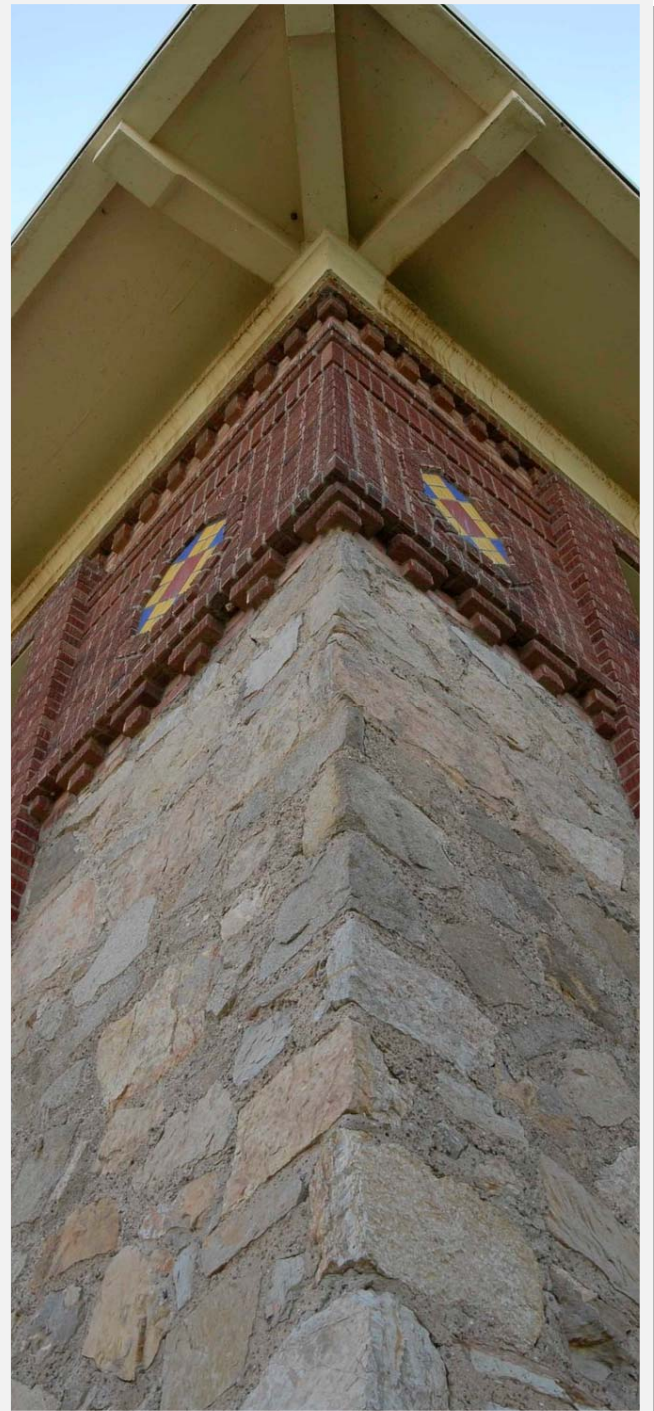


Secret Shopper Results

Student Business Services

Fall 2013



Task 1

What task were you assigned?		
Answer	Response	%
Task 1 (Cashiers): 1. Go to the cashiers and ask the payment dates for the easy pay installment tuition loan and for the emergency loan.	3	100%
Task 2 (Administrative Office): Go to the Student Business Services office. They are located at the Academic Services Building Room 118, next to the cashiers' area.	0	0%
Task 3: Call the Miner Call Center 747-5105 or 5106	0	0%
Answered Question	3	100%
Skipped Question		

What was the time of your visit?		
Answer	Response	%
8:00 - 9:00 AM	0	0%
10:00 - 11:00 AM	0	0%
11:00 AM - 12:00 PM	1	33%
12:00 - 1:00 PM	2	67%
1:00 - 2:00 PM	0	0%
2:00 - 3:00 PM	0	0%
3:00 - 4:00 PM	0	0%
4:00 - 5:00 PM	0	0%
Total	3	100%
Answered Question	3	
Skipped Question	0	

Please answer the following:							
Question	Yes	%	No	%	N/A	%	Responses
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	3	100%	0	0%	0	0%	3
The associate wore a name tag	1	33%	1	33%	1	33%	3
The associate addressed me by my name (when applicable)	2	67%	0	0%	1	33%	3
The associate asked follow up questions (ex. What else can I help you with?)	3	100%	0	0%	0	0%	3
The associate thanked me after completing the transaction.	3	100%	0	0%	0	0%	3
	Answered Question						3
	Skipped Question						0

Please rate the following:												
Answer	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%	3	100%	0	0%	0	0%	3	3.00
The representative was able to answer my questions.	0	0%	0	0%	1	33%	2	67%	0	0%	3	3.67
The representative was courteous.	0	0%	0	0%	3	100%	0	0%	0	0%	3	3.00
The representative was able to help me solve my problem.	0	0%	0	0%	1	33%	2	67%	0	0%	3	3.67
The information I received from the department was accurate.	0	0%	0	0%	1	33%	2	67%	0	0%	3	3.67
The information I received from the department was helpful.	0	0%	0	0%	1	33%	2	67%	0	0%	3	3.67
The representative had a professional appearance.	0	0%	0	0%	1	33%	2	67%	0	0%	3	3.67
The operating hours are convenient.	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
	Answered Question										3	
	Skipped Question										0	
	Overall Average											3.46

Please rate the following:												
Answer	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	100%	0	0%	0	0%	3	3.00
Answered Question											3	
Skipped Question											0	
Overall Average												3.00

Please specify waiting time		
Answer	Response	%
Less than a minute	0	0%
1 minute - 5 minutes	2	67%
6 minutes - 10 minutes	0	0%
11 minutes - 15 minutes	1	33%
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	0	

Please rate the following:												
Answer	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	I don't know	%	Response Count	Rating Average
What is your overall satisfaction with Student Business Services?	0	0%	0	0%	3	100%	0	0%	0	0%	3	3.00
	Answered Question										3	
	Skipped Question										0	
	Overall Average											3.00

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

Some look sleepy.

Task 2

What task were you assigned?		
Answer	Response	%
Task 1 (Cashiers): 1. Go to the cashiers and ask the payment dates for the easy pay installment tuition loan and for the emergency loan.	0	0%
Task 2 (Administrative Office): Go to the Student Business Services office. They are located at the Academic Services Building Room 118, next to the cashiers' area.	2	100%
Task 3: Call the Miner Call Center 747-5105 or 5106	0	0%
Answered Question	2	100%
Skipped Question	0	

What was the time of your visit?		
Answer	Response	%
8:00 - 9:00 AM	0	0%
10:00 - 11:00 AM	0	0%
11:00 AM - 12:00 PM	2	100%
12:00 - 1:00 PM	0	0%
1:00 - 2:00 PM	0	0%
2:00 - 3:00 PM	0	0%
3:00 - 4:00 PM	0	0%
4:00 - 5:00 PM	0	0%
Total	2	100%
Answered Question	2	
Skipped Question	0	

Please answer the following:							
Question	Yes	%	No	%	N/A	%	Responses
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	1	50%	1	50%	0	0%	2
I was greeted by the associate	1	50%	1	50%	0	0%	2
The associate wore a name tag	0	0%	0	0%	2	100%	2
The associate addressed me by my name (when applicable)	0	0%	1	50%	1	50%	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

Please rate the following:												
Answer	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%	2	100%	0	0%	0	0%	2	3.00
The representative was courteous.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
The representative was able to help me solve my problem.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
The information I received from the department was accurate.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
The information I received from the department was helpful.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
The representative had a professional appearance.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
The operating hours are convenient.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
	Answered Question										2	
	Skipped Question										0	
	Overall Average											3.00

Please rate the following:												
Answer	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%	0	0%	2	100%	0	0%	2	4.00
	Answered Question										2	
	Skipped Question										0	
	Overall Average											4.00

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	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	I don't know	%	Response Count	Rating Average
What is your overall satisfaction with Student Business Services?	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
	Answered Question										2	
	Skipped Question										0	
	Overall Average											3.00

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

Good location for it is easy to find.

Task 3

What was the number you dialed?		
Answer	Response	%
747-5105 (Enrollment Services)	1	100%
747-5106 (Student Business Services Office)	0	0%
Total	1	100%
Answered Question	1	
Skipped Question	0	

Was your call answered in a timely manner?		
Answer	Response	%
Yes	1	100%
No	0	0%
Total	1	100%
Answered Question	1	
Skipped Question	0	

How long did it take before you were directed to the right representative?		
Answer	Response	%
Less than 15 seconds	0	0%
15 to 30 seconds	1	100%
30 seconds to 1 minute	0	0%
1 to 1:30 minutes	0	0%
1:30 minutes to 2 minutes	0	0%
More than 2 minutes.	0	0%
Total	1	100%
Answered Question	1	
Skipped Question	0	

In your estimation, how long did the phone call take?

Answer	Response	%
Less than a minute	0	0%
1 minute - 5 minutes	1	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	1	100%
Answered Question	1	
Skipped Question	0	

Please rate the following:	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	I don't know	%	Response Count	Rating Average
What is your overall satisfaction after calling Student Business Services?	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											2.00

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

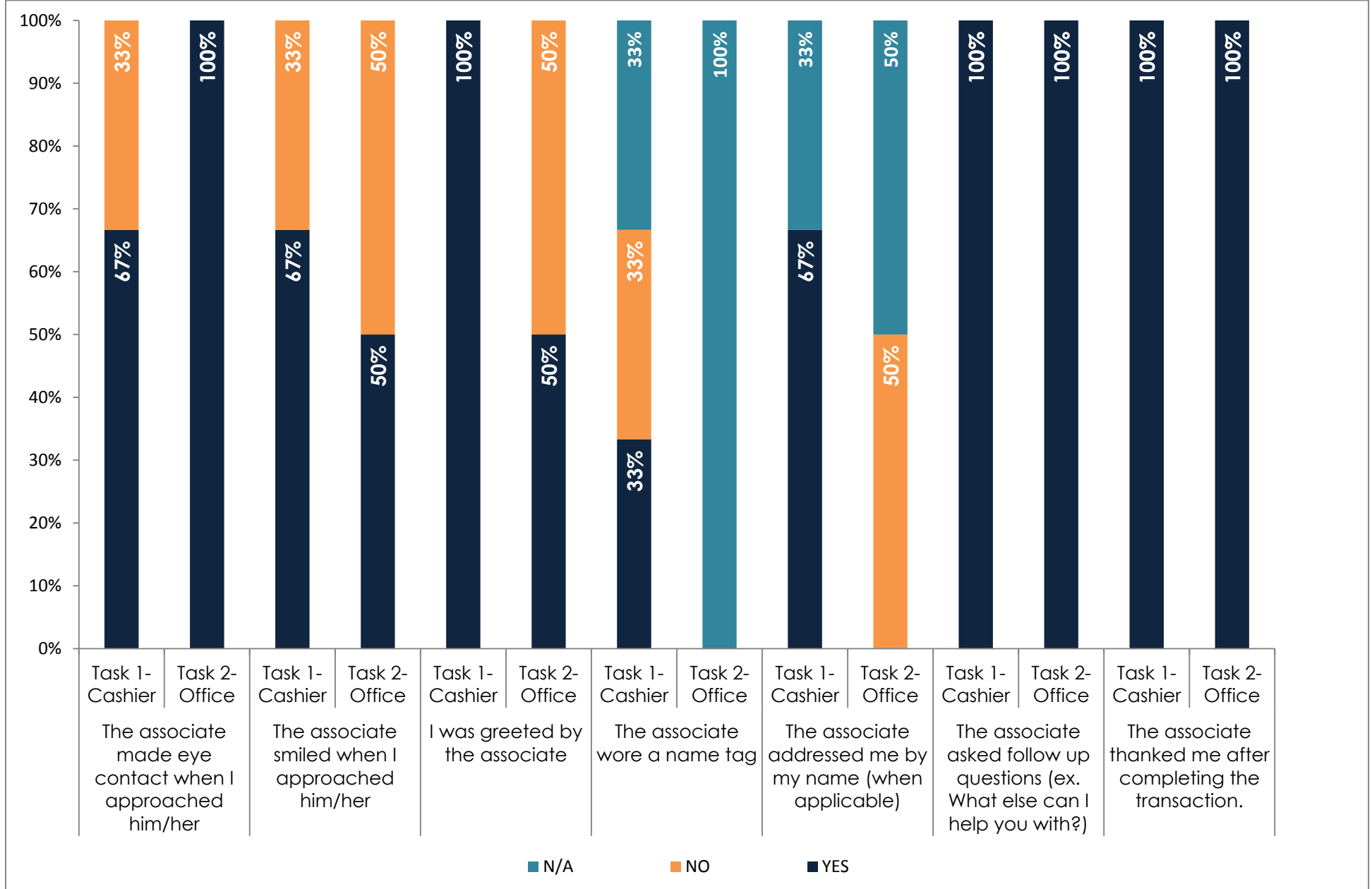
After I had asked the man what information I was looking for he had put me on hold for about 30 seconds and told me it was on every 15th and told me that I can see the exact dates I was looking for online on my account on a website. I do not remember the name of the website.

Overall

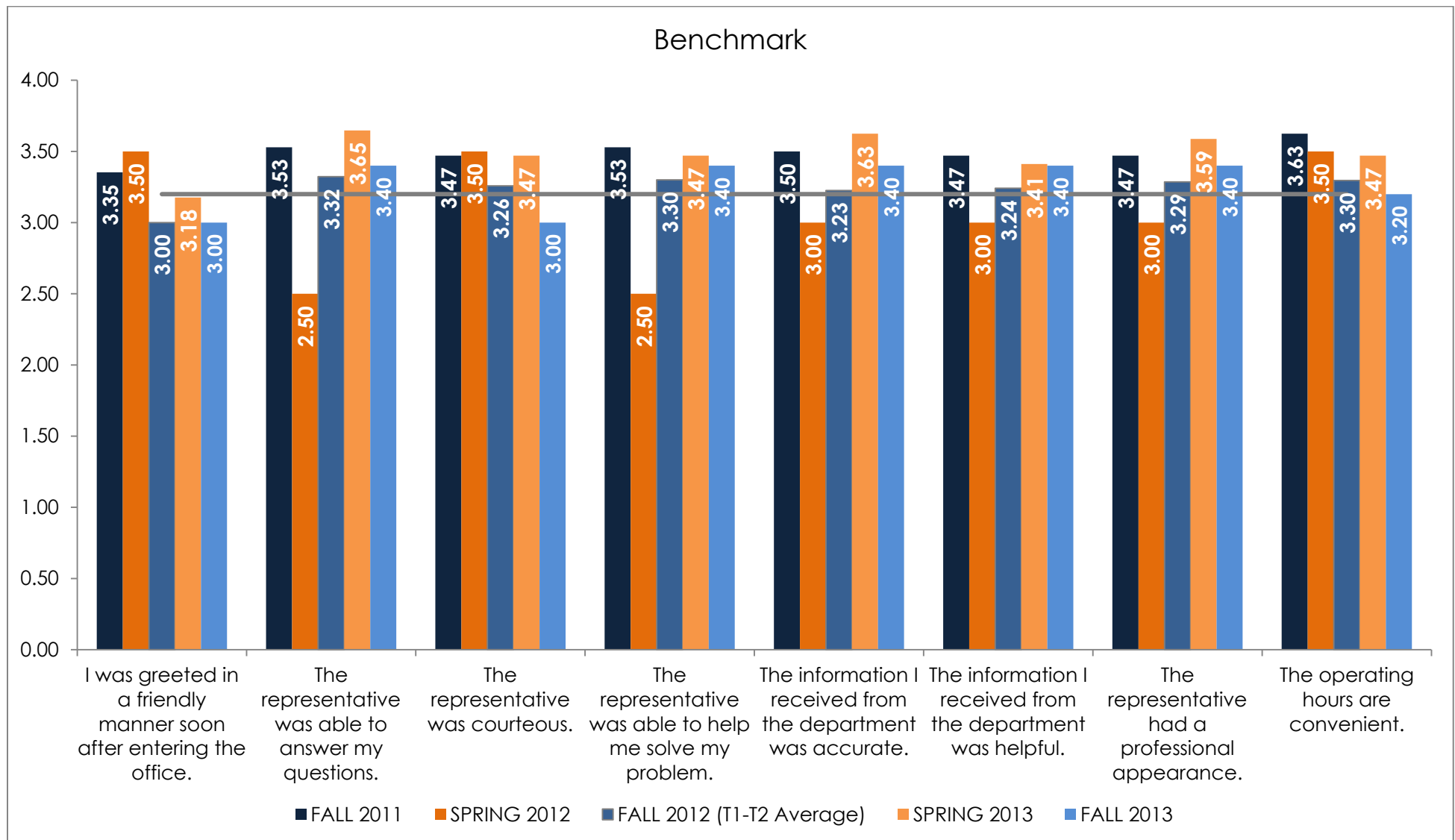
What task were you assigned?		
Answer	Response	%
Task 1 (Cashiers): 1. Go to the cashiers and ask the payment dates for the easy pay installment tuition loan and for the emergency loan.	3	50%
Task 2 (Administrative Office): Go to the Student Business Services office. They are located at the Academic Services Building Room 118, next to the cashiers' area.	2	33%
Task 3: Call the Miner Call Center 747-5105 or 5106	1	17%
Answered Question	6	100%
Skipped Question	0	

What was the time of your visit?		
Answer	Response	%
8:00 - 9:00 AM	0	0%
10:00 - 11:00 AM	0	0%
11:00 AM - 12:00 PM	3	60%
12:00 - 1:00 PM	2	40%
1:00 - 2:00 PM	0	0%
2:00 - 3:00 PM	0	0%
3:00 - 4:00 PM	0	0%
4:00 - 5:00 PM	0	0%
Total	5	100%
Answered Question	5	
Skipped Question	1	

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



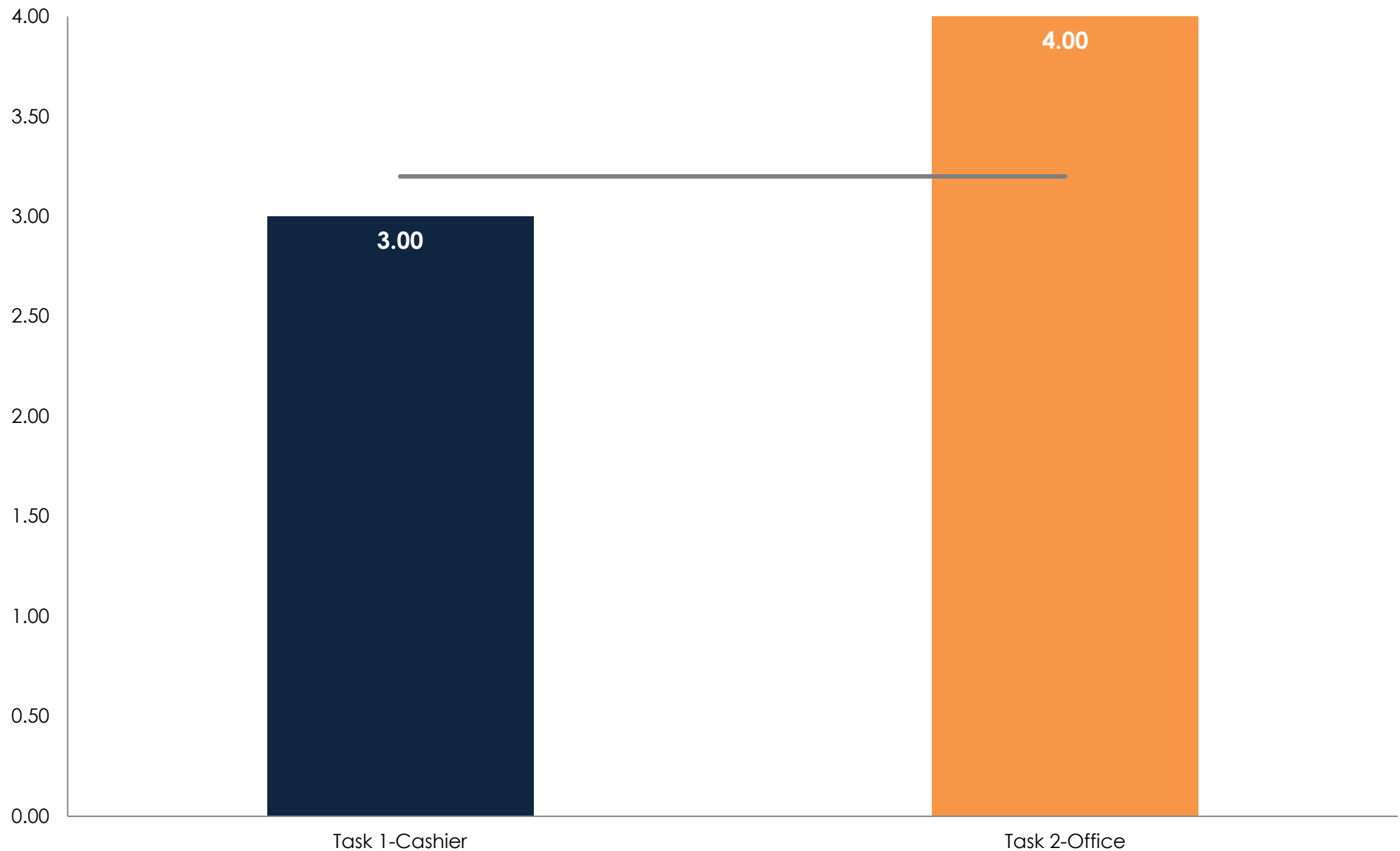
Please rate the following:	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
I was greeted in a friendly manner soon after entering the office.	0	0%	0	0%	5	100%	0	0%	0	0%	5	3.00
The representative was able to answer my questions.	0	0%	0	0%	3	60%	2	40%	0	0%	5	3.40
The representative was courteous.	0	0%	0	0%	5	100%	0	0%	0	0%	5	3.00
The representative was able to help me solve my problem.	0	0%	0	0%	3	60%	2	40%	0	0%	5	3.40
The information I received from the department was accurate.	0	0%	0	0%	3	60%	2	40%	0	0%	5	3.40
The information I received from the department was helpful.	0	0%	0	0%	3	60%	2	40%	0	0%	5	3.40
The representative had a professional appearance.	0	0%	0	0%	3	60%	2	40%	0	0%	5	3.40
The operating hours are convenient.	0	0%	0	0%	4	80%	1	20%	0	0%	5	3.20
	Answered Question										5	
	Skipped Question										1	
	Overall Average											3.28



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										1	
	Overall Average											3.40

Please specify waiting time		
Answer	Response	%
Less than a minute	0	0%
1 minute - 5 minutes	4	80%
6 minutes - 10 minutes	0	0%
11 minutes - 15 minutes	1	20%
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	1	

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 Student Business Services?	0	0%	1	17%	5	83%	0	0%	0	0%	6	2.83
	Answered Question										6	
	Skipped Question										0	
	Overall Average											2.83

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

Some look sleepy.

Good location for it is easy to find

After I had aske the man what information I was looking for he had put me on hold for about 30 seconds and told me it was on every 15th and told me that i can see the exact dates I was looking for online on my account on a website. I do not remember the name of the website.

