

Secret Shopper Results

Parking and Transportation

Fall 2013



Task 1

What task were you assigned?		
Answer	Response	%
Task 1: Go to Parking and Transportation and ask where you can find car pool parking spaces.	5	100%
Task 2: Go to Parking and Transportation and ask at what time the parking lots open to all valid UTEP parking permits.	0	0%
Answered Question	5	
Skipped Question	0	

Please rate the following:							
Answer Options:	Yes	%	No	%	N/A	%	Responses
The associate addressed me by my name (whenever applicable)	1	33%	0	0%	2	67%	3
The associate made eye contact when I approached him/her.	2	67%	1	33%	0	0%	3
The associate smiled when I approached him/her.	2	67%	1	33%	0	0%	3
I was greeted by the associate.	2	67%	1	33%	0	0%	3
The associate wore a name tag.	1	33%	1	33%	1	33%	3
The associate asked follow up questions (ex. What else can I help you with?)	2	67%	1	33%	0	0%	3
The associate thanked me after completing the transaction.	3	100%	0	0%	0	0%	3
	Answered Question						3
	Skipped Question						2
	Overall Average						3.00

Please rate the following:												
Answer Options:	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
I was greeted in a friendly manner soon after entering the office.	1	33%	1	33%	1	33%	0	0%	0	0%	3	2.00
The representative was able to answer my questions.	1	33%	0	0%	2	67%	0	0%	0	0%	3	2.33
The representative was courteous.	1	33%	0	0%	2	67%	0	0%	0	0%	3	2.33
The representative was able to help me solve my problem.	1	33%	0	0%	2	67%	0	0%	0	0%	3	2.33
The information I received from the department was accurate.	1	33%	0	0%	2	67%	0	0%	0	0%	3	2.33
The information I received from the department was helpful.	1	33%	0	0%	2	67%	0	0%	0	0%	3	2.33
The representative had a professional appearance.	1	33%	1	33%	1	33%	0	0%	0	0%	3	2.00
There were enough employees to handle the workload.	1	33%	1	33%	1	33%	0	0%	0	0%	3	2.00
	Answered Question										3	
	Skipped Question										2	
	Overall Average											2.21

Please rate the following:												
Answer Options:	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
Considering the amount of customers in front of me, it took a reasonable amount of time for me to be helped.	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
	Answered Question										3	
	Skipped Question										2	
	Overall Average											3.33

Please specify waiting time		
Answer	Response	%
Less than a minute	0	0%
1 minute - 5 minutes	2	67%
6 minutes - 10 minutes	1	33%
11 minutes - 15 minutes	0	0%
16 minutes - 30 minutes	0	0%
More than 30 minutes	0	0%
More than 1 hour	0	0%
Total	3	100%
Answered Question	3	
Skipped Question	2	

Please rate the following:

Answer Options:	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	I don't know	%	Response Count	Rating Average
What is your overall satisfaction with Parking and Transportation Services?	0	0%	0	0%	3	100%	0	0%	0	0%	3	3.00
	Answered Question										3	
	Skipped Question										2	
	Overall Average											3.00

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

none

I was not treated kindly until they knew i had a parking permit

Task 2

What task were you assigned?		
Answer	Response	%
Task 1: Go to Parking and Transportation and ask where you can find car pool parking spaces.	0	0%
Task 2: Go to Parking and Transportation and ask at what time the parking lots open to all valid UTEP parking permits.	2	100%
Answered Question	2	
Skipped Question	0	

Please rate the following:							
Answer Options:	Yes	%	No	%	N/A	%	Responses
The associate addressed me by my name (whenever applicable)	1	50%	0	0%	1	50%	2
The associate made eye contact when I approached him/her.	2	100%	0	0%	0	0%	2
The associate smiled when I approached him/her.	2	100%	0	0%	0	0%	2
I was greeted by the associate.	2	100%	0	0%	0	0%	2
The associate wore a name tag.	2	100%	0	0%	0	0%	2
The associate asked follow up questions (ex. What else can I help you with?)	2	100%	0	0%	0	0%	2
The associate thanked me after completing the transaction.	2	100%	0	0%	0	0%	2
	Answered Question						2
	Skipped Question						0
	Overall Average						2.00

Please rate the following:												
Answer Options:	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
I was greeted in a friendly manner soon after entering the office.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
The representative was able to answer my questions.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
The representative was courteous.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
The representative was able to help me solve my problem.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
The information I received from the department was accurate.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
The information I received from the department was helpful.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
The representative had a professional appearance.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
There were enough employees to handle the workload.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
	Answered Question										2	
	Skipped Question										0	
	Overall Average											3.44

Please rate the following:												
Answer Options:	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
Considering the amount of customers in front of me, it took a reasonable amount of time for me to be helped.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
	Answered Question										2	
	Skipped Question										0	
	Overall Average											3.50

Please specify waiting time		
Answer	Response	%
Less than a minute	0	0%
1 minute - 5 minutes	2	100%
6 minutes - 10 minutes	0	0%
11 minutes - 15 minutes	0	0%
16 minutes - 30 minutes	0	0%
More than 30 minutes	0	0%
More than 1 hour	0	0%
Total	2	100%
Answered Question	2	
Skipped Question	0	

Please rate the following:												
Answer Options:	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	I don't know	%	Response Count	Rating Average
What is your overall satisfaction with Parking and Transportation Services?	1	50%	0	0%	0	0%	1	50%	0	0%	2	2.50
	Answered Question										2	
	Skipped Question										0	
	Overall Average											2.50

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

Although I do not use parking permits because I don't have a car yet, I am sure when ever I do it wont be hard. they answered my question and even made sure that I understood them and asked if there was anything else the could help me with.

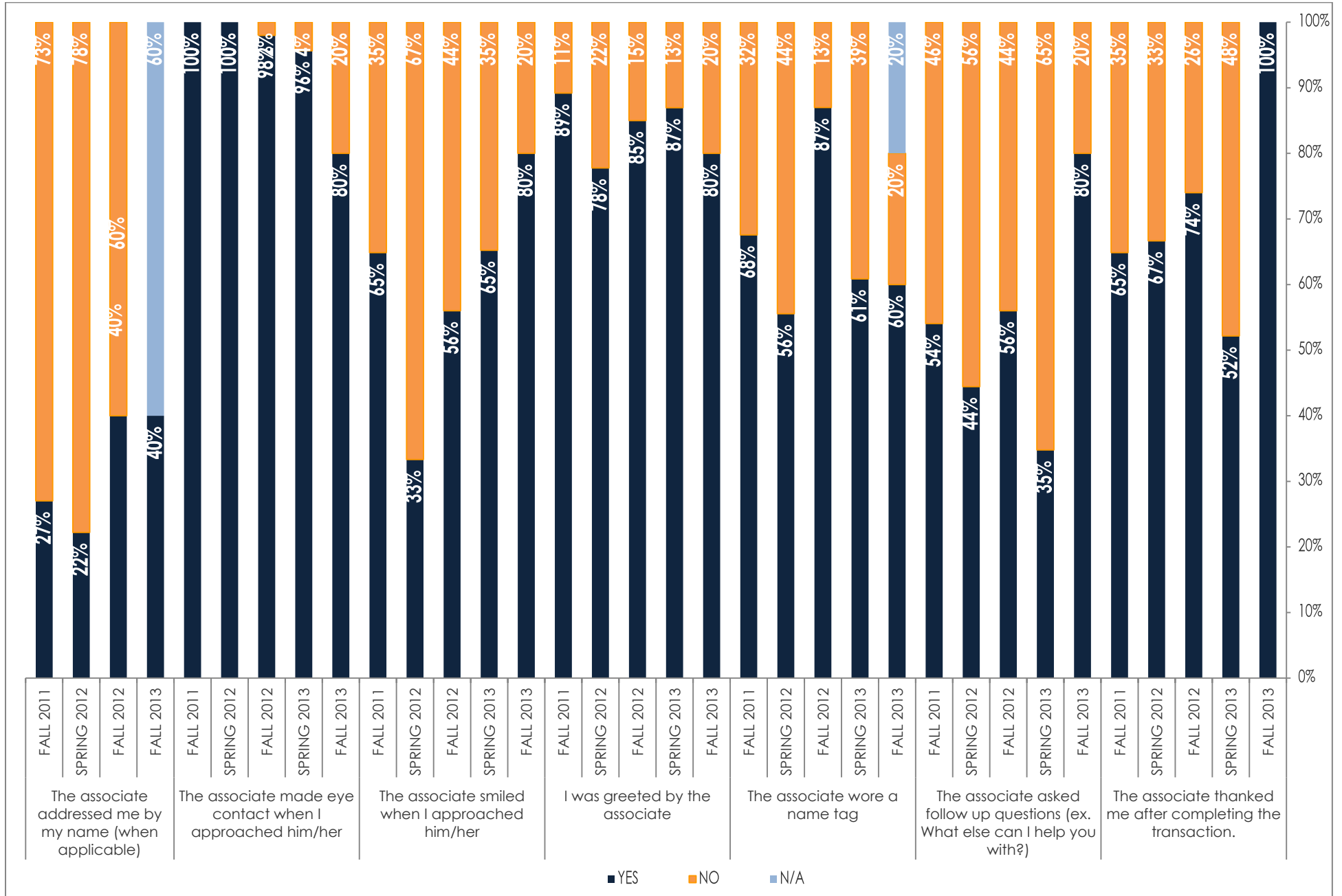
Overall

What task were you assigned?		
Answer	Response	%
Task 1: Go to Parking and Transportation and ask where you can find car pool parking spaces.	5	71%
Task 2: Go to Parking and Transportation and ask at what time the parking lots open to all valid UTEP parking permits.	2	29%
Answered Question	7	
Skipped Question	0	

Please rate the following:							
Answer Options:	Yes	%	No	%	N/A	%	Responses
The associate addressed me by my name (when applicable)	2	40%	0	0%	3	60%	5
The associate made eye contact when I approached him/her	4	80%	1	20%	0	0%	5
The associate smiled when I approached him/her	4	80%	1	20%	0	0%	5
I was greeted by the associate	4	80%	1	20%	0	0%	5
The associate wore a name tag	3	60%	1	20%	1	20%	5
The associate asked follow up questions (ex. What else can I help you with?)	4	80%	1	20%	0	0%	5
The associate thanked me after completing the transaction.	5	100%	0	0%	0	0%	5
	Answered Question						5
	Skipped Question						2

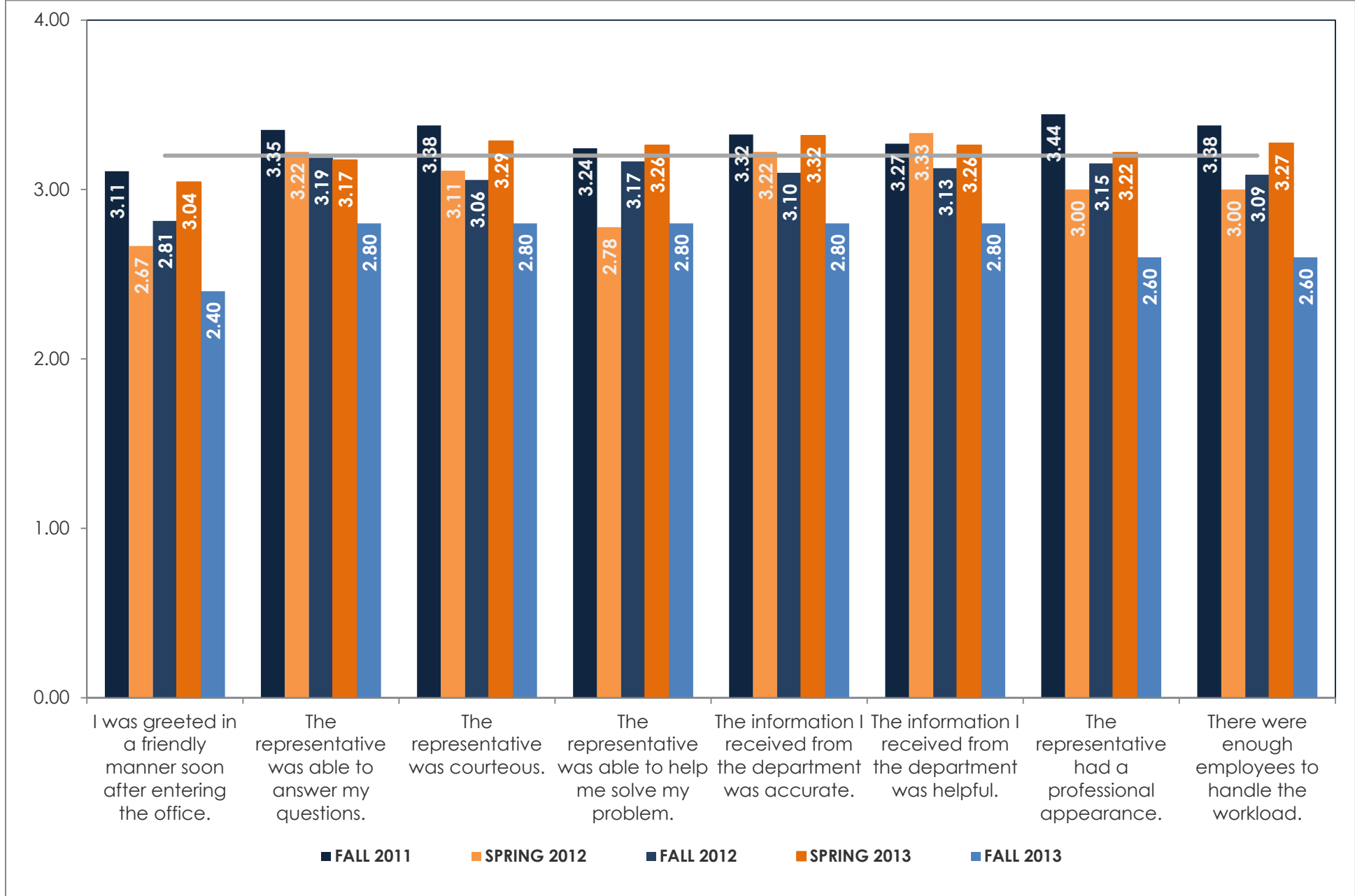
SECRET SHOPPER PROGRAM – PARKING AND TRANSPORTATION

Fall 2013



Fall 2013

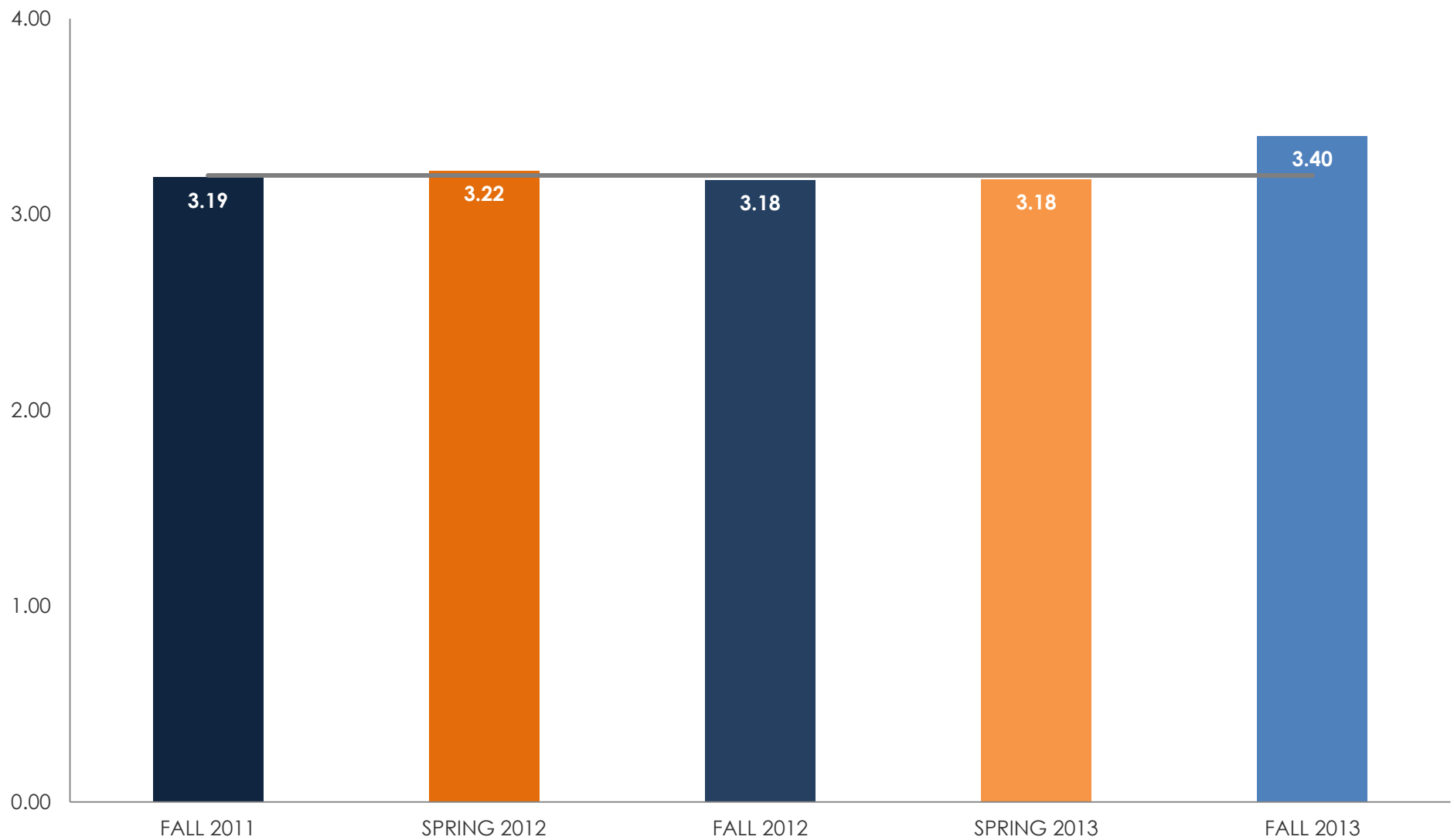
Please rate the following:	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
I was greeted in a friendly manner soon after entering the office.	1	20%	1	20%	3	60%	0	0%	0	0%	5	2.40
The representative was able to answer my questions.	1	20%	0	0%	3	60%	1	20%	0	0%	5	2.80
The representative was courteous.	1	20%	0	0%	3	60%	1	20%	0	0%	5	2.80
The representative was able to help me solve my problem.	1	20%	0	0%	3	60%	1	20%	0	0%	5	2.80
The information I received from the department was accurate.	1	20%	0	0%	3	60%	1	20%	0	0%	5	2.80
The information I received from the department was helpful.	1	20%	0	0%	3	60%	1	20%	0	0%	5	2.80
The representative had a professional appearance.	1	20%	1	20%	2	40%	1	20%	0	0%	5	2.60
There were enough employees to handle the workload.	1	20%	1	20%	2	40%	1	20%	0	0%	5	2.60
	Answered Question										5	
	Skipped Question										2	
	Overall Average											2.70



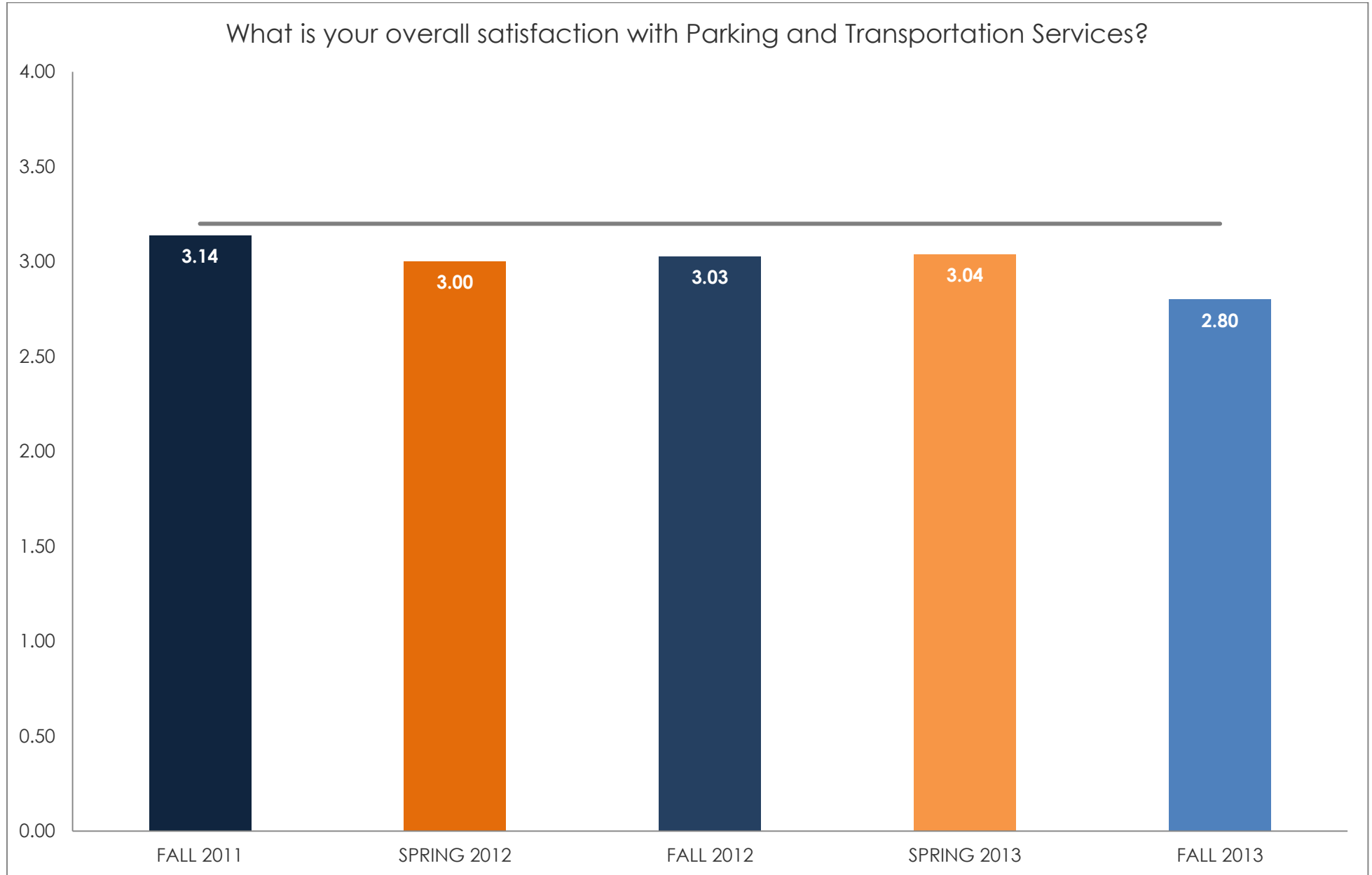
Please specify waiting time		
Answer	Response	%
Less than a minute	0	0%
1 minute - 5 minutes	4	80%
6 minutes - 10 minutes	1	20%
11 minutes - 15 minutes	0	0%
16 minutes - 30 minutes	0	0%
More than 30 minutes	0	0%
More than 1 hour	0	0%
Total	5	100%
Answered Question	5	
Skipped Question	2	

Please rate the following:	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
Considering the amount of customers in front of me, it took a reasonable amount of time for me to be helped.	0	0%	0	0%	3	60%	2	40%	0	0%	5	3.40
	Answered Question										5	
	Skipped Question										2	
	Overall Average											3.40

Considering the amount of customers in front of me, it took a reasonable amount of time for me to be helped.



Please rate the following:	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	I don't know	%	Response Count	Rating Average
What is your overall satisfaction with Parking and Transportation Services?	1	20%	0	0%	3	60%	1	20%	0	0%	5	2.80
	Answered Question										5	
	Skipped Question										2	
	Overall Average											2.80



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

Although I do not use parking permits because I don't have a car yet, I am sure when ever I do it wont be hard. they answered my question and even made sure that I understood them and asked if there was anything else the could help me with.

none

I was not treated kindly until they knew i had a parking permit