

**Testing Lab Survey  
FY 2017**

Item	SA		A		N		D		SD	
	N	%	N	%	N	%	N	%	N	%
Staff provided friendly, helpful communication.	82	92.1%	7	7.9%	0	0.0%	0	0.0%	0	0.0%
Test security was a priority.	78	87.6%	10	11.2%	1	1.1%	0	0.0%	0	0.0%
The testing stations were clean.	81	91.0%	7	7.9%	1	1.1%	0	0.0%	0	0.0%
Computer equipment operated well.	71	94.7%	3	4.0%	1	1.3%	0	0.0%	0	0.0%
The appointment instructions were clear.	43	84.3%	6	11.8%	2	3.9%	0	0.0%	0	0.0%
<b>Total</b>	<b>355</b>	<b>90.3%</b>	<b>33</b>	<b>8.4%</b>	<b>5</b>	<b>1.3%</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>

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