

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

Q654. Did you access the Registrar's Office website?

Count	Percent		
1	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
1 Respondents			

Q655. Approximately what date did you access the Registrar's Office website?

Count	Percent										
1	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>100.00%</td> <td></td> <td>5/15/2008</td> </tr> </tbody> </table>				Count	Percent			1	100.00%		5/15/2008
Count	Percent										
1	100.00%		5/15/2008								
1 Respondents											

Q656. Approximately what time did you access the Registrar's Office 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>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>100.00%</td> <td></td> <td>After 5:00pm</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	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	100.00%		After 5:00pm
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0	0.00%		4:01-5:00pm																																												
1	100.00%		After 5:00pm																																												
1 Respondents																																															

Q657. Please rate your level of satisfaction with each of the following aspects of the Registrar's Office website: - Ease of understanding information provided

Count	Percent		
1	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
1 Respondents			

Q658. Please rate your level of satisfaction with each of the following aspects of the Registrar's Office website: - Variety of information provided

Count	Percent		
1	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
1 Respondents			

Q659. Please rate your level of satisfaction with each of the following aspects of the Registrar's Office website: - Overall web page design

Count	Percent		
1	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
1 Respondents			

Q660. Please rate your level of satisfaction with each of the following aspects of the Registrar's Office website: - Overall informativeness of web page

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

Q661. What other information would have been useful?

Count	Percent										
1	100.00%	<input checked="" type="checkbox"/>									
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>100.00%</td> <td><input checked="" type="checkbox"/></td> <td>The building</td> </tr> </tbody> </table>				Count	Percent			1	100.00%	<input checked="" type="checkbox"/>	The building
Count	Percent										
1	100.00%	<input checked="" type="checkbox"/>	The building								
1 Respondents											

Q662. Did you contact the Registrar's Office by telephone?

Count	Percent		
1	100.00%	<input checked="" type="checkbox"/>	Yes
0	0.00%	<input type="checkbox"/>	No
1 Respondents			

Q663. Approximately what date did you contact the Registrar's Office by phone?

Count	Percent										
1	100.00%	<input checked="" type="checkbox"/>									
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>100.00%</td> <td><input checked="" type="checkbox"/></td> <td>5/15/2008</td> </tr> </tbody> </table>				Count	Percent			1	100.00%	<input checked="" type="checkbox"/>	5/15/2008
Count	Percent										
1	100.00%	<input checked="" type="checkbox"/>	5/15/2008								
1 Respondents											

Q664. Approximately what time did you contact the Registrar's Office 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
1	100.00%	<input checked="" 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
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
1 Respondents			


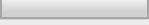
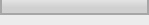
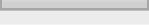
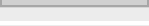
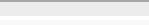
Q665. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Registrar's Office: - Ease of obtaining the information you required

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

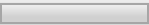

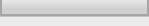
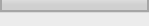
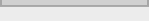
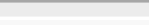
Q666. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Registrar's Office: - Clarity of the information provided

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

Q667. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Registrar's Office: - Professionalism of the individual who responded to your call

Count	Percent		
1	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
1 Respondents			

Q668. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Registrar's Office: - Length of time on hold

Count	Percent		
0	0.00%		Very satisfied
1	100.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
1 Respondents			

Q669. Approximately what date did you visit the Registrar's Office?

Count	Percent										
1	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>100.00%</td> <td></td> <td>5/15/2008</td> </tr> </tbody> </table>				Count	Percent			1	100.00%		5/15/2008
Count	Percent										
1	100.00%		5/15/2008								
1 Respondents											

Q670. Approximately what time did you visit the Registrar's Office?

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	100.00%	<input checked="" 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
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
1 Respondents			

Q671. Please indicate if this was your first or second visit to the Registrar's Office:

Count	Percent		
1	100.00%	<input checked="" type="checkbox"/>	First visit
0	0.00%	<input type="checkbox"/>	Second visit
1 Respondents			

Q672. Please rate the Registrar's Office in the following areas: - The physical environment of the department

Count	Percent		
1	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
1 Respondents			

Q673. Please rate the Registrar's Office in the following areas: - The quality of the interpersonal contact

Count	Percent		
1	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
1 Respondents			

Q674. Please rate the Registrar's Office in the following areas: - The pertinent knowledge of the staff

Count	Percent		
0	0.00%		Excellent
1	100.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
1 Respondents			

Q675. Please rate the Registrar's Office in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
0	0.00%		Excellent
1	100.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
1 Respondents			

Q676. Please rate the Registrar's Office in the following areas: - The usefulness of the referrals and resources

Count	Percent		
1	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
1 Respondents			

Q677. Please rate the Registrar's Office in the following areas: - Overall experience with the Registrar's Office

Count	Percent		
0	0.00%		Excellent
1	100.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
1 Respondents			

Q678. Please share any comments regarding the Registrar's Office:

Count	Percent										
1	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>100.00%</td> <td></td> <td>While some staff is knowledgeable and quick to help, others were not as knowledgeable</td> </tr> </tbody> </table>				Count	Percent			1	100.00%		While some staff is knowledgeable and quick to help, others were not as knowledgeable
Count	Percent										
1	100.00%		While some staff is knowledgeable and quick to help, others were not as knowledgeable								
1 Respondents											

Q679. Was the We-Care survey visible and accessible?

Count	Percent		
0	0.00%		Yes
1	100.00%		No
1 Respondents			