

Rate Our Services: We are constantly trying to improve our services here at the Testing Center. Your responses will be confidential. Circle the number that best describes how you feel about our services.

- | | Very | | | Neutral | | | Not at all |
|--|------|----|---|---------|---|---|------------|
| 1. Was the testing environment comfortable (temperature, lighting, cleanliness, adequate space, etc.)? | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2. Was the exam completed with no interruptions or distractions? | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3. Did the staff provide relevant and accurate information and directions? | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 4. Was the entire testing process (registration, admission, and test administration) handled professionally and efficiently? | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 5. How many times have you used our services? | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 6. Do you have suggestions on how our services can be improved? | Yes | No | | | | | |

Comments:

**Test Administration Area of Testing Services
Faculty Survey
Spring 2009**

1. Do you use Testing Services *Test Administration* primarily for:
a) Classroom testing b) Make-up testing c) Both classroom and make-up testing
2. In the past year if you contacted Testing Services *Test Administration* with a question or problem, was the problem resolved quickly?
a) Yes b) No c) Not Applicable
3. Is Test Administration staff courteous and friendly?
a) Yes b) No c) Sometimes d) No Response
4. Do you feel that the Test Administration staff is knowledgeable about good testing practices?
a) Knowledgeable b) Somewhat Knowledgeable c) Do Not Know
5. Is the Test Administration area currently meeting your testing needs?
a) Yes b) No c) If no, please state why
6. Is the Test Reservation/Administration Card (TRAC card) form easy to understand and fill out?
a) Easy b) Somewhat Easy c) Not Easy d) No Response
7. How would you rate your overall experience using Test Administration services?
a) Outstanding b) Satisfactory c) Average d) Less than satisfactory
e) Unacceptable f) No Response
8. Would you say the chance of a student cheating on an exam is
a) Less likely to happen at Testing Services b) More likely to happen at Testing Services
c) Same as in your classroom d) No Response
9. How would you rate exam security at Testing Services?
a) Excellent b) Average c) Fair d) Poor e) No Response
10. Have you ever been made aware of one of your students cheating in Testing Services by someone other than Testing Services staff?
a) Yes b) No

If yes, briefly explain.

Use the back of this paper for any additional comments you wish to make. If the comments refer to a specific question, please note question number. Thank you.

**Test Administration Area of Testing Services
Student Feedback Survey
Spring 2009**

1. Have you ever been admitted without a valid photo ID (sample school id card, driver's license, government issue ID)?
a) Yes b) No
2. If yes, please explain how and why?
3. Is the Test Administration staff courteous during test check-in and check-out?
a) Yes b) No (c) Sometimes
4. How was the temperature of the testing room?
a) Comfortable b) Too Cool c) Too Warm
5. Was the lighting adequate for your testing?
a) Yes b) No c) NR
6. Is the overall appearance of the test center clean?
a) Yes b) No c) NR
7. Have you observed or know of anyone who has cheated while taking an exam at Testing Services?
a) Yes b) No
8. If the answer to #7 was yes, what method of cheating did you observe or hear about?
9. If you have observed someone cheating, did you report that person to the test administrators, your instructor or someone else?
a) Yes b) No
10. If no, why not?

Use the back of this paper for any additional comments you wish to make. If the comments refer to a specific question, please note question number. Thank you

BUSINESS & PROFESSIONAL TESTING

How Do We Rate

Test: Total

#Respondents

1. Directions to the testing site: Excellent Good Fair Poor NR
2. Parking: Excellent Good Fair Poor NR
3. Handicapped Accessibility: NA Excellent Good Fair Poor NR
4. Staff courtesy: Excellent Good Fair Poor NR
5. Promptness of check-in: Extremely Very Somewhat Not prompt
6. Adequacy of answering your questions: None Asked Excellent Good Fair
Poor
7. Adequacy of quietness in testing room: Excellent Good Fair Poor
8. Adequacy of testing room lighting: Excellent Good Fair Poor NR
9. Temperature in testing room: Excellent Good Fair Poor
10. Handicapped accommodations: NA Excellent Good Fair Poor NR
11. Level of overall satisfaction: Excellent Good Fair Poor

Comments:

Test Scoring Unit Questionnaire

As part of our ongoing effort to improve our service, we would like to ask you for your feedback and suggestions by completing the 6-item questionnaire below and returning to **Sample Person** at Testing Services. **Please return by Friday, April 17, 2009**, via e-mail or, if you wish to remain anonymous, via intercampus mail.

Thank you in advance for your feedback. We look forward to reading your responses.

1. The **test scoring** processing turnaround time is
 Always timely
 Usually timely
 Sometimes timely
 Usually not timely
 Never timely
2. The clarity of written information/instructions provided for instructors pertaining to **test scoring** is
 Very clear
 Somewhat clear
 Neither clear nor unclear
 Somewhat unclear
 Very unclear
3. How would you rate the accuracy of the **test scoring** reports?
 Always accurate
 Usually accurate
 Sometimes accurate
 Usually inaccurate
 Always inaccurate
4. The **test scoring** reports provide you with testing information that is
 Very adequate
 Somewhat adequate
 Neither adequate nor inadequate
 Somewhat inadequate
 Very inadequate
5. The help you receive from the **Test Scoring Coordinator** is
 Very helpful
 Somewhat helpful
 Neither helpful nor unhelpful
 Somewhat unhelpful
 Very unhelpful
6. How would you rate your overall satisfaction with the service of the **Test Scoring Unit**?
 Very satisfied
 Somewhat satisfied
 Neither satisfied nor dissatisfied
 Somewhat dissatisfied
 Very dissatisfied

We strongly encourage you to add any comments or suggestions here:

Thank you in advance for your cooperation and assistance!

**IF YOU WISH TO RECEIVE MORE INFORMATION ON PARTEST AND/OR
PARSCORE SOFTWARE, PLEASE E-MAIL SAMPLE PERSON AT SAMPLE@SAMPLEU.edu
OR CALL HER AT EXTENSION xxxx.**