

**Testing Lab Survey
FY 2020**

Item	SA		A		N		D		SD	
	N	%	N	%	N	%	N	%	N	%
Staff provided friendly, helpful communication.	127	92.7%	10	7.3%	0	0.0%	0	0.0%	0	0.0%
Test security was a priority.	125	91.2%	8	5.8%	4	2.9%	0	0.0%	0	0.0%
The testing stations were clean.	129	94.2%	8	5.8%	0	0.0%	0	0.0%	0	0.0%
Computer equipment operated well.	116	89.9%	11	8.5%	2	1.6%	0	0.0%	0	0.0%
The appointment instructions were clear.	46	88.5%	5	9.6%	0	0.0%	1	1.9%	0	0.0%
Total	543	91.7%	42	7.1%	6	1.0%	1	0.2%	0	0.0%

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