

Phantom Shopper Program - Spring 2008


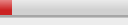
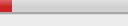
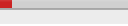
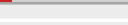
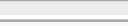
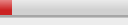
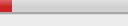
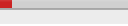
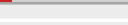
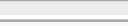
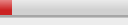
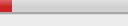
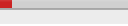
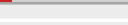
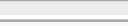
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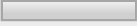
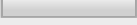
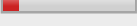
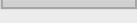
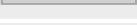

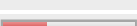



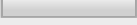
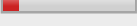
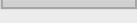
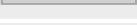

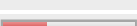



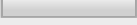
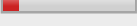
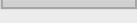
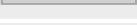

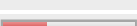



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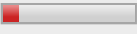
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Total Respondents: 68

Q810. Did you access the Student Support and Equity Programs website?			
Count	Percent		
5	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
5 Respondents			


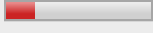
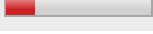
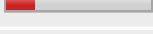

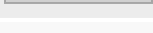
Q811. Approximately what date did you access the Student Support and Equity Programs website?																											
Count	Percent																										
5	100.00%																										
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Count	Percent																										
1	20.00%		04/03/2008																								
1	20.00%		04/14/2008																								
1	20.00%		04/17/2008																								
1	20.00%		04/19/2008																								
1	20.00%		4/4/2008																								
5 Respondents																											

Q812. Approximately what time did you access the Student Support and Equity Programs website?																																											
Count	Percent																																										
0	0.00%		Before 8:00am																																								
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>8:00-9:00am</td> </tr> <tr> <td>1</td> <td>20.00%</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>2</td> <td>40.00%</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>1</td> <td>20.00%</td> <td></td> <td>4:01-5:00pm</td> </tr> </tbody> </table>				Count	Percent			0	0.00%		8:00-9:00am	1	20.00%		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	2	40.00%		2:01-3:00pm	0	0.00%		3:01-4:00 pm	1	20.00%		4:01-5:00pm
Count	Percent																																										
0	0.00%		8:00-9:00am																																								
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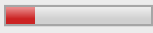

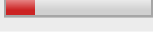
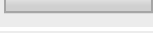
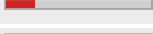
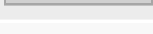
1 20.00%  After 5:00pm

5 Respondents

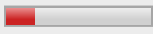
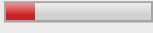

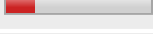
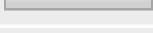
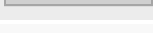
Q813. Please rate your level of satisfaction with each of the following aspects of the Student Support and Equity Programs website: - Ease of understanding information provided

Count	Percent		
2	40.00%		Very satisfied
1	20.00%		Somewhat satisfied
1	20.00%		Neutral
1	20.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		

Q814. Please rate your level of satisfaction with each of the following aspects of the Student Support and Equity Programs website: - Variety of information provided

Count	Percent		
1	20.00%		Very satisfied
2	40.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
1	20.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		

Q815. Please rate your level of satisfaction with each of the following aspects of the Student Support and Equity Programs website: - Overall web page design

Count	Percent		
1	20.00%		Very satisfied
1	20.00%		Somewhat satisfied
2	40.00%		Neutral
1	20.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		

Q816. Please rate your level of satisfaction with each of the following aspects of the Student Support and Equity Programs website: - Overall informativeness of web page

Count	Percent		
1	20.00%		Very satisfied
3	60.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
1	20.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q817. What other information would have been useful?

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>I think they did a good job on their website. It's not as fancy as the others but they did a good job at providing the required information and also gave me the ability to easily find the location of their office.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>It left the site when I clicked on Financial Aid and took me to their site. It was difficult to get back. It should just open a new window.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>It was very straight forward, not ambiguous at all.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>The Website has no information at all practically! It was not helpful at all!!!</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>updated pictures and information on the most recent summer bridge participants and program.</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		I think they did a good job on their website. It's not as fancy as the others but they did a good job at providing the required information and also gave me the ability to easily find the location of their office.	1	20.00%		It left the site when I clicked on Financial Aid and took me to their site. It was difficult to get back. It should just open a new window.	1	20.00%		It was very straight forward, not ambiguous at all.	1	20.00%		The Website has no information at all practically! It was not helpful at all!!!	1	20.00%		updated pictures and information on the most recent summer bridge participants and program.
Count	Percent																										
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1	20.00%		updated pictures and information on the most recent summer bridge participants and program.																								
5 Respondents																											

Q818. Did you contact the Student Support and Equity Programs department by telephone?

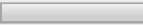
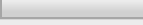
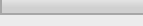
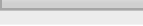
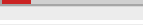
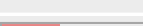
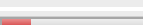


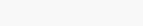
Count	Percent		
5	100.00%		Yes
0	0.00%		No
5 Respondents			

Q819. Approximately what date did you contact the Student Support and Equity Programs department by phone?


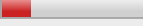
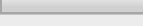
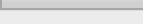
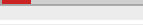
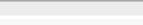
Count	Percent																		
5	100.00%																		
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/03/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/14/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/18/2008</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		04/03/2008	1	20.00%		04/14/2008	1	20.00%		04/18/2008
Count	Percent																		
1	20.00%		04/03/2008																
1	20.00%		04/14/2008																
1	20.00%		04/18/2008																

1	20.00%		04/25/2008
1	20.00%		4/8/2008
5 Respondents			

Q820. Approximately what time did you contact the Student Support and Equity Programs department by phone?

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
1	20.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
0	0.00%		1:01-2:00pm
2	40.00%		2:01-3:00pm
1	20.00%		3:01-4:00 pm
1	20.00%		4:01-5:00pm
0	0.00%		After 5:00pm
5 Respondents			

Q821. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Support and Equity Programs department: - Ease of obtaining the information you required

Count	Percent		
3	60.00%		Very satisfied
1	20.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
1	20.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q822. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Support and Equity Programs department: - Clarity of the information provided

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

Q823. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Support and Equity Programs department: - Professionalism of the individual who responded to your call

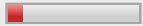



Count	Percent		
4	80.00%		Very satisfied
0	0.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
1	20.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q824. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Student Support and Equity Programs department: - Length of time on hold

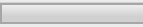
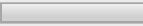
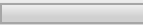
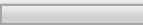


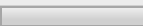




Count	Percent		
3	60.00%		Very satisfied
0	0.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
1	20.00%		Very dissatisfied
1	20.00%		Not applicable
5 Respondents			

Q825. Approximately what date did you visit the Student Support and Equity Programs department?

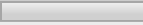
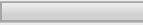
Count	Percent	
5	100.00%	
Count	Percent	

1	20.00%		04/14/2008
2	40.00%		04/17/2008
1	20.00%		04/21/2008
1	20.00%		4/10/2008
5 Respondents			

Q826. Approximately what time did you visit the Student Support and Equity Programs 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
0	0.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
0	0.00%		1:01-2:00pm
1	20.00%		2:01-3:00pm
2	40.00%		3:01-4:00 pm
2	40.00%		4:01-5:00pm
0	0.00%		After 5:00pm
5 Respondents			

Q827. Please indicate if this was your first or second visit to the Student Support and Equity Programs department:

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

Q828. Please rate the Student Support and Equity Programs department in the following areas: - The physical environment of the department

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			

Q829. Please rate the Student Support and Equity Programs 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			

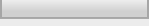
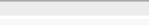
Q830. Please rate the Student Support and Equity Programs department in the following areas: - The pertinent knowledge of the staff

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			

Q831. Please rate the Student Support and Equity Programs department in the following areas: - The timeliness in addressing my questions and concerns

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			


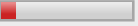
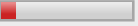
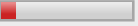
Q832. Please rate the Student Support and Equity Programs department in the following areas: - The usefulness of the referrals and resources

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			

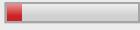
Q833. Please rate the Student Support and Equity Programs department in the following areas: - Overall experience with the Student Support and Equity Programs department

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			

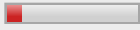
Q834. Please share any comments regarding the Student Support and Equity Programs department:

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>Confusing because I think there are three offices...!m not even sure which one I was supposed to be evaluating. Went to two on the 2nd floor</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		Confusing because I think there are three offices...!m not even sure which one I was supposed to be evaluating. Went to two on the 2nd floor
Count	Percent										
1	20.00%		Confusing because I think there are three offices...!m not even sure which one I was supposed to be evaluating. Went to two on the 2nd floor								

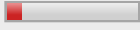
in the Com Bldg and another between Bldg 24 and 6. In the tutorial office the woman in the back was very kind and good. In Room 221 the woman closed down as soon I said I wasn't EOP.

1 20.00% 

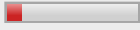
I also went 4/21/2008 between 10-11am. The staff was very friendly and helpful on both visits!

1 20.00% 

The front desk is very near door so its easy to access information! very friendly front desk assistant! gave me coordinators information since she was not in and email contact! (:

1 20.00% 

There was endless information for all of the questions I had. They were more than helpful and made me feel very supported.

1 20.00% 

This was a very good department. Everything was there in front of me and my questions were answered quickly and efficiently. They had everything out in the open and to me, they did a good job at handling my situation. They knew who to refer me to for my major if I wanted advising and they answered my questions respectfully and quickly.

5 Respondents

Q835. Was the We-Care survey visible and accessible?

Count Percent

2 40.00%  Yes

3 60.00%  No

5 Respondents