

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

Q602. Did you access the Parking and Transportation Services website?

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


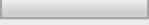
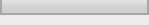
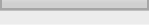
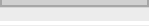
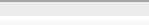
Q603. Approximately what date did you access the Parking and Transportation Services website?

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															


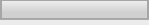
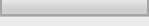
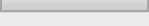
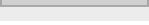
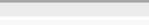
Q604. Approximately what time did you access the Parking and Transportation Services website?

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>1</td> <td>50.00%</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			0	0.00%		8:00-9:00am	1	50.00%		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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2 Respondents																																															


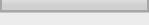
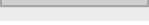
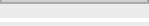
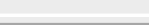
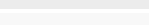
Q605. Please rate your level of satisfaction with each of the following aspects of the Parking and Transportation Services website: - Ease of understanding information provided

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			


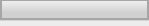
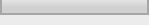
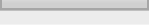
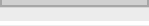
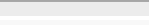
Q606. Please rate your level of satisfaction with each of the following aspects of the Parking and Transportation Services website: - Variety of information provided

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			


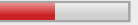
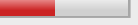
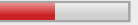
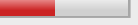
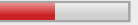
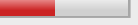
Q607. Please rate your level of satisfaction with each of the following aspects of the Parking and Transportation Services website: - Overall web page design

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			


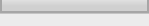
Q608. Please rate your level of satisfaction with each of the following aspects of the Parking and Transportation Services website: - Overall informativeness of web page

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			

Q609. 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>I was very happy with the website, I feel that I could not think of other information I would need to know.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>The website was really great in answering my questions.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		I was very happy with the website, I feel that I could not think of other information I would need to know.	1	50.00%		The website was really great in answering my questions.
Count	Percent														
1	50.00%		I was very happy with the website, I feel that I could not think of other information I would need to know.												
1	50.00%		The website was really great in answering my questions.												
2 Respondents															

Q610. Did you contact the Parking and Transportation Services department by telephone?

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

Q611. Approximately what date did you contact the Parking and Transportation Services department 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															

Q612. Approximately what time did you contact the Parking and Transportation Services department 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
1	50.00%	<input checked="" type="checkbox"/>	12:01-1:00pm
1	50.00%	<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
2 Respondents			


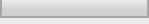
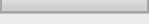
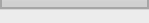
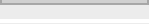
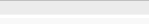
Q613. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Parking and Transportation Services department: - Ease of obtaining the information you required

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			


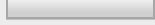
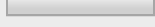
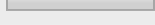
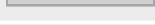
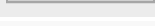
Q614. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Parking and Transportation Services department: - Clarity of the information provided

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			

Q615. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Parking and Transportation Services department: - Professionalism of the individual who responded to your call

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			

Q616. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Parking and Transportation Services department: - Length of time on hold

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			

Q617. Approximately what date did you visit the Parking and Transportation Services department?

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
Count	Percent														
1	50.00%		4/24/2008												
1	50.00%		4/25/2008												
2 Respondents															

Q618. Approximately what time did you visit the Parking and Transportation Services department?

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

Q619. Please indicate if this was your first or second visit to the Parking and Transportation Services department:

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

Q620. Please rate the Parking and Transportation Services department in the following areas: - The physical environment of the department

Count	Percent		
2	100.00%	<input checked="" type="text"/>	Excellent
0	0.00%	<input type="text"/>	Good
0	0.00%	<input type="text"/>	Average
0	0.00%	<input type="text"/>	Below average
0	0.00%	<input type="text"/>	Poor
0	0.00%	<input type="text"/>	Not applicable
2 Respondents			

Q621. Please rate the Parking and Transportation Services department in the following areas: - The quality of the interpersonal contact

Count	Percent		
2	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
2 Respondents			

Q622. Please rate the Parking and Transportation Services department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
2	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
2 Respondents			

Q623. Please rate the Parking and Transportation Services department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
2	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
2 Respondents			

Q624. Please rate the Parking and Transportation Services department in the following areas: - The usefulness of the referrals and resources

Count	Percent		
2	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
2 Respondents			

Q625. Please rate the Parking and Transportation Services department in the following areas: - Overall experience with the Parking and Transportation Services department

Count	Percent		
2	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
2 Respondents			

Q626. Please share any comments regarding the Parking and Transportation Services department:

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 student assistant was extremely helpful and prompt in his response to my (real) questions and concerns. He wrote down all contact information I would need and offered some follow up information as well.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>The student worker in the front was really nice and greeted me right when I walked in.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		The student assistant was extremely helpful and prompt in his response to my (real) questions and concerns. He wrote down all contact information I would need and offered some follow up information as well.	1	50.00%		The student worker in the front was really nice and greeted me right when I walked in.
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2 Respondents															

Q627. Was the We-Care survey visible and accessible?

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