

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

Q628. Did you access the Re-Entry and Women's Resource Center website?

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


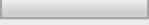
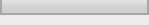
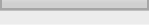
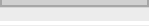
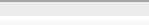
Q629. Approximately what date did you access the Re-Entry and Women's Resource Center website?

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															



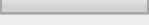
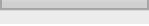
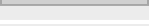
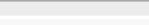
Q630. Approximately what time did you access the Re-Entry and Women's Resource Center website?

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>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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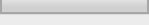
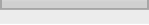
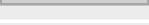
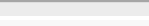
Q631. Please rate your level of satisfaction with each of the following aspects of the Re-Entry and Women's Resource Center website: - Ease of understanding information provided

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			


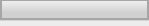
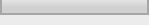
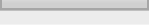
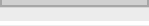
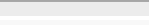
Q632. Please rate your level of satisfaction with each of the following aspects of the Re-Entry and Women's Resource Center website: - Variety of information provided

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








Q633. Please rate your level of satisfaction with each of the following aspects of the Re-Entry and Women's Resource Center website: - Overall web page design

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

Q634. Please rate your level of satisfaction with each of the following aspects of the Re-Entry and Women's Resource Center 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			

Q635. 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>N/A</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>Though I didn't see the we-care survey in person, it was clearly displayed on their website.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		N/A	1	50.00%		Though I didn't see the we-care survey in person, it was clearly displayed on their website.
Count	Percent														
1	50.00%		N/A												
1	50.00%		Though I didn't see the we-care survey in person, it was clearly displayed on their website.												
2 Respondents															

Q636. Did you contact the Re-Entry and Women's Resource Center by telephone?

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

Q637. Approximately what date did you contact the Re-Entry and Women's Resource Center by phone?

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

Q638. Approximately what time did you contact the Re-Entry and Women's Resource Center 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
1	50.00%	<input checked="" type="checkbox"/>	11:01-12:00pm
1	50.00%	<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			


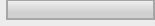
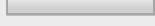
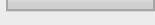
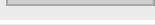
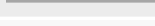
Q639. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Re-Entry and Women's Resource Center: - Ease of obtaining the information you required

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			


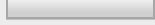
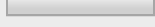
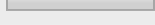
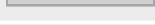
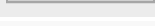
Q640. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Re-Entry and Women's Resource Center: - Clarity of the information provided

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			

Q641. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Re-Entry and Women's Resource Center: - 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			

Q642. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Re-Entry and Women's Resource Center: - 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			

Q643. Approximately what date did you visit the Re-Entry and Women's Resource Center?

Count	Percent														
2	100.00%														
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Count	Percent														
1	50.00%		4/24/2008												
1	50.00%		4/25/2008												
2 Respondents															

Q644. Approximately what time did you visit the Re-Entry and Women's Resource 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
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
0	0.00%	<input type="checkbox"/>	1:01-2:00pm
1	50.00%	<input checked="" 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			

Q645. Please indicate if this was your first or second visit to the Re-Entry and Women's Resource Center:

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

Q646. Please rate the Re-Entry and Women's Resource Center in the following areas: - The physical environment of the department

Count	Percent		
0	0.00%	<input type="checkbox"/>	Excellent
0	0.00%	<input type="checkbox"/>	Good
2	100.00%	<input checked="" 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			

Q647. Please rate the Re-Entry and Women's Resource Center 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			

Q648. Please rate the Re-Entry and Women's Resource Center 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			

Q649. Please rate the Re-Entry and Women's Resource Center in the following areas: - The timeliness in addressing my questions and concerns

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			








Q650. Please rate the Re-Entry and Women's Resource Center 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			

Q651. Please rate the Re-Entry and Women's Resource Center in the following areas: - Overall experience with the Re-Entry and Women's Resource Center

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			

Q652. Please share any comments regarding the Re-Entry and Women's Resource 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>I liked that Jesus Molina (I hope that was his name) got up out of his desk and spoke to me. He was able to explain each flier and service the center offers. He was also very informative and interactive. The office was very warm and friendly, it reminded me of a cluttered house, very comfortable. I could not spot the We-Care survey among all the clutter around, but I would have rated them highly.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>It is really cramped in the re-entry/women's center, and when I walked in it took a longer time to get help but when I did get help the people were really nice and helpful.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		I liked that Jesus Molina (I hope that was his name) got up out of his desk and spoke to me. He was able to explain each flier and service the center offers. He was also very informative and interactive. The office was very warm and friendly, it reminded me of a cluttered house, very comfortable. I could not spot the We-Care survey among all the clutter around, but I would have rated them highly.	1	50.00%		It is really cramped in the re-entry/women's center, and when I walked in it took a longer time to get help but when I did get help the people were really nice and helpful.
Count	Percent														
1	50.00%		I liked that Jesus Molina (I hope that was his name) got up out of his desk and spoke to me. He was able to explain each flier and service the center offers. He was also very informative and interactive. The office was very warm and friendly, it reminded me of a cluttered house, very comfortable. I could not spot the We-Care survey among all the clutter around, but I would have rated them highly.												
1	50.00%		It is really cramped in the re-entry/women's center, and when I walked in it took a longer time to get help but when I did get help the people were really nice and helpful.												
2 Respondents															

Q653. Was the We-Care survey visible and accessible?

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