

MANAGEMENT COMPANY EVALUATION

Fiscal Year Beginning XXXX



The Center for
Association Growth

Frequency of Contact with TCAG

- No contact
- Limited contact (fewer than five direct contacts)
- Moderate contact (5 – 10 direct contacts)
- Frequent contact (more than 10 direct contacts)

Frequency of Contact with Specific TCAG Staff

Directions: Please mark below your level of contact with each specific staff member with an X in the appropriate box.

	No Contact	Limited Contact (less than five contacts)	Moderate Contact (5 - 10 contacts)	Frequent Contact (more than 10 contacts)
David L. Stumph, CAE Executive Director/Staff Advisor				
Bill Padnos Administrator/Executive Director				
Margaret Purdy Membership				
Marina Anyetei Accountant				
Doug Gustafson Controller				
Marcie McGlynn Office Manager				
Meredith Hellestrae Editor				
Other (specify)				

Comments:

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- How would you rate TCAG, your association’s management company, with respect to its promptness responding to your inquiries, phone calls and suggestions?

(1 = lowest, 10 = highest)

1 2 3 4 5 6 7 8 9 10

Please rate individually for question #1:

D. Stumph:	1	2	3	4	5	6	7	8	9	10
B. Padnos:	1	2	3	4	5	6	7	8	9	10
M. Purdy:	1	2	3	4	5	6	7	8	9	10
M. Anyetel:	1	2	3	4	5	6	7	8	9	10
D. Gustafson:	1	2	3	4	5	6	7	8	9	10
M. McGlynn:	1	2	3	4	5	6	7	8	9	10
M. Hellestrae:	1	2	3	4	5	6	7	8	9	10
Other:	1	2	3	4	5	6	7	8	9	10

Comments:

- How would you rate the quality of TCAG with respect to the quality of its services, compared to your experience with other service organizations?

Please rate individually for question #2:

D. Stumph:	1	2	3	4	5	6	7	8	9	10
B. Padnos:	1	2	3	4	5	6	7	8	9	10
M. Purdy:	1	2	3	4	5	6	7	8	9	10
M. Anyetel:	1	2	3	4	5	6	7	8	9	10
D. Gustafson:	1	2	3	4	5	6	7	8	9	10
M. McGlynn:	1	2	3	4	5	6	7	8	9	10
M. Hellestrae:	1	2	3	4	5	6	7	8	9	10
Other:	1	2	3	4	5	6	7	8	9	10

Comments:

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3. How would you rate the ease of communications between yourself and TCAG with respect to accuracy of information, timeliness and follow-through on commitments?

(1 = lowest, 10 = highest)

1 2 3 4 5 6 7 8 9 10

Please rate individually for question #3:

D. Stumph:	1	2	3	4	5	6	7	8	9	10
B. Padnos:	1	2	3	4	5	6	7	8	9	10
M. Purdy:	1	2	3	4	5	6	7	8	9	10
M. Anyetui:	1	2	3	4	5	6	7	8	9	10
D. Gustafson:	1	2	3	4	5	6	7	8	9	10
M. McGlynn:	1	2	3	4	5	6	7	8	9	10
M. Hellestrae:	1	2	3	4	5	6	7	8	9	10
Other:	1	2	3	4	5	6	7	8	9	10

Comments:

4. How would you rate the value which TCAG provides to your association, to you as leader and to you as a member?

Please rate individually for question #4:

D. Stumph:	1	2	3	4	5	6	7	8	9	10
B. Padnos:	1	2	3	4	5	6	7	8	9	10
M. Purdy:	1	2	3	4	5	6	7	8	9	10
M. Anyetui:	1	2	3	4	5	6	7	8	9	10
D. Gustafson:	1	2	3	4	5	6	7	8	9	10
M. McGlynn:	1	2	3	4	5	6	7	8	9	10
M. Hellestrae:	1	2	3	4	5	6	7	8	9	10
Other:	1	2	3	4	5	6	7	8	9	10

Comments:

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5. How would you rate the TCAG's helpfulness, attitude and willingness to be of service?

(1 = lowest, 10 = highest)

1 2 3 4 5 6 7 8 9 10

Please rate individually for question #5:

D. Stumph:	1	2	3	4	5	6	7	8	9	10
B. Padnos:	1	2	3	4	5	6	7	8	9	10
M. Purdy:	1	2	3	4	5	6	7	8	9	10
M. Anyetel:	1	2	3	4	5	6	7	8	9	10
D. Gustafson:	1	2	3	4	5	6	7	8	9	10
M. McGlynn:	1	2	3	4	5	6	7	8	9	10
M. Hellestrae:	1	2	3	4	5	6	7	8	9	10
Other:	1	2	3	4	5	6	7	8	9	10

Comments:

6. What do you perceive as TCAG's key strengths?

7. What do you perceive as TCAG's key weaknesses?

8. Are there any other factors that should be included in a future evaluation?

NAME (Please print clearly)

Please fax this evaluation to _____ at fax# _____ by _____.

Thank you for your participation.