


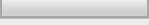
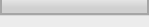
# Phantom Shopper Program - Spring 2008


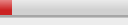
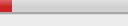
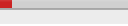
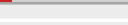
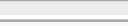
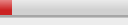
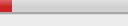
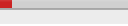
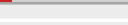
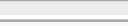
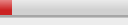
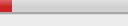
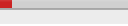
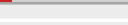
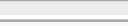
Description: Evaluation of Department Offices within Division of Student Affairs.

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

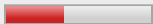

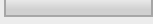
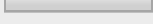
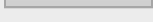
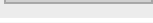
Q706. Did you access the Stop Violence Office website?			
Count	Percent		
5	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
5 Respondents			

Q707. Approximately what date did you access the Stop Violence Office website?																											
Count	Percent																										
5	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>20.00%</td> <td></td> <td>04/14/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/18/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/17/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/23/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/24/2008</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		04/14/2008	1	20.00%		04/18/2008	1	20.00%		4/17/2008	1	20.00%		4/23/2008	1	20.00%		4/24/2008
Count	Percent																										
1	20.00%		04/14/2008																								
1	20.00%		04/18/2008																								
1	20.00%		4/17/2008																								
1	20.00%		4/23/2008																								
1	20.00%		4/24/2008																								
5 Respondents																											


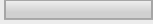
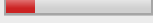
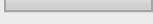
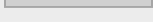
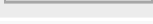
Q708. Approximately what time did you access the Stop Violence Office website?																																											
Count	Percent																																										
0	0.00%		Before 8:00am																																								
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <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>1</td> <td>20.00%</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>1</td> <td>20.00%</td> <td></td> <td>3:01-4:00 pm</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4:01-5:00pm</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	1	20.00%		12:01-1:00pm	0	0.00%		1:01-2:00pm	0	0.00%		2:01-3:00pm	1	20.00%		3:01-4:00 pm	1	20.00%		4:01-5:00pm
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																																								
1	20.00%		12:01-1:00pm																																								
0	0.00%		1:01-2:00pm																																								
0	0.00%		2:01-3:00pm																																								
1	20.00%		3:01-4:00 pm																																								
1	20.00%		4:01-5:00pm																																								

2	40.00%		After 5:00pm
5	Respondents		

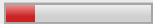

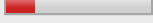
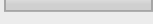
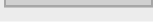
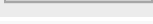
**Q709. Please rate your level of satisfaction with each of the following aspects of the Stop Violence Office website: - Ease of understanding information provided**

Count	Percent		
2	40.00%		Very satisfied
3	60.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		



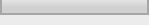
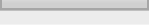
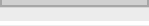
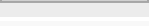
**Q710. Please rate your level of satisfaction with each of the following aspects of the Stop Violence Office website: - Variety of information provided**

Count	Percent		
4	80.00%		Very satisfied
0	0.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		


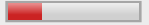
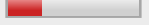
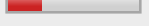
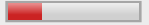
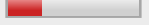
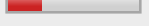
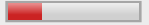
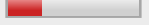
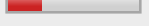
**Q711. Please rate your level of satisfaction with each of the following aspects of the Stop Violence Office website: - Overall web page design**

Count	Percent		
1	20.00%		Very satisfied
3	60.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		

Q712. Please rate your level of satisfaction with each of the following aspects of the Stop Violence Office website: - Overall informativeness of web page

Count	Percent		
1	20.00%		Very satisfied
4	80.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q713. What other information would have been useful?

Count	Percent																		
3	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>33.33%</td> <td></td> <td>(2) more resources on web about community referrals etc.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>I find no information that is missing.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>The next available Self Defense classes.</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		(2) more resources on web about community referrals etc.	1	33.33%		I find no information that is missing.	1	33.33%		The next available Self Defense classes.
Count	Percent																		
1	33.33%		(2) more resources on web about community referrals etc.																
1	33.33%		I find no information that is missing.																
1	33.33%		The next available Self Defense classes.																
3 Respondents																			

Q714. Did you contact the Stop Violence Office by telephone?

Count	Percent		
5	100.00%		Yes
0	0.00%		No
5 Respondents			

Q715. Approximately what date did you contact the Stop Violence Office by phone?

Count	Percent																										
5	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>20.00%</td> <td></td> <td>04/14/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/15/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/17/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/23/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/25/2008</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		04/14/2008	1	20.00%		4/15/2008	1	20.00%		4/17/2008	1	20.00%		4/23/2008	1	20.00%		4/25/2008
Count	Percent																										
1	20.00%		04/14/2008																								
1	20.00%		4/15/2008																								
1	20.00%		4/17/2008																								
1	20.00%		4/23/2008																								
1	20.00%		4/25/2008																								
5 Respondents																											

Q716. Approximately what time did you contact the Stop Violence 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
0	0.00%	<input type="checkbox"/>	10:01-11:00am
1	20.00%	<input checked="" type="checkbox"/>	11:01-12:00pm
2	40.00%	<input checked="" type="checkbox"/>	12:01-1:00pm
1	20.00%	<input checked="" type="checkbox"/>	1:01-2:00pm
0	0.00%	<input type="checkbox"/>	2:01-3:00pm
1	20.00%	<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
5 Respondents			


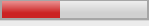
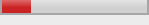
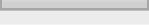
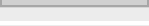
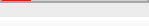
Q717. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Stop Violence Office: - Ease of obtaining the information you required

Count	Percent		
1	20.00%	<input checked="" type="checkbox"/>	Very satisfied
2	40.00%	<input checked="" type="checkbox"/>	Somewhat satisfied
0	0.00%	<input type="checkbox"/>	Neutral
1	20.00%	<input checked="" type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
1	20.00%	<input checked="" type="checkbox"/>	Not applicable
5 Respondents			

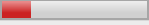
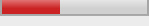
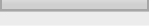
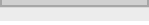

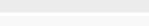
Q718. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Stop Violence Office: - Clarity of the information provided

Count	Percent		
1	20.00%	<input checked="" type="checkbox"/>	Very satisfied
1	20.00%	<input checked="" type="checkbox"/>	Somewhat satisfied
1	20.00%	<input checked="" type="checkbox"/>	Neutral
1	20.00%	<input checked="" type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
1	20.00%	<input checked="" type="checkbox"/>	Not applicable
5 Respondents			

Q719. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Stop Violence Office: - Professionalism of the individual who responded to your call

Count	Percent		
1	20.00%		Very satisfied
2	40.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
1	20.00%		Not applicable
5 Respondents			

Q720. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Stop Violence Office: - Length of time on hold

Count	Percent		
1	20.00%		Very satisfied
2	40.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
2	40.00%		Not applicable
5 Respondents			

Q721. Approximately what date did you visit the Stop Violence Office department?

Count	Percent																										
5	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>20.00%</td> <td></td> <td>4/10/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/15/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/16/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/21/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/25/2008</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		4/10/2008	1	20.00%		4/15/2008	1	20.00%		4/16/2008	1	20.00%		4/21/2008	1	20.00%		4/25/2008
Count	Percent																										
1	20.00%		4/10/2008																								
1	20.00%		4/15/2008																								
1	20.00%		4/16/2008																								
1	20.00%		4/21/2008																								
1	20.00%		4/25/2008																								
5 Respondents																											

Q722. Approximately what time did you visit the Stop Violence Office department?

Count	Percent		
0	0.00%	<input type="checkbox"/>	Before 8:00am
0	0.00%	<input type="checkbox"/>	8:00-9:00am
1	20.00%	<input checked="" type="checkbox"/>	9:01-10:00am
1	20.00%	<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
1	20.00%	<input checked="" type="checkbox"/>	1:01-2:00pm
1	20.00%	<input checked="" type="checkbox"/>	2:01-3:00pm
1	20.00%	<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
5 Respondents			

Q723. Please indicate if this was your first or second visit to the Stop Violence Office:

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

Q724. Please rate the Stop Violence Office in the following areas: - The physical environment of the department

Count	Percent		
1	20.00%	<input checked="" type="checkbox"/>	Excellent
2	40.00%	<input checked="" type="checkbox"/>	Good
2	40.00%	<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
5 Respondents			

Q725. Please rate the Stop Violence Office in the following areas: - The quality of the interpersonal contact

Count	Percent		
4	80.00%		Excellent
0	0.00%		Good
1	20.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q726. Please rate the Stop Violence Office in the following areas: - The pertinent knowledge of the staff

Count	Percent		
2	40.00%		Excellent
3	60.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q727. Please rate the Stop Violence Office in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
4	80.00%		Excellent
1	20.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			


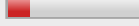
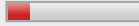
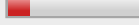
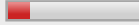
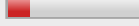
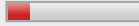
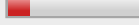
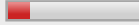
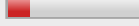
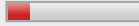
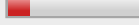
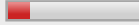
Q728. Please rate the Stop Violence Office in the following areas: - The usefulness of the referrals and resources

Count	Percent		
3	60.00%		Excellent
2	40.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

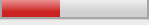
Q729. Please rate the Stop Violence Office in the following areas: - Overall experience with the Stop Violence Office

Count	Percent		
3	60.00%		Excellent
1	20.00%		Good
1	20.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q730. Please share any comments regarding the Stop Violence Office:

Count	Percent																
4	100.00%																
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>25.00%</td> <td> (5) use of referrals/resources: Need more information on community resources; centers that offer services for various ethnic groups. This diversity of material could also allow other students to take back to their families or communities that perhaps do not speak English.</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td> The office is a little cramped and dark, more lighting might help. When I went in, I was asked too many questions before I was helped. I asked for a printout of the Annual Report and I was asked my name, why I was there, how did I find the office, etc. in an aggressive manner. This is very inappropriate since those who will use the office in the future should be welcomed, not pounded with questions first.</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td> The office was quite small but the person who helped me was very friendly, professional, and knowledgeable. One comment I have to make is there's too many brochures therefore they should figure a way to present it.</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td> They were very kind and had adequate information to answer all my questions as well as resources to hand out. They were happy and eager to help.</td> </tr> </tbody> </table>			Count	Percent		1	25.00%	 (5) use of referrals/resources: Need more information on community resources; centers that offer services for various ethnic groups. This diversity of material could also allow other students to take back to their families or communities that perhaps do not speak English.	1	25.00%	 The office is a little cramped and dark, more lighting might help. When I went in, I was asked too many questions before I was helped. I asked for a printout of the Annual Report and I was asked my name, why I was there, how did I find the office, etc. in an aggressive manner. This is very inappropriate since those who will use the office in the future should be welcomed, not pounded with questions first.	1	25.00%	 The office was quite small but the person who helped me was very friendly, professional, and knowledgeable. One comment I have to make is there's too many brochures therefore they should figure a way to present it.	1	25.00%	 They were very kind and had adequate information to answer all my questions as well as resources to hand out. They were happy and eager to help.
Count	Percent																
1	25.00%	 (5) use of referrals/resources: Need more information on community resources; centers that offer services for various ethnic groups. This diversity of material could also allow other students to take back to their families or communities that perhaps do not speak English.															
1	25.00%	 The office is a little cramped and dark, more lighting might help. When I went in, I was asked too many questions before I was helped. I asked for a printout of the Annual Report and I was asked my name, why I was there, how did I find the office, etc. in an aggressive manner. This is very inappropriate since those who will use the office in the future should be welcomed, not pounded with questions first.															
1	25.00%	 The office was quite small but the person who helped me was very friendly, professional, and knowledgeable. One comment I have to make is there's too many brochures therefore they should figure a way to present it.															
1	25.00%	 They were very kind and had adequate information to answer all my questions as well as resources to hand out. They were happy and eager to help.															
4 Respondents																	

Q731. Was the We-Care survey visible and accessible?

Count	Percent		
3	60.00%		Yes
2	40.00%		No
5	Respondents		