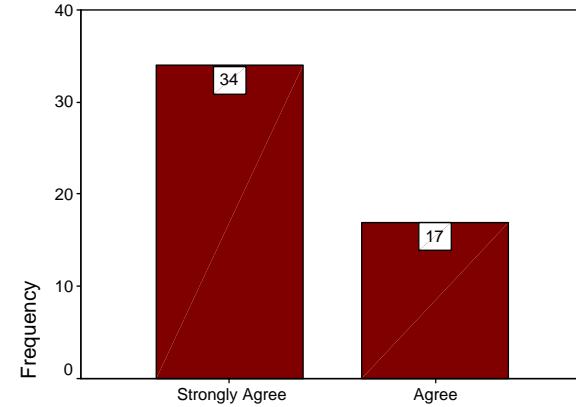


2005-2006 Customer Satisfaction Survey Results

Customers were asked to complete the survey upon completion of a test or from receiving services from our disability services office. The demographic breakdown is included in the tables below. Some questions have been omitted for display to maintain confidentiality.

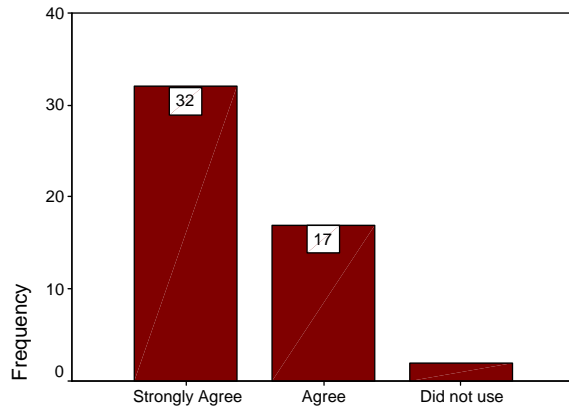
In general, customers felt that TDS is a necessary part of the Augusta State University Campus, that they were treated with courtesy and were helpful, and were satisfied with the quality of service they received.

Figure 1 - Courtesy



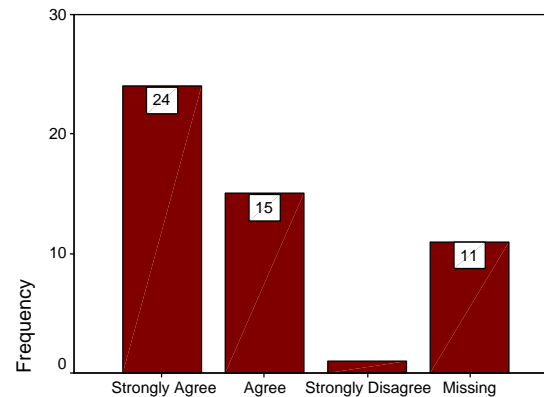
Testing and Disability staff were courteous and helpful.

Figure 2 - Necessity



TDS is a necessary part of ASU

Figure 3 - Overall satisfaction



Overall, I was satisfied with the quality of the service I received.

Frequency Table

Q1 Classification

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Freshman	10	19.6	19.6	19.6
	2.00 Sophomore	5	9.8	9.8	29.4
	3.00 Junior	8	15.7	15.7	45.1
	4.00 Senior	6	11.8	11.8	56.9
	5.00 Graduate	9	17.6	17.6	74.5
	7.00 Other	13	25.5	25.5	100.0
	Total	51	100.0	100.0	

Q3 Sex

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Male	18	35.3	35.3	35.3
	2.00 Female	32	62.7	62.7	98.0
	9.00 missing	1	2.0	2.0	100.0
	Total	51	100.0	100.0	

Q4 Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 White	34	66.7	66.7	66.7
	2.00 African-American	11	21.6	21.6	88.2
	4.00 Asian	2	3.9	3.9	92.2
	5.00 Other	1	2.0	2.0	94.1
	9.00 Missing	3	5.9	5.9	100.0
	Total	51	100.0	100.0	

Q7 How often do you receive services

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
almost never	1	2.0	2.0	2.0
eight per semester	1	2.0	2.0	3.9
enough	1	2.0	2.0	5.9
every couple weeks	1	2.0	2.0	7.8
every other week	1	2.0	2.0	9.8
First appointment	1	2.0	2.0	11.8
first time	11	21.6	21.6	33.3
first visit	1	2.0	2.0	35.3
just for MAT	1	2.0	2.0	37.3
never	1	2.0	2.0	39.2
no comment	15	29.4	29.4	68.6
none	1	2.0	2.0	70.6
not at all	1	2.0	2.0	72.5
not often	1	2.0	2.0	74.5
once	2	3.9	3.9	78.4
once a year	1	2.0	2.0	80.4
Once every other week.	1	2.0	2.0	82.4
Once or twice a month and the beginning semester	1	2.0	2.0	84.3
second visit	1	2.0	2.0	86.3
six times	1	2.0	2.0	88.2
third time	1	2.0	2.0	90.2
this is my second time	1	2.0	2.0	92.2
today was the first	1	2.0	2.0	94.1
Two to three times a semester	2	3.9	3.9	98.0
when needed	1	2.0	2.0	100.0
Total	51	100.0	100.0	

Q8 The receptionist made me feel welcome and comfortable.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	31	60.8	60.8	60.8
	2.00 Agree	17	33.3	33.3	94.1
	3.00 Disagree	1	2.0	2.0	96.1
	5.00 Did not use	2	3.9	3.9	100.0
	Total	51	100.0	100.0	

Q9 I got an appointment quick enough for my needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	33	64.7	64.7	64.7
	2.00 Agree	17	33.3	33.3	98.0
	4.00 Strongly Disagree	1	2.0	2.0	100.0
	Total	51	100.0	100.0	

Q10 I felt comfortable in the reception area.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	29	56.9	56.9	56.9
	2.00 Agree	19	37.3	37.3	94.1
	3.00 Disagree	2	3.9	3.9	98.0
	5.00 Did not use	1	2.0	2.0	100.0
	Total	51	100.0	100.0	

Q11 Testing and Disability staff were courteous and helpful.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	34	66.7	66.7	66.7
	2.00 Agree	17	33.3	33.3	100.0
	Total	51	100.0	100.0	

Q12 I believe that my counselor kept confidential the information I gave him/her.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	28	54.9	54.9	54.9
	2.00 Agree	12	23.5	23.5	78.4
	5.00 Did not use	11	21.6	21.6	100.0
	Total	51	100.0	100.0	

Q13 My disability issues were addressed and dealt with in a timely and professional manner.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	14	27.5	27.5	27.5
	2.00 Agree	3	5.9	5.9	33.3
	4.00 Strongly Disagree	1	2.0	2.0	35.3
	5.00 Did not use	31	60.8	60.8	96.1
	9.00 Missing	2	3.9	3.9	100.0
	Total	51	100.0	100.0	

Q14 My disability issues were addressed and dealt with to my satisfaction.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	14	27.5	27.5	27.5
	2.00 Agree	4	7.8	7.8	35.3
	5.00 Did not use	32	62.7	62.7	98.0
	9.00 Missing	1	2.0	2.0	100.0
	Total	51	100.0	100.0	

Q15 I think the Testing and Disability Services Office is a necessary part of ASU.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	32	62.7	62.7	62.7
	2.00 Agree	17	33.3	33.3	96.1
	5.00 Did not use	2	3.9	3.9	100.0
	Total	51	100.0	100.0	

Q16 If I had additional problems in the future I would return to the Testing and Disability Services Office.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	31	60.8	60.8	60.8
	2.00 Agree	16	31.4	31.4	92.2
	5.00 Did not use	3	5.9	5.9	98.0
	9.00 Missing	1	2.0	2.0	100.0
	Total	51	100.0	100.0	

Q17 I will stay in school because of my learning experience with the Testing and Disability Office.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	19	37.3	37.3	37.3
	2.00 Agree	7	13.7	13.7	51.0
	3.00 Disagree	1	2.0	2.0	52.9
	5.00 Did not use	13	25.5	25.5	78.4
	9.00 Missing	11	21.6	21.6	100.0
	Total	51	100.0	100.0	

Q18 If I knew someone who needed disability counseling, I would recommend that they come to the Testing and Disability Office.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	24	47.1	47.1	47.1
	2.00 Agree	8	15.7	15.7	62.7
	5.00 Did not use	7	13.7	13.7	76.5
	9.00 Missing	12	23.5	23.5	100.0
	Total	51	100.0	100.0	

Q19 If I knew someone who needed independent testing, I would recommend that they utilize Testing and Disability Services.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	26	51.0	51.0	51.0
	2.00 Agree	10	19.6	19.6	70.6
	5.00 Did not use	3	5.9	5.9	76.5
	9.00 Missing	12	23.5	23.5	100.0
	Total	51	100.0	100.0	

Q20 Overall, I was satisfied with the quality of the service I received.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Agree	24	47.1	47.1	47.1
	2.00 Agree	15	29.4	29.4	76.5
	4.00 Strongly Disagree	1	2.0	2.0	78.4
	9.00 Missing	11	21.6	21.6	100.0
	Total	51	100.0	100.0	