessible?			
Count	Percent		
3	60.00%		Yes
2	40.00%		No
5 Respondents			