

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

Q160. Did you access the ASI Student Government website?

Count	Percent		
3	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
3 Respondents			

Q161. Approximately what date did you access the ASI Student Government website?

Count	Percent																		
3	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>33.33%</td> <td></td> <td>04/04/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>04/10/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/23/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/04/2008	1	33.33%		04/10/2008	1	33.33%		4/23/2008
Count	Percent																		
1	33.33%		04/04/2008																
1	33.33%		04/10/2008																
1	33.33%		4/23/2008																
3 Respondents																			

Q162. Approximately what time did you access the ASI Student Government 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>1</td> <td>33.33%</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>33.33%</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>0</td> <td>0.00%</td> <td></td> <td>3:01-4:00 pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>4:01-5:00pm</td> </tr> <tr> <td>1</td> <td>33.33%</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	1	33.33%		11:01-12:00pm	0	0.00%		12:01-1:00pm	1	33.33%		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	1	33.33%		After 5:00pm
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0	0.00%		4:01-5:00pm																																												
1	33.33%		After 5:00pm																																												
3 Respondents																																															

Q163. Please rate your level of satisfaction with each of the following aspects of the ASI Student Government website: - Ease of understanding information provided

Count	Percent		
1	33.33%		Very satisfied
1	33.33%		Somewhat satisfied
1	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q164. Please rate your level of satisfaction with each of the following aspects of the ASI Student Government website: - Variety of information provided

Count	Percent		
2	66.67%		Very satisfied
0	0.00%		Somewhat satisfied
1	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q165. Please rate your level of satisfaction with each of the following aspects of the ASI Student Government website: - Overall web page design

Count	Percent		
0	0.00%		Very satisfied
2	66.67%		Somewhat satisfied
1	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q166. Please rate your level of satisfaction with each of the following aspects of the ASI Student Government website: - Overall informativeness of web page

Count	Percent		
1	33.33%		Very satisfied
1	33.33%		Somewhat satisfied
1	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q167. What other information would have been useful?

Count	Percent														
2	100.00%														
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>On the website, I would like to know how to get involved with ASI Student Government. (eg how to become a senator)</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>Theres no times when the student government office is opened</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		On the website, I would like to know how to get involved with ASI Student Government. (eg how to become a senator)	1	50.00%		Theres no times when the student government office is opened
Count	Percent														
1	50.00%		On the website, I would like to know how to get involved with ASI Student Government. (eg how to become a senator)												
1	50.00%		Theres no times when the student government office is opened												
2 Respondents															

Q168. Did you contact the ASI Student Government department by telephone?

Count	Percent		
3	100.00%		Yes
0	0.00%		No
3 Respondents			

Q169. Approximately what date did you contact the ASI Student Government department by phone?

Count	Percent																		
3	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>33.33%</td> <td></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>04/24/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/21/2008</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		04/22/2008	1	33.33%		04/24/2008	1	33.33%		4/21/2008
Count	Percent																		
1	33.33%		04/22/2008																
1	33.33%		04/24/2008																
1	33.33%		4/21/2008																
3 Respondents																			

Q170. Approximately what time did you contact the ASI Student Government department by phone?

Count	Percent		
0	0.00%	<input type="checkbox"/>	Before 8:00am
0	0.00%	<input type="checkbox"/>	8:00-9:00am
1	33.33%	<input checked="" type="checkbox"/>	9:01-10:00am
1	33.33%	<input checked="" 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	33.33%	<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
3 Respondents			


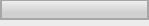
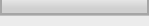
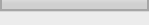
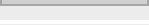
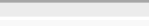
Q171. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Student Government department: - Ease of obtaining the information you required

Count	Percent		
2	66.67%	<input checked="" type="checkbox"/>	Very satisfied
0	0.00%	<input type="checkbox"/>	Somewhat satisfied
1	33.33%	<input checked="" 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
3 Respondents			


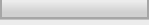
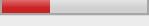
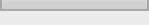
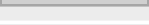
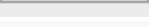
Q172. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Student Government department: - Clarity of the information provided

Count	Percent		
3	100.00%	<input checked="" type="checkbox"/>	Very satisfied
0	0.00%	<input type="checkbox"/>	Somewhat satisfied
0	0.00%	<input type="checkbox"/>	Neutral
0	0.00%	<input type="checkbox"/>	Somewhat dissatisfied
0	0.00%	<input type="checkbox"/>	Very dissatisfied
0	0.00%	<input type="checkbox"/>	Not applicable
3 Respondents			

Q173. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Student Government department: - Professionalism of the individual who responded to your call

Count	Percent		
3	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
3 Respondents			

Q174. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the ASI Student Government department: - Length of time on hold

Count	Percent		
2	66.67%		Very satisfied
0	0.00%		Somewhat satisfied
1	33.33%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
3 Respondents			

Q175. Approximately what date did you visit the ASI Student Government department?

Count	Percent														
3	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>66.67%</td> <td></td> <td>04/23/2008</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>4/23/2008</td> </tr> </tbody> </table>				Count	Percent			2	66.67%		04/23/2008	1	33.33%		4/23/2008
Count	Percent														
2	66.67%		04/23/2008												
1	33.33%		4/23/2008												
3 Respondents															

Q176. Approximately what time did you visit the ASI Student Government department?

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
1	33.33%	<input checked="" type="checkbox"/>	11:01-12:00pm
0	0.00%	<input type="checkbox"/>	12:01-1:00pm
1	33.33%	<input checked="" type="checkbox"/>	1:01-2:00pm
1	33.33%	<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
3 Respondents			

Q177. Please indicate if this was your first or second visit to the ASI Student Government department:

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

Q178. Please rate the ASI Student Government department in the following areas: - The physical environment of the department

Count	Percent		
3	100.00%	<input checked="" type="checkbox"/>	Excellent
0	0.00%	<input type="checkbox"/>	Good
0	0.00%	<input type="checkbox"/>	Average
0	0.00%	<input type="checkbox"/>	Below average
0	0.00%	<input type="checkbox"/>	Poor
0	0.00%	<input type="checkbox"/>	Not applicable
3 Respondents			

Q179. Please rate the ASI Student Government department in the following areas: - The quality of the interpersonal contact

Count	Percent		
2	66.67%		Excellent
0	0.00%		Good
1	33.33%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q180. Please rate the ASI Student Government department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
2	66.67%		Excellent
0	0.00%		Good
0	0.00%		Average
1	33.33%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q181. Please rate the ASI Student Government department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
2	66.67%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
1	33.33%		Poor
0	0.00%		Not applicable
3 Respondents			

Q182. Please rate the ASI Student Government department in the following areas: - The usefulness of the referrals and resources

Count	Percent		
2	66.67%		Excellent
0	0.00%		Good
1	33.33%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q183. Please rate the ASI Student Government department in the following areas: - Overall experience with the ASI Student Government department

Count	Percent		
2	66.67%		Excellent
0	0.00%		Good
0	0.00%		Average
1	33.33%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
3 Respondents			

Q184. Please share any comments regarding the ASI Student Government department:

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>Mostly they sent me to the website for information, the assistant didn't actually give me the information herself and kept stating that she was unable to tell me but here was the website, and or jusut gave me hand outs. When I asked for the handouts I waited for about five minutes while she setup the hand outs that probably should of already been setup.</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td></td> <td>The center is very clean. The person helped and answered every question with great detail.</td> </tr> </tbody> </table>				Count	Percent			1	50.00%		Mostly they sent me to the website for information, the assistant didn't actually give me the information herself and kept stating that she was unable to tell me but here was the website, and or jusut gave me hand outs. When I asked for the handouts I waited for about five minutes while she setup the hand outs that probably should of already been setup.	1	50.00%		The center is very clean. The person helped and answered every question with great detail.
Count	Percent														
1	50.00%		Mostly they sent me to the website for information, the assistant didn't actually give me the information herself and kept stating that she was unable to tell me but here was the website, and or jusut gave me hand outs. When I asked for the handouts I waited for about five minutes while she setup the hand outs that probably should of already been setup.												
1	50.00%		The center is very clean. The person helped and answered every question with great detail.												
2 Respondents															

Q185. Was the We-Care survey visible and accessible?

Count	Percent		
3	100.00%		Yes
0	0.00%		No
3 Respondents			