

2019

CSURMA Auxiliary Survey Results

Prepared by:
Alexis Naiknimbalkar
Organizational Excellence
Office of the Chancellor
Software: Snap Survey Professional 11
Report Date: 04/17/2020

Survey Campus Coordinator Contacts

for survey customization & approval.

	Primary Contact	Additional Contact 1	Additional Contact 2
Name	Leona Ching		
Phone	(562) 951-457		
Email	lching@calstate.edu		

Date Survey Opened: 01/21/2020
Date Reminder Sent: 01/28/2020 and 02/10/2020
Date Survey Closed: 02/14/2020

Survey Administration & Analysis

The web-based surveys were conducted using SNAP Survey Professional 10.
The survey URL was distributed to the sample group via e-mail.
Analysis was performed and reports created using SNAP Survey Professional 10.

Population and Sample

	Listserve
Total Population	258
Sample	258
Responses	66
Minimum Response Rate	25%

Note: The response rates listed above must be considered as minimum values as they assume that all individuals on the campus-provided e-mail list had an opportunity to take the survey. In reality the number of individuals that will have received the e-mail link is lower than the Sample value due incorrect e-mail addresses, blocked e-mail, etc.

Sample Description

2019 Listserve contacts

Surveys Administered by: Chancellor's Office

Survey E-mail Letter Invitation Text:

Subject: CSURMA/AORMA Survey - Due February 14, 2020

Dear Auxiliary Representative:

CSURMA/AORMA is conducting surveys on the performance of the firms that provide service and support to the campuses and auxiliary organizations. Your participation in this survey provides important information for the success of the programs and the improvement of the services provided to CSURMA/AORMA members.

Please complete this electronic survey by **February 14, 2020**, for the service organizations with which you work. To begin the survey, click on the link below and complete the survey online. You will note on the first page that you can choose the vendors with whom you have worked with. For each service provider, there is opportunity to provide additional comments at the end of each section. All answers and comments will be handled in a confidential manner.

[Survey Link](#)

We appreciate your participation and thank you for your prompt feedback.

If you should have any questions about the survey, please contact Zachary Gifford at 562-951-4580.

ALL Survey Results

Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)

Analysis...: Q3.a to Q3.g

Filter.....: All Respondents

Score.....: Weight WT1

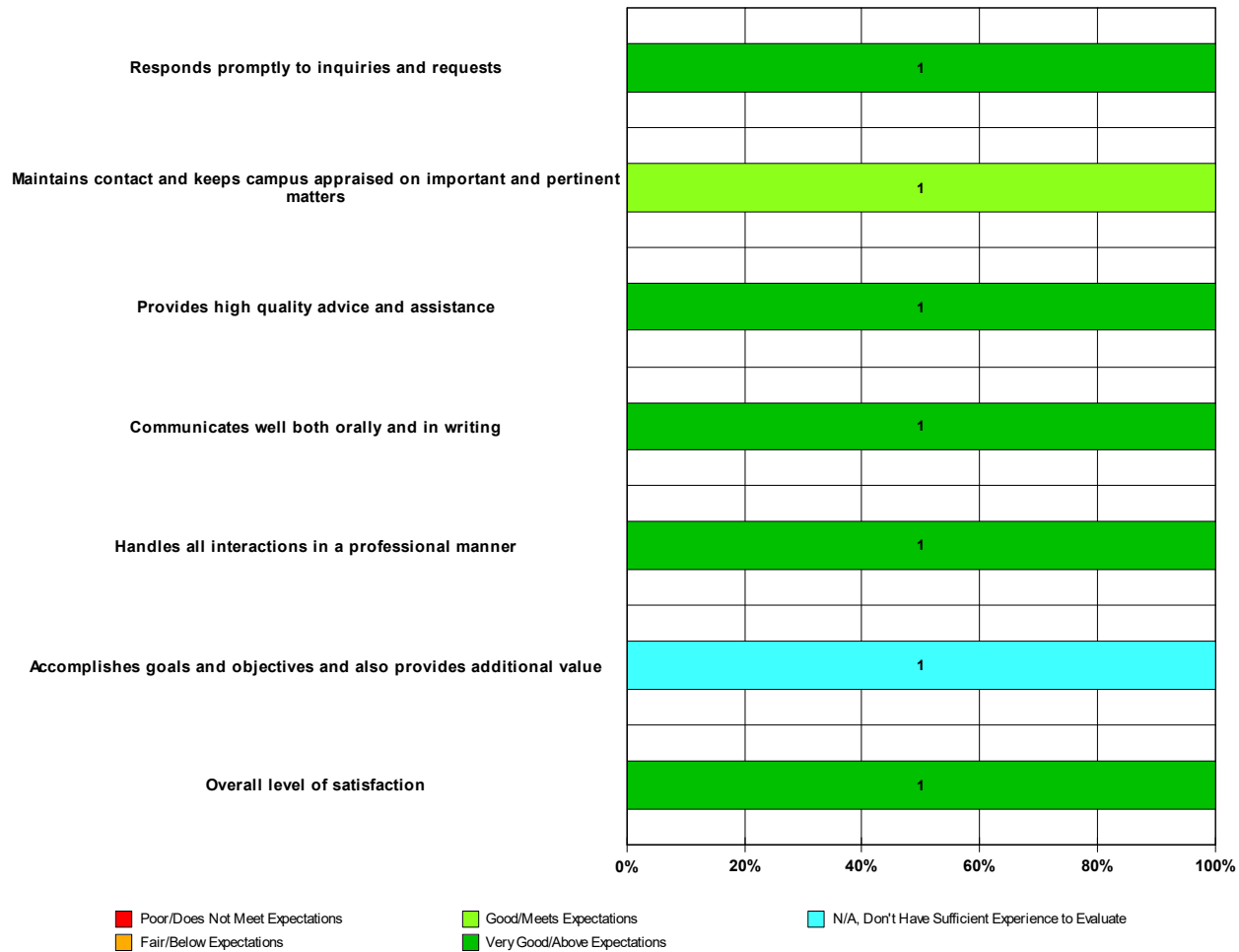
Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	7	3.83	-	-	1	5	1
Responds promptly to inquiries and requests	1	4.00	-	-	-	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	3.00	-	-	1	-	-
Provides high quality advice and assistance	1	4.00	-	-	-	1	-
Communicates well both orally and in writing	1	4.00	-	-	-	1	-
Handles all interactions in a professional manner	1	4.00	-	-	-	1	-
Accomplishes goals and objectives and also provides additional value	1	-	-	-	-	-	1
Overall level of satisfaction	1	4.00	-	-	-	1	-

Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)

Analysis...: Q3.a to Q3.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q3.a to Q3.g Agility Recovery Solutions, Inc. (Agility)



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

no comments

Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

Analysis...: Q5.a to Q5.g

Filter.....: All Respondents

Score.....: Weight WT1

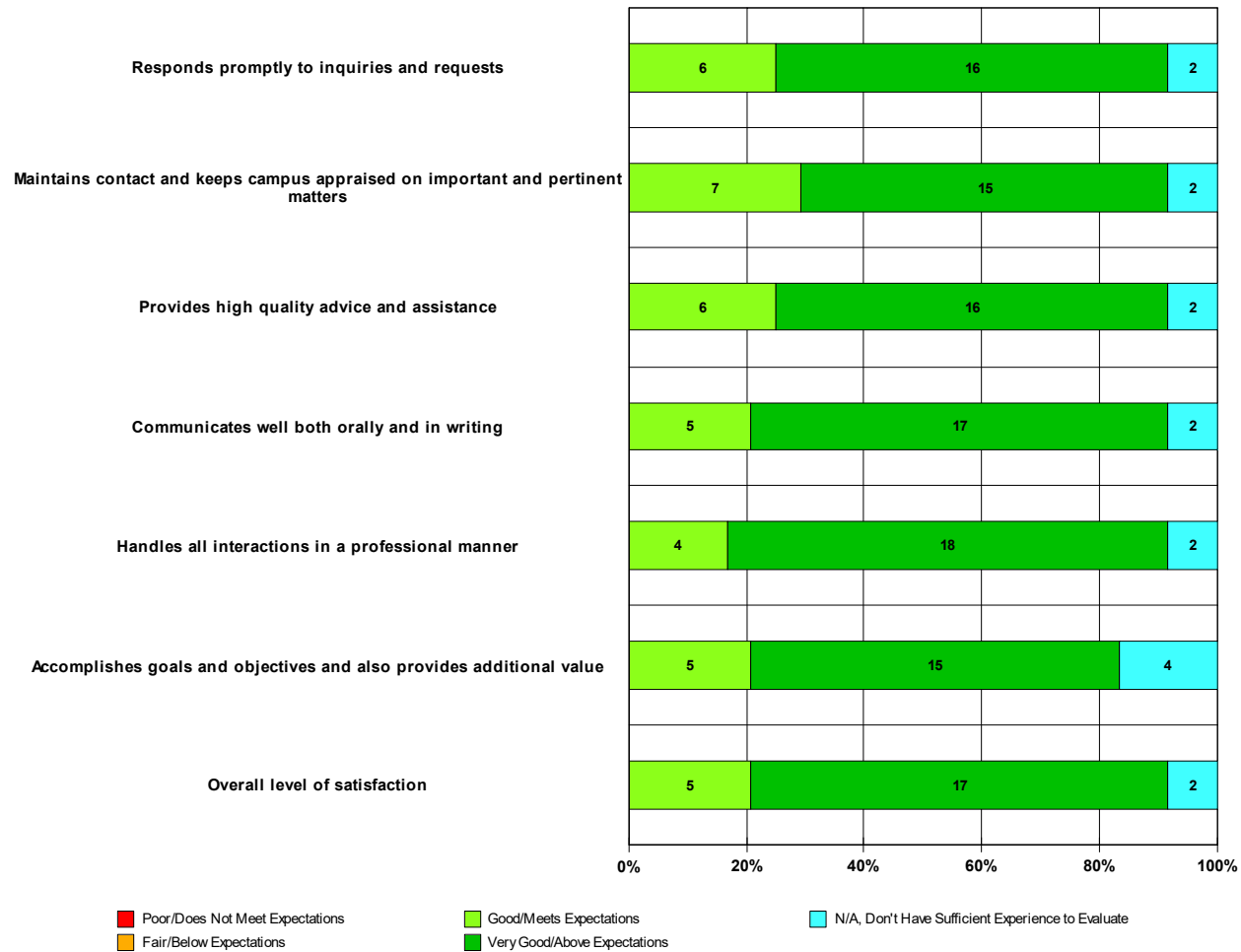
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	168	3.75	-	-	38	114	16
Responds promptly to inquiries and requests	24	3.73	-	-	6	16	2
Maintains contact and keeps campus apprised on important and pertinent matters	24	3.68	-	-	7	15	2
Provides high quality advice and assistance	24	3.73	-	-	6	16	2
Communicates well both orally and in writing	24	3.77	-	-	5	17	2
Handles all interactions in a professional manner	24	3.82	-	-	4	18	2
Accomplishes goals and objectives and also provides additional value	24	3.75	-	-	5	15	4
Overall level of satisfaction	24	3.77	-	-	5	17	2

Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

Analysis...: Q5.a to Q5.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

The team is very responsive to any and all inquiries.

My only contact with Alliant Insurance Services - AORMA Insurance Brokerage/Consulting is processing and paying invoices.

Q7.a to Q7.g Alliant Insurance Services - AORMA Program Administrator

Analysis...: Q7.a to Q7.g

Filter.....: All Respondents

Score.....: Weight WT1

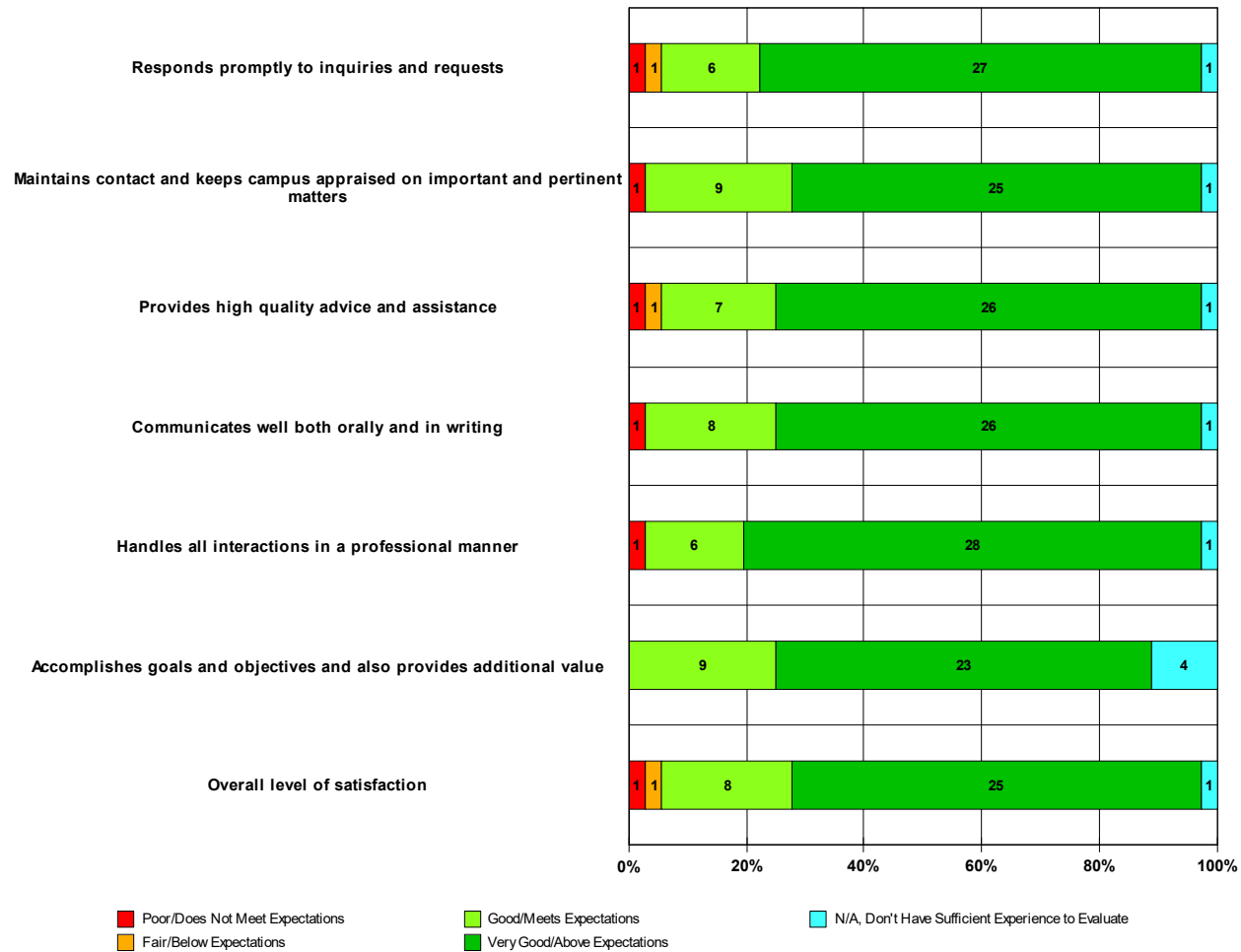
Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	252	3.68	6	3	53	180	10
Responds promptly to inquiries and requests	36	3.69	1	1	6	27	1
Maintains contact and keeps campus apprised on important and pertinent matters	36	3.66	1	-	9	25	1
Provides high quality advice and assistance	36	3.66	1	1	7	26	1
Communicates well both orally and in writing	36	3.69	1	-	8	26	1
Handles all interactions in a professional manner	36	3.74	1	-	6	28	1
Accomplishes goals and objectives and also provides additional value	36	3.72	-	-	9	23	4
Overall level of satisfaction	36	3.63	1	1	8	25	1

Q7.a to Q7.g Alliant Insurance Services - AORMA Program Administrator

Analysis...: Q7.a to Q7.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q7.a to Q7.g Alliant Insurance Services - AORMA Program Administrator



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>No comments</i>
.
NA
N/A
<i>Program team is very professional and responsive in addressing inquiries</i>
<i>None</i>
<i>?</i>
<i>N/A</i>
<i>n/a</i>
<i>This calendar year Alliant sent staff to our auxiliary to conduct staff training concerning our insurance program. The personal attention was very helpful and appreciated. In addition, Alliant staff never fails to respond to inquiries and answer questions thoroughly and promptly.</i>
<i>Very good overall service. Their familiarity with the CSU and its campuses is a huge advantage.</i>
<i>n</i>
<i>I always receive courteous service and prompt answers from Alliant staff. And they never lose patience when I ask the same questions over and over!</i>
<i>We still have an outstanding balance owed to our organization that is over 2 years old, emails and status update requests get no response.</i>
<i>Have been very happy with their timely response to various requests</i>
<i>It seems like every year there is an issue regarding our renewal that requires follow-up and can take multiple emails back and forth to resolve. However, the team also has helped take care of pressing issues in a very short turnaround when needed.</i>
<i>Nothing additional</i>
<i>None</i>
<i>None.</i>
<i>Thanks</i>
<i>no comment</i>
<i>I appreciate how expediently they make themselves available and of assistance.</i>
<i>n/a</i>

Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Constance performance at high levels</i>
<i>Great group of professionals to work with.</i>
<i>I have always been pleased with AORMA services. Quick replies and super helpful.</i>
<i>n/a</i>
<i>none</i>
<i>no additional comments.</i>
<i>N/A</i>
<i>no comments</i>
<i>Very satisfied.</i>
<i>none</i>
<i>My only contact with Alliant Insurance Services - AORMA Program Administrator is processing and paying invoices.</i>
<i>None</i>
<i>Na</i>

Q9.a to Q9.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator

Analysis...: Q9.a to Q9.g

Filter.....: All Respondents

Score.....: Weight WT1

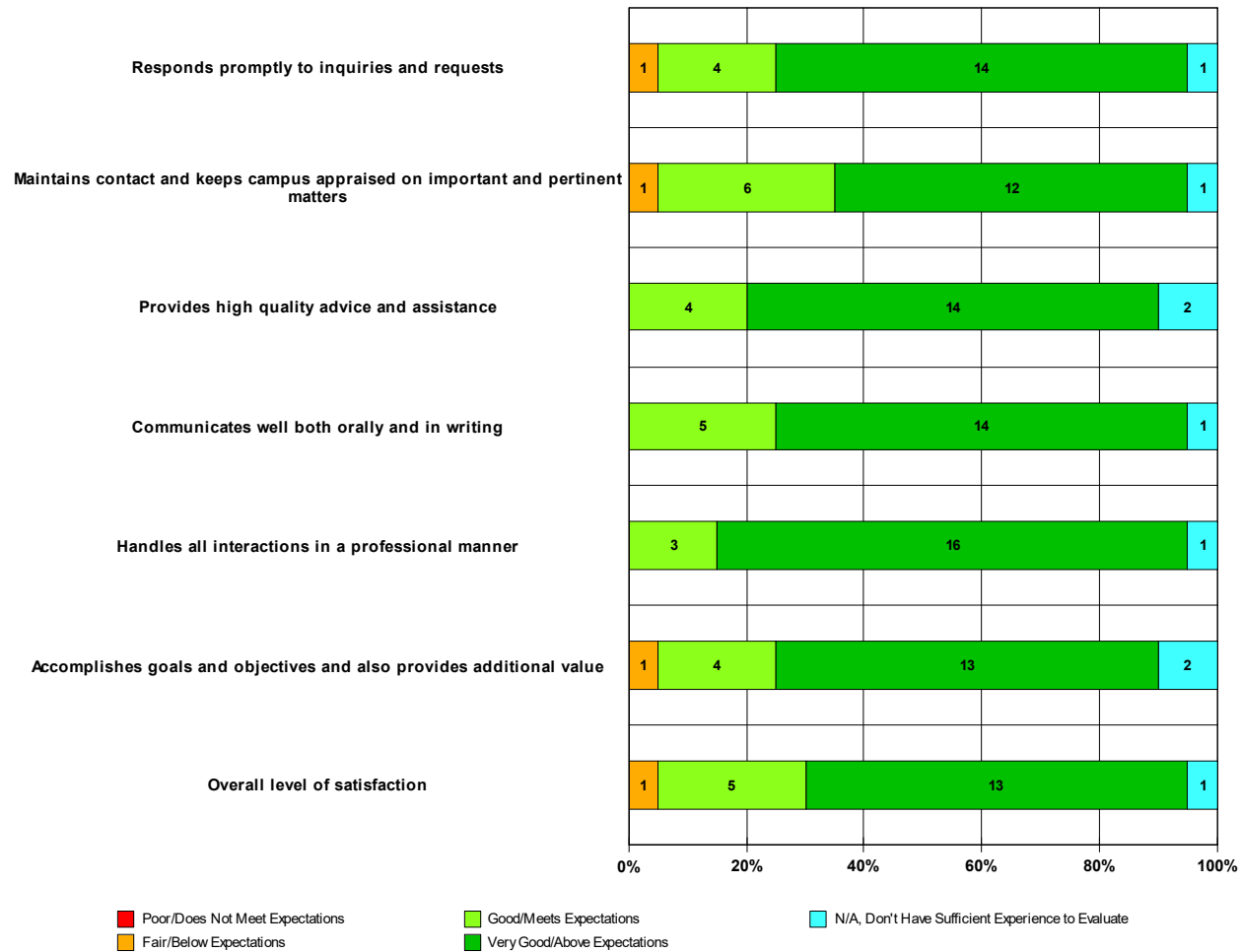
Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	140	3.70	-	4	31	96	9
Responds promptly to inquiries and requests	20	3.68	-	1	4	14	1
Maintains contact and keeps campus apprised on important and pertinent matters	20	3.58	-	1	6	12	1
Provides high quality advice and assistance	20	3.78	-	-	4	14	2
Communicates well both orally and in writing	20	3.74	-	-	5	14	1
Handles all interactions in a professional manner	20	3.84	-	-	3	16	1
Accomplishes goals and objectives and also provides additional value	20	3.67	-	1	4	13	2
Overall level of satisfaction	20	3.63	-	1	5	13	1

Q9.a to Q9.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator

Analysis...: Q9.a to Q9.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q9.a to Q9.g Alliant Insurance Services - AORMA Property/Crime Claims Administrator



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:
.
N/A
Good support
None
I filed my first loss claim earlier in the year and until today, the process is not very clear to me nor do I have timely responses.
!
N/A
Alliant has always effectively guided us through and property claims as well as other matters related to our overall coverage.
N/A
Am very satisfied with their response to questions
None
None.
Thanks.
Always a pleasure to work with.
Seems like response time can be a little slow.
n/a
none
I am very satisfied with our Alliant partnership!
My only contact with Alliant Insurance Services - AORMA Property/Crime Claims Administrator is processing and paying invoices.
Na

Q11.a to Q11.g Alliant Loss Control & Safety Services

Analysis...: Q11.a to Q11.g

Filter.....: All Respondents

Score.....: Weight WT1

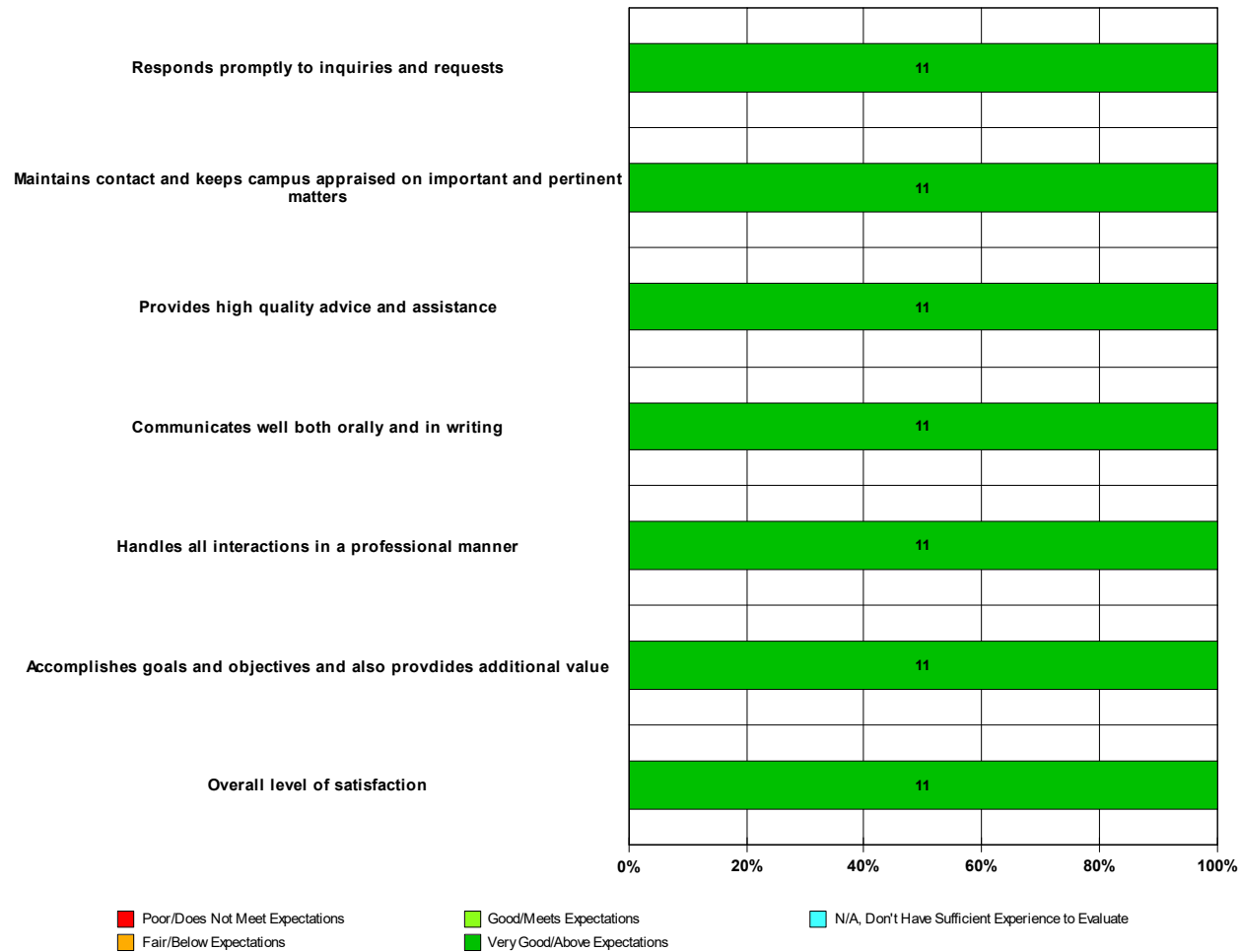
Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	77	4.00	-	-	-	77	-
Responds promptly to inquiries and requests	11	4.00	-	-	-	11	-
Maintains contact and keeps campus apprised on important and pertinent matters	11	4.00	-	-	-	11	-
Provides high quality advice and assistance	11	4.00	-	-	-	11	-
Communicates well both orally and in writing	11	4.00	-	-	-	11	-
Handles all interactions in a professional manner	11	4.00	-	-	-	11	-
Accomplishes goals and objectives and also provides additional value	11	4.00	-	-	-	11	-
Overall level of satisfaction	11	4.00	-	-	-	11	-

Q11.a to Q11.g Alliant Loss Control & Safety Services

Analysis...: Q11.a to Q11.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q11.a to Q11.g Alliant Loss Control & Safety Services



Please use the space below to provide us with any additional comments or suggestions:

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Very responsive.

John came here and did a great job presenting the event safety issues.

New team members were proactive and informative in providing alternative solutions

!

N/A

Our Risk Consultant is John Owen and he has been great. He is good at checking in on us and meeting with us to review our losses and assisting us with ways to work on these losses. He is very knowledgeable and attentive when I have questions.

Thanks.

Excellent service from the team

Great services that have improved out worker safety programs significantly.

Partnership for Loss Control and Safety Services is working great!

John Owen has been very responsive to our needs. He's always available to assist when needed. Glad to have him.

Q13.a to Q13.g Belfor

Analysis...: Q13.a to Q13.g

Filter.....: All Respondents

Score.....: Weight WT1

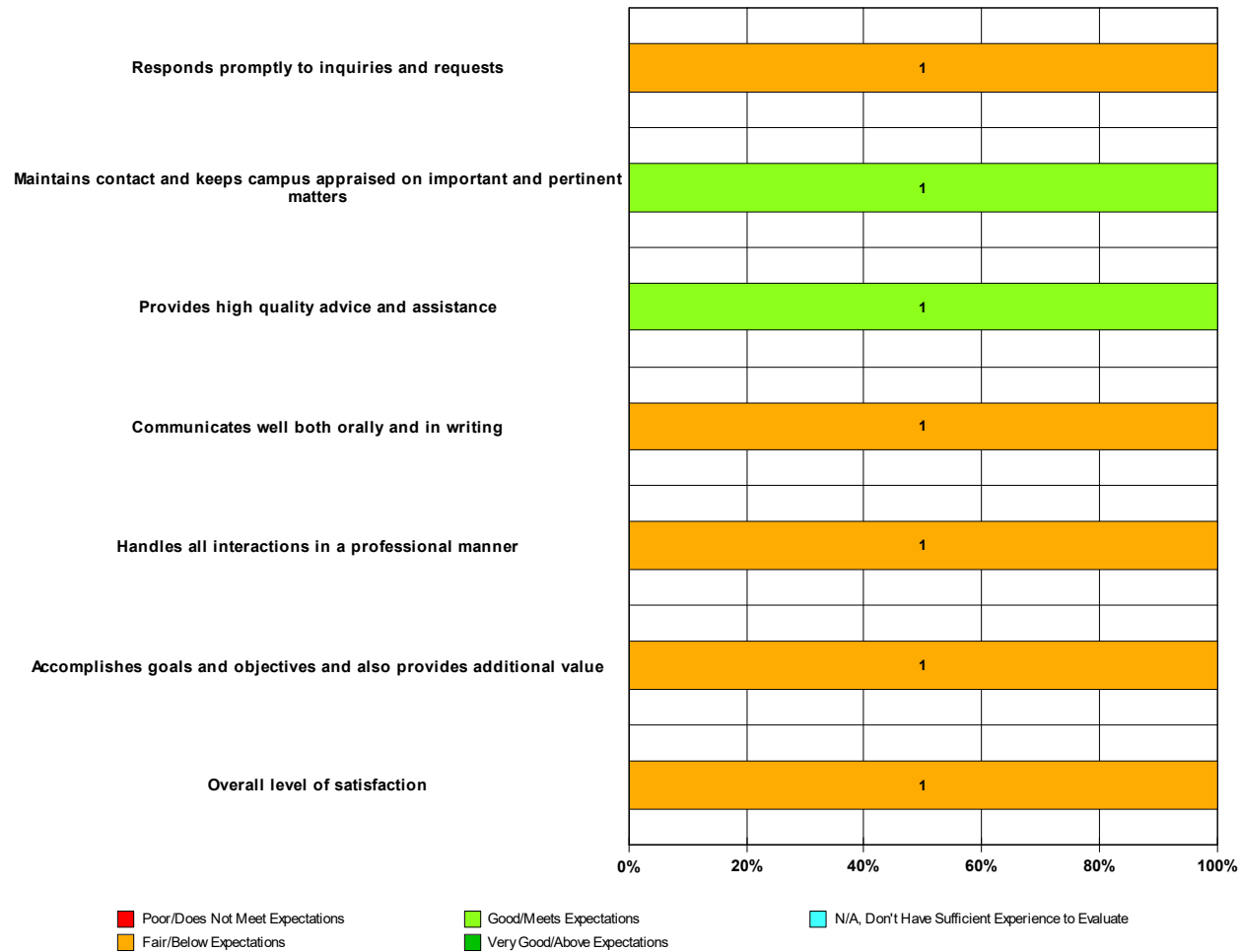
Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	7	2.29	-	5	2	-	-
Responds promptly to inquiries and requests	1	2.00	-	1	-	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	1	3.00	-	-	1	-	-
Provides high quality advice and assistance	1	3.00	-	-	1	-	-
Communicates well both orally and in writing	1	2.00	-	1	-	-	-
Handles all interactions in a professional manner	1	2.00	-	1	-	-	-
Accomplishes goals and objectives and also provides additional value	1	2.00	-	1	-	-	-
Overall level of satisfaction	1	2.00	-	1	-	-	-

Q13.a to Q13.g Belfor

Analysis...: Q13.a to Q13.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q13.a to Q13.g Belfor



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Belfor has good initial response . However there are serious gaps in billing and receiving invoice statement correctly and timely.

Q15.a to Q15.g Carl Warren & Co - Liability Claims Administrator

Analysis...: Q15.a to Q15.g

Filter.....: All Respondents

Score.....: Weight WT1

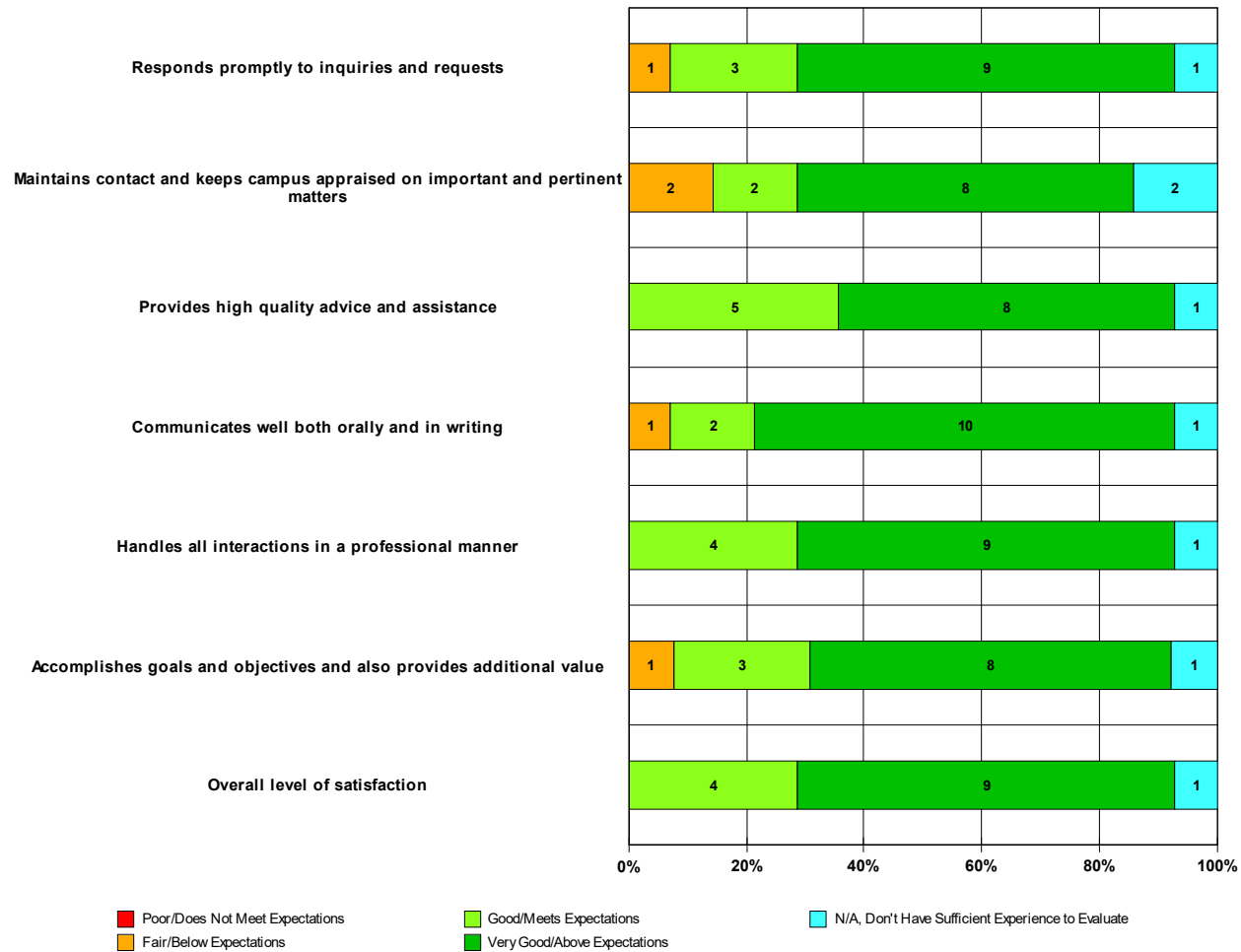
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	97	3.63	-	5	23	61	8
Responds promptly to inquiries and requests	14	3.62	-	1	3	9	1
Maintains contact and keeps campus apprised on important and pertinent matters	14	3.50	-	2	2	8	2
Provides high quality advice and assistance	14	3.62	-	-	5	8	1
Communicates well both orally and in writing	14	3.69	-	1	2	10	1
Handles all interactions in a professional manner	14	3.69	-	-	4	9	1
Accomplishes goals and objectives and also provides additional value	13	3.58	-	1	3	8	1
Overall level of satisfaction	14	3.69	-	-	4	9	1

Q15.a to Q15.g Carl Warren & Co - Liability Claims Administrator

Analysis...: Q15.a to Q15.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q15.a to Q15.g Carl Warren & Co - Liability Claims Administrator



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Enjoy working with Carl Warren. Very responsive to our needs.</i>
.
NA
<i>The response time from claim adjusters could be improved.</i>
<i>Claims administration provided constant communication and guidance for proposed settlement</i>
<i>None</i>
<i>n/a</i>
<i>I enjoy working with Carl Warren. They always seem to work in efficient harmony with Alliant.</i>
<i>Professional, thorough, and provide excellent assistance in navigating the claims process.</i>
<i>From the AORMA Committee perspective they do very good work and I'm confident in their approach to settlements. Have kept in touch with them about a potential future claim and Yumi has been great with that as well. Hopefully it won't progress to a claim.</i>

Q17.a to Q17.g CO Enterprise Accounting - Accounting Services

Analysis...: Q17.a to Q17.g

Filter.....: All Respondents

Score.....: Weight WT1

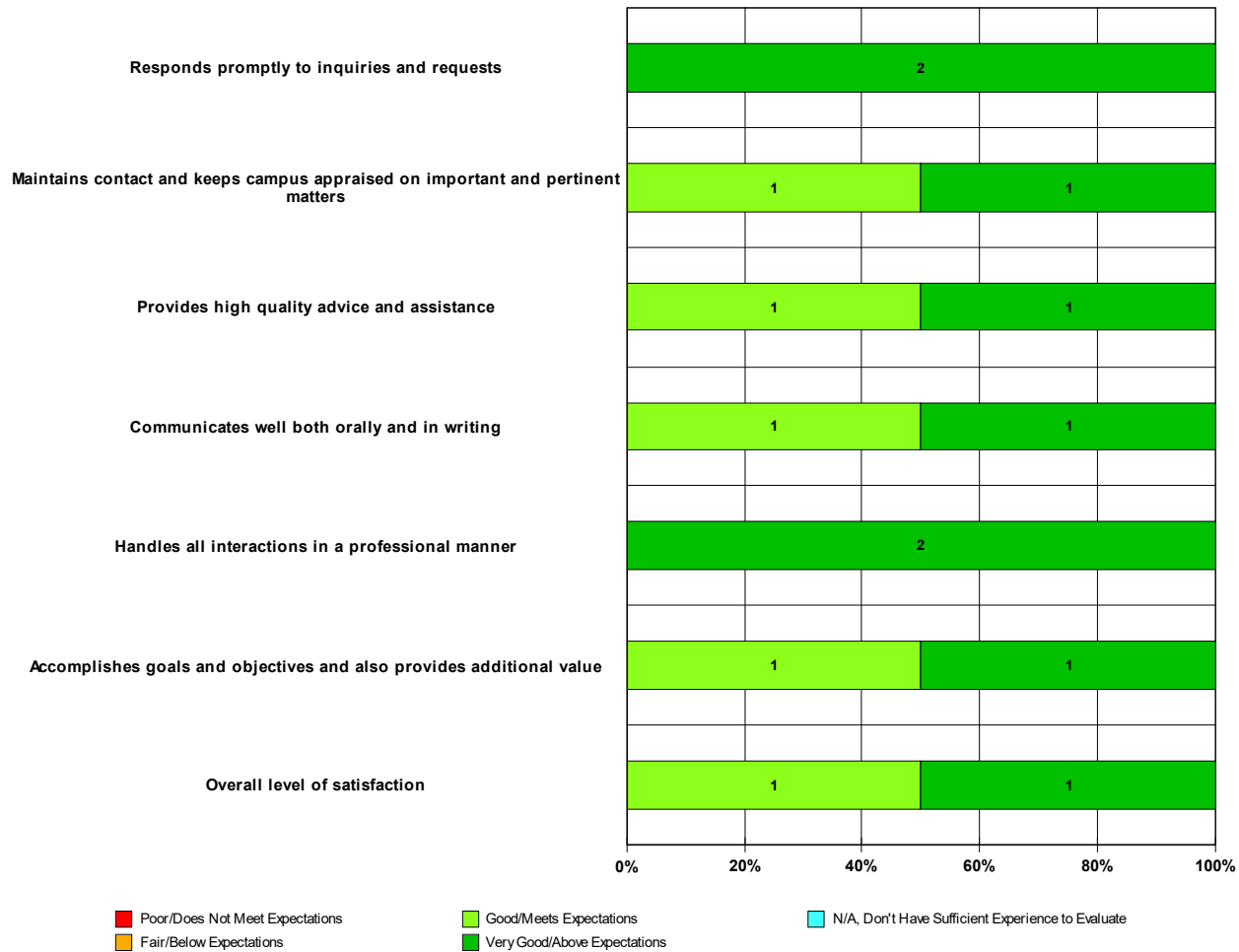
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	14	3.64	-	-	5	9	-
Responds promptly to inquiries and requests	2	4.00	-	-	-	2	-
Maintains contact and keeps campus apprised on important and pertinent matters	2	3.50	-	-	1	1	-
Provides high quality advice and assistance	2	3.50	-	-	1	1	-
Communicates well both orally and in writing	2	3.50	-	-	1	1	-
Handles all interactions in a professional manner	2	4.00	-	-	-	2	-
Accomplishes goals and objectives and also provides additional value	2	3.50	-	-	1	1	-
Overall level of satisfaction	2	3.50	-	-	1	1	-

Q17.a to Q17.g CO Enterprise Accounting - Accounting Services

Analysis...: Q17.a to Q17.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q17.a to Q17.g CO Enterprise Accounting - Accounting Services



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Limited contact with accounting team but inquiries were responded to accordingly

Excellent team with professional service.

Q19.a to Q19.g CO Office of Risk Management - Risk Consulting

Analysis...: Q19.a to Q19.g

Filter.....: All Respondents

Score.....: Weight WT1

Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	49	3.89	-	1	3	41	4
Responds promptly to inquiries and requests	7	4.00	-	-	-	7	-
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.40	-	1	1	3	2
Provides high quality advice and assistance	7	3.86	-	-	1	6	-
Communicates well both orally and in writing	7	3.86	-	-	1	6	-
Handles all interactions in a professional manner	7	4.00	-	-	-	7	-
Accomplishes goals and objectives and also provides additional value	7	4.00	-	-	-	5	2
Overall level of satisfaction	7	4.00	-	-	-	7	-

Q19.a to Q19.g CO Office of Risk Management - Risk Consulting

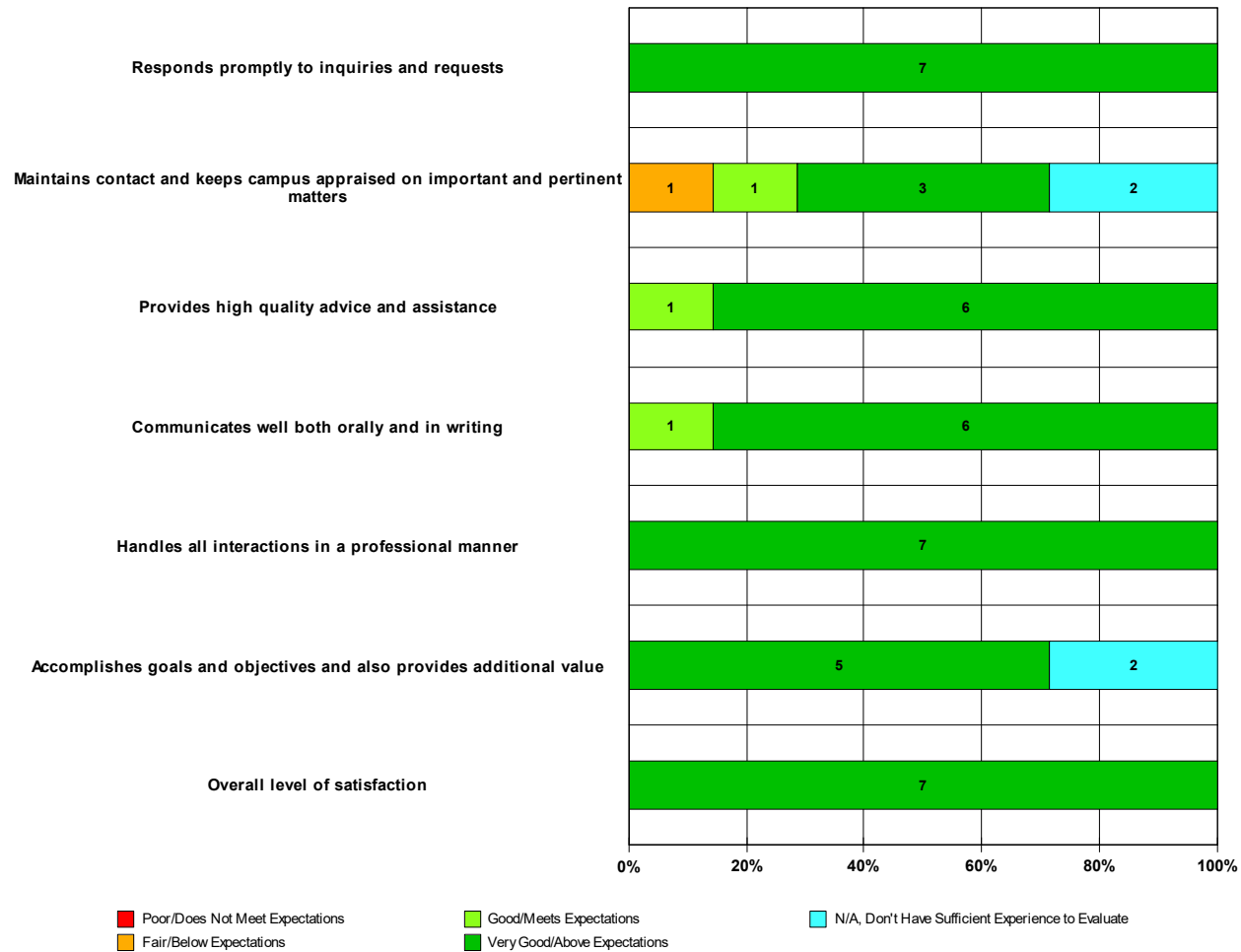
Analysis...: Q19.a to Q19.g

Filter.....: All Respondents

Options.. : Transposed

Cells.....: Counts, Respondents

Q19.a to Q19.g CO Office of Risk Management - Risk Consulting



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

N/A

Very satisfied

RE: John Owen

Staff is friendly and reasonably approaches risk assessments.

CSURMA provided certification of the CSU insurance program for the CSU Institute, a special purpose auxliary authorized, as part of the documentation process associated with issuance of short-term commercial paper notes to finance CSU capital projects.

Very pleased with Zach's service.

Great proactive service

Q21.a to Q21.g Employers Group - HR Consulting Services

Analysis...: Q21.a to Q21.g

Filter.....: All Respondents

Score.....: Weight WT1

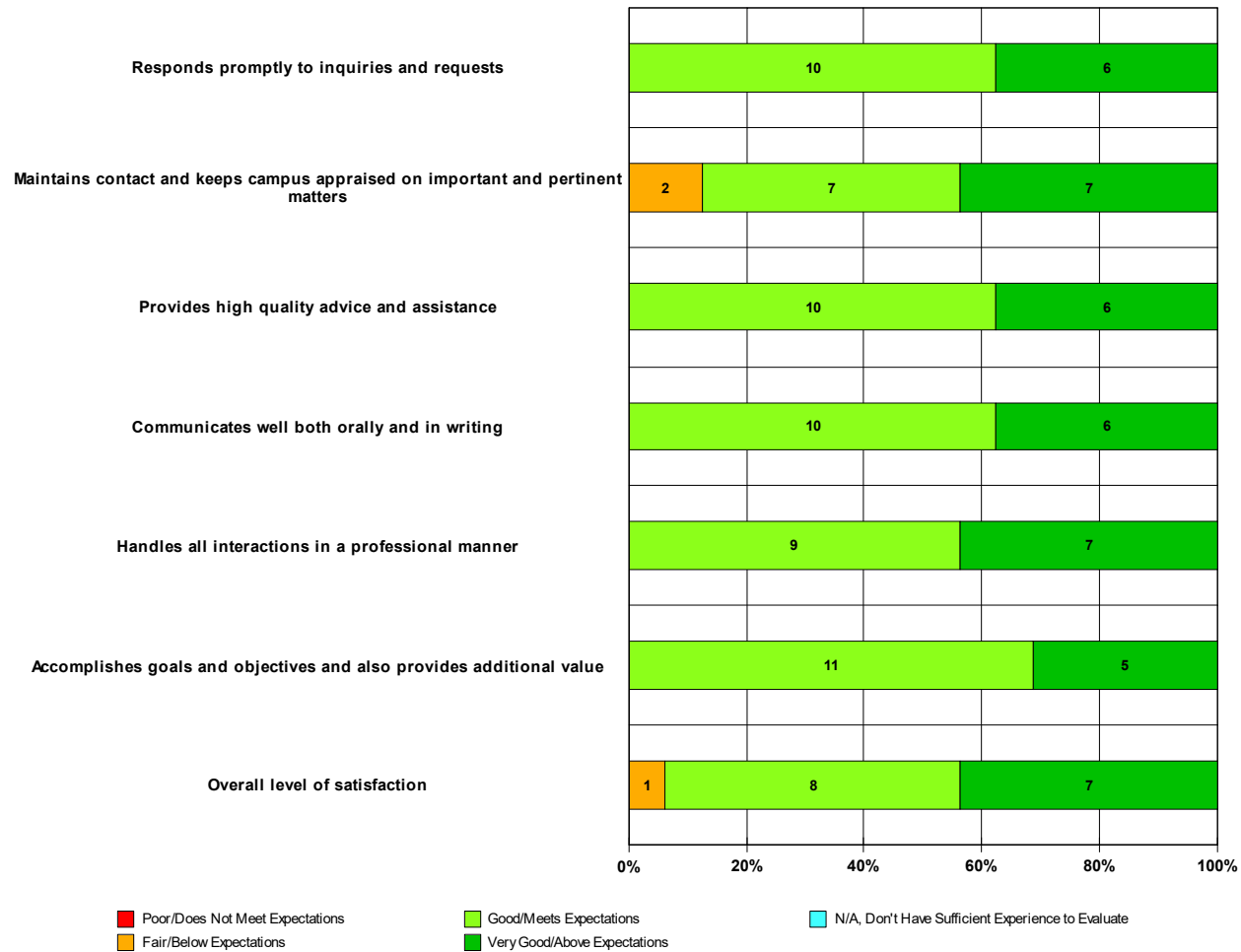
Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	112	3.37	-	3	65	44	-
Responds promptly to inquiries and requests	16	3.38	-	-	10	6	-
Maintains contact and keeps campus apprised on important and pertinent matters	16	3.31	-	2	7	7	-
Provides high quality advice and assistance	16	3.38	-	-	10	6	-
Communicates well both orally and in writing	16	3.38	-	-	10	6	-
Handles all interactions in a professional manner	16	3.44	-	-	9	7	-
Accomplishes goals and objectives and also provides additional value	16	3.31	-	-	11	5	-
Overall level of satisfaction	16	3.38	-	1	8	7	-

Q21.a to Q21.g Employers Group - HR Consulting Services

Analysis...: Q21.a to Q21.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q21.a to Q21.g Employers Group - HR Consulting Services



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Enjoy working with Employers Group. Very valuable resource to those of us in HR.</i>
<i>I see some staffing changes. I hope it will get back to the high quality service</i>
NA
N/A
<i>Have used Employers Group for both reference work and consulting with good results</i>
None
a
n/a
<i>we utilize the helpdesk most often, and all interactions have been GREAT!</i>
<i>nothing to add</i>
<i>There services fell off a bit this year. We no longer receive regular email notices from Bill Stephens on labor law updates. I feel they still haven't learned enough about auxiliary organizations to be as useful as possible. Utilized their Employee Survey successfully twice. However they had to be reminded a few times to get results. I think they can be a great resource though for some Aux. maybe just less so for us.</i>
n/a
non
<i>I have not used them much this year but I think it is a valuable service</i>
<i>no additional comments</i>
none

Q23.a to Q23.g Equifax Workforce Solutions - UI Claims Administrator

Analysis...: Q23.a to Q23.g

Filter.....: All Respondents

Score.....: Weight WT1

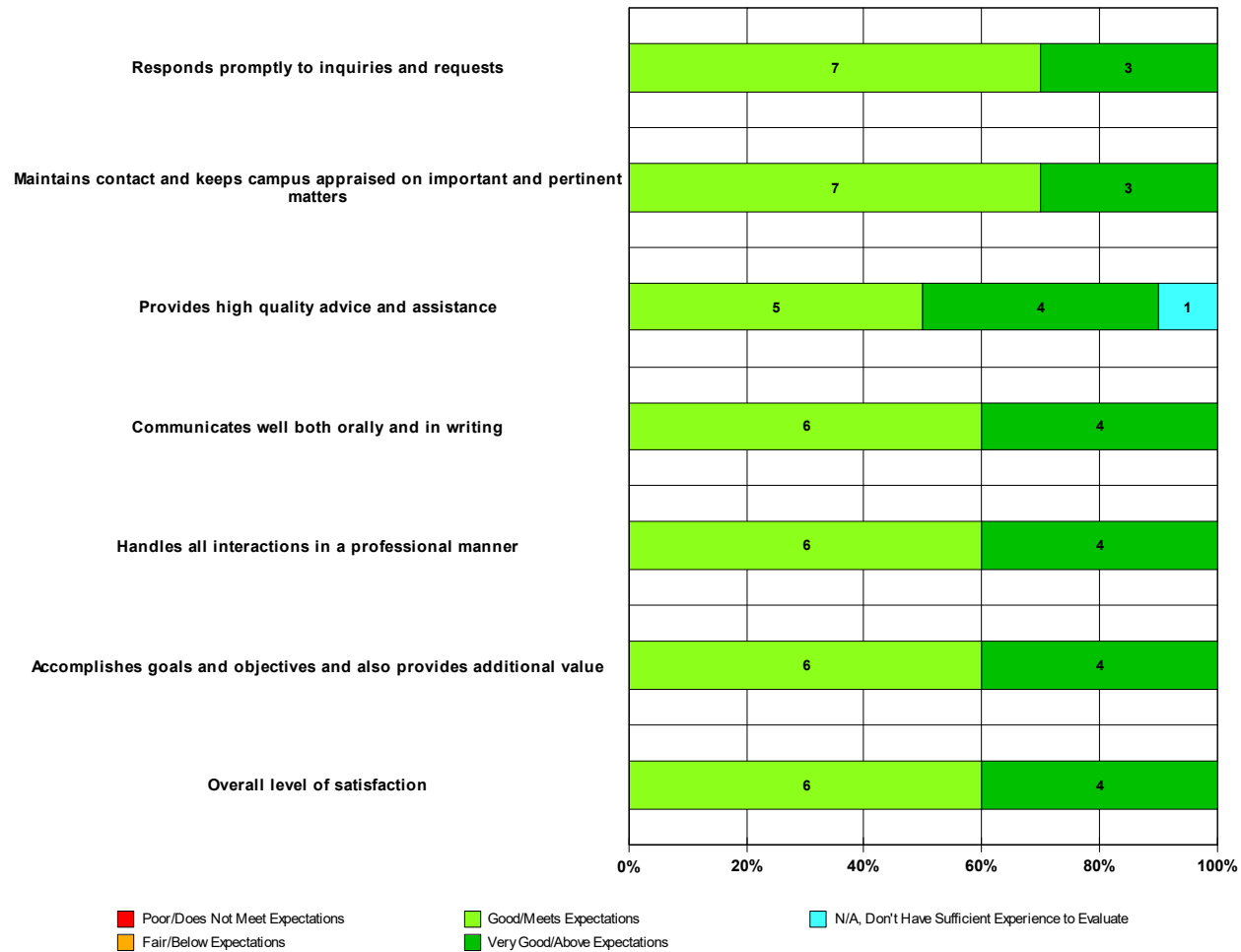
Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	70	3.38	-	-	43	26	1
Responds promptly to inquiries and requests	10	3.30	-	-	7	3	-
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.30	-	-	7	3	-
Provides high quality advice and assistance	10	3.44	-	-	5	4	1
Communicates well both orally and in writing	10	3.40	-	-	6	4	-
Handles all interactions in a professional manner	10	3.40	-	-	6	4	-
Accomplishes goals and objectives and also provides additional value	10	3.40	-	-	6	4	-
Overall level of satisfaction	10	3.40	-	-	6	4	-

Q23.a to Q23.g Equifax Workforce Solutions - UI Claims Administrator

Analysis...: Q23.a to Q23.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q23.a to Q23.g Equifax Workforce Solutions - UI Claims Administrator



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Very organized.</i>
<i>The It system is complex. Usually I am having problem in accessing the data. Our representative very helpful</i>
<i>N/A</i>
<i>n/a</i>
<i>no comments</i>
<i>No additional comments</i>
<i>Irene Wang is a fantastic representative. She is always reaching out to insure we are aware of deadlines and a valuable resource when dealing with UI issues.</i>
<i>No additional comments</i>
<i>No additional comments</i>
<i>none</i>

Q25.a to Q25.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis...: Q25.a to Q25.g

Filter.....: All Respondents

Score.....: Weight WT1

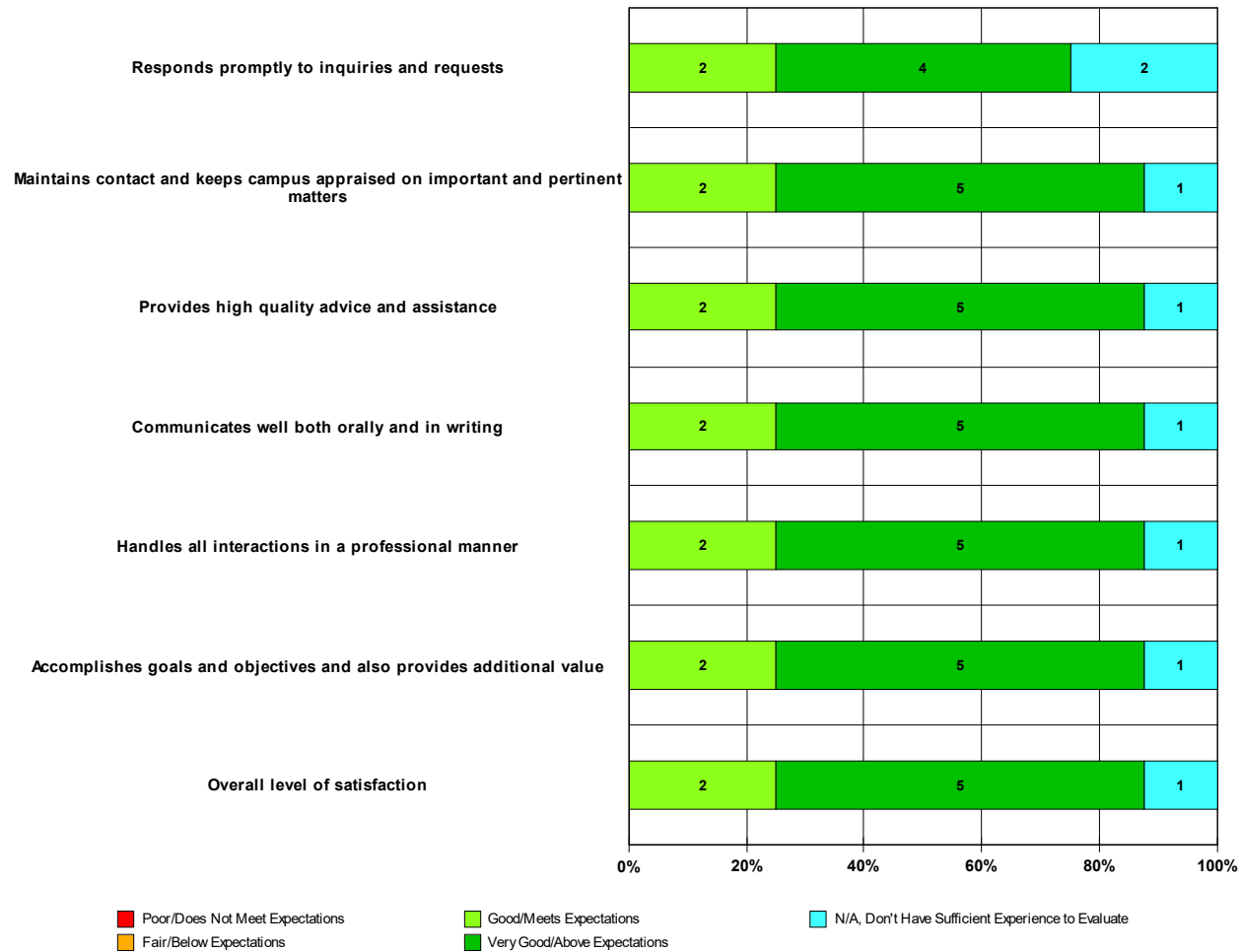
Cells.....: Counts, Respondents

	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	56	3.71	-	-	14	34	8
Responds promptly to inquiries and requests	8	3.67	-	-	2	4	2
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.71	-	-	2	5	1
Provides high quality advice and assistance	8	3.71	-	-	2	5	1
Communicates well both orally and in writing	8	3.71	-	-	2	5	1
Handles all interactions in a professional manner	8	3.71	-	-	2	5	1
Accomplishes goals and objectives and also provides additional value	8	3.71	-	-	2	5	1
Overall level of satisfaction	8	3.71	-	-	2	5	1

Q25.a to Q25.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training

Analysis...: Q25.a to Q25.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q25.a to Q25.g Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

.

The CPG training at Sacramento State was very informative.

Attended the Praesidium Guardian training in the summer. Excellent opportunity, and I gained many tools and resources to bring back to my campus.

n/a

none

Partnership with Praesidium for in person and web-based training and consulting for minors on campus is great!

Have not used Praesdidium Inc.

Na

Q27.a to Q27.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

Analysis...: Q27.a to Q27.g

Filter.....: All Respondents

Score.....: Weight WT1

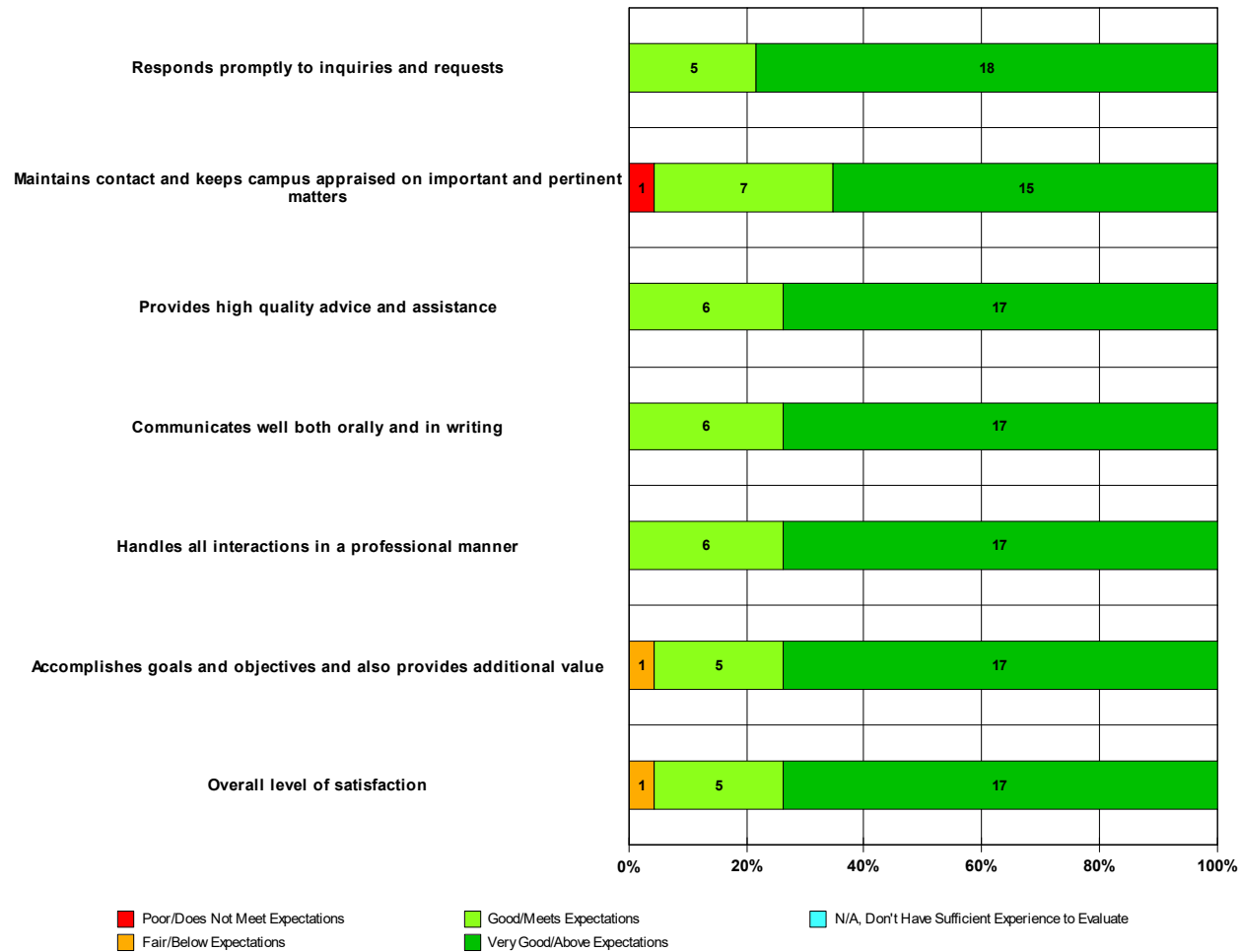
Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	161	3.71	1	2	40	118	-
Responds promptly to inquiries and requests	23	3.78	-	-	5	18	-
Maintains contact and keeps campus apprised on important and pertinent matters	23	3.57	1	-	7	15	-
Provides high quality advice and assistance	23	3.74	-	-	6	17	-
Communicates well both orally and in writing	23	3.74	-	-	6	17	-
Handles all interactions in a professional manner	23	3.74	-	-	6	17	-
Accomplishes goals and objectives and also provides additional value	23	3.70	-	1	5	17	-
Overall level of satisfaction	23	3.70	-	1	5	17	-

Q27.a to Q27.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

Analysis...: Q27.a to Q27.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q27.a to Q27.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Love working with Sedgwick. They are extremely personable, responsive and definitely look out for our best interest while making sure the employee is well taken care of.</i>
<i>No comments</i>
<i>NA</i>
<i>Our claims adjuster is amazing!</i>
<i>Good and steady ongoing support</i>
<i>a</i>
<i>N/A</i>
<i>n/a</i>
<i>Awesome interactions, great insight and always willing to answer any and all of our questions as we navigate WC claims.</i>
<i>I have a great relationship with our Claim Administrators. They are very responsive and provide very good customer service. They are good with follow up with me on claims. They are very patient, especially when I have questions or need things explained in detail. Our Administrator, Katie Brant. has made herself available on her time off to assist us with claim or questions.</i>
<i>n</i>
<i>Continues to be beneficial in assisting us with our WC Claims. Katie is excellent at explaining things and keeping us update.</i>
<i>Sedgwick changed their phone numbers and the contact list on the Aorma site was not updated. Had difficulty reaching Sedgwick rep or claim examiner. Do not receive WC claim updates from claim examiner. Receive initial email asking if I have any claim concerns and that is where communication stops.</i>
<i>None.</i>
<i>They're very good about responding and we've had no issues despite some turnover on our staff.</i>
<i>Meet expectations.</i>
<i>no additional commentw</i>
<i>none</i>
<i>So very glad to have Katie back on our cases</i>
<i>Partnership with Sedgwick for Workers Comp is fantastic!</i>
<i>Katie is quite knowledgeable. She just needs to soften her approach with claimants.</i>

Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

none

none

Q29.a to Q29.g Skillport / SumTotal - Web-based Training

Analysis...: Q29.a to Q29.g

Filter.....: All Respondents

Score.....: Weight WT1

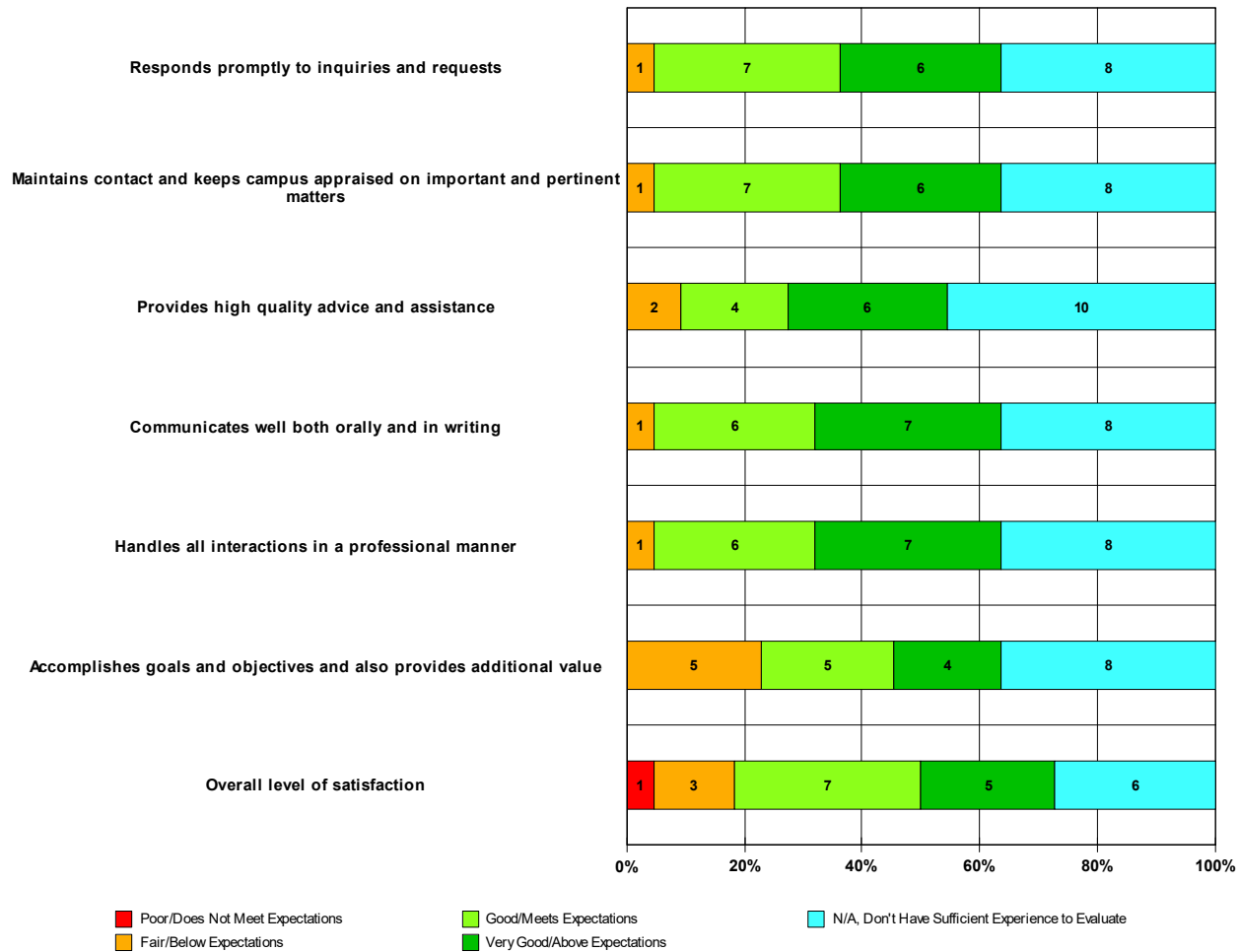
Cells.....: Counts, Respondents

	Total						
		Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	154	3.26	1	14	42	41	56
Responds promptly to inquiries and requests	22	3.36	-	1	7	6	8
Maintains contact and keeps campus apprised on important and pertinent matters	22	3.36	-	1	7	6	8
Provides high quality advice and assistance	22	3.33	-	2	4	6	10
Communicates well both orally and in writing	22	3.43	-	1	6	7	8
Handles all interactions in a professional manner	22	3.43	-	1	6	7	8
Accomplishes goals and objectives and also provides additional value	22	2.93	-	5	5	4	8
Overall level of satisfaction	22	3.00	1	3	7	5	6

Q29.a to Q29.g Skillport / SumTotal - Web-based Training

Analysis...: Q29.a to Q29.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q29.a to Q29.g Skillport / SumTotal - Web-based Training



Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>We keep trying to transition over to SumTotal but the auxiliaries are the last to be included or something always doesn't work right. Trainings are way over our head and difficult to understand. No user friendly. We do not have the time that seems to be required to really learn the system and understand it well.</i>
<i>Was pretty difficult implementation process</i>
<i>NA</i>
<i>The transition has bit a little difficult, but we are making progress and moving in a positive direction.</i>
<i>Limited use support other than mandatory training</i>
<i>For responses Skillport/Sum Total = CSU Learn Responses from Skillport/Sum Total = Chris and Fernando Chris and Fernando are phenomenal!! They system itself is not intuitive and overly complicated and there's no way any user could ever get the most or anything out of it without devoting full time to understand how it functions. The fact that individual auxiliaries are not built out on their own make the system, reporting, and tracking impossible!</i>
<i>n/a</i>
<i>None</i>
<i>The system itself was not always been the easiest to use and some functions don't work for our needs but it has gotten better</i>
<i>The issues are campus level. The CO's office is relatively responsive but refers us back to our campus and nothing changes/happens. We are still without access to the system. We would prefer more direct interactions. Therefore these ratings are misleading as they only represent our limited direct interactions with CO's office.</i>
<i>N/A</i>
<i>Chris Fondacaro and Fernando Leal are wonderful.</i>
<i>none.</i>
<i>While I believe SumTotal brings great value to training and development systemwide, the roll out for auxiliaries has been unfortunate. Our particular auxiliary was so excited to use it because so much was promised in the beginning. Totally understandable that in production a lot can change. But so much changed, and we still aren't able to use it yet for all of our employees yet.</i>
<i>Chris Fondacaro and team are fabulous!</i>
<i>Some challenges in rolling over some areas of data. Some parts still not real user friendly for querying reports</i>
<i>Still does not address all of the needs of our auxiliary.</i>
<i>Meet expectations.</i>

Please use the space below to provide us with any additional comments or suggestions:

Analysis...: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Chris is great and very responsive. I can't comment on the CSU Learn system because we have not been able to utilize it. Many issues- Trying to get emails created timely for new employees as well as problems with access for them. Some of us don't have our own IT which means HR needs to find ways to be systems people.

Lots of issues with sumtotal especially for auxiliaries. Example, not able to run reports for only auxiliary employees.

unfortunately I am still unable to use this system to assign training. I am out of compliance in a variety of training areas as a result. The roll out of this system has been frustrating.

My only interaction with Skillport/SumTotal is participating in training.

Copy of the SNAP Professional Survey

CSURMA / AORMA

California State University Risk Management Authority

In this survey you will have a chance to evaluate the level of service, communication, professionalism, and responsiveness of the CSURMA / AORMA service providers listed below. All of your responses are confidential. Your candid responses are greatly appreciated and will help us ensure you receive excellent service. To take the survey click on the **Next** button below.

Please "select" all Vendor/Service Providers that you worked with from January 1, 2019 through December 31, 2019:

- ☐ **Agility Recovery Solutions, Inc. (Agility)**
- ☐ **Alliant Insurance Services** - AORMA Insurance Brokerage/Consulting
- ☐ **Alliant Insurance Services** - AORMA Program Administrator
- ☐ **Alliant Insurance Services** - AORMA Property/Crime Claims Administrator
- ☐ **Alliant Loss Control & Safety Services**
- ☐ **Belfor** - Property Loss Mitigation & Restoration
- ☐ **Carl Warren & Co** - Liability Claims Administrator
- ☐ **CO Enterprise Accounting** - Accounting Services
- ☐ **CO Office of Risk Management** - Risk Consulting
- ☐ **Employers Group** - HR Consulting Services
- ☐ **Equifax Workforce Solutions** - UI Claims Administrator
- ☐ **Praesidium, Inc. - Consultant** - Minors on Campus Online self assessment training
- ☐ **Sedgwick CMS** - AORMA Workers' Compensation Claims Administrator
- ☐ **Skillport / SumTotal** - Web-based Training

Q2

This page refers to your interactions with **Agility Recovery Solutions, Inc. (Agility):**
The program administrator for CSURMA/AORMA, providing services including administrative support for the CSURMA Board of Directors, CSURMA Executive Committee, AORMA committees and providing administrative services for self-funded programs.

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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q3a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q3b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q3c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q3d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q3e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q3f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q3g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q4

This page refers to your interactions with Alliant Insurance Services - AORMA Insurance Brokerage/Consulting:

Provides broker/consulting services for CSURMA/AORMA purchased insurance.

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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q5a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q5b	Maintains contact and keeps campus apprised on important and pertinent matters	☐	☐	☐	☐	☐
Q5c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q5d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q5e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q5f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q5g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q6

Administrator:

The program administrator for CSURMA/AORMA, providing services including administrative support for the CSURMA Board of Directors, CSURMA Executive Committee, AORMA committees and providing administrative services for self-funded programs.

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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q7a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q7b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q7c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q7d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q7e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q7f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q7g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q8

The claims administrator for AORMA providing property and crime claims administrator 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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q9a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q9b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q9c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q9d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q9e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q9f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q9g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q10

This page refers to your interactions with **Alliant Loss Control & Safety Services:**
Provides Loss Control and Safety Services for the Auxiliaries with on-site assessments, safety days, safety webinars, conference training, individual consulting and loss control hot-line.

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.

		Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
						
Q11a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q11b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q11c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q11d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q11e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q11f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q11g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q12

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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q13a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q13b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q13c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q13d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q13e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q13f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q13g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q14

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.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q15a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q15b	Maintains contact and keeps campus apprised on important and pertinent matters	☐	☐	☐	☐	☐
Q15c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q15d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q15e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q15f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q15g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q16

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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q17a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q17b	Maintains contact and keeps campus apprised on important and pertinent matters	☐	☐	☐	☐	☐
Q17c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q17d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q17e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q17f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q17g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q18

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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q19a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q19b	Maintains contact and keeps campus apprised on important and pertinent matters	☐	☐	☐	☐	☐
Q19c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q19d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q19e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q19f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q19g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q20

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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q21a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q21b	Maintains contact and keeps campus apprised on important and pertinent matters	☐	☐	☐	☐	☐
Q21c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q21d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q21e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q21f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q21g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q22

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.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q23a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q23b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q23c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q23d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q23e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q23f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q23g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q24

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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q25a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q25b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q25c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q25d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q25e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q25f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q25g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q26

Provides web-based training and consulting for minors on campus.

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.

		<i>Poor/Does Not Meet Expectations</i>	<i>Fair/Below Expectations</i>	<i>Good/Meets Expectations</i>	<i>Very Good/Above Expectations</i>	<i>N/A, Don't Have Sufficient Experience to Evaluate</i>
						
Q27a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q27b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q27c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q27d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q27e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q27f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q27g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q28

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.

		<i>Poor/Does Not Meet Expectations</i> 	<i>Fair/Below Expectations</i> 	<i>Good/Meets Expectations</i> 	<i>Very Good/Above Expectations</i> 	<i>N/A, Don't Have Sufficient Experience to Evaluate</i> 
Q29a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q29b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q29c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q29d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q29e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q29f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q29g	Overall level of satisfaction	☐	☐	☐	☐	☐

Please use the space below to provide us with any additional comments or suggestions:

Q30

Click the **"Submit"** button below to complete this survey.

Thank you for your feedback.