

**Student Life
Testing Services
Satisfaction Survey**

Testing services seeks to provide a secure, professional, supervised testing environment to meet individual, University, and community assessment needs.

Please take a moment to complete the survey below regarding your testing experience to help us better serve you. Drop completed survey in Campus mail to: Testing Office, or bring it by Brown 288. (*Name and e-mail is optional.)

Today's date: _____ HBU student: Yes _____ No _____

Test: _____ Test date: _____

Name: _____ E-mail: _____

		5 highly satisfied	4 satisfied	3 acceptable	2 dissatisfied	1 highly dissatisfied
1. Test schedule	Adequate and accurate information about test schedules was readily available (e.g., website, phone call returned, e-mail brochure sent).	5	4	3	2	1
2. Registration Process	Registration process was clearly defined and reasonable.	5	4	3	2	1
3. Cost	Cost of exam was reasonable	5	4	3	2	1
4. Check-in Process	Check-in process was appropriate (ID presented and checked)	5	4	3	2	1
5. Testing environment: Space	Adequate space and privacy was provided.	5	4	3	2	1
6. Testing environment: Distractions	Room was free from distracting noises or staff addressed the situation promptly and appropriately.	5	4	3	2	1
7. Standardization	No one was given an "unfair" advantage during the test administration.	5	4	3	2	1
8. Personnel	Staff was professional, attentive and courteous during the exam.	5	4	3	2	1
9. Exam Instructions	Directions were clearly stated and understandable.	5	4	3	2	1
10. Overall testing experience	My overall testing experience was	5	4	3	2	1

Please add other comments on the reverse side.

Return form to: Brown 288. Or mail to: Testing Services, HBU, 7502 Fondren, Houston, TX 77074.

11. Comment on any of above questions:

12. What are some ways we could enhance the testing experience for examinees?

13. Are there any future testing services you would be interested in having offered on the HBU campus?
