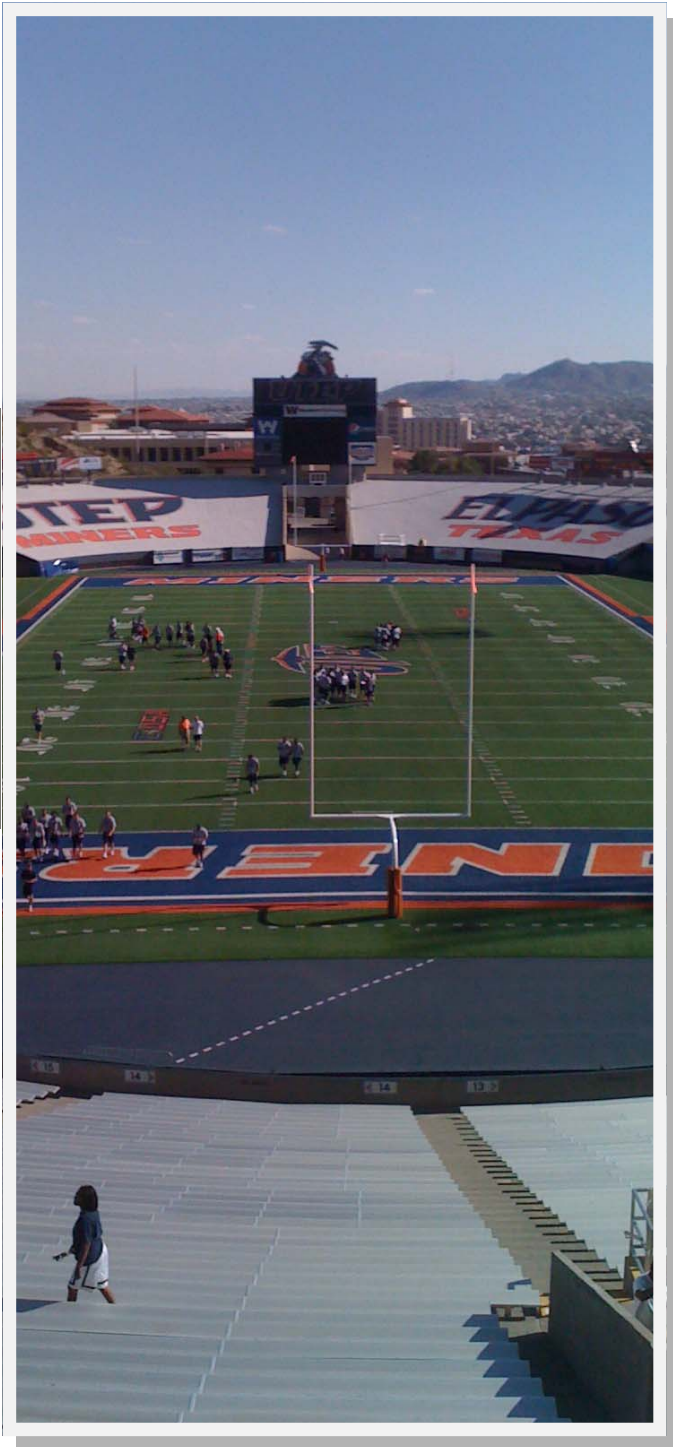


Secret Shopper Results

University Ticket Center

Fall 2013



Please rate the following questions based on the experience you had while registering for your student ticket.

	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
The instructions written in terms that are easy to understand	0	0%	0	0%	6	40%	9	60%	0	0%	15	3.86
The website was easy to navigate	0	0%	1	7%	5	33%	9	60%	0	0%	15	3.79
I was able to register easily	0	0%	1	7%	5	33%	9	60%	0	0%	15	3.79
The website is easy to locate	0	0%	2	13%	6	40%	7	47%	0	0%	15	3.57
	Answered Question										15	
	Skipped Question										0	
	Overall Average											3.75

Did you have any specific issues entering into the website?

Answer	Response	%
Yes (please specify)	0	0%
No	15	100%
Total	15	100%
Answered Question	15	
Skipped Question	0	

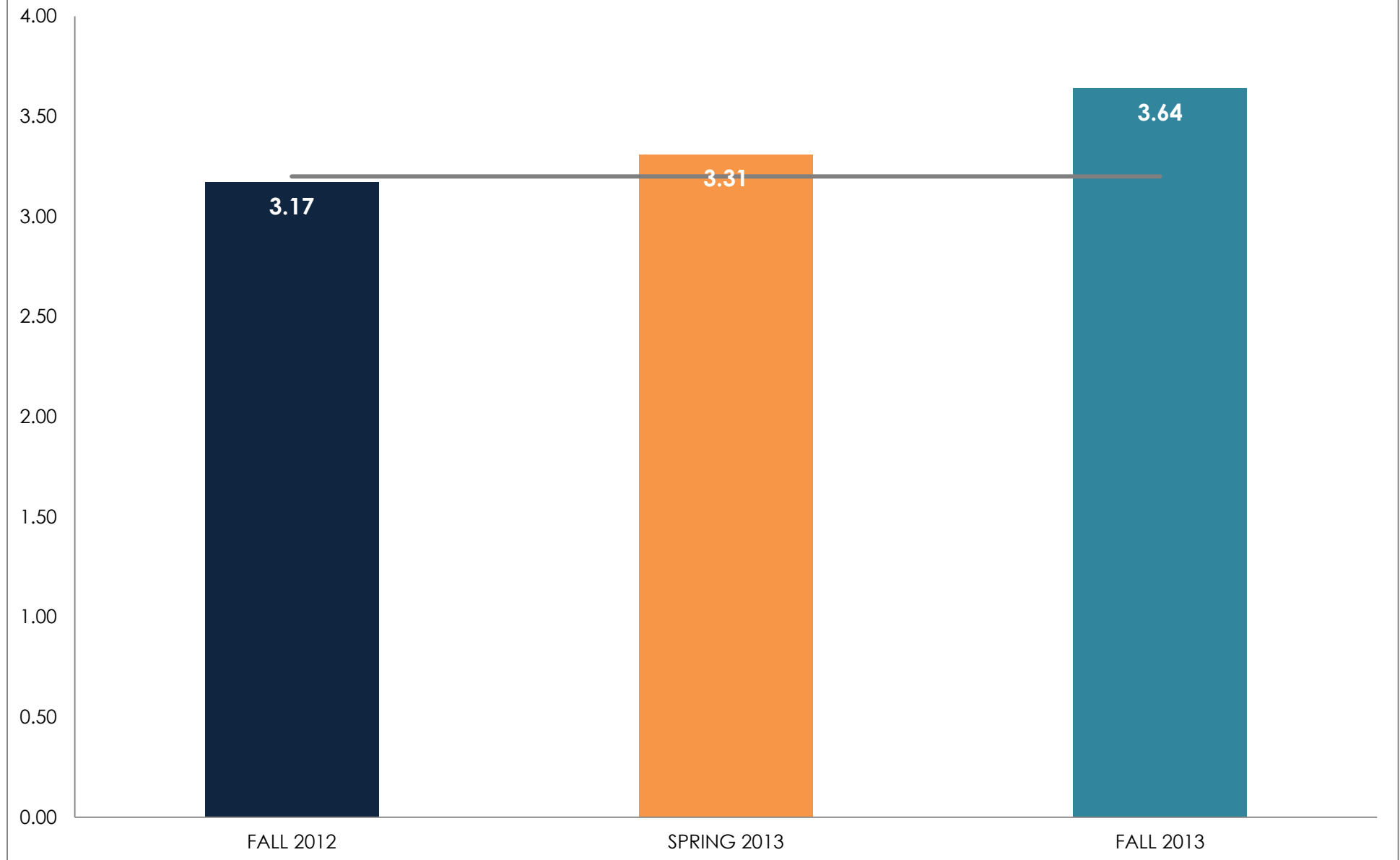
Did you attended the UTSA vs. UTEP football game on September 6?		
Answer	Response	%
Yes	3	21%
No	11	79%
Total	14	100%
Answered Question	14	
Skipped Question	1	

Did you have any specific issues entering the game?		
Answer	Response	%
Yes (please specify)	0	0%
No	3	100%
Total	3	100%
Answered Question	3	
Skipped Question	12	

Where you redirected to the Resolution Center?		
Answer	Response	%
Yes	0	0%
No	0	0%
Total	0	100%
Answered Question	0	
Skipped Question	15	

*The prerequisite has not been met. (None of the participants encountered issues when entering the game)

Overall experience with the student ticket registration process.



Please write any additional information you consider important in the space below:

I think that it is very convenient for us to be able to register for a game just using our miner gold card.

There should be a direct link at the front of my.utep.edu to be able to find it easily.

they need to upplade the website because they have a mistakes

Everything worked nicely and I had absolutely no problem with the website, registering, or entering the stadium.

n/a

I am a Miner Maniac, so I didn't have to register for a free ticket.

The Union East venue is excellent for it is in the perfect location

Nothing

I wish I could attend more games but I work on most of the play dates!