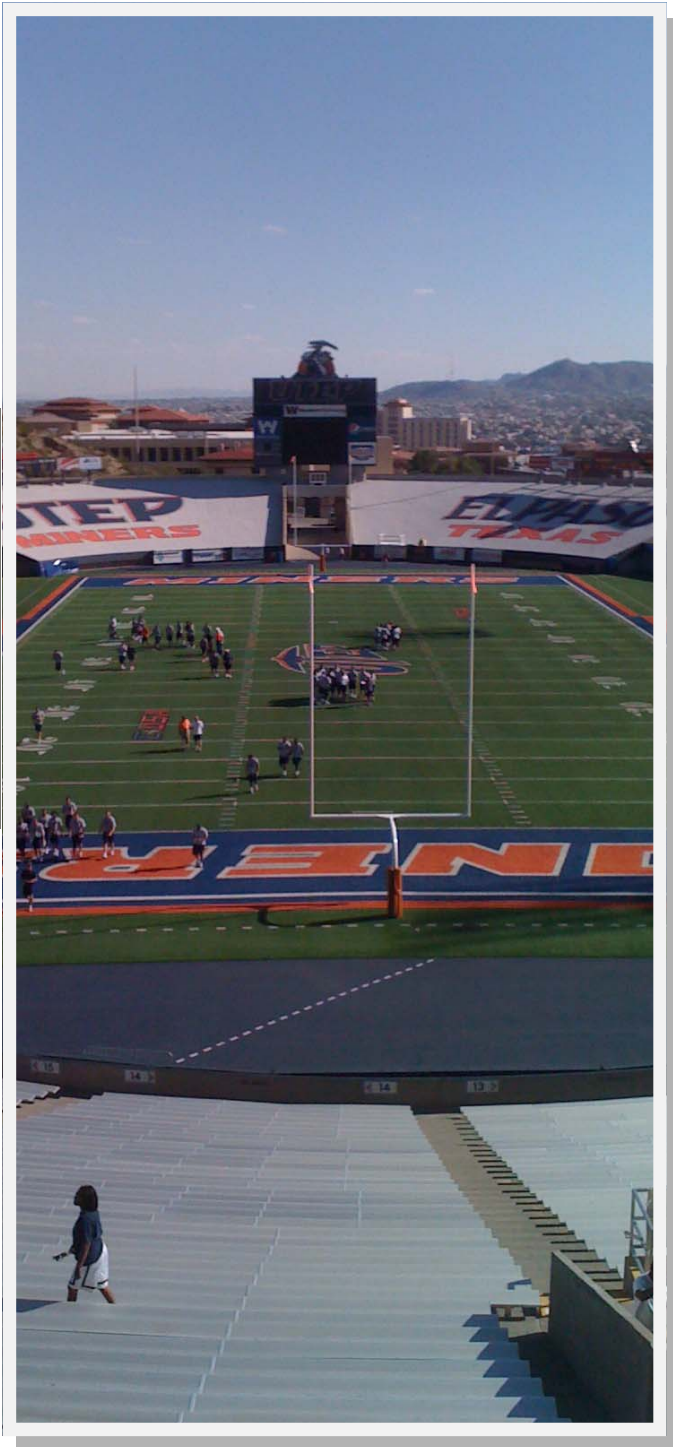


Secret Shopper Results

University Ticket Center

Fall 2013



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

Answer	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
The instructions are 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?

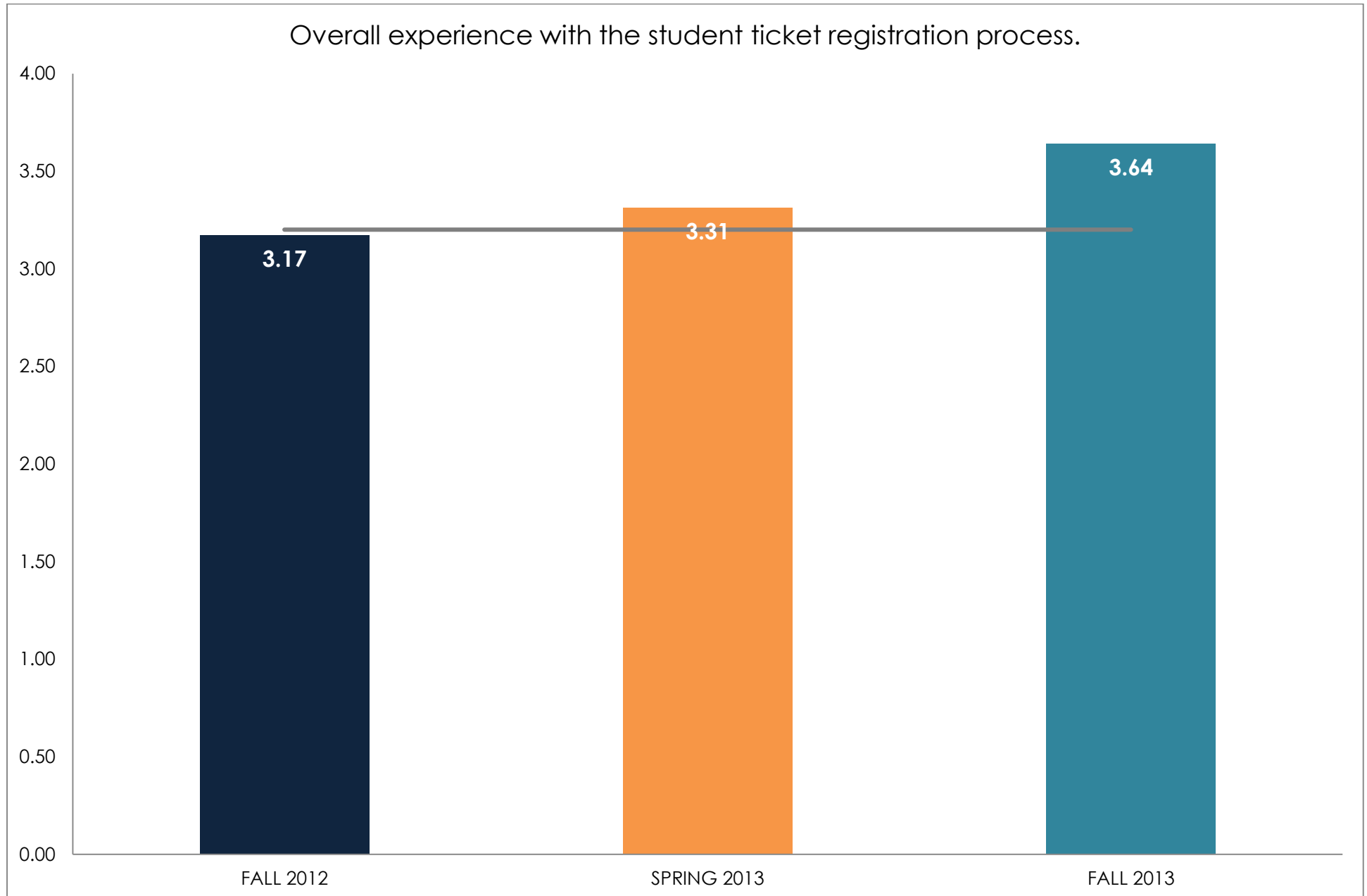
Answer	Response	%
Yes (please specify)	0	0%
No	15	100%
Total	15	100%
Answered Question	15	
Skipped Question	0	

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)



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!