

Testing Lab Survey

FY 2021

Item	SA		A		N		D		SD	
	N	%	N	%	N	%	N	%	N	%
Staff provided friendly, helpful communication.	79	92.9%	6	7.1%	0	0.0%	0	0.0%	0	0.0%
Test security was a priority.	76	89.4%	9	10.6%	0	0.0%	0	0.0%	0	0.0%
The testing stations were clean.	75	89.3%	9	10.7%	0	0.0%	0	0.0%	0	0.0%
Computer equipment operated well.	74	91.4%	6	7.4%	1	1.2%	0	0.0%	0	0.0%
The appointment instructions on our webpage were clear.	10	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	314	91.0%	30	8.7%	1	0.3%	0	0.0%	0	0.0%

Note. SA=Strongly Agree, A=Agree, N=Neither Agree Nor Disagree, D=Disagree, SD=Strongly Disagree