

Evaluation Results for Scanning Services Survey

| Spring 2019 | | | | | | | | | | |
|--|----|-------|----|-------|------|-------|---|------|----|------|
| Items | SA | | A | | NAND | | D | | SD | |
| | | % | N | % | N | % | N | % | N | % |
| Front Desk staff provide friendly, helpful communication with scanning services. | 30 | 65.2% | 11 | 23.9% | 4 | 8.7% | 1 | 2.2% | 0 | 0.0% |
| Front desk staff are knowledgeable about TEMC scanning service procedures. | 27 | 58.7% | 15 | 32.6% | 4 | 8.7% | 0 | 0.0% | 0 | 0.0% |
| The Scanning Request form is easy to complete. | 21 | 46.7% | 15 | 33.3% | 9 | 20.0% | 0 | 0.0% | 0 | 0.0% |
| You normally receive your electronic test results within 24 hours. | 40 | 90.9% | 3 | 6.8% | 1 | 2.3% | 0 | 0.0% | 0 | 0.0% |
| The process of making a change after receiving your test results is easy. | 19 | 55.9% | 8 | 23.5% | 6 | 17.6% | 1 | 2.9% | 0 | 0.0% |
| Overall, you are satisfied with our scanning service. | 33 | 76.7% | 10 | 23.3% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |

Note.SA=Strongly Agree; A=Agree; NAND=Neither Agree Nor Disagree; D=Disagree; SD=Strongly Disagree