

**AMERICAN INSTITUTE OF CONSTRUCTORS
CONSTRUCTOR CERTIFICATION COMMISSION DOCUMENT NO. 45**

**AIC CONSTRUCTOR CERTIFICATION COMMISSION MEMBER EVALUATION OF
PROFESSIONAL TESTING CORPORATION**

Directions: In order to help improve the performance of Professional Testing Corporation please take the needed time to rate each of the attributes noted below. In the case of a 1 or 2 rating please indicate why in the space provided in the "Comments" section and/or on the reverse side of the page.

Evaluation Scale:	1 (Lowest)	2	3	4	5 (Highest)
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A. Services Provided

a.	Provides all required services	1	2	3	4	5
b.	Provides additional services	1	2	3	4	5
c.	Overall effectiveness	1	2	3	4	5
d.	Overall efficiency	1	2	3	4	5
e.	Timely efforts	1	2	3	4	5
f.	Assists in moving AIC CCC forward	1	2	3	4	5
g.	Is beneficial in advancing AIC CCC in other areas	1	2	3	4	5

Comments:

B. Communications

a.	Timeliness	1	2	3	4	5
b.	Thoroughness	1	2	3	4	5
c.	Accuracy	1	2	3	4	5
d.	Professional appearance	1	2	3	4	5
e.	Professional messages	1	2	3	4	5
f.	Overall effectiveness	1	2	3	4	5

Comments:

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C. Operating Style

a.	Friendliness/Courtesy/Respectfulness	1	2	3	4	5
b.	Helpfulness	1	2	3	4	5
c.	Responsiveness	1	2	3	4	5
d.	Openness to improvement	1	2	3	4	5
e.	Taking initiative	1	2	3	4	5
F	Participation in meetings	1	2	3	4	5

Comments:

D. Senior Management

a.	Experience/Expertise	1	2	3	4	5
b.	Professionalism	1	2	3	4	5
c.	Leadership style	1	2	3	4	5
d.	Amount of time spent on Commission	1	2	3	4	5
e.	Contributions of best practices	1	2	3	4	5
F	Contributions of partnership ideas/opportunities	1	2	3	4	5

Comments:

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E. Day-to-Day Staff

a.	Experience/Expertise	1	2	3	4	5
b.	Professionalism	1	2	3	4	5
c.	Staff Turnover	1	2	3	4	5
d.	Continuity Planning	1	2	3	4	5
e.	Proactive	1	2	3	4	5

Comments:

F. Management of PSI Examination Sites

a.	Provides Commission with all needed reports in a timely manner	1	2	3	4	5
b.	Handles examination site examinee complaints effectively	1	2	3	4	5
c.	Insures examination sites conduct all examination-related activities consistent with Commission examination-related policies and related documents	1	2	3	4	5
d.	Overall Satisfaction with PTC's management of PSI examination sites	1	2	3	4	5

Comments:

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F. Strengths of the PTC

G. Specific Areas Needing Improvement

Revision History:
Last Revision: 2/27/2016
Version #: 2