


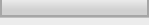
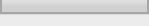
Phantom Shopper Program - Spring 2008








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

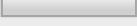
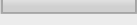
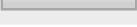
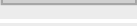

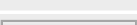
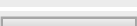


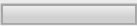
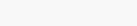
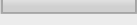
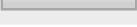
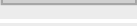

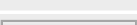
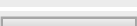


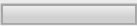
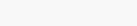
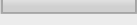
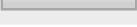
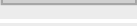

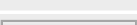
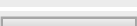


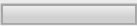
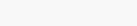
Date Created: 1/24/2008 6:17:43 PM

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


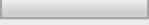
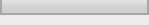
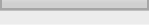
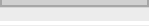
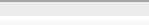
Total Respondents: 68

Q134. Did you access the ASI Games Room website?			
Count	Percent		
2	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
2 Respondents			


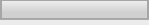
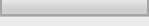
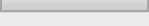
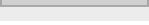
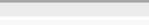
Q135. Approximately what date did you access the ASI Games Room website?															
Count	Percent														
2	100.00%														
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>04/15/2008</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>04/25/2008</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		04/15/2008	1	50.00%		04/25/2008
Count	Percent														
1	50.00%		04/15/2008												
1	50.00%		04/25/2008												
2 Respondents															

Q136. Approximately what time did you access the ASI Games Room 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>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> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>3:01-4:00 pm</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>4:01-5:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>After 5:00pm</td> </tr> </tbody> </table>				Count	Percent			0	0.00%		8:00-9:00am	0	0.00%		9:01-10:00am	0	0.00%		10:01-11:00am	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	50.00%		3:01-4:00 pm	1	50.00%		4:01-5:00pm	0	0.00%		After 5:00pm
Count	Percent																																														
0	0.00%		8:00-9:00am																																												
0	0.00%		9:01-10:00am																																												
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1	50.00%		4:01-5:00pm																																												
0	0.00%		After 5:00pm																																												
2 Respondents																																															


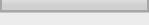
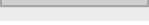
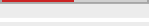
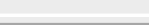
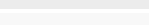
Q137. Please rate your level of satisfaction with each of the following aspects of the ASI Games Room website: - Ease of understanding information provided

Count	Percent		
2	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
2 Respondents			


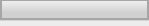
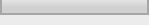
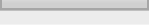
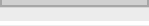
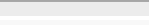
Q138. Please rate your level of satisfaction with each of the following aspects of the ASI Games Room website: - Variety of information provided

Count	Percent		
2	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
2 Respondents			





Q139. Please rate your level of satisfaction with each of the following aspects of the ASI Games Room website: - Overall web page design

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



Q140. Please rate your level of satisfaction with each of the following aspects of the ASI Games Room website: - Overall informativeness of web page

Count	Percent		
2	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
2 Respondents			

Q141. What other information would have been useful?

Count	Percent										
1	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>100.00%</td> <td></td> <td>The fact that the lost and found is located there.</td> </tr> </tbody> </table>				Count	Percent			1	100.00%		The fact that the lost and found is located there.
Count	Percent										
1	100.00%		The fact that the lost and found is located there.								
1 Respondents											

Q142. Did you contact the ASI Games Room department by telephone?

Count	Percent		
1	50.00%		Yes
1	50.00%		No
2 Respondents			

Q143. Approximately what date did you contact the ASI Games Room department by phone?

Count	Percent										
1	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>100.00%</td> <td></td> <td>04/24/2008</td> </tr> </tbody> </table>				Count	Percent			1	100.00%		04/24/2008
Count	Percent										
1	100.00%		04/24/2008								
1 Respondents											

Q144. Approximately what time did you contact the ASI Games Room 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
0	0.00%	<input type="checkbox"/>	1:01-2:00pm
1	100.00%	<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
1 Respondents			

Q145. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Games Room department: - Ease of obtaining the information you required

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	100.00%	<input checked="" 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
1 Respondents			

Q146. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Games Room department: - Clarity of the information provided

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	100.00%	<input checked="" 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
1 Respondents			

Q147. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Games Room department: - Professionalism of the individual who responded to your call

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	100.00%	<input checked="" 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
1 Respondents			

Q148. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Games Room department: - Length of time on hold

Count	Percent		
0	0.00%	<input type="checkbox"/>	Very satisfied
1	100.00%	<input checked="" 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
1 Respondents			

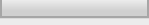
Q149. Approximately what date did you visit the ASI Games Room department?

Count	Percent														
2	100.00%	<input checked="" type="checkbox"/>													
<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><input checked="" type="checkbox"/></td> <td>00/00/0000</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td><input checked="" type="checkbox"/></td> <td>04/15/2008</td> </tr> </tbody> </table>				Count	Percent			1	50.00%	<input checked="" type="checkbox"/>	00/00/0000	1	50.00%	<input checked="" type="checkbox"/>	04/15/2008
Count	Percent														
1	50.00%	<input checked="" type="checkbox"/>	00/00/0000												
1	50.00%	<input checked="" type="checkbox"/>	04/15/2008												
2 Respondents															


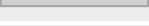
Q150. Approximately what time did you visit the ASI Games Room department?

Count	Percent		
1	50.00%		Before 8:00am
0	0.00%		8:00-9:00am
0	0.00%		9:01-10:00am
0	0.00%		10:01-11:00am
0	0.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
0	0.00%		1:01-2:00pm
1	50.00%		2:01-3:00pm
0	0.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm
2 Respondents			

Q151. Please indicate if this was your first or second visit to the ASI Games Room department:

Count	Percent		
1	100.00%		First visit
0	0.00%		Second visit
1 Respondents			

Q152. Please rate the ASI Games Room department in the following areas: - The physical environment of the department

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

Q153. Please rate the ASI Games Room department in the following areas: - The quality of the interpersonal contact

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

Q154. Please rate the ASI Games Room department in the following areas: - The pertinent knowledge of the staff

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

Q155. Please rate the ASI Games Room department in the following areas: - The timeliness in addressing my questions and concerns

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








Q156. Please rate the ASI Games Room department in the following areas: - The usefulness of the referrals and resources

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

Q157. Please rate the ASI Games Room department in the following areas: - Overall experience with the ASI Games Room department

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

Q158. Please share any comments regarding the ASI Games Room department:

Count	Percent										
2	100.00%										
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>50.00%</td> <td> I did not visit the Games Room.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td> some of the tables were a little dirty. the front desk was very clean and approachable. the staff greeted me with a smile</td> </tr> </tbody> </table>			Count	Percent		1	50.00%	 I did not visit the Games Room.	1	50.00%	 some of the tables were a little dirty. the front desk was very clean and approachable. the staff greeted me with a smile
Count	Percent										
1	50.00%	 I did not visit the Games Room.									
1	50.00%	 some of the tables were a little dirty. the front desk was very clean and approachable. the staff greeted me with a smile									
2 Respondents											

Q159. Was the We-Care survey visible and accessible?

Count	Percent		
2	100.00%		Yes
0	0.00%		No
2 Respondents			