

## Current Student Survey 2013-2014

### Testing Office Report

A total of 2,497 surveys were sent electronically via SurveyMonkey to a randomly selected sample of students who were enrolled at Southeastern in the Fall of 2013. Of the 2,497 surveys distributed, 588 were completed for a response rate of 24% .

Students were first asked if they had ever used the services of the Testing Office or had any contact with them. Nine percent (n=51, 8.7%) had contact with the office. The following analyses were based on those 51 respondents.

<b>On a scale from 1 to 5, where 1 means Very Dissatisfied and 5 means Very Satisfied, please indicate your satisfaction with the following aspects of Sims Memorial Library.</b>						
	<b>1 - Very Dissatisfied</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Very Satisfied</b>	<b>Mean</b>
The friendliness of the staff	3 5.9%	3 5.9%	9 17.6%	10 19.6%	26 51.0%	4.04
The helpfulness of the staff	4 7.8%	3 5.9%	4 7.8%	15 29.4%	25 49.0%	4.06
The office meeting your needs	4 7.8%	2 3.9%	3 5.9%	16 61.4%	26 51.0%	4.14