

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

Q498. Did you access the Office of Financial Aid website?

Count	Percent		
2	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
2 Respondents			

Q499. Approximately what date did you access the Office of Financial Aid website?

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>4/15/2008</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>4/22/2008</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		4/15/2008	1	50.00%		4/22/2008
Count	Percent														
1	50.00%		4/15/2008												
1	50.00%		4/22/2008												
2 Respondents															

Q500. Approximately what time did you access the Office of Financial Aid 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>50.00%</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>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>1</td> <td>50.00%</td> <td></td> <td>After 5:00pm</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		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	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	1	50.00%		After 5:00pm
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1	50.00%		After 5:00pm																																												
2 Respondents																																															

Q501. Please rate your level of satisfaction with each of the following aspects of the Office of Financial Aid website: - Ease of understanding information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
2	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
2 Respondents			


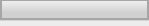
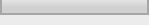
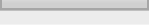
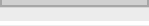
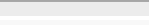
Q502. Please rate your level of satisfaction with each of the following aspects of the Office of Financial Aid website: - Variety of information provided

Count	Percent		
2	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
2 Respondents			


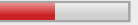
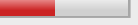
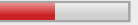
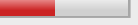
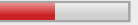
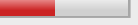
Q503. Please rate your level of satisfaction with each of the following aspects of the Office of Financial Aid website: - Overall web page design

Count	Percent		
1	50.00%	<input checked="" type="checkbox"/>	Very satisfied
1	50.00%	<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
2 Respondents			

Q504. Please rate your level of satisfaction with each of the following aspects of the Office of Financial Aid website: - Overall informativeness of web page

Count	Percent		
2	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
2 Respondents			

Q505. 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>The phone number and location would have been useful on the home page for quick references.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>The website is very full of information and it was helpful, it may be good to simplify the information but overall it was very good.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		The phone number and location would have been useful on the home page for quick references.	1	50.00%		The website is very full of information and it was helpful, it may be good to simplify the information but overall it was very good.
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1	50.00%		The phone number and location would have been useful on the home page for quick references.												
1	50.00%		The website is very full of information and it was helpful, it may be good to simplify the information but overall it was very good.												
2 Respondents															

Q506. Did you contact the Office of Financial Aid by telephone?

Count	Percent		
2	100.00%		Yes
0	0.00%		No
2 Respondents			

Q507. Approximately what date did you contact the Office of Financial Aid by phone?

Count	Percent														
2	100.00%														
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Count	Percent														
1	50.00%		4/18/2008												
1	50.00%		4/25/2008												
2 Respondents															

Q508. Approximately what time did you contact the Office of Financial Aid by phone?

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
0	0.00%	<input type="checkbox"/>	10:01-11:00am
0	0.00%	<input type="checkbox"/>	11:01-12:00pm
2	100.00%	<input checked="" type="checkbox"/>	12:01-1:00pm
0	0.00%	<input 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
2 Respondents			


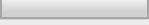
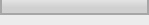
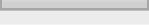
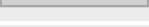
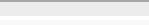
Q509. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Office of Financial Aid: - Ease of obtaining the information you required

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	50.00%	<input checked="" type="checkbox"/>	Somewhat satisfied
1	50.00%	<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
2 Respondents			

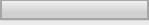
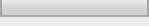

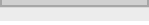
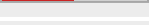
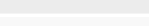
Q510. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Office of Financial Aid: - Clarity of the information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	50.00%	<input checked="" type="checkbox"/>	Somewhat satisfied
1	50.00%	<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
2 Respondents			

Q511. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Office of Financial Aid: - Professionalism of the individual who responded to your call

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

Q512. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Office of Financial Aid: - Length of time on hold

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

Q513. Approximately what date did you visit the Office of Financial Aid?

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>4/24/2008</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>4/25/2008</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		4/24/2008	1	50.00%		4/25/2008
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1	50.00%		4/25/2008												
2 Respondents															

Q514. Approximately what time did you visit the Office of Financial Aid?

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
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
0	0.00%	<input type="checkbox"/>	1:01-2:00pm
1	50.00%	<input checked="" type="checkbox"/>	2:01-3:00pm
1	50.00%	<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
2 Respondents			

Q515. Please indicate if this was your first or second visit to the Office of Financial Aid:

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

Q516. Please rate the Office of Financial Aid in the following areas: - The physical environment of the department

Count	Percent		
2	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
2 Respondents			

Q517. Please rate the Office of Financial Aid in the following areas: - The quality of the interpersonal contact

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

Q518. Please rate the Office of Financial Aid in the following areas: - The pertinent knowledge of the staff

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

Q519. Please rate the Office of Financial Aid in the following areas: - The timeliness in addressing my questions and concerns

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








Q520. Please rate the Office of Financial Aid in the following areas: - The usefulness of the referrals and resources

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


Q521. Please rate the Office of Financial Aid in the following areas: - Overall experience with the Office of Financial Aid

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

Q522. Please share any comments regarding the Office of Financial Aid:

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>I understand it is a popular office to visit and the wait is usually long, but they could at least staff two people during busy times of the day. Having an extra office person work at the front desk temporarily (like when there are more than 5 students waiting) would be helpful as well.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>The office is really clean and though I had to wait for a little bit it was helpful because they have chairs and a sign in sheet so it's fair and I didn't have to stand around.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		I understand it is a popular office to visit and the wait is usually long, but they could at least staff two people during busy times of the day. Having an extra office person work at the front desk temporarily (like when there are more than 5 students waiting) would be helpful as well.	1	50.00%		The office is really clean and though I had to wait for a little bit it was helpful because they have chairs and a sign in sheet so it's fair and I didn't have to stand around.
Count	Percent														
1	50.00%		I understand it is a popular office to visit and the wait is usually long, but they could at least staff two people during busy times of the day. Having an extra office person work at the front desk temporarily (like when there are more than 5 students waiting) would be helpful as well.												
1	50.00%		The office is really clean and though I had to wait for a little bit it was helpful because they have chairs and a sign in sheet so it's fair and I didn't have to stand around.												
2 Respondents															

Q523. Was the We-Care survey visible and accessible?

Count	Percent		
0	0.00%		Yes
2	100.00%		No
2 Respondents			