

**Testing Lab Survey
FY 2018**

Item	SA		A		N		D		SD	
	N	%	N	%	N	%	N	%	N	%
Staff provided friendly, helpful communication.	175	87.9%	21	10.6%	3	1.5%	0	0.0%	0	0.0%
Test security was a priority.	177	88.9%	18	9.0%	4	2.0%	0	0.0%	0	0.0%
The testing stations were clean.	174	87.4%	24	12.1%	1	0.5%	0	0.0%	0	0.0%
Computer equipment operated well.	149	84.7%	23	13.1%	4	2.3%	0	0.0%	0	0.0%
The appointment instructions were clear.	65	86.7%	7	9.3%	3	4.0%	0	0.0%	0	0.0%
Total	740	87.3%	93	11.0%	15	1.8%	0	0.0%	0	0.0%

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