

# 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

| Q732. Did you access the Student Administration System Support Services website? |         |                      |                |
|--|---------|----------------------|----------------|
| Count  | Percent |                      |                |
| 0  | 0.00%   | <input type="text"/> | Yes            |
| 0  | 0.00%   | <input type="text"/> | No             |
| 0  | 0.00%   | <input type="text"/> | Not applicable |
| 0 Respondents  |         |                      |                |

| Q733. Approximately what date did you access the Student Administration System Support Services website?  |         |                      |  |       |         |  |  |   |       |                      |  |
|---|---------|----------------------|--|-------|---------|--|--|---|-------|----------------------|--|
| Count   | Percent |                      |  |       |         |  |  |   |       |                      |  |
| 0   | 0.00%   | <input type="text"/> |  |       |         |  |  |   |       |                      |  |
| <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><input type="text"/></td> <td></td> </tr> </tbody> </table> |         |                      |  | Count | Percent |  |  | 0 | 0.00% | <input type="text"/> |  |
| Count   | Percent |                      |  |       |         |  |  |   |       |                      |  |
| 0   | 0.00%   | <input type="text"/> |  |       |         |  |  |   |       |                      |  |
| 0 Respondents   |         |                      |  |       |         |  |  |   |       |                      |  |

| Q734. Approximately what time did you access the Student Administration System Support Services website?   |         |                      |               |       |         |  |  |   |       |                      |             |   |       |                      |              |   |       |                      |               |   |       |                      |               |   |       |                      |              |   |       |                      |             |   |       |                      |             |   |       |                      |              |   |       |                      |             |   |       |                      |              |
|--|---------|----------------------|---------------|-------|---------|--|--|---|-------|----------------------|-------------|---|-------|----------------------|--------------|---|-------|----------------------|---------------|---|-------|----------------------|---------------|---|-------|----------------------|--------------|---|-------|----------------------|-------------|---|-------|----------------------|-------------|---|-------|----------------------|--------------|---|-------|----------------------|-------------|---|-------|----------------------|--------------|
| Count  | Percent |                      |               |       |         |  |  |   |       |                      |             |   |       |                      |              |   |       |                      |               |   |       |                      |               |   |       |                      |              |   |       |                      |             |   |       |                      |             |   |       |                      |              |   |       |                      |             |   |       |                      |              |
| 0  | 0.00%   | <input type="text"/> | Before 8:00am |       |         |  |  |   |       |                      |             |   |       |                      |              |   |       |                      |               |   |       |                      |               |   |       |                      |              |   |       |                      |             |   |       |                      |             |   |       |                      |              |   |       |                      |             |   |       |                      |              |
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| Count  | Percent |                      |               |       |         |  |  |   |       |                      |             |   |       |                      |              |   |       |                      |               |   |       |                      |               |   |       |                      |              |   |       |                      |             |   |       |                      |             |   |       |                      |              |   |       |                      |             |   |       |                      |              |
| 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   |       |         |  |  |   |       |                      |             |   |       |                      |              |   |       |                      |               |   |       |                      |               |   |       |                      |              |   |       |                      |             |   |       |                      |             |   |       |                      |              |   |       |                      |             |   |       |                      |              |
| 0  | 0.00%   | <input 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  |       |         |  |  |   |       |                      |             |   |       |                      |              |   |       |                      |               |   |       |                      |               |   |       |                      |              |   |       |                      |             |   |       |                      |             |   |       |                      |              |   |       |                      |             |   |       |                      |              |
| 0 Respondents  |         |                      |               |       |         |  |  |   |       |                      |             |   |       |                      |              |   |       |                      |               |   |       |                      |               |   |       |                      |              |   |       |                      |             |   |       |                      |             |   |       |                      |              |   |       |                      |             |   |       |                      |              |

Q735. Please rate your level of satisfaction with each of the following aspects of the Student Administration System Support Services website: - Ease of understanding information provided

| Count | Percent     |                      |                       |
|-------|-------------|----------------------|-----------------------|
| 0     | 0.00%       | <input type="text"/> | Very satisfied        |
| 0     | 0.00%       | <input type="text"/> | Somewhat satisfied    |
| 0     | 0.00%       | <input type="text"/> | Neutral               |
| 0     | 0.00%       | <input type="text"/> | Somewhat dissatisfied |
| 0     | 0.00%       | <input type="text"/> | Very dissatisfied     |
| 0     | 0.00%       | <input type="text"/> | Not applicable        |
| 0     | Respondents |                      |                       |

Q736. Please rate your level of satisfaction with each of the following aspects of the Student Administration System Support Services website: - Variety of information provided

| Count | Percent     |                      |                       |
|-------|-------------|----------------------|-----------------------|
| 0     | 0.00%       | <input type="text"/> | Very satisfied        |
| 0     | 0.00%       | <input type="text"/> | Somewhat satisfied    |
| 0     | 0.00%       | <input type="text"/> | Neutral               |
| 0     | 0.00%       | <input type="text"/> | Somewhat dissatisfied |
| 0     | 0.00%       | <input type="text"/> | Very dissatisfied     |
| 0     | 0.00%       | <input type="text"/> | Not applicable        |
| 0     | Respondents |                      |                       |

Q737. Please rate your level of satisfaction with each of the following aspects of the Student Administration System Support Services website: - Overall web page design

| Count | Percent     |                      |                       |
|-------|-------------|----------------------|-----------------------|
| 0     | 0.00%       | <input type="text"/> | Very satisfied        |
| 0     | 0.00%       | <input type="text"/> | Somewhat satisfied    |
| 0     | 0.00%       | <input type="text"/> | Neutral               |
| 0     | 0.00%       | <input type="text"/> | Somewhat dissatisfied |
| 0     | 0.00%       | <input type="text"/> | Very dissatisfied     |
| 0     | 0.00%       | <input type="text"/> | Not applicable        |
| 0     | Respondents |                      |                       |

Q738. Please rate your level of satisfaction with each of the following aspects of the Student Administration System Support Services website: - Overall informativeness of web page

| Count         | Percent |                      |                       |
|---------------|---------|----------------------|-----------------------|
| 0             | 0.00%   | <input type="text"/> | Very satisfied        |
| 0             | 0.00%   | <input type="text"/> | Somewhat satisfied    |
| 0             | 0.00%   | <input type="text"/> | Neutral               |
| 0             | 0.00%   | <input type="text"/> | Somewhat dissatisfied |
| 0             | 0.00%   | <input type="text"/> | Very dissatisfied     |
| 0             | 0.00%   | <input type="text"/> | Not applicable        |
| 0 Respondents |         |                      |                       |

Q739. What other information would have been useful?

| Count  | Percent |                      |       |         |               |  |
|--|---------|----------------------|-------|---------|---------------|--|
| 0  | 0.00%   | <input type="text"/> |       |         |               |  |
| <table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td colspan="2">0 Respondents</td> </tr> </tbody> </table> |         |                      | Count | Percent | 0 Respondents |  |
| Count  | Percent |                      |       |         |               |  |
| 0 Respondents  |         |                      |       |         |               |  |

Q740. Did you contact the Student Administration System Support Services department by telephone?

| Count         | Percent |                      |     |
|---------------|---------|----------------------|-----|
| 0             | 0.00%   | <input type="text"/> | Yes |
| 0             | 0.00%   | <input type="text"/> | No  |
| 0 Respondents |         |                      |     |

Q741. Approximately what date did you contact the Student Administration System Support Services department by phone?

| Count  | Percent |                      |       |         |               |  |
|--|---------|----------------------|-------|---------|---------------|--|
| 0  | 0.00%   | <input type="text"/> |       |         |               |  |
| <table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td colspan="2">0 Respondents</td> </tr> </tbody> </table> |         |                      | Count | Percent | 0 Respondents |  |
| Count  | Percent |                      |       |         |               |  |
| 0 Respondents  |         |                      |       |         |               |  |

Q742. Approximately what time did you contact the Student Administration System Support Services department by phone?

| 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   |
| 0     | 0.00%       | <input 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  |
| 0     | Respondents |                      |               |

Q743. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Administration System Support Services: - Ease of obtaining the information you required

| Count | Percent     |                      |                       |
|-------|-------------|----------------------|-----------------------|
| 0     | 0.00%       | <input type="text"/> | Very satisfied        |
| 0     | 0.00%       | <input type="text"/> | Somewhat satisfied    |
| 0     | 0.00%       | <input type="text"/> | Neutral               |
| 0     | 0.00%       | <input type="text"/> | Somewhat dissatisfied |
| 0     | 0.00%       | <input type="text"/> | Very dissatisfied     |
| 0     | 0.00%       | <input type="text"/> | Not applicable        |
| 0     | Respondents |                      |                       |

Q744. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Administration System Support Services: - Clarity of the information provided

| Count | Percent     |                      |                       |
|-------|-------------|----------------------|-----------------------|
| 0     | 0.00%       | <input type="text"/> | Very satisfied        |
| 0     | 0.00%       | <input type="text"/> | Somewhat satisfied    |
| 0     | 0.00%       | <input type="text"/> | Neutral               |
| 0     | 0.00%       | <input type="text"/> | Somewhat dissatisfied |
| 0     | 0.00%       | <input type="text"/> | Very dissatisfied     |
| 0     | 0.00%       | <input type="text"/> | Not applicable        |
| 0     | Respondents |                      |                       |

Q745. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Administration System Support Services: - Professionalism of the individual who responded to your call

| Count         | Percent |                      |                       |
|---------------|---------|----------------------|-----------------------|
| 0             | 0.00%   | <input type="text"/> | Very satisfied        |
| 0             | 0.00%   | <input type="text"/> | Somewhat satisfied    |
| 0             | 0.00%   | <input type="text"/> | Neutral               |
| 0             | 0.00%   | <input type="text"/> | Somewhat dissatisfied |
| 0             | 0.00%   | <input type="text"/> | Very dissatisfied     |
| 0             | 0.00%   | <input type="text"/> | Not applicable        |
| 0 Respondents |         |                      |                       |

Q746. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Administration System Support Services: - Length of time on hold

| Count         | Percent |                      |                       |
|---------------|---------|----------------------|-----------------------|
| 0             | 0.00%   | <input type="text"/> | Very satisfied        |
| 0             | 0.00%   | <input type="text"/> | Somewhat satisfied    |
| 0             | 0.00%   | <input type="text"/> | Neutral               |
| 0             | 0.00%   | <input type="text"/> | Somewhat dissatisfied |
| 0             | 0.00%   | <input type="text"/> | Very dissatisfied     |
| 0             | 0.00%   | <input type="text"/> | Not applicable        |
| 0 Respondents |         |                      |                       |

Q747. Approximately what date did you visit the Student Administration System Support Services department?

| Count   | Percent |                      |       |         |
|---|---------|----------------------|-------|---------|
| 0   | 0.00%   | <input type="text"/> |       |         |
| <table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> </tr> </thead> </table> |         |                      | Count | Percent |
| Count   | Percent |                      |       |         |
| 0 Respondents   |         |                      |       |         |

Q748. Approximately what time did you visit the Student Administration System Support 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   |
| 0     | 0.00%       | <input 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  |
| 0     | Respondents |                      |               |

Q749. Please indicate if this was your first or second visit to the Student Administration System Support Services:

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

Q750. Please rate the Student Administration System Support Services in the following areas: - The physical environment of the department

| Count | Percent     |                      |                |
|-------|-------------|----------------------|----------------|
| 0     | 0.00%       | <input 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 |
| 0     | Respondents |                      |                |

Q751. Please rate the Student Administration System Support Services in the following areas: - The quality of the interpersonal contact

| Count | Percent     |                      |                |
|-------|-------------|----------------------|----------------|
| 0     | 0.00%       | <input 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 |
| 0     | Respondents |                      |                |

Q752. Please rate the Student Administration System Support Services in the following areas: - The pertinent knowledge of the staff

| Count | Percent     |                      |                |
|-------|-------------|----------------------|----------------|
| 0     | 0.00%       | <input 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 |
| 0     | Respondents |                      |                |

Q753. Please rate the Student Administration System Support Services in the following areas: - The timeliness in addressing my questions and concerns

| Count | Percent     |                      |                |
|-------|-------------|----------------------|----------------|
| 0     | 0.00%       | <input 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 |
| 0     | Respondents |                      |                |

**Q754. Please rate the Student Administration System Support Services in the following areas: - The usefulness of the referrals and resources**

| Count         | Percent |                      |                |
|---------------|---------|----------------------|----------------|
| 0             | 0.00%   | <input 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 |
| 0 Respondents |         |                      |                |

**Q755. Please rate the Student Administration System Support Services in the following areas: - Overall experience with the Student Administration System Support Services department**

| Count         | Percent |                      |                |
|---------------|---------|----------------------|----------------|
| 0             | 0.00%   | <input 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 |
| 0 Respondents |         |                      |                |

**Q756. Please share any comments regarding the Student Administration System Support Services:**

| Count   | Percent |                      |       |         |   |       |
|---|---------|----------------------|-------|---------|---|-------|
| 0   | 0.00%   | <input type="text"/> |       |         |   |       |
| <table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> </tr> </tbody> </table> |         |                      | Count | Percent | 0 | 0.00% |
| Count   | Percent |                      |       |         |   |       |
| 0   | 0.00%   |                      |       |         |   |       |
| 0 Respondents   |         |                      |       |         |   |       |

**Q757. Was the We-Care survey visible and accessible?**

| Count         | Percent |                      |     |
|---------------|---------|----------------------|-----|
| 0             | 0.00%   | <input type="text"/> | Yes |
| 0             | 0.00%   | <input type="text"/> | No  |
| 0 Respondents |         |                      |     |