

## 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

### Q914. Did you access the Visitor and Information Center website?

Count	Percent		
8	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
8 Respondents			

### Q915. Approximately what date did you access the Visitor and Information Center 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>04/20/2008</td> </tr> <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>4/10/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/17/2008</td> </tr> <tr> <td>2</td> <td>25.00%</td> <td></td> <td>4/20/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/22/2008</td> </tr> </tbody> </table>				Count	Percent			1	12.50%		04/20/2008	1	12.50%		04/21/2008	1	12.50%		04/22/2008	1	12.50%		4/10/2008	1	12.50%		4/17/2008	2	25.00%		4/20/2008	1	12.50%		4/22/2008
Count	Percent																																		
1	12.50%		04/20/2008																																
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2	25.00%		4/20/2008																																
1	12.50%		4/22/2008																																
8 Respondents																																			

### Q916. Approximately what time did you access the Visitor and Information Center website?

Count	Percent																																		
1	12.50%		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>1</td> <td>12.50%</td> <td></td> <td>10:01-11:00am</td> </tr> <tr> <td>2</td> <td>25.00%</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>0</td> <td>0.00%</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> </tbody> </table>				Count	Percent			0	0.00%		8:00-9:00am	0	0.00%		9:01-10:00am	1	12.50%		10:01-11:00am	2	25.00%		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
Count	Percent																																		
0	0.00%		8:00-9:00am																																
0	0.00%		9:01-10:00am																																
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0	0.00%		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
4	50.00%		After 5:00pm
8 Respondents			

Q917. Please rate your level of satisfaction with each of the following aspects of the Visitor and Information Center website: - Ease of understanding information provided

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			


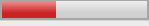
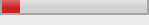
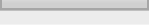
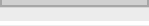
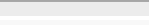
Q918. Please rate your level of satisfaction with each of the following aspects of the Visitor and Information Center website: - Variety of information provided

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			


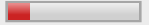
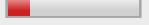
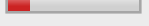
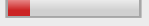
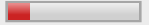
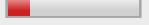
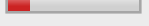
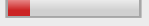
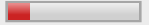
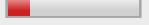
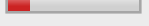
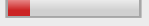
Q919. Please rate your level of satisfaction with each of the following aspects of the Visitor and Information Center website: - Overall web page design

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

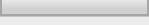
Q920. Please rate your level of satisfaction with each of the following aspects of the Visitor and Information Center website: - Overall informativeness of web page

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			

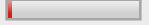
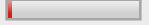
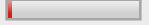
Q921. What other information would have been useful?

Count	Percent																						
4	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>25.00%</td> <td></td> <td>Everything seemed great. I couldn't think of anything else needed.</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>it should provide more information</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>Rather than a picture of pathfinders, need a paragraph describing mission statement and to use links to access info. Scrolling school stats would be nice on the main page. Bad image above&amp;quot;Pathfinder&amp;quot;. Front page needs work on clarity</td> </tr> <tr> <td>1</td> <td>25.00%</td> <td></td> <td>The facts about Cal Poly is interesting.</td> </tr> </tbody> </table>				Count	Percent			1	25.00%		Everything seemed great. I couldn't think of anything else needed.	1	25.00%		it should provide more information	1	25.00%		Rather than a picture of pathfinders, need a paragraph describing mission statement and to use links to access info. Scrolling school stats would be nice on the main page. Bad image above&quot;Pathfinder&quot;. Front page needs work on clarity	1	25.00%		The facts about Cal Poly is interesting.
Count	Percent																						
1	25.00%		Everything seemed great. I couldn't think of anything else needed.																				
1	25.00%		it should provide more information																				
1	25.00%		Rather than a picture of pathfinders, need a paragraph describing mission statement and to use links to access info. Scrolling school stats would be nice on the main page. Bad image above&quot;Pathfinder&quot;. Front page needs work on clarity																				
1	25.00%		The facts about Cal Poly is interesting.																				
4 Respondents																							

Q922. Did you contact the Visitor and Information Center by telephone?

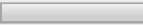
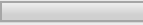
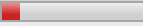
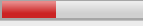
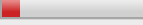
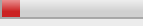
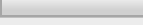
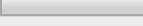
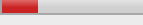
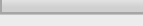
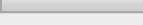
Count	Percent		
8	100.00%		Yes
0	0.00%		No
8 Respondents			

Q923. Approximately what date did you contact the Visitor and Information Center by phone?


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>2</td> <td>25.00%</td> <td></td> <td>04/21/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>04/23/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/19/2008</td> </tr> <tr> <td>2</td> <td>25.00%</td> <td></td> <td>4/21/2008</td> </tr> </tbody> </table>				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
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			

Q924. Approximately what time did you contact the Visitor and Information Center by phone?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
1	12.50%		9:01-10:00am
3	37.50%		10:01-11:00am
1	12.50%		11:01-12:00pm
1	12.50%		12:01-1:00pm
0	0.00%		1:01-2:00pm
0	0.00%		2:01-3:00pm
2	25.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm
8 Respondents			

Q925. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Visitor and Information Center: - Ease of obtaining the information you required

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

Q926. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Visitor and Information Center: - Clarity of the information provided

Count	Percent		
3	37.50%		Very satisfied
5	62.50%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			

Q927. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Visitor and Information Center: - Professionalism of the individual who responded to your call

Count	Percent		
5	62.50%		Very satisfied
3	37.50%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			

Q928. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Visitor and Information Center: - Length of time on hold

Count	Percent		
3	37.50%		Very satisfied
2	25.00%		Somewhat satisfied
2	25.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
1	12.50%		Not applicable
8 Respondents			

Q929. Approximately what date did you visit the Visitor and Information Center department?

Count	Percent	
8	100.00%	
Count	Percent	

1	12.50%		04/22/2008
1	12.50%		04/23/2008
1	12.50%		04/25/2008
1	12.50%		4/18/2008
1	12.50%		4/20/2008
1	12.50%		4/22/2008
1	12.50%		4/23/2008
1	12.50%		4/24/2008

8 Respondents

Q930. Approximately what time did you visit the Visitor and Information Center department?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
3	37.50%		9:01-10:00am
0	0.00%		10:01-11:00am
1	12.50%		11:01-12:00pm
2	25.00%		12:01-1:00pm
0	0.00%		1:01-2:00pm
1	12.50%		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

Q931. Please indicate if this was your first or second visit to the Visitor and Information Center:

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

2 Respondents

Q932. Please rate the Visitor and Information Center in the following areas: - The physical environment of the department

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

Q933. Please rate the Visitor and Information Center in the following areas: - The quality of the interpersonal contact

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			

Q934. Please rate the Visitor and Information Center in the following areas: - The pertinent knowledge of the staff

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

Q935. Please rate the Visitor and Information Center in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
6	75.00%		Excellent
1	12.50%		Good
0	0.00%		Average
1	12.50%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q936. Please rate the Visitor and Information Center in the following areas: - The usefulness of the referrals and resources

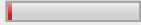
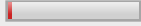
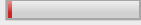
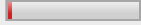
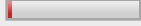
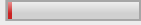
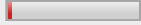
Count	Percent		
5	62.50%		Excellent
3	37.50%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

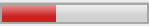

Q937. Please rate the Visitor and Information Center in the following areas: - Overall experience with the Visitor and Information Center

Count	Percent		
6	75.00%		Excellent
1	12.50%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q938. Please share any comments regarding the Visitor and Information Center:

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>firendly, bright, greeted customers</td> </tr> </tbody> </table>				Count	Percent			1	12.50%		firendly, bright, greeted customers
Count	Percent										
1	12.50%		firendly, bright, greeted customers								

1	12.50%		It was nice that they brought a staff out from the College of Agriculture to the visitor.
1	12.50%		The center were closed when i went there for my first vist ((4/9/2008 at arond 9.15am)
1	12.50%		The person I talked to looked sort of busy so her tone was really rushed kind of like &quot;ok, I answered your question, let me go back to my work&quot;. When my friend went with me, one of the staff from the inside office thought she was another student and came out of her office to see if my friend needs help with anything. I liked that because the staff was willing to initiate, it's always better to initiate then having the person guest whehter the staff is available or not.
1	12.50%		The person in charge was friendly and efficient.
1	12.50%		They were very welcoming and had tonnes of enthiasiasm. I thought they might have figured out my secret identity &quot;Phantom shopper&quot;....They seemed very knowledgable and they made sure that they were providing the right information.
1	12.50%		Very excellent customer service, stopped conversation with guest to see if I had a &quot;quick&quot; question. Nice bright office. Very kind/helpful staff. By telephone, put on hold for a length of time, when given the contact info for the College of Engineering Chair, had to ask for last name. Excellent in person, Average over the phone, Below Average website.
1	12.50%		Visit was great and the information wanted was addressed. Everything seemed okay.
8 Respondents			

Q939. Was the We-Care survey visible and accessible?			
Count	Percent		
3	37.50%		Yes
5	62.50%		No
8 Respondents			