

2023 CSURMA Auxiliary - Dashboard

184

Viewed

46

Total Responses

43

Completed

93.48%

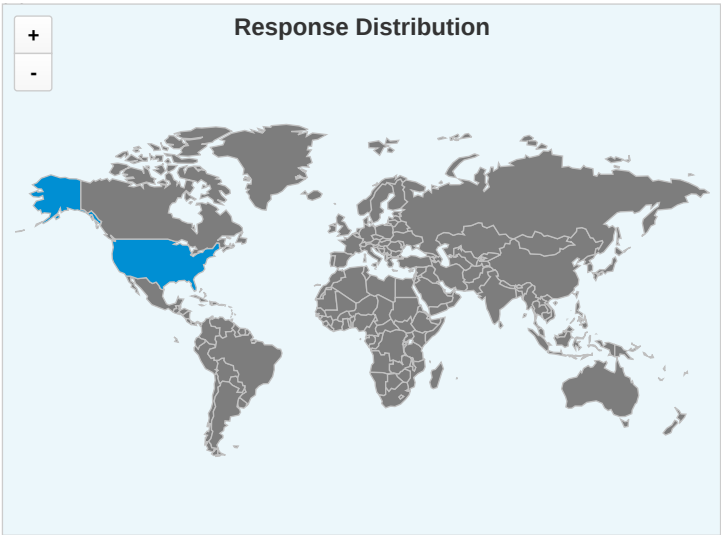
Completion Rate

3

Dropouts

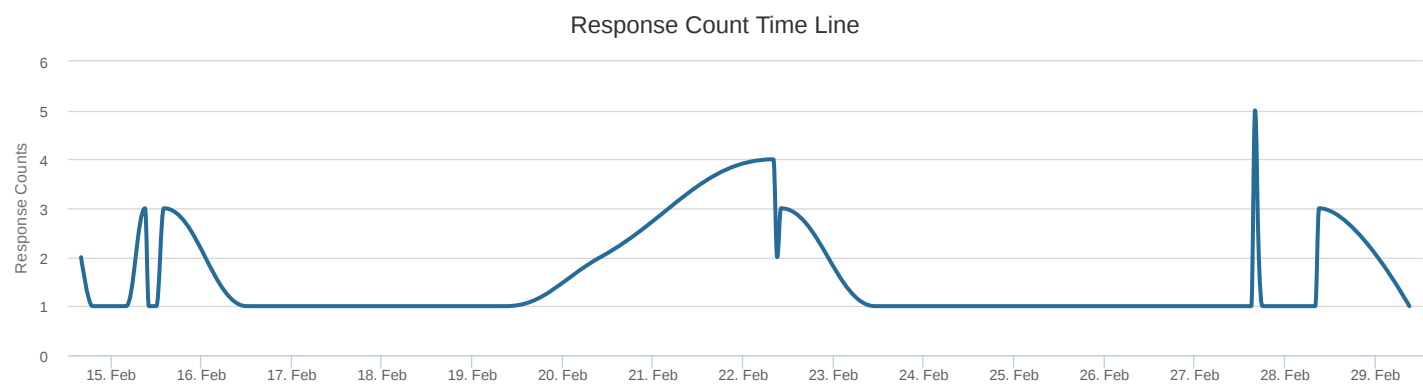
5 min

Average Time

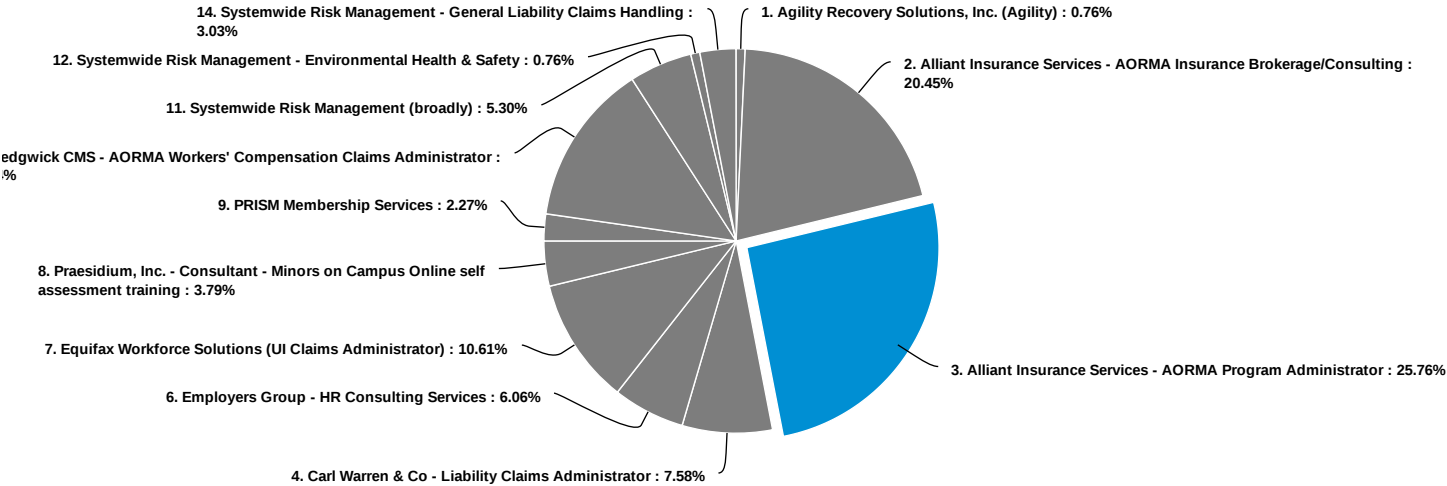


Countries	Responses
US	100.00%
Total	100.00%

98% Desktop / LAPTOP	100% Windows	0% Mac	0% Linux	0% Other
2% SMARTPHONES	0% Android	100% iPhone	0% Windows	0% Other
0% TABLETS	0% iPad	0% Android	0% Windows	0% Other



Please "select" all Vendor/Service Providers that you worked with from January 1, 2023 through December 31, 2023:



Answer	Count	Percent	20%	40%	60%	80%	100%
1. Agility Recovery Solutions, Inc. (Agility)	1	0.76%					
2. Alliant Insurance Services - AORMA Insurance Brokerage/Consulting	27	20.45%					
3. Alliant Insurance Services - AORMA Program Administrator	34	25.76%					
4. Carl Warren & Co - Liability Claims Administrator	10	7.58%					
5. Corey Ingber - WC DoublePlay	0	0%					
6. Employers Group - HR Consulting Services	8	6.06%					
7. Equifax Workforce Solutions (UI Claims Administrator)	14	10.61%					
8. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training	5	3.79%					
9. PRISM Membership Services	3	2.27%					
10. Sedgwick CMS - AORMA Workers' Compensation Claims Administrator	18	13.64%					
11. Systemwide Risk Management (broadly)	7	5.3%					
12. Systemwide Risk Management - Environmental Health & Safety	1	0.76%					
13. Systemwide Risk Management - Emergency Management	0	0%					
14. Systemwide Risk Management - General Liability Claims Handling	4	3.03%					
Total	132	100 %					

1. Agility Recovery Solutions, Inc. (Agility): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	0	0				
Maintains contact and keeps campus appraised on important and pertinent matters	0	0				
Provides high quality advice and assistance	0	0				
Communicates well both orally and in writing	0	0				
Handles all interactions in a professional manner	0	0				
Accomplishes goals and objectives and also provides additional value	0	0				
Overall level of satisfaction	0	0				
Average		0				

Responds promptly to inquiries and requests

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Maintains contact and keeps campus appraised on important and pertinent matters

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Provides high quality advice and assistance

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Communicates well both orally and in writing

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Handles all interactions in a professional manner

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Accomplishes goals and objectives and also provides additional value

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

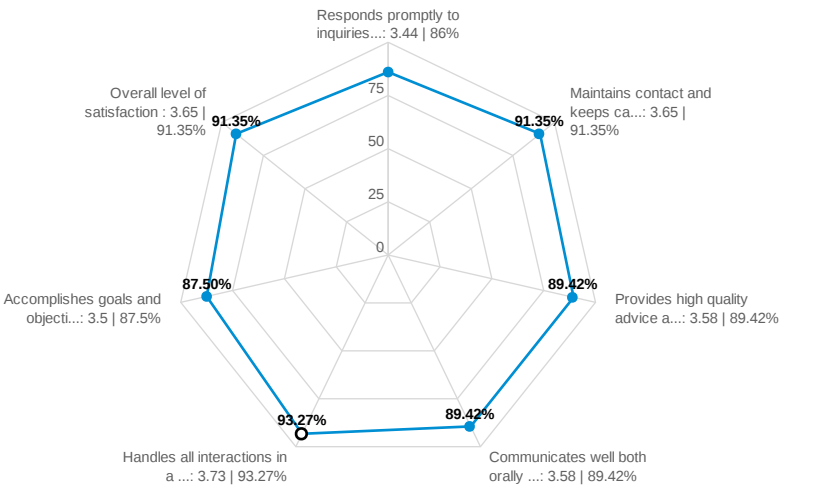
Overall level of satisfaction

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Comments/Suggestions for Agility Recovery Solutions, Inc. (Agility):

02/27/2024 176958041

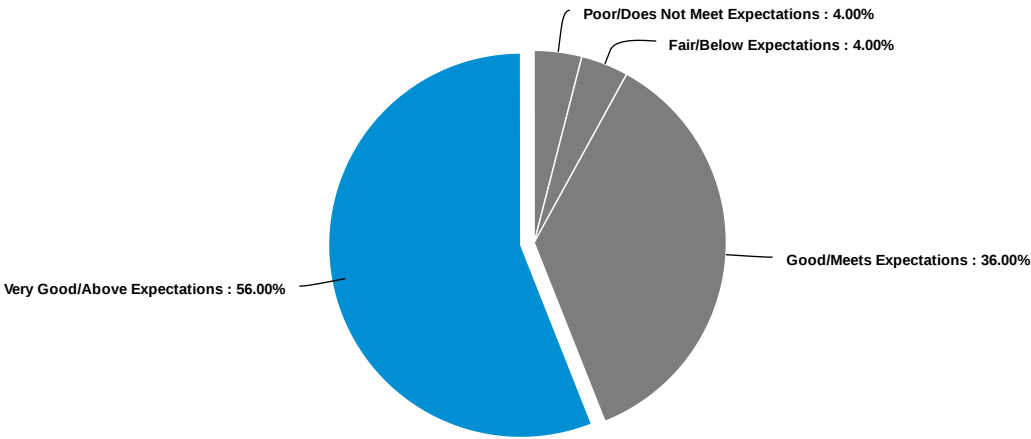
2. Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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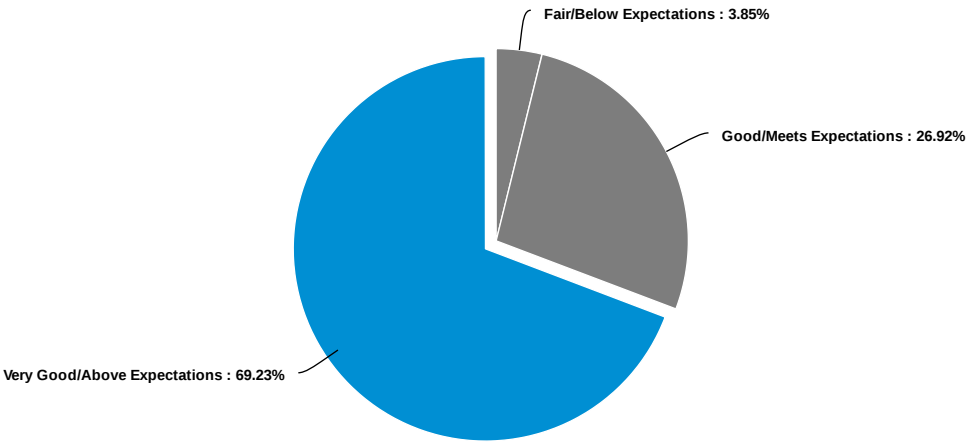
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	25	3.44				
Maintains contact and keeps campus apprised on important and pertinent matters	26	3.65				
Provides high quality advice and assistance	26	3.58				
Communicates well both orally and in writing	26	3.58				
Handles all interactions in a professional manner	26	3.73				
Accomplishes goals and objectives and also provides additional value	26	3.5				
Overall level of satisfaction	26	3.65				
Average		3.59				

Responds promptly to inquiries and requests



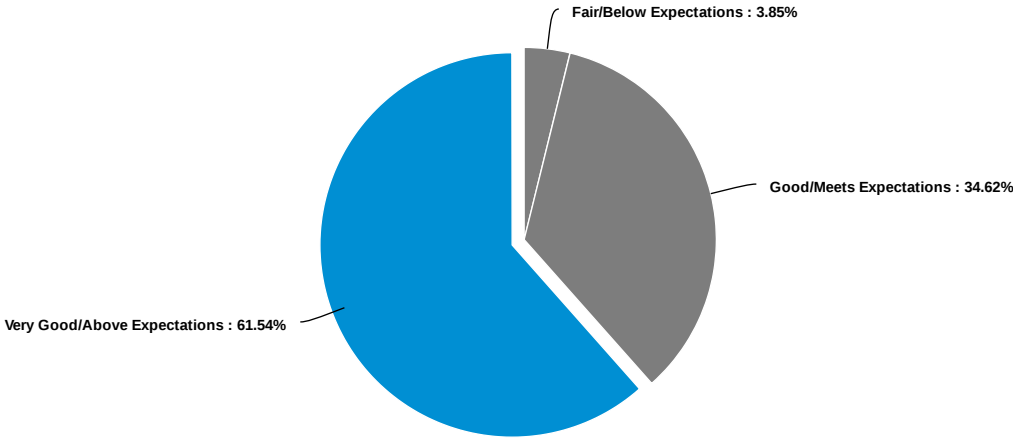
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	4%					
Fair/Below Expectations	1	4%					
Good/Meets Expectations	9	36%					
Very Good/Above Expectations	14	56%					
Total	25	100 %					

Maintains contact and keeps campus apprised on important and pertinent matters



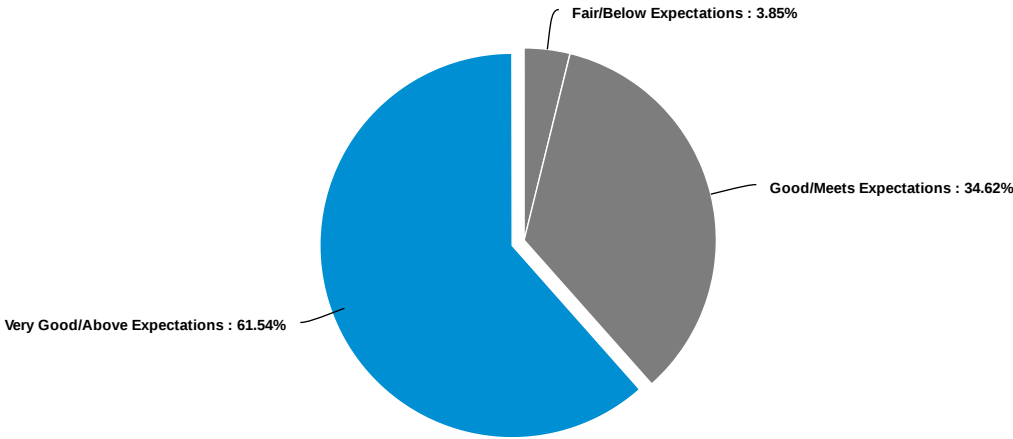
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	3.85%					
Good/Meets Expectations	7	26.92%					
Very Good/Above Expectations	18	69.23%					
Total	26	100 %					

Provides high quality advice and assistance



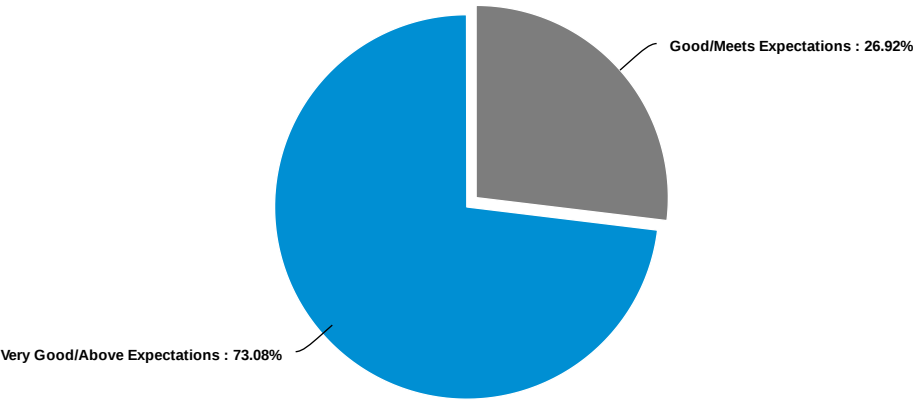
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	3.85%					
Good/Meets Expectations	9	34.62%					
Very Good/Above Expectations	16	61.54%					
Total	26	100 %					

Communicates well both orally and in writing



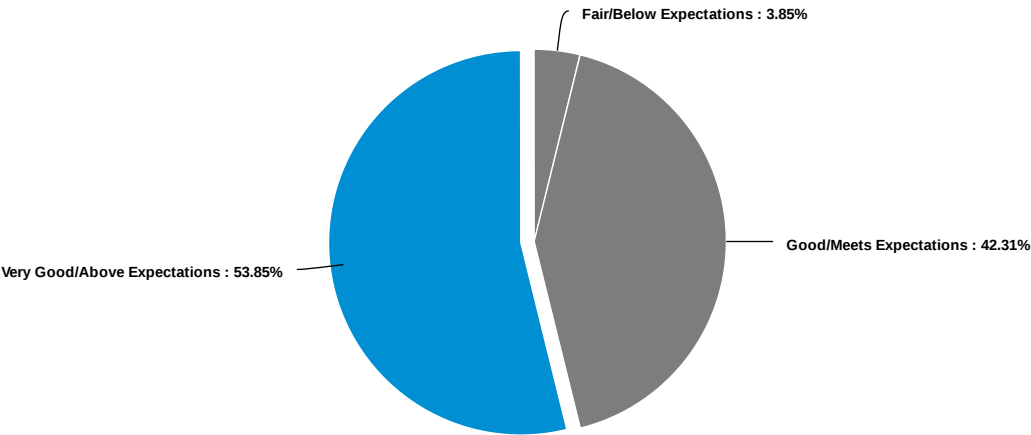
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	3.85%					
Good/Meets Expectations	9	34.62%					
Very Good/Above Expectations	16	61.54%					
Total	26	100 %					

Handles all interactions in a professional manner



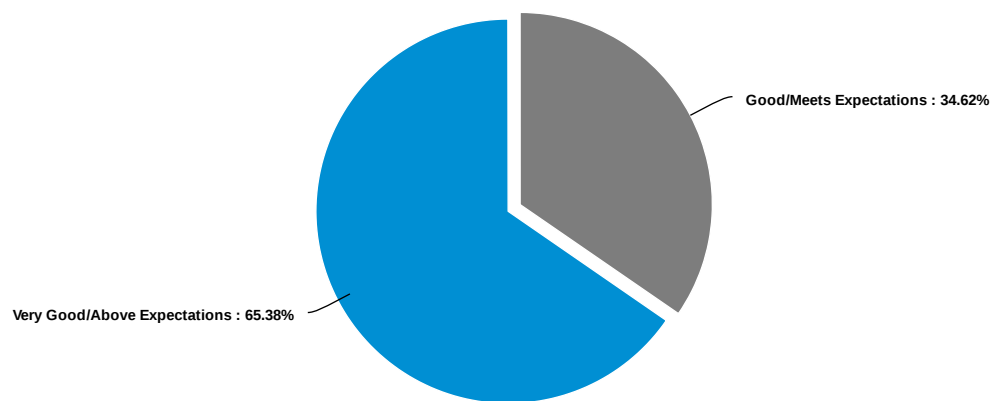
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	7	26.92%					
Very Good/Above Expectations	19	73.08%					
Total	26	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	3.85%					
Good/Meets Expectations	11	42.31%					
Very Good/Above Expectations	14	53.85%					
Total	26	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	9	34.62% ▮					
Very Good/Above Expectations	17	65.38% ▮					
Total	26	100 %					

Comments/Suggestions for Alliant Insurance Services - AORMA Insurance Brokerage/Consulting:

02/28/2024 176994731 I constantly work with Van, Tevea, La Shaunda, and Yvonne. They have all been extremely helpful and quick to respond. This is a great team.

02/27/2024 176963921

02/27/2024 176961022

02/27/2024 176959317

02/27/2024 176959242

02/27/2024 176958041

02/27/2024 176956995

02/26/2024 176909857

02/26/2024 176849764

02/23/2024 176757208

02/22/2024 176702861

02/22/2024 176701949

02/22/2024 176693515

02/22/2024 176692937

02/22/2024 176692893

02/22/2024 176692889

02/20/2024 176599857

02/19/2024 176546173

02/15/2024 176410951 Knowledgeable and easy to talk with.

02/15/2024 176410566

02/15/2024 176410320

02/15/2024 176406432 I spent weeks following up to get an answer to 1 coverage question and I would recommend that emails/voicemails be responded to timely.

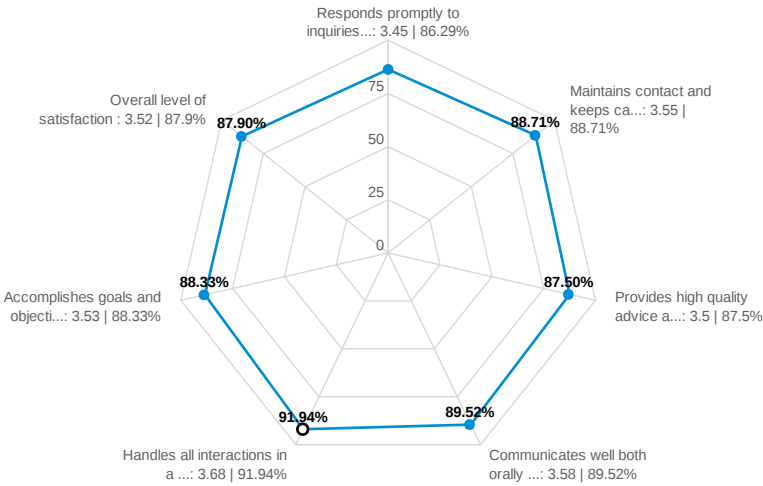
02/15/2024 176399596

02/15/2024 176395750 I have always been impressed with Alliant's services and have high confidence in their ability to provide these services for my auxiliary.

02/15/2024 176382406

02/14/2024 176369209

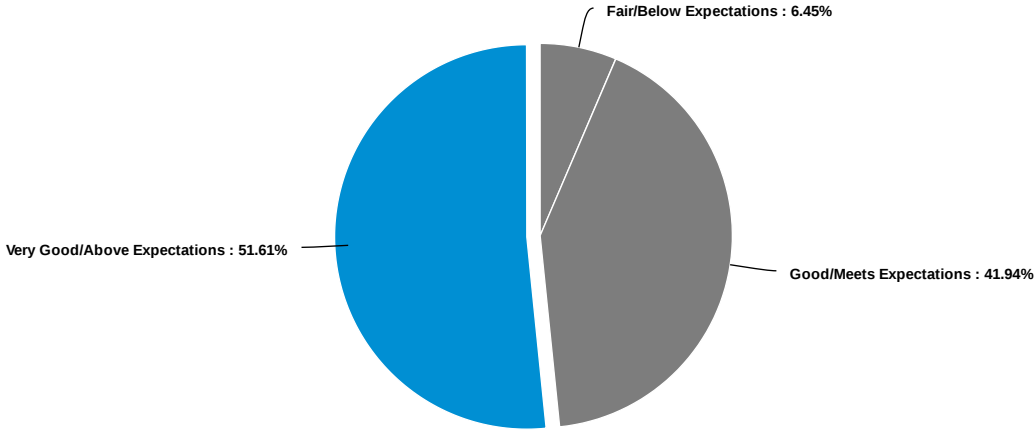
3. Alliant Insurance Services - AORMA Program Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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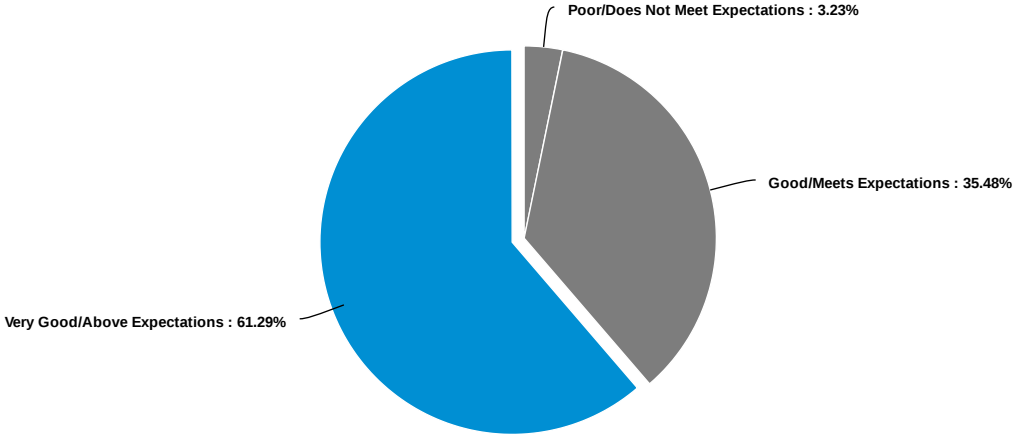
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	31	3.45				
Maintains contact and keeps campus apprised on important and pertinent matters	31	3.55				
Provides high quality advice and assistance	30	3.5				
Communicates well both orally and in writing	31	3.58				
Handles all interactions in a professional manner	31	3.68				
Accomplishes goals and objectives and also provides additional value	30	3.53				
Overall level of satisfaction	31	3.52				
Average		3.54				

Responds promptly to inquiries and requests



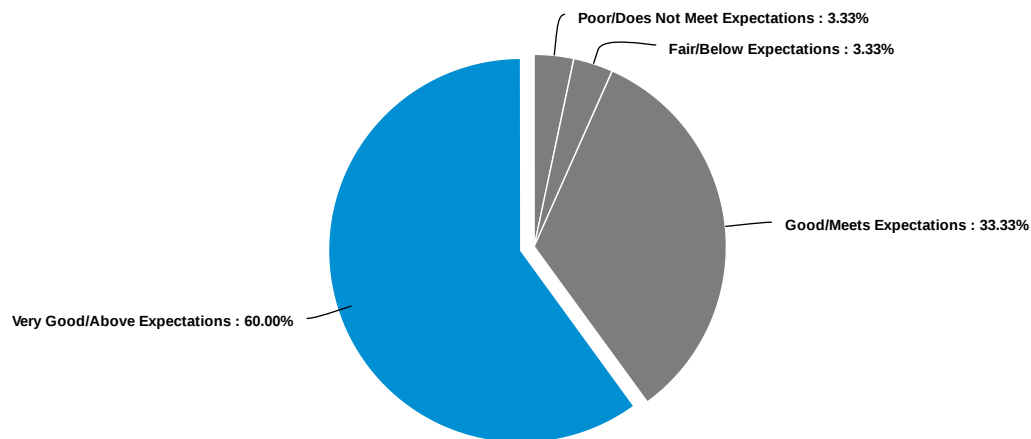
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	6.45%					
Good/Meets Expectations	13	41.94%					
Very Good/Above Expectations	16	51.61%					
Total	31	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



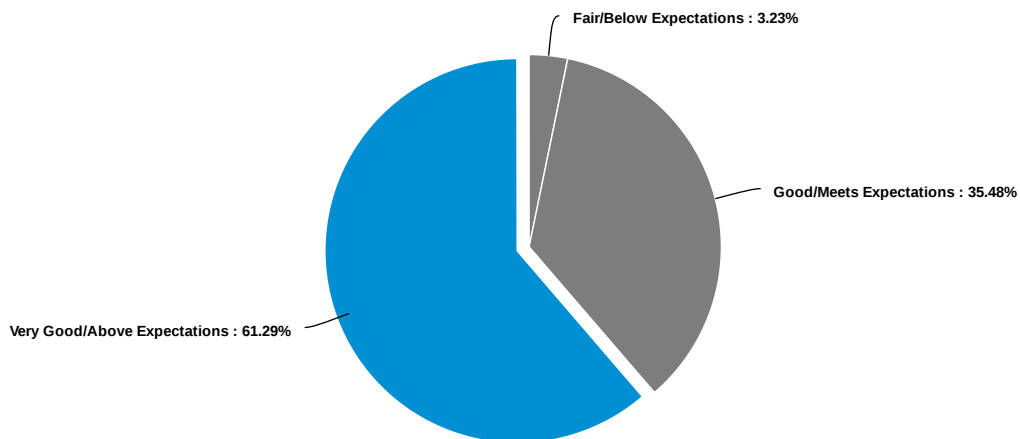
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	3.23%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	11	35.48%					
Very Good/Above Expectations	19	61.29%					
Total	31	100 %					

Provides high quality advice and assistance



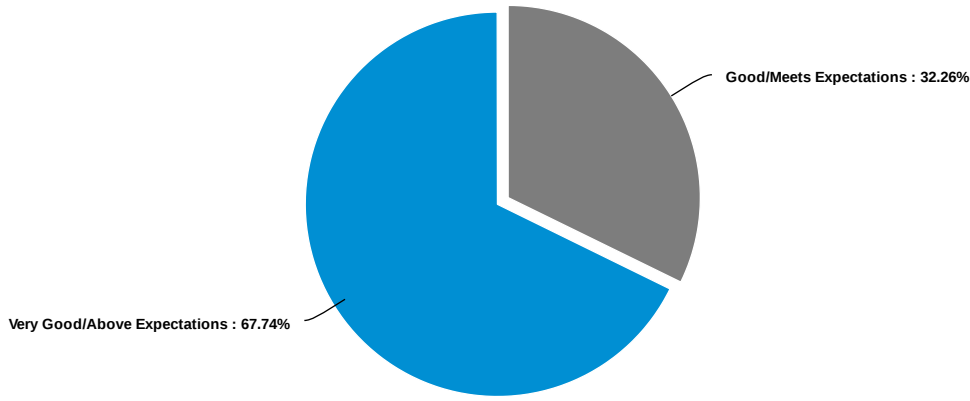
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	3.33%					
Fair/Below Expectations	1	3.33%					
Good/Meets Expectations	10	33.33%					
Very Good/Above Expectations	18	60%					
Total	30	100 %					

Communicates well both orally and in writing



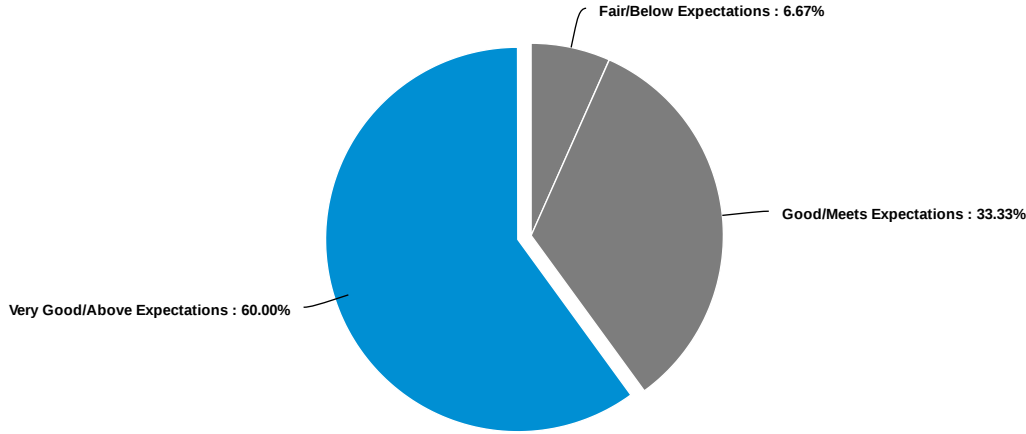
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	3.23%					
Good/Meets Expectations	11	35.48%					
Very Good/Above Expectations	19	61.29%					
Total	31	100 %					

Handles all interactions in a professional manner



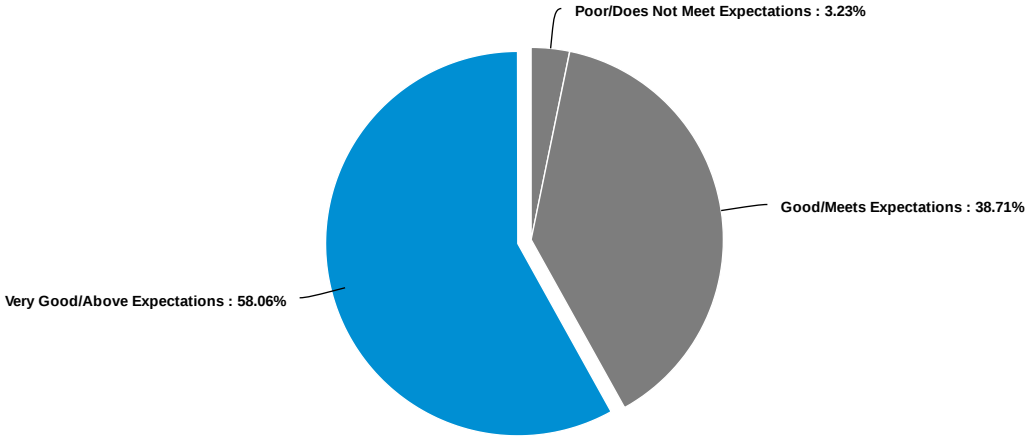
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	10	32.26%					
Very Good/Above Expectations	21	67.74%					
Total	31	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	6.67%					
Good/Meets Expectations	10	33.33%					
Very Good/Above Expectations	18	60%					
Total	30	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	3.23%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	12	38.71%					
Very Good/Above Expectations	18	58.06%					
Total	31	100 %					

02/29/2024 177052595

02/28/2024 176992787

02/28/2024 176989230 enjoy working with our reps., prompt responses and always willing to assist.

02/27/2024 176961022

02/27/2024 176959317

02/27/2024 176959242

02/27/2024 176957604 Renewal and other documents need to be moved off of Word documents and onto an online platform. I'm constantly having to retype basic organizational info each year and reference back to prior years. Then I have to PDF the whole thing, sign it, attach to an email, etc. etc. There needs to be an online portal to handle all this.

02/27/2024 176956995

02/27/2024 176940510

02/26/2024 176849764

02/23/2024 176759323

02/23/2024 176757208

02/22/2024 176702861

02/22/2024 176693656

02/22/2024 176693515

02/22/2024 176692937

02/22/2024 176692889

02/22/2024 176692343

02/20/2024 176599857

02/19/2024 176546173

02/19/2024 176543808

02/15/2024 176410566

02/15/2024 176410320

02/15/2024 176406432

02/15/2024 176399596

02/15/2024 176395750

02/15/2024 176394971

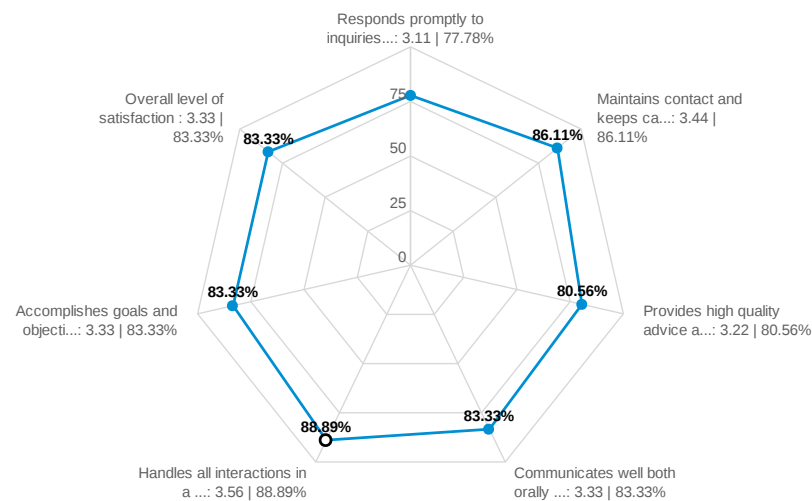
02/15/2024 176382406

02/14/2024 176372474

02/14/2024 176369481

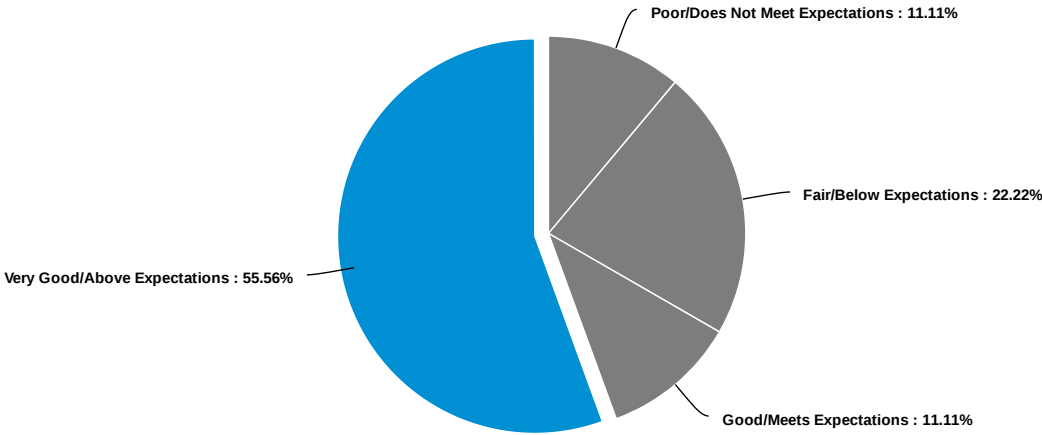
02/14/2024 176369209

4. Carl Warren, Co - Liability Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

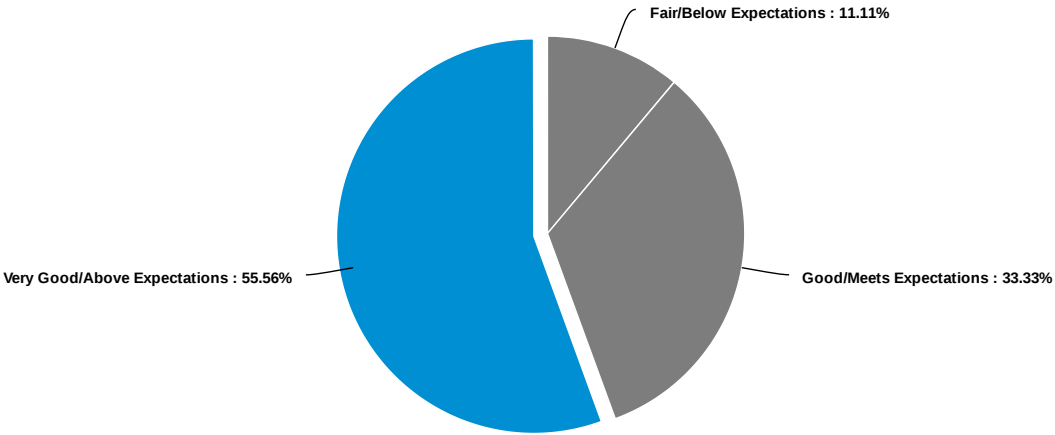


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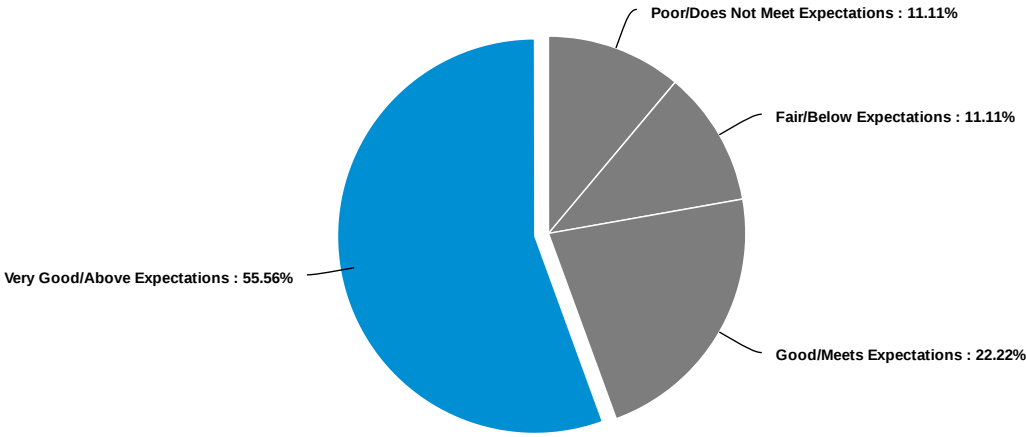
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	9	3.11				
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.44				
Provides high quality advice and assistance	9	3.22				
Communicates well both orally and in writing	9	3.33				
Handles all interactions in a professional manner	9	3.56				
Accomplishes goals and objectives and also provides additional value	9	3.33				
Overall level of satisfaction	9	3.33				
Average		3.33				



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	11.11%					
Fair/Below Expectations	2	22.22%					
Good/Meets Expectations	1	11.11%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

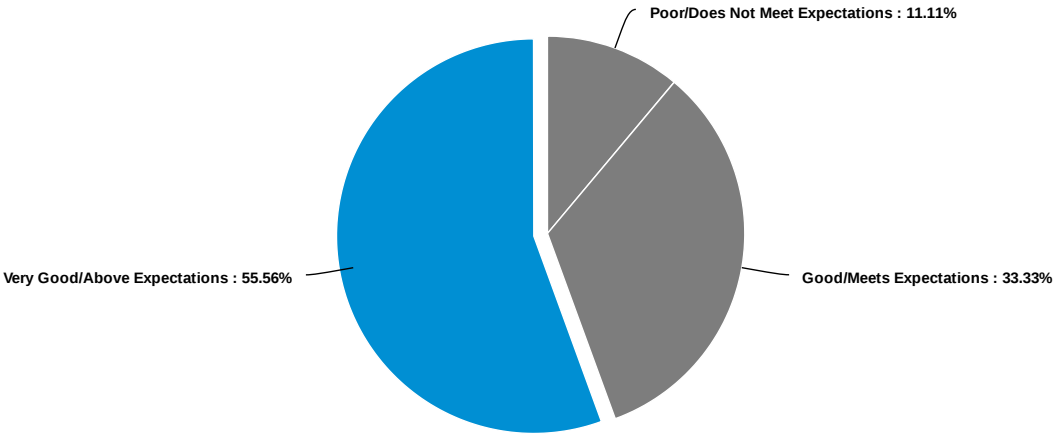


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	3	33.33%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					



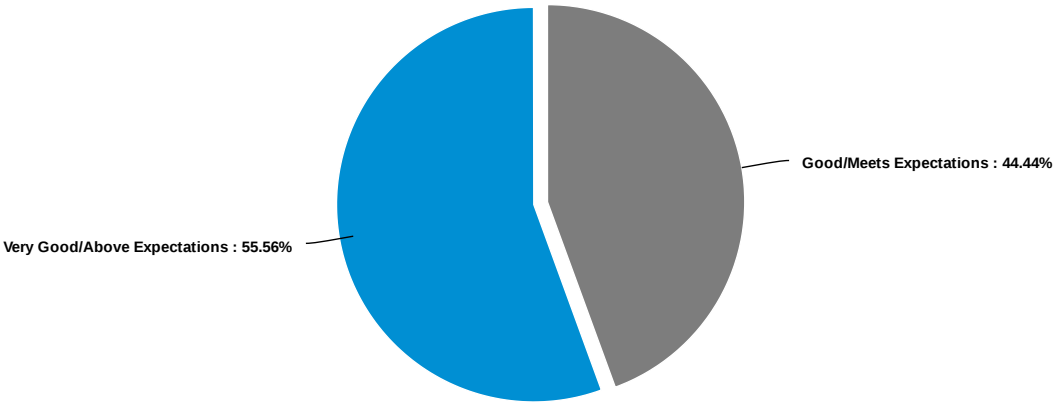
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	11.11%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

Communicates well both orally and in writing



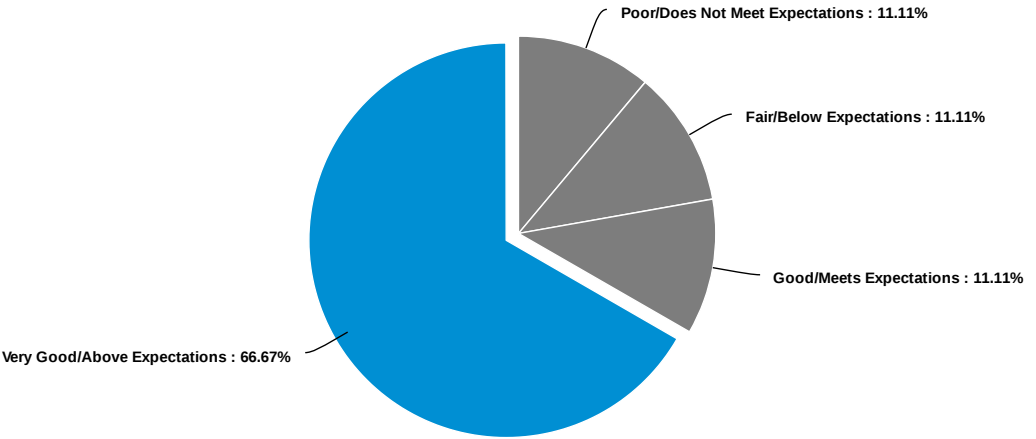
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	11.11%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	33.33%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

Handles all interactions in a professional manner



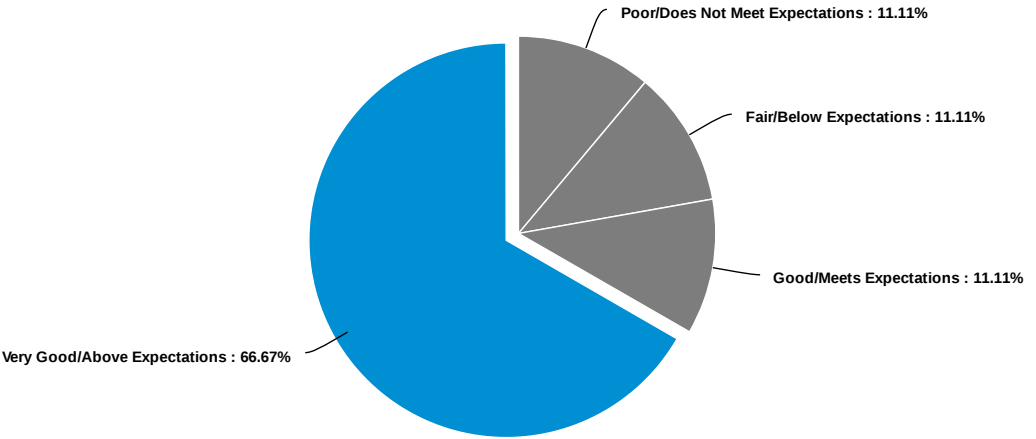
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	44.44%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	11.11%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	1	11.11%					
Very Good/Above Expectations	6	66.67%					
Total	9	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	11.11%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	1	11.11%					
Very Good/Above Expectations	6	66.67%					
Total	9	100 %					

Comments/Suggestions for Carl Warren, Co - Liability Claims Administrator:

02/28/2024	176992787	
02/23/2024	176757208	
02/22/2024	176701949	
02/22/2024	176693515	
02/15/2024	176410320	
02/15/2024	176399596	
02/15/2024	176395750	Very easy to work with in handling our claims. Makes the entire process seamless.
02/15/2024	176382406	
02/14/2024	176369209	

5. Corey Ingber - WC DoublePlay: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	0	0				
Maintains contact and keeps campus appraised on important and pertinent matters	0	0				
Provides high quality advice and assistance	0	0				
Communicates well both orally and in writing	0	0				
Handles all interactions in a professional manner	0	0				
Accomplishes goals and objectives and also provides additional value	0	0				
Overall level of satisfaction	0	0				
Average		0				

Responds promptly to inquiries and requests

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Maintains contact and keeps campus appraised on important and pertinent matters

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Provides high quality advice and assistance

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Communicates well both orally and in writing

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Handles all interactions in a professional manner

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Accomplishes goals and objectives and also provides additional value

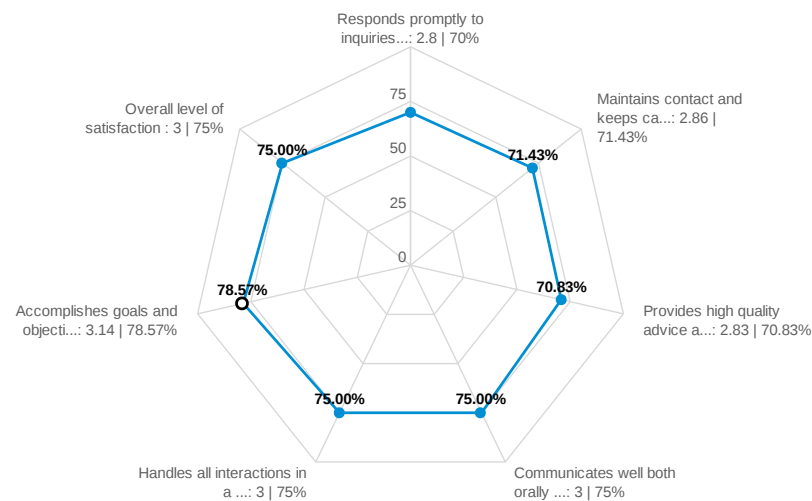
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Overall level of satisfaction

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Comments/Suggestions for Corey Ingber - WC DoublePlay:

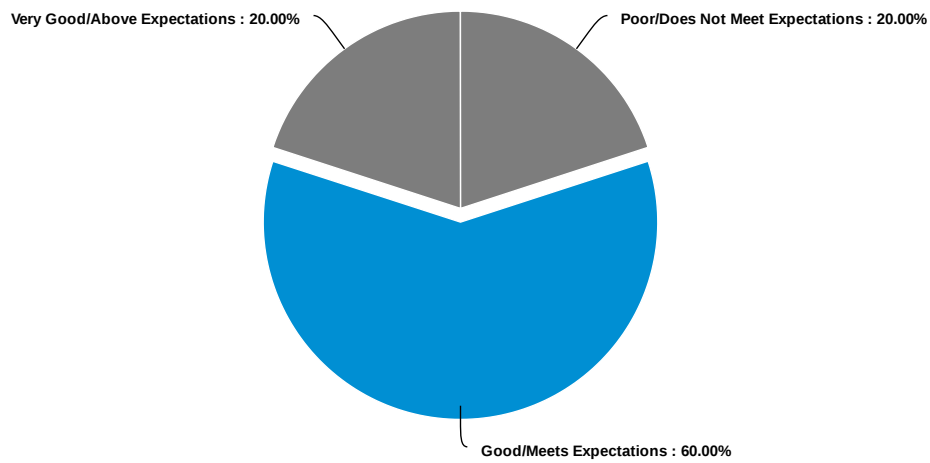
6. Employers Group - HR Consulting Services: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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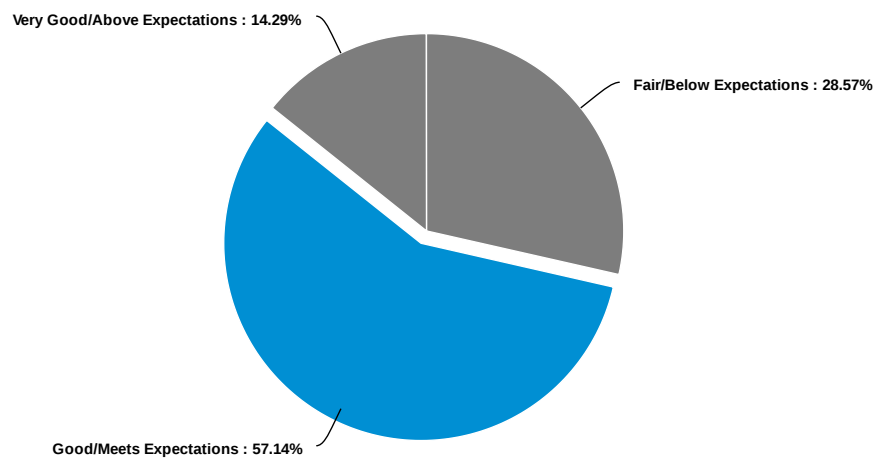
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	5	2.8				
Maintains contact and keeps campus apprised on important and pertinent matters	7	2.86				
Provides high quality advice and assistance	6	2.83				
Communicates well both orally and in writing	7	3				
Handles all interactions in a professional manner	6	3				
Accomplishes goals and objectives and also provides additional value	7	3.14				
Overall level of satisfaction	7	3				
Average		2.96				

Responds promptly to inquiries and requests



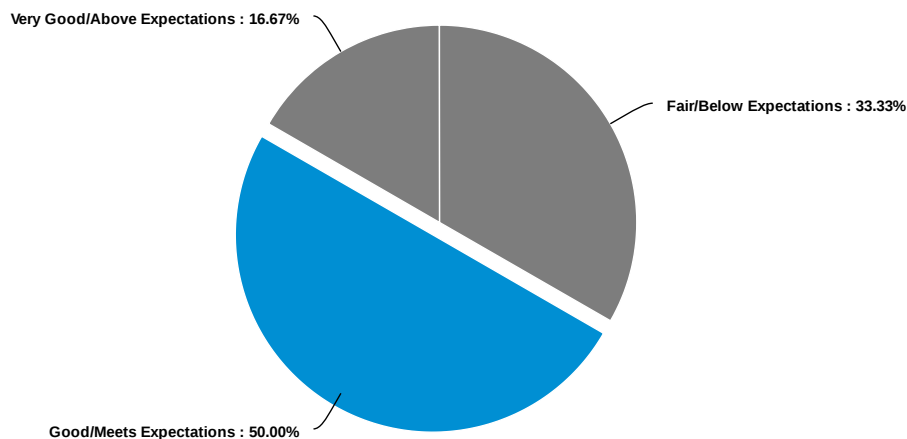
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	20%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	60%					
Very Good/Above Expectations	1	20%					
Total	5	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



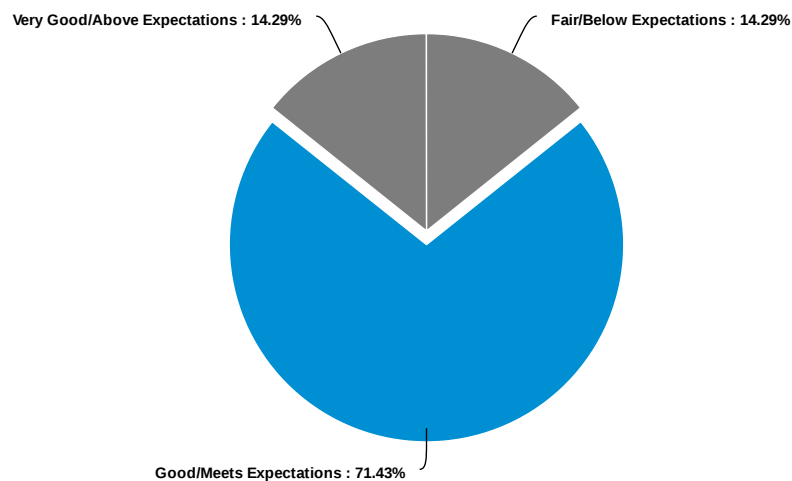
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	28.57%					
Good/Meets Expectations	4	57.14%					
Very Good/Above Expectations	1	14.29%					
Total	7	100 %					

Provides high quality advice and assistance



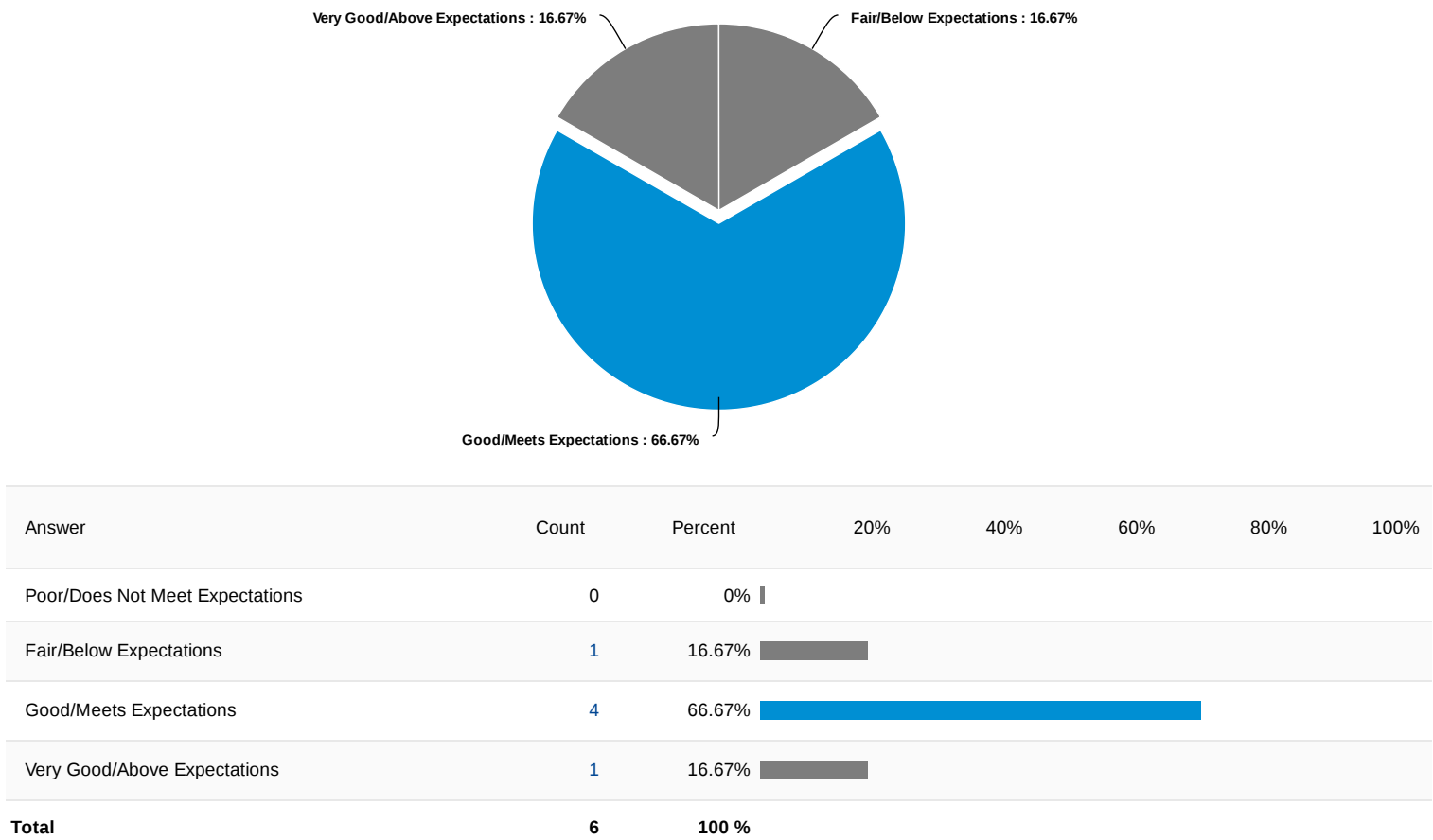
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	33.33%					
Good/Meets Expectations	3	50%					
Very Good/Above Expectations	1	16.67%					
Total	6	100 %					

Communicates well both orally and in writing

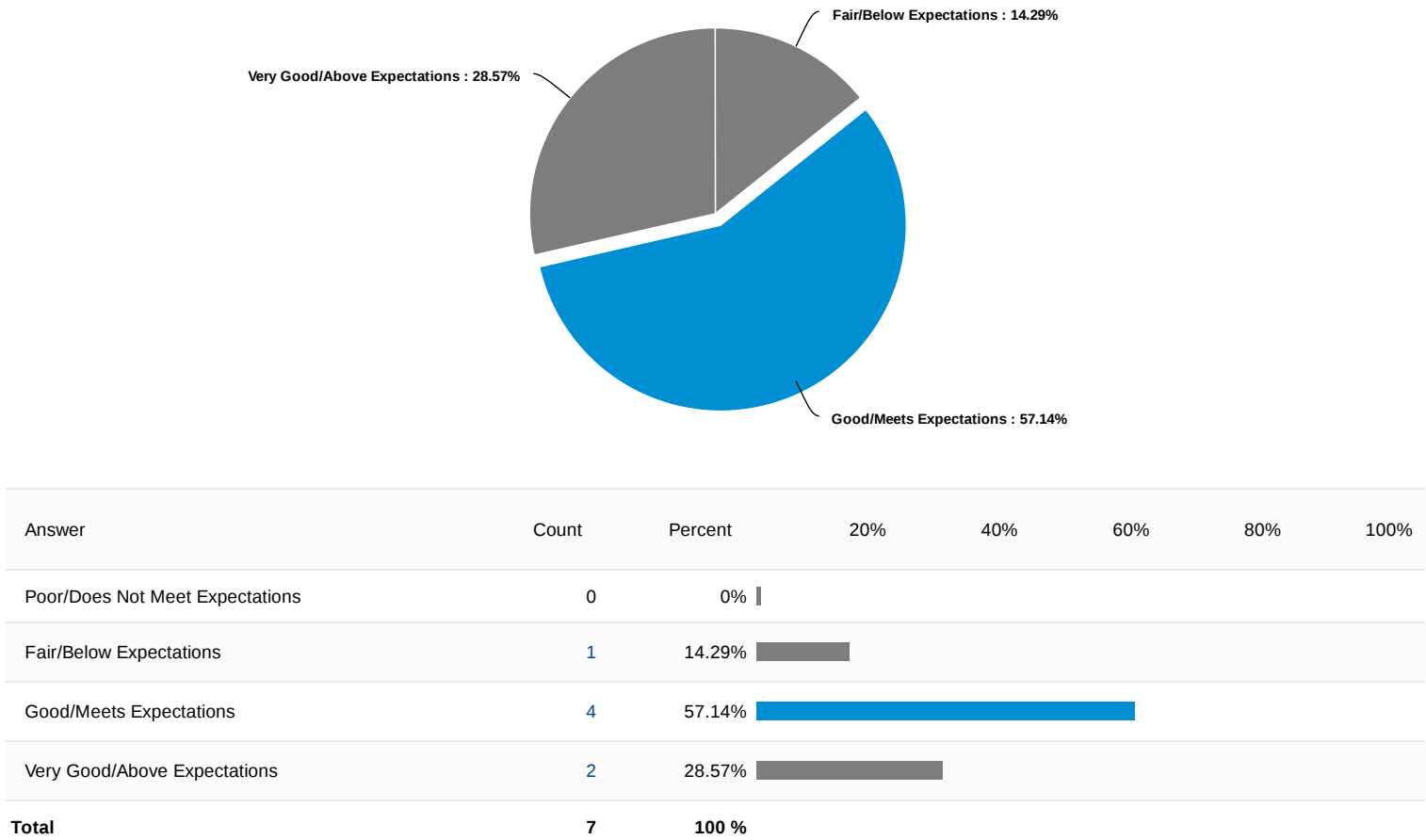


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	14.29%					
Good/Meets Expectations	5	71.43%					
Very Good/Above Expectations	1	14.29%					
Total	7	100 %					

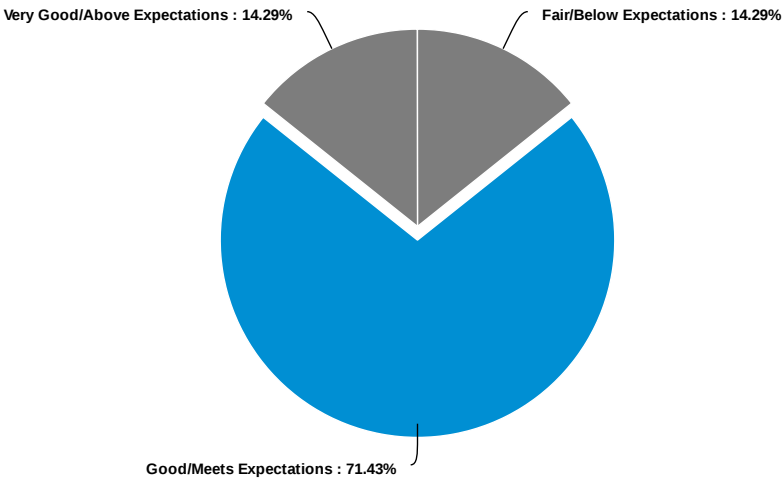
Handles all interactions in a professional manner



Accomplishes goals and objectives and also provides additional value



Overall level of satisfaction

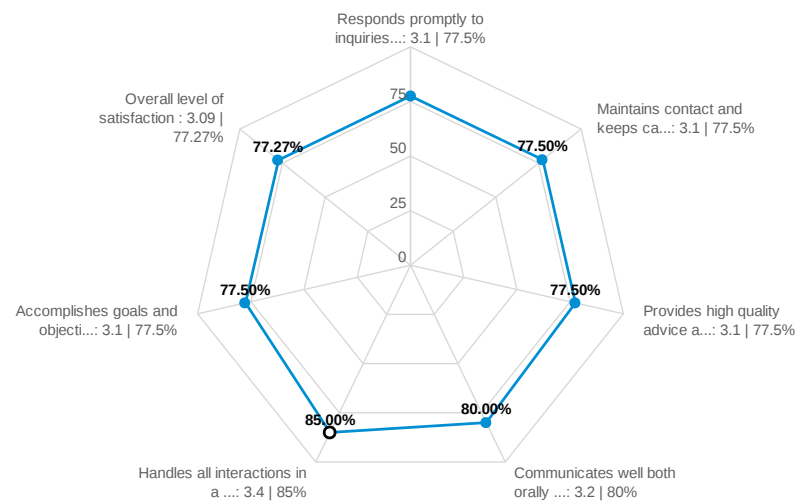


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	14.29%					
Good/Meets Expectations	5	71.43%					
Very Good/Above Expectations	1	14.29%					
Total	7	100 %					

Comments/Suggestions for Employers Group - HR Consulting Services:

02/27/2024	176956995	
02/27/2024	176956842	
02/27/2024	176955695	
02/22/2024	176701949	
02/22/2024	176693515	
02/22/2024	176692937	Knowledgeable; excellent customer service.
02/22/2024	176692893	Have attempted to work with them on a few occasions and there was either 1) no response or 2) no follow up.

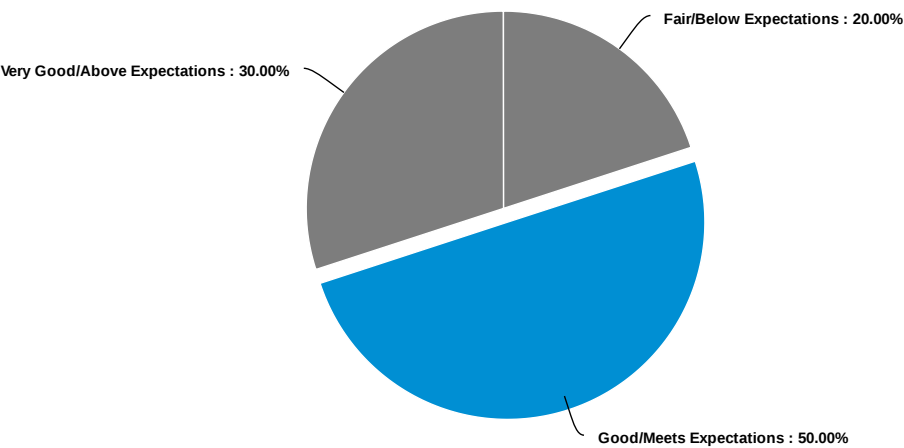
7. Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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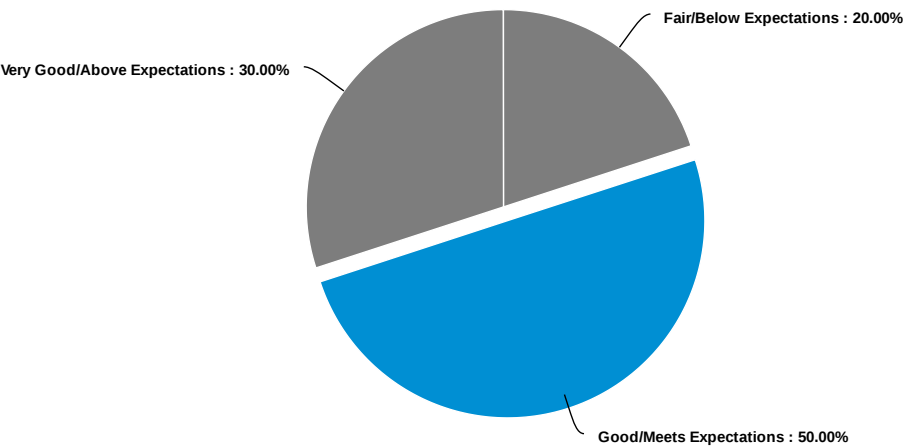
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	10	3.1				
Maintains contact and keeps campus appraised on important and pertinent matters	10	3.1				
Provides high quality advice and assistance	10	3.1				
Communicates well both orally and in writing	10	3.2				
Handles all interactions in a professional manner	10	3.4				
Accomplishes goals and objectives and also provides additional value	10	3.1				
Overall level of satisfaction	11	3.09				
Average		3.15				

Responds promptly to inquiries and requests



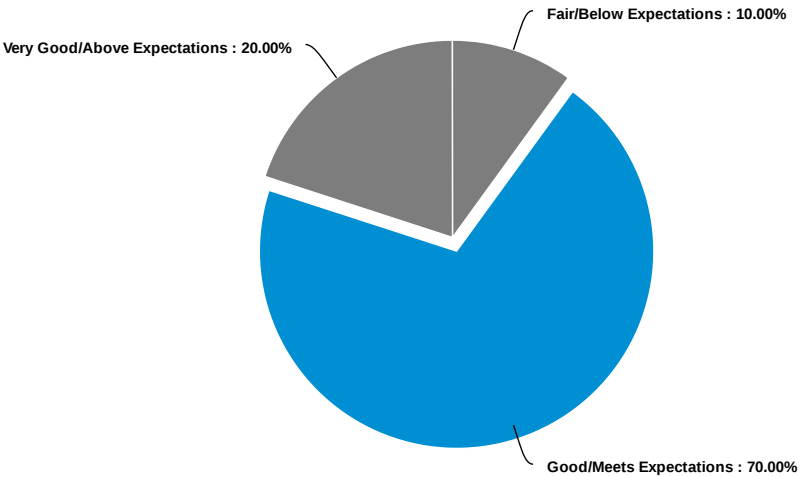
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	20%					
Good/Meets Expectations	5	50%					
Very Good/Above Expectations	3	30%					
Total	10	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



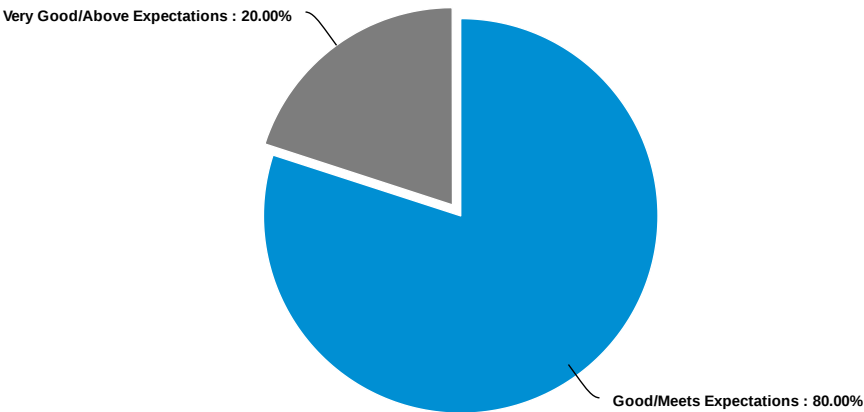
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	20%					
Good/Meets Expectations	5	50%					
Very Good/Above Expectations	3	30%					
Total	10	100 %					

Provides high quality advice and assistance



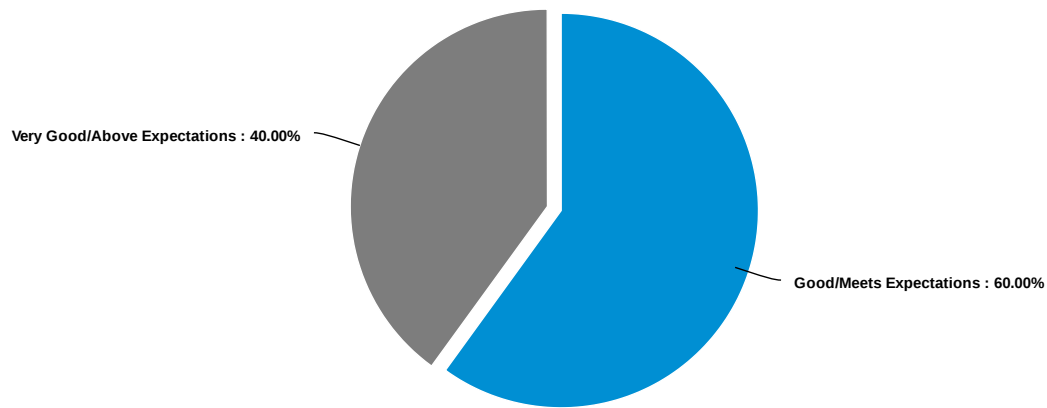
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	10%					
Good/Meets Expectations	7	70%					
Very Good/Above Expectations	2	20%					
Total	10	100 %					

Communicates well both orally and in writing



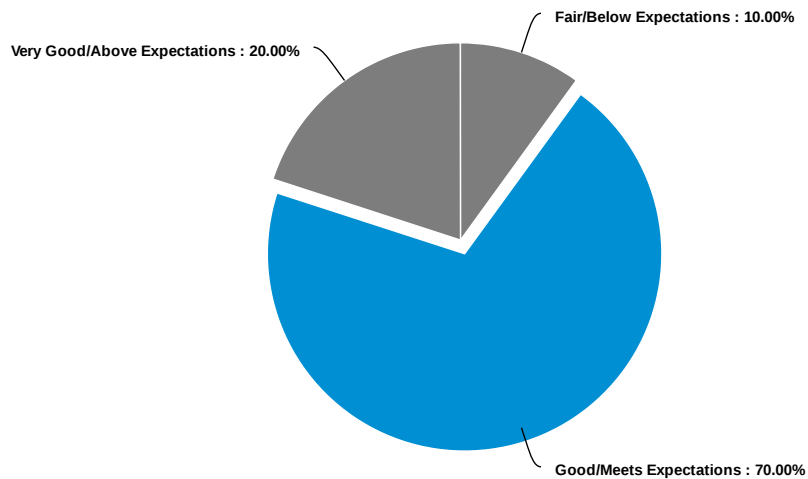
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	8	80%					
Very Good/Above Expectations	2	20%					
Total	10	100 %					

Handles all interactions in a professional manner



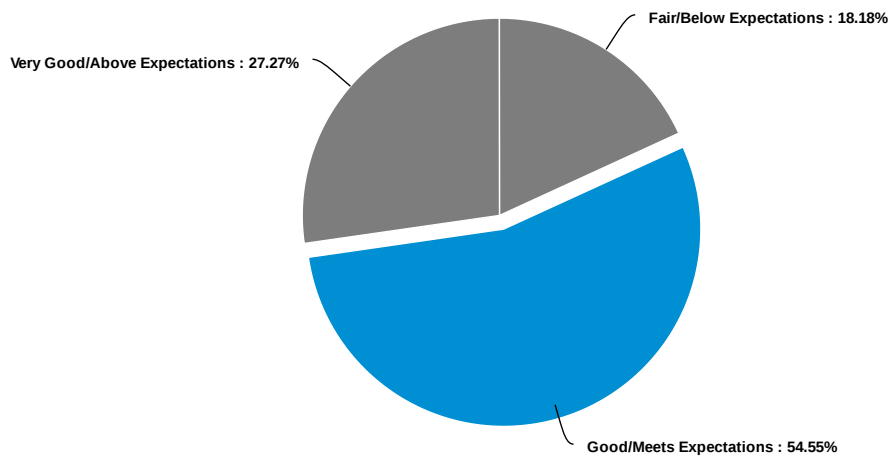
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	6	60%					
Very Good/Above Expectations	4	40%					
Total	10	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	10%					
Good/Meets Expectations	7	70%					
Very Good/Above Expectations	2	20%					
Total	10	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	18.18%					
Good/Meets Expectations	6	54.55%					
Very Good/Above Expectations	3	27.27%					
Total	11	100 %					

Comments/Suggestions for Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator:

02/27/2024 176958041

02/27/2024 176956995

02/27/2024 176956842

02/27/2024 176955695

02/26/2024 176849764

02/23/2024 176757208

02/22/2024 176693515

02/22/2024 176692893

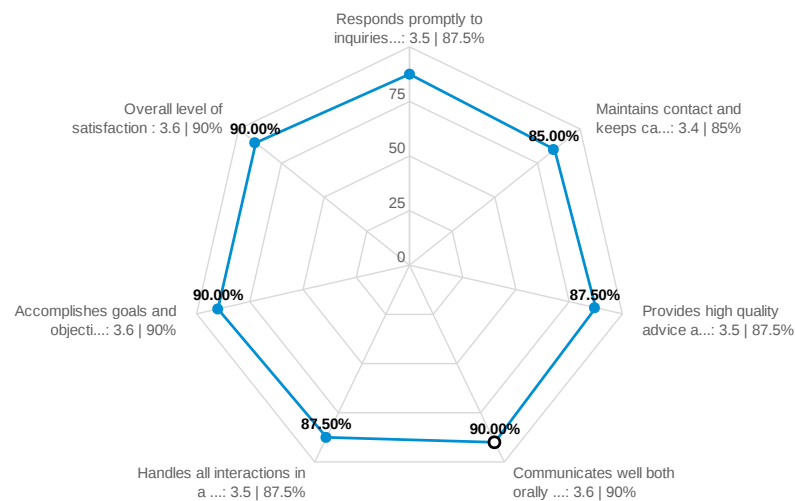
02/20/2024 176599060 Our rep, Melinda Leritz, is normally responsive but the last few times I've messaged, there have been no responses from her on IU claims I've had questions on. I use the portal to send messages; is there another way we should be reaching out?

02/15/2024 176399596

02/15/2024 176395750 This service is adequate, although the platform can be confusing and there doesn't seem to be a direct helpline for things like changing auxiliary contact information.

02/14/2024 176372474

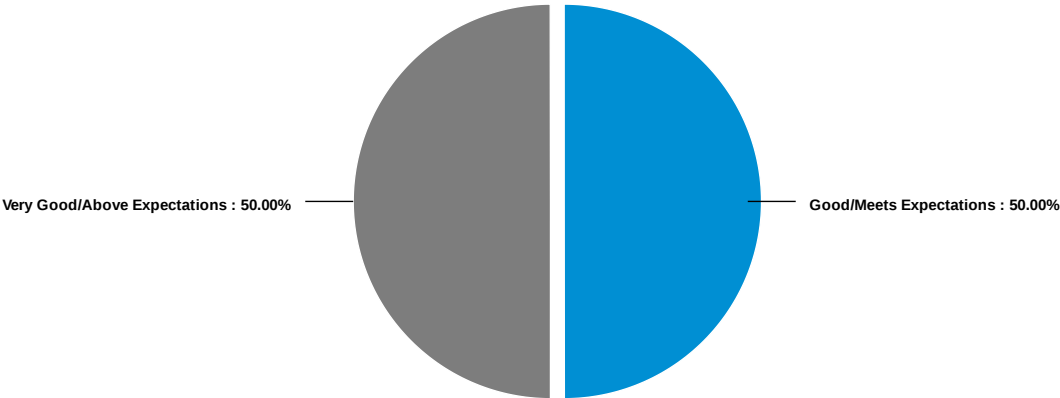
8. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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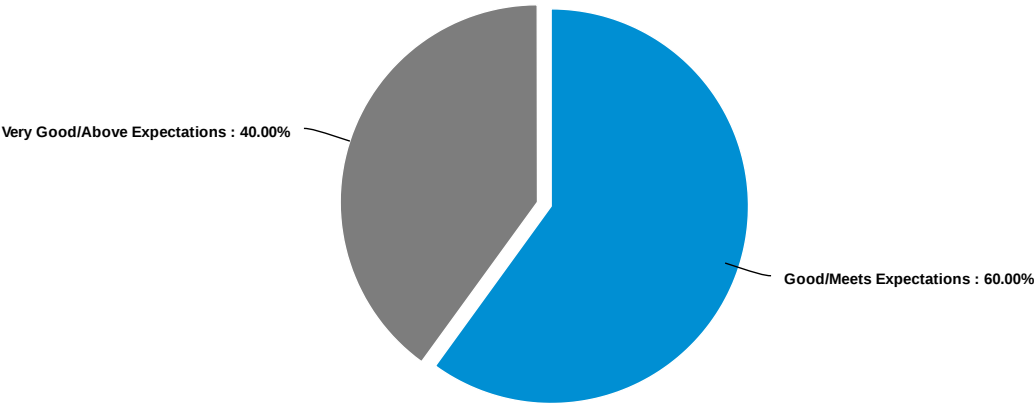
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	4	3.5				
Maintains contact and keeps campus apprised on important and pertinent matters	5	3.4				
Provides high quality advice and assistance	4	3.5				
Communicates well both orally and in writing	5	3.6				
Handles all interactions in a professional manner	4	3.5				
Accomplishes goals and objectives and also provides additional value	5	3.6				
Overall level of satisfaction	5	3.6				
Average		3.53				

Responds promptly to inquiries and requests



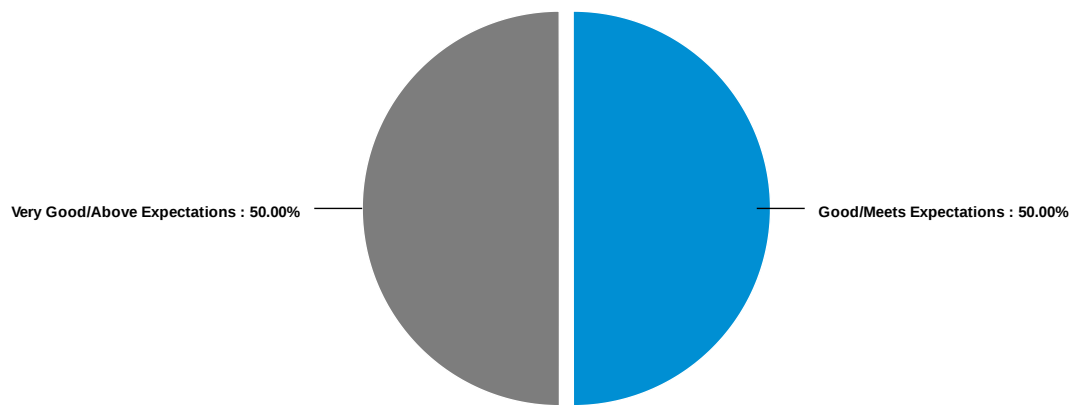
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	50%					
Very Good/Above Expectations	2	50%					
Total	4	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



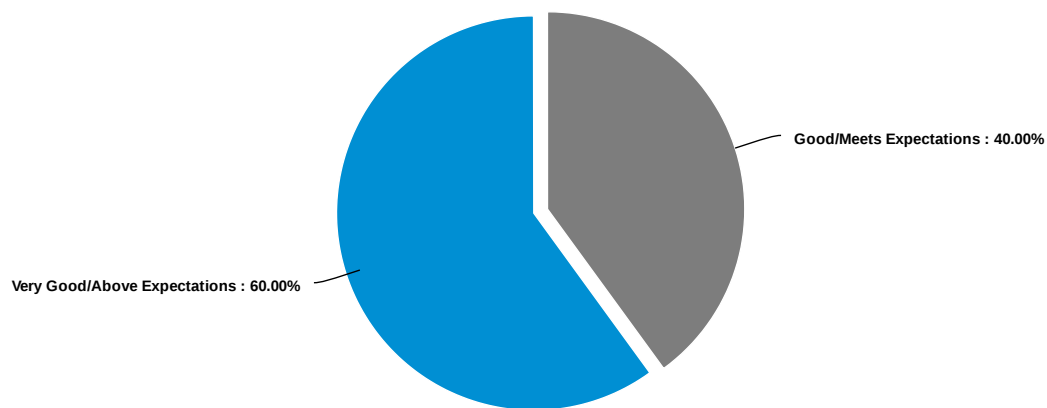
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	60%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Provides high quality advice and assistance



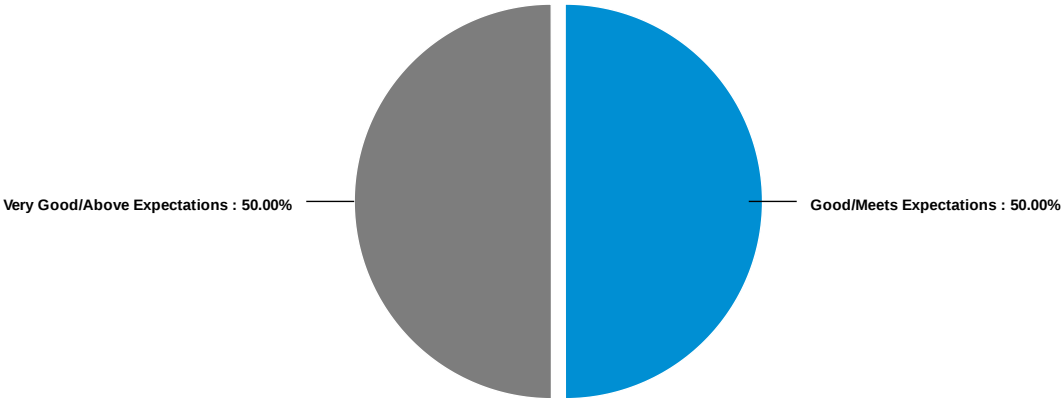
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	2	50% ██████████					
Very Good/Above Expectations	2	50% ██████████					
Total	4	100 %					

Communicates well both orally and in writing



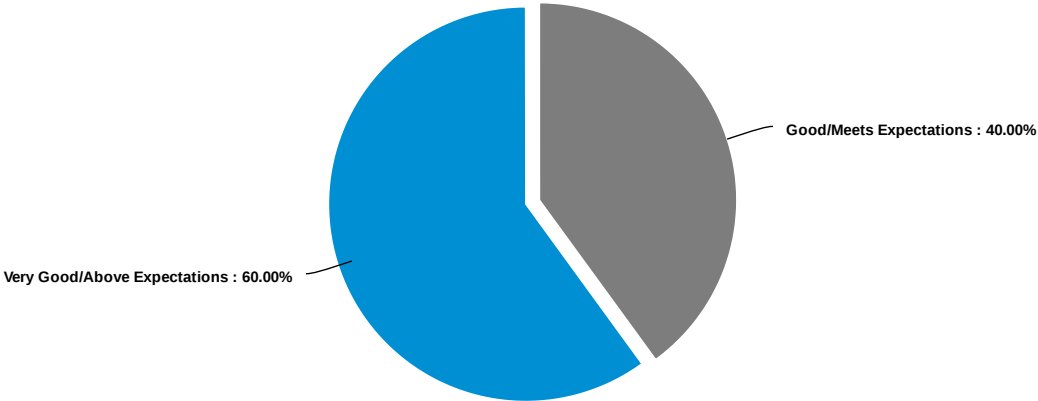
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	2	40% ██████████					
Very Good/Above Expectations	3	60% ██████████					
Total	5	100 %					

Handles all interactions in a professional manner



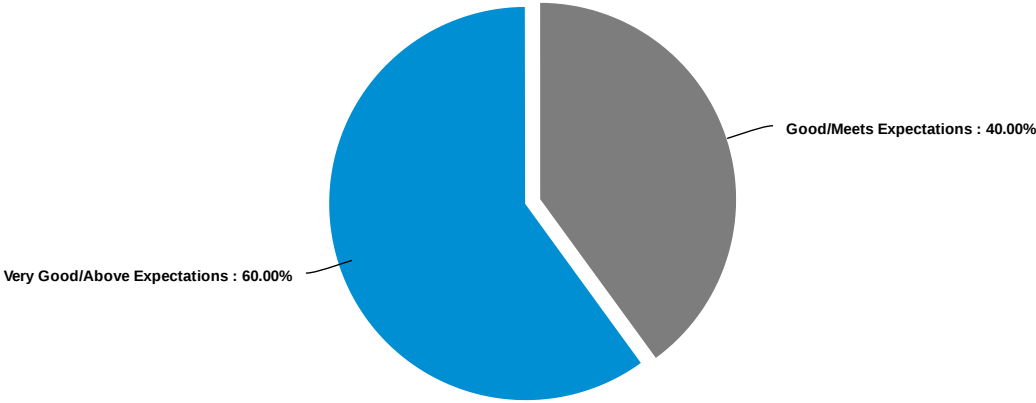
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	50%					
Very Good/Above Expectations	2	50%					
Total	4	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	40%					
Very Good/Above Expectations	3	60%					
Total	5	100 %					

Overall level of satisfaction

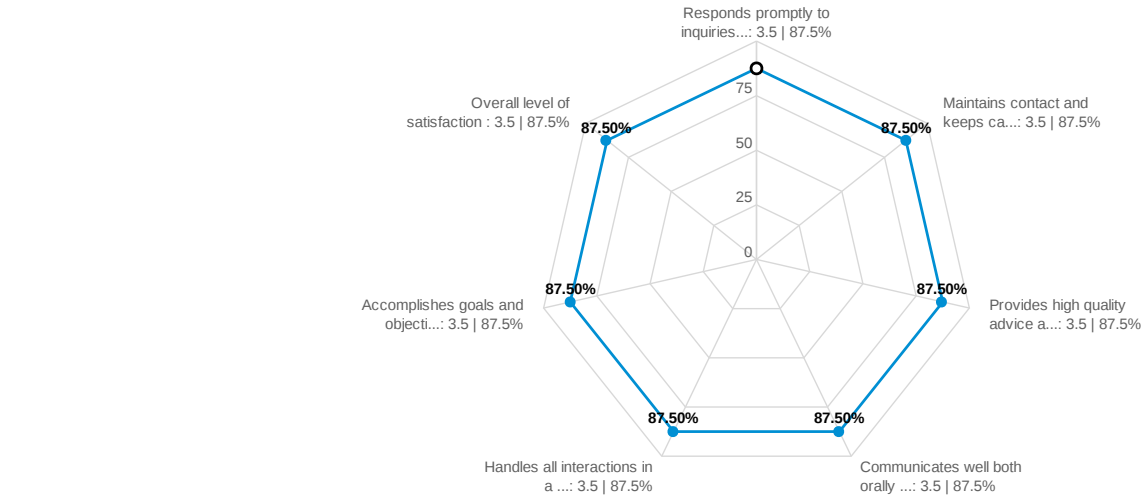


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	40%					
Very Good/Above Expectations	3	60%					
Total	5	100 %					

Comments/Suggestions for Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training:

02/26/2024	176909857	
02/15/2024	176406432	
02/15/2024	176399596	
02/15/2024	176395750	Praesidium conducted a campus-wide audit for us this year and I was able to meet with several of their representatives. I was impressed with the level of knowledge and skill that they brought to the topic of minors on campus. Their training materials are top notch as well.
02/14/2024	176372474	Needs to better align areas of vulnerability (space) and expectations of staff for safety. Highly Recommend YMCA approach and training

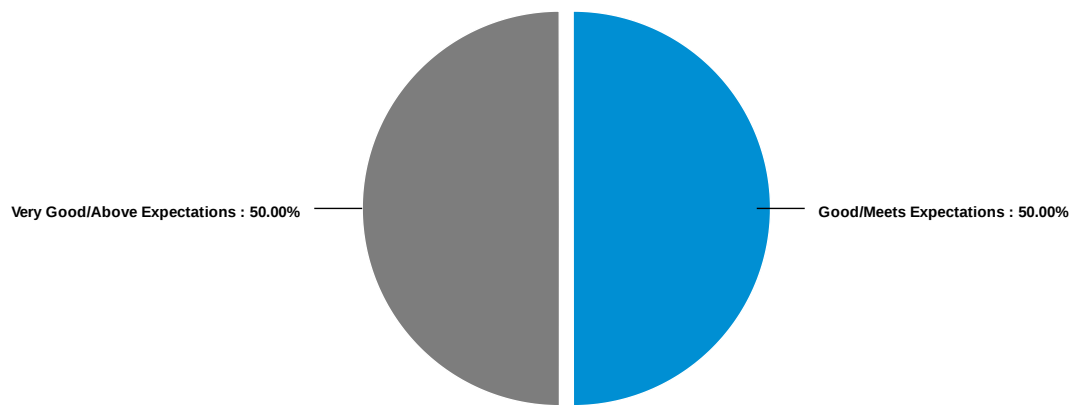
9. PRISM Membership Services: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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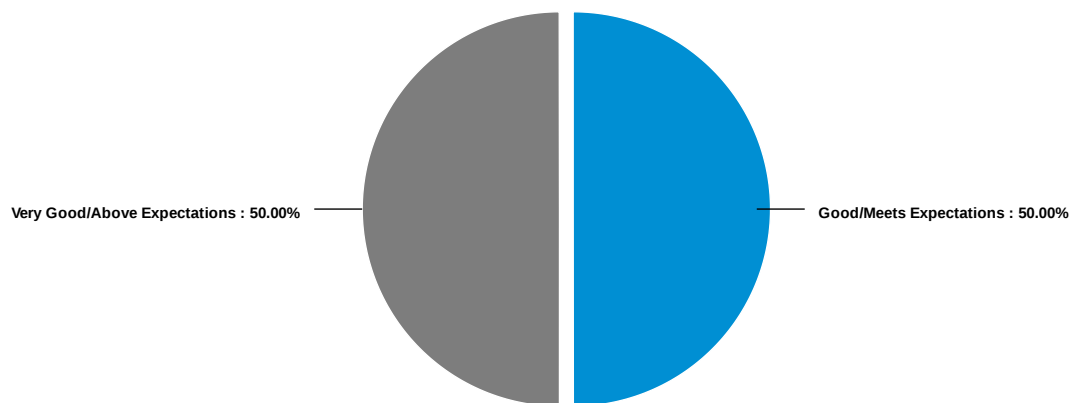
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	3.5				
Maintains contact and keeps campus appraised on important and pertinent matters	2	3.5				
Provides high quality advice and assistance	2	3.5				
Communicates well both orally and in writing	2	3.5				
Handles all interactions in a professional manner	2	3.5				
Accomplishes goals and objectives and also provides additional value	2	3.5				
Overall level of satisfaction	2	3.5				
Average		3.5				

Responds promptly to inquiries and requests



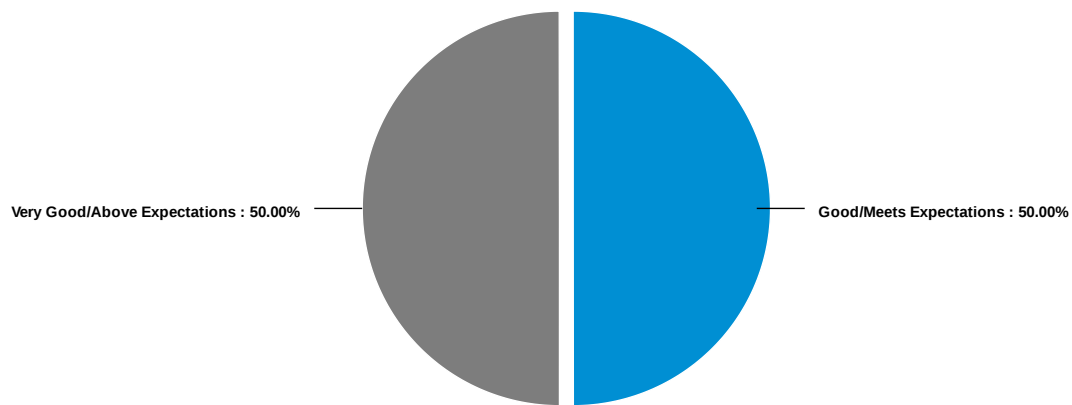
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



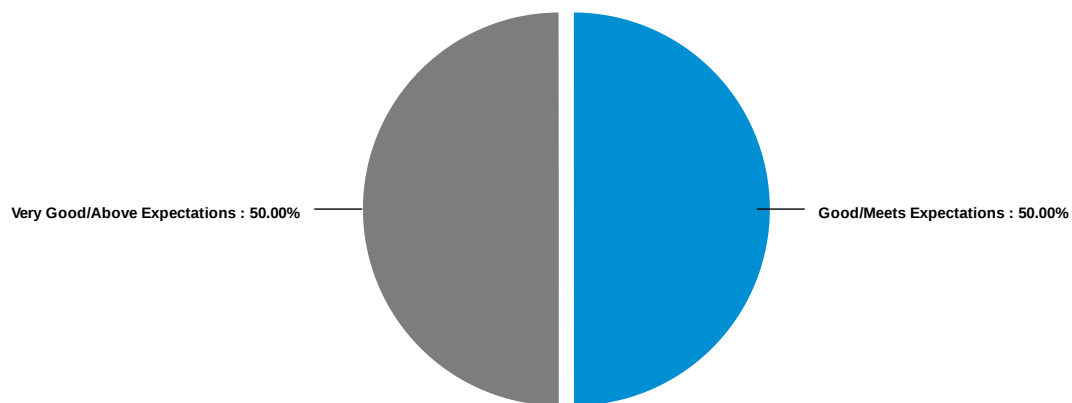
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Provides high quality advice and assistance



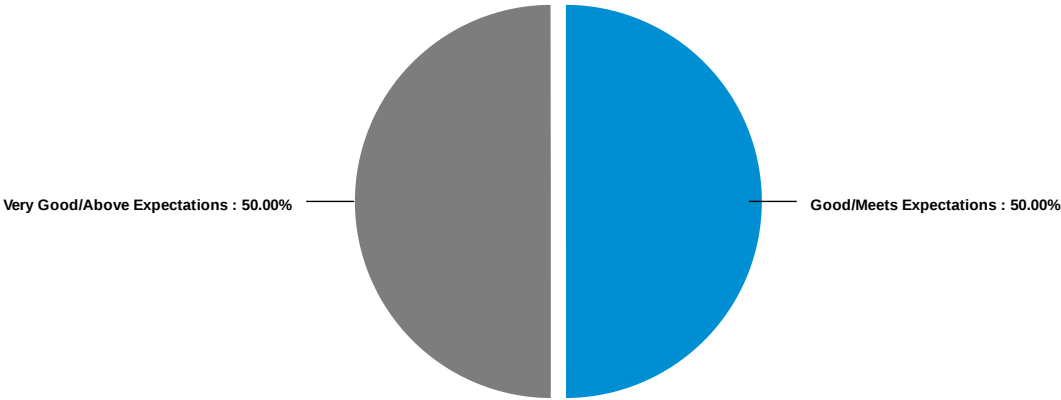
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Communicates well both orally and in writing



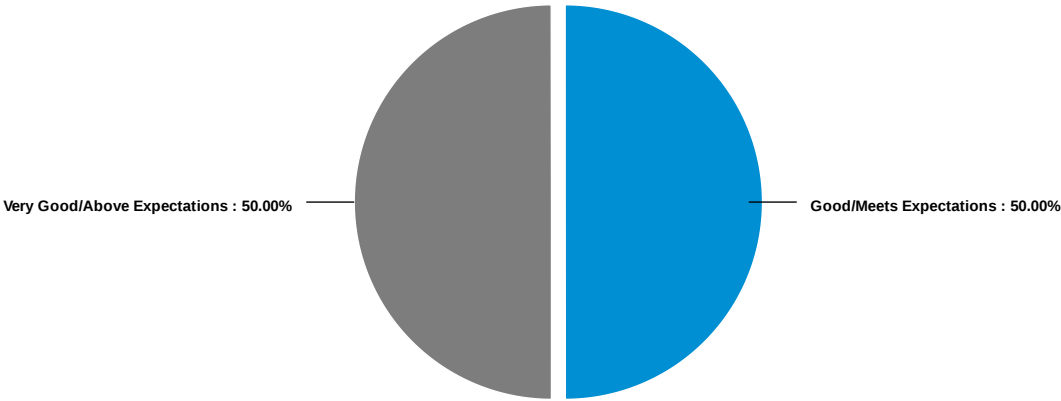
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Handles all interactions in a professional manner



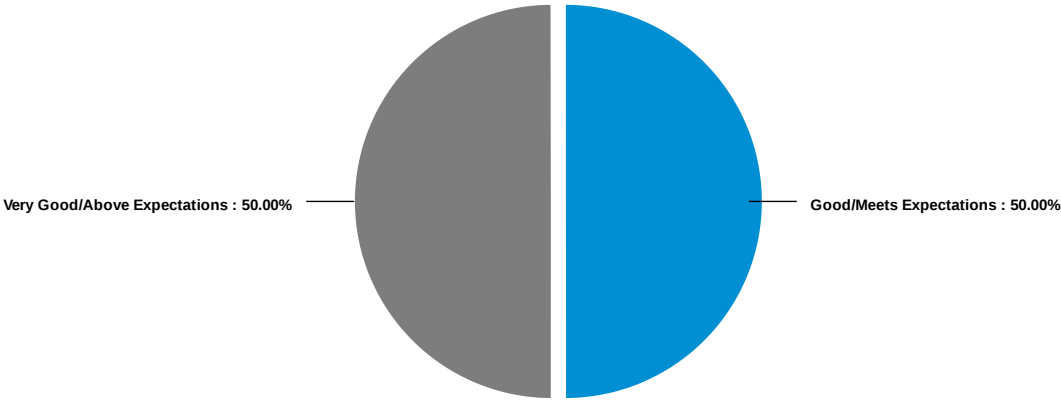
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Overall level of satisfaction

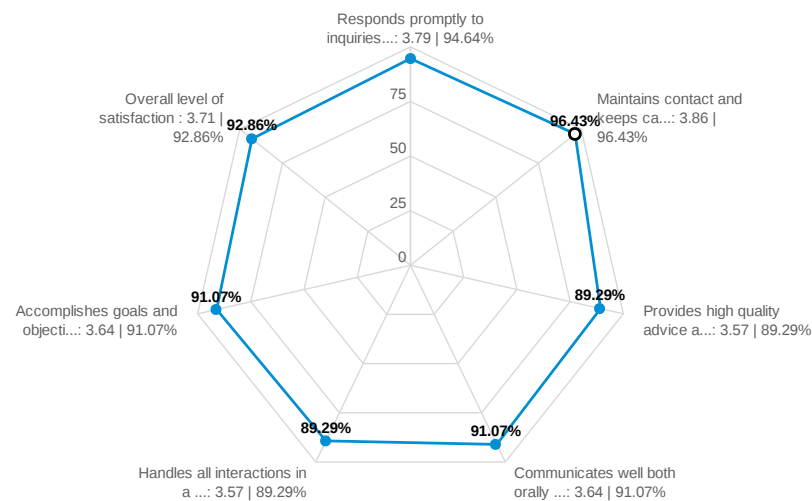


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Comments/Suggestions for PRISM Membership Services:

02/15/2024 176399596
02/14/2024 176372474

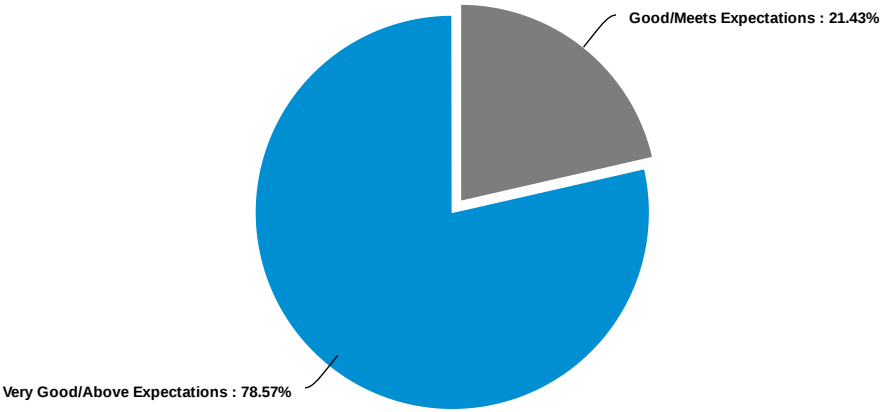
10. Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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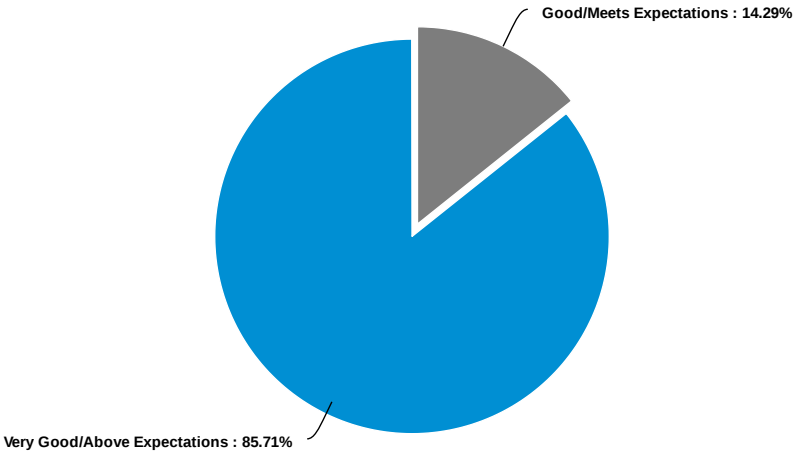
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	14	3.79				
Maintains contact and keeps campus apprised on important and pertinent matters	14	3.86				
Provides high quality advice and assistance	14	3.57				
Communicates well both orally and in writing	14	3.64				
Handles all interactions in a professional manner	14	3.57				
Accomplishes goals and objectives and also provides additional value	14	3.64				
Overall level of satisfaction	14	3.71				
Average		3.68				

Responds promptly to inquiries and requests



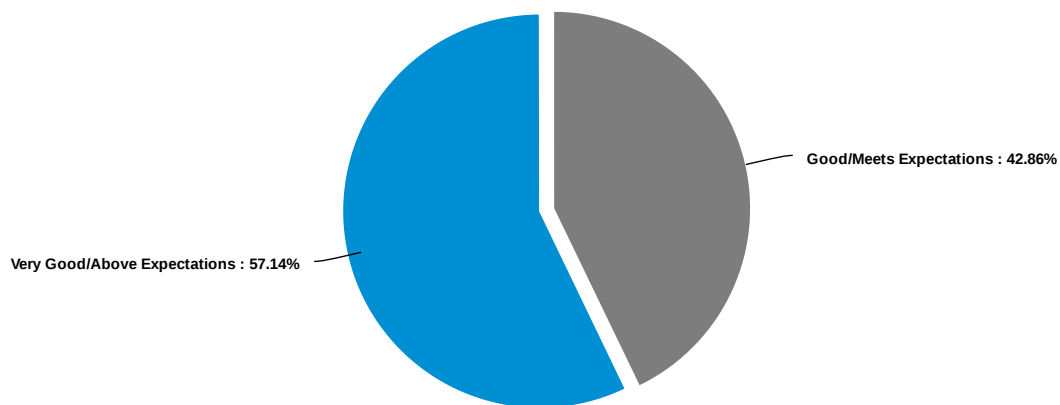
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	21.43%					
Very Good/Above Expectations	11	78.57%					
Total	14	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



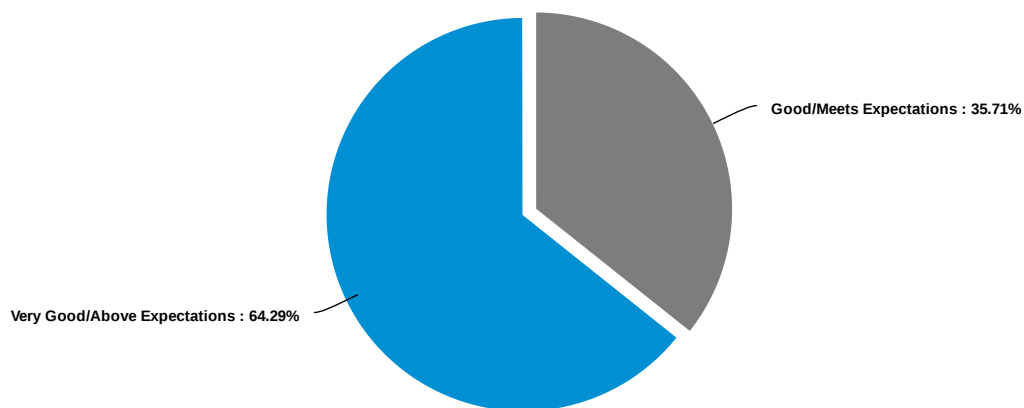
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	14.29%					
Very Good/Above Expectations	12	85.71%					
Total	14	100 %					

Provides high quality advice and assistance



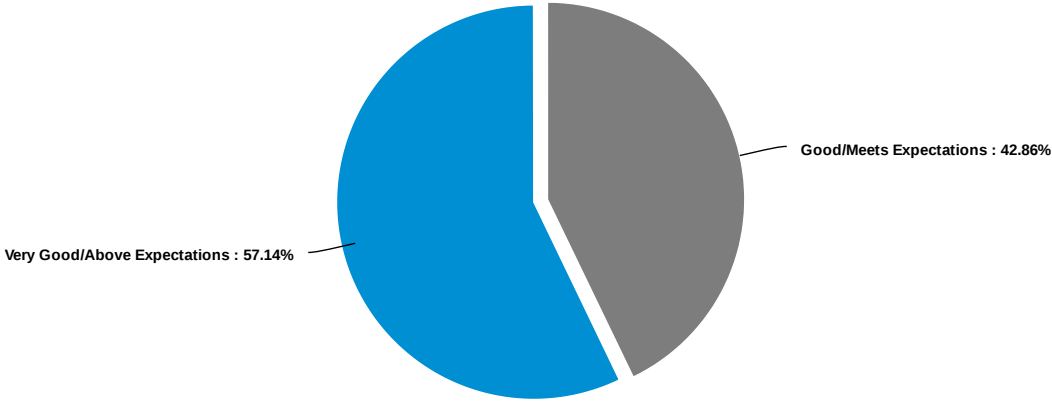
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	6	42.86%					
Very Good/Above Expectations	8	57.14%					
Total	14	100 %					

Communicates well both orally and in writing



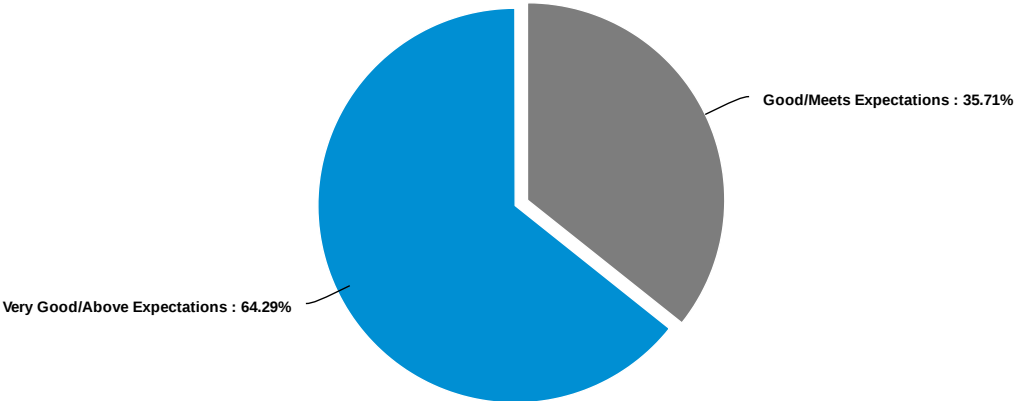
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	5	35.71%					
Very Good/Above Expectations	9	64.29%					
Total	14	100 %					

Handles all interactions in a professional manner

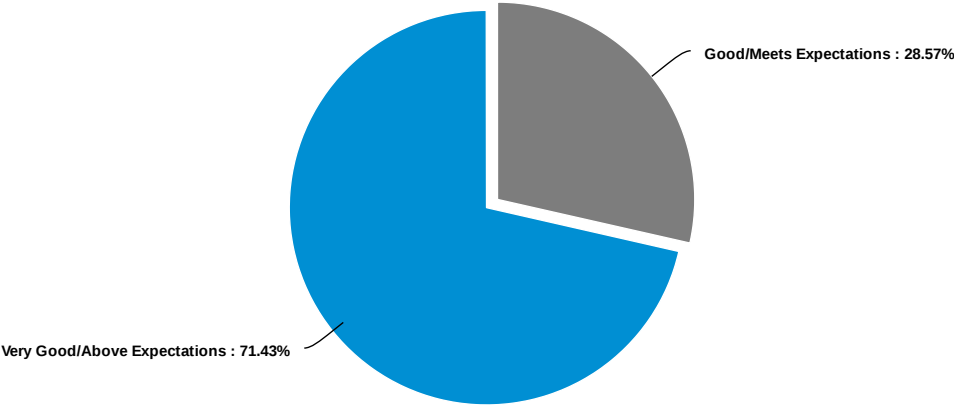


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	6	42.86%					
Very Good/Above Expectations	8	57.14%					
Total	14	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	5	35.71%					
Very Good/Above Expectations	9	64.29%					
Total	14	100 %					



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	28.57%					
Very Good/Above Expectations	10	71.43%					
Total	14	100 %					

Comments/Suggestions for Sedgwick CMS - AORMA Workers' Compensation Claims Administrator:

02/27/2024 176963921

02/27/2024 176959317

02/27/2024 176956995

02/27/2024 176956842

02/27/2024 176955695

02/26/2024 176849764

02/23/2024 176757208

02/22/2024 176692937 Knowledgeable; good customer service; recently suggested a training on workers' comp for new and "more seasoned" HR professionals could be beneficial and Sedgwick was responsive to the idea. Eager for follow-through.

02/22/2024 176692893

02/20/2024 176599060 The Sedgwick team is great to work with! Is there a possibility a portal can be created to provide updates on claims or refer to letters that were sent to employees?

02/15/2024 176410566

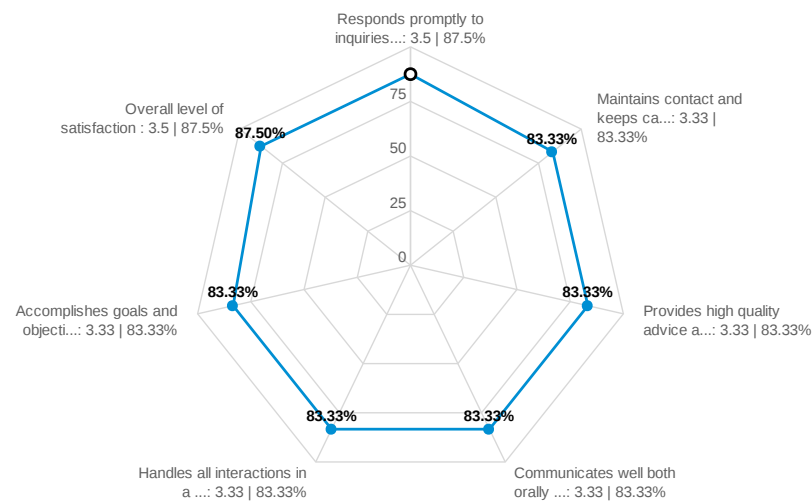
02/15/2024 176399596

02/15/2024 176395750 Very satisfied with this service. Katie Brandt is a gem and I have worked with her for many years. She always makes the claim process run smoothly. We really appreciate our relationship with Sedgwick CMS!

02/14/2024 176372474 Katie Brant is outstanding!

02/14/2024 176369209

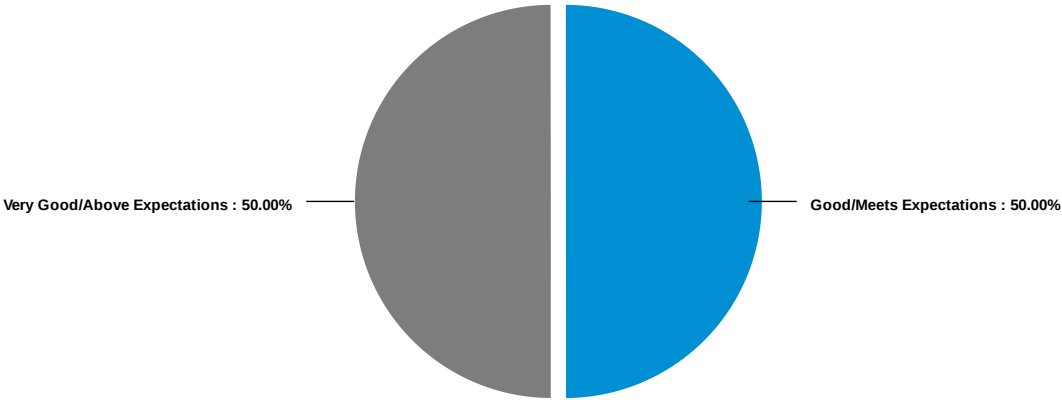
11. Systemwide Risk Management (broadly): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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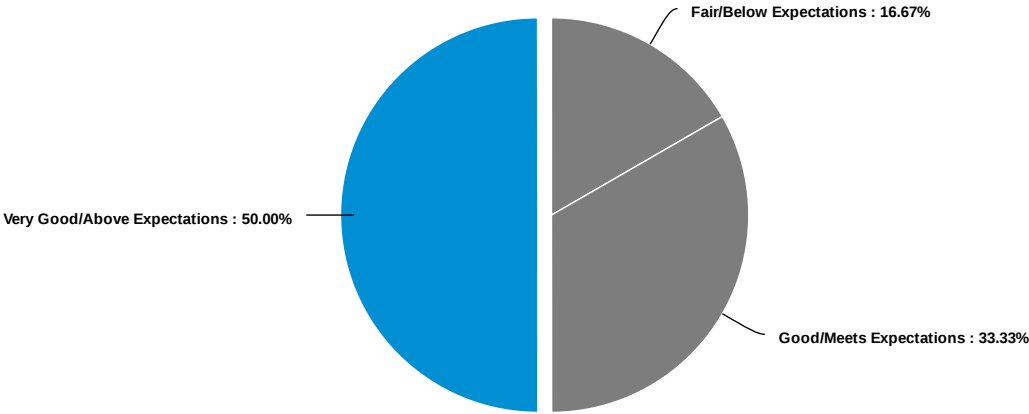
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	6	3.5				
Maintains contact and keeps campus apprised on important and pertinent matters	6	3.33				
Provides high quality advice and assistance	6	3.33				
Communicates well both orally and in writing	6	3.33				
Handles all interactions in a professional manner	6	3.33				
Accomplishes goals and objectives and also provides additional value	6	3.33				
Overall level of satisfaction	6	3.5				
Average		3.38				

Responds promptly to inquiries and requests



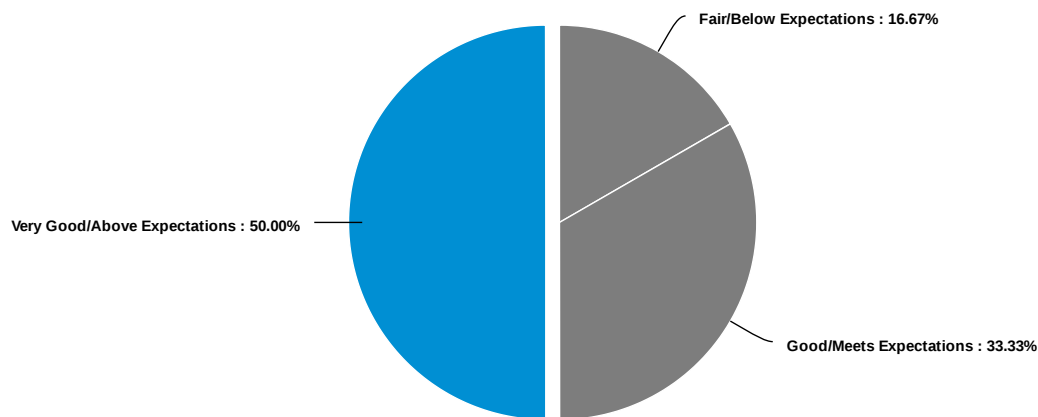
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	50%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



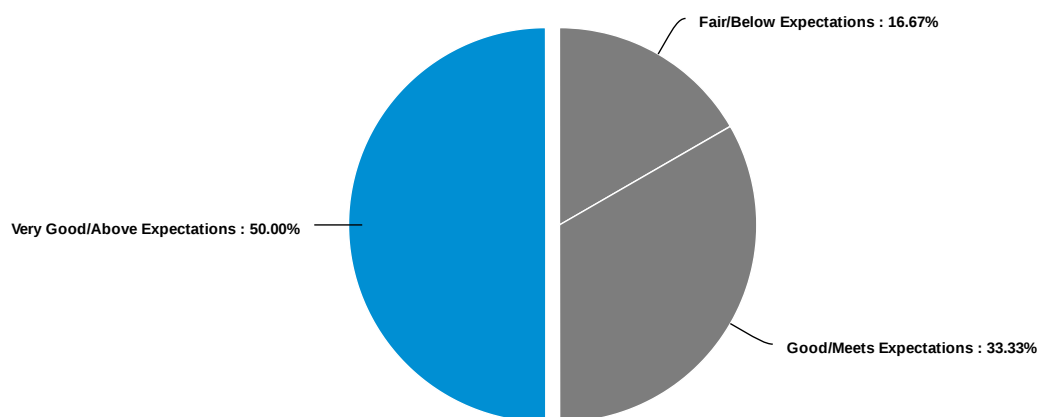
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Provides high quality advice and assistance



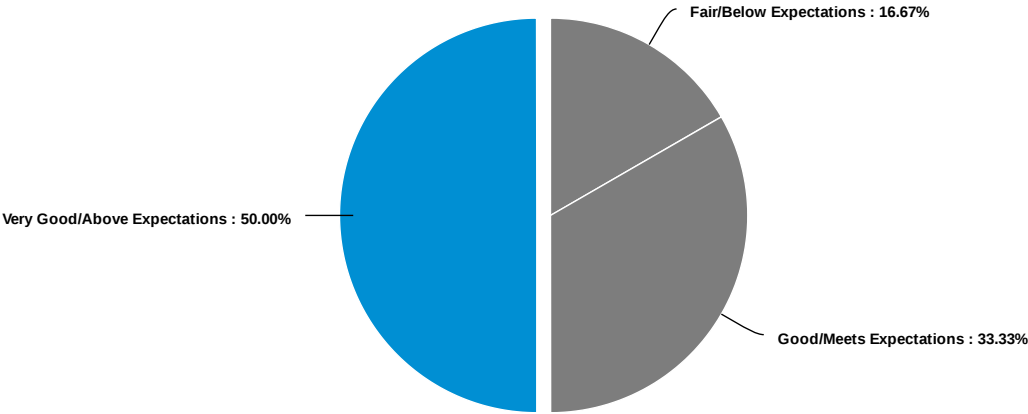
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Communicates well both orally and in writing



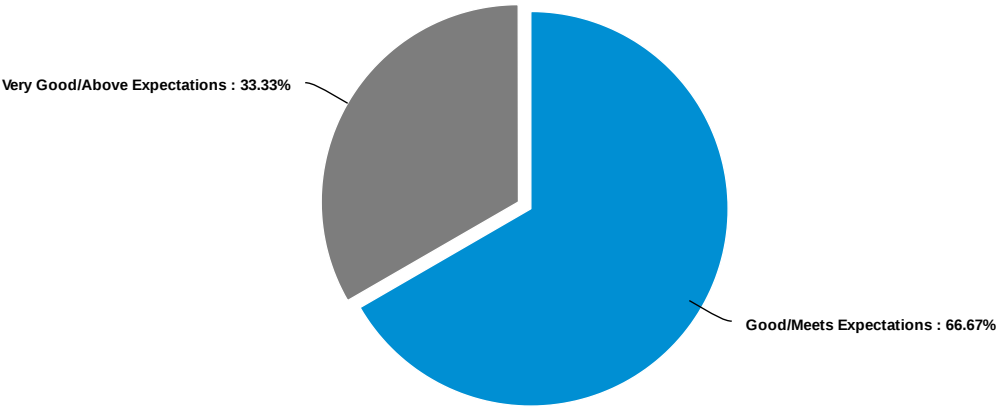
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Handles all interactions in a professional manner



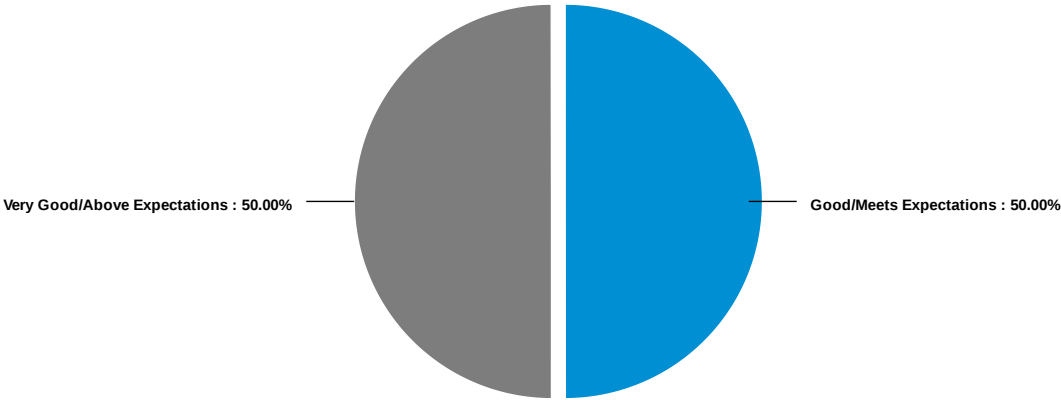
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	66.67%					
Very Good/Above Expectations	2	33.33%					
Total	6	100 %					

Overall level of satisfaction

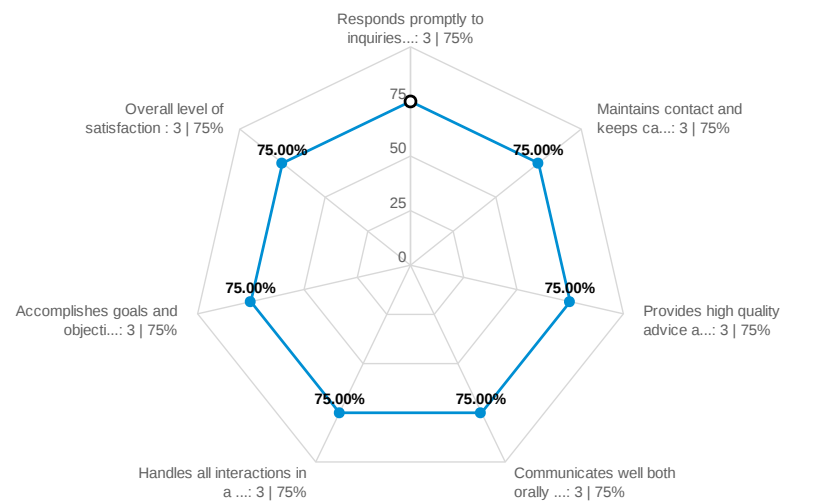


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	50%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Comments/Suggestions for Systemwide Risk Management (broadly):

02/27/2024 176940510
02/22/2024 176692889
02/19/2024 176546173
02/15/2024 176410320
02/14/2024 176372474
02/14/2024 176369481

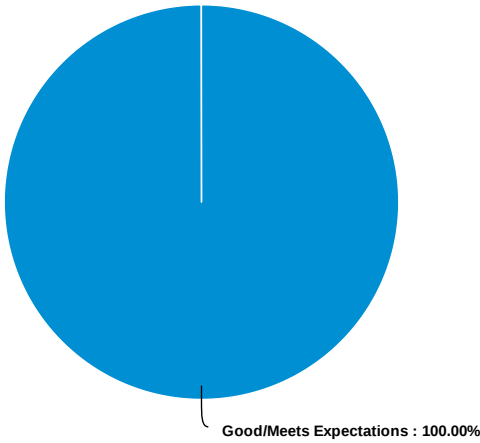
12. Systemwide Risk Management - Environmental Health & Safety: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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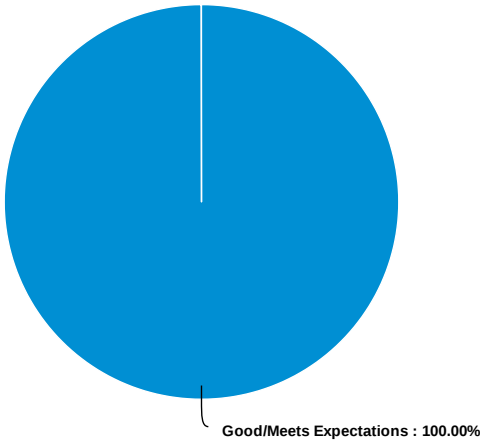
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	1	3				
Maintains contact and keeps campus apprised on important and pertinent matters	1	3				
Provides high quality advice and assistance	1	3				
Communicates well both orally and in writing	1	3				
Handles all interactions in a professional manner	1	3				
Accomplishes goals and objectives and also provides additional value	1	3				
Overall level of satisfaction	1	3				
Average		3				

Responds promptly to inquiries and requests



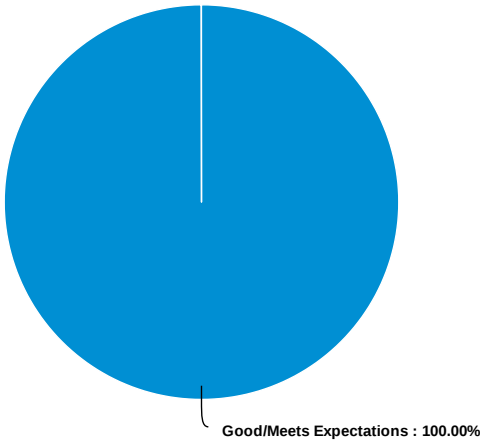
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▯					
Fair/Below Expectations	0	0% ▯					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▯					
Total	1	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



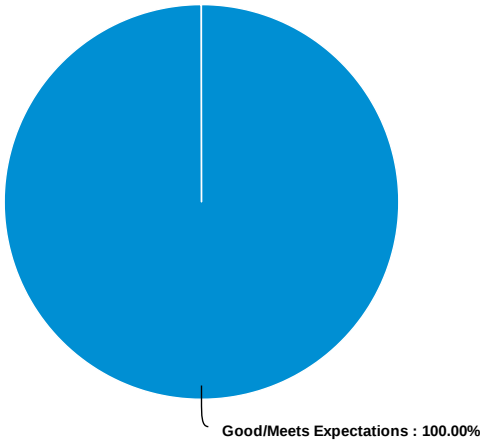
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▯					
Fair/Below Expectations	0	0% ▯					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▯					
Total	1	100 %					

Provides high quality advice and assistance



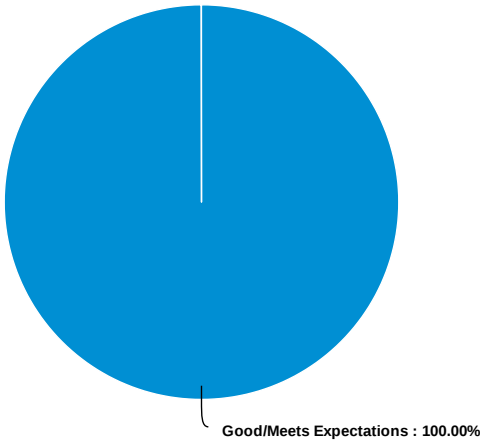
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

Communicates well both orally and in writing



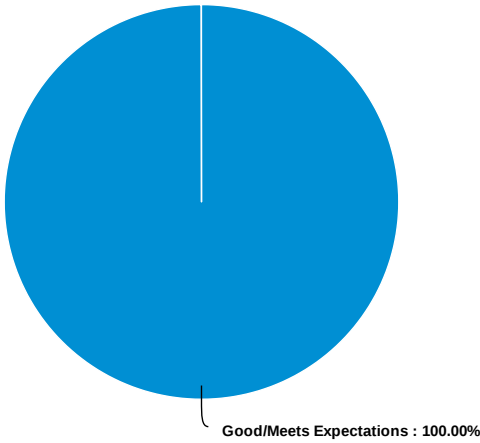
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

Handles all interactions in a professional manner



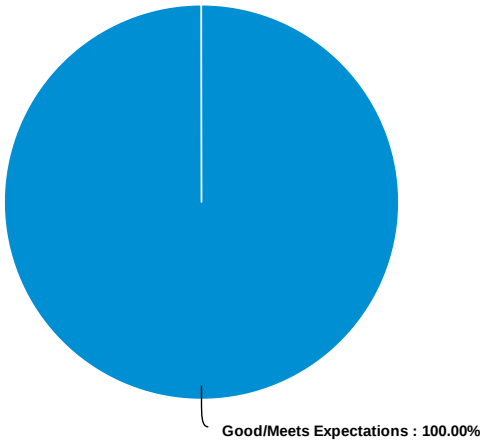
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▯					
Fair/Below Expectations	0	0% ▯					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▯					
Total	1	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▯					
Fair/Below Expectations	0	0% ▯					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▯					
Total	1	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▯					
Fair/Below Expectations	0	0% ▯					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▯					
Total	1	100 %					

Comments/Suggestions for Systemwide Risk Management - Environmental Health & Safety:

02/26/2024 176909857

13. Systemwide Risk Management - Emergency Management: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	0	0				
Maintains contact and keeps campus appraised on important and pertinent matters	0	0				
Provides high quality advice and assistance	0	0				
Communicates well both orally and in writing	0	0				
Handles all interactions in a professional manner	0	0				
Accomplishes goals and objectives and also provides additional value	0	0				
Overall level of satisfaction	0	0				
Average		0				

Responds promptly to inquiries and requests

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Maintains contact and keeps campus appraised on important and pertinent matters

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Provides high quality advice and assistance

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Communicates well both orally and in writing

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Handles all interactions in a professional manner

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Accomplishes goals and objectives and also provides additional value

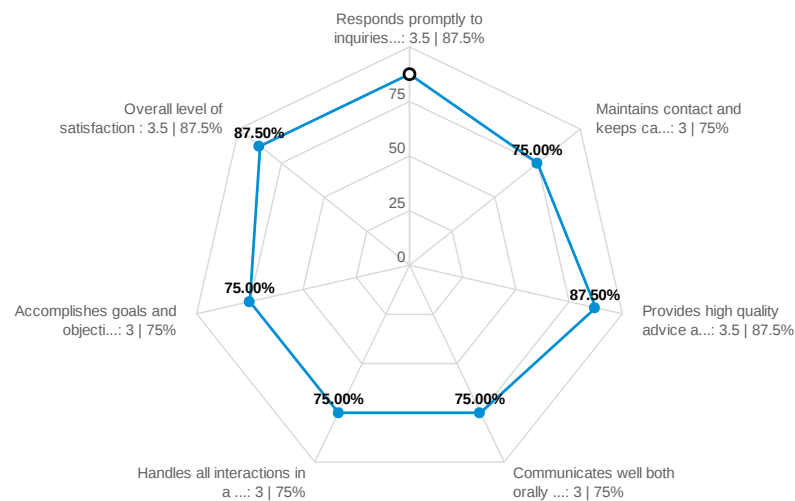
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Overall level of satisfaction

Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Comments/Suggestions for Systemwide Risk Management - Emergency Management:

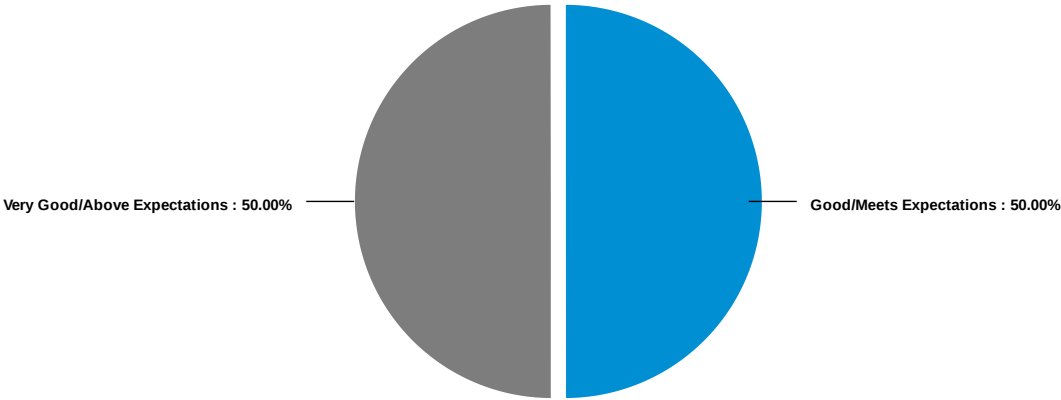
14. Systemwide Risk Management - General Liability Claims Handling: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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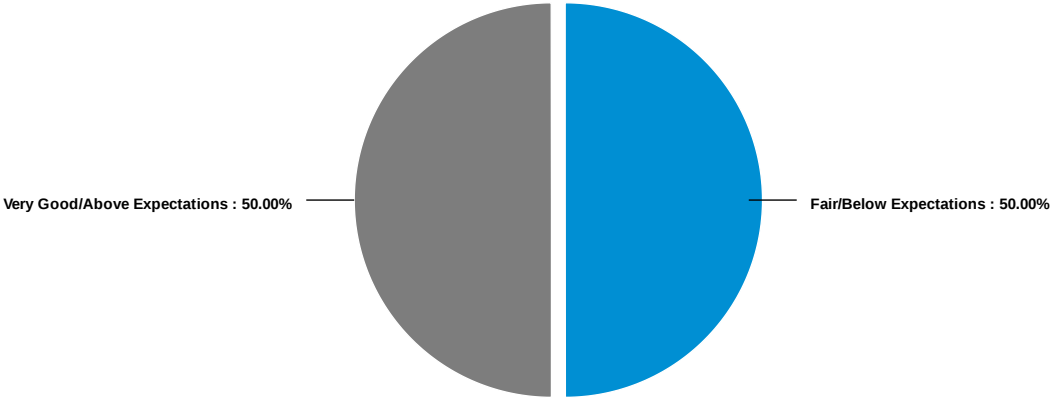
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	3.5				
Maintains contact and keeps campus appraised on important and pertinent matters	2	3				
Provides high quality advice and assistance	2	3.5				
Communicates well both orally and in writing	2	3				
Handles all interactions in a professional manner	2	3				
Accomplishes goals and objectives and also provides additional value	2	3				
Overall level of satisfaction	2	3.5				
Average		3.21				

Responds promptly to inquiries and requests



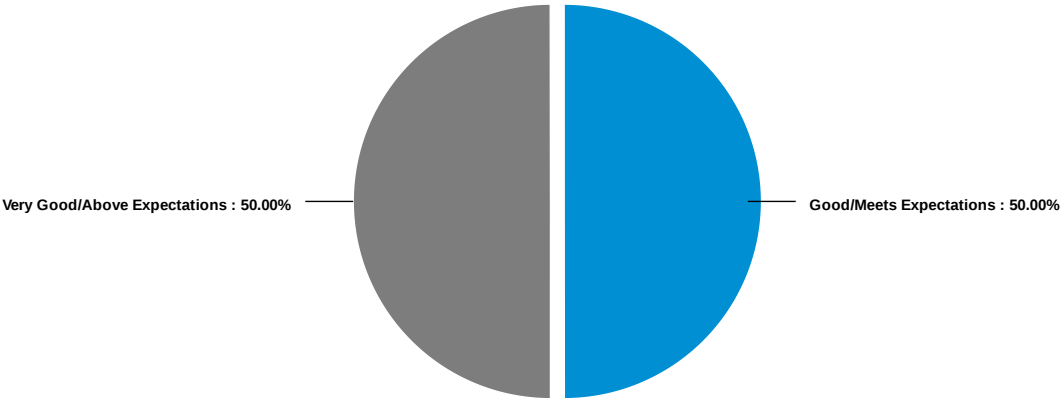
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



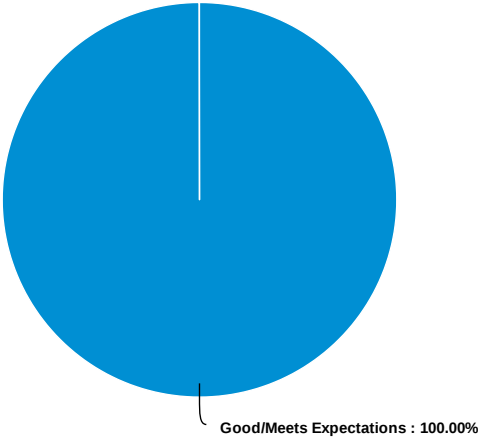
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	50%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Provides high quality advice and assistance



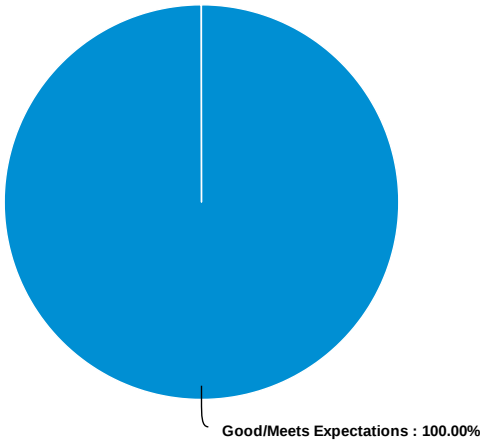
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Communicates well both orally and in writing



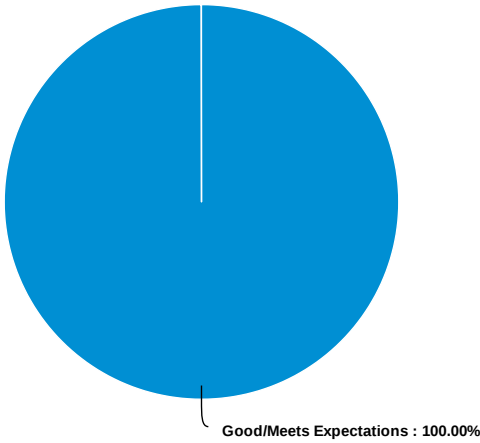
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	100%					
Very Good/Above Expectations	0	0%					
Total	2	100 %					

Handles all interactions in a professional manner



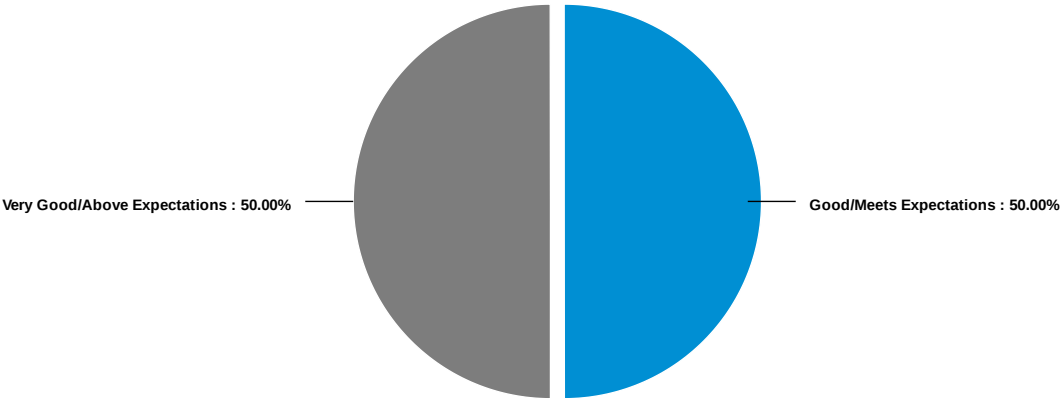
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	2	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	2	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	2	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	2	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Comments/Suggestions for Systemwide Risk Management - General Liability Claims Handling:

02/28/2024 176992787
02/20/2024 176599857
02/16/2024 176459018
02/15/2024 176410320