

**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 Hinton 108. (\*Name and e-mail is optional.)

Today's date: \_\_\_\_\_ HBU student: Yes \_\_\_\_\_ No \_\_\_\_\_

Test: \_\_\_\_\_ Test date: \_\_\_\_\_

Name: \_\_\_\_\_ E-mail: \_\_\_\_\_

5	4	3	2	1
highly satisfied	satisfied	acceptable	dissatisfied	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: Hinton 108. Or mail to: Testing Services, HBU, 7502 Fondren, Houston, TX 77074.*

11. Comment on any of above questions:

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

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

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