

## Phantom Shopper Program - Spring 2008

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

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


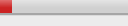
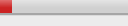
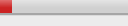
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

### Q784. Did you access the Student Health Services website?

Count	Percent		
5	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
5 Respondents			

### Q785. Approximately what date did you access the Student Health Services website?


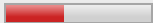
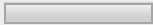
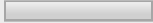
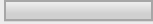
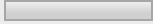
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1	20.00%		4/24/2008																								
5 Respondents																											

### Q786. Approximately what time did you access the Student Health Services website?



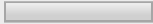
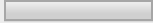
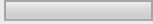
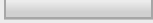
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2	40.00%		After 5:00pm
5 Respondents			



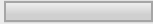
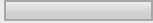
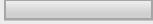
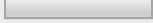
**Q787. Please rate your level of satisfaction with each of the following aspects of the Student Health Services website: - Ease of understanding information provided**

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


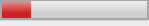
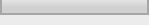
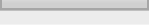
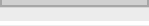
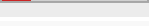
**Q788. Please rate your level of satisfaction with each of the following aspects of the Student Health Services website: - Variety of information provided**

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


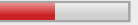
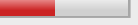
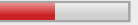
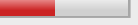
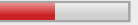
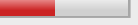
**Q789. Please rate your level of satisfaction with each of the following aspects of the Student Health Services website: - Overall web page design**

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


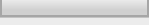
Q790. Please rate your level of satisfaction with each of the following aspects of the Student Health Services website: - Overall informativeness of web page

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

Q791. What other information would have been useful?

Count	Percent														
2	100.00%														
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>I found no information that was missing from the website.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>The additional fee that's pertain to certain care or lab works.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		I found no information that was missing from the website.	1	50.00%		The additional fee that's pertain to certain care or lab works.
Count	Percent														
1	50.00%		I found no information that was missing from the website.												
1	50.00%		The additional fee that's pertain to certain care or lab works.												
2 Respondents															

Q792. Did you contact the Student Health Services department by telephone?

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

Q793. Approximately what date did you contact the Student Health Services department 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>04/16/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/14/2008</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>4/23/2008</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%		04/16/2008	1	20.00%		4/14/2008	1	20.00%		4/16/2008	1	20.00%		4/23/2008	1	20.00%		4/24/2008
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1	20.00%		4/23/2008																								
1	20.00%		4/24/2008																								
5 Respondents																											

Q794. Approximately what time did you contact the Student Health Services department 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
0	0.00%	<input type="checkbox"/>	11:01-12:00pm
0	0.00%	<input type="checkbox"/>	12:01-1:00pm
1	20.00%	<input type="checkbox"/>	1:01-2:00pm
3	60.00%	<input type="checkbox"/>	2:01-3:00pm
0	0.00%	<input type="checkbox"/>	3:01-4:00 pm
1	20.00%	<input type="checkbox"/>	4:01-5:00pm
0	0.00%	<input type="checkbox"/>	After 5:00pm
5 Respondents			


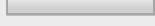
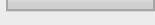
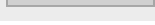
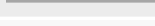
Q795. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Health Services department: - Ease of obtaining the information you required

Count	Percent		
4	80.00%	<input type="checkbox"/>	Very satisfied
1	20.00%	<input type="checkbox"/>	Somewhat satisfied
0	0.00%	<input type="checkbox"/>	Neutral
0	0.00%	<input type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
0	0.00%	<input type="checkbox"/>	Not applicable
5 Respondents			

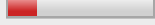
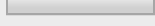
Q796. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Health Services department: - Clarity of the information provided

Count	Percent		
4	80.00%	<input type="checkbox"/>	Very satisfied
0	0.00%	<input type="checkbox"/>	Somewhat satisfied
1	20.00%	<input type="checkbox"/>	Neutral
0	0.00%	<input type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
0	0.00%	<input type="checkbox"/>	Not applicable
5 Respondents			

Q797. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Health Services department: - Professionalism of the individual who responded to your call

Count	Percent		
5	100.00%		Very satisfied
0	0.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q798. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Health Services department: - Length of time on hold

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

Q799. Approximately what date did you visit the Student Health Services department?

Count	Percent																										
5	100.00%																										
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1	20.00%		4/22/2008																								
1	20.00%		4/24/2008																								
5 Respondents																											

Q800. Approximately what time did you visit the Student Health Services department?

Count	Percent		
0	0.00%	<input type="checkbox"/>	Before 8:00am
0	0.00%	<input type="checkbox"/>	8:00-9:00am
2	40.00%	<input checked="" 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
0	0.00%	<input type="checkbox"/>	12:01-1:00pm
0	0.00%	<input type="checkbox"/>	1:01-2:00pm
2	40.00%	<input checked="" type="checkbox"/>	2:01-3:00pm
0	0.00%	<input type="checkbox"/>	3:01-4:00 pm
0	0.00%	<input type="checkbox"/>	4:01-5:00pm
0	0.00%	<input type="checkbox"/>	After 5:00pm
5 Respondents			

Q801. Please indicate if this was your first or second visit to the Student Health Services department:

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

Q802. Please rate the Student Health Services department in the following areas: - The physical environment of the department

Count	Percent		
5	100.00%	<input checked="" type="checkbox"/>	Excellent
0	0.00%	<input type="checkbox"/>	Good
0	0.00%	<input type="checkbox"/>	Average
0	0.00%	<input type="checkbox"/>	Below average
0	0.00%	<input type="checkbox"/>	Poor
0	0.00%	<input type="checkbox"/>	Not applicable
5 Respondents			

**Q803. Please rate the Student Health Services department in the following areas: - The quality of the interpersonal contact**

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			

**Q804. Please rate the Student Health Services department in the following areas: - The pertinent knowledge of the staff**

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			

**Q805. Please rate the Student Health Services department in the following areas: - The timeliness in addressing my questions and concerns**

Count	Percent		
5	100.00%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			


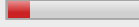
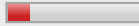
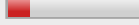
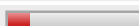
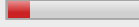
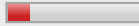
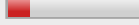
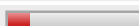
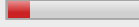
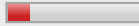
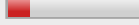
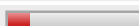
**Q806. Please rate the Student Health Services department in the following areas: - The usefulness of the referrals and resources**

Count	Percent		
2	40.00%		Excellent
2	40.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
1	20.00%		Not applicable
5 Respondents			


**Q807. Please rate the Student Health Services department in the following areas: - Overall experience with the Student Health Services department**

Count	Percent		
5	100.00%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

**Q808. Please share any comments regarding the Student Health Services department:**

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> Although the Student Health Center provides a great variety of services, there are many that it does not provide. It would be helpful to provide more information about the feasibility of access to services to other centers.</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td> I like the direct way they'd answer my questions.</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td> The outside and the inside of the office is well maintained. The staff is friendly and willing to help. Not understaffed. If I may make a suggestion, I think it would be better if one of the receptionists was a 'runner.' That is to say, that he/she was near the entrance to direct and check-in patients as they come in.</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td> They were very attentive and willing to help find the best schedule for appointments. It was a good experience and felt as though i was well served.</td> </tr> </tbody> </table>			Count	Percent		1	25.00%	 Although the Student Health Center provides a great variety of services, there are many that it does not provide. It would be helpful to provide more information about the feasibility of access to services to other centers.	1	25.00%	 I like the direct way they'd answer my questions.	1	25.00%	 The outside and the inside of the office is well maintained. The staff is friendly and willing to help. Not understaffed. If I may make a suggestion, I think it would be better if one of the receptionists was a 'runner.' That is to say, that he/she was near the entrance to direct and check-in patients as they come in.	1	25.00%	 They were very attentive and willing to help find the best schedule for appointments. It was a good experience and felt as though i was well served.
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4 Respondents																	

Q809. Was the We-Care survey visible and accessible?

Count	Percent		
4	80.00%		Yes
1	20.00%		No
5 Respondents			