

Phantom Shopper Program - Spring 2008

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

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

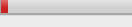
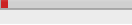
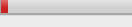
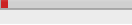
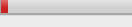
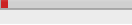
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

Q576. Did you access the Orientation Services website?

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

Q577. Approximately what date did you access the Orientation Services website?

Count	Percent																														
7	100.00%																														
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>28.57%</td> <td></td> <td>03/26/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/16/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/17/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/21/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>4/1/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>4/11/2008</td> </tr> </tbody> </table>				Count	Percent			2	28.57%		03/26/2008	1	14.29%		04/16/2008	1	14.29%		04/17/2008	1	14.29%		04/21/2008	1	14.29%		4/1/2008	1	14.29%		4/11/2008
Count	Percent																														
2	28.57%		03/26/2008																												
1	14.29%		04/16/2008																												
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1	14.29%		04/21/2008																												
1	14.29%		4/1/2008																												
1	14.29%		4/11/2008																												
7 Respondents																															

Q578. Approximately what time did you access the Orientation Services 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>0</td> <td>0.00%</td> <td></td> <td>12:01-1:00pm</td> </tr> <tr> <td>1</td> <td>14.29%</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>1</td> <td>14.29%</td> <td></td> <td>3:01-4:00 pm</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	0	0.00%		12:01-1:00pm	1	14.29%		1:01-2:00pm	0	0.00%		2:01-3:00pm	1	14.29%		3:01-4:00 pm
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0	0.00%		8:00-9:00am																																				
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0	0.00%		2:01-3:00pm																																				
1	14.29%		3:01-4:00 pm																																				

0	0.00%		4:01-5:00pm
5	71.43%		After 5:00pm
7 Respondents			

Q579. Please rate your level of satisfaction with each of the following aspects of the Orientation Services website: - Ease of understanding information provided

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


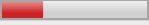
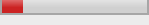
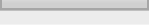
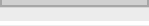
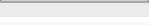
Q580. Please rate your level of satisfaction with each of the following aspects of the Orientation Services website: - Variety of information provided

Count	Percent		
3	42.86%		Very satisfied
3	42.86%		Somewhat satisfied
1	14.29%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			


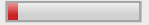
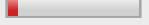
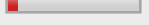
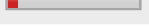
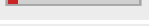

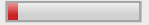
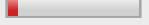
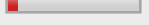
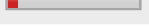
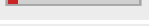

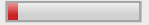
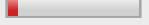
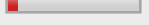
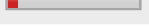
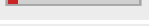

Q581. Please rate your level of satisfaction with each of the following aspects of the Orientation Services website: - Overall web page design

Count	Percent		
4	57.14%		Very satisfied
3	42.86%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			


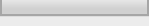
Q582. Please rate your level of satisfaction with each of the following aspects of the Orientation Services website: - Overall informativeness of web page

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

Q583. What other information would have been useful?

Count	Percent																														
6	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>16.67%</td> <td></td> <td>all links worked except &quot;be an orientation leader&quot; and &quot;leader nomination form&quot;;</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>I leard what they will help you before school start.</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>If the student sign up the orientation service, then it will come ask a whole package.</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>needs updating, hyperlinks are very helpful</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>The website is up-to-date and very clear to new users or comers to Cal Poly.</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>there were some links that didnt work, some of the informatio was confusing</td> </tr> </tbody> </table>				Count	Percent			1	16.67%		all links worked except "be an orientation leader" and "leader nomination form";	1	16.67%		I leard what they will help you before school start.	1	16.67%		If the student sign up the orientation service, then it will come ask a whole package.	1	16.67%		needs updating, hyperlinks are very helpful	1	16.67%		The website is up-to-date and very clear to new users or comers to Cal Poly.	1	16.67%		there were some links that didnt work, some of the informatio was confusing
Count	Percent																														
1	16.67%		all links worked except "be an orientation leader" and "leader nomination form";																												
1	16.67%		I leard what they will help you before school start.																												
1	16.67%		If the student sign up the orientation service, then it will come ask a whole package.																												
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1	16.67%		there were some links that didnt work, some of the informatio was confusing																												
6 Respondents																															

Q584. Did you contact the Orientation Services department by telephone?

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

Q585. Approximately what date did you contact the Orientation Services department by phone?

Count	Percent																		
7	100.00%																		
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>3</td> <td>42.86%</td> <td></td> <td>04/14/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/25/2008</td> </tr> </tbody> </table>				Count	Percent			3	42.86%		04/14/2008	1	14.29%		04/22/2008	1	14.29%		04/25/2008
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1	14.29%		04/22/2008																
1	14.29%		04/25/2008																


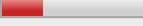
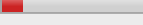
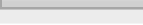
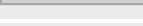
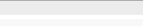
1	14.29%		4/20/2008
1	14.29%		4/21/2008

7 Respondents

Q586. Approximately what time did you contact the Orientation Services department by phone?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
1	14.29%		9:01-10:00am
0	0.00%		10:01-11:00am
0	0.00%		11:01-12:00pm
1	14.29%		12:01-1:00pm
0	0.00%		1:01-2:00pm
2	28.57%		2:01-3:00pm
0	0.00%		3:01-4:00 pm
3	42.86%		4:01-5:00pm
0	0.00%		After 5:00pm
7 Respondents			

Q587. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Orientation Services department: - Ease of obtaining the information you required

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

Q588. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Orientation Services department: - Clarity of the information provided

Count	Percent		
4	57.14%		Very satisfied
3	42.86%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q589. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Orientation Services department: - Professionalism of the individual who responded to your call

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

Q590. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Orientation Services department: - Length of time on hold

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

Q591. Approximately what date did you visit the Orientation Services department?

Count	Percent	
7	100.00%	
Count	Percent	

2	28.57%		03/27/2008
1	14.29%		04/21/2008
2	28.57%		04/22/2008
1	14.29%		4/22/2008
1	14.29%		4/23/2008

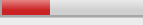

7 Respondents

Q592. Approximately what time did you visit the Orientation Services department?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
2	28.57%		9:01-10:00am
0	0.00%		10:01-11:00am
0	0.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
1	14.29%		1:01-2:00pm
1	14.29%		2:01-3:00pm
3	42.86%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm

7 Respondents

Q593. Please indicate if this was your first or second visit to the Orientation Services department:

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

3 Respondents

Q594. Please rate the Orientation Services department in the following areas: - The physical environment of the department

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

Q595. Please rate the Orientation Services department in the following areas: - The quality of the interpersonal contact

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

Q596. Please rate the Orientation Services department in the following areas: - The pertinent knowledge of the staff

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

Q597. Please rate the Orientation Services department in the following areas: - The timeliness in addressing my questions and concerns

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


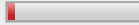
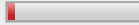
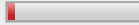
Q598. Please rate the Orientation Services department in the following areas: - The usefulness of the referrals and resources

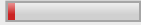
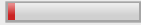
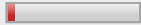
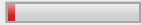

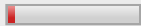
Count	Percent		
2	28.57%		Excellent
2	28.57%		Good
3	42.86%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			



Q599. Please rate the Orientation Services department in the following areas: - Overall experience with the Orientation Services department

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

Q600. Please share any comments regarding the Orientation Services department:

Count	Percent							
7	100.00%							
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>14.29%</td> <td> clean and had handouts available. friendly service. answered all my questions and provided websites.</td> </tr> </tbody> </table>			Count	Percent		1	14.29%	 clean and had handouts available. friendly service. answered all my questions and provided websites.
Count	Percent							
1	14.29%	 clean and had handouts available. friendly service. answered all my questions and provided websites.						

1	14.29%		I think the front desk stuff is still very busy.
1	14.29%		Phone-Lalo was very helpful, friendly and knowledgeable.
1	14.29%		Staffs are very updated with schedules.
1	14.29%		The conversation was a rush and I was offered little assistance.
1	14.29%		The staff is not payingmuch attention to me while i am walking in to the office. They don't have the information paper for me.
1	14.29%		they hassitated answering some questions I had. they were very friendly and polite. the environment was nice.
7 Respondents			

Q601. Was the We-Care survey visible and accessible?			
Count	Percent		
4	57.14%		Yes
3	42.86%		No
7 Respondents			