

## 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

### Q862. Did you access the University Housing Services website?

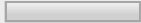
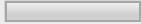
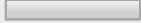

Count	Percent		
8	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
8 Respondents			

### Q863. Approximately what date did you access the University Housing Services website?

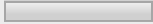
Count	Percent																																						
8	100.00%																																						
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>04/17/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>04/20/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>04/21/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>04/22/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/18/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/20/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/22/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/23/2008</td> </tr> </tbody> </table>				Count	Percent			1	12.50%		04/17/2008	1	12.50%		04/20/2008	1	12.50%		04/21/2008	1	12.50%		04/22/2008	1	12.50%		4/18/2008	1	12.50%		4/20/2008	1	12.50%		4/22/2008	1	12.50%		4/23/2008
Count	Percent																																						
1	12.50%		04/17/2008																																				
1	12.50%		04/20/2008																																				
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8 Respondents																																							

### Q864. Approximately what time did you access the University Housing Services website?

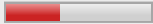
Count	Percent																														
1	12.50%		Before 8:00am																												
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>8:00-9:00am</td> </tr> <tr> <td>2</td> <td>25.00%</td> <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>12.50%</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> </tbody> </table>				Count	Percent			0	0.00%		8:00-9:00am	2	25.00%		9:01-10:00am	0	0.00%		10:01-11:00am	1	12.50%		11:01-12:00pm	0	0.00%		12:01-1:00pm	0	0.00%		1:01-2:00pm
Count	Percent																														
0	0.00%		8:00-9:00am																												
2	25.00%		9:01-10:00am																												
0	0.00%		10:01-11:00am																												
1	12.50%		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
0	0.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
4	50.00%		After 5:00pm
8 Respondents			



Q865. Please rate your level of satisfaction with each of the following aspects of the University Housing Services website: - Ease of understanding information provided

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


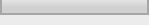
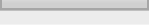
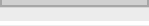
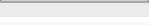
Q866. Please rate your level of satisfaction with each of the following aspects of the University Housing Services website: - Variety of information provided

Count	Percent		
4	50.00%		Very satisfied
3	37.50%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			


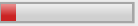
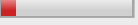
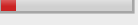
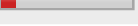
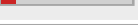
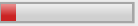
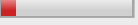
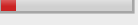
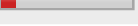
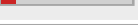
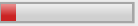
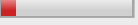
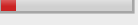
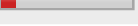
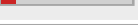
Q867. Please rate your level of satisfaction with each of the following aspects of the University Housing Services website: - Overall web page design

Count	Percent		
1	12.50%		Very satisfied
6	75.00%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			


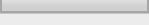
Q868. Please rate your level of satisfaction with each of the following aspects of the University Housing Services website: - Overall informativeness of web page

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


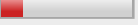
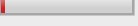
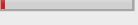
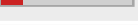
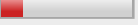
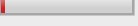
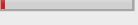
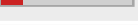
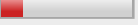
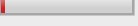
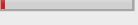
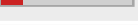
Q869. What other information would have been useful?

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>Everything that I was looking for seemed to be there.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>off-campus housing options/information if any</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>The links on both sides of the main page are lacking design/layout.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>the meal plan cost table, it used to be there, but when I visited the website it wasn't there</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Very nicely organized in separating information targeting certain groups, such as parents, visitors, etc.</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		Everything that I was looking for seemed to be there.	1	20.00%		off-campus housing options/information if any	1	20.00%		The links on both sides of the main page are lacking design/layout.	1	20.00%		the meal plan cost table, it used to be there, but when I visited the website it wasn't there	1	20.00%		Very nicely organized in separating information targeting certain groups, such as parents, visitors, etc.
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1	20.00%		Very nicely organized in separating information targeting certain groups, such as parents, visitors, etc.																								
5 Respondents																											

Q870. Did you contact the University Housing Services department by telephone?

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

Q871. Approximately what date did you contact the University Housing Services department by phone?

Count	Percent																						
8	100.00%																						
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2</td> <td>25.00%</td> <td></td> <td>04/21/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>04/23/2008</td> </tr> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>4/10/2008</td> </tr> <tr> <td>2</td> <td>25.00%</td> <td></td> <td>4/18/2008</td> </tr> </tbody> </table>				Count	Percent			2	25.00%		04/21/2008	1	12.50%		04/23/2008	1	12.50%		4/10/2008	2	25.00%		4/18/2008
Count	Percent																						
2	25.00%		04/21/2008																				
1	12.50%		04/23/2008																				
1	12.50%		4/10/2008																				
2	25.00%		4/18/2008																				

1	12.50%		4/22/2008
1	12.50%		5/19/2008

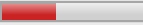

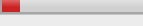
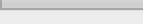
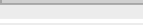
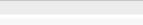
8 Respondents

Q872. Approximately what time did you contact the University Housing Services department by phone?

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

8 Respondents

Q873. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the University Housing Services department: - Ease of obtaining the information you required

Count	Percent		
3	37.50%		Very satisfied
4	50.00%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable

8 Respondents

Q874. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the University Housing Services department: - Clarity of the information provided

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

Q875. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the University Housing Services department: - Professionalism of the individual who responded to your call

Count	Percent		
6	75.00%		Very satisfied
1	12.50%		Somewhat satisfied
1	12.50%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
8 Respondents			

Q876. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the University Housing Services department: - Length of time on hold

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

Q877. Approximately what date did you visit the University Housing Services department?

Count	Percent	
8	100.00%	
Count	Percent	

1	12.50%		04/21/2008
1	12.50%		04/23/2008
1	12.50%		04/25/2008
1	12.50%		05/20/2008
1	12.50%		4/16/2008
1	12.50%		4/18/2008
1	12.50%		4/24/2008
1	12.50%		4/7/2008


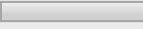
8 Respondents

Q878. Approximately what time did you visit the University Housing 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	25.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
2	25.00%		1:01-2:00pm
2	25.00%		2:01-3:00pm
2	25.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm

8 Respondents

Q879. Please indicate if this was your first or second visit to the University Housing Services department:

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

2 Respondents

Q880. Please rate the University Housing Services department in the following areas: - The physical environment of the department

Count	Percent		
2	25.00%		Excellent
5	62.50%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q881. Please rate the University Housing Services department in the following areas: - The quality of the interpersonal contact

Count	Percent		
5	62.50%		Excellent
2	25.00%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q882. Please rate the University Housing Services department in the following areas: - The pertinent knowledge of the staff

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

Q883. Please rate the University Housing Services department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
3	37.50%		Excellent
3	37.50%		Good
1	12.50%		Average
1	12.50%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q884. Please rate the University Housing Services department in the following areas: - The usefulness of the referrals and resources

Count	Percent		
4	50.00%		Excellent
2	25.00%		Good
1	12.50%		Average
0	0.00%		Below average
0	0.00%		Poor
1	12.50%		Not applicable
8 Respondents			

Q885. Please rate the University Housing Services department in the following areas: - Overall experience with the University Housing Services department

Count	Percent		
1	12.50%		Excellent
5	62.50%		Good
2	25.00%		Average
0	0.00%		Below average
0	0.00%		Poor
0	0.00%		Not applicable
8 Respondents			

Q886. Please share any comments regarding the University Housing Services department:

Count	Percent										
8	100.00%										
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12.50%</td> <td></td> <td>Everything that was there seemed like it was supposed to be there. The people at the front desk knew what they were talking about, and my</td> </tr> </tbody> </table>				Count	Percent			1	12.50%		Everything that was there seemed like it was supposed to be there. The people at the front desk knew what they were talking about, and my
Count	Percent										
1	12.50%		Everything that was there seemed like it was supposed to be there. The people at the front desk knew what they were talking about, and my								

			questions were answered with ease.
1	12.50%		I saw a few boxes in their work space the boxes were not on my way. They were on the other side. The staff was friendly.
1	12.50%		It very nice so many off-campus listings.
1	12.50%		The layout of the department could be reworked with a defined front desk. Desk people were very helpful. Had no information about the village other than contact info. I think they should at least have prices for comparison. When I arrived there were 2 people at the front desk, one was helping a guest and the other was looking at papers. The line grew to 4 people and the one looking at the papers, got up and left! If the desk person who was looking at papers cannot answer housing question, they should not be sitting at the front desk. Besides the long wait, very helpful.
1	12.50%		The staff were friendly. The first time I went, although there were people in line, there were staff members not doing anything and they didn't initiate to help those in line, it looked like they expected the students to go up to them and the student's wouldn't know if they should go up to them or not because they couldn't tell if the staff was available or not. The staff tried to understand the full problem before answering and I really liked that. The asnwers I got were very detailed and I came out knowing exactly what to do next with my problems.
1	12.50%		The staffs could have provide a better quality of interpersonal contact.
1	12.50%		The student workers I spoke to were very helpful and they were very prompt and quick in addressing questions since there were many people waiting in line.
1	12.50%		very helpful. knew what they were talking about
8 Respondents			

Q887. Was the We-Care survey visible and accessible?			
Count	Percent		
3	37.50%		Yes
5	62.50%		No
8 Respondents			