


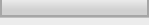
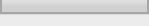
Phantom Shopper Program - Spring 2008


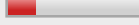
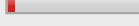
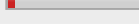
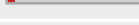

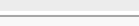
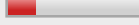
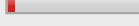
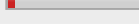
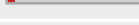

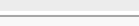
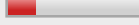
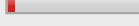
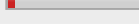
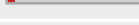

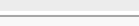
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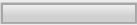
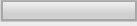
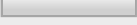
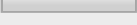
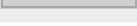
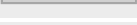
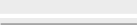
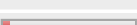

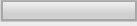
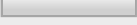
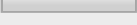
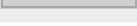
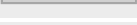
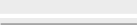
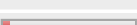

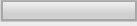
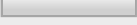
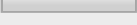
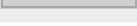
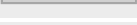
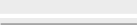
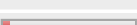

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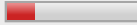
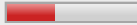
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Total Respondents: 68

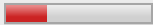

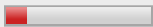
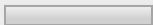
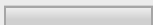

Q836. Did you access The Pride Center website?			
Count	Percent		
7	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
7 Respondents			

Q837. Approximately what date did you access The Pride Center website?																															
Count	Percent																														
7	100.00%																														
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>28.57%</td> <td></td> <td>03/26/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/17/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/18/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>4/03/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>4/1/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>4/22/2008</td> </tr> </tbody> </table>				Count	Percent			2	28.57%		03/26/2008	1	14.29%		04/17/2008	1	14.29%		04/18/2008	1	14.29%		4/03/2008	1	14.29%		4/1/2008	1	14.29%		4/22/2008
Count	Percent																														
2	28.57%		03/26/2008																												
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1	14.29%		4/22/2008																												
7 Respondents																															



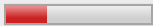
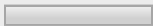
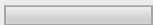
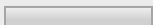
Q838. Approximately what time did you access The Pride Center website?																																							
Count	Percent																																						
0	0.00%		Before 8:00am																																				
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>8:00-9:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>9:01-10:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>10:01-11:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>11:01-12:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>12:01-1:00pm</td> </tr> <tr> <td>1</td> <td>14.29%</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>14.29%</td> <td></td> <td>3:01-4:00 pm</td> </tr> </tbody> </table>				Count	Percent			0	0.00%		8:00-9:00am	0	0.00%		9:01-10:00am	0	0.00%		10:01-11:00am	0	0.00%		11:01-12:00pm	0	0.00%		12:01-1:00pm	1	14.29%		1:01-2:00pm	0	0.00%		2:01-3:00pm	1	14.29%		3:01-4:00 pm
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0	0.00%		8:00-9:00am																																				
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0	0.00%		2:01-3:00pm																																				
1	14.29%		3:01-4:00 pm																																				

2	28.57%		4:01-5:00pm
3	42.86%		After 5:00pm
7 Respondents			



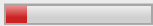
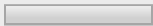

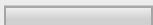
Q839. Please rate your level of satisfaction with each of the following aspects of The Pride Center website: - Ease of understanding information provided

Count	Percent		
2	28.57%		Very satisfied
4	57.14%		Somewhat satisfied
1	14.29%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q840. Please rate your level of satisfaction with each of the following aspects of The Pride Center website: - Variety of information provided

Count	Percent		
3	42.86%		Very satisfied
2	28.57%		Somewhat satisfied
2	28.57%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q841. Please rate your level of satisfaction with each of the following aspects of The Pride Center website: - Overall web page design

Count	Percent		
3	42.86%		Very satisfied
3	42.86%		Somewhat satisfied
1	14.29%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q842. Please rate your level of satisfaction with each of the following aspects of The Pride Center website: - Overall informativeness of web page

Count	Percent		
3	42.86%		Very satisfied
3	42.86%		Somewhat satisfied
1	14.29%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q843. What other information would have been useful?

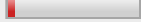
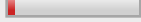
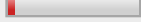
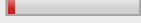
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7 Respondents																																			

Q844. Did you contact The Pride Center by telephone?

Count	Percent		
7	100.00%		Yes
0	0.00%		No
7 Respondents			

Q845. Approximately what date did you contact The Pride Center by phone?

Count	Percent														
7	100.00%														
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>28.57%</td> <td></td> <td>04/14/2008</td> </tr> <tr> <td>1</td> <td>14.29%</td> <td></td> <td>04/22/2008</td> </tr> </tbody> </table>				Count	Percent			2	28.57%		04/14/2008	1	14.29%		04/22/2008
Count	Percent														
2	28.57%		04/14/2008												
1	14.29%		04/22/2008												

1	14.29%		04/25/2008
1	14.29%		4/19/2008
1	14.29%		4/20/2008
1	14.29%		4/21/2008
7 Respondents			

Q846. Approximately what time did you contact The Pride Center by phone?			
Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
2	28.57%		9:01-10:00am
0	0.00%		10:01-11:00am
0	0.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
0	0.00%		1:01-2:00pm
0	0.00%		2:01-3:00pm
1	14.29%		3:01-4:00 pm
4	57.14%		4:01-5:00pm
0	0.00%		After 5:00pm
7 Respondents			

Q847. Please rate your level of satisfaction with the following aspects regarding your phone conversation with The Pride Center: - Ease of obtaining the information you required			
Count	Percent		
4	57.14%		Very satisfied
2	28.57%		Somewhat satisfied
1	14.29%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q848. Please rate your level of satisfaction with the following aspects regarding your phone conversation with The Pride Center: - Clarity of the information provided

Count	Percent		
4	57.14%		Very satisfied
2	28.57%		Somewhat satisfied
1	14.29%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q849. Please rate your level of satisfaction with the following aspects regarding your phone conversation with The Pride Center: - Professionalism of the individual who responded to your call

Count	Percent		
5	71.43%		Very satisfied
2	28.57%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q850. Please rate your level of satisfaction with the following aspects regarding your phone conversation with The Pride Center: - Length of time on hold

Count	Percent		
5	71.43%		Very satisfied
2	28.57%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
7 Respondents			

Q851. Approximately what date did you visit The Pride Center?

Count	Percent										
7	100.00%										
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>28.57%</td> <td></td> <td>03/27/2008</td> </tr> </tbody> </table>				Count	Percent			2	28.57%		03/27/2008
Count	Percent										
2	28.57%		03/27/2008								

1	14.29%		04/03/2008
1	14.29%		04/22/2008
3	42.86%		4/22/2008


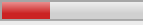
7 Respondents

Q852. Approximately what time did you visit The Pride Center?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
2	28.57%		9:01-10:00am
1	14.29%		10:01-11:00am
0	0.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
1	14.29%		1:01-2:00pm
0	0.00%		2:01-3:00pm
3	42.86%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm

7 Respondents

Q853. Please indicate if this was your first or second visit to The Pride Center:

Count	Percent		
2	66.67%		First visit
1	33.33%		Second visit

3 Respondents

Q854. Please rate The Pride Center in the following areas: - The physical environment of the department

Count	Percent		
4	57.14%		Excellent
3	42.86%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable

7 Respondents

Q855. Please rate The Pride Center in the following areas: - The quality of the interpersonal contact

Count	Percent		
4	57.14%		Excellent
2	28.57%		Good
1	14.29%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q856. Please rate The Pride Center in the following areas: - The pertinent knowledge of the staff

Count	Percent		
6	85.71%		Excellent
1	14.29%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q857. Please rate The Pride Center in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
4	57.14%		Excellent
3	42.86%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			


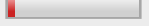
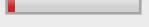
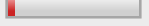
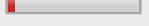
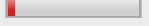
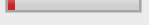
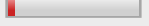
Q858. Please rate The Pride Center in the following areas: - The usefulness of the referrals and resources

Count	Percent		
3	42.86%		Excellent
3	42.86%		Good
1	14.29%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			


Q859. Please rate The Pride Center in the following areas: - Overall experience with The Pride Center

Count	Percent		
5	71.43%		Excellent
2	28.57%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
7 Respondents			

Q860. Please share any comments regarding The Pride Center:

Count	Percent	
7	100.00%	
Count	Percent	
1	14.29%	 Actully i very like this Center, because both time when i went to the center. They are all nice and welcome.
1	14.29%	 clean but fairly cluttered. there was a lot of stuff and a lot going on in such a small area. two people came to assists me with my questions. they seemed to have most events memorized and named them off for me with dates and times. i was given an informative flier which had their website on it. i was happy with my overall experience.
1	14.29%	 I felt important as an individual and was well taken care of.
1	14.29%	 Staffs are very friendly and concerning.
1	14.29%	 The staff that i meet is was very nice.
1	14.29%	 they were very approachable and nice. they were helpful but i wish they would have given me more information about the pride center since i dont know much
1	14.29%	 very friendly and well rounded knowledge of other deparments too
7 Respondents		

Q861. Was the We-Care survey visible and accessible?

Count	Percent		
5	71.43%		Yes
2	28.57%		No
7	Respondents		