

2019

CSURMA Campus Survey Results

Prepared by:
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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) 951-4575		
Email	lching@calstate.edu		

Date Survey Opened: 01/21/2020
Date Reminder Sent: 01/27/2020 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	117
Sample	117
Responses	56
Minimum Response Rate	47%

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

Note: Technical issue resulted in no responses for Witt O'Brien and Workplace Answers.

Survey E-mail Letter Invitation Text:

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

Dear Campus 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

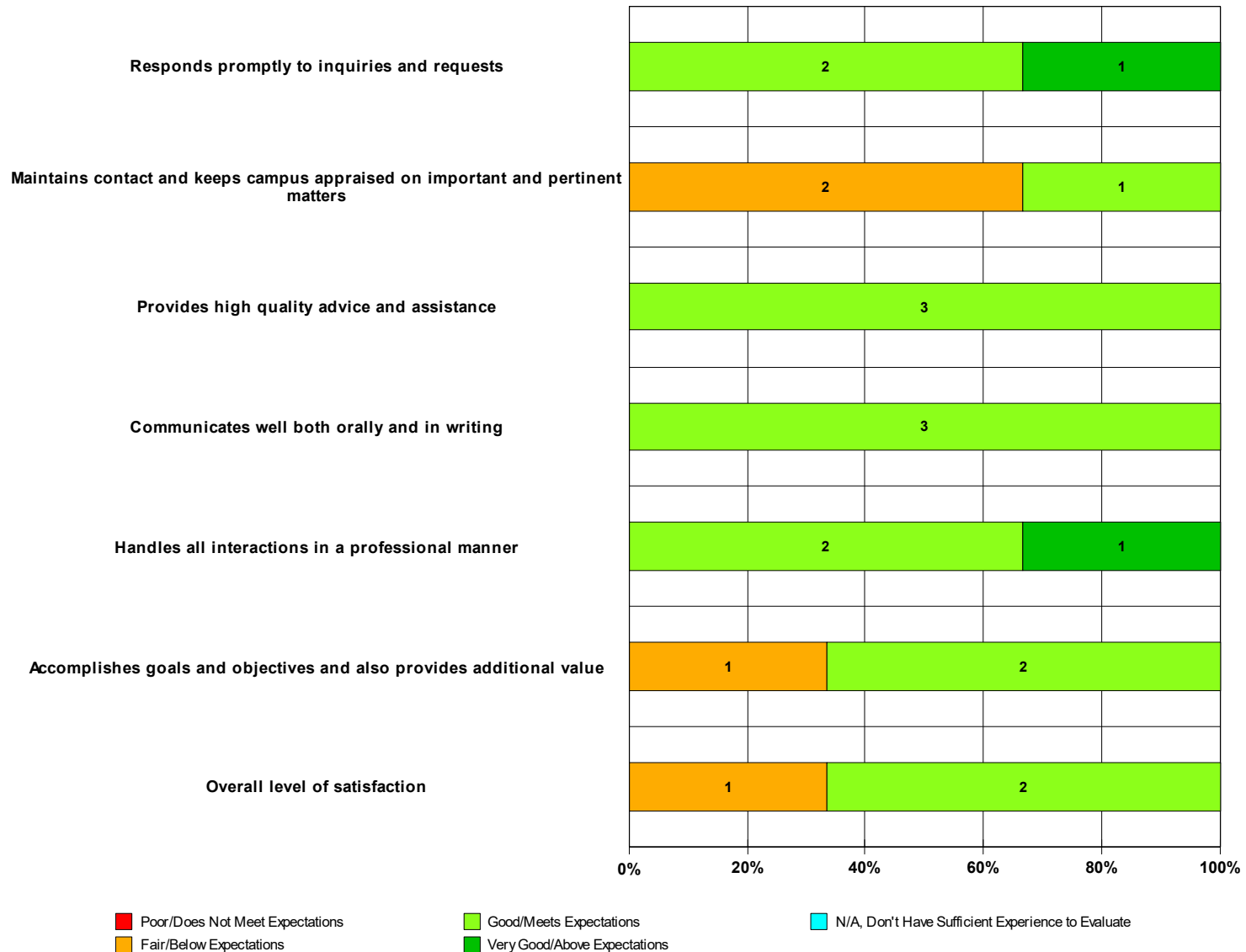
Cells.....: Counts, Respondents

	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	21	2.90	-	4	15	2	-
Responds promptly to inquiries and requests	3	3.33	-	-	2	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	3	2.33	-	2	1	-	-
Provides high quality advice and assistance	3	3.00	-	-	3	-	-
Communicates well both orally and in writing	3	3.00	-	-	3	-	-
Handles all interactions in a professional manner	3	3.33	-	-	2	1	-
Accomplishes goals and objectives and also provides additional value	3	2.67	-	1	2	-	-
Overall level of satisfaction	3	2.67	-	1	2	-	-

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:

I feel like there should be more outreach to campuses to help them align their needs with the vendor's programs/services.

They could do better in reaching out and reminding people about their services.

I have moved from one campus to another and Agility has been very good at getting me connected at my new campus. They are attentive, although just today they accidentally sent me an email calling me by my predecessors name... just a mistake - we've already been in touch and they know me.

Q5.a to Q5.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting

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

Filter.....: All Respondents

Score.....: Weight WT1

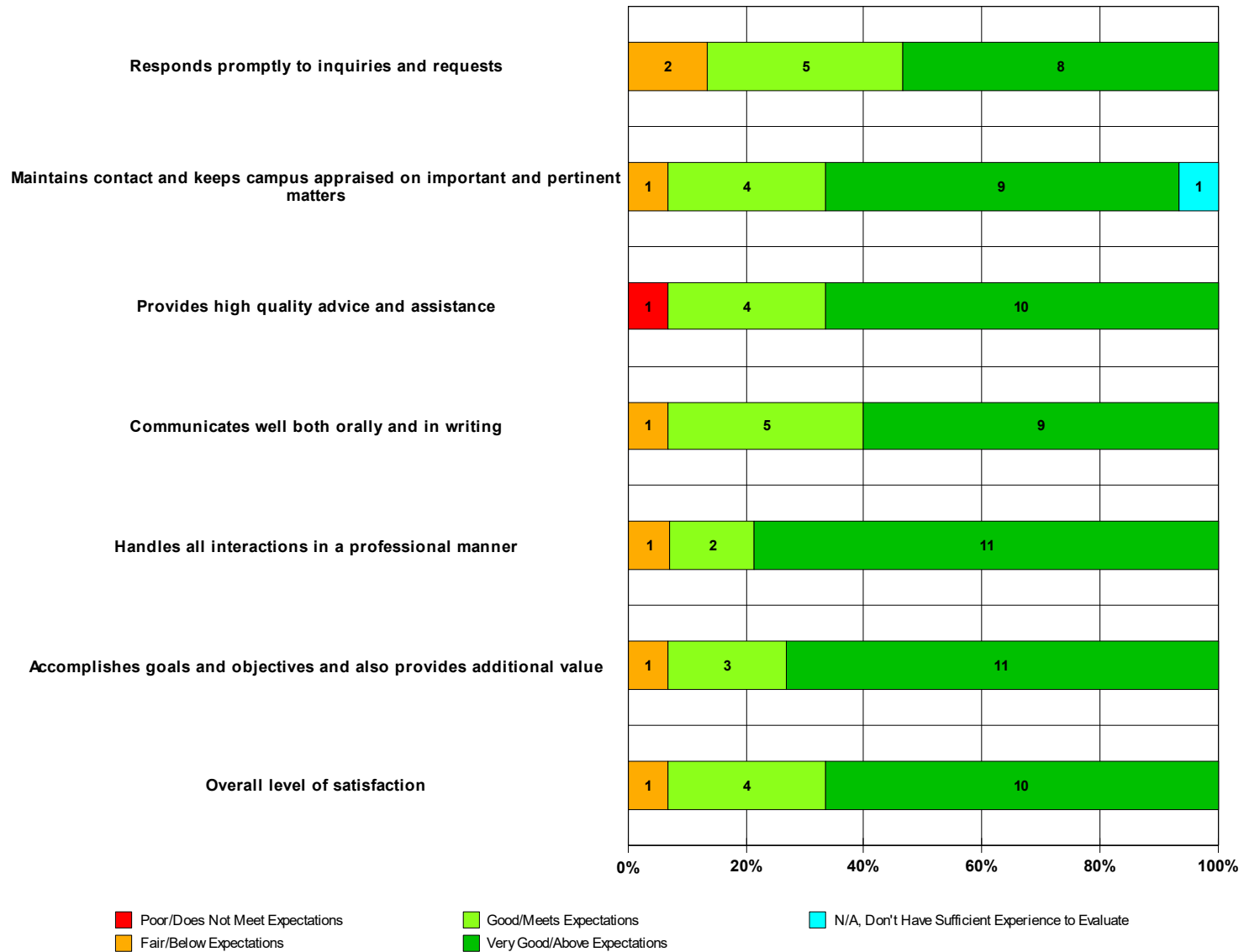
Cells.....: Counts, Respondents

	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	104	3.57	1	7	27	68	1
Responds promptly to inquiries and requests	15	3.40	-	2	5	8	-
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.57	-	1	4	9	1
Provides high quality advice and assistance	15	3.53	1	-	4	10	-
Communicates well both orally and in writing	15	3.53	-	1	5	9	-
Handles all interactions in a professional manner	14	3.71	-	1	2	11	-
Accomplishes goals and objectives and also provides additional value	15	3.67	-	1	3	11	-
Overall level of satisfaction	15	3.60	-	1	4	10	-

Q5.a to Q5.g Alliant Insurance Services CSURMA 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 CSURMA 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:

Always a service provider leader for CSU campuses.

Excellent. Sorry to see Rob retire.

I completely appreciate our Alliant team - they ALWAYS help me with a very high level of efficient response and totally consistent good customer service.

Q7.a to Q7.g Alliant Insurance Services CSURMA Program Administrator

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

Filter.....: All Respondents

Score.....: Weight WT1

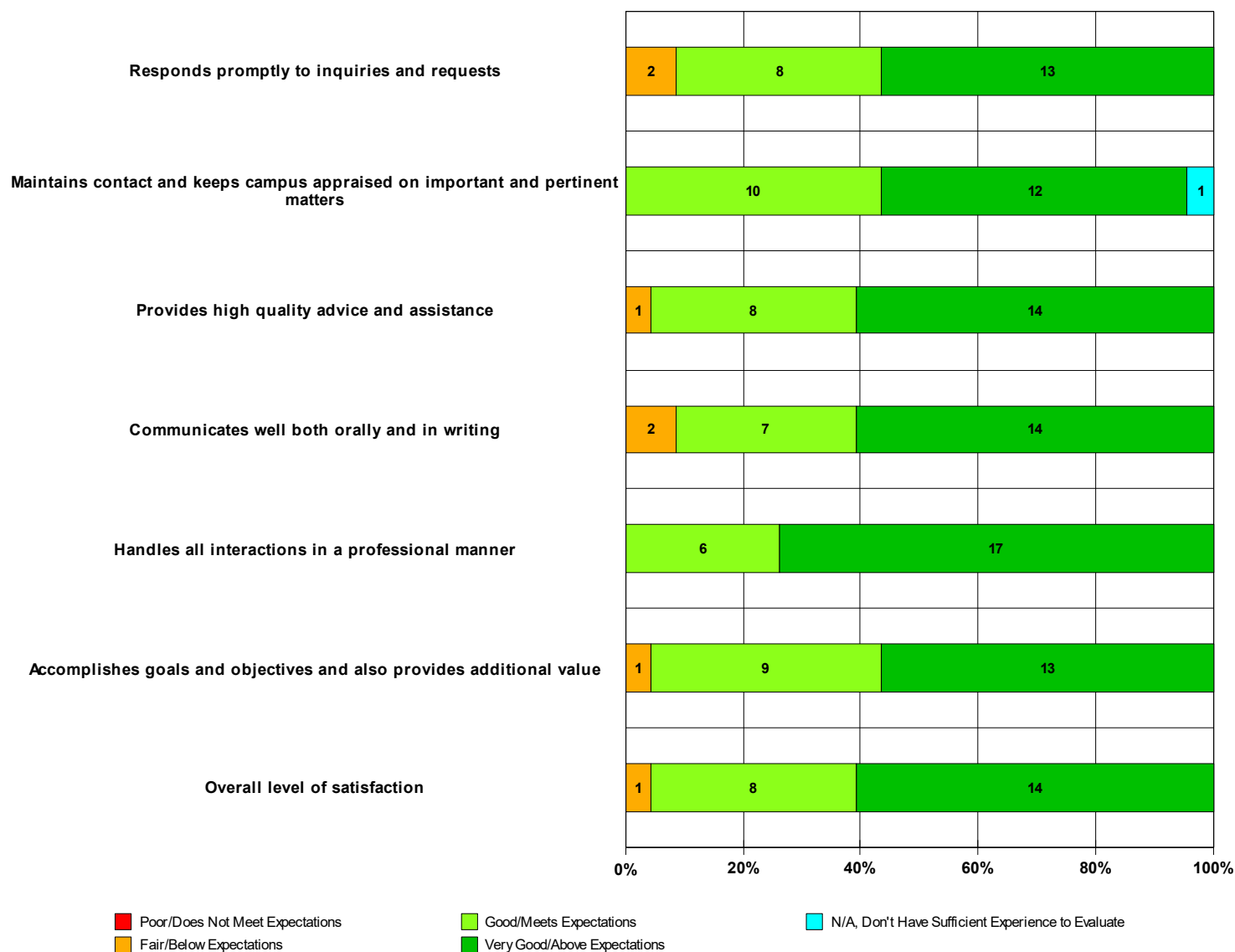
Cells.....: Counts, Respondents

	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	161	3.56	-	7	56	97	1
Responds promptly to inquiries and requests	23	3.48	-	2	8	13	-
Maintains contact and keeps campus apprised on important and pertinent matters	23	3.55	-	-	10	12	1
Provides high quality advice and assistance	23	3.57	-	1	8	14	-
Communicates well both orally and in writing	23	3.52	-	2	7	14	-
Handles all interactions in a professional manner	23	3.74	-	-	6	17	-
Accomplishes goals and objectives and also provides additional value	23	3.52	-	1	9	13	-
Overall level of satisfaction	23	3.57	-	1	8	14	-

Q7.a to Q7.g Alliant Insurance Services CSURMA Program Administrator

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

Q7.a to Q7.g Alliant Insurance Services CSURMA 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:

We love Alliant

Very knowledgeable staff

N/A

N/A

great

good

None

Doing a great job.

Very positive interactions with Alliant.

Great job on meetings/agendae/workshops, etc.

Dan Howell is great and his staff are wonderful at answering questions and taking care of us at each campus.

Very professional. They are good at managing the AIME program.

n/a

n/a

Terrific service. High volume of task traffic I imagine.

n/a

Fast response and good program knowledge

all POC's are great people and amazing professionals.

Overall Fair, they are professional, and interactions with them are fine, but it doesn't seem that there has been any growth in their understanding of Athletics and the actual value of the AIME program. It is likely that the larger schools could pay less outside of the pool at this time. Some of that is because of the TPA they work with.

n/a

This group is extremely responsive to questions and needs of the campus.

Every interaction I have with the CSURMA program administrator(s) through Alliant are excellent! I really like these people! They are the best support, and I worry about some day if we don't have them as our contractor.

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Q9.a to Q9.g Alliant Insurance Services Workers' Compensation Consulting

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

Filter.....: All Respondents

Score.....: Weight WT1

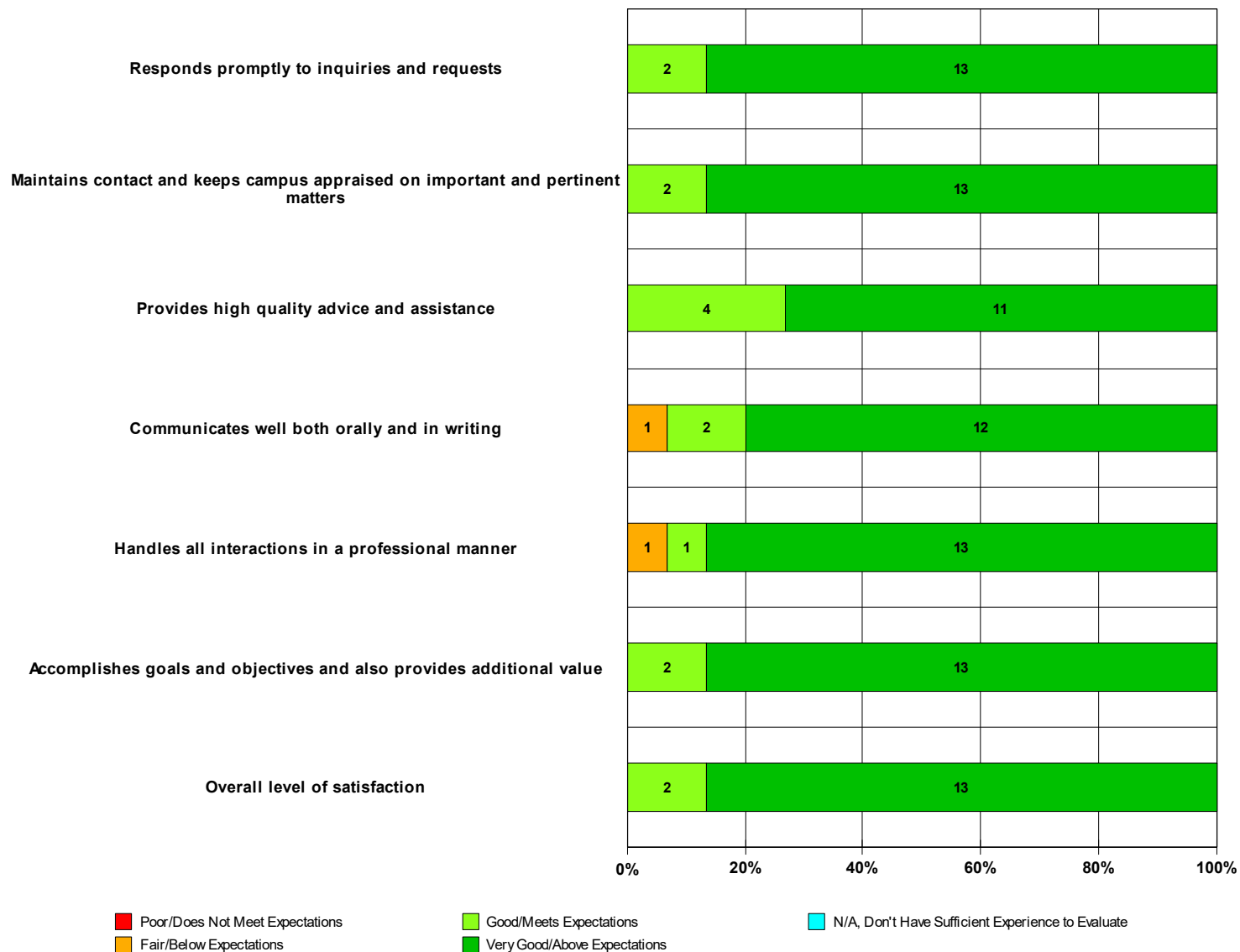
Cells.....: Counts, Respondents

	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	105	3.82	-	2	15	88	-
Responds promptly to inquiries and requests	15	3.87	-	-	2	13	-
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.87	-	-	2	13	-
Provides high quality advice and assistance	15	3.73	-	-	4	11	-
Communicates well both orally and in writing	15	3.73	-	1	2	12	-
Handles all interactions in a professional manner	15	3.80	-	1	1	13	-
Accomplishes goals and objectives and also provides additional value	15	3.87	-	-	2	13	-
Overall level of satisfaction	15	3.87	-	-	2	13	-

Q9.a to Q9.g Alliant Insurance Services Workers' Compensation Consulting

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

Q9.a to Q9.g Alliant Insurance Services Workers' Compensation 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:

Katie and Tracy are amazing

Jacki Graf is always quick to respond and professional. She also makes sure to inform the group of any new laws or updates in the monthly workers' comp call.

Alliant has been supportive and responsive with any WC needs

I am always able to make contact and work through issues

N/A

Jacki Graf is a great resource for guidance and information internally and externally.

None

N/A

Jackie Graf provides top-notch service. We lean on her heavily to provide the best information internally to our campus.

Jacki is always willing to help and is very knowledgeable in the world of workers' compensation

No additional comments

Jacki is absolutely the best.

Meet expectations

All POC's are amazing people and provide great service to CSUSM

Very Happy

Q11.a to Q11.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting

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

Filter.....: All Respondents

Score.....: Weight WT1

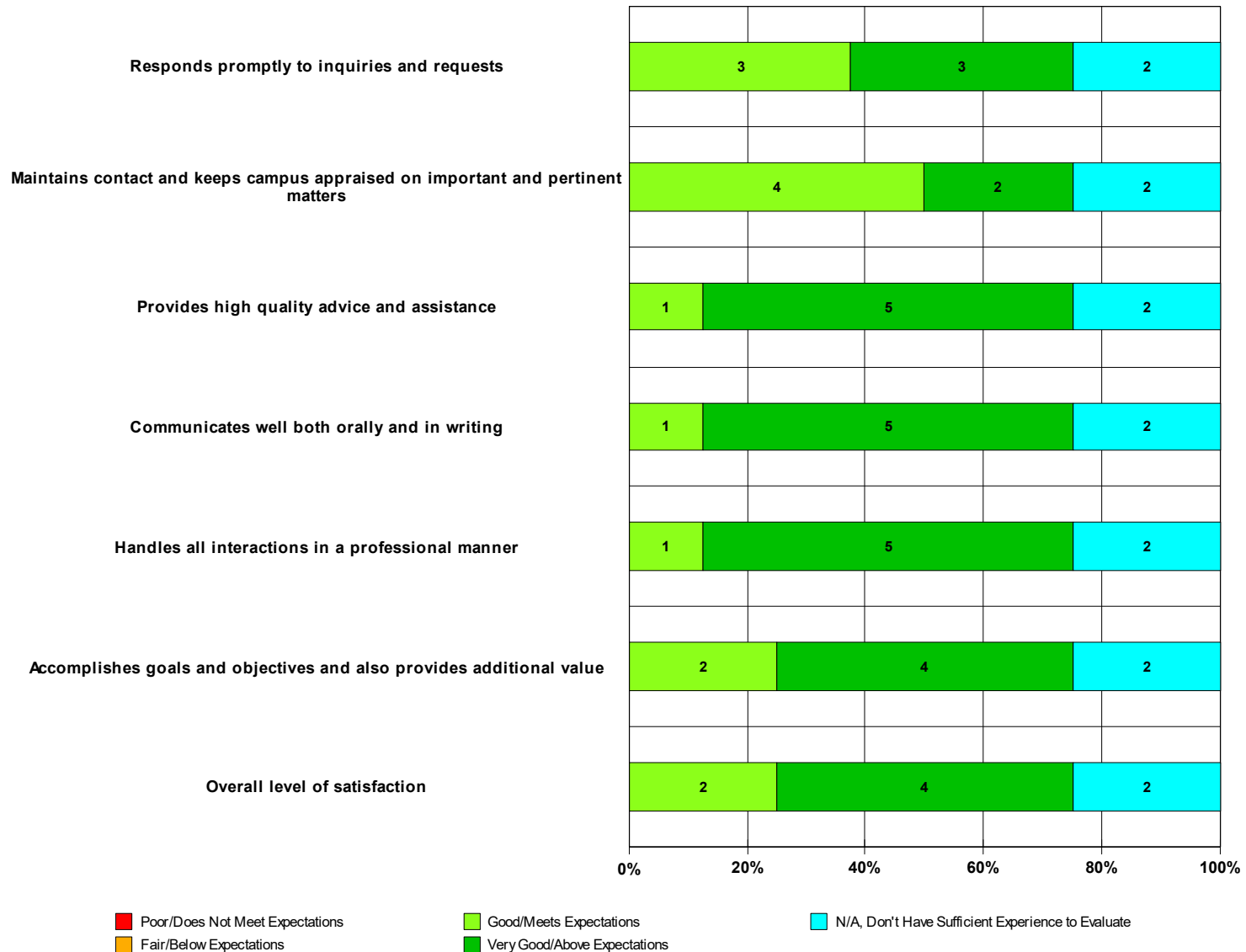
Cells.....: Counts, Respondents

	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	56	3.67	-	-	14	28	14
Responds promptly to inquiries and requests	8	3.50	-	-	3	3	2
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.33	-	-	4	2	2
Provides high quality advice and assistance	8	3.83	-	-	1	5	2
Communicates well both orally and in writing	8	3.83	-	-	1	5	2
Handles all interactions in a professional manner	8	3.83	-	-	1	5	2
Accomplishes goals and objectives and also provides additional value	8	3.67	-	-	2	4	2
Overall level of satisfaction	8	3.67	-	-	2	4	2

Q11.a to Q11.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting

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

Q11.a to Q11.g Alliant Insurance Services CSURMA Property/Crime Claims 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:

na

Bob Frey always makes himself available, provides valuable guidance and follows up in a timely manner when needed.

Unfortunately, we are a frequent user of the property claim services. Fortunately, Bob Frey and his team are the best in the business.

There are a few times when I had to send a couple of emails to get a response. Overall I am pleased with the level of service and appreciate CSURMA/Alliant being an advocate for our campus claims.

Bob Frey and team are really good. Could use a bigger bench perhaps.

This should not be a mandatory section to complete

n/a

In the past 6 months I have not worked directly with the group on these issues.

Q13.a to Q13.g Belfor - Property Loss Mitigation & Restoration

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

Filter.....: All Respondents

Score.....: Weight WT1

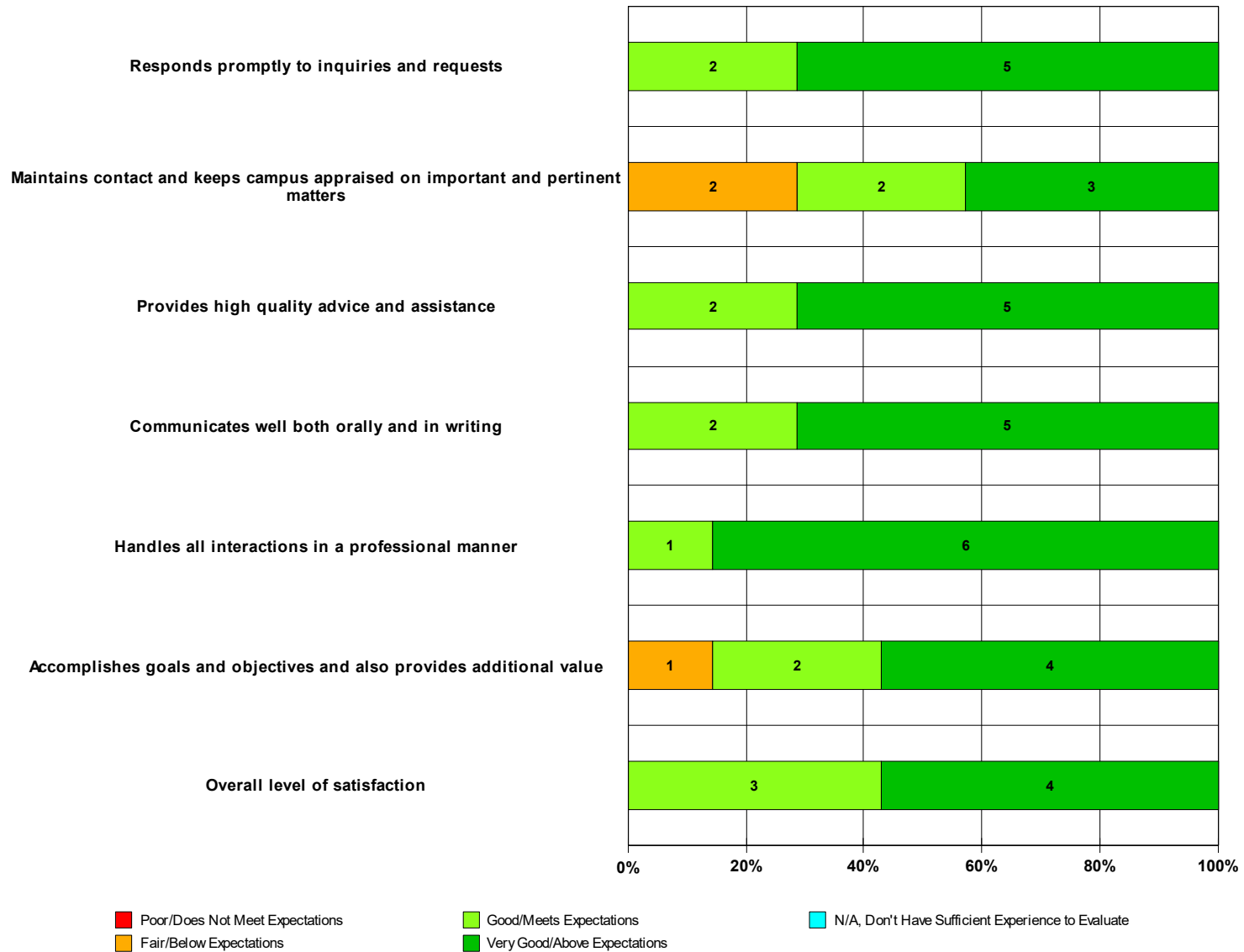
Cells.....: Counts, Respondents

	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	49	3.59	-	3	14	32	-
Responds promptly to inquiries and requests	7	3.71	-	-	2	5	-
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.14	-	2	2	3	-
Provides high quality advice and assistance	7	3.71	-	-	2	5	-
Communicates well both orally and in writing	7	3.71	-	-	2	5	-
Handles all interactions in a professional manner	7	3.86	-	-	1	6	-
Accomplishes goals and objectives and also provides additional value	7	3.43	-	1	2	4	-
Overall level of satisfaction	7	3.57	-	-	3	4	-

Q13.a to Q13.g Belfor - Property Loss Mitigation & Restoration

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

Q13.a to Q13.g Belfor - Property Loss Mitigation & Restoration



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:

Not always informed of what work is being completed.

Excellent business partner and good value adds (training, etc.)

The Belfor team provides great services to our campus. From the "boots on the ground" team to the office and accounting staff, we are very pleased with their level of service and commitment.

When we need Belfor, they are quick, kind and very professional.

Long time partner. They are solid.

provided CSUSM extra curricular educational opportunities

Great on response. Rebuild was slow and communication was not constant.

Q15.a to Q15.g CO Enterprise Accounting Accounting Services

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

Filter.....: All Respondents

Score.....: Weight WT1

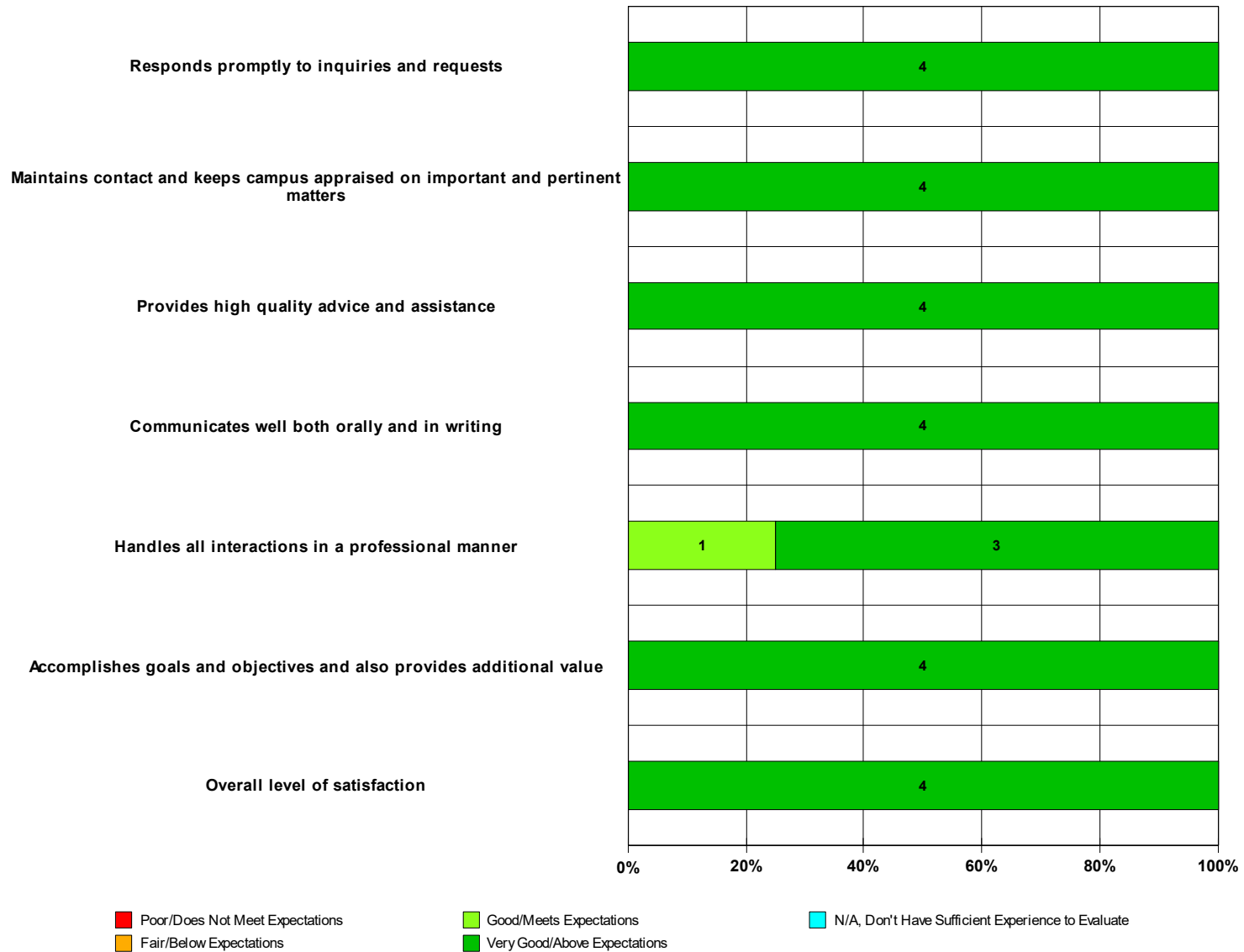
Cells.....: Counts, Respondents

	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	28	3.96	-	-	1	27	-
Responds promptly to inquiries and requests	4	4.00	-	-	-	4	-
Maintains contact and keeps campus apprised on important and pertinent matters	4	4.00	-	-	-	4	-
Provides high quality advice and assistance	4	4.00	-	-	-	4	-
Communicates well both orally and in writing	4	4.00	-	-	-	4	-
Handles all interactions in a professional manner	4	3.75	-	-	1	3	-
Accomplishes goals and objectives and also provides additional value	4	4.00	-	-	-	4	-
Overall level of satisfaction	4	4.00	-	-	-	4	-

Q15.a to Q15.g CO Enterprise Accounting Accounting Services

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

Q15.a to Q15.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:

great

very helpful

The information provided by this group is always clear and concise.

The best!

Q17.a to Q17.g CO Office of Risk Management CSURMA Liability Claims Administrator

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

Filter.....: All Respondents

Score.....: Weight WT1

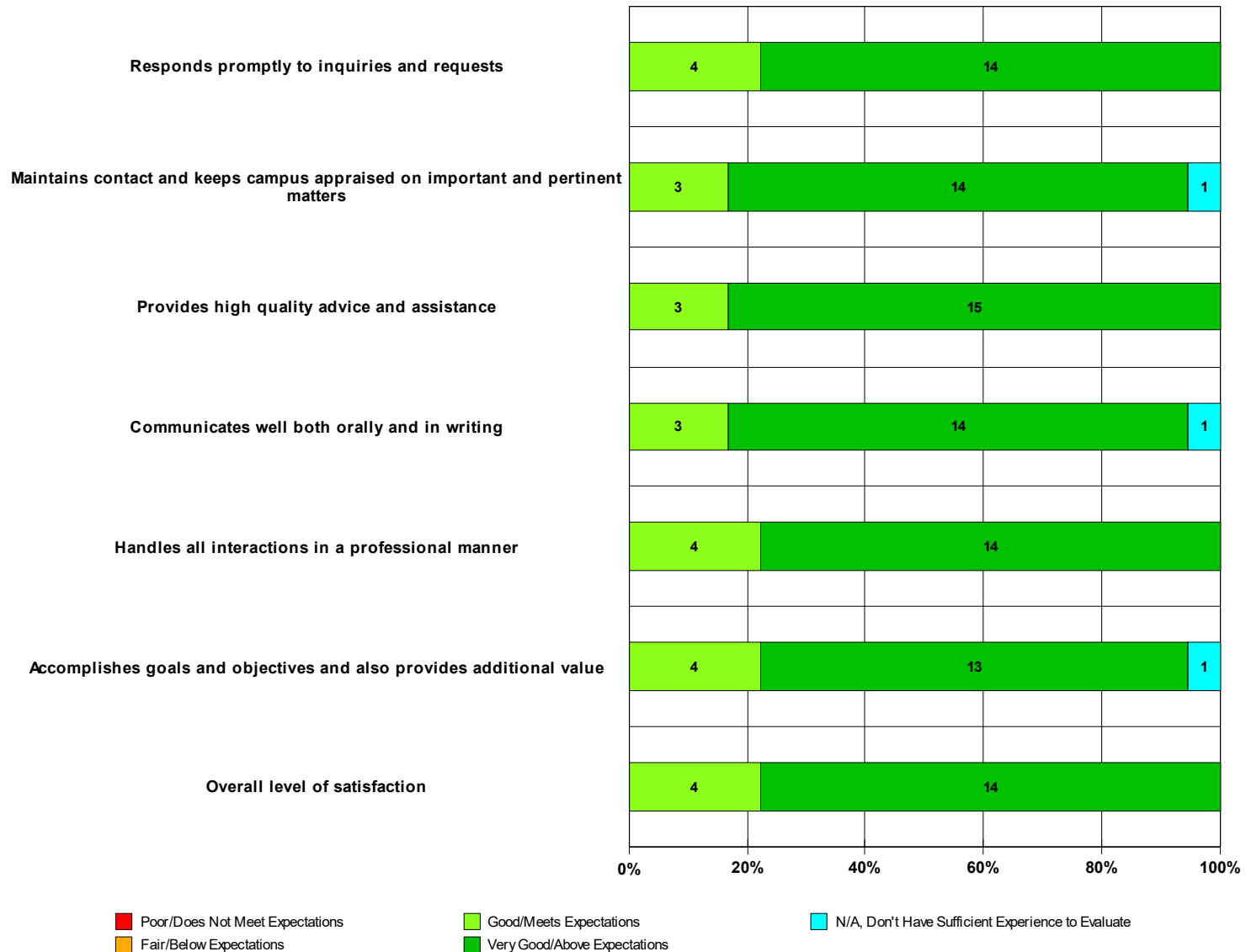
Cells.....: Counts, Respondents

	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	126	3.80	-	-	25	98	3
Responds promptly to inquiries and requests	18	3.78	-	-	4	14	-
Maintains contact and keeps campus apprised on important and pertinent matters	18	3.82	-	-	3	14	1
Provides high quality advice and assistance	18	3.83	-	-	3	15	-
Communicates well both orally and in writing	18	3.82	-	-	3	14	1
Handles all interactions in a professional manner	18	3.78	-	-	4	14	-
Accomplishes goals and objectives and also provides additional value	18	3.76	-	-	4	13	1
Overall level of satisfaction	18	3.78	-	-	4	14	-

Q17.a to Q17.g CO Office of Risk Management CSURMA Liability Claims Administrator

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

Q17.a to Q17.g CO Office of Risk Management CSURMA 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:

Not 100% clear on who this is intended to include, but Zachary, Martha and Leona do an amazing job of assisting with/handling liability claims and associated costs and also provide valuable guidance.

Have not had a lot of interaction with this department.

Experience was good

n/a

Excellent FTPT conference

great

Best crew on the planet

Doing a great job. Martha is awesome!

The Liability Claim Team is very helpful in providing information promptly when I receive a request from the VP/CFO. They are helpful in managing smaller claims and in working through the larger claims. Great work!

Martha is the best and she does a wonderful job! We could not do it without her!

Nothing additional

Martha and Zach are easy to work with, good problem solvers and communicators.

No complaints

Meet expectations

they are great people and very intelligent

n/a

No question is too small. Ready assistance is always given.

Thankfully, I didn't have any claims to really manage in 2019; however, I always have the confidence that Martha and Zach will have my campus' back and will guide me with astute advice.

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

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

Filter.....: All Respondents

Score.....: Weight WT1

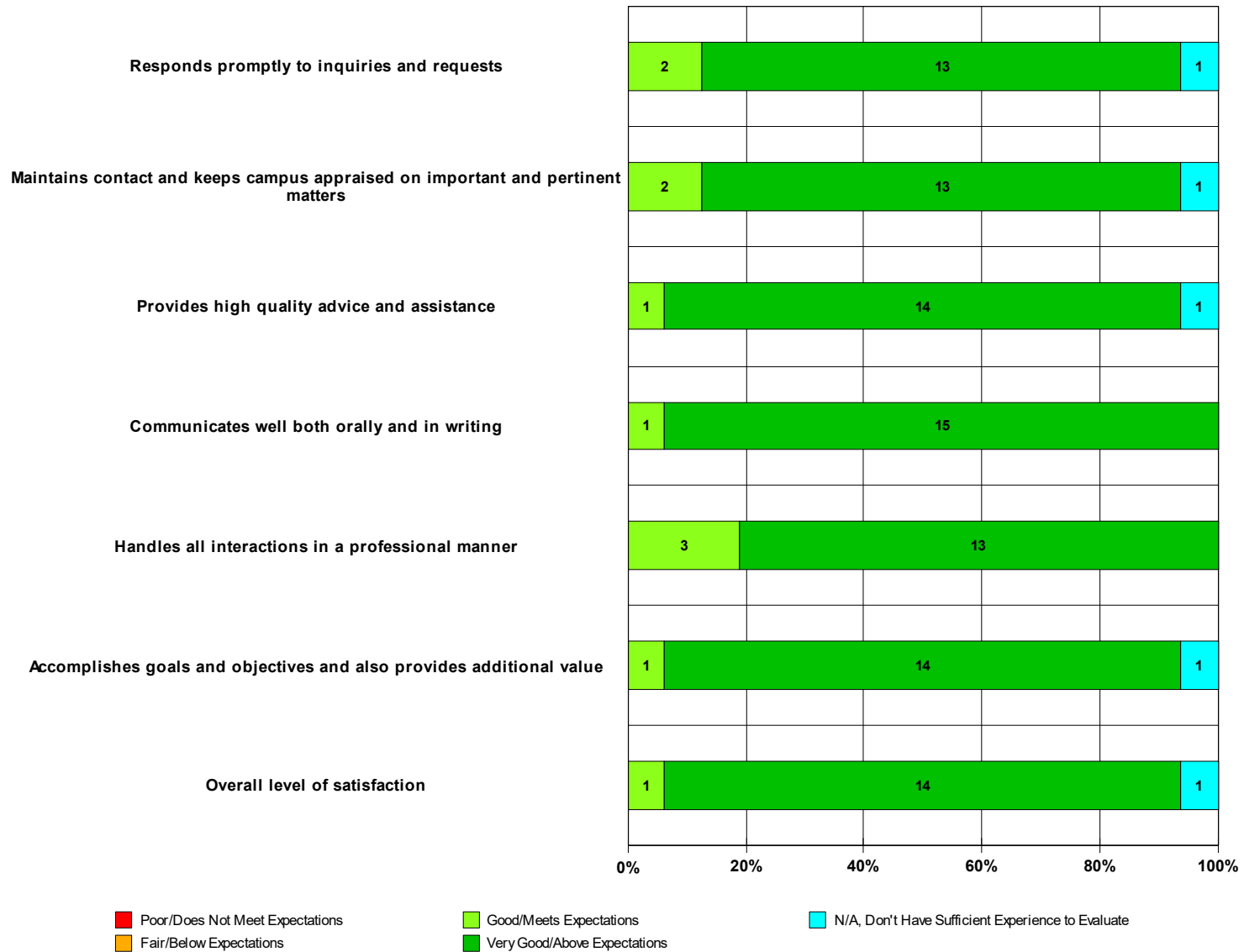
Cells.....: Counts, Respondents

	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	112	3.90	-	-	11	96	5
Responds promptly to inquiries and requests	16	3.87	-	-	2	13	1
Maintains contact and keeps campus apprised on important and pertinent matters	16	3.87	-	-	2	13	1
Provides high quality advice and assistance	16	3.93	-	-	1	14	1
Communicates well both orally and in writing	16	3.94	-	-	1	15	-
Handles all interactions in a professional manner	16	3.81	-	-	3	13	-
Accomplishes goals and objectives and also provides additional value	16	3.93	-	-	1	14	1
Overall level of satisfaction	16	3.93	-	-	1	14	1

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:

Zachary, Jody, and Scott are readily available to assist and are a pleasure to work with. They are responsive and provide valuable guidance if and when called upon.

My issue this last year was the forwarding of an email which was confidential in nature, with an issue that I needed assistance with. The response time and contact was excellent, including my email was an issue and got me into trouble that cost me. Lesson learned , watch what you forward , content could be damaging.

Some folks are really good at responding quickly, but some require repeated hounding to get a response. It averages out to "good" but there is a wide range.

Scott has made great progress with the EHS Affinity Group

great

None

Always very helpful.

We lean on these folks for many day to day, unusual risks that arise. It's great to have someone like Jody on the team since she has on-campus experience and knows what it's like to deal with a campus community. Zach provides great leadership which shows in the service level of his team. And he is always helpful and informed.

Zachary and team are wonderful!

Zach and staff are very supportive and help us throughout the year. It is wonderful to have such a great team at the CO that can lend us advice and consulting.

n/a

It great they added Jody and Scott. Not sure how Zach and team ran the place before these two arrived.

this office has made amazing strides and we completely appreciate the extra help and consult the EHS programs have been provided during this challenging time.

Awesome group!

This is a regular feature I need from Systemwide Risk Management. No matter where they are, someone gets back to me with some helpful guidance.

Making good progress in the EHS world. Keep it up. One suggestion might be to establish more system-wide EHS courses in CSULearn. There will be some push back, but it might make life easier in the end.

Q21.a to Q21.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator

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

Filter.....: All Respondents

Score.....: Weight WT1

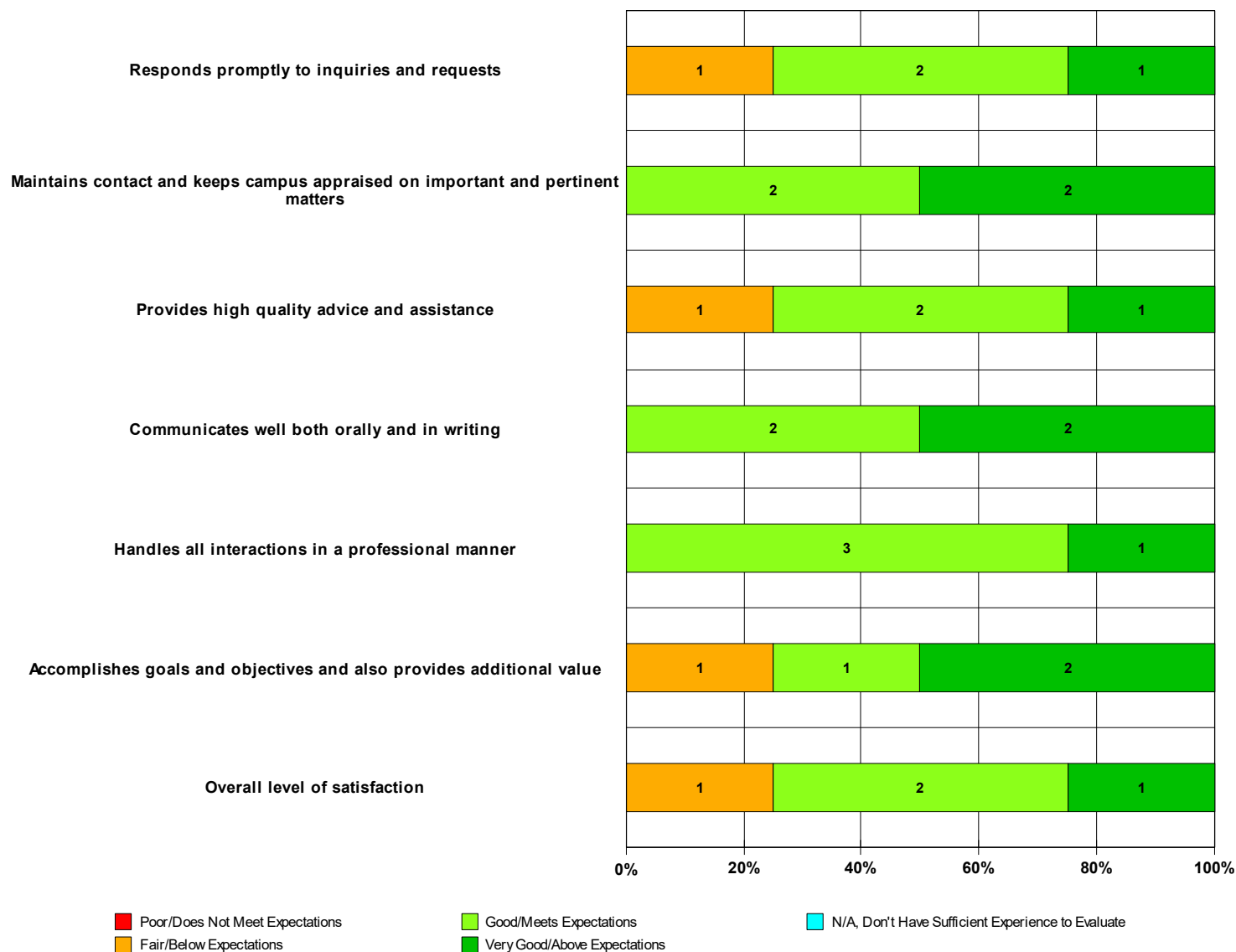
Cells.....: Counts, Respondents

	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	28	3.21	-	4	14	10	-
Responds promptly to inquiries and requests	4	3.00	-	1	2	1	-
Maintains contact and keeps campus apprised on important and pertinent matters	4	3.50	-	-	2	2	-
Provides high quality advice and assistance	4	3.00	-	1	2	1	-
Communicates well both orally and in writing	4	3.50	-	-	2	2	-
Handles all interactions in a professional manner	4	3.25	-	-	3	1	-
Accomplishes goals and objectives and also provides additional value	4	3.25	-	1	1	2	-
Overall level of satisfaction	4	3.00	-	1	2	1	-

Q21.a to Q21.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator

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

Q21.a to Q21.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment 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:

We could do better, but the electronic claims process is good. Not much communication, but we don't really have a lot of claims. I wish they could respond to the claims for us by having access to our system.

N/A

The Equifax team is very responsive.

My campus misses Rosie.

Q23.a to Q23.g Health Special Risk, Inc. - AIME Claims Administrator

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

Filter.....: All Respondents

Score.....: Weight WT1

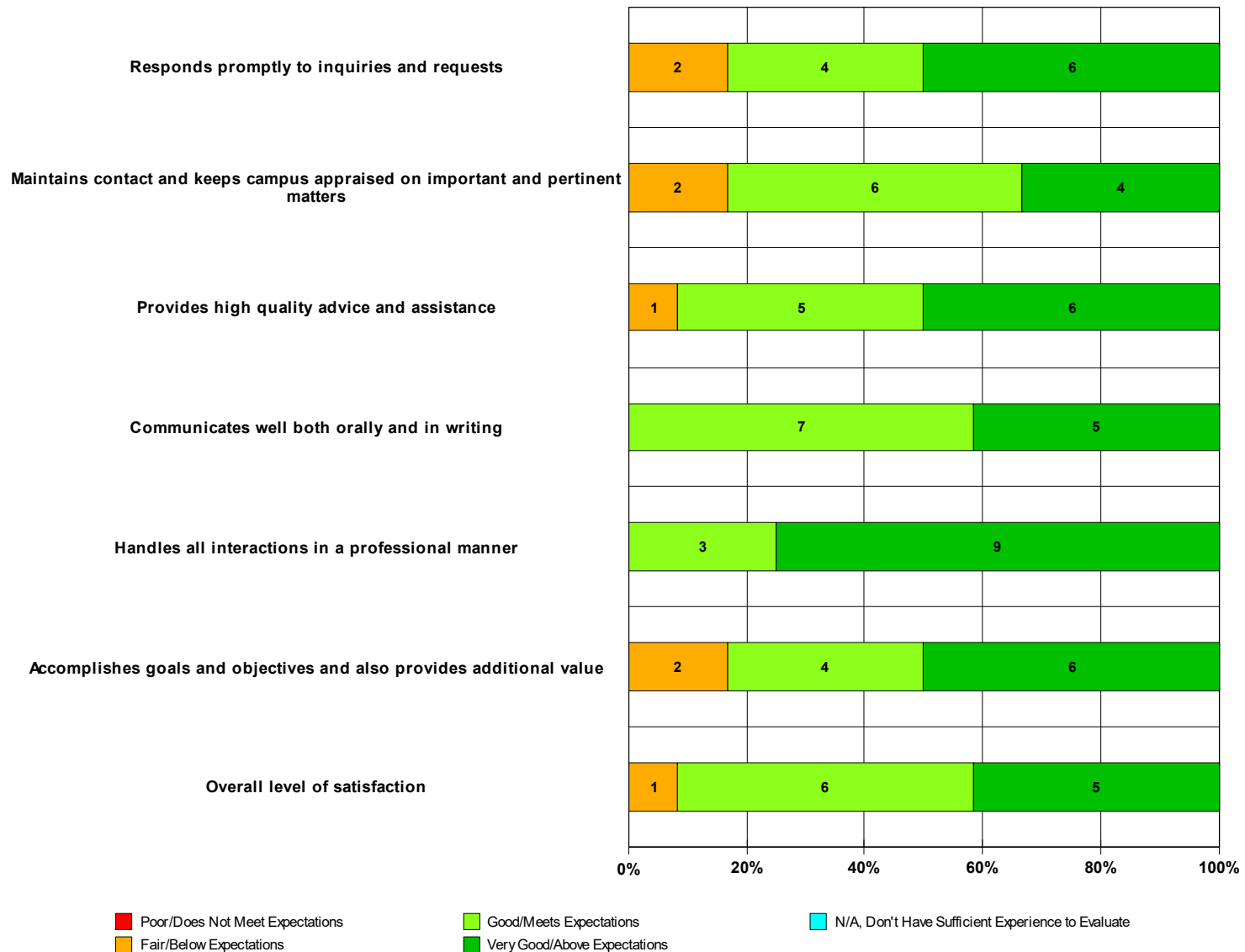
Cells.....: Counts, Respondents

	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	84	3.39	-	8	35	41	-
Responds promptly to inquiries and requests	12	3.33	-	2	4	6	-
Maintains contact and keeps campus apprised on important and pertinent matters	12	3.17	-	2	6	4	-
Provides high quality advice and assistance	12	3.42	-	1	5	6	-
Communicates well both orally and in writing	12	3.42	-	-	7	5	-
Handles all interactions in a professional manner	12	3.75	-	-	3	9	-
Accomplishes goals and objectives and also provides additional value	12	3.33	-	2	4	6	-
Overall level of satisfaction	12	3.33	-	1	6	5	-

Q23.a to Q23.g Health Special Risk, Inc. - AIME Claims Administrator

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

Q23.a to Q23.g Health Special Risk, Inc. - AIME 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

n/a

Needs to notify schools and programs if there are changes within their systems. Such as payment options for providers.

Wish they were more helpful in finding and negotiating the provider contracts for AIME. As of now the individual campuses are responsible for doing this.

Overall positive experience working with HSR

They do a good job. I am happy with the service.

Outstanding service!

No additional comments.

Occasionally difficult to get an answer on unusual issues with claims. Personnel are very friendly and cooperative.

Overall Fair. They will quickly pay all clean claims. They offer to assist on repricing, but it doesn't work out in most cases. They are good at handling straightforward claims, but provide no above minimum help. Fair.

Patricia has been awesome in helping us.

.

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

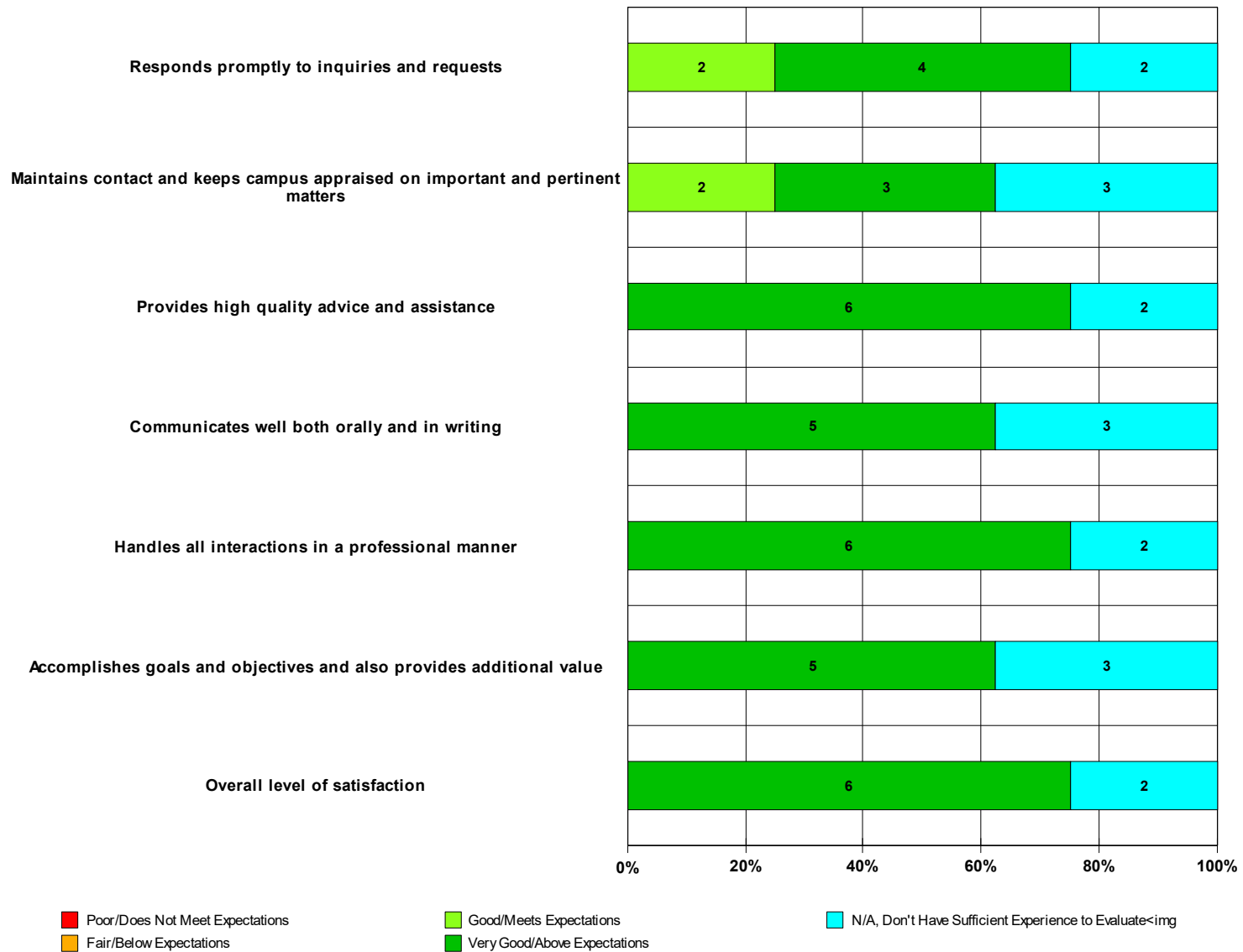
	Total	Mean	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Base	56	3.90	-	-	4	35
Responds promptly to inquiries and requests	8	3.67	-	-	2	4
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.60	-	-	2	3
Provides high quality advice and assistance	8	4.00	-	-	-	6
Communicates well both orally and in writing	8	4.00	-	-	-	5
Handles all interactions in a professional manner	8	4.00	-	-	-	6
Accomplishes goals and objectives and also provides additional value	8	4.00	-	-	-	5
Overall level of satisfaction	8	4.00	-	-	-	6

	Total	N/A, Don't Have Sufficient Experience to Evaluate
Base	56	17
Responds promptly to inquiries and requests	8	2
Maintains contact and keeps campus apprised on important and pertinent matters	8	3
Provides high quality advice and assistance	8	2
Communicates well both orally and in writing	8	3
Handles all interactions in a professional manner	8	2
Accomplishes goals and objectives and also provides additional value	8	3
Overall level of satisfaction	8	2

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:

N/A

It has never been more important to have such a key partner. Very happy the CO (and campuses) have invested in youth protection...though more can be done.

Useful and planning on working with them this year

Good subject expertise

great people

We love Ross and Candace! They are the best and have helped us in many ways. We used the "review" service this year and are now making major improvements on our campus. Their expertise is wonderful to help campus stakeholders understand and value youth protection programming.

Overall service is excellent

Didn't select this category. Not sure why it popped up.

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

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

Filter.....: All Respondents

Score.....: Weight WT1

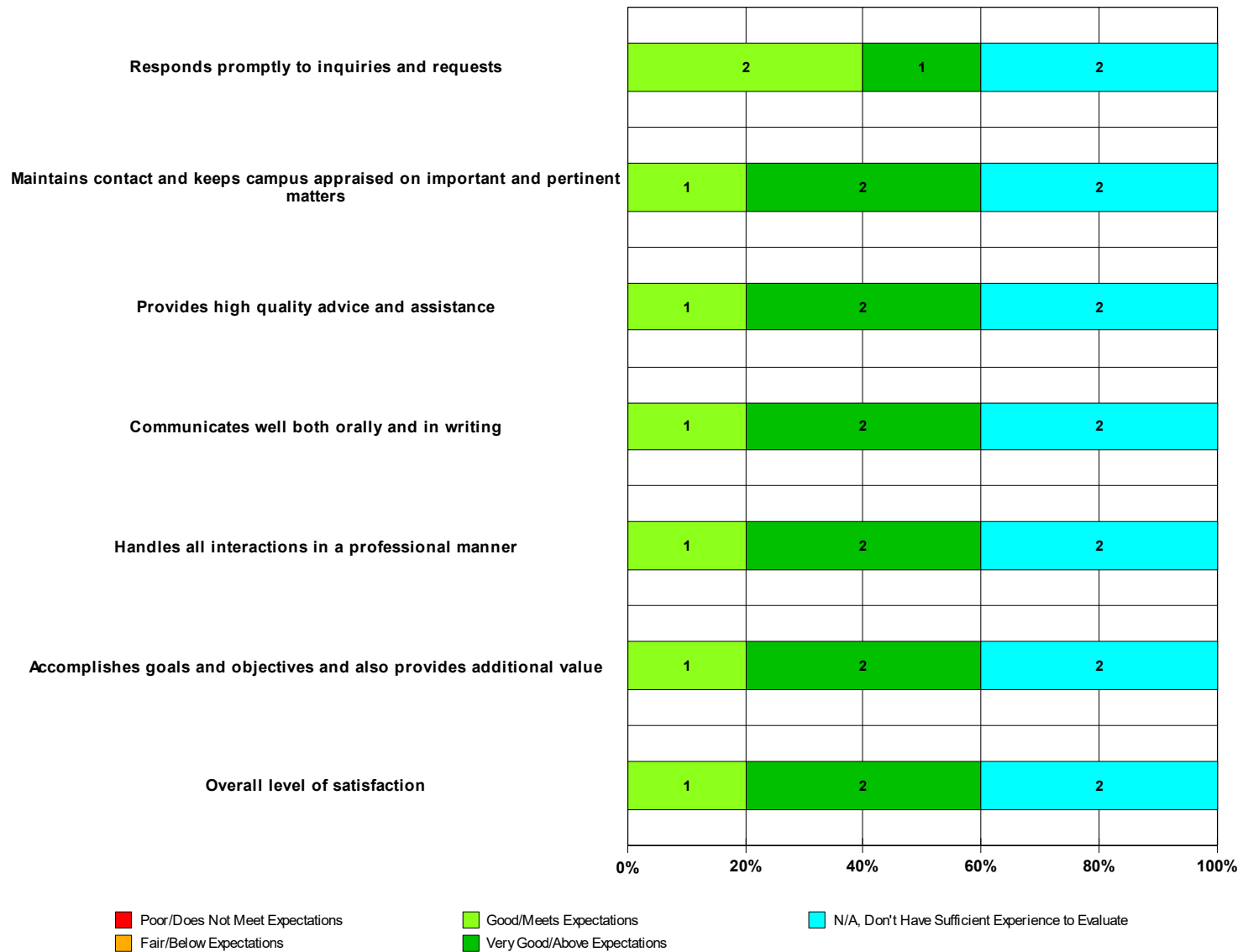
Cells.....: Counts, Respondents

	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	35	3.62	-	-	8	13	14
Responds promptly to inquiries and requests	5	3.33	-	-	2	1	2
Maintains contact and keeps campus apprised on important and pertinent matters	5	3.67	-	-	1	2	2
Provides high quality advice and assistance	5	3.67	-	-	1	2	2
Communicates well both orally and in writing	5	3.67	-	-	1	2	2
Handles all interactions in a professional manner	5	3.67	-	-	1	2	2
Accomplishes goals and objectives and also provides additional value	5	3.67	-	-	1	2	2
Overall level of satisfaction	5	3.67	-	-	1	2	2

Q27.a to Q27.g Sedgwick CMS - CSURMA 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 - CSURMA 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:

Little to no interactions with Sedgwick.

The folks at Sedgwick are quick in responding to inquiries and always willing to go the extra mile to assist.

I don't interact with this admin

Trish, Shane and the examiners are a great asset. Very happy with the service year end and year out.

na

Q29.a to Q29.g University of California Risk and Safety Solutions (RSS)

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

Filter.....: All Respondents

Score.....: Weight WT1

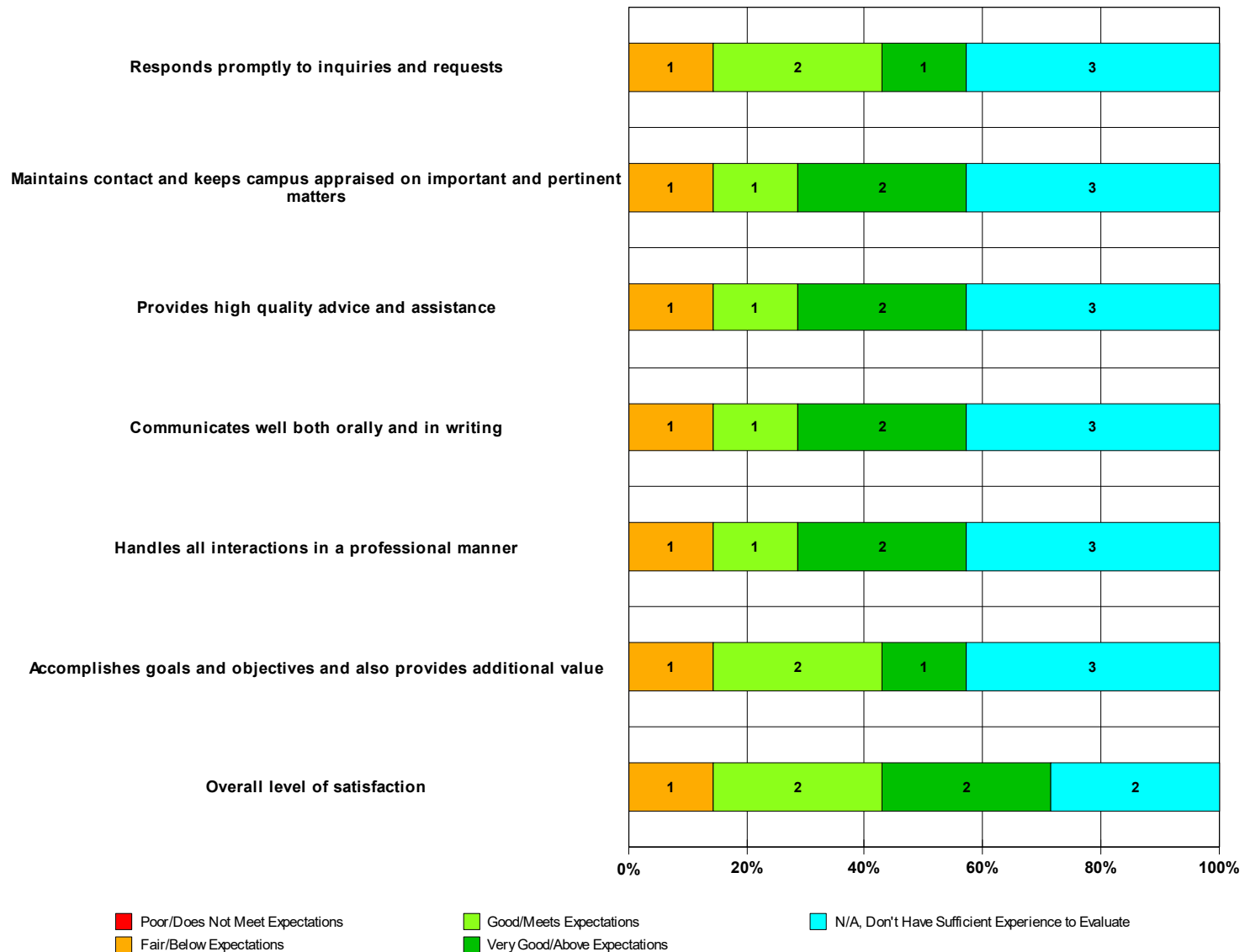
Cells.....: Counts, Respondents

	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	49	3.17	-	7	10	12	20
Responds promptly to inquiries and requests	7	3.00	-	1	2	1	3
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.25	-	1	1	2	3
Provides high quality advice and assistance	7	3.25	-	1	1	2	3
Communicates well both orally and in writing	7	3.25	-	1	1	2	3
Handles all interactions in a professional manner	7	3.25	-	1	1	2	3
Accomplishes goals and objectives and also provides additional value	7	3.00	-	1	2	1	3
Overall level of satisfaction	7	3.20	-	1	2	2	2

Q29.a to Q29.g University of California Risk and Safety Solutions (RSS)

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

Q29.a to Q29.g University of California Risk and Safety Solutions (RSS)



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 do not utilize RSS.

None

I have not used RSS.

Whew....did we need this partnership. Very pleased with the overall attention, effort and collaborative nature of this partner.

The people at RSS are great... it's just that there are things about the systems that were promised high and delivered low. Often we hear, "we are working on that for the future". But, it is a very important feature that all campuses need now. They've handled the mass implementation very well, but we just need more custom features sooner than some are delivered. They try very hard.

The system is putting a lot of energy into this system, but it is not based on clear definitions. This will lead to the inability to compare campus data to each other in the end because the base assumptions are not the same. For example, there is no definition of a lab. So, we are all looking at spaces a little different. Therefore the number of expected assessments are not comparable, nor are the lab inspections themselves. It seems if we are going to do anything where we are comparing campuses, we have to be comparing apples to apples.

Q31.a to Q31.g [Ventiv/AON e-solutions \(Valley Oak Systems\) WC/Liability Claims System Software](#)

Analysis...: Q31.a to Q31.g

Filter.....: All Respondents

Score.....: Weight WT1

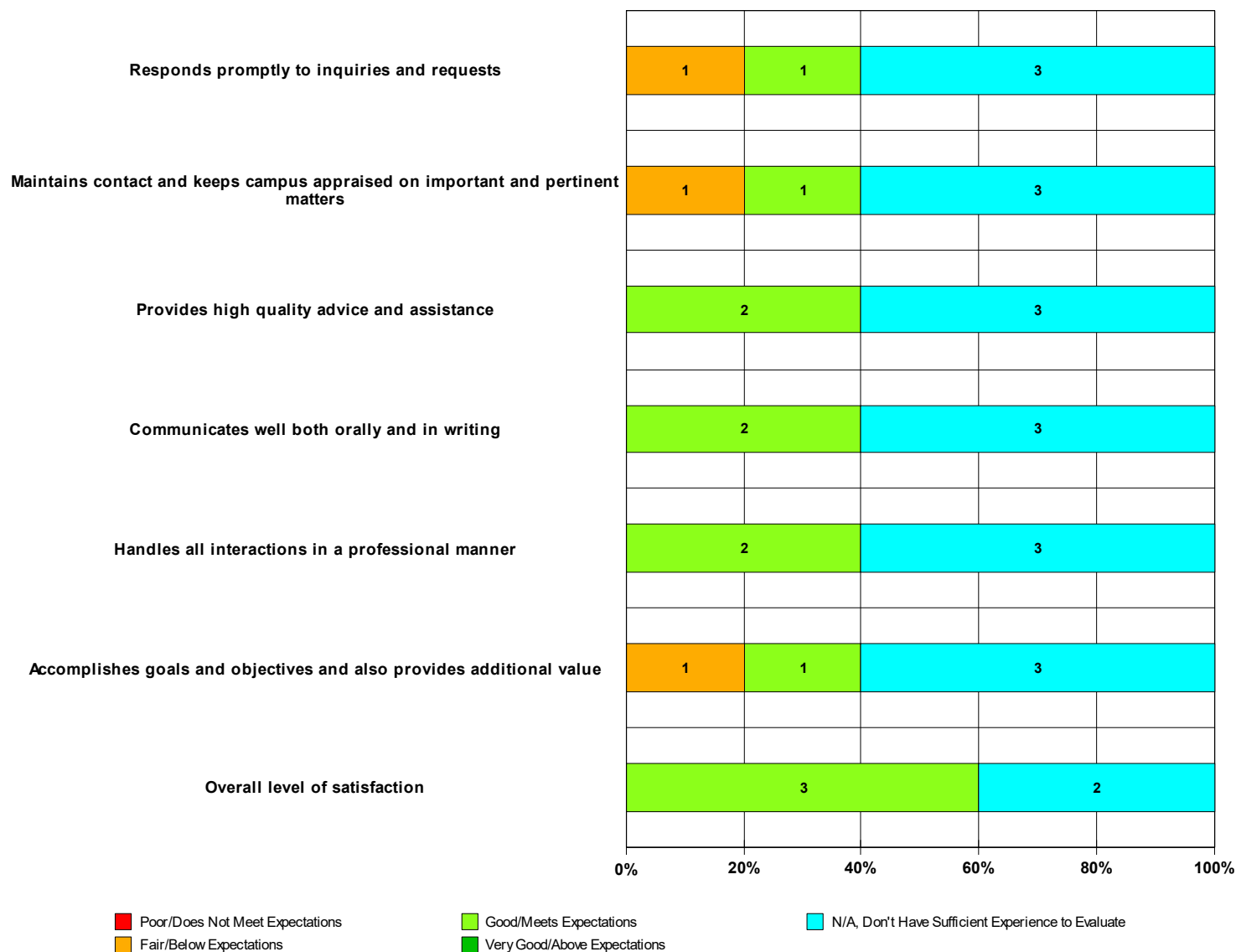
Cells.....: Counts, Respondents

	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	35	2.80	-	3	12	-	20
Responds promptly to inquiries and requests	5	2.50	-	1	1	-	3
Maintains contact and keeps campus apprised on important and pertinent matters	5	2.50	-	1	1	-	3
Provides high quality advice and assistance	5	3.00	-	-	2	-	3
Communicates well both orally and in writing	5	3.00	-	-	2	-	3
Handles all interactions in a professional manner	5	3.00	-	-	2	-	3
Accomplishes goals and objectives and also provides additional value	5	2.50	-	1	1	-	3
Overall level of satisfaction	5	3.00	-	-	3	-	2

Q31.a to Q31.g [Ventiv/AON e-solutions \(Valley Oak Systems\) WC/Liability Claims System Software](#)

Analysis...: Q31.a to Q31.g
 Filter.....: All Respondents
 Options...: Transposed
 Cells.....: Counts, Respondents

Q31.a to Q31.g Ventiv/AON e-solutions (Valley Oak Systems) WC/Liability Claims System Software



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:

Good database but not much of a need to access it.

-

They are hit & miss on customer service.

none

Didn't select this category.

Q33.a to Q33.g Veoci (Virtual Emergency Operations Center)

Analysis...: Q33.a to Q33.g

Filter.....: All Respondents

Score.....: Weight WT1

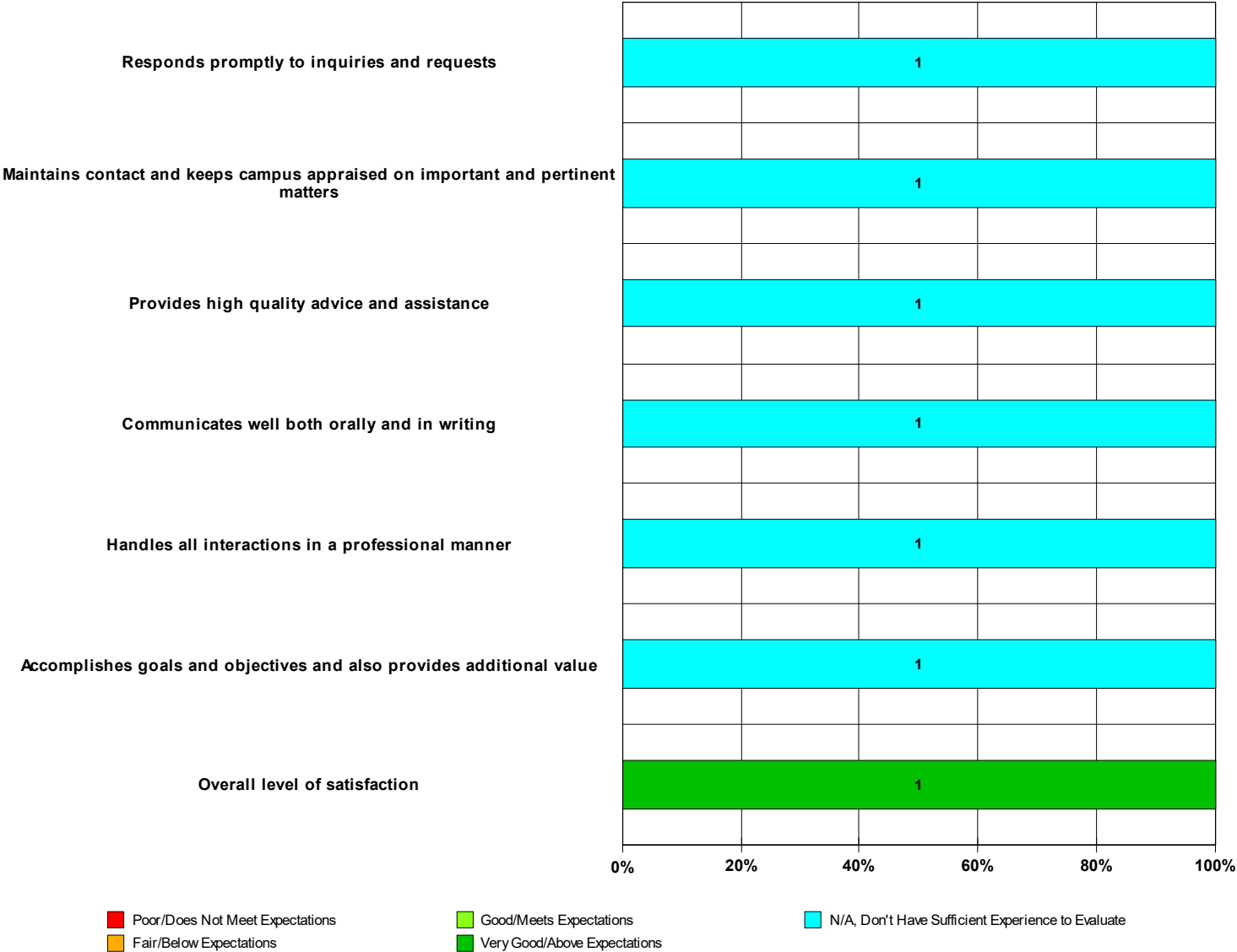
Cells.....: Counts, Respondents

	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	4.00	-	-	-	1	6
Responds promptly to inquiries and requests	1	-	-	-	-	-	1
Maintains contact and keeps campus apprised on important and pertinent matters	1	-	-	-	-	-	1
Provides high quality advice and assistance	1	-	-	-	-	-	1
Communicates well both orally and in writing	1	-	-	-	-	-	1
Handles all interactions in a professional manner	1	-	-	-	-	-	1
Accomplishes goals and objectives and also provides additional value	1	-	-	-	-	-	1
Overall level of satisfaction	1	4.00	-	-	-	1	-

Q33.a to Q33.g Veoci (Virtual Emergency Operations Center)

Analysis...: Q33.a to Q33.g
Filter.....: All Respondents
Options..: Transposed
Cells.....: Counts, Respondents

Q33.a to Q33.g Veoci (Virtual Emergency Operations Center)



Q35.a to Q35.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)

Analysis...: Q35.a to Q35.g

Filter.....: All Respondents

Score.....: Weight WT1

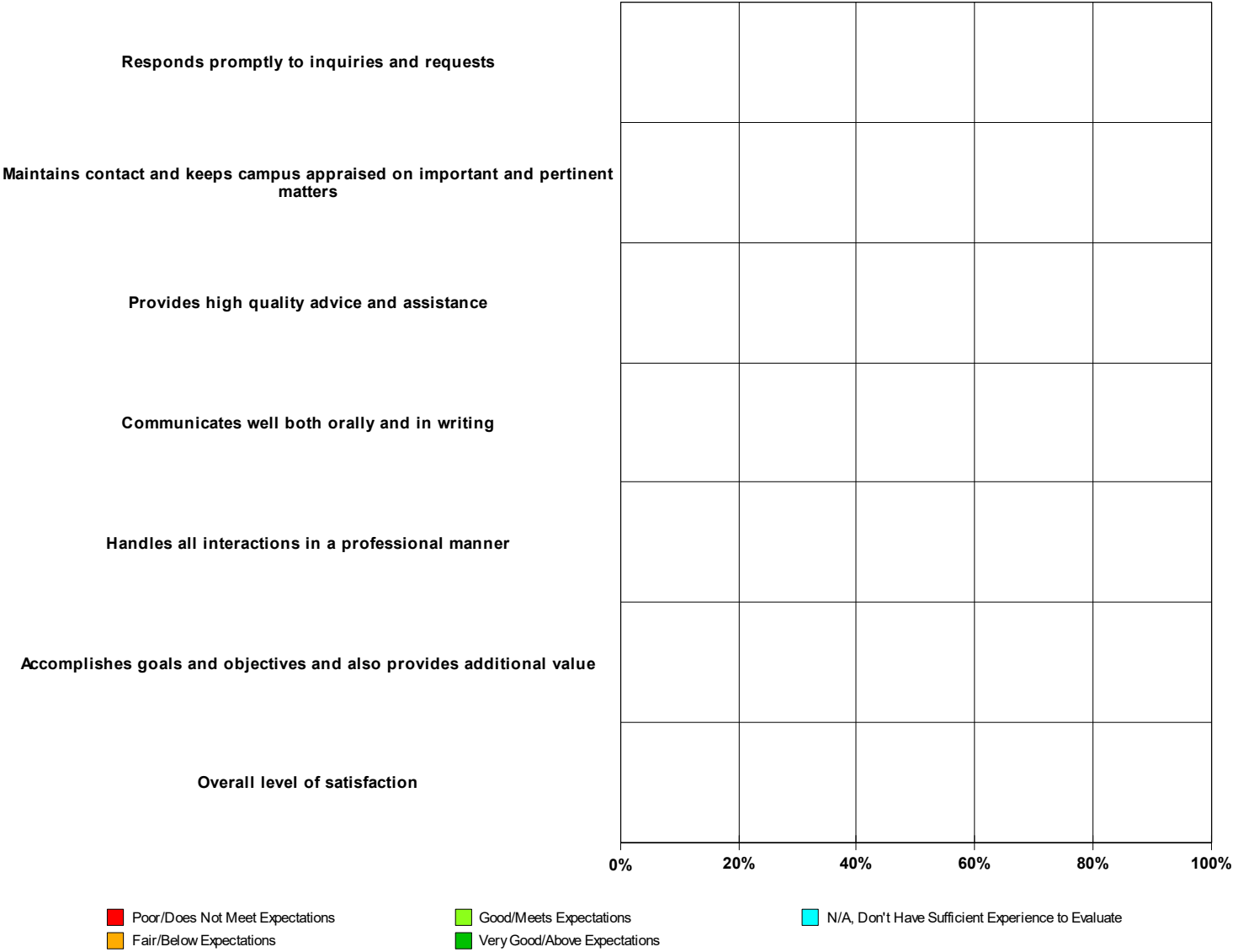
Cells.....: Counts, Respondents

	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	-	-	-	-	-	-	-
Responds promptly to inquiries and requests	-	-	-	-	-	-	-
Maintains contact and keeps campus apprised on important and pertinent matters	-	-	-	-	-	-	-
Provides high quality advice and assistance	-	-	-	-	-	-	-
Communicates well both orally and in writing	-	-	-	-	-	-	-
Handles all interactions in a professional manner	-	-	-	-	-	-	-
Accomplishes goals and objectives and also provides additional value	-	-	-	-	-	-	-
Overall level of satisfaction	-	-	-	-	-	-	-

Q35.a to Q35.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)

Analysis...: Q35.a to Q35.g
Filter.....: All Respondents
Options..: Transposed
Cells.....: Counts, Respondents

Q35.a to Q35.g Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)



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

I

Q37.a to Q37.g [Workplace Answers](#)

Analysis...: Q37.a to Q37.g

Filter.....: All Respondents

Score.....: Weight WT1

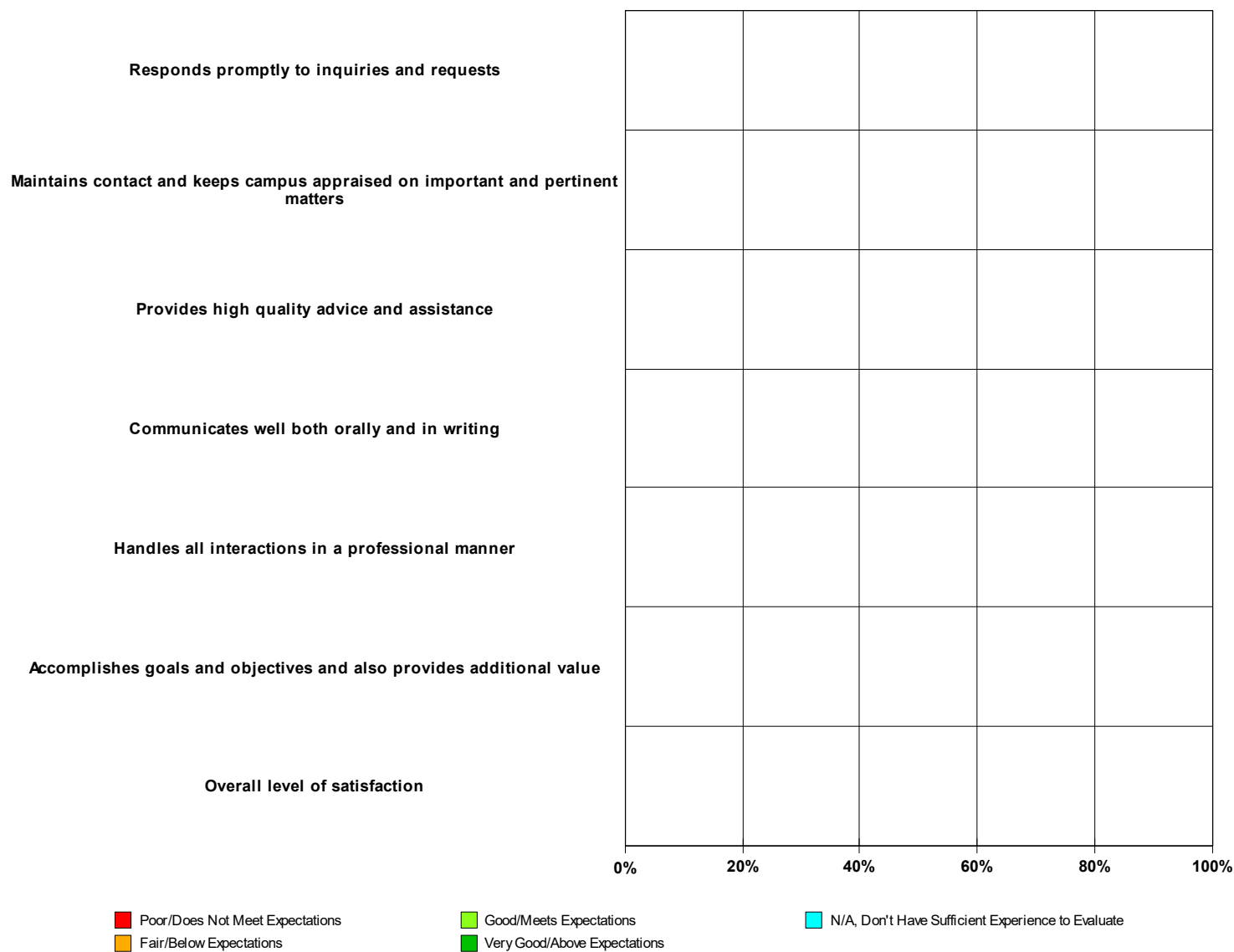
Cells.....: Counts, Respondents

	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	-	-	-	-	-	-	-
Responds promptly to inquiries and requests	-	-	-	-	-	-	-
Maintains contact and keeps campus appraised on important and pertinent matters	-	-	-	-	-	-	-
Provides high quality advice and assistance	-	-	-	-	-	-	-
Communicates well both orally and in writing	-	-	-	-	-	-	-
Handles all interactions in a professional manner	-	-	-	-	-	-	-
Accomplishes goals and objectives and also provides additional value	-	-	-	-	-	-	-
Overall level of satisfaction	-	-	-	-	-	-	-

Q37.a to Q37.g [Workplace Answers](#)

Analysis...: Q37.a to Q37.g
Filter.....: All Respondents
Options..: Transposed
Cells.....: Counts, Respondents

Q37.a to Q37.g Workplace Answers



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

I

Copy of the SNAP Professional Survey

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 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 CSURMA Insurance Brokerage/Consulting
- ☐ Alliant Insurance Services CSURMA Program Administrator
- ☐ Alliant Insurance Services Workers' Compensation Consulting
- ☐ Alliant Insurance Services CSURMA Property/Crime Claims Consulting
- ☐ Belfor - Property Loss Mitigation & Restoration
- ☐ CO Enterprise Accounting Accounting Services
- ☐ CO Office of Risk Management CSURMA Liability Claims Administrator
- ☐ CO Office of Risk Management Risk Consulting
- ☐ Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator
- ☐ Health Special Risk, Inc. - AIME Claims Administrator
- ☐ Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training
- ☐ Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator
- ☐ University of California Risk and Safety Solutions (RSS)
- ☐ Ventiv/AON e-solutions (Valley Oak Systems) WC/Liability Claims System Software
- ☐ Veoci (Virtual Emergency Operations Center)
- ☐ Witt O'Brien's, LLC (formally Witt Group Holdings, LLC)
- ☐ Workplace Answers

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 apprised 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 CSURMA Insurance Brokerage/Consulting:

Provides broker/consulting services for CSURMA 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 appraised 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 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

This page refers to your interactions with Alliant Insurance Services Workers' Compensation Consulting:
Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.

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 Insurance Services CSURMA Property/Crime Claims Consulting:

Provides property and crime claims administration services for CSURMA.

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> 
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

This page refers to your interactions with **Belfor - Property Loss Mitigation & Restoration:**
Provides emergency property loss mitigation and property restoration 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> 
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

Administrator:

Provides liability claims administration services for the campuses.

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 appraised 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 appraised 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

This page refers to your interactions with **Equifax Workforce Solutions (formerly TALX-UCeXpress)**
Unemployment Claims Administrator:

Provides unemployment claims administration services for the campuses.

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 appraised 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 apprised 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.

Provides Workers' Compensation claims administration services to the campuses.

		<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 Workers' Compensation claims administration services to the campuses.

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

This page refers to your interactions with [Ventiv/AON e-solutions \(Valley Oak Systems\) WC/Liability Claims System Software:](#)

Provides claims software system and system support for both workers' compensation and liability claims systems (iVOS).

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>
						
Q31a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q31b	Maintains contact and keeps campus apprised on important and pertinent matters	☐	☐	☐	☐	☐
Q31c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q31d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q31e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q31f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q31g	Overall level of satisfaction	☐	☐	☐	☐	☐

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

Q32

This page refers to your interactions with **Veoci (Virtual Emergency Operations Center):**

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>
						
Q33a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q33b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q33c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q33d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q33e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q33f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q33g	Overall level of satisfaction	☐	☐	☐	☐	☐

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

Q34

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> 
Q35a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q35b	Maintains contact and keeps campus apprised on important and pertinent matters	☐	☐	☐	☐	☐
Q35c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q35d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q35e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q35f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q35g	Overall level of satisfaction	☐	☐	☐	☐	☐

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

Q36

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
						
Q37a	Responds promptly to inquiries and requests	☐	☐	☐	☐	☐
Q37b	Maintains contact and keeps campus appraised on important and pertinent matters	☐	☐	☐	☐	☐
Q37c	Provides high quality advice and assistance	☐	☐	☐	☐	☐
Q37d	Communicates well both orally and in writing	☐	☐	☐	☐	☐
Q37e	Handles all interactions in a professional manner	☐	☐	☐	☐	☐
Q37f	Accomplishes goals and objectives and also provides additional value	☐	☐	☐	☐	☐
Q37g	Overall level of satisfaction	☐	☐	☐	☐	☐

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

Q38

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

Thank you for your feedback.