

**Testing Lab Survey
FY 2016**

Item	SA		A		N		D		SD	
	N	%	N	%	N	%	N	%	N	%
Staff provided friendly, helpful communication.	186	92.5%	13	6.5%	1	0.5%	1	0.5%	0	0.0%
Staff monitored the testing lab frequently.	147	73.1%	48	23.9%	6	3.0%	0	0.0%	0	0.0%
Testing lab environment was positive.	172	85.6%	27	13.4%	2	1.0%	0	0.0%	0	0.0%
Computer equipment was adequate.	168	91.3%	13	7.1%	3	1.6%	0	0.0%	0	0.0%
Computer equipment operated well.	162	89.5%	14	7.7%	5	2.8%	0	0.0%	0	0.0%
Total	835	86.3%	115	11.9%	17	1.8%	1	0.1%	0	0.0%

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