

Phantom Shopper Program - Spring 2008

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

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


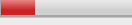
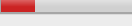
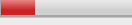
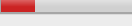
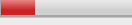
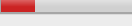
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

Q472. Did you access the Native American Student Center website?

Count	Percent		
4	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
4 Respondents			


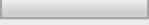
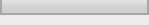
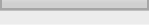
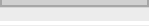
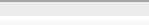
Q473. Approximately what date did you access the Native American Student Center website?

Count	Percent																		
3	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>33.33%</td> <td></td> <td>04/15/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/14/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/7/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/15/2008	1	33.33%		4/14/2008	1	33.33%		4/7/2008
Count	Percent																		
1	33.33%		04/15/2008																
1	33.33%		4/14/2008																
1	33.33%		4/7/2008																
3 Respondents																			


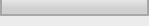
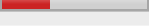
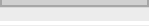
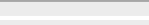
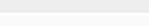
Q474. Approximately what time did you access the Native American Student Center website?

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>1</td> <td>33.33%</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>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>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>2</td> <td>66.67%</td> <td></td> <td>After 5:00pm</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		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	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	2	66.67%		After 5:00pm
Count	Percent																																														
1	33.33%		8:00-9:00am																																												
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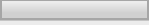
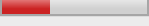
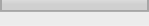
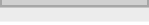
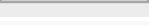
Q475. Please rate your level of satisfaction with each of the following aspects of the Native American Student Center website: - Ease of understanding information provided

Count	Percent		
3	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
3 Respondents			

Q476. Please rate your level of satisfaction with each of the following aspects of the Native American Student Center website: - Variety of information provided

Count	Percent		
2	66.67%		Very satisfied
0	0.00%		Somewhat satisfied
1	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q477. Please rate your level of satisfaction with each of the following aspects of the Native American Student Center website: - Overall web page design

Count	Percent		
2	66.67%		Very satisfied
0	0.00%		Somewhat satisfied
1	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q478. Please rate your level of satisfaction with each of the following aspects of the Native American Student Center website: - Overall informativeness of web page

Count	Percent		
2	66.67%		Very satisfied
1	33.33%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q479. 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 to update latest events(ie Annual Pow Wow and Upcoming Events), wouldn't suggest so much bold print or green font color, needs to tell what they are doing in present time.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>outdated events calendar. I did like the student survey. Nice touch!</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		Needs to update latest events(ie Annual Pow Wow and Upcoming Events), wouldn't suggest so much bold print or green font color, needs to tell what they are doing in present time.	1	50.00%		outdated events calendar. I did like the student survey. Nice touch!
Count	Percent														
1	50.00%		Needs to update latest events(ie Annual Pow Wow and Upcoming Events), wouldn't suggest so much bold print or green font color, needs to tell what they are doing in present time.												
1	50.00%		outdated events calendar. I did like the student survey. Nice touch!												
2 Respondents															

Q480. Did you contact the Native American Student Center by telephone?

Count	Percent		
3	100.00%		Yes
0	0.00%		No
3 Respondents			

Q481. Approximately what date did you contact the Native American Student Center by phone?

Count	Percent																		
3	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>33.33%</td> <td></td> <td>04/18/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/23/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/7/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/18/2008	1	33.33%		4/23/2008	1	33.33%		4/7/2008
Count	Percent																		
1	33.33%		04/18/2008																
1	33.33%		4/23/2008																
1	33.33%		4/7/2008																
3 Respondents																			

Q482. Approximately what time did you contact the Native American Student Center by phone?

Count	Percent		
0	0.00%	<input type="checkbox"/>	Before 8:00am
0	0.00%	<input type="checkbox"/>	8:00-9:00am
1	33.33%	<input checked="" type="checkbox"/>	9:01-10:00am
0	0.00%	<input 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
1	33.33%	<input checked="" type="checkbox"/>	1:01-2:00pm
0	0.00%	<input type="checkbox"/>	2:01-3:00pm
1	33.33%	<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
3 Respondents			


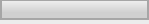
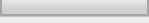
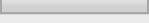
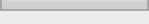
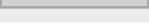
Q483. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Native American Student Center: - Ease of obtaining the information you required

Count	Percent		
3	100.00%	<input checked="" type="checkbox"/>	Very satisfied
0	0.00%	<input 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
3 Respondents			


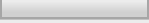
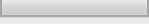
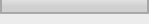
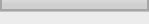
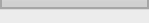
Q484. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Native American Student Center: - Clarity of the information provided

Count	Percent		
2	66.67%	<input checked="" type="checkbox"/>	Very satisfied
1	33.33%	<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
3 Respondents			

Q485. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Native American Student Center: - Professionalism of the individual who responded to your call

Count	Percent		
3	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
3 Respondents			

Q486. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Native American Student Center: - Length of time on hold

Count	Percent		
3	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
3 Respondents			

Q487. Approximately what date did you visit the Native American Student Center?

Count	Percent																		
3	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>33.33%</td> <td></td> <td>04/15/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/16/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/21/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/15/2008	1	33.33%		4/16/2008	1	33.33%		4/21/2008
Count	Percent																		
1	33.33%		04/15/2008																
1	33.33%		4/16/2008																
1	33.33%		4/21/2008																
3 Respondents																			

Q488. Approximately what time did you visit the Native American Student Center?

Count	Percent		
0	0.00%	<input type="checkbox"/>	Before 8:00am
0	0.00%	<input type="checkbox"/>	8:00-9:00am
0	0.00%	<input type="checkbox"/>	9:01-10:00am
1	33.33%	<input checked="" type="checkbox"/>	10:01-11:00am
1	33.33%	<input checked="" type="checkbox"/>	11:01-12:00pm
0	0.00%	<input type="checkbox"/>	12:01-1:00pm
1	33.33%	<input checked="" type="checkbox"/>	1:01-2:00pm
0	0.00%	<input type="checkbox"/>	2:01-3:00pm
0	0.00%	<input 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
3 Respondents			

Q489. Please indicate if this was your first or second visit to the Native American Student Center:

Count	Percent		
0	0.00%	<input type="checkbox"/>	First visit
0	0.00%	<input type="checkbox"/>	Second visit
0 Respondents			

Q490. Please rate the Native American Student Center in the following areas: - The physical environment of the department

Count	Percent		
3	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
3 Respondents			

Q491. Please rate the Native American Student Center in the following areas: - The quality of the interpersonal contact

Count	Percent		
2	66.67%		Excellent
1	33.33%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q492. Please rate the Native American Student Center in the following areas: - The pertinent knowledge of the staff

Count	Percent		
3	100.00%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q493. Please rate the Native American Student Center in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
3	100.00%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			








Q494. Please rate the Native American Student Center in the following areas: - The usefulness of the referrals and resources

Count	Percent		
3	100.00%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q495. Please rate the Native American Student Center in the following areas: - Overall experience with the Native American Student Center

Count	Percent		
3	100.00%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q496. Please share any comments regarding the Native American Student Center:

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>Had to look for the displays.....could be more directly visible.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>The people on the phone and in the center were friendly. The person on the phone went through some of their programs and explained what the programs do which I thought was great. Both people I talked to answered my questions quickly.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		Had to look for the displays.....could be more directly visible.	1	50.00%		The people on the phone and in the center were friendly. The person on the phone went through some of their programs and explained what the programs do which I thought was great. Both people I talked to answered my questions quickly.
Count	Percent														
1	50.00%		Had to look for the displays.....could be more directly visible.												
1	50.00%		The people on the phone and in the center were friendly. The person on the phone went through some of their programs and explained what the programs do which I thought was great. Both people I talked to answered my questions quickly.												
2 Respondents															

Q497. Was the We-Care survey visible and accessible?

Count	Percent		
3	100.00%		Yes
0	0.00%		No
3 Respondents			