


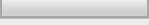
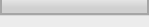
# Phantom Shopper Program - Spring 2008


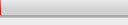
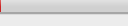
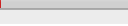
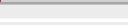

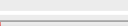
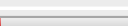
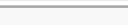
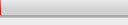
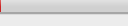
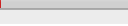
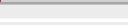

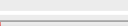
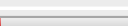
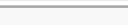
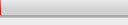
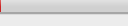
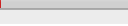
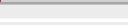

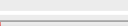
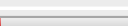
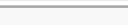
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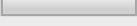
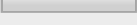
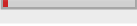
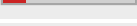
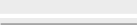
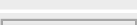

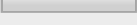
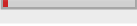
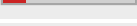
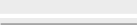
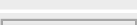

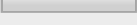
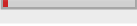
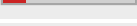
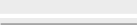
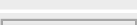

Date Created: 1/24/2008 6:17:43 PM

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

Total Respondents: 68

Q888. Did you access the University Police website?			
Count	Percent		
8	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
8 Respondents			

Q889. Approximately what date did you access the University Police website?																																							
Count	Percent																																						
8	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>12.50%</td> <td></td> <td>04/21/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>04/25/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/17/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/18/1008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/18/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/22/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/23/2008</td> </tr> </tbody> </table>				Count	Percent			1	12.50%		04/21/2008	1	12.50%		04/22/2008	1	12.50%		04/25/2008	1	12.50%		4/17/2008	1	12.50%		4/18/1008	1	12.50%		4/18/2008	1	12.50%		4/22/2008	1	12.50%		4/23/2008
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1	12.50%		4/22/2008																																				
1	12.50%		4/23/2008																																				
8 Respondents																																							

Q890. Approximately what time did you access the University Police 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>1</td> <td>12.50%</td> <td></td> <td>9:01-10:00am</td> </tr> <tr> <td>2</td> <td>25.00%</td> <td></td> <td>10:01-11:00am</td> </tr> <tr> <td>1</td> <td>12.50%</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>0</td> <td>0.00%</td> <td></td> <td>1:01-2:00pm</td> </tr> </tbody> </table>				Count	Percent			0	0.00%		8:00-9:00am	1	12.50%		9:01-10:00am	2	25.00%		10:01-11:00am	1	12.50%		11:01-12:00pm	0	0.00%		12:01-1:00pm	0	0.00%		1:01-2:00pm
Count	Percent																														
0	0.00%		8:00-9:00am																												
1	12.50%		9:01-10:00am																												
2	25.00%		10:01-11:00am																												
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0	0.00%		12:01-1:00pm																												
0	0.00%		1:01-2:00pm																												

0	0.00%		2:01-3:00pm
1	12.50%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
3	37.50%		After 5:00pm
8 Respondents			

**Q891. Please rate your level of satisfaction with each of the following aspects of the University Police website: - Ease of understanding information provided**

Count	Percent		
6	75.00%		Very satisfied
1	12.50%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			


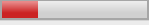
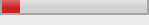
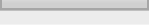
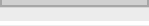
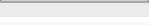
**Q892. Please rate your level of satisfaction with each of the following aspects of the University Police website: - Variety of information provided**

Count	Percent		
6	75.00%		Very satisfied
2	25.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			


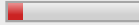
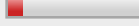
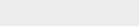

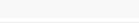
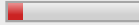
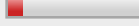
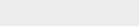

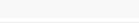
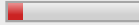
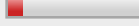
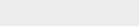

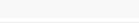
**Q893. Please rate your level of satisfaction with each of the following aspects of the University Police website: - Overall web page design**

Count	Percent		
3	37.50%		Very satisfied
3	37.50%		Somewhat satisfied
2	25.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			


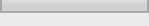
Q894. Please rate your level of satisfaction with each of the following aspects of the University Police website: - Overall informativeness of web page

Count	Percent		
5	62.50%		Very satisfied
2	25.00%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			

Q895. What other information would have been useful?

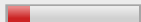
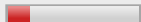

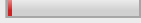
Count	Percent																										
5	100.00%																										
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Count	Percent																										
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5 Respondents																											

Q896. Did you contact the University Police department by telephone?

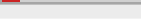
Count	Percent		
8	100.00%		Yes
0	0.00%		No
8 Respondents			

Q897. Approximately what date did you contact the University Police department by phone?


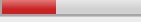
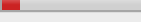
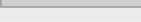
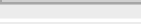
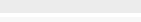
Count	Percent																		
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Count	Percent																		
2	25.00%		04/21/2008																
1	12.50%		04/23/2008																
																			

1	12.50%		4/19/2008
2	25.00%		4/21/2008
1	12.50%		4/22/2008
1	12.50%		4/23/2008
8 Respondents			

Q898. Approximately what time did you contact the University Police department by phone?

Count	Percent		
0	0.00%		Before 8:00am
1	12.50%		8:00-9:00am
1	12.50%		9:01-10:00am
1	12.50%		10:01-11:00am
1	12.50%		11:01-12:00pm
1	12.50%		12:01-1:00pm
2	25.00%		1:01-2:00pm
0	0.00%		2:01-3:00pm
1	12.50%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm
8 Respondents			

Q899. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the University Police department: - Ease of obtaining the information you required

Count	Percent		
4	50.00%		Very satisfied
3	37.50%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			

Q900. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the University Police department: - Clarity of the information provided

Count	Percent		
4	50.00%		Very satisfied
3	37.50%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			

Q901. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the University Police department: - Professionalism of the individual who responded to your call

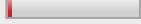
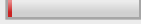
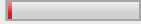
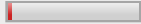
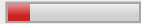
Count	Percent		
3	37.50%		Very satisfied
4	50.00%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			

Q902. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the University Police department: - Length of time on hold

Count	Percent		
4	50.00%		Very satisfied
2	25.00%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
1	12.50%		Not applicable
8 Respondents			

Q903. Approximately what date did you visit the University Police department?

Count	Percent	
8	100.00%	
Count	Percent	

1	12.50%		04/20/2008
1	12.50%		04/21/2008
1	12.50%		04/24/2008
1	12.50%		04/25/2008
1	12.50%		4/11/2008
1	12.50%		4/21/2008
2	25.00%		4/24/2008

8 Respondents

Q904. Approximately what time did you visit the University Police department?

Count	Percent		
0	0.00%		Before 8:00am
1	12.50%		8:00-9:00am
2	25.00%		9:01-10:00am
0	0.00%		10:01-11:00am
1	12.50%		11:01-12:00pm
1	12.50%		12:01-1:00pm
2	25.00%		1:01-2:00pm
0	0.00%		2:01-3:00pm
1	12.50%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm

8 Respondents

Q905. Please indicate if this was your first or second visit to the University Police department:

Count	Percent		
2	100.00%		First visit
0	0.00%		Second visit

2 Respondents

Q906. Please rate the University Police department in the following areas: - The physical environment of the department

Count	Percent		
7	87.50%		Excellent
1	12.50%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q907. Please rate the University Police department in the following areas: - The quality of the interpersonal contact

Count	Percent		
4	50.00%		Excellent
3	37.50%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q908. Please rate the University Police department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
5	62.50%		Excellent
3	37.50%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q909. Please rate the University Police department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
5	62.50%		Excellent
2	25.00%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q910. Please rate the University Police department in the following areas: - The usefulness of the referrals and resources

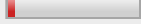
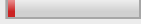
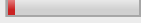
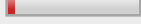
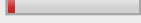
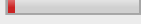
Count	Percent		
5	62.50%		Excellent
2	25.00%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			


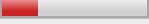
Q911. Please rate the University Police department in the following areas: - Overall experience with the University Police department

Count	Percent		
6	75.00%		Excellent
2	25.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q912. Please share any comments regarding the University Police department:

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>1</td> <td>14.29%</td> <td></td> <td>big, new, firendly, greeting, called to find out more info.</td> </tr> </tbody> </table>				Count	Percent			1	14.29%		big, new, firendly, greeting, called to find out more info.
Count	Percent										
1	14.29%		big, new, firendly, greeting, called to find out more info.								

1	14.29%		It was very clean and the person in the front desk was very very friendly. There were a few brochures missing on the information I needed but she gave me the website and the information was there. She seemed very attentive. She seemed like she really cared that I got the right information and she also referred me to stop the violence office.
1	14.29%		Telephone operator answer right away. When asked if I could fight a moving violation, said &quot;No&quot;, then told me to go to court. Once I said &quot;fight&quot;, operator became very short. In-office desk person was very helpful, gave contact info for crime statistics, but vaguely said to go on website to find data. We-Care was visible, but off to the side on pamphlet wall.
1	14.29%		The office was very nice, well it was new. My questions were addressed and they had a computer where you can assess certain information.
1	14.29%		The receptionist tried to get the answers to my questions (by asking her supervisor and have her supervisor talk to me).
1	14.29%		The staffs should try to spend more time with the people.
1	14.29%		They were very helpful in answering my question and were able to follow up with more information. I felt at ease to ask questions.
7 Respondents			

Q913. Was the We-Care survey visible and accessible?			
Count	Percent		
6	75.00%		Yes
2	25.00%		No
8 Respondents			