

Testing and Disability Services Testing Satisfaction Survey Results 2006-2007

During the year customers taking various tests with us were surveyed to determine their level of satisfaction. Participation was voluntary and anonymous. In general our customers were satisfied, found the staff to be helpful and courteous, and find that Testing and Disability Services to be an essential part of Augusta State University. Survey question results are presented below.

Q1 The receptionist made me feel very welcome and comfortable.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3.00 Neutral	9	5.6	5.6	5.6
	4.00 Agree	62	38.3	38.3	43.8
	5.00 Strongly Agree	89	54.9	54.9	98.8
	6.00 Did not use	2	1.2	1.2	100.0
	Total	162	100.0	100.0	

Q2 I got a test date quick enough for my needs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Strongly Disagree	1	.6	.6	.6
	2.00 Disagree	2	1.2	1.2	1.9
	3.00 Neutral	12	7.4	7.4	9.3
	4.00 Agree	47	29.0	29.0	38.3
	5.00 Strongly Agree	99	61.1	61.1	99.4
	6.00 Did not use	1	.6	.6	100.0
	Total	162	100.0	100.0	

Q3 I felt comfortable in the reception area.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2.00 Disagree	1	.6	.6	.6
	3.00 Neutral	11	6.8	6.8	7.4
	4.00 Agree	49	30.2	30.2	37.7
	5.00 Strongly Agree	101	62.3	62.3	100.0
	Total	162	100.0	100.0	

Q4 Testing and Disability staff were courteous and helpful.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00 Disagree	1	.6	.6	.6
3.00 Neutral	5	3.1	3.1	3.7
4.00 Agree	54	33.3	33.3	37.0
5.00 Strongly Agree	101	62.3	62.3	99.4
6.00 Did not use	1	.6	.6	100.0
Total	162	100.0	100.0	

Q5 I was given clear instruction about taking my test.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00 Disagree	1	.6	.6	.6
3.00 Neutral	11	6.8	6.8	7.4
4.00 Agree	42	25.9	25.9	33.3
5.00 Strongly Agree	107	66.0	66.0	99.4
6.00 Did not use	1	.6	.6	100.0
Total	162	100.0	100.0	

Q6 I had a specific seat in the testing area.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00 Strongly Disagree	2	1.2	1.2	1.2
2.00 Disagree	4	2.5	2.5	3.7
3.00 Neutral	25	15.4	15.4	19.1
4.00 Agree	37	22.8	22.8	42.0
5.00 Strongly Agree	92	56.8	56.8	98.8
6.00 Did not use	2	1.2	1.2	100.0
Total	162	100.0	100.0	

Q7 I think the Testing and Disability Center is a necessary part of the University.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00 Disagree	1	.6	.6	.6
3.00 Neutral	18	11.1	11.1	11.7
4.00 Agree	42	25.9	25.9	37.7
5.00 Strongly Agree	101	62.3	62.3	100.0
Total	162	100.0	100.0	

Q8 If I had additional testing needs in the future, I would return to Testing and Disability Services for assistance.

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	Strongly Disagree	1	.6	.6	.6
	2.00	Disagree	1	.6	.6	1.2
	3.00	Neutral	15	9.3	9.3	10.6
	4.00	Agree	41	25.3	25.5	36.0
	5.00	Strongly Agree	101	62.3	62.7	98.8
	6.00	Did not use	2	1.2	1.2	100.0
		Total	161	99.4	100.0	
Missing	9.00	Missing	1	.6		
Total			162	100.0		

Q9 I will stay in school because of my learning experience with the Testing and Disability Services.

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	Strongly Disagree	3	1.9	1.9	1.9
	2.00	Disagree	5	3.1	3.1	5.0
	3.00	Neutral	55	34.0	34.2	39.1
	4.00	Agree	45	27.8	28.0	67.1
	5.00	Strongly Agree	45	27.8	28.0	95.0
	6.00	Did not use	8	4.9	5.0	100.0
		Total	161	99.4	100.0	
Missing	9.00	Missing	1	.6		
Total			162	100.0		

Q10 I found Testing and Disability Services easily on campus.

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00	Strongly Disagree	1	.6	.6	.6
	2.00	Disagree	8	4.9	5.0	5.6
	3.00	Neutral	9	5.6	5.6	11.3
	4.00	Agree	46	28.4	28.8	40.0
	5.00	Strongly Agree	96	59.3	60.0	100.0
		Total	160	98.8	100.0	
Missing	9.00	Missing	2	1.2		
Total			162	100.0		

Q11 If I knew someone who needed testing services I would recommend they utilize Testing and Disability Services.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00 Strongly Disagree	1	.6	.6	.6
2.00 Disagree	1	.6	.6	1.2
3.00 Neutral	10	6.2	6.2	7.4
4.00 Agree	56	34.6	34.6	42.0
5.00 Strongly Agree	92	56.8	56.8	98.8
6.00 Did not use	2	1.2	1.2	100.0
Total	162	100.0	100.0	

Q12 I received a score report or was told when my scores would be available.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2.00 Disagree	2	1.2	1.3	1.3
3.00 Neutral	12	7.4	7.5	8.8
4.00 Agree	47	29.0	29.6	38.4
5.00 Strongly Agree	84	51.9	52.8	91.2
6.00 Did not use	14	8.6	8.8	100.0
Total	159	98.1	100.0	
Missing 9.00 Missing	3	1.9		
Total	162	100.0		

Q13 I received clear instructions.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00 Neutral	4	2.5	2.5	2.5
4.00 Agree	57	35.2	35.2	37.7
5.00 Strongly Agree	100	61.7	61.7	99.4
6.00 Did not use	1	.6	.6	100.0
Total	162	100.0	100.0	

Q14 Overall, I was satisfied with the quality of service I received.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3.00 Neutral	1	.6	.6	.6
4.00 Agree	59	36.4	36.4	37.0
5.00 Strongly Agree	102	63.0	63.0	100.0
Total	162	100.0	100.0	

Q15 My reason for visiting Testing Services

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00 Independent/Distance Testing	9	5.6	5.6	5.6
2.00 COMPASS	92	56.8	56.8	62.3
3.00 MAT	25	15.4	15.4	77.8
4.00 SAT	2	1.2	1.2	79.0
5.00 CLEP	4	2.5	2.5	81.5
6.00 Legislative Exam	12	7.4	7.4	88.9
7.00 Foreign Language Exam	4	2.5	2.5	91.4
8.00 Exit Exam	6	3.7	3.7	95.1
9.00 Testing Info	2	1.2	1.2	96.3
10.00 Other	6	3.7	3.7	100.0
Total	162	100.0	100.0	

Q16 Professional Staff Member you met with

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00 Angie Kitchens	8	4.9	6.6	6.6
2.00 Leslie Hosch	98	60.5	80.3	86.9
3.00 Other	16	9.9	13.1	100.0
Total	122	75.3	100.0	
Missing 9.00 Missing	40	24.7		
Total	162	100.0		

Q17 How often do you visit Testing and Disability Services?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1.00 First Time	148	91.4	92.5	92.5
2.00 Once or twice a month	3	1.9	1.9	94.4
3.00 Once or twice a semester	7	4.3	4.4	98.8
4.00 3 or more times a semester	1	.6	.6	99.4
17.00	1	.6	.6	100.0
Total	160	98.8	100.0	
Missing 9.00 Missing	2	1.2		
Total	162	100.0		

Q18 Classification

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Freshman	73	45.1	53.3	53.3
	2.00 Sophomore	6	3.7	4.4	57.7
	3.00 Junior	4	2.5	2.9	60.6
	4.00 Senior	10	6.2	7.3	67.9
	5.00 Graduate	27	16.7	19.7	87.6
	7.00 Other	17	10.5	12.4	100.0
	Total	137	84.6	100.0	
Missing	9.00 Missing	25	15.4		
Total		162	100.0		

Q19 Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 17 and younger	8	4.9	5.8	5.8
	2.00 18-25	92	56.8	66.2	71.9
	3.00 26-35	20	12.3	14.4	86.3
	4.00 36-50	16	9.9	11.5	97.8
	5.00 50+	3	1.9	2.2	100.0
	Total	139	85.8	100.0	
Missing	9.00 Missing	23	14.2		
Total		162	100.0		

Q20 Sex

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 Male	54	33.3	38.8	38.8
	2.00 Female	85	52.5	61.2	100.0
	Total	139	85.8	100.0	
Missing	9.00 Missing	23	14.2		
Total		162	100.0		

Q21 Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1.00 White	65	40.1	47.4	47.4
	2.00 African-American	57	35.2	41.6	89.1
	4.00 Hispanic	6	3.7	4.4	93.4
	5.00 Asian	6	3.7	4.4	97.8
	6.00 Other	3	1.9	2.2	100.0
	Total	137	84.6	100.0	
Missing	9.00 Missing	25	15.4		
Total		162	100.0		

Q22 Please comment on any issue that would help us provide better services.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	155	95.7	95.7	95.7
crowded	1	.6	.6	96.3
Good job Leslie	1	.6	.6	96.9
I liked the service, I didn't feel pressured.	1	.6	.6	97.5
I was really impressed with how quickly the testing staff handled my request and how helpful Ms.Kitchens was via email.	1	.6	.6	98.1
more space	1	.6	.6	98.8
Thank you!	1	.6	.6	99.4
update links & study info	1	.6	.6	100.0
Total	162	100.0	100.0	