

CSURMA Auxiliary Survey - Dashboard

92.98%

 Completion Rate

53

 Completed

245

 Viewed

57

 Started

4

 Dropouts

5 mins

 Average Time

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

1

0.6% 

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

46

27.54% 

Alliant Insurance Services - AORMA Program 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.

33

19.76% 

Carl Warren & Co - Liability Claims Administrator: The liability claims administrator for the auxiliaries.

16

9.58% 

Employers Group - HR Consulting Services: Provides consulting and assistance in HR-related matters.

20

11.98% 

Equifax Workforce Solutions (UI Claims Administrator)

21

12.57% 

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

4

2.4% 

Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.

26

15.57% 

Total

167

100%

	Overall level of satisfaction					Mean Score
	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	0	1	1	0	3.50
Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA/AORMA purchased insurance.	1	2	24	26	5	3.42
Alliant Insurance Services - AORMA Program 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.	1	1	14	22	3	3.50
Carl Warren & Co - Liability Claims Administrator: The liability claims administrator for the auxiliaries.	1	2	10	12	2	3.32
Employers Group - HR Consulting Services: Provides consulting and assistance in HR-related matters.	1	2	14	12	5	3.28
Equifax Workforce Solutions (UI Claims Administrator)	1	1	15	12	6	3.31
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	0	0	4	0	4.00
Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.	1	2	18	16	5	3.32

	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	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	0	1	1	0	3.50
Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA/AORMA purchased insurance.	1	2	24	26	5	3.42
Alliant Insurance Services - AORMA Program 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.	1	1	14	22	3	3.50
Carl Warren & Co - Liability Claims Administrator: The liability claims administrator for the auxiliaries.	1	2	10	12	2	3.32
Employers Group - HR Consulting Services: Provides consulting and assistance in HR-related matters.	1	2	14	12	5	3.28
Equifax Workforce Solutions (UI Claims Administrator)	1	1	15	12	6	3.31
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	0	0	4	0	4.00
Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.	1	2	18	16	5	3.32

	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	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	0	0	1	1	4.00
Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA/AORMA purchased insurance.	1	3	27	25	7	3.36
Alliant Insurance Services - AORMA Program 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.	0	3	15	21	7	3.46
Carl Warren & Co - Liability Claims Administrator: The liability claims administrator for the auxiliaries.	1	0	8	12	5	3.48
Employers Group - HR Consulting Services: Provides consulting and assistance in HR-related matters.	1	4	12	14	6	3.26
Equifax Workforce Solutions (UI Claims Administrator)	0	5	13	14	7	3.28
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	0	1	3	0	3.75
Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.	1	5	16	18	6	3.28

	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	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	0	1	1	0	3.50
Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA/AORMA purchased insurance.	0	4	26	27	6	3.40
Alliant Insurance Services - AORMA Program 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.	0	3	16	23	5	3.48
Carl Warren & Co - Liability Claims Administrator: The liability claims administrator for the auxiliaries.	0	2	10	11	2	3.39
Employers Group - HR Consulting Services: Provides consulting and assistance in HR-related matters.	0	4	16	12	6	3.25
Equifax Workforce Solutions (UI Claims Administrator)	0	4	17	13	8	3.26
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	0	1	3	0	3.75
Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.	0	5	20	17	7	3.29

	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	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	0	1	1	0	3.50
Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA/AORMA purchased insurance.	1	2	27	24	5	3.37
Alliant Insurance Services - AORMA Program 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.	1	1	17	20	4	3.44
Carl Warren & Co - Liability Claims Administrator: The liability claims administrator for the auxiliaries.	1	1	10	11	1	3.35
Employers Group - HR Consulting Services: Provides consulting and assistance in HR-related matters.	2	2	16	11	6	3.16
Equifax Workforce Solutions (UI Claims Administrator)	2	1	18	12	7	3.21
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	0	1	3	0	3.75
Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.	2	2	21	16	6	3.24

	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	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	0	1	1	0	3.50
Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA/AORMA purchased insurance.	0	3	24	28	5	3.45
Alliant Insurance Services - AORMA Program 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.	0	2	15	24	4	3.54
Carl Warren & Co - Liability Claims Administrator: The liability claims administrator for the auxiliaries.	0	2	10	12	2	3.42
Employers Group - HR Consulting Services: Provides consulting and assistance in HR-related matters.	0	3	14	12	6	3.31
Equifax Workforce Solutions (UI Claims Administrator)	0	2	14	13	7	3.38
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	0	1	4	0	3.80
Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.	0	3	17	17	6	3.38

	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	
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	0	0	0	1	1	4.00
Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA/AORMA purchased insurance.	1	3	26	25	6	3.36
Alliant Insurance Services - AORMA Program 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.	0	3	16	18	7	3.41
Carl Warren & Co - Liability Claims Administrator: The liability claims administrator for the auxiliaries.	1	1	10	12	3	3.38
Employers Group - HR Consulting Services: Provides consulting and assistance in HR-related matters.	3	1	17	10	5	3.10
Equifax Workforce Solutions (UI Claims Administrator)	2	2	17	11	6	3.16
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	0	0	1	3	0	3.75
Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.	3	2	20	15	5	3.18

Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA/AORMA purchased insurance.
No Comments	Mimi Long is a great resource and always responds promptly.
	Excellent!
	Campus Risk Management/Contract departments should partner with Alliant to provide integrated training to campus and auxiliaries because contracts and risk management are integrated. Contracts and risk management cannot be treated in isolation.
	Sonoma State Enterprises still hasn't received the final payment from the 2017 Tubbs Wildfire Claim - not sure which organization within CSURMA/AORMA owes this but campus leadership can't get anyone to respond to payment requests and just under \$10k is owed.
	Always quick, thorough replies. Super appreciate.
	We utilized them to add a vision plan to our overall benefits package (our health is separate). They were fantastic from start to finish in the process.
	Van Rin is amazingly helpful and a pleasure to work with! Always very responsive and provides excellent customer service. We have also had great experiences with Tevea Him, and of course we love Mimi Long. Mimi is such a valuable asset to Alliant.
	We really enjoy having a strong relationship with Alliant Insurance Services.
	Can the annual renewal document either be online or in a fillable field document? Utilizing word documents as a form is really awkward.
	Desite their workload, they keep track of me and my organization, and remember our needs and conversations. Very professional and surprisingly personal customer service.
	We've had very little interaction with them, so difficult to rate
	Good Services
	I always receive excellent service. It is beyond what I would expect from a large company. They are very personable.
	N/A
	Mimi Long is great to work with.

Employers Group - HR Consulting**Services: Provides consulting and assistance in HR-related matters.****Equifax Workforce Solutions (UI Claims Administrator)**

Perfect!

Great!

Super helpful, knowledgeable, and friendly.

I don't deal with them directly and can't answer these questions.

They have changed their email updates for the worse. I don't find them very helpful

This has been the most difficult year with the increase in UI claims. I think there were general volume issues early in 2020, but I don't think that was necessarily within Equifax's control. Overall we are satisfied with this service. The user interface for claims management is a little confusing at times.

No follow up or completion of projects

Needs to complete projects as promised

They are very knowledgeable in the field and easy to work with.

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

Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.

staying accountable to the client and holding the client responsible for keeping minors safe.

Excellent Customer Service! Everyone is super especially Katie Brant who is awesome! Patricia Daniels who is great! Cindy Parker who is splendid!

Katie Brant is one of the best Worker's Comp Agents that I have worked with in my 20+ years in the HR Profession. She provides exemplary service and is always prompt in responding to inquiries.

Our Adjuster, Katie Brant, is AWESOME. She works very hard advocating for our organization.

Sedgwick is a trusted partner for us and is always very responsive to our needs. They have supported us in the all the changes to Worker's Comp reporting due to COVID-19. Katie Brant is an amazing ambassador for their company.

Katie is great. Only question is that we don't know who to contact in Katie's absence