

**Testing Lab Survey  
FY 2015**

Item	SA		A		N		D		SD	
	N	%	N	%	N	%	N	%	N	%
Staff provided friendly, helpful communication.	162	81.0%	25	12.5%	2	1.0%	1	0.5%	10	5.0%
Staff monitored the testing lab frequently.	127	63.5%	53	26.5%	10	5.0%	1	0.5%	9	4.5%
Testing lab environment was positive.	139	69.5%	42	21.0%	10	5.0%	1	0.5%	8	4.0%
Computer equipment was adequate.	128	71.9%	37	20.8%	3	1.7%	1	0.6%	9	5.1%
Computer equipment operated well.	131	74.9%	31	17.7%	3	1.7%	1	0.6%	9	5.1%
<b>Total</b>	<b>687</b>	<b>72.1%</b>	<b>188</b>	<b>19.7%</b>	<b>28</b>	<b>2.9%</b>	<b>5</b>	<b>0.5%</b>	<b>45</b>	<b>4.7%</b>

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