

CSURMA Campus Survey - Dashboard

83.05%

 Completion Rate

49

 Completed

180

 Viewed

59

 Started

10

 Dropouts

4 mins

 Average Time

Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services

4

2.99%



Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.

20

14.93%



Alliant Insurance Services - CSURMA Program 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.

18

13.43%



Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.

16

11.94%



Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.

4

2.99%



Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.

21

15.67%



Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.

10

7.46%



Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.

16

11.94%



University of California Risk and Safety Solutions (RSS)

8

5.97%



Veoci (Virtual Emergency Operations Center)

10

7.46%



Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.

7

5.22%



Total

134

100%

	Overall level of satisfaction						Mean Score
	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Total	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	2	3	3		8	3.13
Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.	0	4	13	13		30	3.30
Alliant Insurance Services - CSURMA Program 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.	0	4	13	12		29	3.28
Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.	0	2	6	15		23	3.57
Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.	0	2	2	4		8	3.25
Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.	0	2	13	8		23	3.26
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	3	9	7		19	3.21
Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.	0	2	7	15		24	3.54
University of California Risk and Safety Solutions (RSS)	0	4	5	4		13	3.00
Veoci (Virtual Emergency Operations Center)	0	3	9	6		18	3.17
Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.	0	3	5	6		14	3.21

	Responds promptly to inquiries and requests						Mean Score
	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Total	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	2	3	3		8	3.13
Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.	0	3	12	13		28	3.03
Alliant Insurance Services - CSURMA Program 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.	0	4	12	12		28	3.07
Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.	0	2	6	14		22	3.25
Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.	0	1	3	4		8	3.38
Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.	0	2	13	9		24	3.29
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	3	9	6		18	3.00
Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.	0	2	6	15		23	3.28
University of California Risk and Safety Solutions (RSS)	0	3	6	4		13	2.86
Veoci (Virtual Emergency Operations Center)	0	3	7	5		15	2.76
Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.	0	3	5	5		13	3.15

	Maintains contact and keeps campus appraised on important and pertinent matters						Mean Score
	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Total	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	2	3	3		8	3.13
Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.	0	4	14	13		31	3.09
Alliant Insurance Services - CSURMA Program 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.	0	4	13	11		28	3.14
Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.	0	2	9	14		25	3.35
Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.	0	2	3	4		9	3.22
Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.	0	2	12	8		22	3.27
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	3	9	7		19	3.21
Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.	0	2	9	15		26	3.37
University of California Risk and Safety Solutions (RSS)	0	3	7	3		13	3.00
Veoci (Virtual Emergency Operations Center)	0	3	9	6		18	3.00
Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.	0	3	6	6		15	3.20

	Provides high quality advice and assistance						Mean Score
	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Total	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	1	3	4		8	3.38
Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.	0	4	13	16		33	3.17
Alliant Insurance Services - CSURMA Program 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.	0	3	14	14		31	3.25
Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.	0	1	6	16		23	3.50
Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.	0	1	2	4		7	3.43
Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.	0	1	12	11		24	3.42
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	3	10	8		21	3.24
Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.	0	1	7	16		24	3.48
University of California Risk and Safety Solutions (RSS)	0	2	5	6		13	3.07
Veoci (Virtual Emergency Operations Center)	0	4	9	8		21	3.05
Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.	0	3	5	7		15	3.27

	Communicates well both orally and in writing						Mean Score
	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Total	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	1	3	3		7	3.29
Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.	0	3	12	13		28	3.13
Alliant Insurance Services - CSURMA Program 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.	0	3	13	11		27	3.18
Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.	0	1	6	15		22	3.48
Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.	0	1	2	4		7	3.43
Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.	0	2	13	7		22	3.23
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	2	10	6		18	3.22
Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.	0	1	7	15		23	3.46
University of California Risk and Safety Solutions (RSS)	0	3	7	3		13	3.00
Veoci (Virtual Emergency Operations Center)	0	3	8	5		16	2.94
Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.	0	2	5	5		12	3.25

	Handles all interactions in a professional manner						Mean Score
	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Total	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	1	3	4		8	3.38
Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.	0	1	13	17		31	3.21
Alliant Insurance Services - CSURMA Program 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.	0	2	13	14		29	3.19
Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.	0	1	5	16		22	3.38
Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.	0	0	3	4		7	3.57
Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.	0	1	11	11		23	3.43
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	2	10	8		20	3.14
Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.	0	1	6	16		23	3.36
University of California Risk and Safety Solutions (RSS)	0	2	6	6		14	3.29
Veoci (Virtual Emergency Operations Center)	0	2	8	8		18	3.00
Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.	0	1	5	7		13	3.46

	Accomplishes goals and objectives and also provides additional value						Mean Score
	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Total	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	3	3	3		9	3.00
Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.	0	6	11	13		30	2.94
Alliant Insurance Services - CSURMA Program 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.	0	5	12	11		28	3.00
Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.	0	3	5	14		22	3.21
Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.	0	2	2	4		8	3.25
Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.	0	3	13	7		23	3.17
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	5	9	7		21	2.95
Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.	0	3	5	15		23	3.24
University of California Risk and Safety Solutions (RSS)	0	3	7	4		14	3.07
Veoci (Virtual Emergency Operations Center)	0	5	7	6		18	2.75
Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.	0	5	5	6		16	3.06

		Alliant Insurance Services - CSURMA Program 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.
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.	
No Comments	Van provides the best service by always responding promptly and efficiently. There are some times when others may not provide the most clarity on questions or requests for information but eventually we are always able to solve any issues.	CSURMA Program Administration is handled extremely well. I also really like the updated CSURMA.org website.
	I enjoy working with Van Rin and La Shaunda Wallace. They are both professional, helpful and responsive.	Always good info sharing and interaction with Alliant staff and program administrators. Thank you for the years of excellent assistance!
	Some Insurance follow-ups took longer than expected.	Increase engagement efforts with individual campus constituents to provide suggestions on improving risk programming.

Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.	Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.	Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.
Excellent	Thank you!	Athletics works with the AIME Program. ERM doesn't access this Sorts Claims program often but when we do, the results are satisfactory.
Though I don't handle workers' compensation on a day-to-day basis, my WC Manager interacts with the group extensively. He always raves about Jacki and the work she does for the group.	The deadlines and support for information related to claims are not realistic. We often have less than one business day to respond to requests for confirmation of information. There is no customer service or support provided.	Great communication and good response time. No issues
Jacki Graf is always a great resource.		Improve the program, including the billing model, with the goal to reduce costs to the University.
Continued and targeted engagement to improve campus worker's compensation program with the goal of reducing claims and costs.		N/A
Jacki is amazing and is always willing to help when it is needed.		When there was turnover there was no new contact provided. Did not cause any major issues and was resolved quickly however did delay some answers to questions.

Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.	University of California Risk and Safety Solutions (RSS)
None at this time	Excellent!	None at this time
Candace and Jimmy were vital to the development of SF State's Youth Protection Program. They provided a great del of information which we were able to customize to meet the campus needs.	Our adjuster Joanne Michaels works so well with me and our injured employees. I have an amazing working relationship with her. Shane Cole is always available to assist in providing reports or technical support to me and Trish Daniels has been very helpful as well.	The RSS staff are great. We would like to see some of our software customization implemented quicker, but all in all we appreciate the access to this system.
We love the value, expertise, and professional support that Preasidium brings to the CSU. We have used many aspects of their contracted services, including extra services. We appreciate the newly negotiated suite of services designed to help campuses and youth.	Ongoing and continuous engagement with the campus to ensure that emerging issues are addressed proactively	Provide a dashboard showing data for each campus to allow comparison across CSU.
Engage with CSU to develop a robust campus youth program protection policy.	This year they seemed to struggle with the pandemic and claim assignment reorg.	RSS accomplishes the goals or regulations set by the university. In terms of specific modules, some are more developed than others.

Veoci (Virtual Emergency Operations Center) Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.	
Too many different channels and training is poor.	Love working with them.
Using Veoci during the pandemic was instrumental to coordinating our campus efforts with the CO's efforts.	The folks at WOB have provided much needed guidance on working through the FEMA claims process. Hats off to them!
The application/user interface is poor and not user friendly. Increase individual campus engagement; more responsive and timely communication.	I enjoyed the sessions with CO Emergency Management and Witt O'Brien's. The sessions were very helpful. I also enjoyed working with Robert Anderson who was assigned to my campus. He was very helpful, patient and responsive.