



Customer Feedback Form

Instructions: Please take a few minutes to answer the questions below. Place an x in the box that reflects your answer. Your response will assist Crane Institute Certification in improving their services. When you have completed the questionnaire, please send it: by mail to **4ROI, One Carlson Parkway, Suite 230, Minneapolis, MN 55447** or email to **feedback@4roi.com**.

Overall examination experience:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
	1	2	3	4	5	6
1. Registering for an exam was convenient and easy.						
2. The candidate handbook and CIC website gave sufficient information about the certification exam process						
3. Exam instructions were clear						
4. Exam length was appropriate						
5. The written exam provided a fair assessment of my knowledge						
6. I felt comfortable with the method of taking the written exam (paper, online)						
7. The practical exam provided a fair assessment of my skills						
The written exam site provided:						
8. Comfortable seating						
9. Good room temperature						
10. Minimal distractions from noise						
11. Adequate lighting in the room						
The practical exam site provided:						
12. A waiting room and access to restrooms						
13. A safe and level exam course						
14. Appropriate equipment						
Exam proctors:						
15. Spoke clearly						
16. Answered my questions effectively						
17. Had a friendly manner						

18. I took my written exam on:

Paper Online

What exam(s) do the ratings you provided apply to?

	Written	Practical
19. General Knowledge		
20. Telescoping Boom <21 Tons		
21. Telescoping Boom 21-75 Tons		
22. Telescoping Boom Over 75 Tons		
23. Lattice Boom Carrier		
24. Lattice Boom Crawler		
25. Basic Rigger/Signalperson		

26. Where did you take your written exam(s)?

Organization Name		
Street		
City	State	Zip

27. Where did you take your practical exam(s)?

Organization Name		
Street		
City	State	Zip

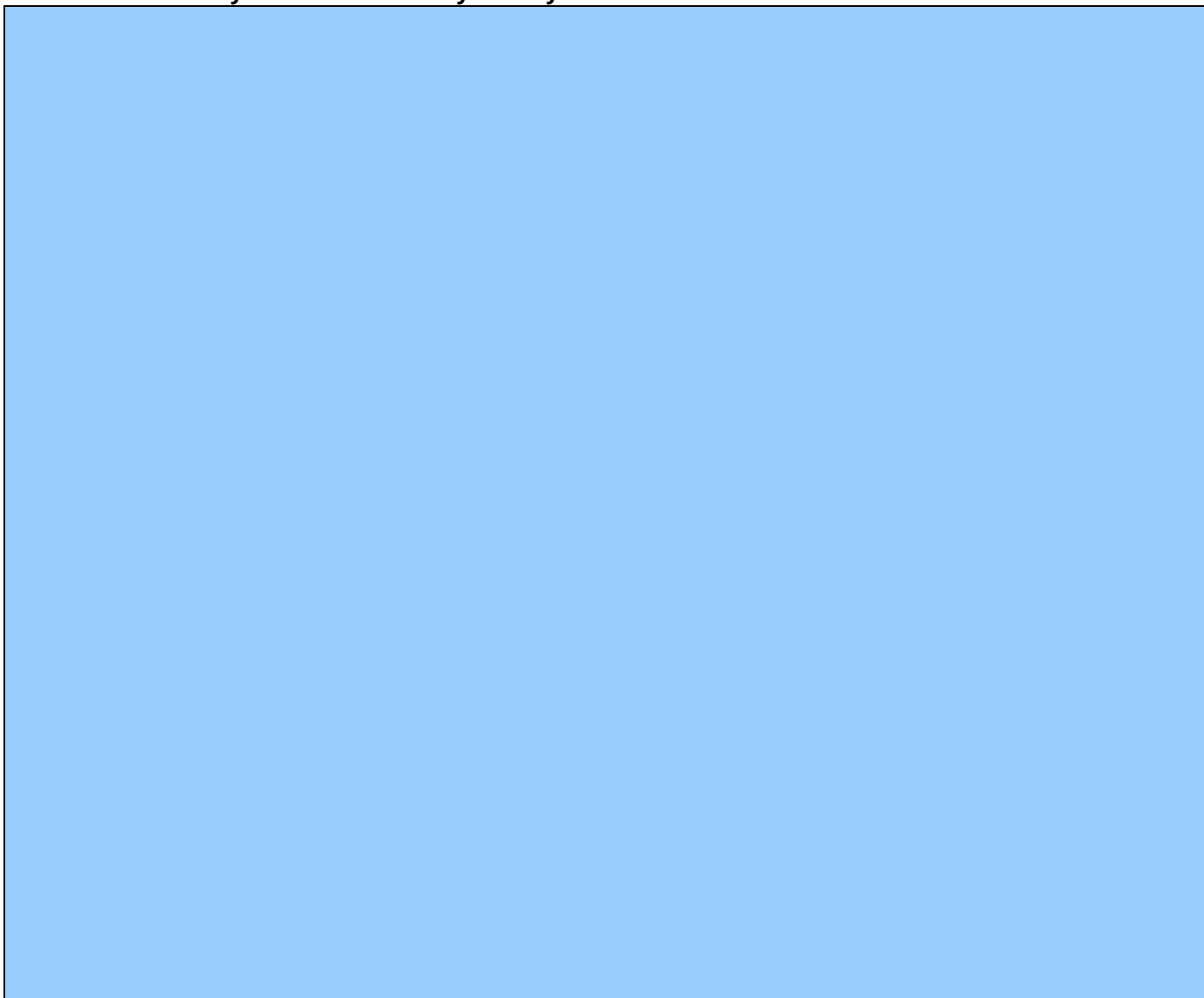
28. What is your gender?

Female Male

29. Indicate your ethnicity:

Caucasian/White African American/Black American Indian Asian/Pacific Islander
 Hispanic or Latino Multiracial Other (please specify)

30. Please add any other comments you may have:



Thank you for your feedback