

**Testing Lab Survey
FY 2019**

Item	SA		A		N		D		SD	
	N	%	N	%	N	%	N	%	N	%
Staff provided friendly, helpful communication.	181	91.9%	14	7.1%	2	1.0%	0	0.0%	0	0.0%
Test security was a priority.	180	91.8%	14	7.1%	1	0.5%	1	0.5%	0	0.0%
The testing stations were clean.	188	95.9%	7	3.6%	0	0.0%	0	0.0%	1	0.5%
Computer equipment operated well.	154	89.0%	12	6.9%	7	4.0%	0	0.0%	0	0.0%
The appointment instructions were clear.	52	83.9%	10	16.1%	0	0.0%	0	0.0%	0	0.0%
Total	755	91.6%	57	6.9%	10	1.2%	1	0.1%	1	0.1%

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