

Evaluation Results for Scanning Services Survey

Spring 2020										
Items	SA		A		NAND		D		SD	
		%	N	%	N	%	N	%	N	%
Front Desk staff provide friendly, helpful communication with scanning services.	27	58.7%	13	28.3%	5	10.9%	1	2.2%	0	0.0%
Front desk staff are knowledgeable about TEMC scanning service procedures.	27	58.7%	12	26.1%	6	13.0%	1	2.2%	0	0.0%
The Scanning Request form is easy to complete.	22	46.8%	16	34.0%	6	12.8%	3	6.4%	0	0.0%
You normally receive your electronic test results within 24 hours.	44	93.6%	2	4.3%	1	2.1%	0	0.0%	0	0.0%
The process of making a change after receiving your test results is easy.	15	50.0%	4	13.3%	9	30.0%	0	0.0%	2	6.7%
Overall, you are satisfied with our scanning service.	34	72.3%	12	25.5%	0	0.0%	1	2.1%	0	0.0%

Note.SA=Strongly Agree; A=Agree; NAND=Neither Agree Nor Disagree; D=Disagree; SD=Strongly Disagree