


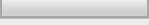
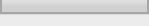
# Phantom Shopper Program - Spring 2008


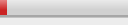
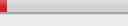
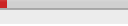
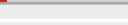
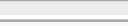
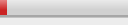
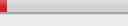
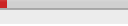
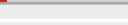
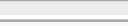
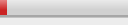
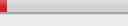
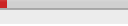
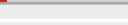
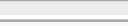
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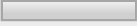
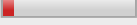
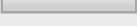
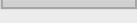
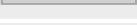

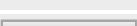



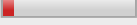
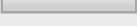
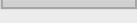
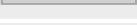

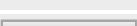



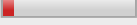
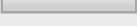
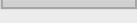
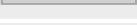

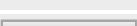



Date Created: 1/24/2008 6:17:43 PM

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

Total Respondents: 68


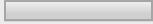
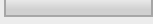
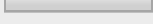
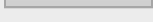
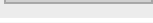
Q342. Did you access the Counseling and Psychological Services website?			
Count	Percent		
6	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
6 Respondents			

Q343. Approximately what date did you access the Counseling and Psychological Services website?																											
Count	Percent																										
6	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>16.67%</td> <td></td> <td>04/15/2008</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>4/14/2008</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td></td> <td>4/23/2008</td> </tr> <tr> <td>2</td> <td>33.33%</td> <td></td> <td>4/9/2008</td> </tr> </tbody> </table>				Count	Percent			1	16.67%		04/15/2008	1	16.67%		04/22/2008	1	16.67%		4/14/2008	1	16.67%		4/23/2008	2	33.33%		4/9/2008
Count	Percent																										
1	16.67%		04/15/2008																								
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2	33.33%		4/9/2008																								
6 Respondents																											


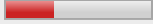
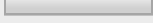
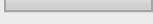
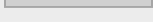
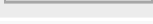
Q344. Approximately what time did you access the Counseling and Psychological Services website?																																											
Count	Percent																																										
0	0.00%		Before 8:00am																																								
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>16.67%</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>1</td> <td>16.67%</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>16.67%</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> </tbody> </table>				Count	Percent			1	16.67%		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	1	16.67%		12:01-1:00pm	0	0.00%		1:01-2:00pm	0	0.00%		2:01-3:00pm	1	16.67%		3:01-4:00 pm	0	0.00%		4:01-5:00pm
Count	Percent																																										
1	16.67%		8:00-9:00am																																								
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0	0.00%		4:01-5:00pm																																								

3	50.00%		After 5:00pm
6	Respondents		

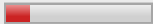

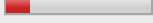
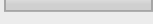
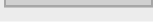
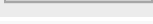
Q345. Please rate your level of satisfaction with each of the following aspects of the Counseling and Psychological Services website: - Ease of understanding information provided

Count	Percent		
6	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
6	Respondents		



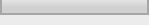
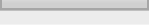
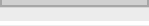
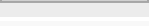
Q346. Please rate your level of satisfaction with each of the following aspects of the Counseling and Psychological Services website: - Variety of information provided

Count	Percent		
4	66.67%		Very satisfied
2	33.33%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6	Respondents		


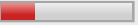
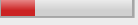
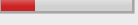
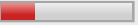
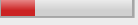
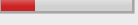
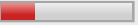
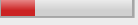
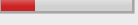
Q347. Please rate your level of satisfaction with each of the following aspects of the Counseling and Psychological Services website: - Overall web page design

Count	Percent		
1	16.67%		Very satisfied
4	66.67%		Somewhat satisfied
1	16.67%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6	Respondents		

Q348. Please rate your level of satisfaction with each of the following aspects of the Counseling and Psychological Services website: - Overall informativeness of web page

Count	Percent		
3	50.00%		Very satisfied
3	50.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
6 Respondents			


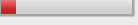
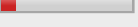
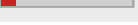
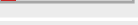
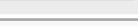
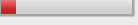
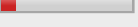
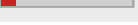
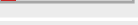
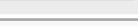
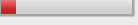
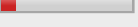
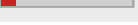
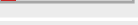
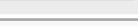
Q349. What other information would have been useful?

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>Best site of the 4 services I phantom shopped</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>The best site of the 4 I visited</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td></td> <td>very informative website but needs more pictures..seems kind of bland.</td> </tr> </tbody> </table>				Count	Percent			1	33.33%		Best site of the 4 services I phantom shopped	1	33.33%		The best site of the 4 I visited	1	33.33%		very informative website but needs more pictures..seems kind of bland.
Count	Percent																		
1	33.33%		Best site of the 4 services I phantom shopped																
1	33.33%		The best site of the 4 I visited																
1	33.33%		very informative website but needs more pictures..seems kind of bland.																
3 Respondents																			

Q350. Did you contact the Counseling and Psychological Services department by telephone?

Count	Percent		
6	100.00%		Yes
0	0.00%		No
6 Respondents			

Q351. Approximately what date did you contact the Counseling and Psychological Services department by phone?

Count	Percent																										
5	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>20.00%</td> <td></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/23/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/14/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/17/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/22/2008</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		04/22/2008	1	20.00%		04/23/2008	1	20.00%		4/14/2008	1	20.00%		4/17/2008	1	20.00%		4/22/2008
Count	Percent																										
1	20.00%		04/22/2008																								
1	20.00%		04/23/2008																								
1	20.00%		4/14/2008																								
1	20.00%		4/17/2008																								
1	20.00%		4/22/2008																								
5 Respondents																											

Q352. Approximately what time did you contact the Counseling and Psychological Services 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	20.00%	<input checked="" type="checkbox"/>	9:01-10:00am
1	20.00%	<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
1	20.00%	<input checked="" type="checkbox"/>	1:01-2:00pm
1	20.00%	<input checked="" type="checkbox"/>	2:01-3:00pm
1	20.00%	<input checked="" 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
5 Respondents			

Q353. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Counseling and Psychological Services department: - Ease of obtaining the information you required

Count	Percent		
4	80.00%	<input checked="" type="checkbox"/>	Very satisfied
1	20.00%	<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
5 Respondents			

Q354. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Counseling and Psychological Services department: - Clarity of the information provided

Count	Percent		
4	80.00%		Very satisfied
1	20.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q355. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Counseling and Psychological Services department: - Professionalism of the individual who responded to your call

Count	Percent		
4	80.00%		Very satisfied
1	20.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q356. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Counseling and Psychological Services department: - Length of time on hold

Count	Percent		
4	80.00%		Very satisfied
0	0.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q357. Approximately what date did you visit the Counseling and Psychological Services department?


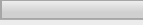
Count	Percent	
5	100.00%	

2	40.00%		04/24/2008
2	40.00%		4/14/2008
1	20.00%		4/22/2008
5 Respondents			

Q358. Approximately what time did you visit the Counseling and Psychological Services department?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
0	0.00%		9:01-10:00am
0	0.00%		10:01-11:00am
2	40.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
1	20.00%		1:01-2:00pm
0	0.00%		2:01-3:00pm
2	40.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm
5 Respondents			

Q359. Please indicate if this was your first or second visit to the Counseling and Psychological Services department:

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

Q360. Please rate the Counseling and Psychological Services department in the following areas: - The physical environment of the department

Count	Percent		
4	80.00%		Excellent
1	20.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q361. Please rate the Counseling and Psychological Services department in the following areas: - The quality of the interpersonal contact

Count	Percent		
3	60.00%		Excellent
2	40.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q362. Please rate the Counseling and Psychological Services department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
4	80.00%		Excellent
0	0.00%		Good
1	20.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q363. Please rate the Counseling and Psychological Services department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
3	60.00%		Excellent
2	40.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			


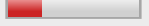
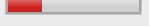
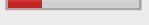
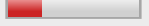
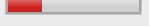
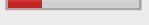
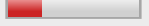
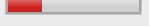
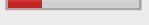
Q364. Please rate the Counseling and Psychological Services department in the following areas: - The usefulness of the referrals and resources

Count	Percent		
5	100.00%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q365. Please rate the Counseling and Psychological Services department in the following areas: - Overall experience with the Counseling and Psychological Services department

Count	Percent		
3	60.00%		Excellent
2	40.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
5 Respondents			

Q366. Please share any comments regarding the Counseling and Psychological Services department:

Count	Percent													
3	100.00%													
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>33.33%</td> <td> I really liked the staff at CAPS, they were very helpful in answering my questions.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td> Very friendly, Leslie helped me and even came out into the waiting room to show me other paper resources available.</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td> Very nice, friendly, and caring people. It was very clean and organized! They gave me brochures and a great amount of information. Doesn't need to change at all!</td> </tr> </tbody> </table>			Count	Percent		1	33.33%	 I really liked the staff at CAPS, they were very helpful in answering my questions.	1	33.33%	 Very friendly, Leslie helped me and even came out into the waiting room to show me other paper resources available.	1	33.33%	 Very nice, friendly, and caring people. It was very clean and organized! They gave me brochures and a great amount of information. Doesn't need to change at all!
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3 Respondents														

Q367. Was the We-Care survey visible and accessible?

Count	Percent	
2	40.00%	
3	60.00%	
5 Respondents		