



## **Medical Assistant Assessment Report**

**Candidate:**  
**John SamplePerson**

**Date:**  
**01/05/2026**

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Company: Resource Associates Samples  
 Date: January 05, 2026

Username: RESOQKFCC0001  
 Candidate: John SamplePerson

The following information is a feedback report based on the results of validated psychological assessment dimensions. Depending on the sections included in the test battery, there may be multiple pages of explanatory information. Please review thoroughly for the best overall interpretation of your candidate's scores.

## PERSONALITY TRAITS

The profile below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (designated by the shaded areas). The candidate's score is indicated by the diamond symbol: ◆

	Low	Below Average	Average	Above Average	High
AGREEABLENESS			◆		
CONSCIENTIOUSNESS					◆
DETAIL MINDEDNESS			◆		
EMOTIONAL STABILITY / RESILIENCE					◆
EXTROVERSION					◆
IMPRESSION MANAGEMENT	◆				
INTEGRITY			◆		
INTRINSIC MOTIVATION					◆
LONG TENURE POTENTIAL					◆
ORDERLINESS				◆	
RESPONSIVE SERVICE				◆	
TOUGH MINDEDNESS		◆			
WORK DRIVE		◆			

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## APTITUDE SCORES: Reported as Percent Correct

TEST	PERCENT CORRECT SCORE	This score is considered to be:
Filing Aptitude	86% Correct	High Score
Grammar & Spelling	68% Correct	Below Average

## Score Interpretation Guidelines

Scoring is based on a "percent correct" calculation: the total number of correct answers divided by total number of questions on the test. The candidate has ample time to complete each question, so it is possible to achieve 100%.

Lower % scores suggest the candidate will make a higher number of errors on the job. Their basic skills in this topic area are probably lacking. If hired, you need to consider on-the-job training in this topic area.

Higher % scores suggest the candidate is less likely to make mistakes of this type on the job. Their skills are adequate to excellent. They can probably improve accuracy as they practice tasks on the job-especially if given feedback.

0% to 50% correct	51% to 70% correct	71% to 85% correct	86% to 100% correct
Low Score (D+ to Failing) "Unsatisfactory"	Below Average (C+ to C-) "Satisfactory"	Above Average (B+ to B-) "Good"	High Score (A to A-) "Excellent"

Most companies are simply trying to weed out candidates who would have the most trouble handling job tasks of this nature. If that is the case, think about what is the lowest "Percent Correct" score you will tolerate. If errors are not particularly costly to your operations, then you may be able to accept candidates who score in the Below Average or "Satisfactory" range. Conversely, if errors of this nature cause very serious problems in your company, then you should only hire people who score in the High category, or "Excellent" range. Companies looking to improve the overall quality of their workforce should target candidates scoring in the upper end of Below Average or higher ranges.

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## PERSONALITY TRAIT INTERPRETATION

### **Strengths:**

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- For the most part, he is agreeable and easygoing at work. John will usually avoid disagreements, conflict, and arguments with other people.
- Highly trustworthy and reliable in the way he performs his job, he fulfills commitments in a very dependable manner that others can count on.
- He is moderately systematic and reasonably organized. However, John can improvise or go with the flow when it is helpful to do so.
- His emotional resilience levels are in the high range. He is likely stable and well-adjusted. He can work well under hectic conditions and job stress.
- He is outgoing, personable, and friendly in job-based interactions. He will readily share information with other employees and go out of his way to get to know other people on the job.
- John presents himself in an accurate, consistent manner. He does not try to put on a false front or manipulate the image he presents to other people. Others who work with John are likely to perceive him as highly sincere and genuine.
- Intrinsic rewards such as personal enjoyment of his tasks are much more appealing to John than extrinsic features of a job such as bonuses, job status, etc. He is drawn to jobs that he finds interesting and meaningful.
- John's potential for Long Tenure Potential is high. He would rather work at one company for a long time than have a series of jobs. Assuming things go well for John on this job, he is unlikely to search for another job elsewhere.
- Characteristically exacting and orderly in the way he approaches and carries out tasks and assignments, John will keep job-related information fairly organized.
- John registers as having an above-average level of customer service orientation. He tries to meet customers' needs and preferences promptly.
- Below average levels of tough mindedness indicate that he is usually tuned into the feelings and sensitivities of the people he works with. He tends to show respect for their feelings and sensitivities.

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## **Developmental Concerns:**

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- He can occasionally come across to others as stubborn and argumentative. John could be more consistently agreeable and amiable when interacting with other people on his job.
- He is not as careful and thorough in checking his work as is needed for any job where details and accuracy are important. John should be counseled on how to do proper quality checks to assure an acceptable outcome.
- He may occasionally talk too much when he should be listening or concentrating on his work. He may be so easily influenced by social cues and opportunities for interaction that he becomes distracted and loses his work focus.
- John could improve his interpersonal effectiveness by adjusting his approach to fit his audience and situation. He could gear his presentations and statements more toward the person he is trying to influence.
- His integrity is average. This is not an unacceptable score, but John's supervisor will want to reinforce the importance of company rules, policies, and guidelines and provide examples of how to handle ethically ambiguous situations along with consequences for improper behavior on the job.
- On occasion, he may be too tender-minded and swayed by his own feelings or the perceived feelings of other people. It may be hard for him to be objective about things. Also, he may sometimes become emotionally wounded and distraught by negative remarks and disapproval from other people.
- His work drive is lower than that of most successful incumbents in this position. John may not always invest enough time and effort into his job or show a strong sense of urgency to meet all its demands in a timely manner.

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## INTERVIEW QUESTIONS

Resource Associates highly recommends conducting a final interview prior to making an offer to hire, using this candidate's assessment results as a guide. To help with this process, we offer a set of interview questions which can help explore potential "red flags" or areas of concern. Most of these interview questions are situation-based items which ask the candidate to describe their behaviors, attitudes, and opinions while on the job. If you choose to conduct this type of interview to further investigate and clarify concerns, you should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions during your interview. You will probably want to customize questions to best fit your style and what you already know about the candidate, as well as the job for which s/he is being considered. Some additional probes which you might want to use with individual questions are:

- \* When did this take place?
- \* What factors led up to it?
- \* What were the outcomes?
- \* What did others in the organization say about this?
- \* How often has this type of situation arisen?
- \* How would you handle it differently in the future?

### EXTROVERSION

- Some employees waste valuable time on their jobs chit-chatting, gossiping, and socializing. Please indicate whether this is ever a problem for you and what steps you take to avoid it becoming a problem.
- Tell me how much time you would ideally like to spend each day in meetings and discussion groups on the type of job for which you are applying.
- All of us have different styles of interacting and communicating with other people. Describe a situation where your style did not mesh well with that of another employee. [Probe: How did your styles differ? What problems did this lead to? What adjustments did you make?]
- Give me an example of a presentation that you have made where the audience was not particularly interested in the topic. What did you do? What were the results?
- Sometimes, it is hard to be objective about someone we know or like. Tell me if this has ever been a problem for you and, if so, how you dealt with it.

### IMPRESSION MANAGEMENT

- In what ways (if any) do you adjust the way you present yourself to the particular customer you are calling on?
- Describe your techniques for building rapport with coworkers and customers.
- Talk about the ways you tailor yourself and your presentations to fit the needs, resources, and interest levels of the people you are interacting with.

### INTEGRITY

- What would you do if you discovered that a coworker had been taking home office supplies without permission and without telling anyone?

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- Under what conditions would it be acceptable to ignore or bend a company rule or policy?
- Describe what you would do if your boss asked you to keep quiet about some data he or she was falsifying for the annual company report.
- Under what circumstances would it be OK to claim a sick day (even though you were not sick) to deal with a personal problem at home?

## **INTRINSIC MOTIVATION**

- Tell me which factors define success for you in a job.
- Describe how your feelings of job satisfaction are affected by how much challenge and variety you have at work.
- Tell me what you would do if your job became repetitive and routine.
- Describe the kind of work that really motivates you.

## **TOUGH-TENDER-MINDED**

- Describe a time when you made an important decision based primarily on an objective analysis of facts and data. (Compare the candidate's answer to this question with answers to the next question in terms of level of detail and enthusiasm.)
- Describe a time when you made an important decision based on your personal feelings, values, and intuition.
- Describe a situation where you dealt with an employee (or peer) who was consistently negative in meetings or when interacting with other employees. What did you do? What were the results?
- Describe a time when someone at work responded emotionally to something you said or did. How did you respond? What was the result?

## **WORK DRIVE**

- Under what conditions, if any, do you think a company has a right to ask its employees to work long hours? What is the upper limit for you on how many hours/week you are willing to work on an ongoing basis to meet the demands of your job.
- Describe some ways that you think your commitment to your family or personal life away from the job may have limited your advancement opportunities or earnings potential. How do you feel about this?
- What are the potential problems associated with a company expecting too much overtime from their employees or encouraging them to become workaholics?
- Describe how you keep work separate from your home and personal life and how you keep job demands from intruding on your free time.
- Under what situations would you be willing to work overtime and weekends for your job? How long would you be willing to do so?