

Phantom Shopper Program - Spring 2008

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

Date Created: 1/24/2008 6:17:43 PM

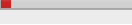
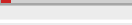
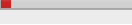
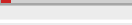
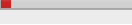
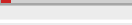
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

Q758. Did you access the Student Affairs Information and Technology Services website?

Count	Percent		
6	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
6 Respondents			

Q759. Approximately what date did you access the Student Affairs Information and Technology Services website?

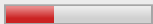
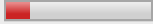

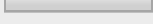
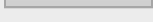
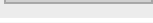
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6	100.00%																										
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1	16.67%		5/14/2008																								
6 Respondents																											

Q760. Approximately what time did you access the Student Affairs Information and Technology Services website?

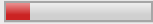
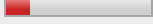

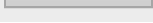
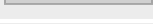
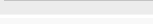
Count	Percent																																										
0	0.00%		Before 8:00am																																								
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>8:00-9:00am</td> </tr> <tr> <td>0</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>1</td> <td>16.67%</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>1</td> <td>16.67%</td> <td></td> <td>1:01-2:00pm</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>2:01-3:00pm</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>3:01-4:00 pm</td> </tr> <tr> <td>1</td> <td>16.67%</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	1	16.67%		11:01-12:00pm	0	0.00%		12:01-1:00pm	1	16.67%		1:01-2:00pm	1	16.67%		2:01-3:00pm	1	16.67%		3:01-4:00 pm	1	16.67%		4:01-5:00pm
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1	16.67%		After 5:00pm
6	Respondents		

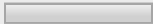

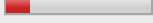
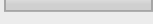
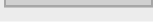
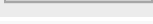
Q761. Please rate your level of satisfaction with each of the following aspects of the Student Affairs Information and Technology Services website: - Ease of understanding information provided

Count	Percent		
2	33.33%		Very satisfied
1	16.67%		Somewhat satisfied
3	50.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6	Respondents		



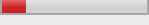
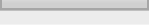
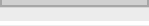
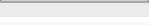
Q762. Please rate your level of satisfaction with each of the following aspects of the Student Affairs Information and Technology Services website: - Variety of information provided

Count	Percent		
1	16.67%		Very satisfied
1	16.67%		Somewhat satisfied
4	66.67%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6	Respondents		


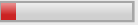
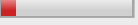
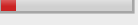
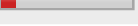
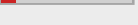
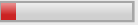
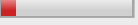
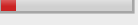
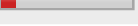
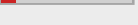
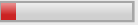
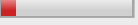
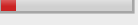
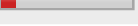
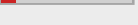
Q763. Please rate your level of satisfaction with each of the following aspects of the Student Affairs Information and Technology Services website: - Overall web page design

Count	Percent		
0	0.00%		Very satisfied
5	83.33%		Somewhat satisfied
1	16.67%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6	Respondents		


Q764. Please rate your level of satisfaction with each of the following aspects of the Student Affairs Information and Technology Services website: - Overall informativeness of web page

Count	Percent		
0	0.00%		Very satisfied
5	83.33%		Somewhat satisfied
1	16.67%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q765. What other information would have been useful?

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>More technical information for the students.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>More Tips, and frequently asked questions would have been useful, as the ones posted are typically the least common errors.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Should do a better job of explaining the purpose of the office to a website visitor.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>The building</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>There website is not intended for student use, nor is their office set-up for student access. In addition, they just moved into the Police Building, so it definitely is not prepared yet for us. This is not a good department to evaluate fairly.</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		More technical information for the students.	1	20.00%		More Tips, and frequently asked questions would have been useful, as the ones posted are typically the least common errors.	1	20.00%		Should do a better job of explaining the purpose of the office to a website visitor.	1	20.00%		The building	1	20.00%		There website is not intended for student use, nor is their office set-up for student access. In addition, they just moved into the Police Building, so it definitely is not prepared yet for us. This is not a good department to evaluate fairly.
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5 Respondents																											

Q766. Did you contact the Student Affairs Information and Technology Services department by telephone?

Count	Percent		
6	100.00%		Yes
0	0.00%		No
6 Respondents			

Q767. Approximately what date did you contact the Student Affairs Information and Technology Services department by phone?

Count	Percent																		
6	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>16.67%</td> <td></td> <td>04/17/2008</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>04/23/2008</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>4/14/2008</td> </tr> </tbody> </table>				Count	Percent			1	16.67%		04/17/2008	1	16.67%		04/23/2008	1	16.67%		4/14/2008
Count	Percent																		
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1	16.67%		04/23/2008																
1	16.67%		4/14/2008																

1	16.67%		4/15/2008
1	16.67%		4/25/2008
1	16.67%		5/15/2008

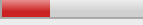

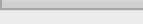
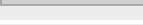
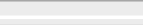
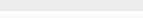
6 Respondents

Q768. Approximately what time did you contact the Student Affairs Information and Technology Services department by phone?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
0	0.00%		9:01-10:00am
0	0.00%		10:01-11:00am
2	33.33%		11:01-12:00pm
1	16.67%		12:01-1:00pm
1	16.67%		1:01-2:00pm
2	33.33%		2:01-3:00pm
0	0.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm



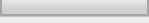
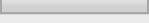
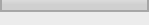
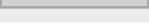
6 Respondents

Q769. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Affairs Information and Technology Services department: - Ease of obtaining the information you required


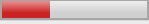
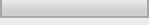
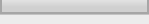
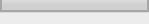
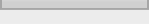
Count	Percent		
2	33.33%		Very satisfied
4	66.67%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable

6 Respondents


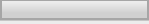
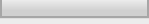
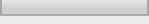
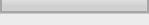
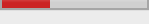
Q770. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Affairs Information and Technology Services department: - Clarity of the information provided

Count	Percent		
3	50.00%		Very satisfied
3	50.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q771. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Affairs Information and Technology Services department: - Professionalism of the individual who responded to your call

Count	Percent		
4	66.67%		Very satisfied
2	33.33%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			

Q772. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Affairs Information and Technology Services department: - Length of time on hold

Count	Percent		
4	66.67%		Very satisfied
0	0.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
2	33.33%		Not applicable
6 Respondents			

Q773. Approximately what date did you visit the Student Affairs Information and Technology Services department?

Count	Percent	
6	100.00%	

Count	Percent		
1	16.67%		04/10/2008
2	33.33%		4/16/2008
1	16.67%		4/21/2008
1	16.67%		4/25/2008
1	16.67%		5/15/2008
6 Respondents			

Q774. Approximately what time did you visit the Student Affairs Information and Technology Services department?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
2	33.33%		9:01-10:00am
0	0.00%		10:01-11:00am
1	16.67%		11:01-12:00pm
1	16.67%		12:01-1:00pm
2	33.33%		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
0	0.00%		After 5:00pm
6 Respondents			

Q775. Please indicate if this was your first or second visit to the Student Affairs Information and Technology Services department:

Count	Percent		
1	50.00%		First visit
1	50.00%		Second visit
2 Respondents			

Q776. Please rate the Student Affairs Information and Technology Services department in the following areas: - The physical environment of the department

Count	Percent		
1	16.67%		Excellent
3	50.00%		Good
1	16.67%		Average
1	16.67%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q777. Please rate the Student Affairs Information and Technology Services department in the following areas: - The quality of the interpersonal contact

Count	Percent		
1	16.67%		Excellent
5	83.33%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q778. Please rate the Student Affairs Information and Technology Services department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
4	66.67%		Excellent
0	0.00%		Good
2	33.33%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q779. Please rate the Student Affairs Information and Technology Services department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
4	66.67%		Excellent
1	16.67%		Good
1	16.67%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q780. Please rate the Student Affairs Information and Technology Services department in the following areas: - The usefulness of the referrals and resources

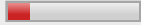
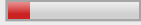
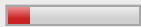
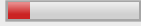
Count	Percent		
3	50.00%		Excellent
1	16.67%		Good
1	16.67%		Average
0	0.00%		Below average
0	0.00%		Poor
1	16.67%		Not applicable
6 Respondents			

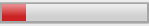

Q781. Please rate the Student Affairs Information and Technology Services department in the following areas: - Overall experience with the Student Affairs Information and Technology Services department

Count	Percent		
3	50.00%		Excellent
2	33.33%		Good
1	16.67%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
6 Respondents			

Q782. Please share any comments regarding the Student Affairs Information and Technology Services department:

Count	Percent	
4	100.00%	
Count	Percent	

1	25.00%		Because this department does not really interact with Students much, it was difficult to "shop" truthfully. I had to be overly creative with my requests, which is probably a fair reason as to why they were not prepared to answer my questions.
1	25.00%		Make the front office a little more guests friendly
1	25.00%		The location of the office is out of the way for most students, but since the location of the office cannot probably be changed a better job must be done to direct students to the office. I had trouble finding the office, maybe a large sign outside the building might help students. When I inquired about a job there, Mr. Morningstar came out to speak with me, which I thought was very professional. The staff and the website must do a better job in explaining the purpose of the office and also the difference between them and IT in Building 1.
1	25.00%		They were very kind and understanding. Were able to clearly answer my questions with a smile.
4 Respondents			

Q783. Was the We-Care survey visible and accessible?			
Count	Percent		
1	16.67%		Yes
5	83.33%		No
6 Respondents			