### Testing Center, Round Rock Examinee Satisfaction Survey
#### Spring 2021

<table>
<thead>
<tr>
<th>Item</th>
<th>VS</th>
<th>S</th>
<th>SS</th>
<th>SD</th>
<th>D</th>
<th>VD</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
<td>%</td>
<td>N</td>
</tr>
<tr>
<td>The Testing Center, Round Rock staff responded to my request for an exam in a timely manner.</td>
<td>61</td>
<td>88.4%</td>
<td>5</td>
<td>7.2%</td>
<td>1</td>
<td>1.4%</td>
<td>0</td>
</tr>
<tr>
<td>The Testing Center, Round Rock staff provided appropriate instructions and directions for my testing request.</td>
<td>56</td>
<td>81.2%</td>
<td>10</td>
<td>14.5%</td>
<td>1</td>
<td>1.4%</td>
<td>2</td>
</tr>
<tr>
<td>The testing environment worked well for my testing needs.</td>
<td>59</td>
<td>85.5%</td>
<td>4</td>
<td>5.8%</td>
<td>5</td>
<td>7.2%</td>
<td>0</td>
</tr>
<tr>
<td>The Testing Center, Round Rock staff were successful in providing the accommodation or assistive technology that I needed for my exam.</td>
<td>22</td>
<td>73.3%</td>
<td>7</td>
<td>23.3%</td>
<td>1</td>
<td>3.3%</td>
<td>0</td>
</tr>
<tr>
<td>The Testing Center, Round Rock staff addressed and resolved any testing issues that arose during my exam.</td>
<td>12</td>
<td>63.2%</td>
<td>5</td>
<td>26.3%</td>
<td>0</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>The Testing Center, Round Rock staff were helpful and treated me with respect.</td>
<td>61</td>
<td>88.4%</td>
<td>4</td>
<td>5.8%</td>
<td>2</td>
<td>2.9%</td>
<td>0</td>
</tr>
</tbody>
</table>

*Note. VS=Very Satisfied, S=Satisfied, SS=Somewhat Satisfied, SD=Somewhat Dissatisfied, D=Dissatisfied, VD=Very Dissatisfied, NA=Not Applicable*