

2025 CSURMA Campus - Dashboard

40

⦿ Total Responses

32

🚩 Completed

80%

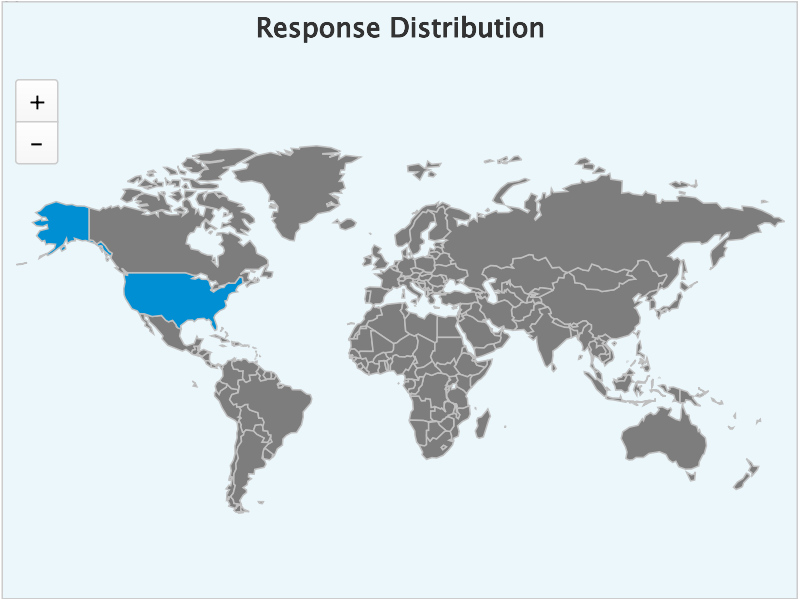
🕒 Completion Rate

8

🚫 Dropouts

5 min

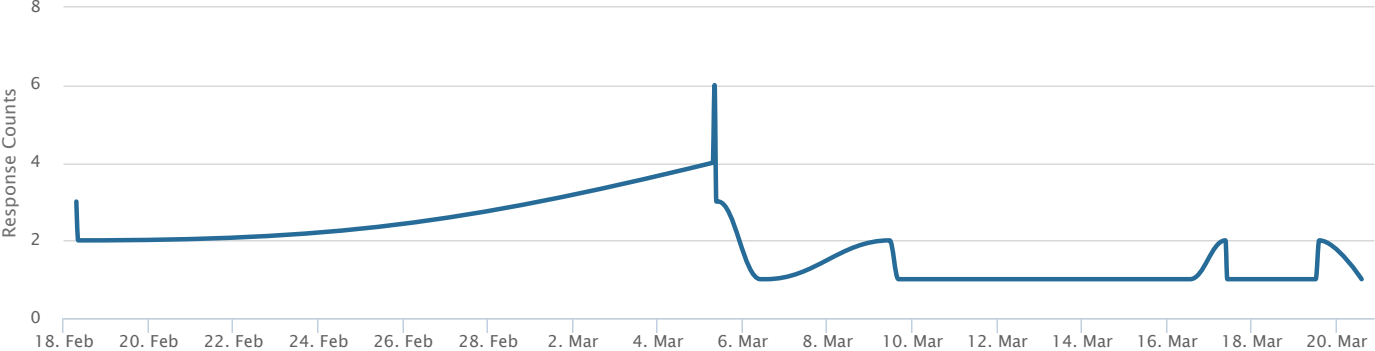
🕒 Average Time



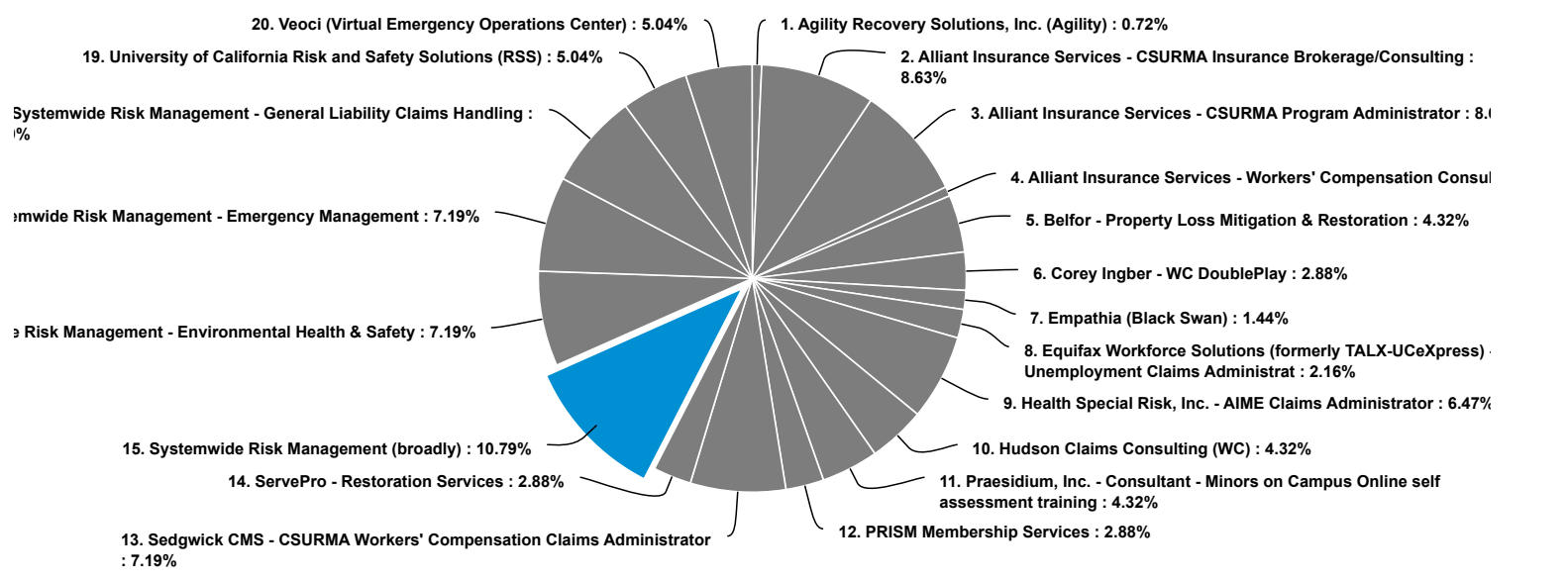
Countries	Responses
US	100.00%
Total	100.00%

💻 100% Desktop / LAPTOP	95% Windows	5% Mac	0% Linux	0% Other
📱 0% SMARTPHONES	0% Android	0% iPhone	0% Windows	0% Other
📺 0% TABLETS	0% iPad	0% Android	0% Windows	0% Other

Response Count Time Line



Please "select" all Vendor/Service Providers that you worked with from January 1, 2025 through December 31, 2025:



Answer	Count	Percent	20%	40%	60%	80%	100%
1. Agility Recovery Solutions, Inc. (Agility)	1	0.72%					
2. Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting	12	8.63%					
3. Alliant Insurance Services - CSURMA Program Administrator	12	8.63%					
4. Alliant Insurance Services - Workers' Compensation Consulting	1	0.72%					
5. Belfor - Property Loss Mitigation & Restoration	6	4.32%					
6. Corey Ingber - WC DoublePlay	4	2.88%					
7. Empathia (Black Swan)	2	1.44%					
8. Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator	3	2.16%					
9. Health Special Risk, Inc. - AIME Claims Administrator	9	6.47%					
10. Hudson Claims Consulting (WC)	6	4.32%					
11. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training	6	4.32%					
12. PRISM Membership Services	4	2.88%					
13. Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator	10	7.19%					
14. ServePro - Restoration Services	4	2.88%					
15. Systemwide Risk Management (broadly)	15	10.79%					
16. Systemwide Risk Management - Environmental Health & Safety	10	7.19%					
Total	139	100 %					

Answer	Count	Percent	20%	40%	60%	80%	100%
17. Systemwide Risk Management - Emergency Management	10	7.19%					
18. Systemwide Risk Management - General Liability Claims Handling	10	7.19%					
19. University of California Risk and Safety Solutions (RSS)	7	5.04%					
20. Veoci (Virtual Emergency Operations Center)	7	5.04%					
Total	139	100 %					

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

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

Responds promptly to inquiries and requests

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

Maintains contact and keeps campus appraised on important and pertinent matters

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

Provides high quality advice and assistance

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

Communicates well both orally and in writing

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

Handles all interactions in a professional manner

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

Accomplishes goals and objectives and also provides additional value

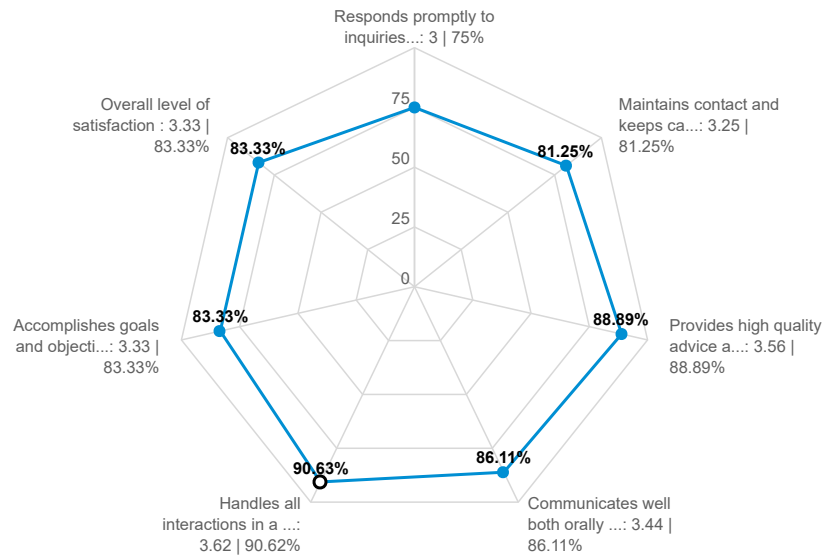
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Overall level of satisfaction

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

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

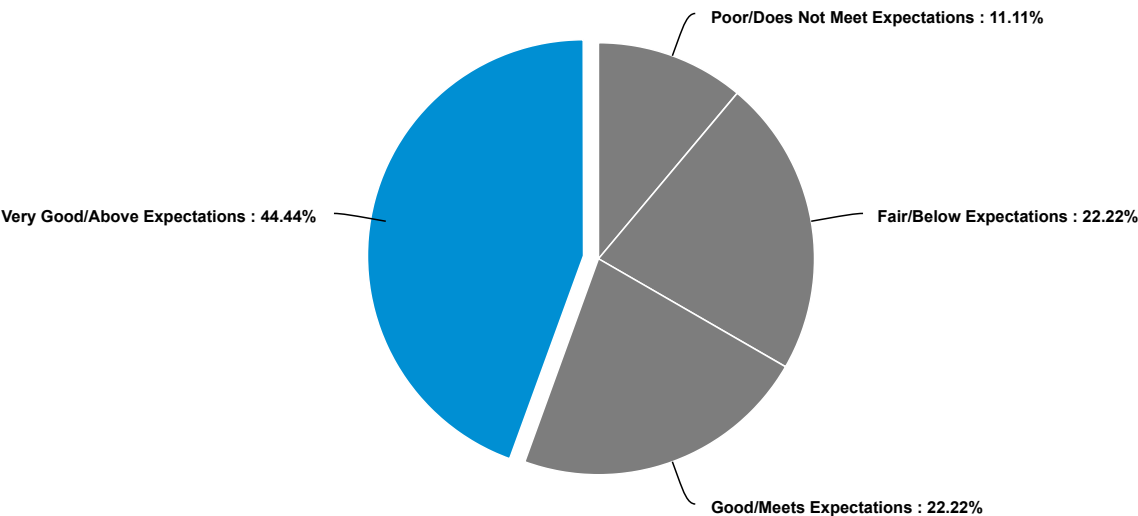
2. Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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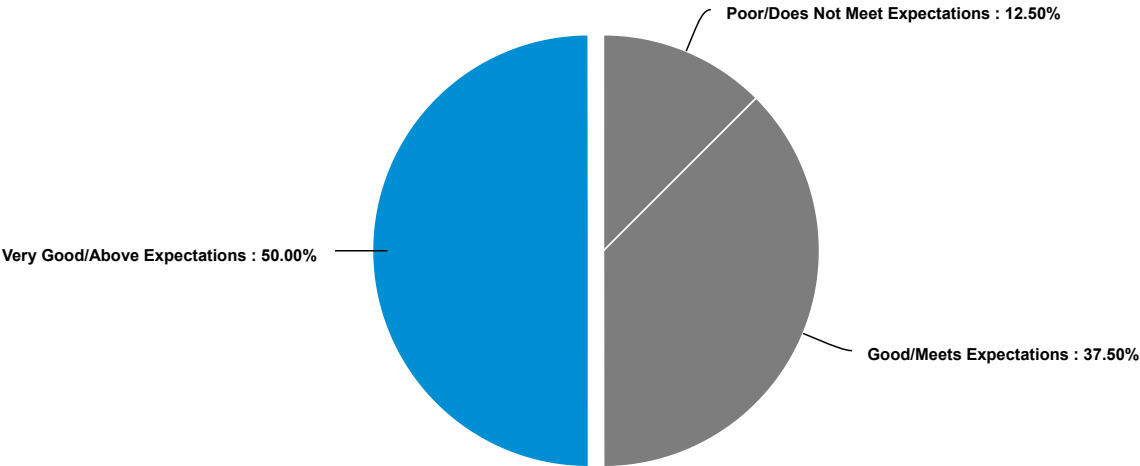
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	9	3				
Maintains contact and keeps campus appraised on important and pertinent matters	8	3.25				
Provides high quality advice and assistance	9	3.56				
Communicates well both orally and in writing	9	3.44				
Handles all interactions in a professional manner	8	3.62				
Accomplishes goals and objectives and also provides additional value	9	3.33				
Overall level of satisfaction	9	3.33				
Average		3.36				

Responds promptly to inquiries and requests



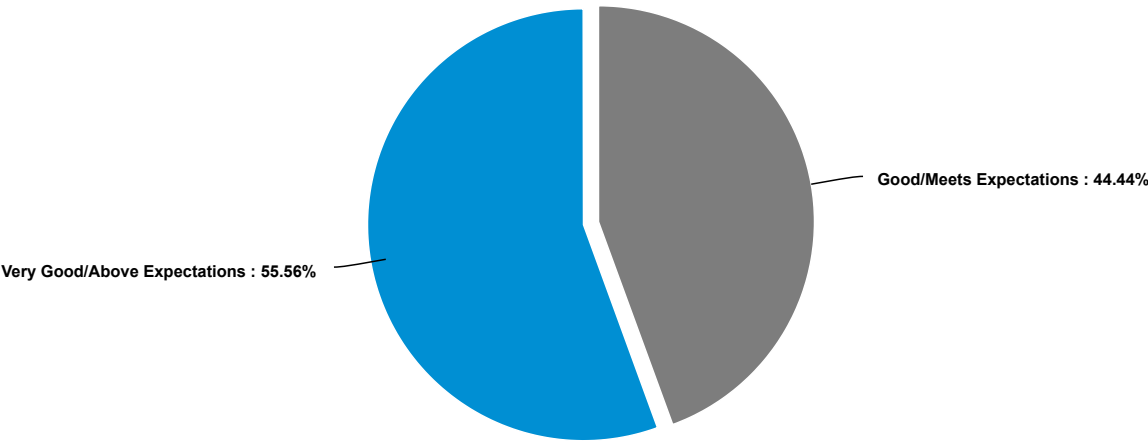
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	11.11%					
Fair/Below Expectations	2	22.22%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	4	44.44%					
Total	9	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



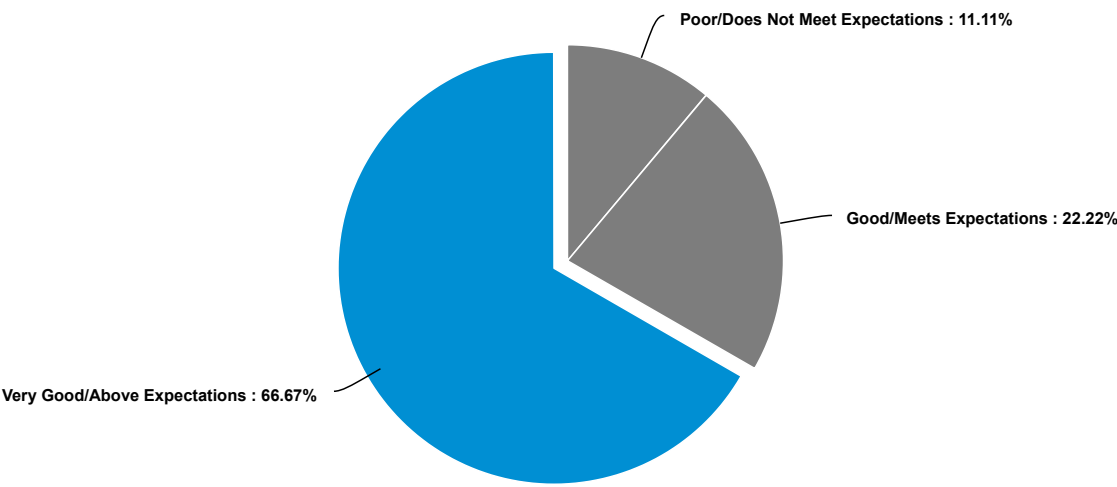
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	12.5%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	37.5%					
Very Good/Above Expectations	4	50%					
Total	8	100 %					

Provides high quality advice and assistance



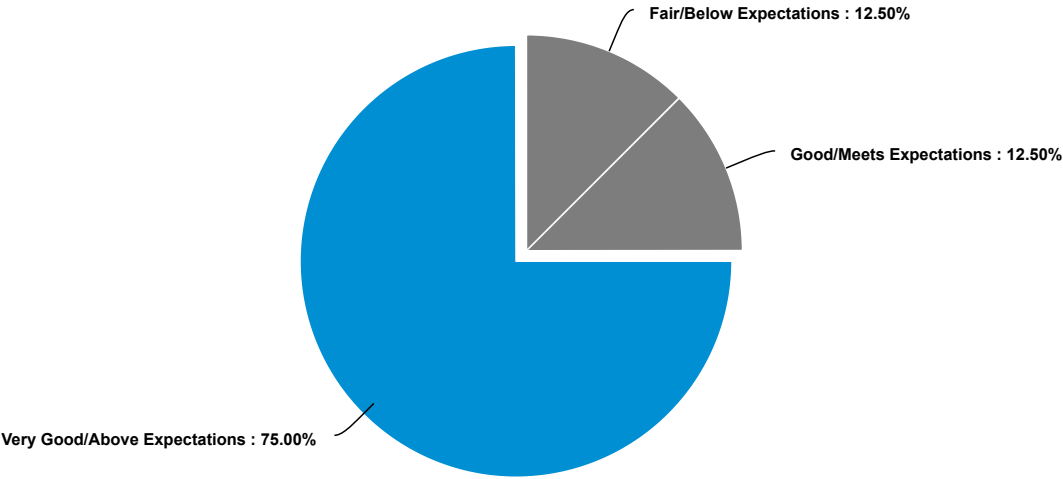
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	44.44%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

Communicates well both orally and in writing



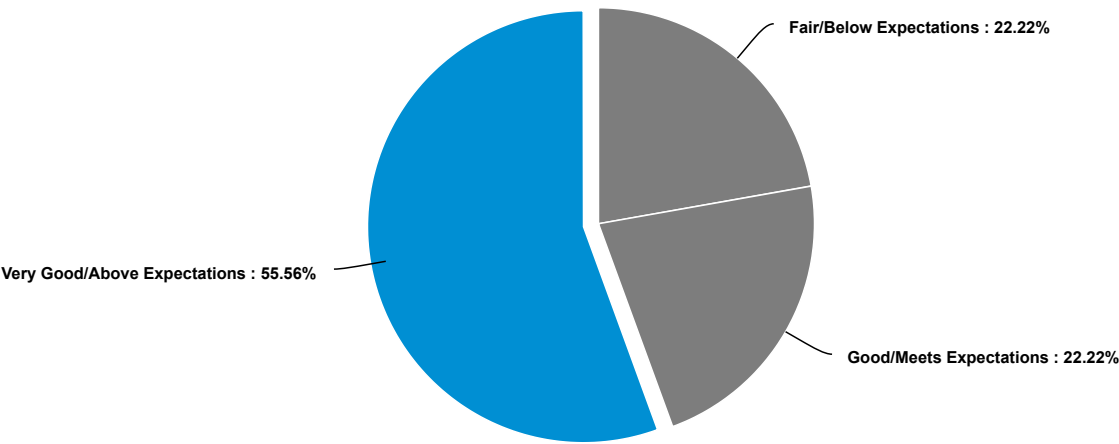
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	11.11%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	6	66.67%					
Total	9	100 %					

Handles all interactions in a professional manner



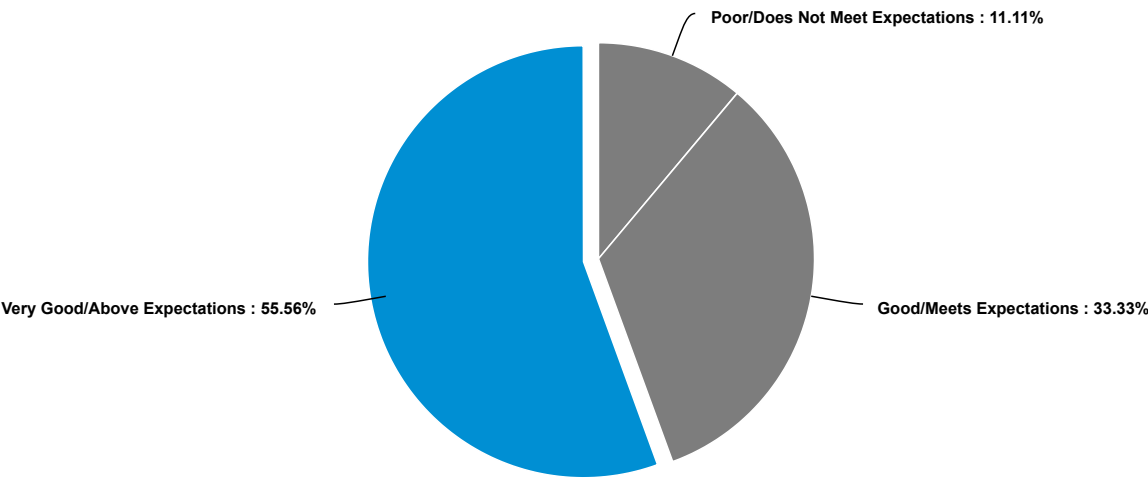
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	12.5%					
Good/Meets Expectations	1	12.5%					
Very Good/Above Expectations	6	75%					
Total	8	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	22.22%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

Overall level of satisfaction

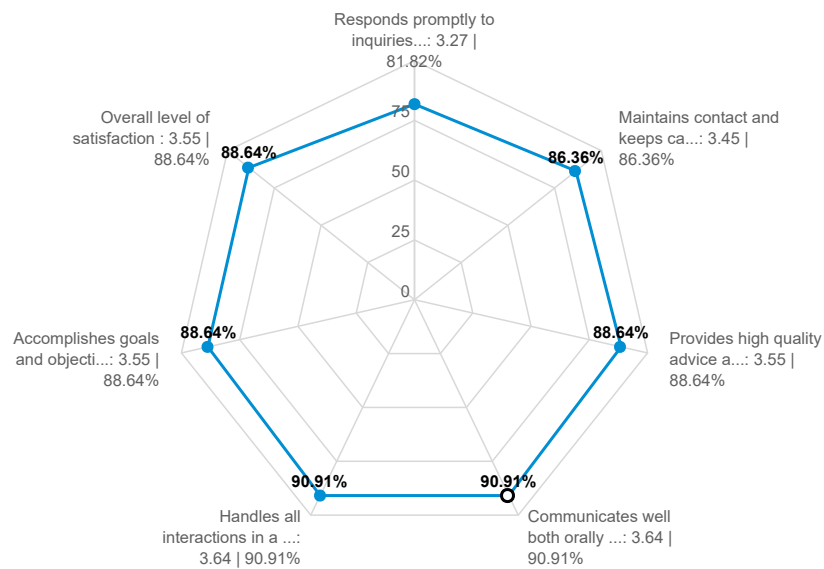


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	11.11%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	33.33%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

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

03/20/2026	203128306	Sometimes they are not responsive for days.
03/17/2026	202998436	n/a
03/12/2026	202865240	N/A
03/06/2026	202674910	I appreciate that I always get assistance from Alliant insurance brokerage staff. They even attend to "rush" items in a hurry. They are ALWAYS professional and give lots of helpful info.
03/05/2026	202637218	More in-depth training about each insurance program including shared best practices.
03/05/2026	202632186	Alliant provides great service for the CSU. The only area for improvement that I see is responding more timely/or providing statuses when one-off coverages are requested.
03/05/2026	202626978	Whether it is this company as a whole or just our contact with the company, my interaction with Alliant has been absolutely terrible. In general, I believe the companies I choose to work with should provide a net benefit to me, my program and the students I work with. Alliant is so far from being a positive contribution to us that we often take on extra work, extra cost and extra hardship to AVOID involving them in our process because we know that no matter how much added work we need to put in, working with Alliant will be worse. Much worse.

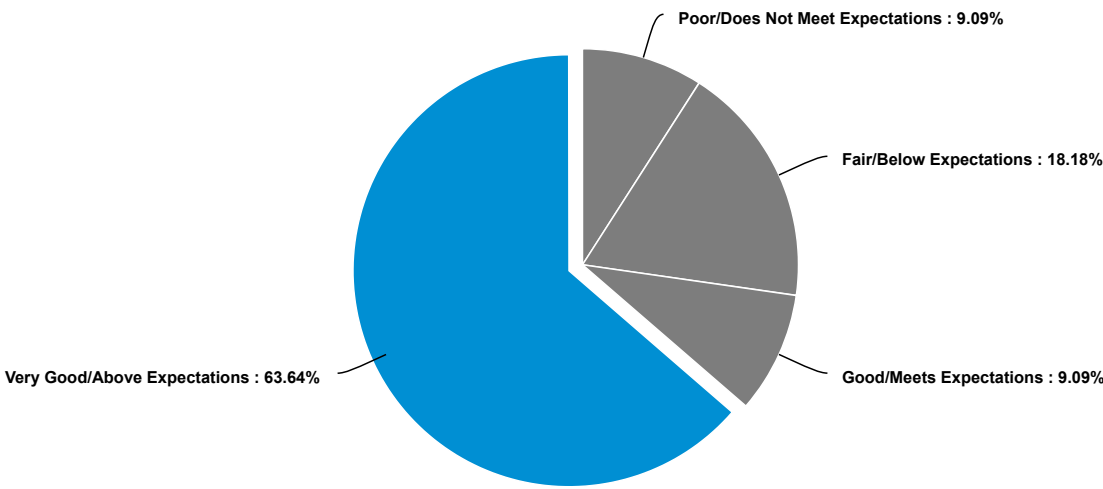
3. Alliant Insurance Services - CSURMA Program Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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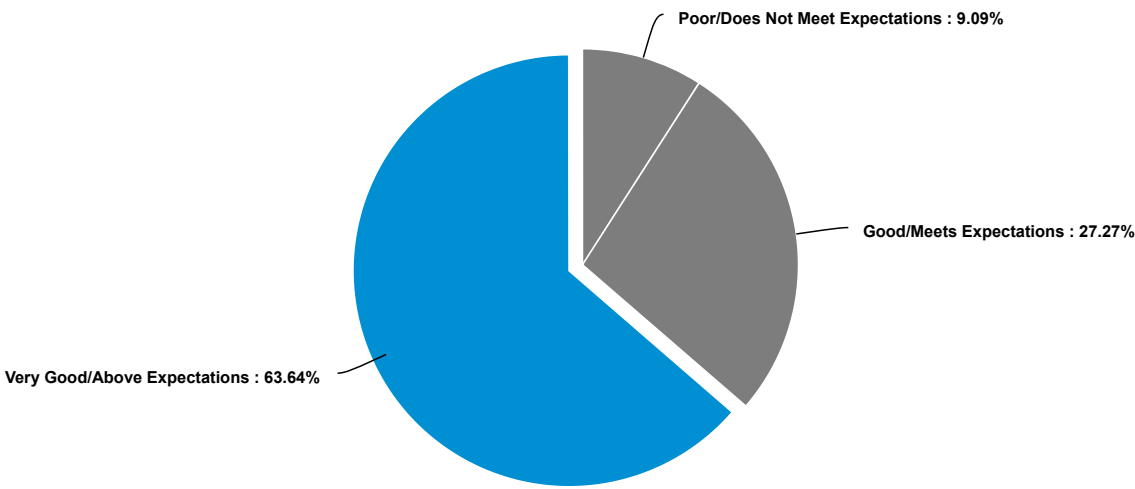
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	11	3.27				
Maintains contact and keeps campus apprised on important and pertinent matters	11	3.45				
Provides high quality advice and assistance	11	3.55				
Communicates well both orally and in writing	11	3.64				
Handles all interactions in a professional manner	11	3.64				
Accomplishes goals and objectives and also provides additional value	11	3.55				
Overall level of satisfaction	11	3.55				
Average		3.52				

Responds promptly to inquiries and requests



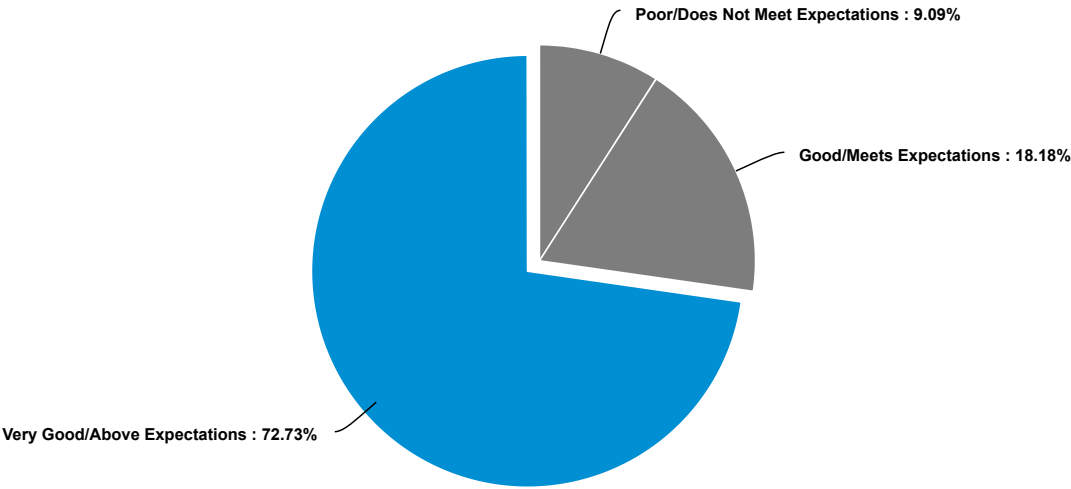
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	9.09%					
Fair/Below Expectations	2	18.18%					
Good/Meets Expectations	1	9.09%					
Very Good/Above Expectations	7	63.64%					
Total	11	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



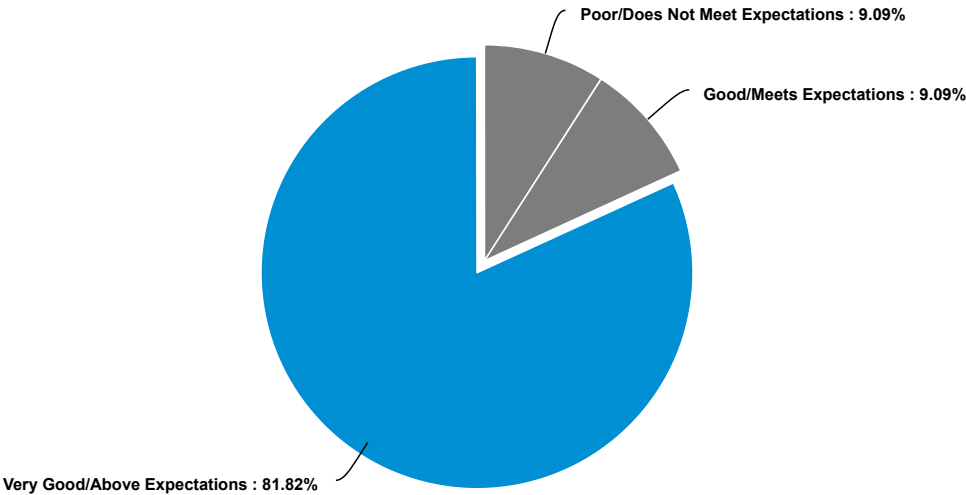
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	9.09%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	27.27%					
Very Good/Above Expectations	7	63.64%					
Total	11	100 %					

Provides high quality advice and assistance



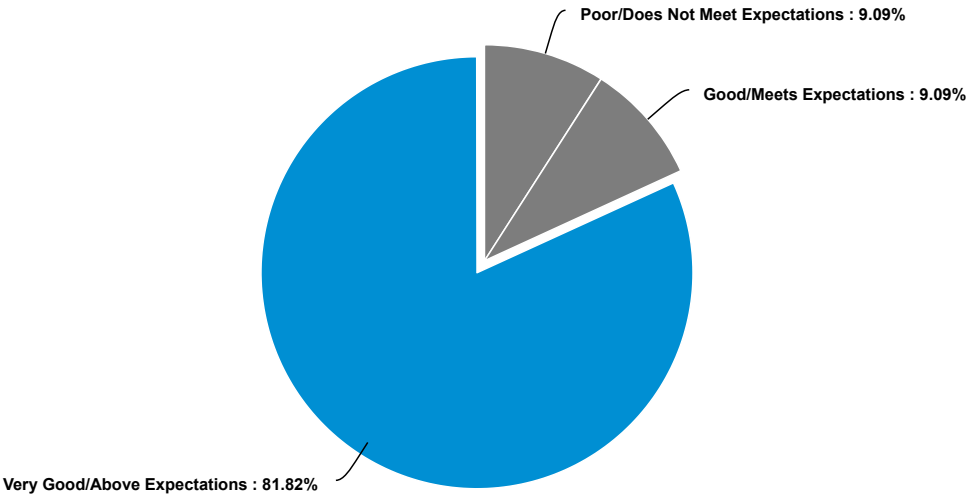
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	9.09%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	18.18%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

Communicates well both orally and in writing



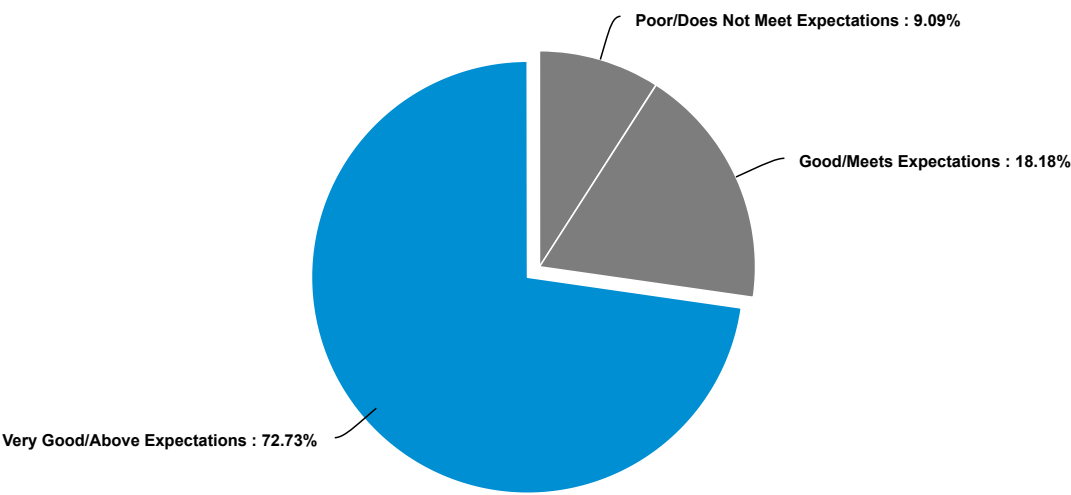
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	9.09%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	9.09%					
Very Good/Above Expectations	9	81.82%					
Total	11	100 %					

Handles all interactions in a professional manner



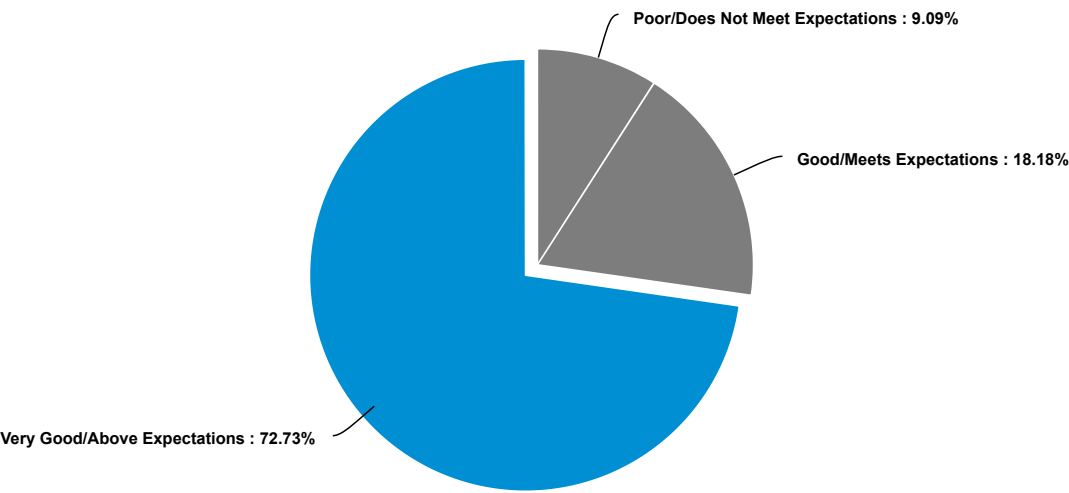
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	9.09%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	9.09%					
Very Good/Above Expectations	9	81.82%					
Total	11	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	9.09%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	18.18%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

Overall level of satisfaction

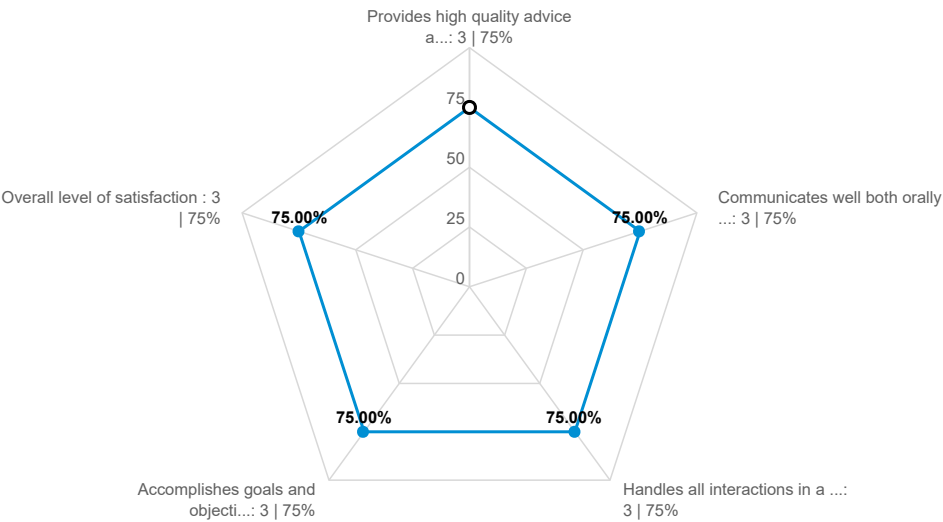


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	9.09%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	18.18%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

Comments/Suggestions for Alliant Insurance Services - CSURMA Program Administrator:

03/17/2026	202997369	our claims are not updated timely, we are constantly re-checking the work of the claims admin, lack of communication, non transparency regarding claims
03/12/2026	202865240	N/A
03/06/2026	202674910	The longstanding relationships with Alliant program staff is essential. We have great rapport and I can rely on their expertise and immediate attention with any matter I bring forward.

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



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	0	0				
Maintains contact and keeps campus appraised on important and pertinent matters	0	0				
Provides high quality advice and assistance	1	3				
Communicates well both orally and in writing	1	3				
Handles all interactions in a professional manner	1	3				
Accomplishes goals and objectives and also provides additional value	1	3				
Overall level of satisfaction	1	3				
Average		3				

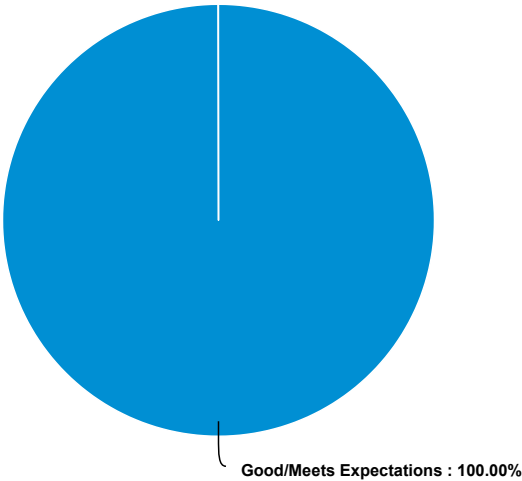
Responds promptly to inquiries and requests

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

Maintains contact and keeps campus appraised on important and pertinent matters

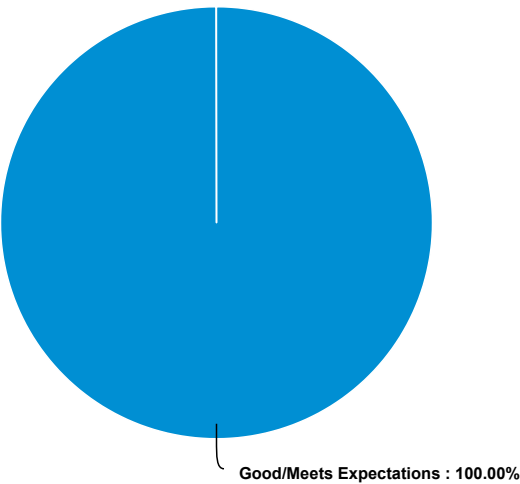
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	0	0%					
Total	0	0 %					

Provides high quality advice and assistance



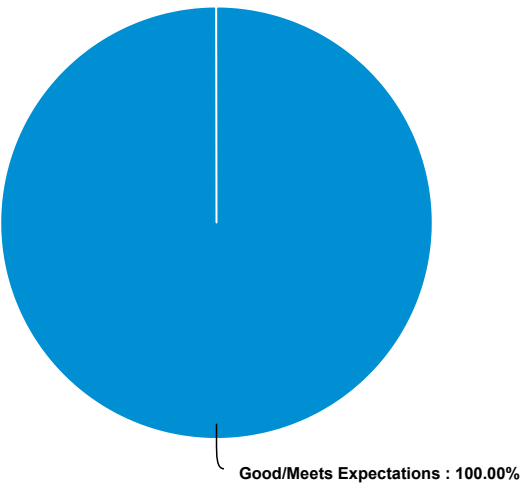
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	100%					
Very Good/Above Expectations	0	0%					
Total	1	100 %					

Communicates well both orally and in writing



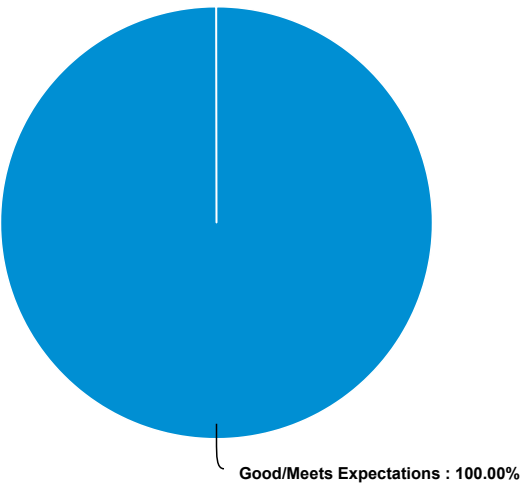
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	100%					
Very Good/Above Expectations	0	0%					
Total	1	100 %					

Handles all interactions in a professional manner



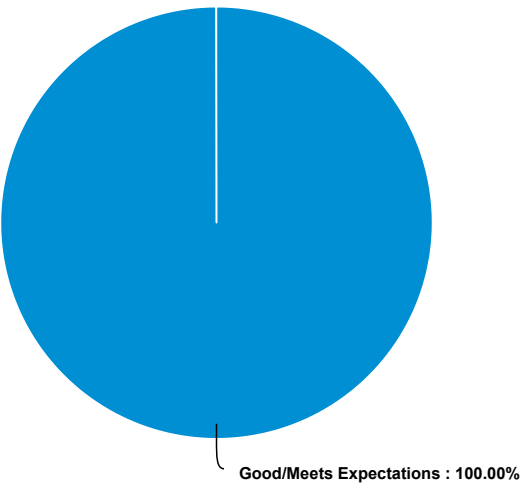
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	100%					
Very Good/Above Expectations	0	0%					
Total	1	100 %					

Accomplishes goals and objectives and also provides additional value



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

Overall level of satisfaction

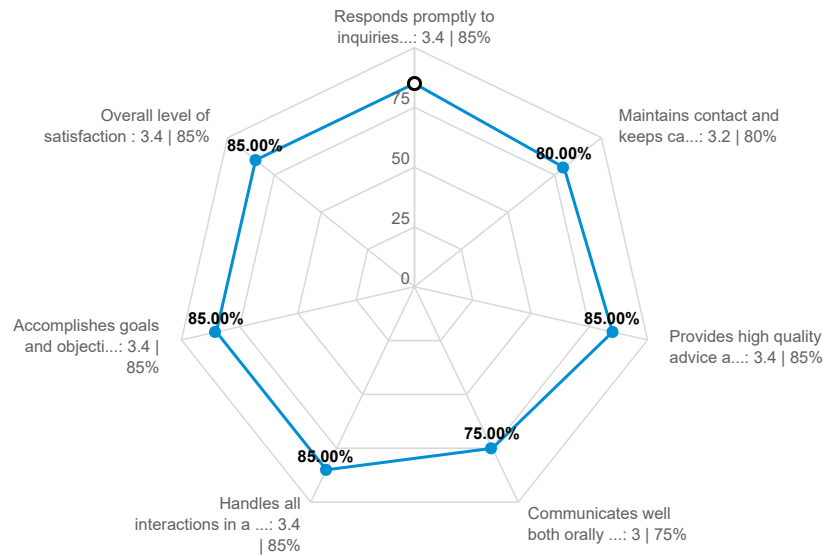


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	100%					
Very Good/Above Expectations	0	0%					
Total	1	100 %					

Comments/Suggestions for Alliant Insurance Services - Workers' Compensation Consulting:

03/05/2026 202628331 I do not have a lot of interaction with alliant but when I do they are helpful and give me the information I need.

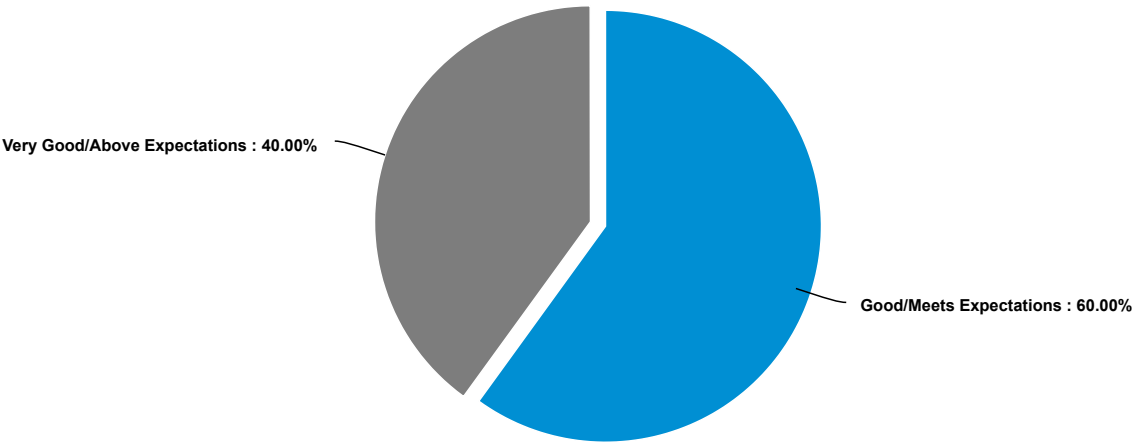
5. Belfor - Property Loss Mitigation & Restoration: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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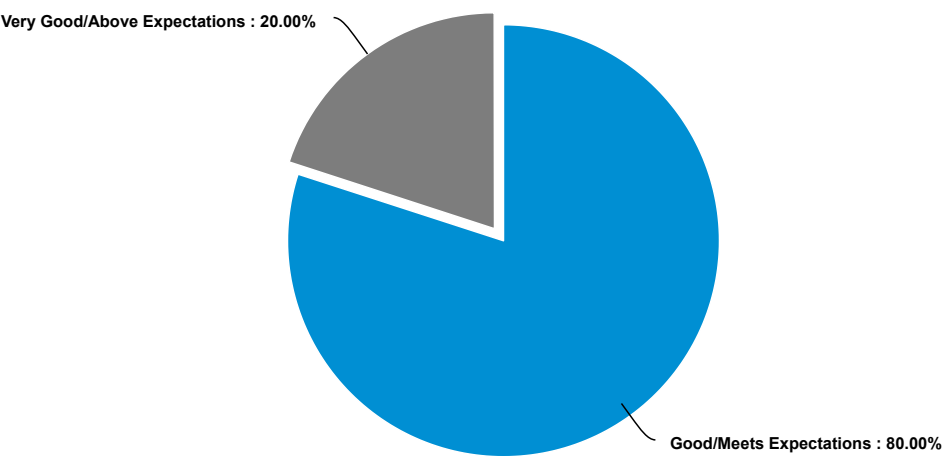
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	5	3.4				
Maintains contact and keeps campus appraised on important and pertinent matters	5	3.2				
Provides high quality advice and assistance	5	3.4				
Communicates well both orally and in writing	5	3				
Handles all interactions in a professional manner	5	3.4				
Accomplishes goals and objectives and also provides additional value	5	3.4				
Overall level of satisfaction	5	3.4				
Average		3.31				

Responds promptly to inquiries and requests



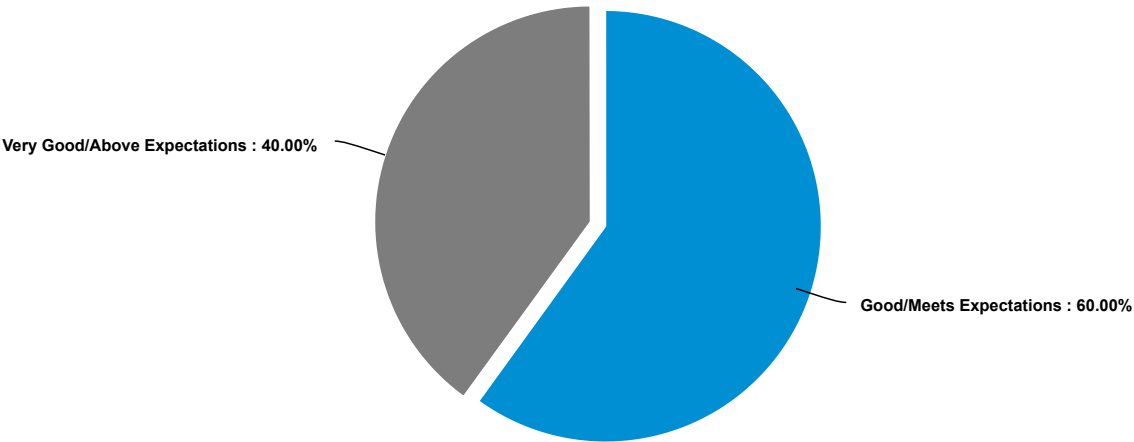
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	60%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



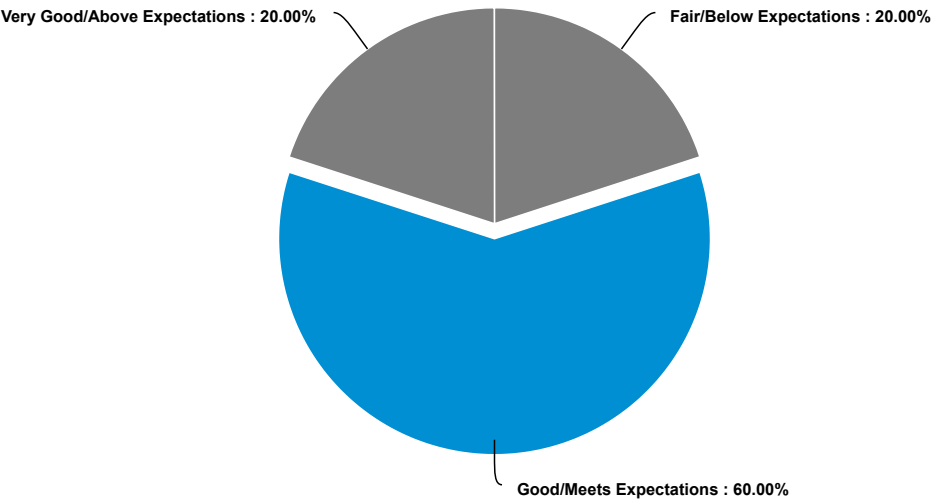
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	80%					
Very Good/Above Expectations	1	20%					
Total	5	100 %					

Provides high quality advice and assistance



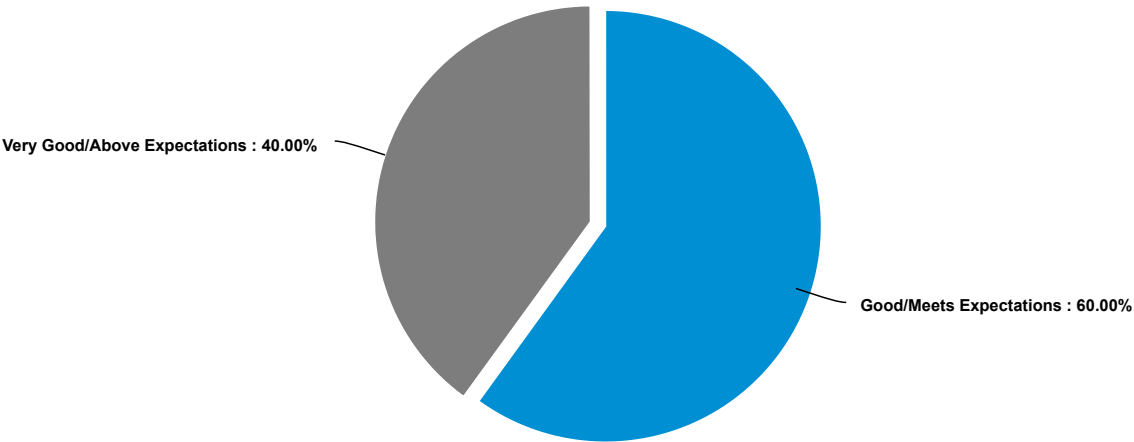
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	60%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Communicates well both orally and in writing



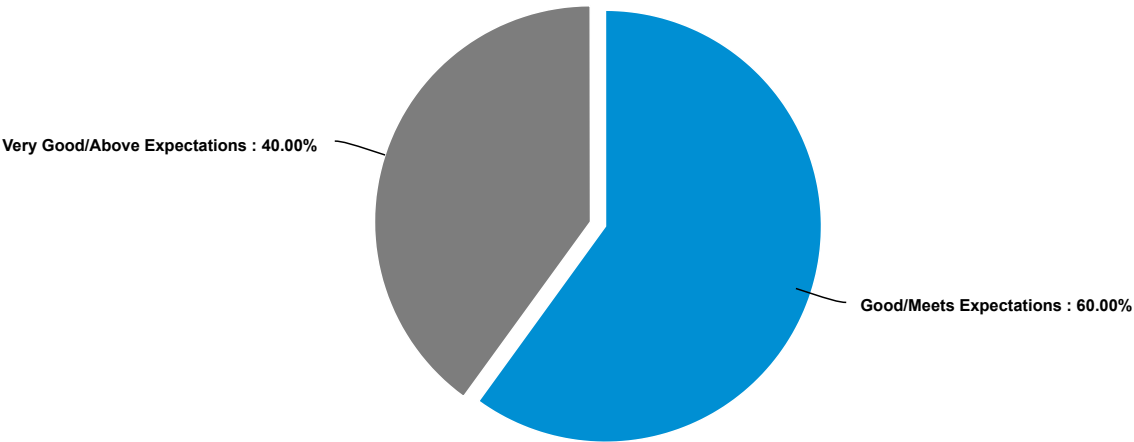
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	20%					
Good/Meets Expectations	3	60%					
Very Good/Above Expectations	1	20%					
Total	5	100 %					

Handles all interactions in a professional manner



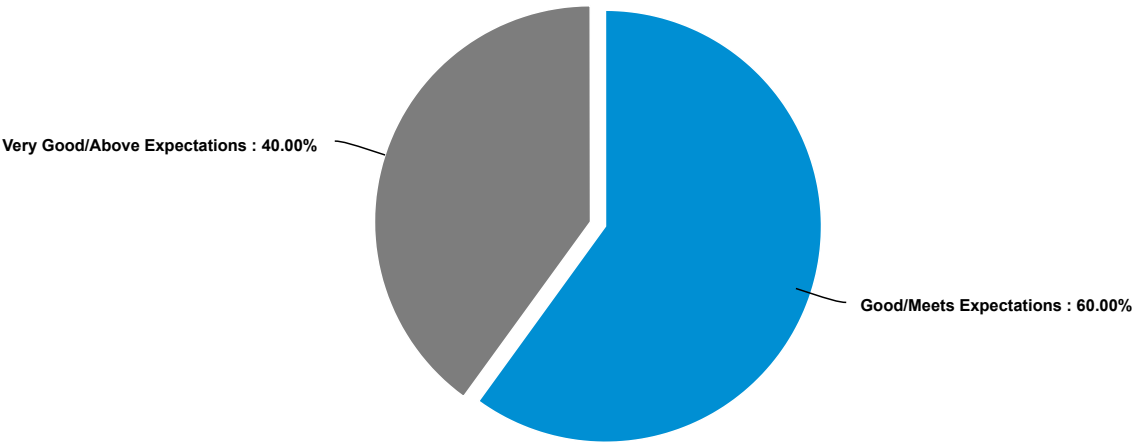
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	60%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Accomplishes goals and objectives and also provides additional value



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

Overall level of satisfaction

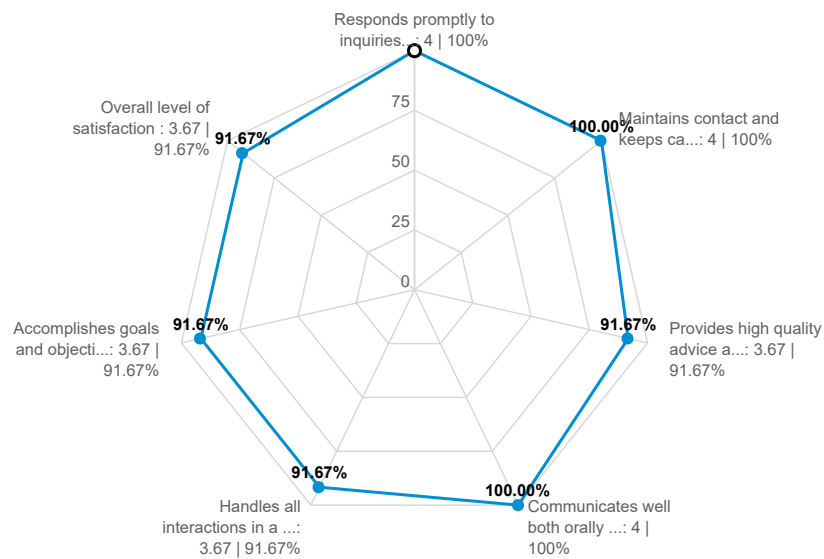


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	60%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Comments/Suggestions for Belfor - Property Loss Mitigation & Restoration:

03/12/2026	202865240	N/A	
03/06/2026	202680834	Our primary contact, Steve Starr, is wonderful and responsive and courteous and helpful. I've had a couple of interactions with a different member who I found to be frustrating and less helpful, but that might have been isolated to that one individual.	

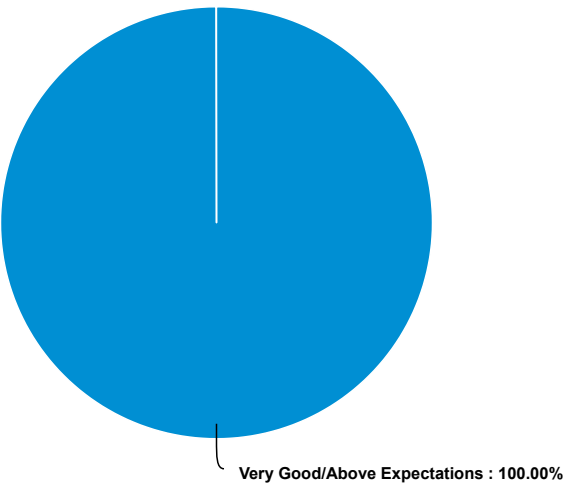
6. Corey Ingber - WC DoublePlay: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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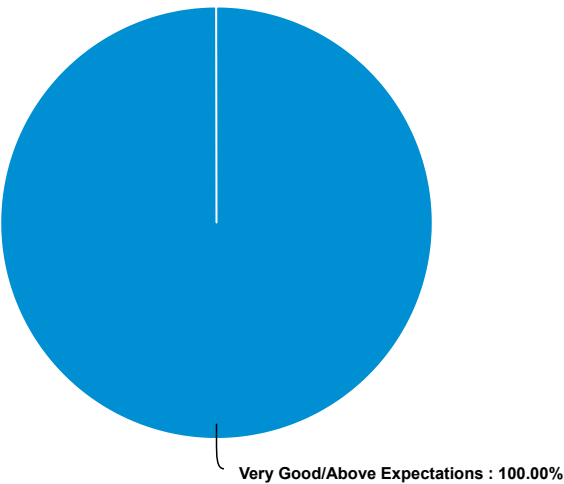
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	4				
Maintains contact and keeps campus apprised on important and pertinent matters	2	4				
Provides high quality advice and assistance	3	3.67				
Communicates well both orally and in writing	2	4				
Handles all interactions in a professional manner	3	3.67				
Accomplishes goals and objectives and also provides additional value	3	3.67				
Overall level of satisfaction	3	3.67				
Average		3.78				

Responds promptly to inquiries and requests



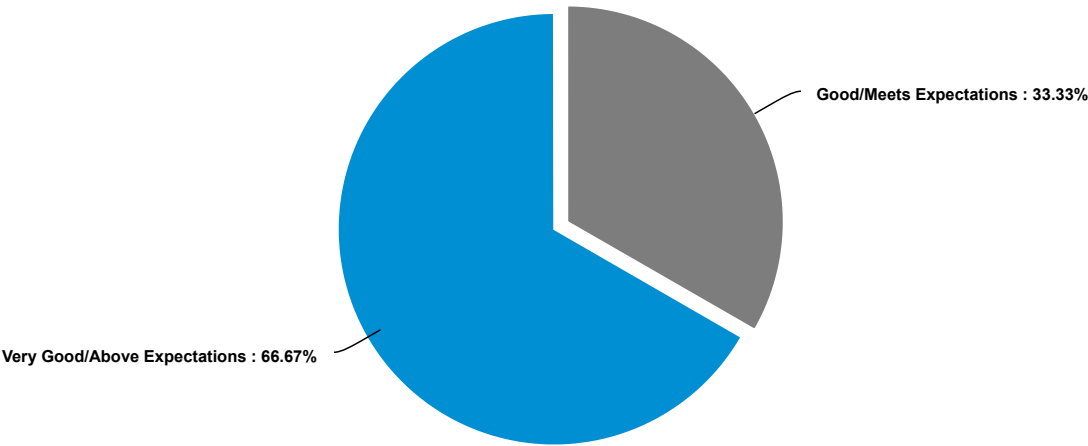
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	2	100%					
Total	2	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



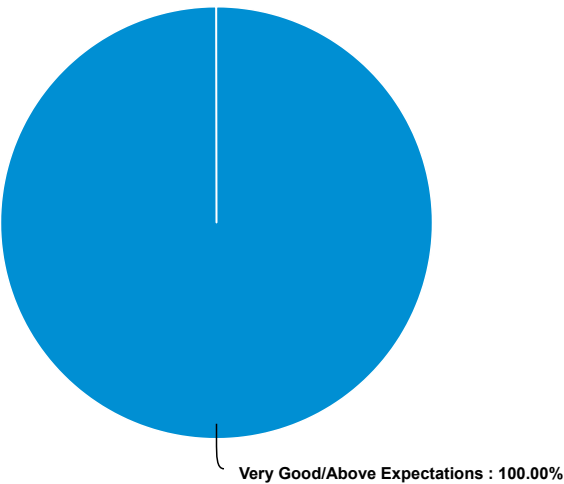
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	2	100%					
Total	2	100 %					

Provides high quality advice and assistance



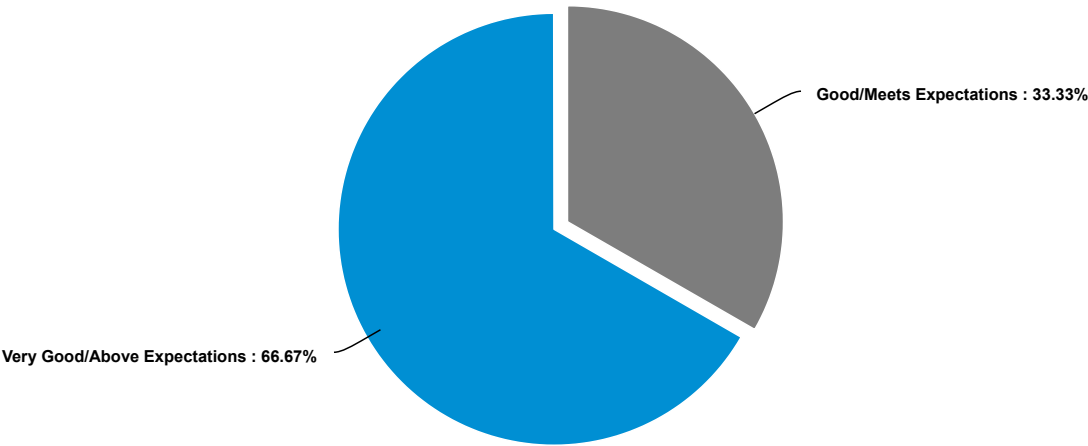
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Communicates well both orally and in writing



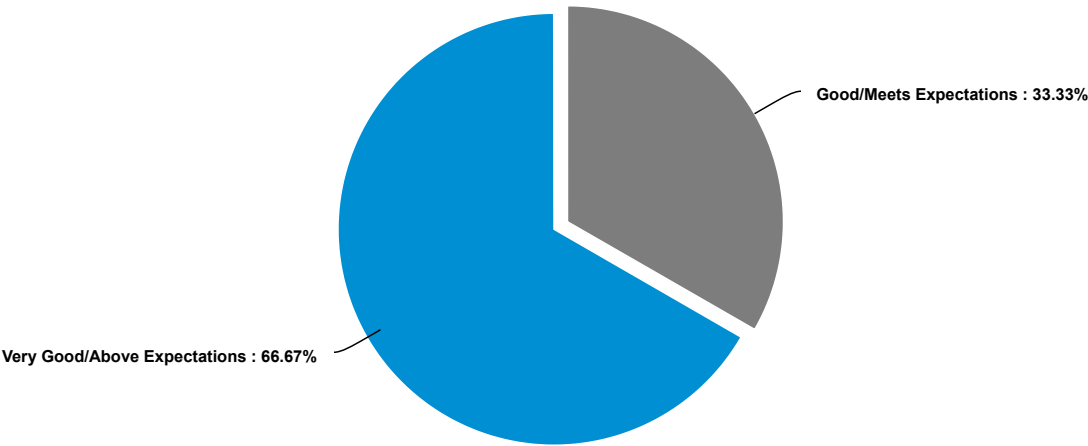
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	2	100%					
Total	2	100 %					

Handles all interactions in a professional manner



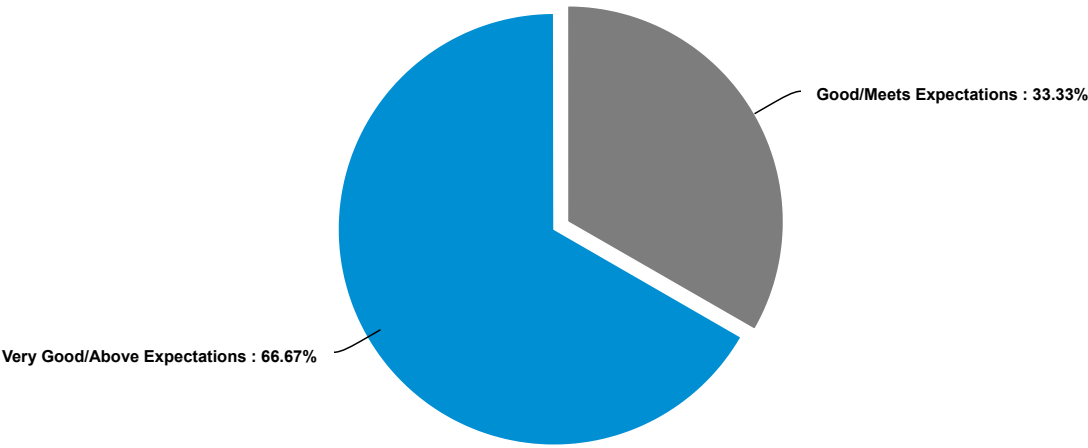
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Overall level of satisfaction

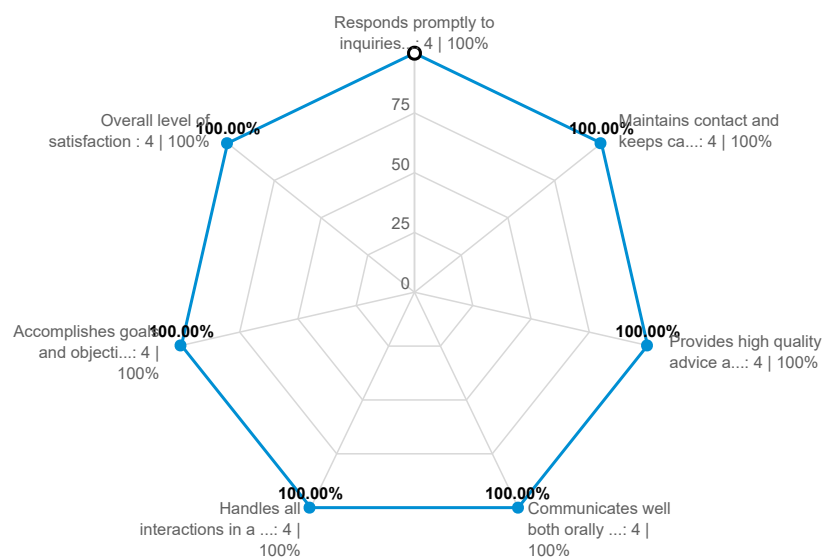


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Comments/Suggestions for Corey Ingber - WC DoublePlay:

03/16/2026	202966008
03/12/2026	202865240 N/A

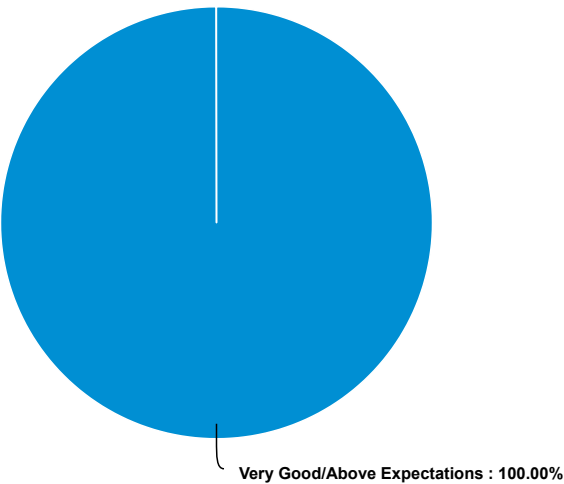
7. Empathia (Black Swan): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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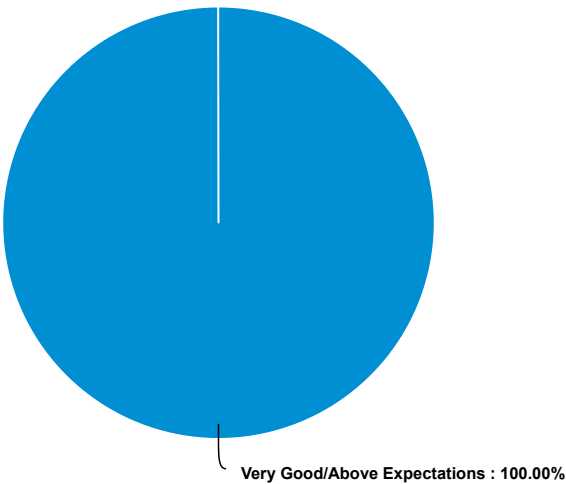
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	1	4				
Maintains contact and keeps campus appraised on important and pertinent matters	1	4				
Provides high quality advice and assistance	1	4				
Communicates well both orally and in writing	1	4				
Handles all interactions in a professional manner	1	4				
Accomplishes goals and objectives and also provides additional value	1	4				
Overall level of satisfaction	1	4				
Average		4				

Responds promptly to inquiries and requests



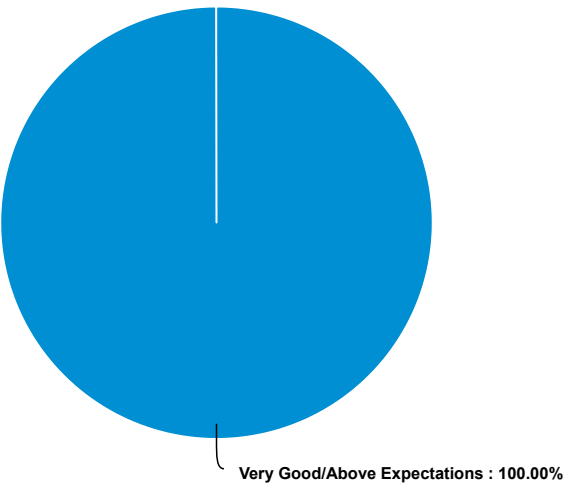
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	100%					
Total	1	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



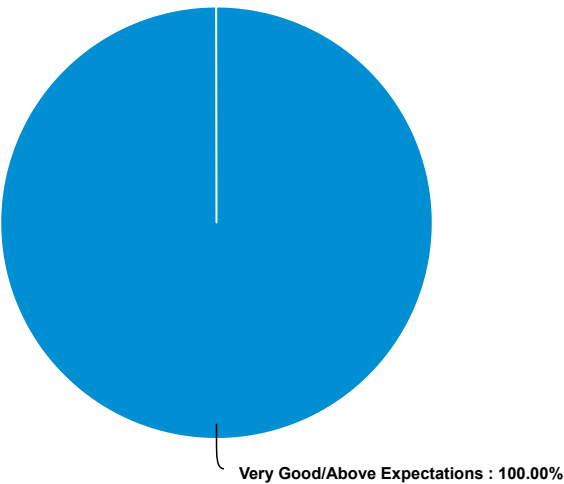
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	100%					
Total	1	100 %					

Provides high quality advice and assistance



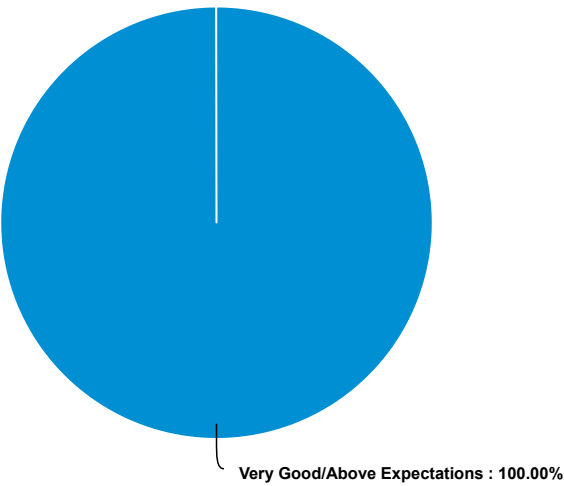
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	100%					
Total	1	100 %					

Communicates well both orally and in writing



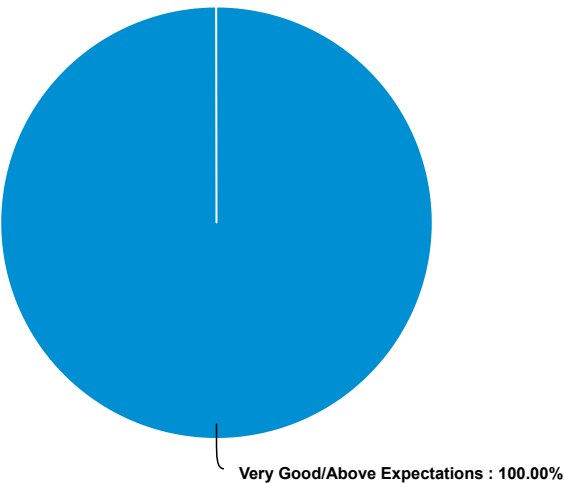
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	100%					
Total	1	100 %					

Handles all interactions in a professional manner



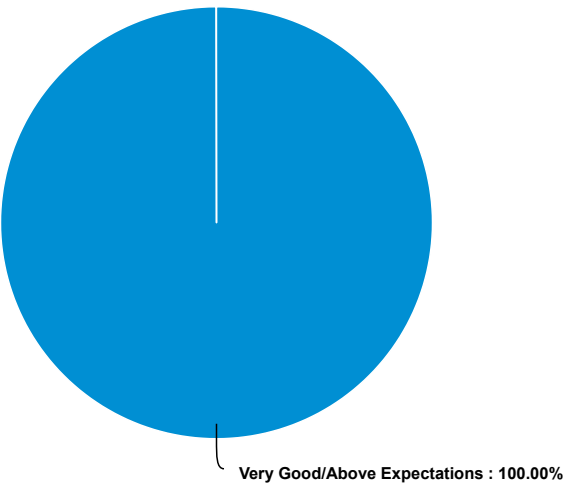
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	100%					
Total	1	100 %					

Accomplishes goals and objectives and also provides additional value



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

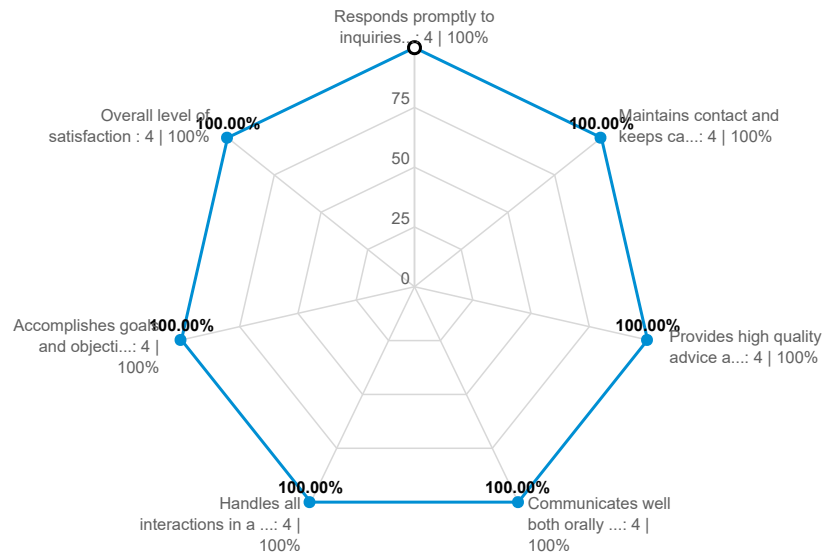
Overall level of satisfaction



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

Comments/Suggestions for Empathia (Black Swan):

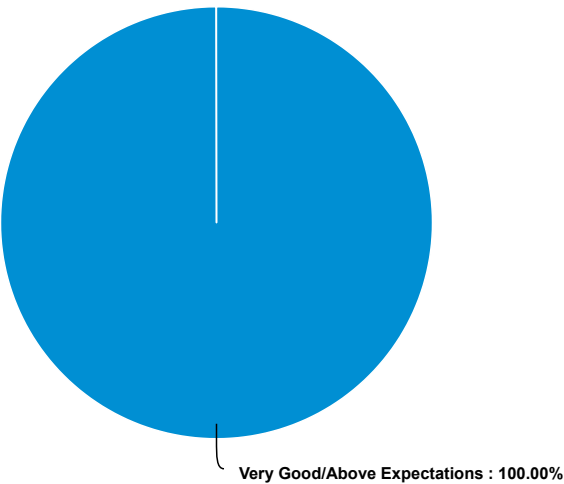
8. Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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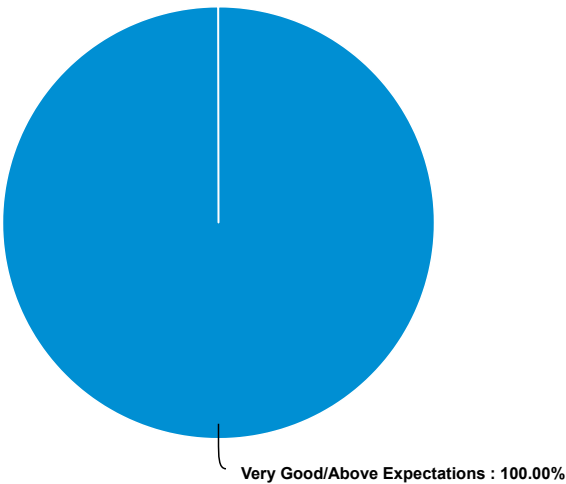
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	3	4				
Maintains contact and keeps campus apprised on important and pertinent matters	3	4				
Provides high quality advice and assistance	3	4				
Communicates well both orally and in writing	3	4				
Handles all interactions in a professional manner	3	4				
Accomplishes goals and objectives and also provides additional value	3	4				
Overall level of satisfaction	3	4				
Average		4				

Responds promptly to inquiries and requests



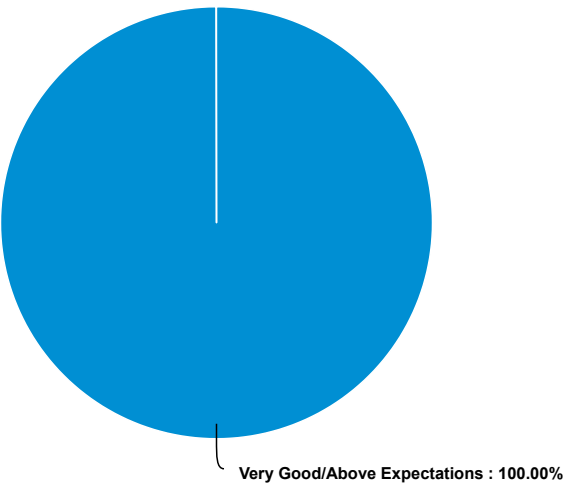
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	3	100%					
Total	3	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



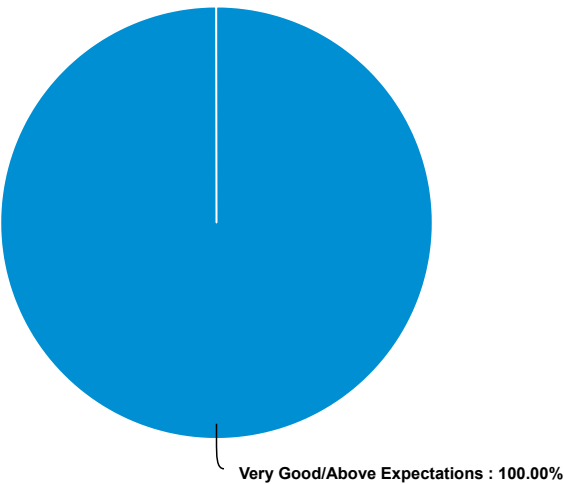
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	3	100%					
Total	3	100 %					

Provides high quality advice and assistance



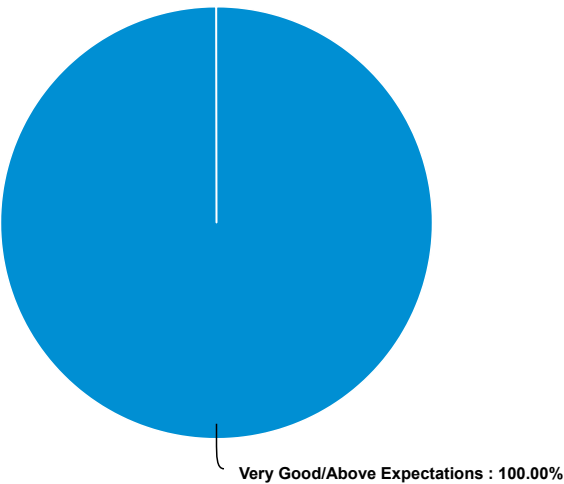
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	3	100%					
Total	3	100 %					

Communicates well both orally and in writing



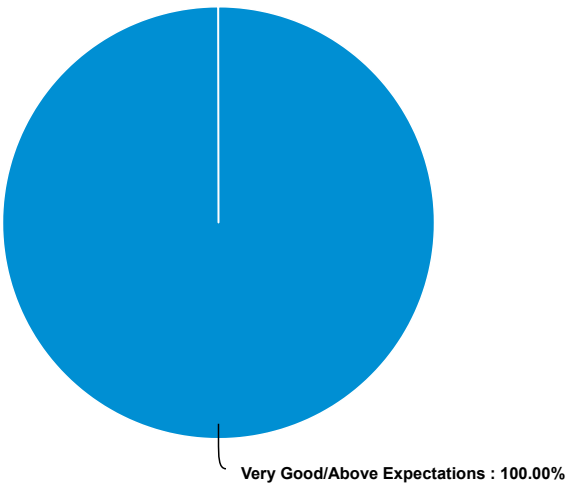
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	3	100%					
Total	3	100 %					

Handles all interactions in a professional manner



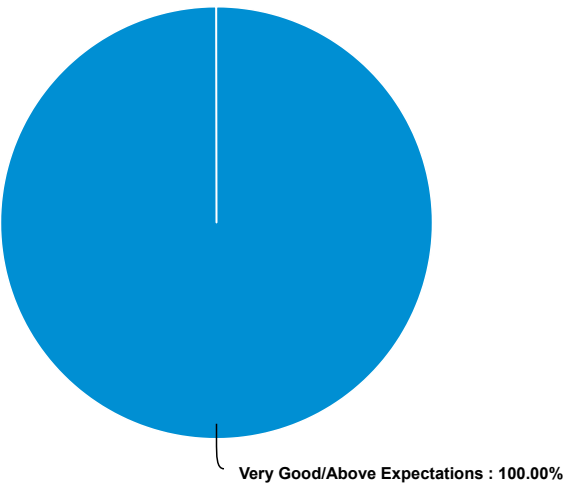
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	3	100%					
Total	3	100 %					

Accomplishes goals and objectives and also provides additional value



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

Overall level of satisfaction



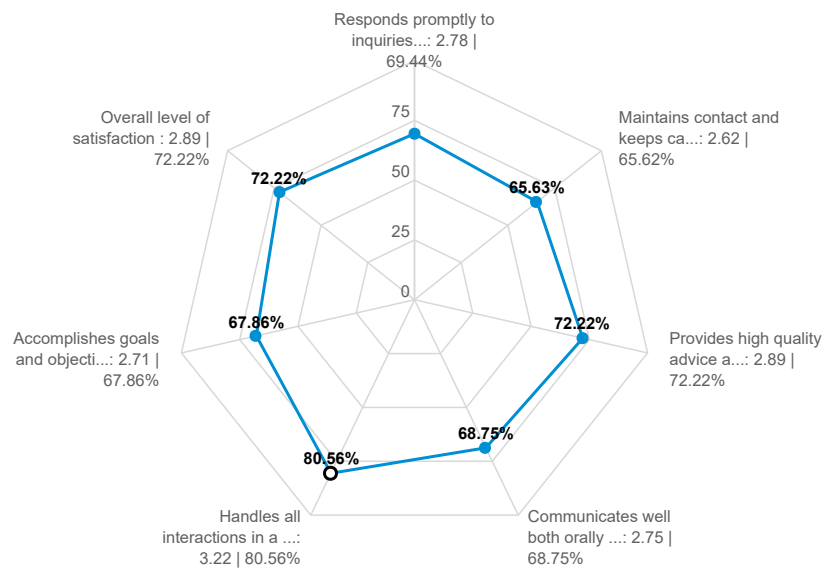
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	3	100%					
Total	3	100 %					

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

03/19/2026 203092079 No concerns.

03/05/2026 202628331 My adjuster for Equifax is Crystal Haskell and she is wonderful. She responds to me very quickly and is always there if I need her.

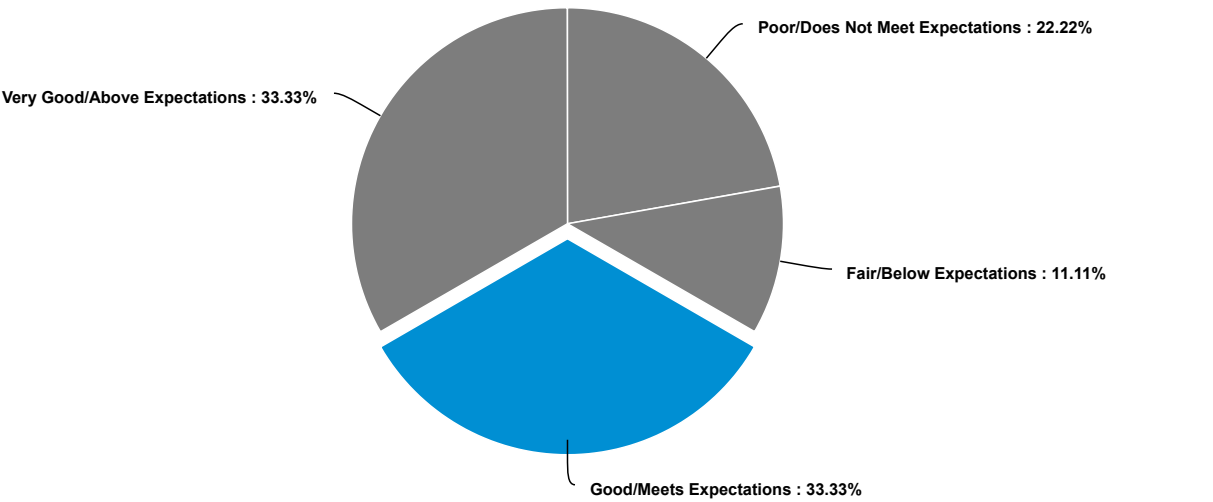
9. Health Special Risk, Inc. - AIME Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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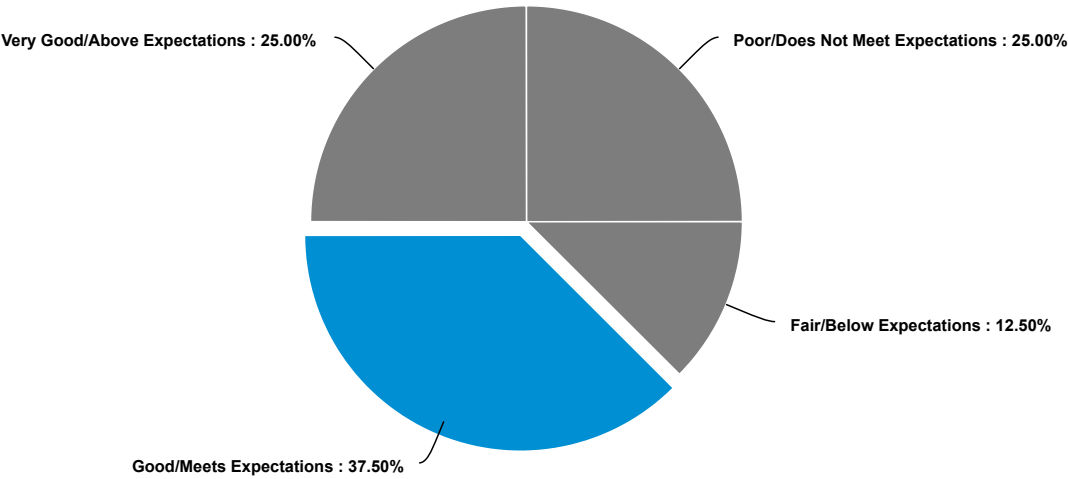
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	9	2.78				
Maintains contact and keeps campus appraised on important and pertinent matters	8	2.62				
Provides high quality advice and assistance	9	2.89				
Communicates well both orally and in writing	8	2.75				
Handles all interactions in a professional manner	9	3.22				
Accomplishes goals and objectives and also provides additional value	7	2.71				
Overall level of satisfaction	9	2.89				
Average		2.85				

Responds promptly to inquiries and requests



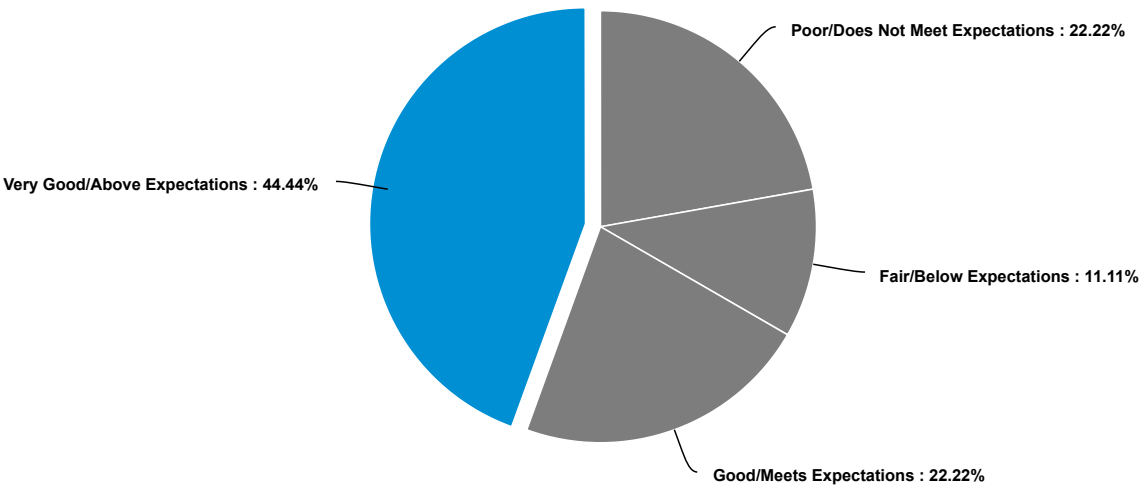
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	22.22%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	3	33.33%					
Very Good/Above Expectations	3	33.33%					
Total	9	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



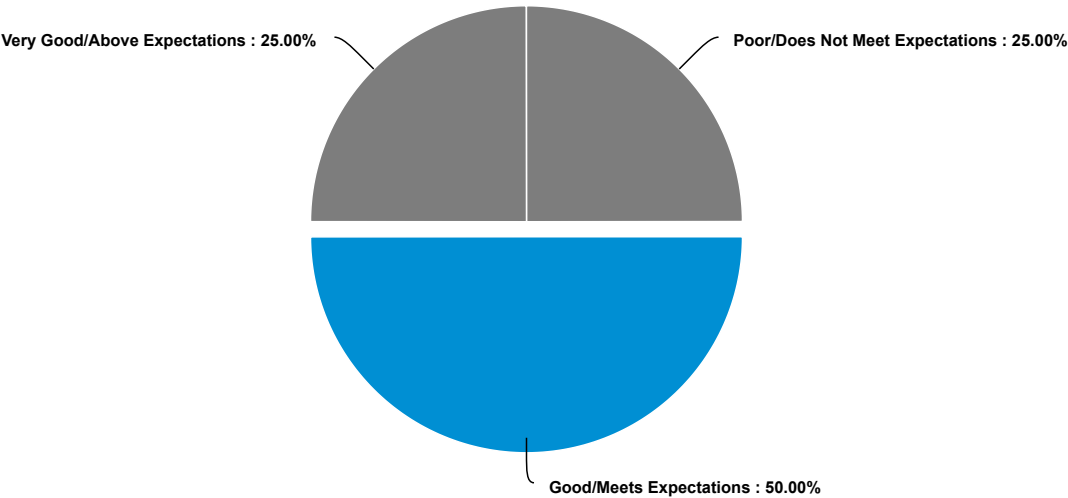
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	25%					
Fair/Below Expectations	1	12.5%					
Good/Meets Expectations	3	37.5%					
Very Good/Above Expectations	2	25%					
Total	8	100 %					

Provides high quality advice and assistance



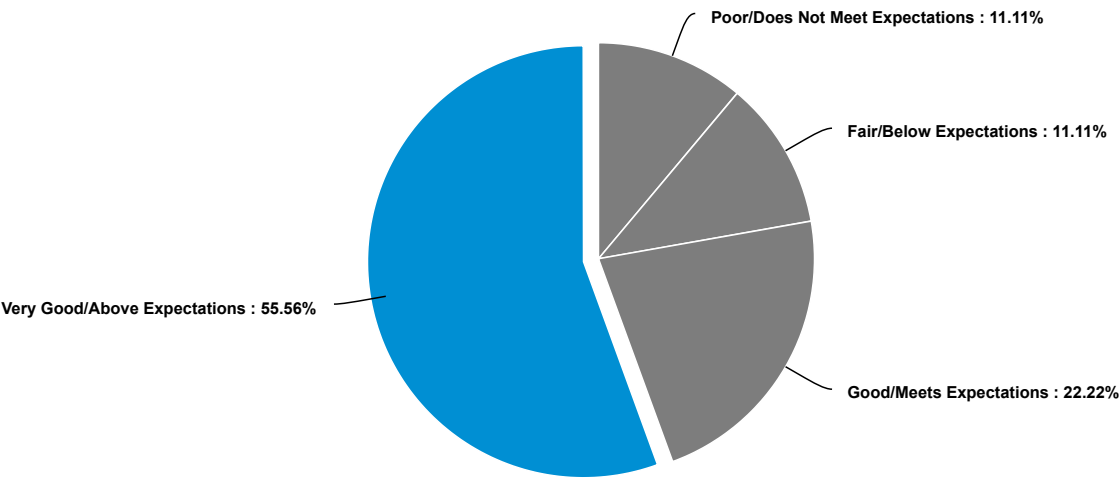
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	22.22%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	4	44.44%					
Total	9	100 %					

Communicates well both orally and in writing



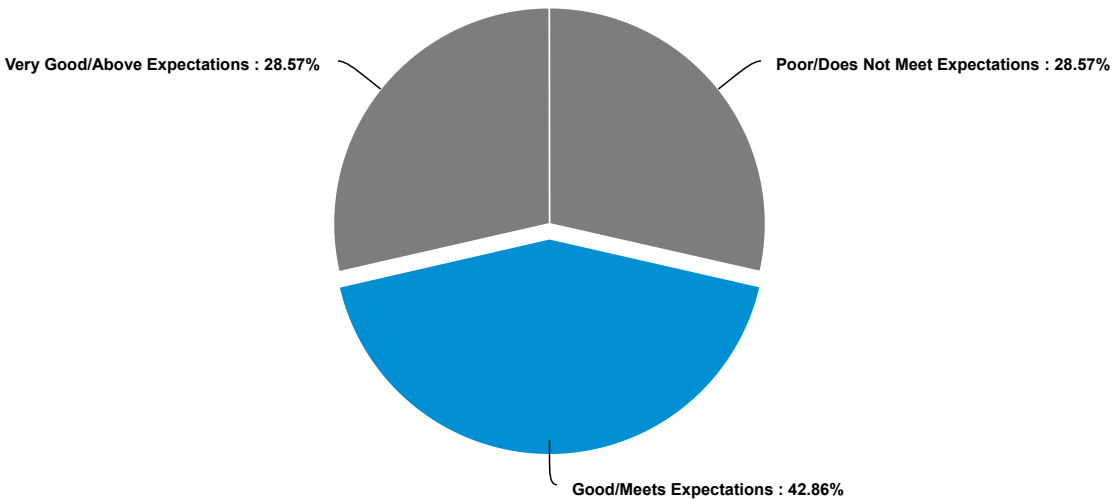
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	25%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	50%					
Very Good/Above Expectations	2	25%					
Total	8	100 %					

Handles all interactions in a professional manner



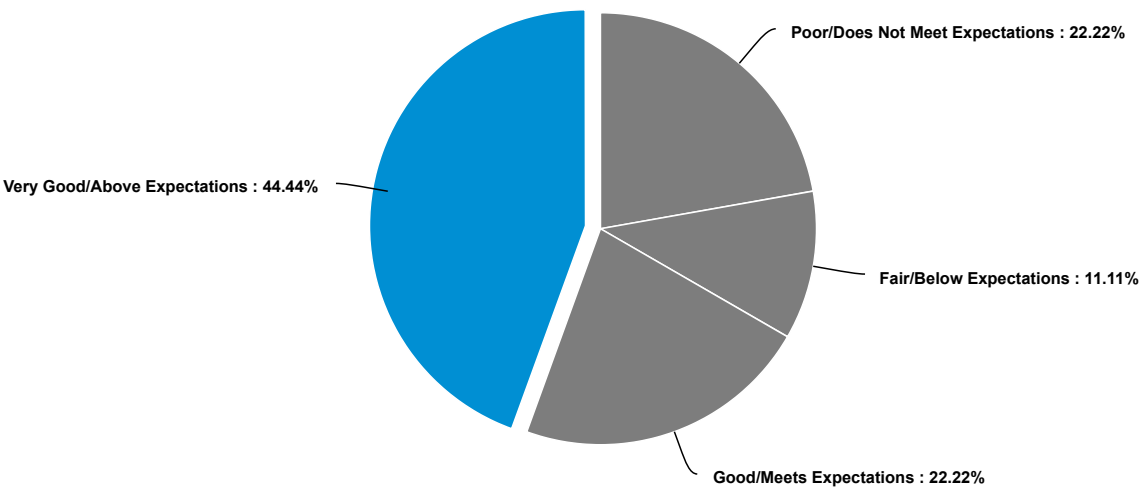
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	11.11%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	28.57%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	42.86%					
Very Good/Above Expectations	2	28.57%					
Total	7	100 %					

Overall level of satisfaction



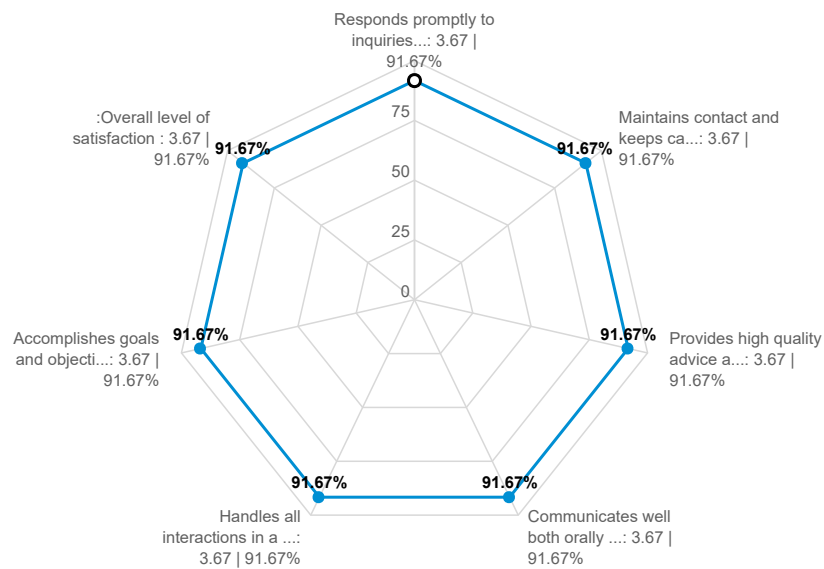
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	22.22%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	4	44.44%					
Total	9	100 %					

Comments/Suggestions for Health Special Risk, Inc. - AIME Claims Administrator:

03/05/2026 202626978

I didn't think I could say anything worse than what I wrote about Alliant, but here I am trying to find a way to convey how terrible HSRI is. I struggle to find what they contribute to any situation. We have had students be taken to collections numerous times because HSRI fails at their only responsibility. I have personally spent DAYS worth of time trying to fix their lack of action, not to mention how much money is spent making up for HSRI's failure. There has to be a better way. Thousands of Universities around the country get their job done so well without HSRI, why can't we?

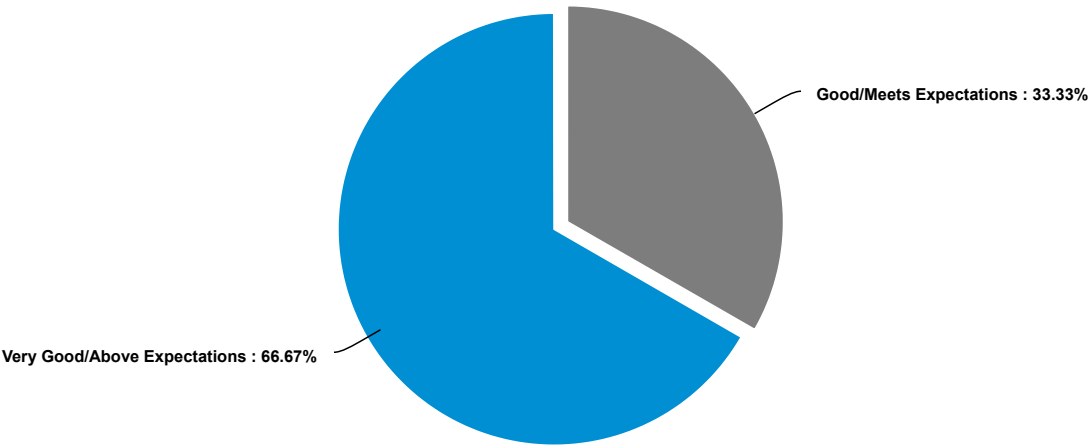
10. Hudson Claims Consulting (WC): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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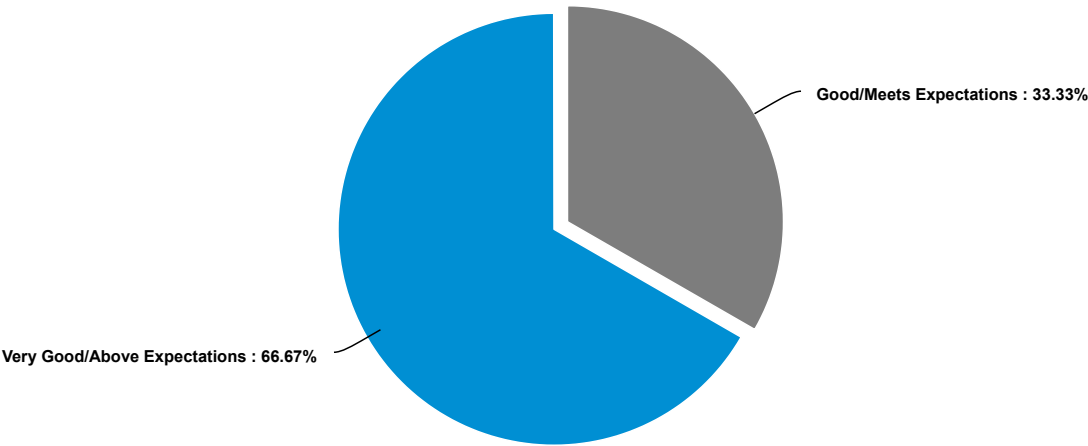
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	6	3.67				
Maintains contact and keeps campus apprised on important and pertinent matters	6	3.67				
Provides high quality advice and assistance	6	3.67				
Communicates well both orally and in writing	6	3.67				
Handles all interactions in a professional manner	6	3.67				
Accomplishes goals and objectives and also provides additional value	6	3.67				
:Overall level of satisfaction	6	3.67				
Average		3.67				

Responds promptly to inquiries and requests



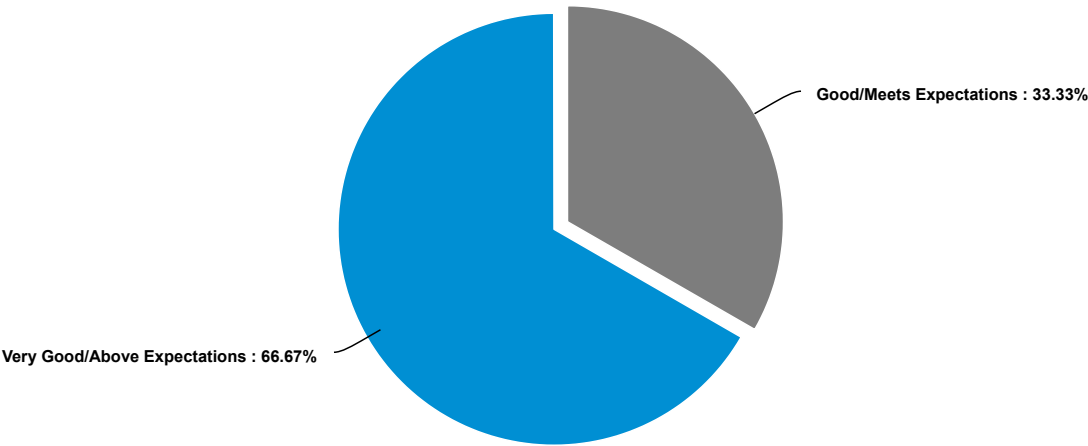
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



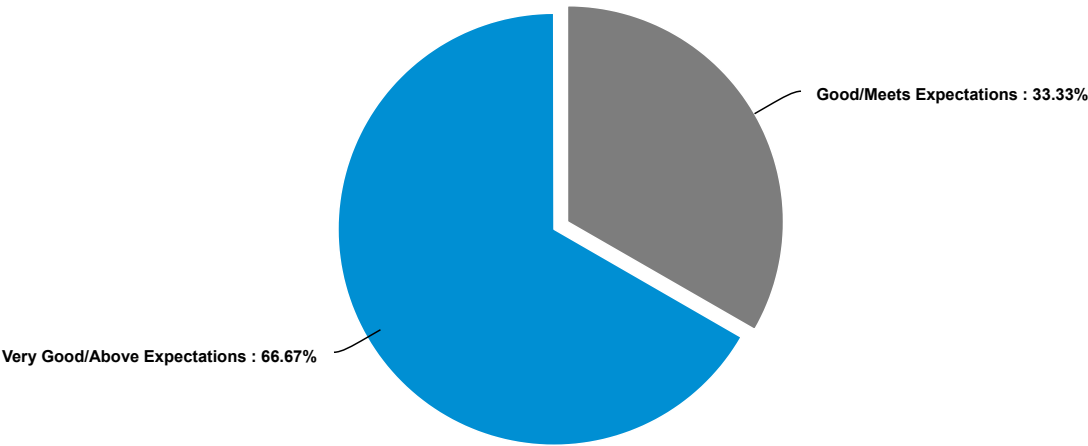
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Provides high quality advice and assistance



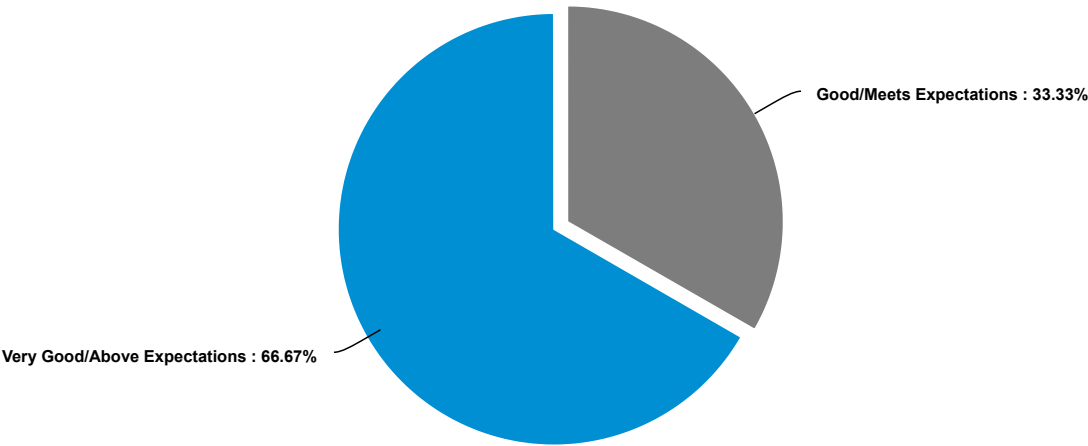
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Communicates well both orally and in writing



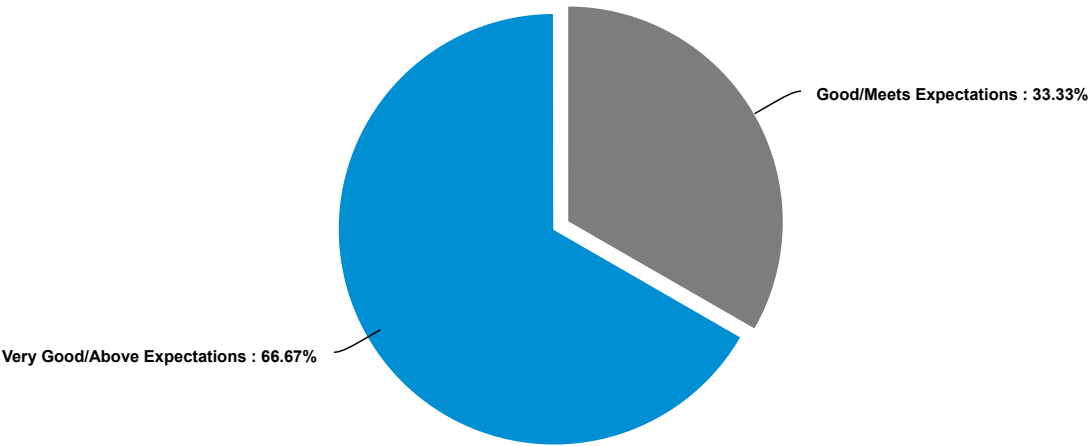
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Handles all interactions in a professional manner



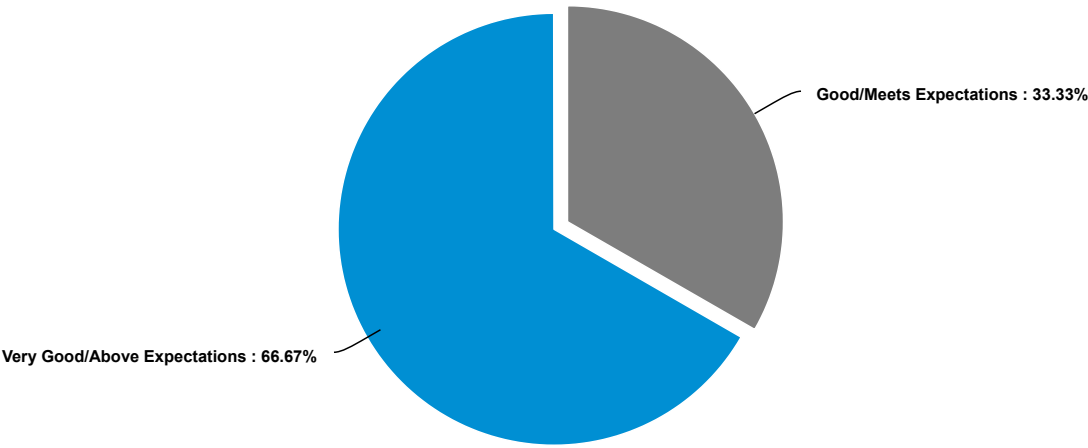
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Accomplishes goals and objectives and also provides additional value



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

:Overall level of satisfaction

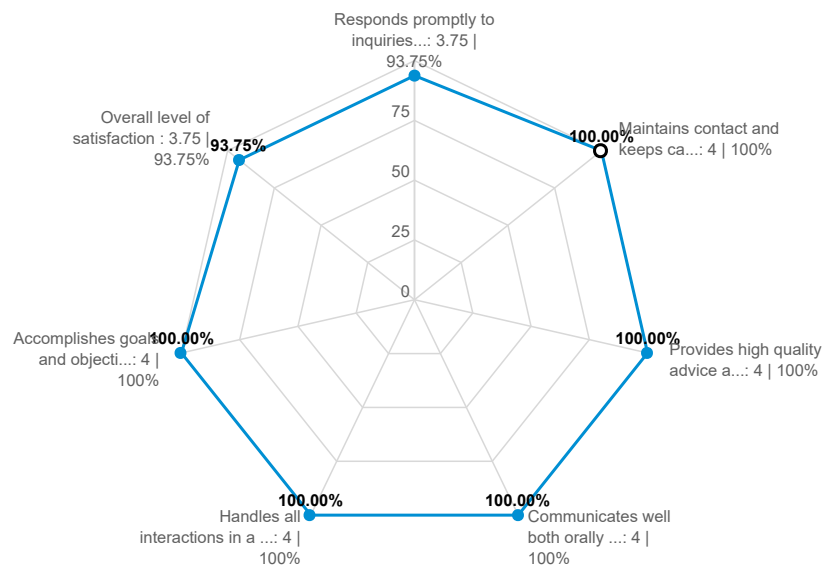


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Comments/Suggestions for Hudson Claims Consulting (WC):

03/19/2026	203092079	Top notch service!
03/16/2026	202966008	
03/12/2026	202865240	Extremely good vendor!
03/05/2026	202628331	Deanna is the only one I deal with under work comp. She is responsive and always gets back to me.

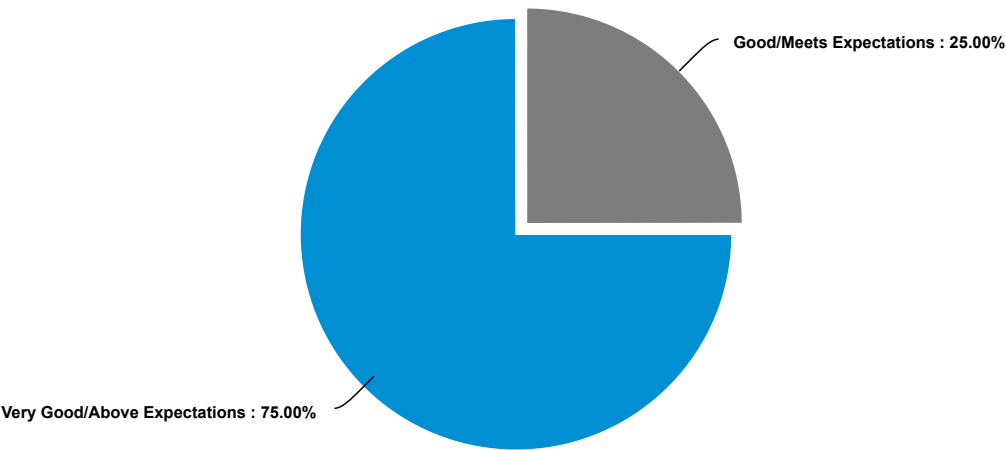
11. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training:
Choose the answer that best describes your experience working with this service provider. If
you cannot rate an item, or it is not applicable, please select N/A.



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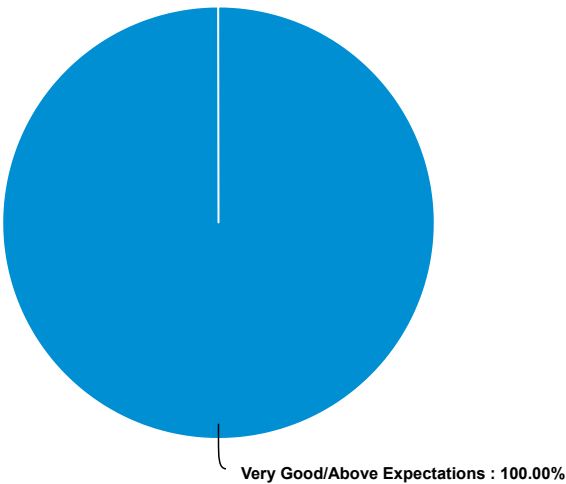
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	4	3.75				
Maintains contact and keeps campus apprised on important and pertinent matters	4	4				
Provides high quality advice and assistance	4	4				
Communicates well both orally and in writing	4	4				
Handles all interactions in a professional manner	4	4				
Accomplishes goals and objectives and also provides additional value	4	4				
Overall level of satisfaction	4	3.75				
Average		3.93				

Responds promptly to inquiries and requests



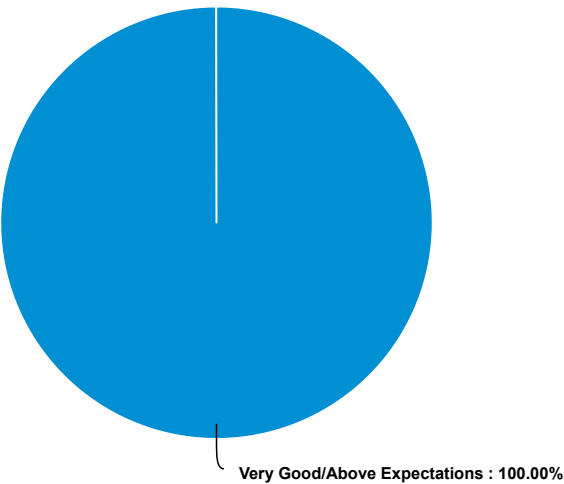
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



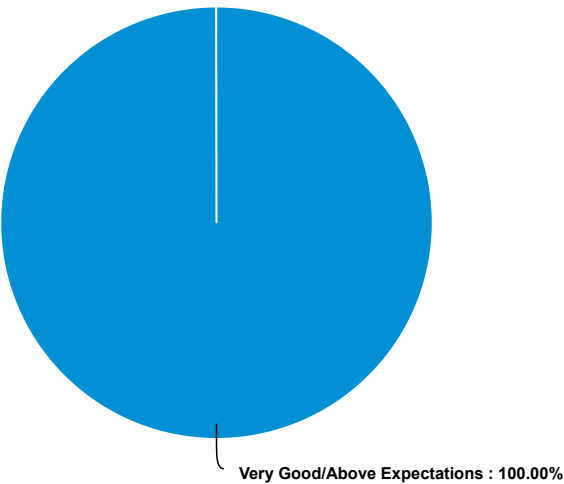
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	4	100%					
Total	4	100 %					

Provides high quality advice and assistance



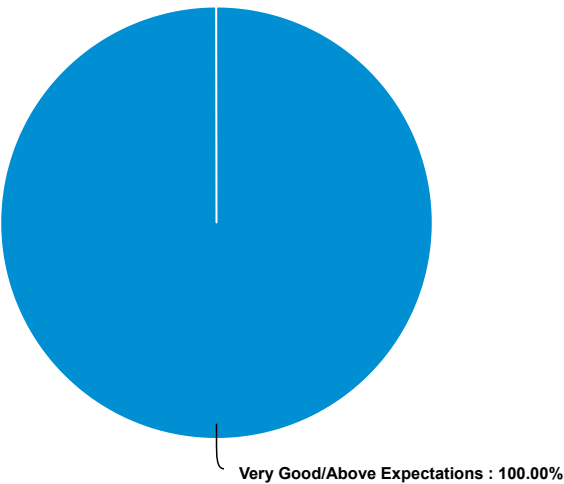
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	4	100%					
Total	4	100 %					

Communicates well both orally and in writing



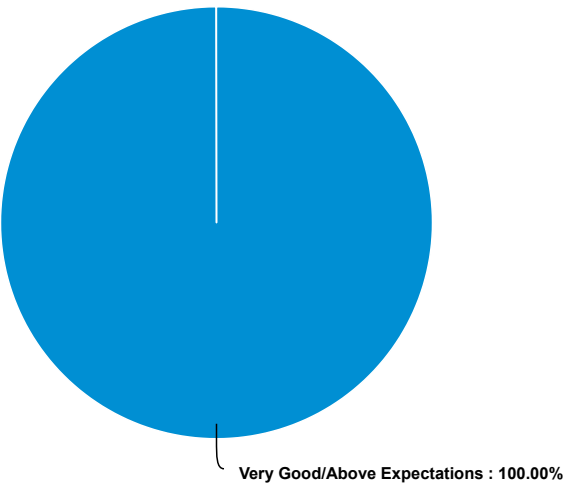
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	4	100%					
Total	4	100 %					

Handles all interactions in a professional manner



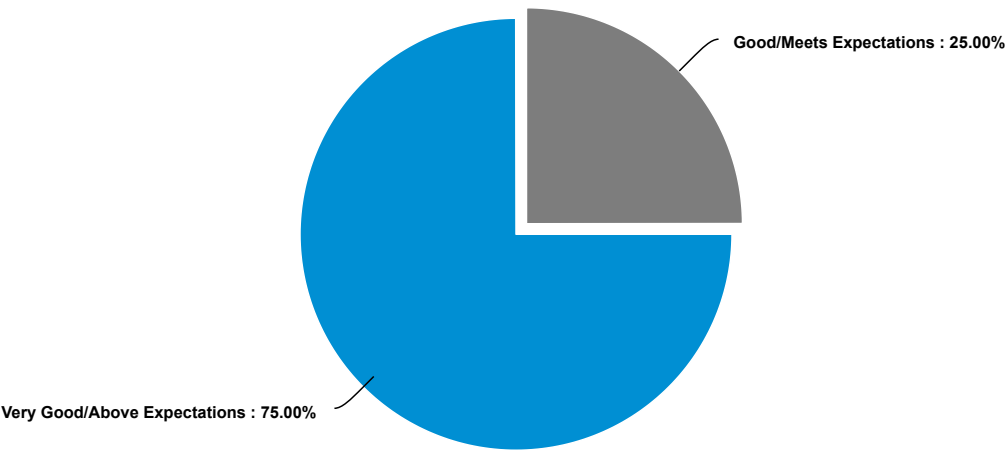
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	4	100%					
Total	4	100 %					

Accomplishes goals and objectives and also provides additional value



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

Overall level of satisfaction

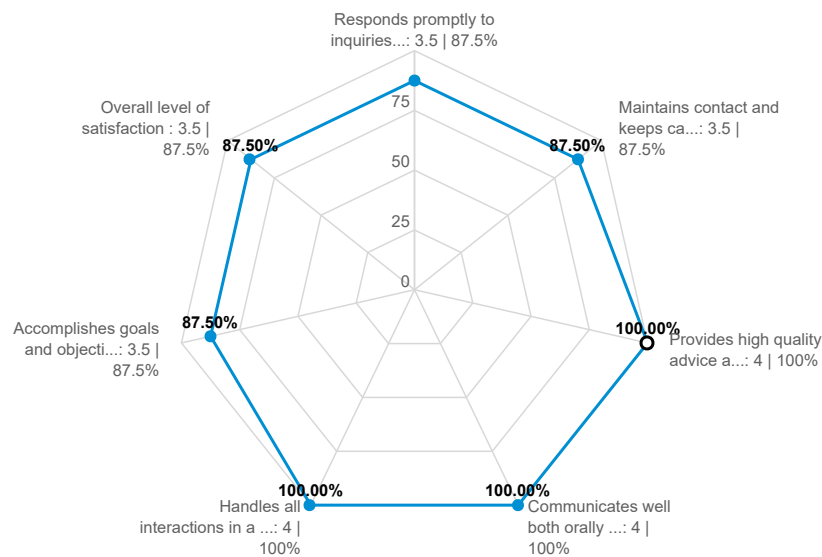


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

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

03/20/2026	203128306	James Bourgeois is always very responsive and helpful in dealing with trainings for our campus.
03/12/2026	202865240	Add more ADA compliant trainings in CSU Learn
03/05/2026	202637218	Overall, great asset to the CSU. Challenged with number of available seats for training. This limitation is creating issues for those who need active accounts but are getting deactivated to "open seats".

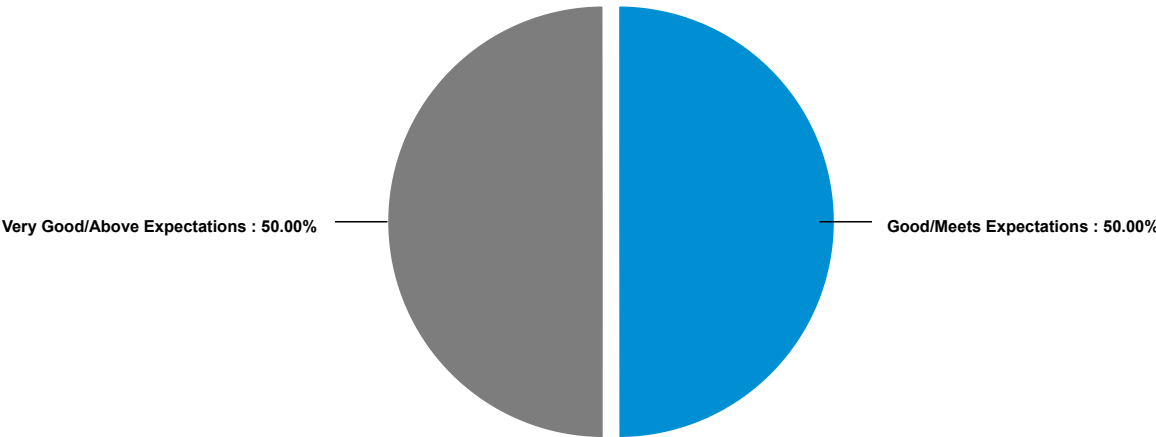
12. PRISM Membership Services: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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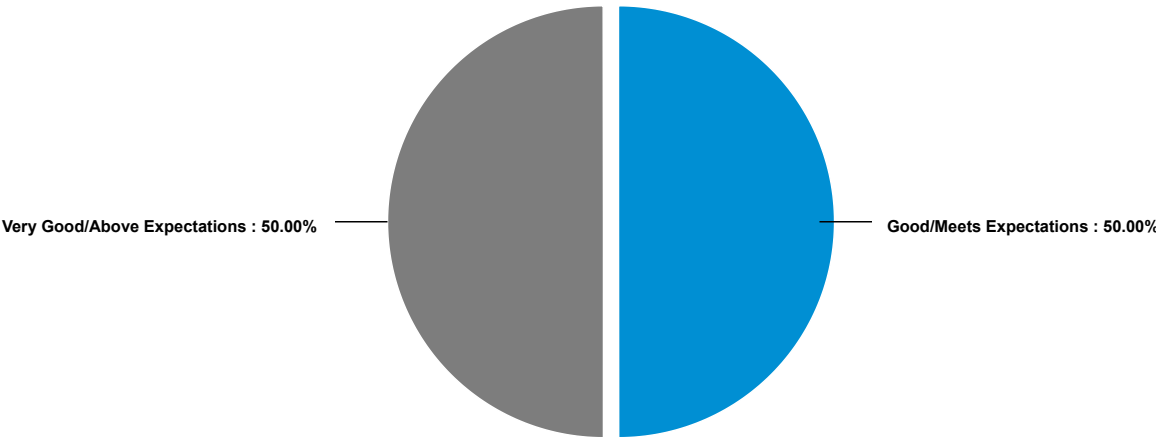
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	3.5				
Maintains contact and keeps campus apprised on important and pertinent matters	2	3.5				
Provides high quality advice and assistance	1	4				
Communicates well both orally and in writing	1	4				
Handles all interactions in a professional manner	1	4				
Accomplishes goals and objectives and also provides additional value	2	3.5				
Overall level of satisfaction	2	3.5				
Average		3.64				

Responds promptly to inquiries and requests



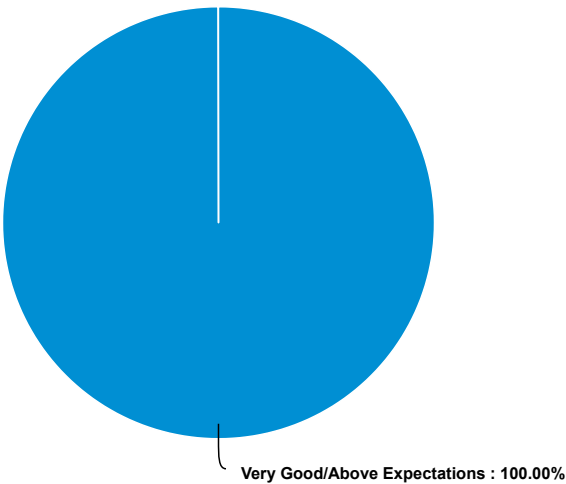
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



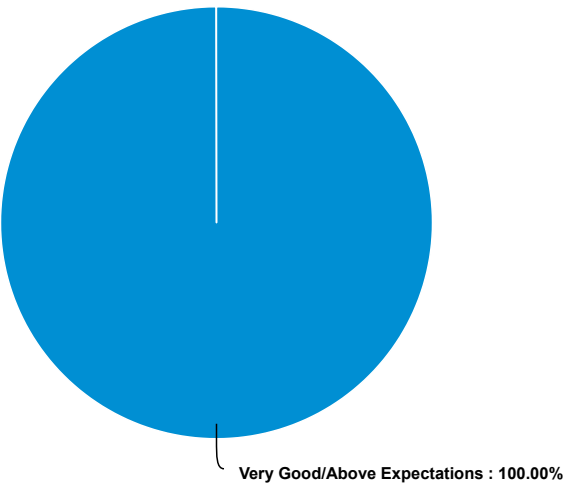
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Provides high quality advice and assistance



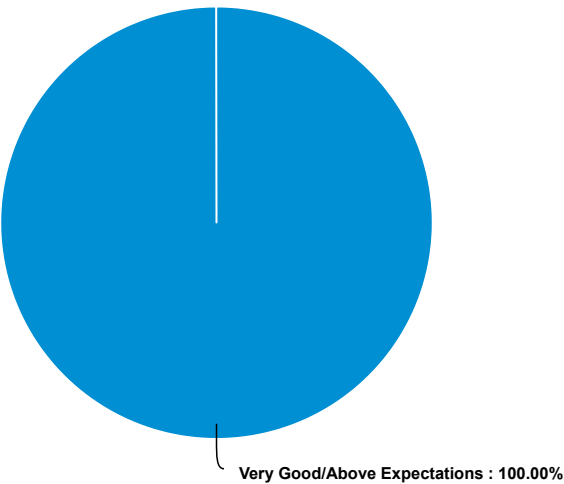
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	100%					
Total	1	100 %					

Communicates well both orally and in writing



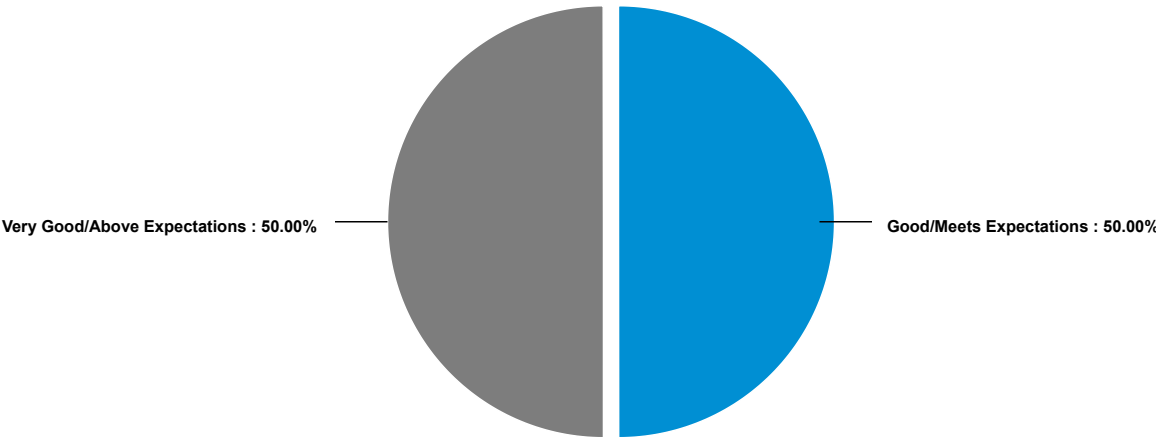
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	100%					
Total	1	100 %					

Handles all interactions in a professional manner



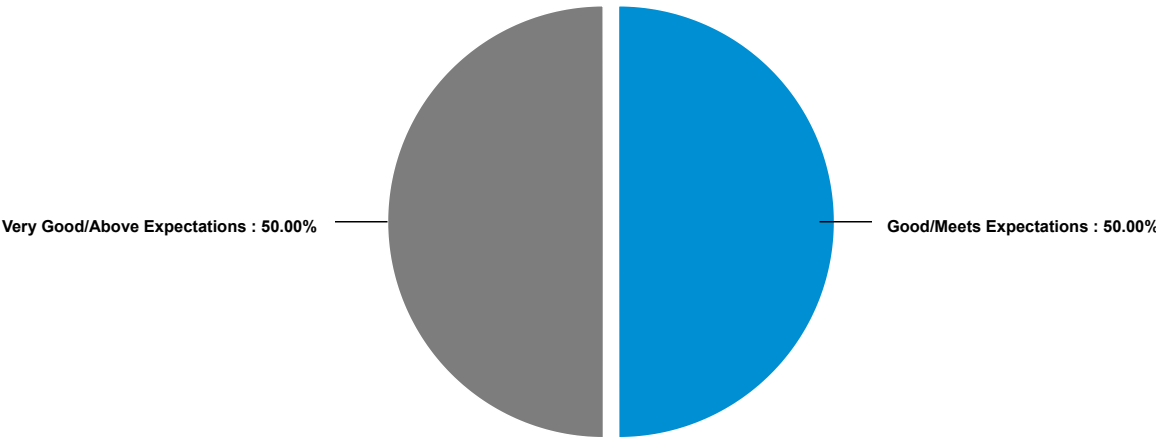
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	100%					
Total	1	100 %					

Accomplishes goals and objectives and also provides additional value



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

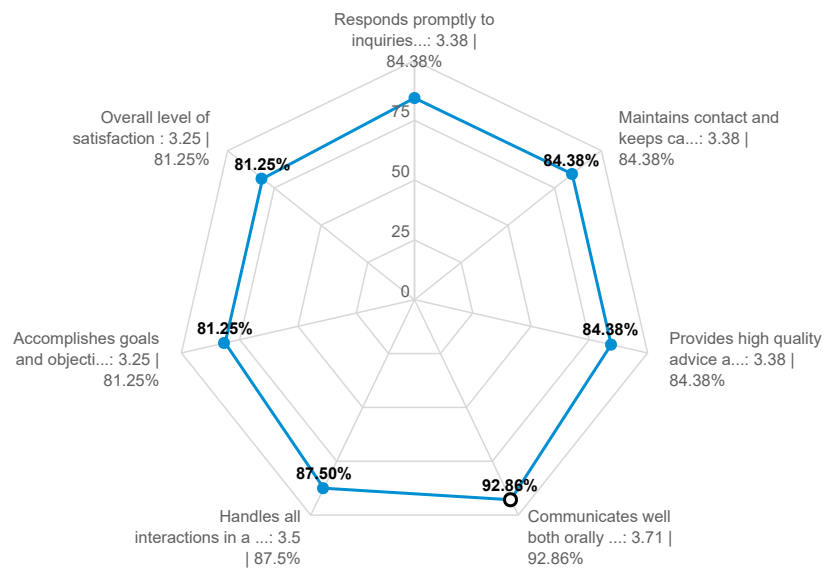
Overall level of satisfaction



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

Comments/Suggestions for PRISM Membership Services:

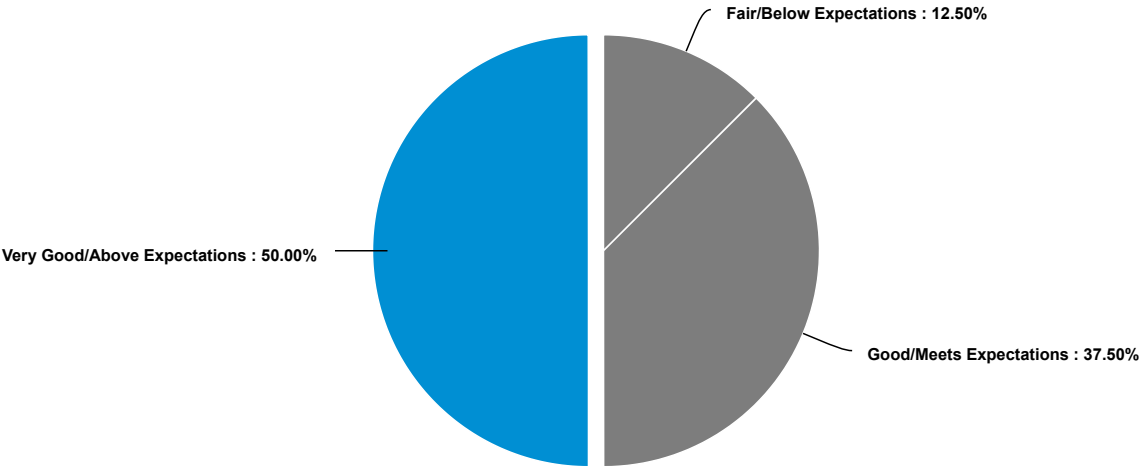
13. Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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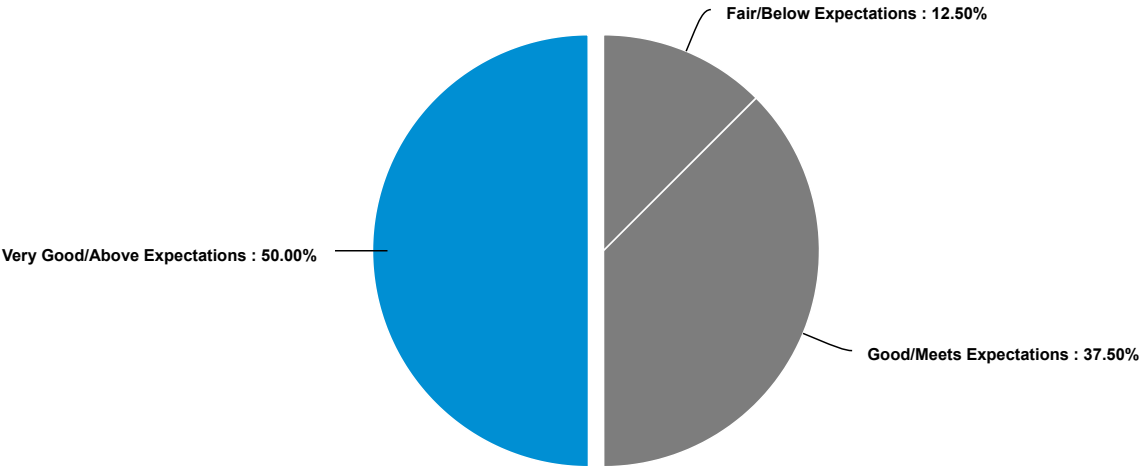
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	8	3.38				
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.38				
Provides high quality advice and assistance	8	3.38				
Communicates well both orally and in writing	7	3.71				
Handles all interactions in a professional manner	8	3.5				
Accomplishes goals and objectives and also provides additional value	8	3.25				
Overall level of satisfaction	8	3.25				
Average		3.4				

Responds promptly to inquiries and requests



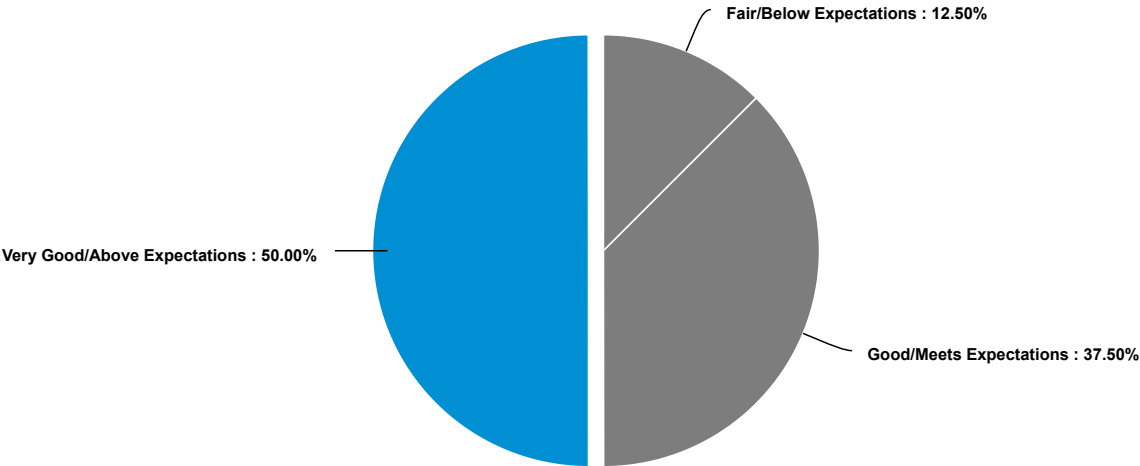
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	12.5%					
Good/Meets Expectations	3	37.5%					
Very Good/Above Expectations	4	50%					
Total	8	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



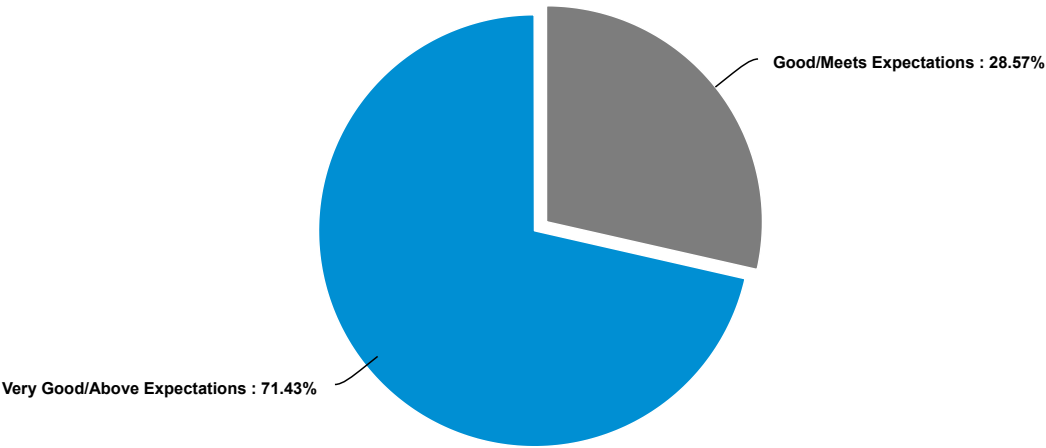
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	12.5%					
Good/Meets Expectations	3	37.5%					
Very Good/Above Expectations	4	50%					
Total	8	100 %					

Provides high quality advice and assistance



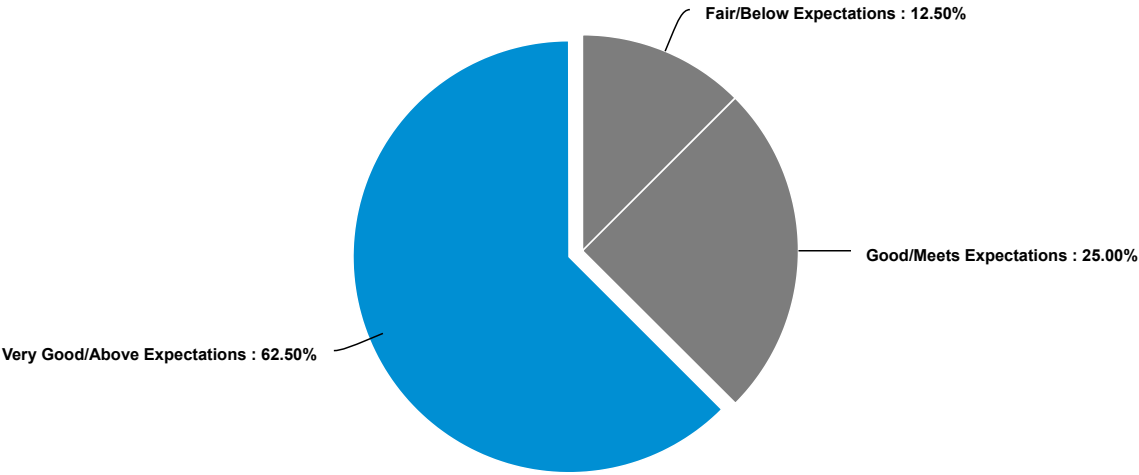
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	12.5%					
Good/Meets Expectations	3	37.5%					
Very Good/Above Expectations	4	50%					
Total	8	100 %					

Communicates well both orally and in writing



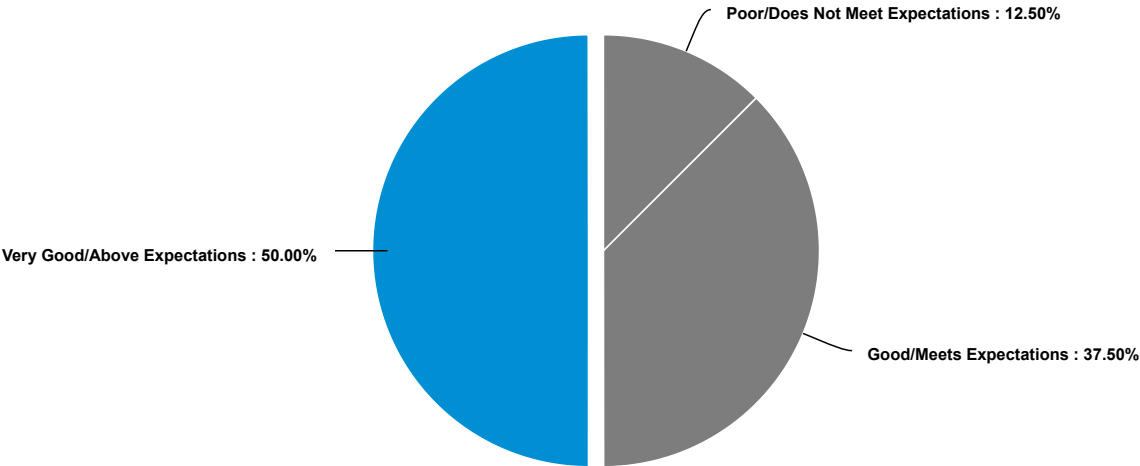
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	28.57%					
Very Good/Above Expectations	5	71.43%					
Total	7	100 %					

Handles all interactions in a professional manner



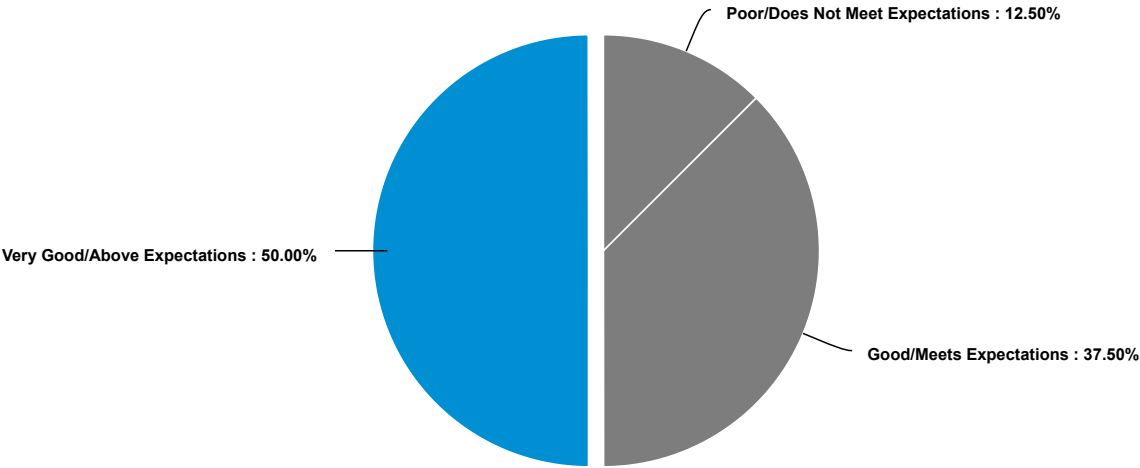
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	12.5%					
Good/Meets Expectations	2	25%					
Very Good/Above Expectations	5	62.5%					
Total	8	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	12.5%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	37.5%					
Very Good/Above Expectations	4	50%					
Total	8	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	12.5%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	37.5%					
Very Good/Above Expectations	4	50%					
Total	8	100 %					

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

03/19/2026	203092079	No concerns. Has always provided great service and always responsive.
03/16/2026	202966008	
03/12/2026	202865240	Data provided is often outdated and sometimes inaccurate (department codes are outdated and haven't been updated per our request)
03/10/2026	202779237	Shane is always helpful and does an awesome job!
03/05/2026	202628331	I have been doing workers' comp at CSULB since 2001. The first adjuster I had was not good and was eventually taken off my claims at CSULB. I have had Daniel Lee for I think 23 years. Daniel, Dan, Randi and Shane are always so helpful and nice. They are quick to respond with an answer or to let me know they need to research something. I could not have done my job this long without them.

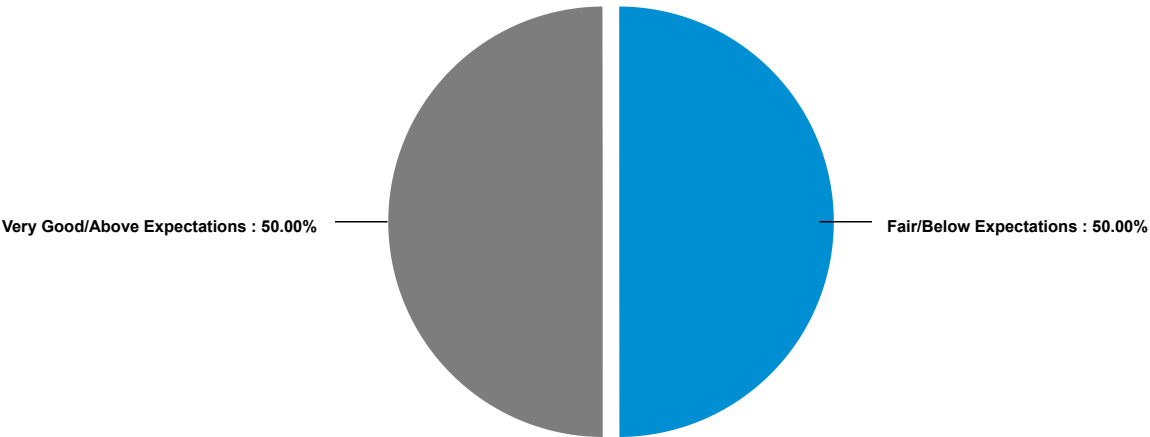
14. ServePro - Restoration Services: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

Statement	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Overall
Responds promptly to inquiries and requests	0 0%	1 50%	0 0%	1 50%	0 0%	2 100%
Maintains contact and keeps campus appraised on important and pertinent matters	0 0%	1 50%	0 0%	1 50%	0 0%	2 100%
Provides high quality advice and assistance	0 0%	1 50%	0 0%	1 50%	0 0%	2 100%
Communicates well both orally and in writing	0 0%	1 50%	0 0%	1 50%	0 0%	2 100%
Handles all interactions in a professional manner	0 0%	1 50%	0 0%	1 50%	0 0%	2 100%
Accomplishes goals and objectives and also provides additional value	0 0%	1 50%	0 0%	1 50%	0 0%	2 100%
Overall level of satisfaction	0 0%	1 50%	0 0%	1 50%	0 0%	2 100%



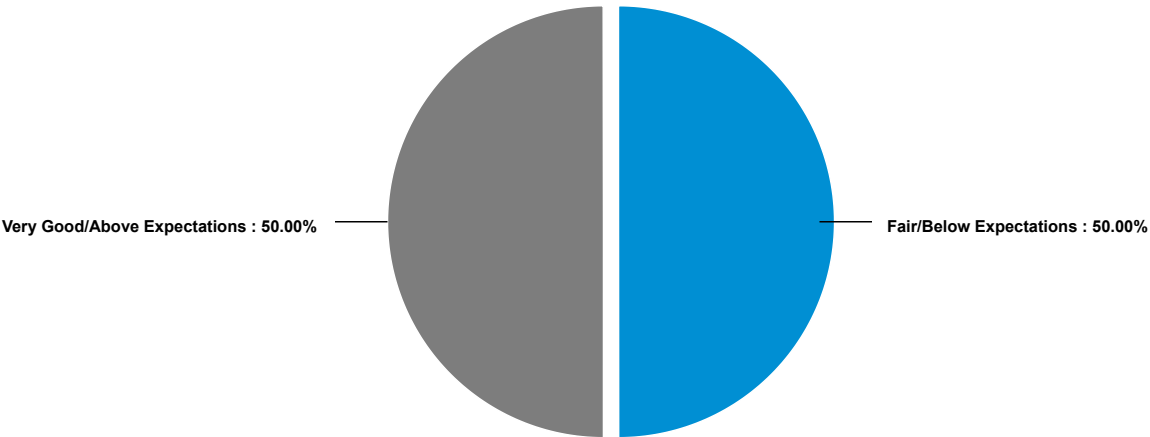
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	3				
Maintains contact and keeps campus appraised on important and pertinent matters	2	3				
Provides high quality advice and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

Responds promptly to inquiries and requests



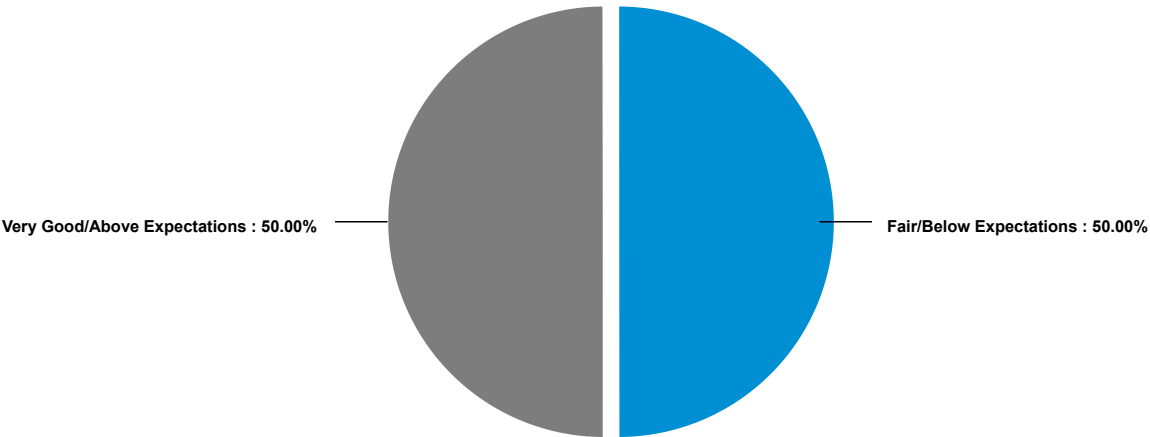
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	50%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



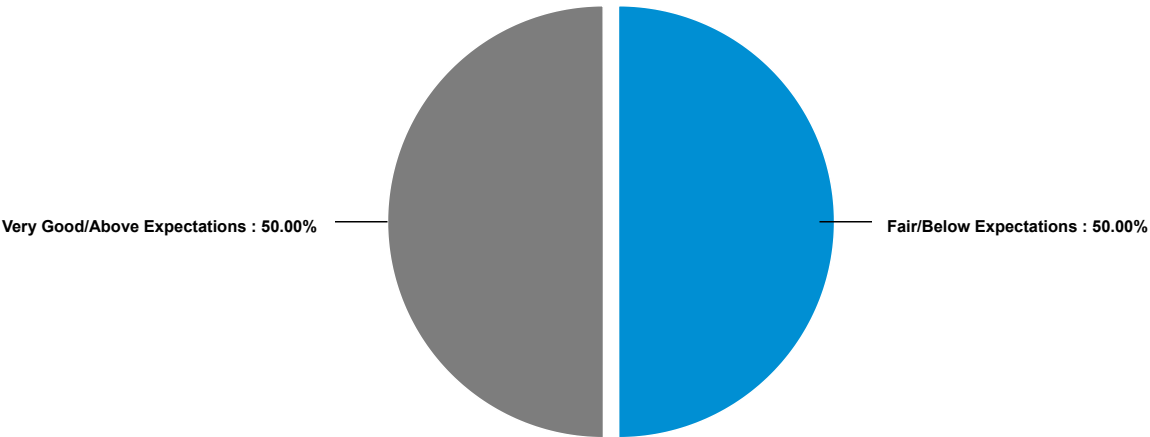
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	50%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Provides high quality advice and assistance



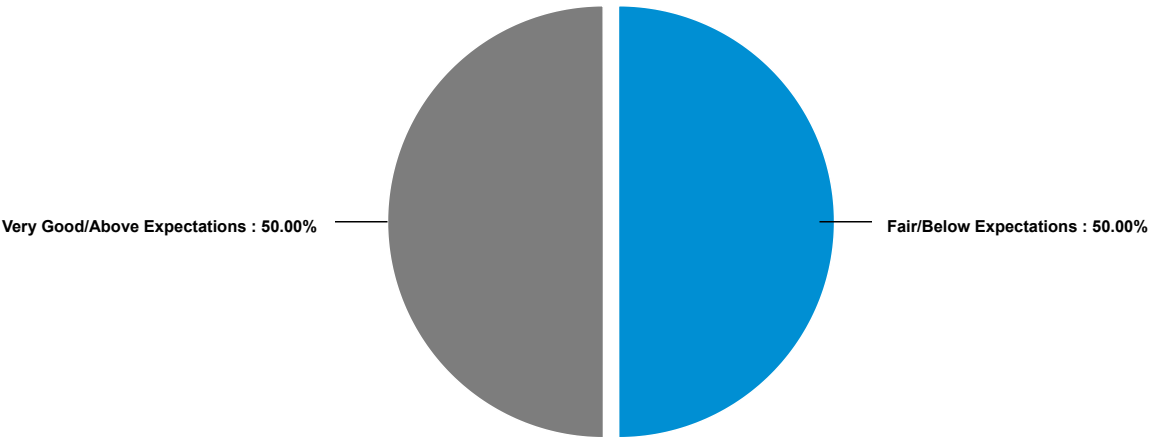
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	50%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Communicates well both orally and in writing



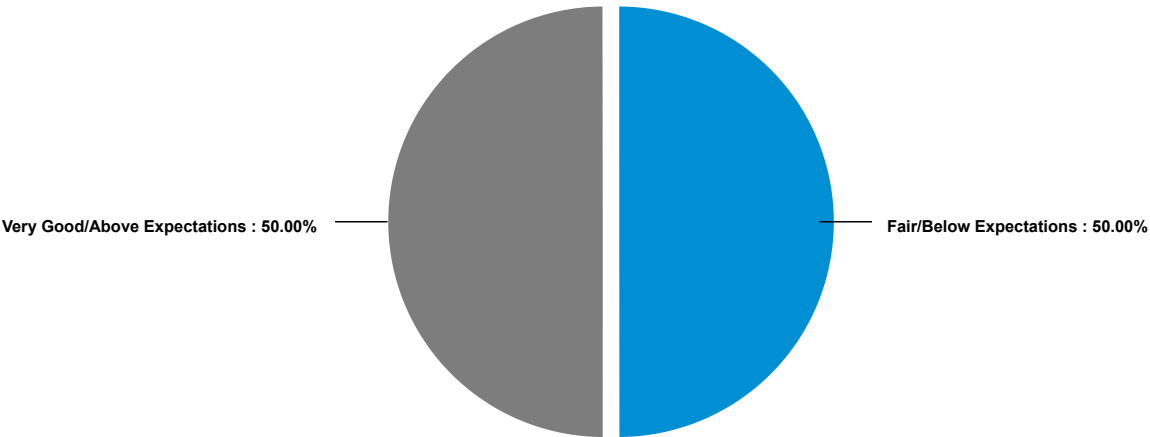
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	50%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Handles all interactions in a professional manner



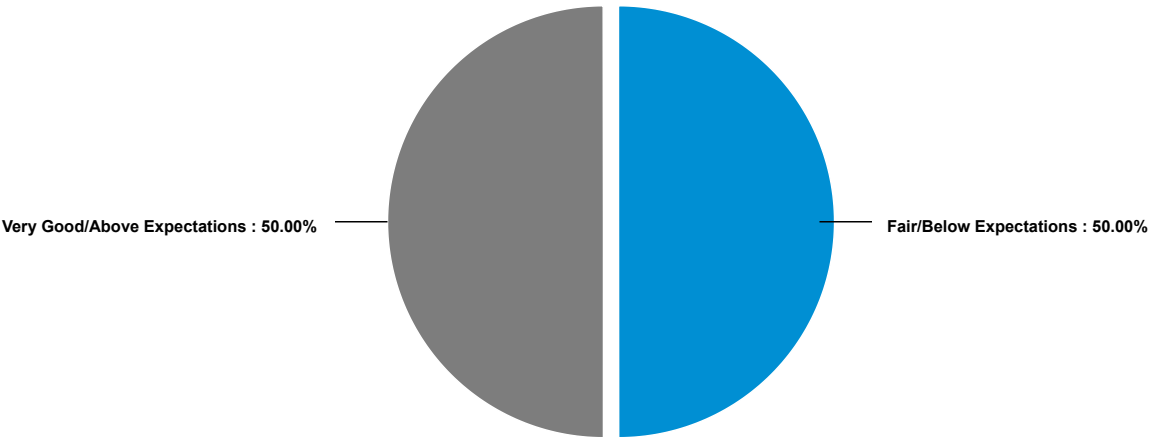
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	50%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Accomplishes goals and objectives and also provides additional value



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

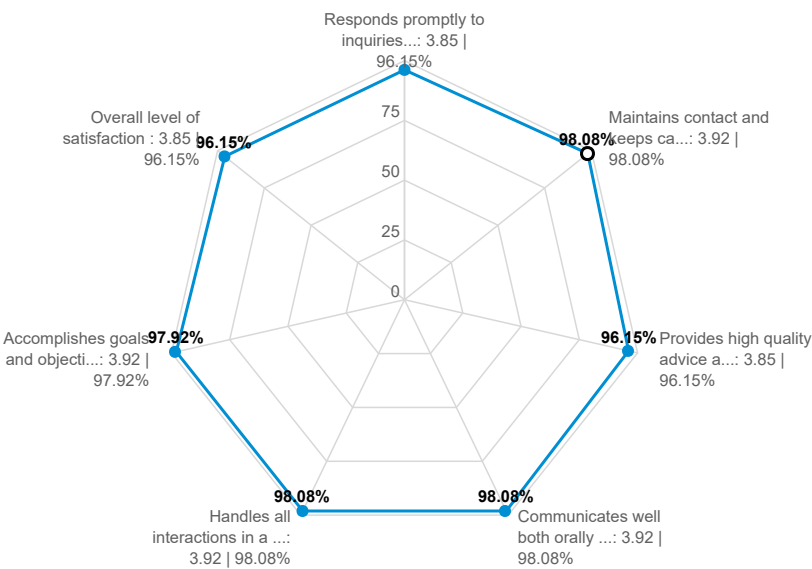
Overall level of satisfaction



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

Comments/Suggestions for ServePro - Restoration Services:

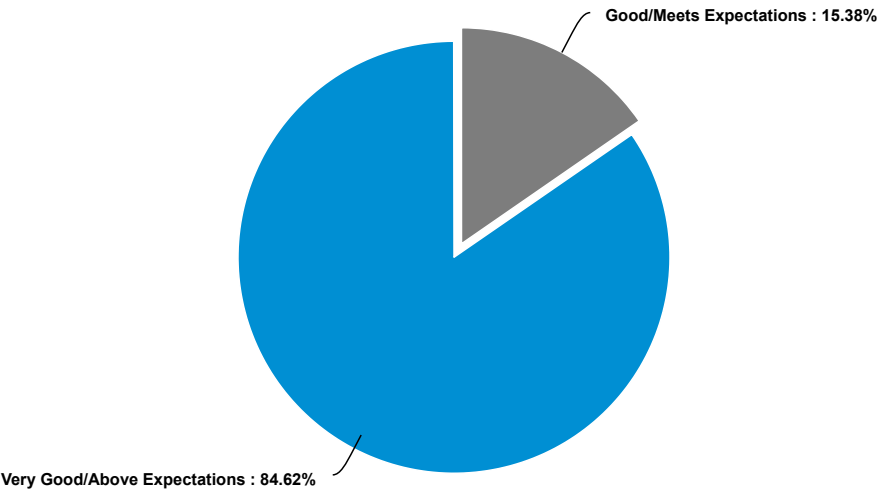
15. Systemwide Risk Management (broadly): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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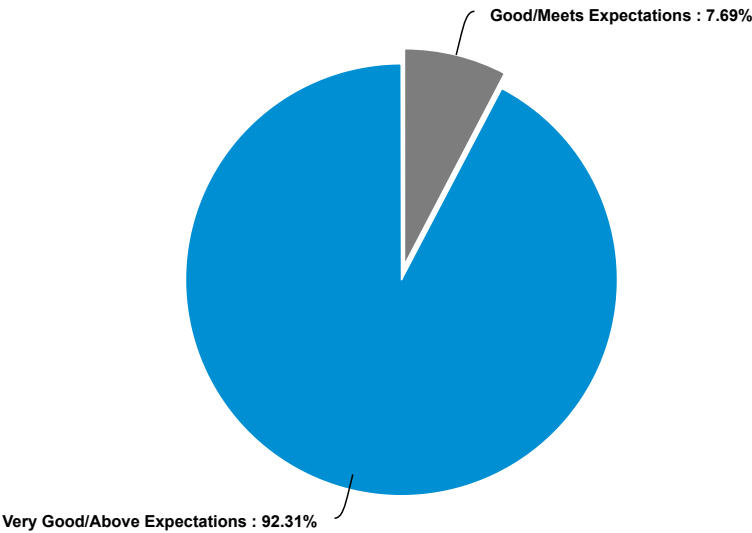
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	13	3.85				
Maintains contact and keeps campus apprised on important and pertinent matters	13	3.92				
Provides high quality advice and assistance	13	3.85				
Communicates well both orally and in writing	13	3.92				
Handles all interactions in a professional manner	13	3.92				
Accomplishes goals and objectives and also provides additional value	12	3.92				
Overall level of satisfaction	13	3.85				
Average		3.89				

Responds promptly to inquiries and requests



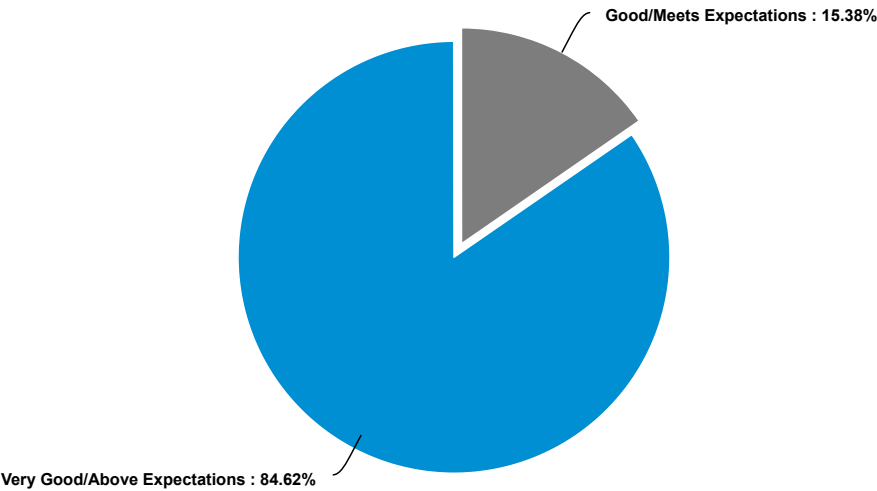
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	15.38%					
Very Good/Above Expectations	11	84.62%					
Total	13	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



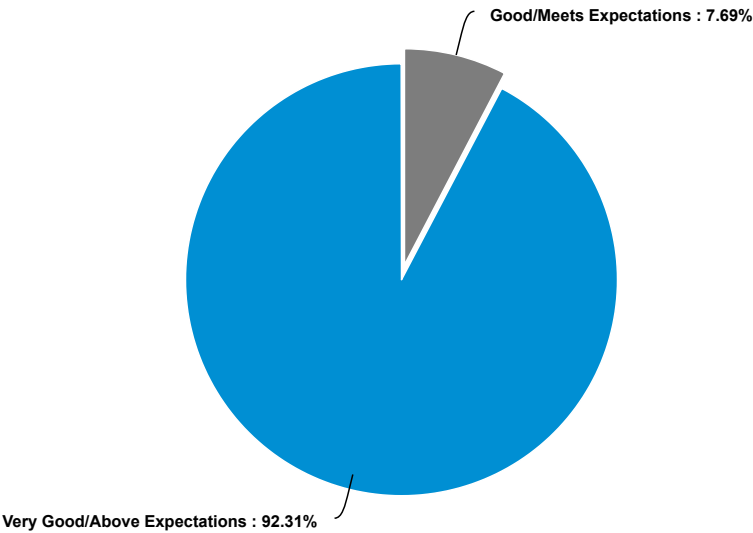
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	7.69%					
Very Good/Above Expectations	12	92.31%					
Total	13	100 %					

Provides high quality advice and assistance



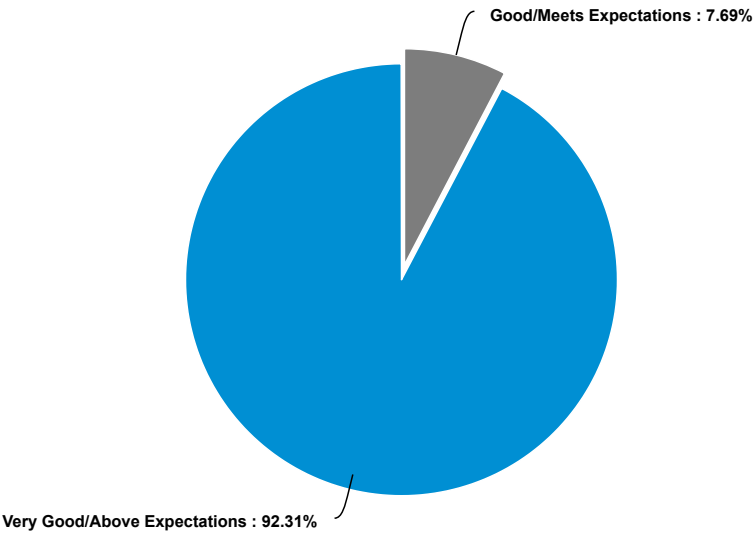
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	15.38%					
Very Good/Above Expectations	11	84.62%					
Total	13	100 %					

Communicates well both orally and in writing



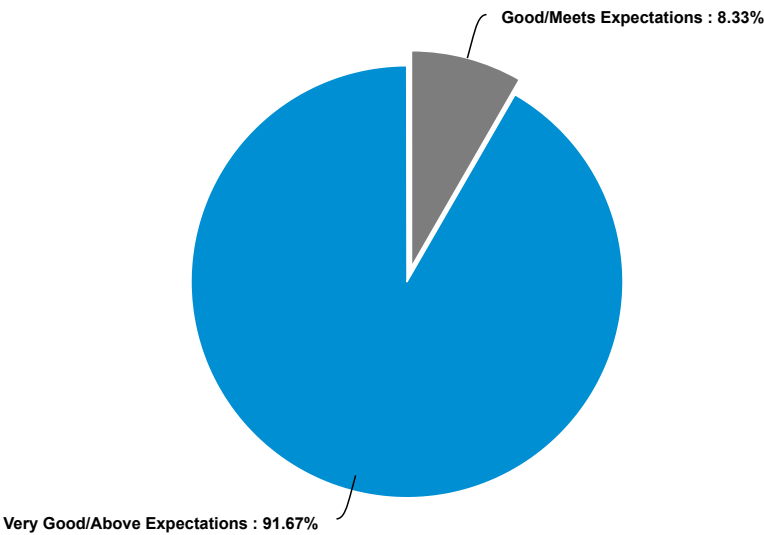
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	7.69%					
Very Good/Above Expectations	12	92.31%					
Total	13	100 %					

Handles all interactions in a professional manner



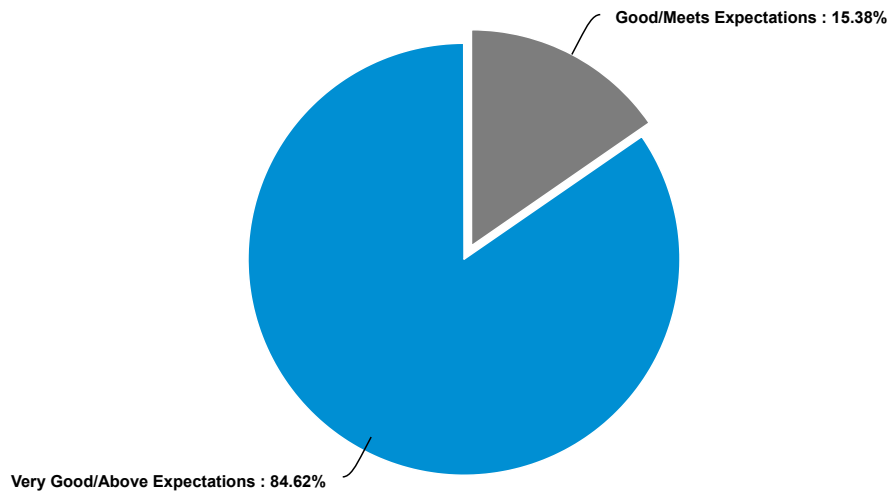
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	7.69%					
Very Good/Above Expectations	12	92.31%					
Total	13	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	8.33%					
Very Good/Above Expectations	11	91.67%					
Total	12	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	15.38%					
Very Good/Above Expectations	11	84.62%					
Total	13	100 %					

Comments/Suggestions for Systemwide Risk Management (broadly):

03/20/2026 203128306 Zachary Gifford and Martha Guiditta are always so responsive and provide assistance and guidance.

03/19/2026 203092079 No concerns. Always available to answer questions and provide guidance.

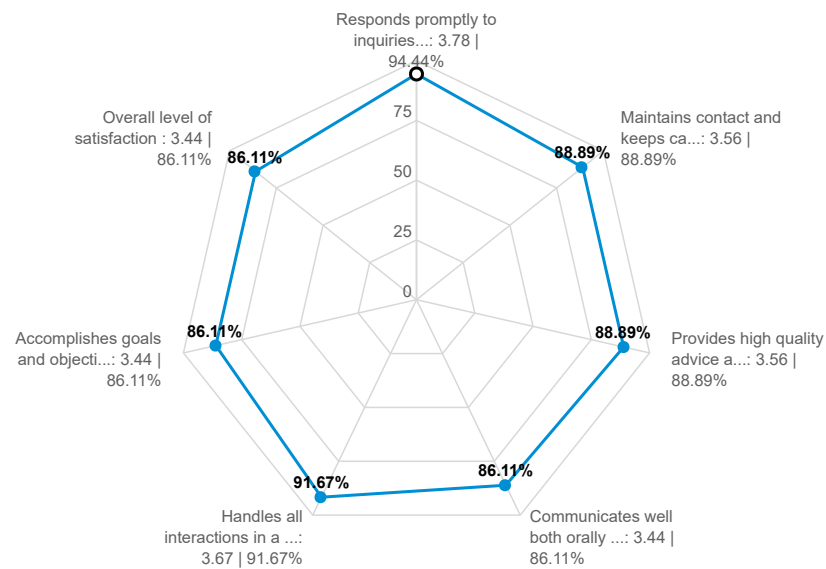
03/17/2026 202998436 Volunteer paperwork has been very slow in getting back to campus departments. We are not told information on what is being held up and what is needed. The driving piece to this has been very poorly communicated and very confusing.

03/12/2026 202865240 Case management software is needed for workers comp administration, and Terra Dotta implementation hasn't been addressed

03/10/2026 202779237 Best Crew Ever! Always helpful and a pleasure to work with.

03/06/2026 202674910 I greatly appreciate Zach Gifford and his crew at SRM. He is obviously a good leader, because he has surrounded himself with highly competent staff. I feel I can reach out to any of them and get a response ASAP (usually same day). They are energetic, have good attitudes, and are experts in their fields. I rely on them greatly, because I'm at a campus with low staff in the risk and safety area.

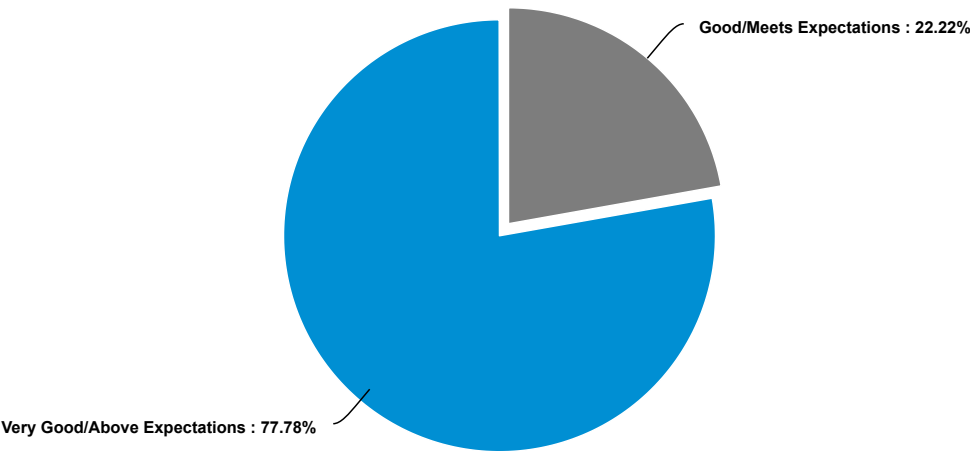
16. Systemwide Risk Management - Environmental Health & Safety: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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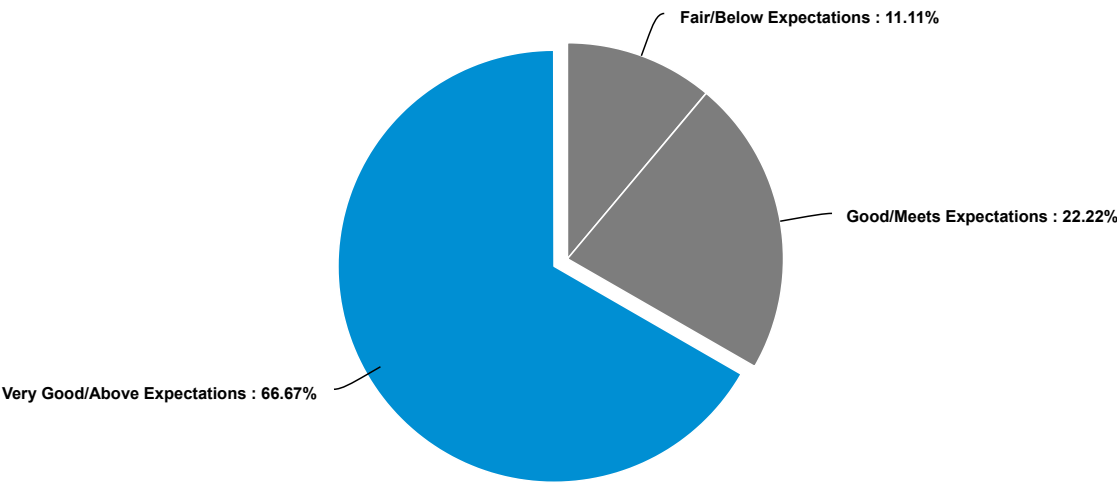
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	9	3.78				
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.56				
Provides high quality advice and assistance	9	3.56				
Communicates well both orally and in writing	9	3.44				
Handles all interactions in a professional manner	9	3.67				
Accomplishes goals and objectives and also provides additional value	9	3.44				
Overall level of satisfaction	9	3.44				
Average		3.56				

Responds promptly to inquiries and requests



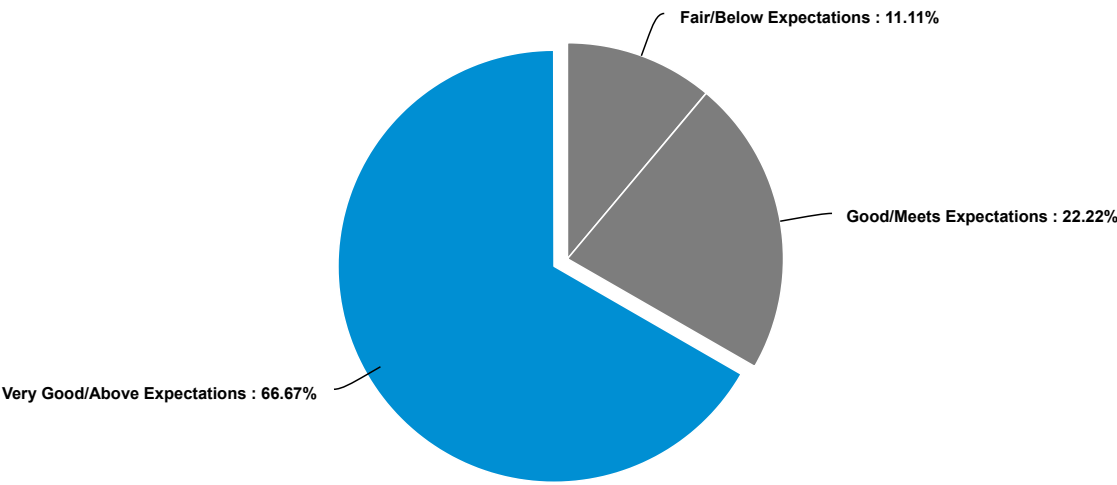
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	7	77.78%					
Total	9	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



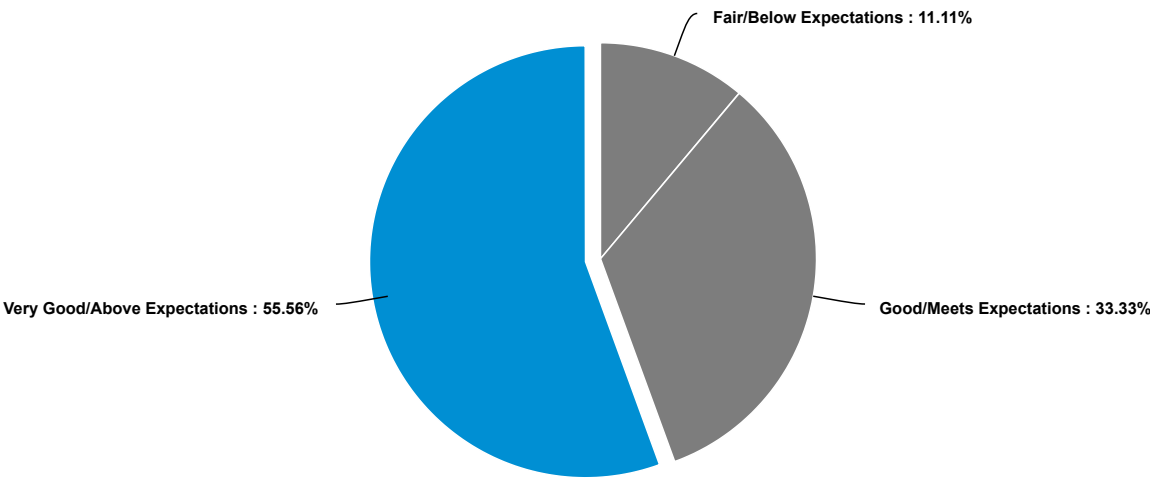
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	6	66.67%					
Total	9	100 %					

Provides high quality advice and assistance



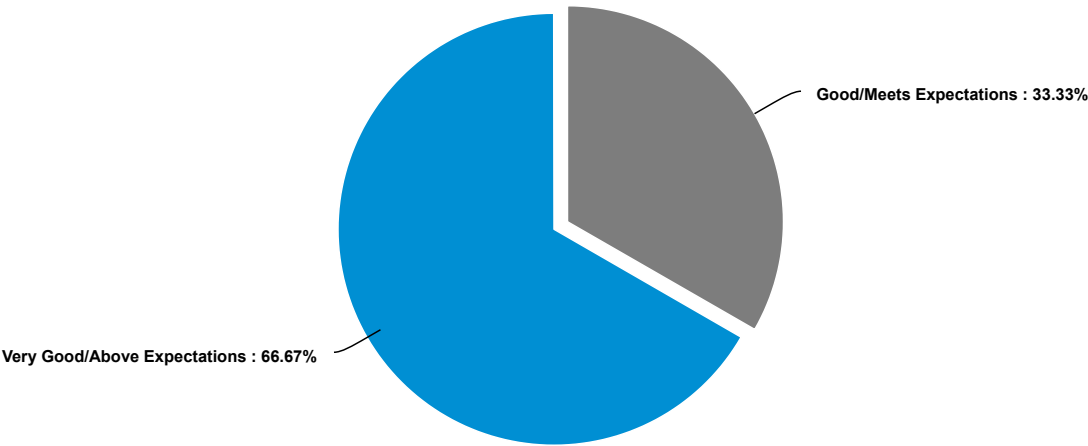
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	6	66.67%					
Total	9	100 %					

Communicates well both orally and in writing



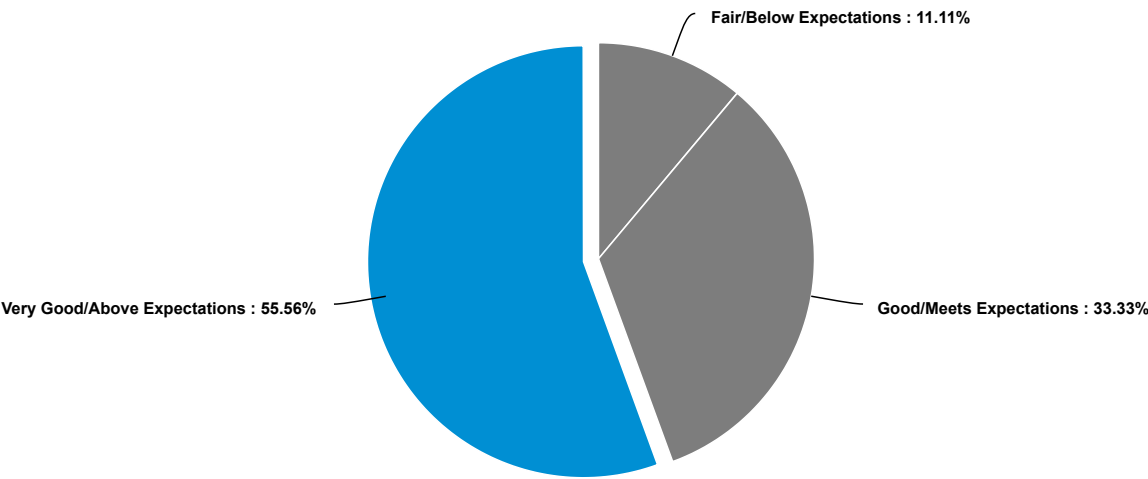
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	3	33.33%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

Handles all interactions in a professional manner



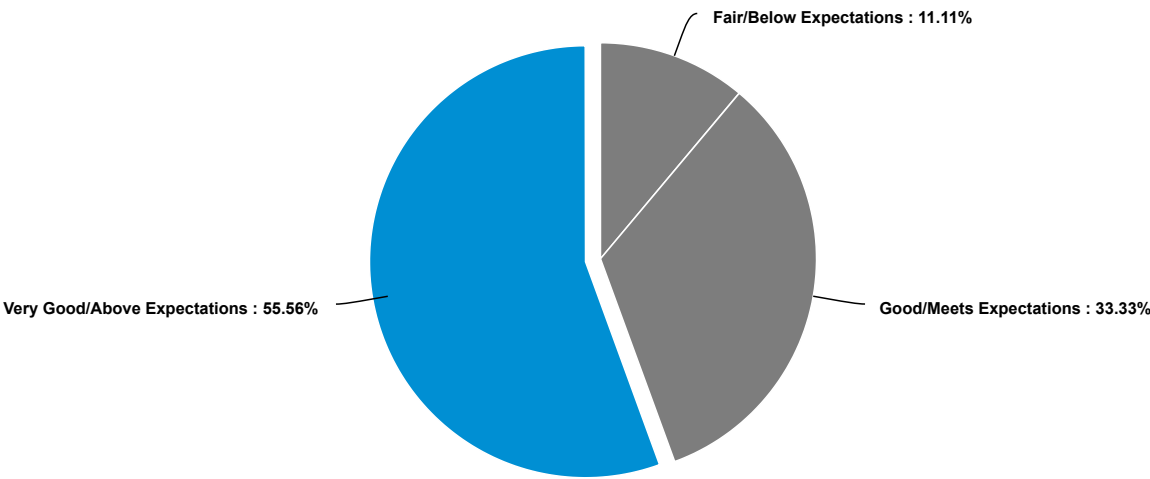
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	33.33%					
Very Good/Above Expectations	6	66.67%					
Total	9	100 %					

Accomplishes goals and objectives and also provides additional value



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

Overall level of satisfaction

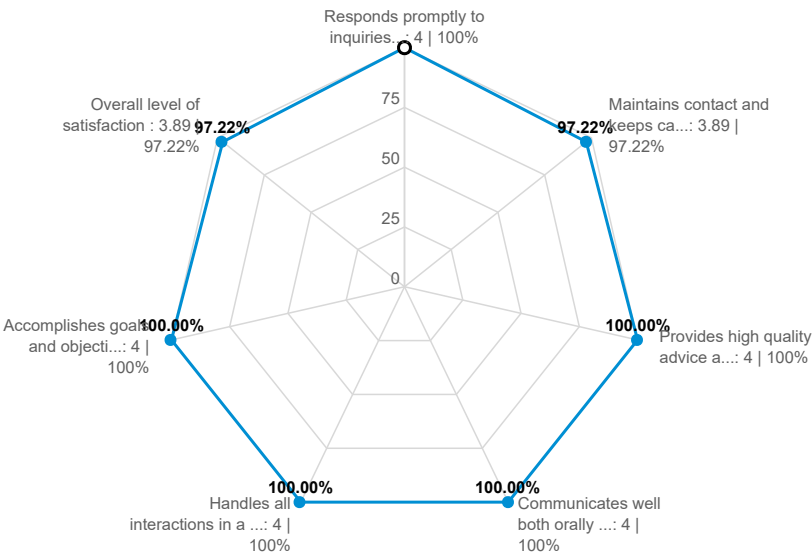


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	11.11%					
Good/Meets Expectations	3	33.33%					
Very Good/Above Expectations	5	55.56%					
Total	9	100 %					

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

03/12/2026	202865240	need to address issues related to return to work and medical surveillance
03/06/2026	202674910	Scott Bourdon and Marissa Castillo are a great support team to the campus EH&S staff and directors. We rely on their expertise in many ways through the year. Marissa is an excellent and organized with administrative and operational work. She has done exceptionally well with communications and raising our awareness of training and resources. Scott is a level-headed director with a professional demeanor that gives us all confidence. We appreciate the two of them immensely.

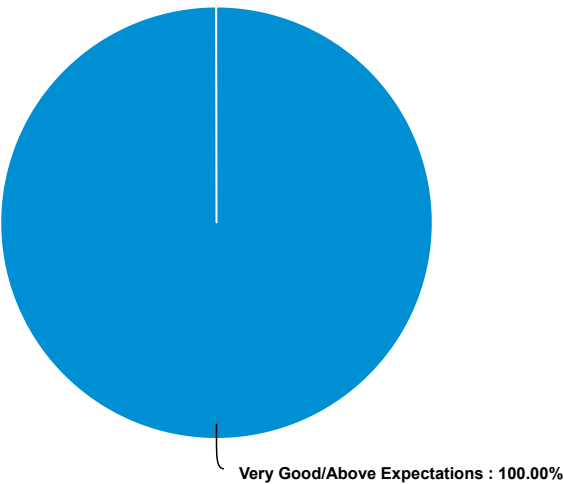
17. Systemwide Risk Management - Emergency Management: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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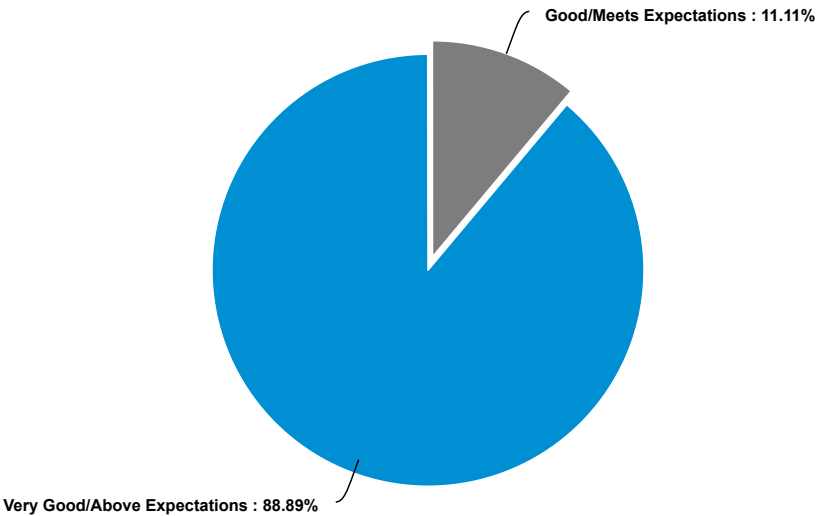
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	9	4				
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.89				
Provides high quality advice and assistance	9	4				
Communicates well both orally and in writing	9	4				
Handles all interactions in a professional manner	9	4				
Accomplishes goals and objectives and also provides additional value	8	4				
Overall level of satisfaction	9	3.89				
Average		3.97				

Responds promptly to inquiries and requests



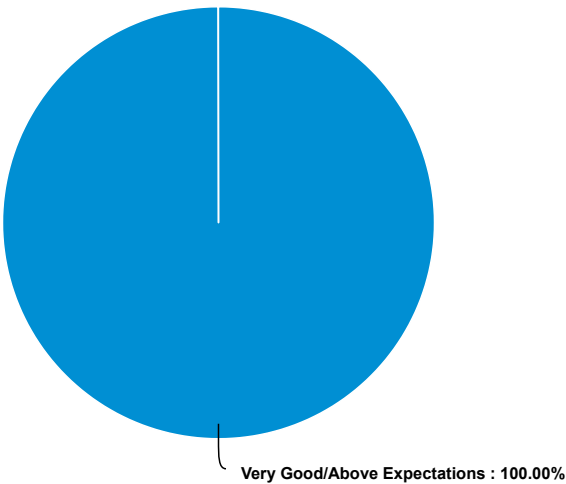
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	9	100%					
Total	9	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



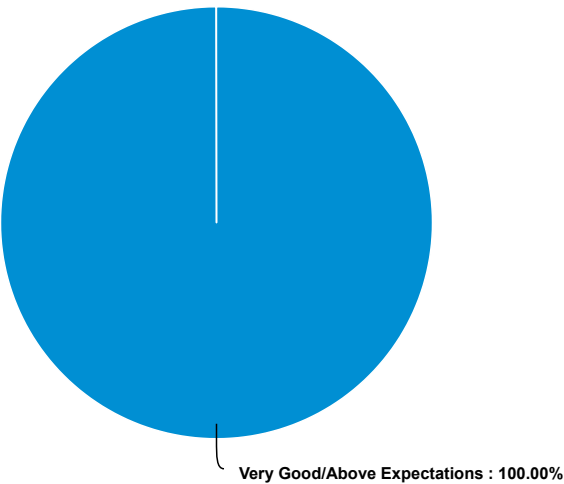
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	11.11%					
Very Good/Above Expectations	8	88.89%					
Total	9	100 %					

Provides high quality advice and assistance



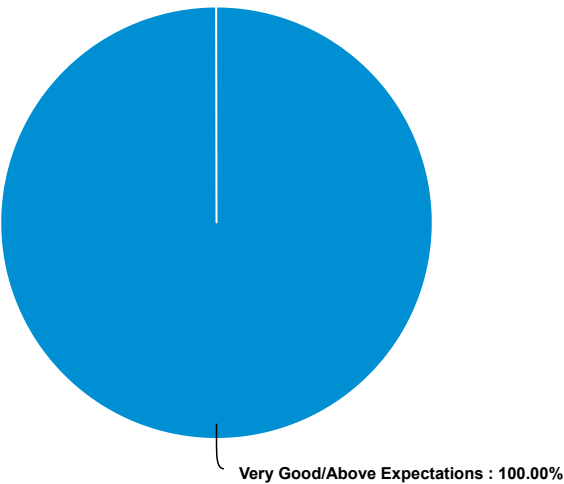
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	9	100%					
Total	9	100 %					

Communicates well both orally and in writing



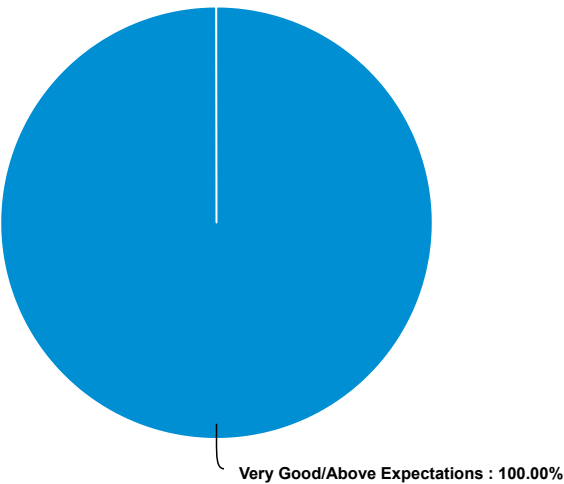
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	9	100%					
Total	9	100 %					

Handles all interactions in a professional manner



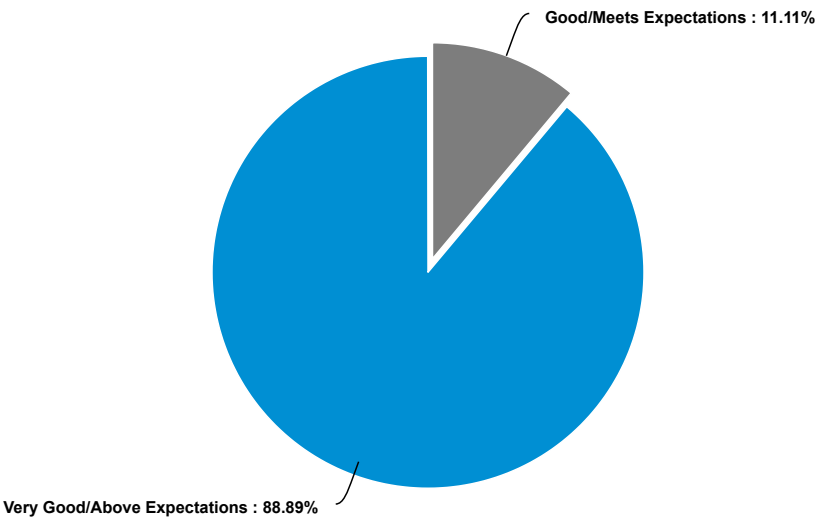
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	9	100%					
Total	9	100 %					

Accomplishes goals and objectives and also provides additional value



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

Overall level of satisfaction

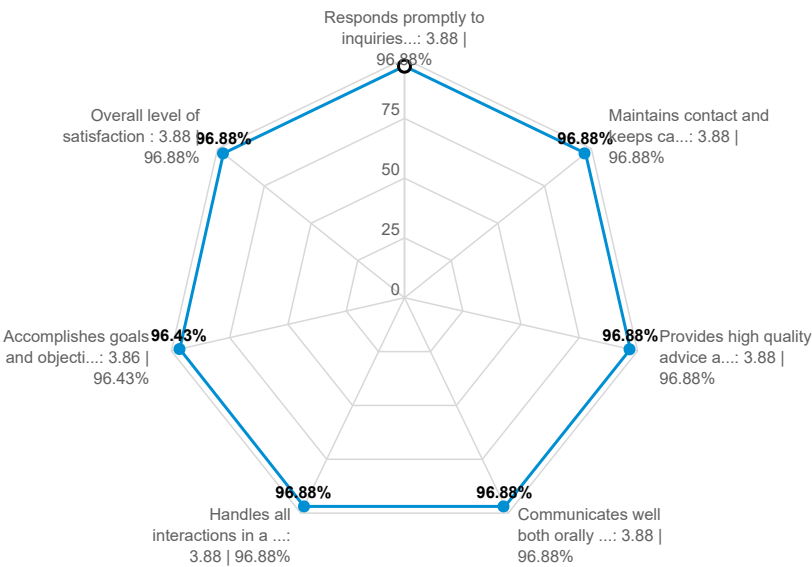


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	11.11%					
Very Good/Above Expectations	8	88.89%					
Total	9	100 %					

Comments/Suggestions for Systemwide Risk Management - Emergency Management:

03/05/2026 202626859 Jenny and Andrew are always willing to help and pleasant to work with.

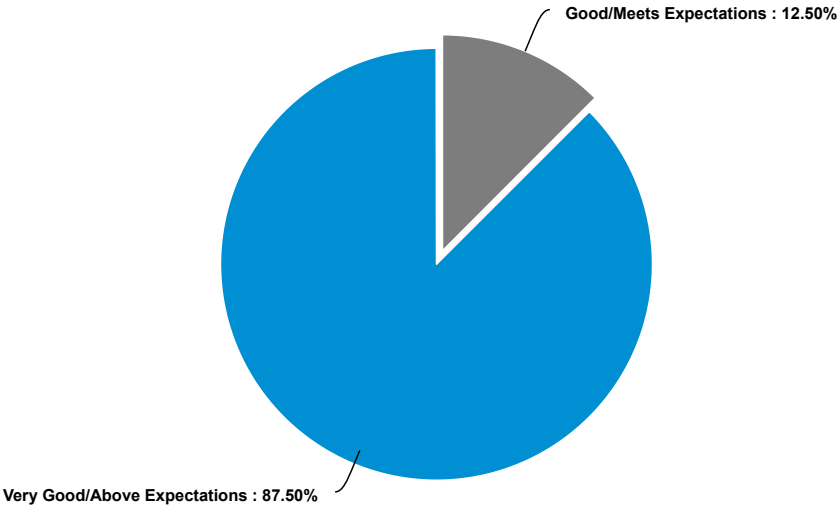
18. Systemwide Risk Management - General Liability Claims Handling: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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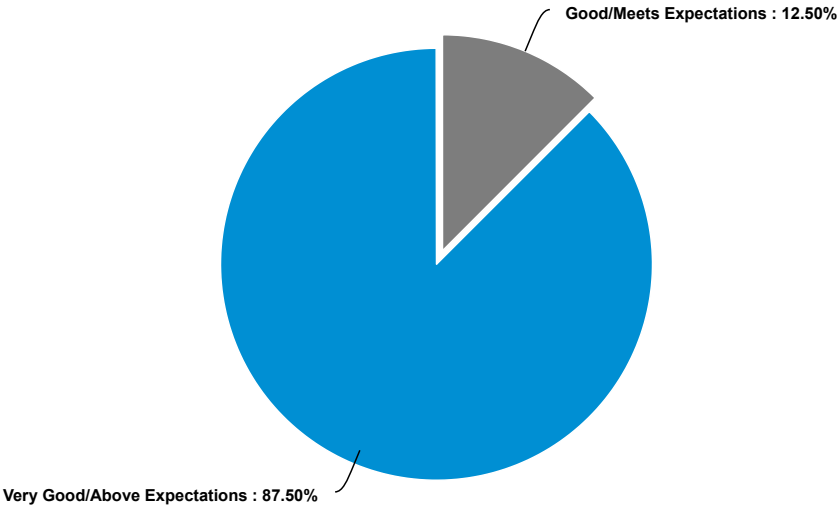
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	8	3.88				
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.88				
Provides high quality advice and assistance	8	3.88				
Communicates well both orally and in writing	8	3.88				
Handles all interactions in a professional manner	8	3.88				
Accomplishes goals and objectives and also provides additional value	7	3.86				
Overall level of satisfaction	8	3.88				
Average		3.88				

Responds promptly to inquiries and requests



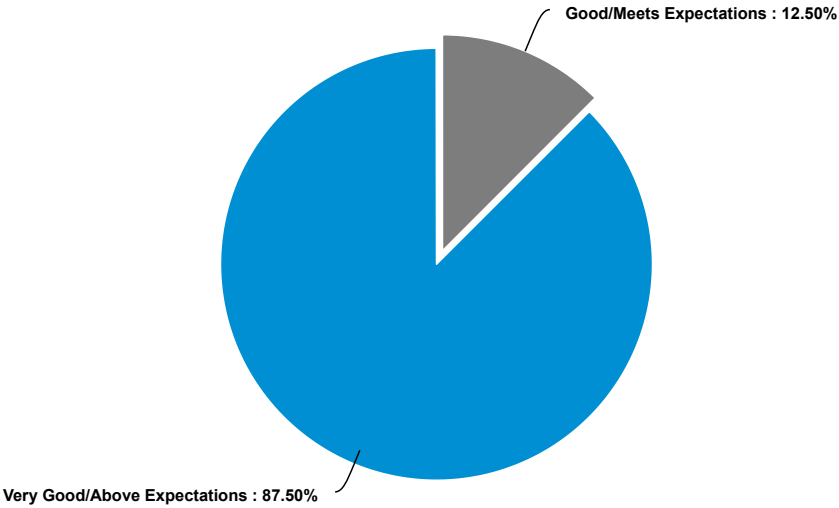
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	12.5%					
Very Good/Above Expectations	7	87.5%					
Total	8	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



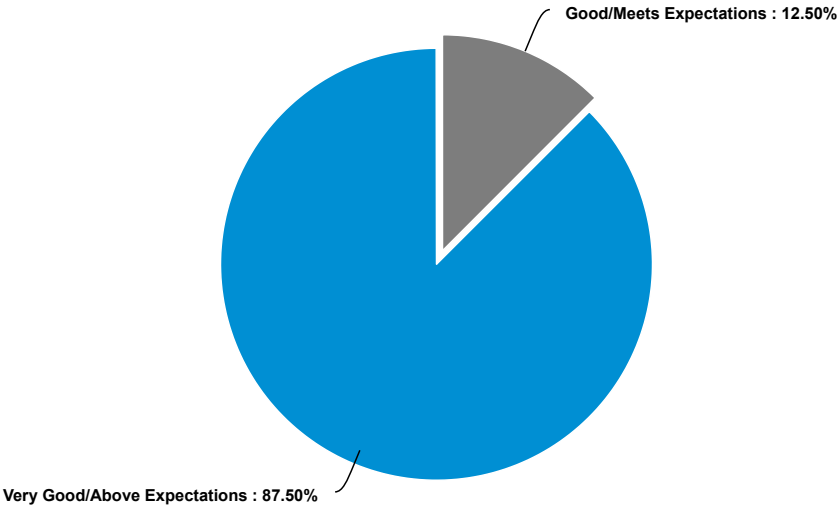
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	12.5%					
Very Good/Above Expectations	7	87.5%					
Total	8	100 %					

Provides high quality advice and assistance



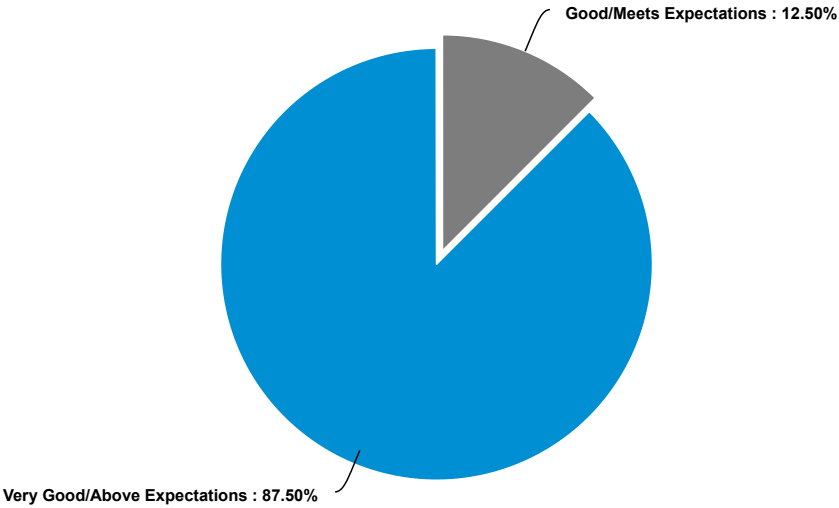
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	12.5%					
Very Good/Above Expectations	7	87.5%					
Total	8	100 %					

Communicates well both orally and in writing



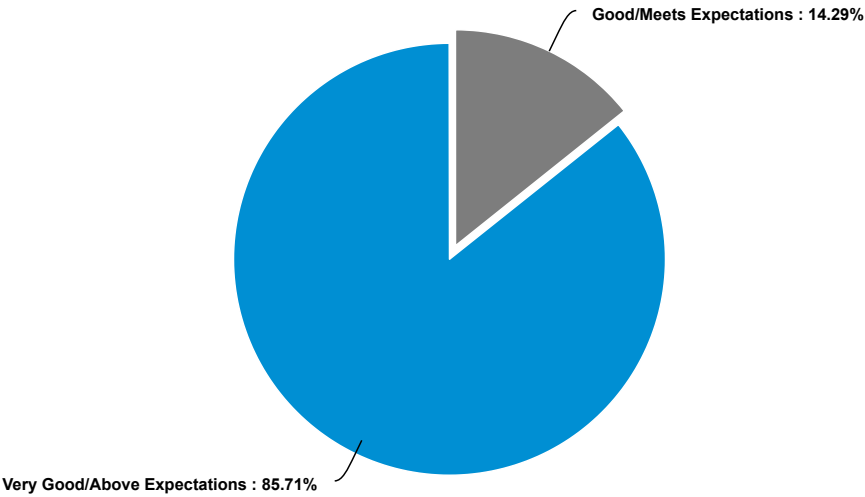
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	12.5%					
Very Good/Above Expectations	7	87.5%					
Total	8	100 %					

Handles all interactions in a professional manner



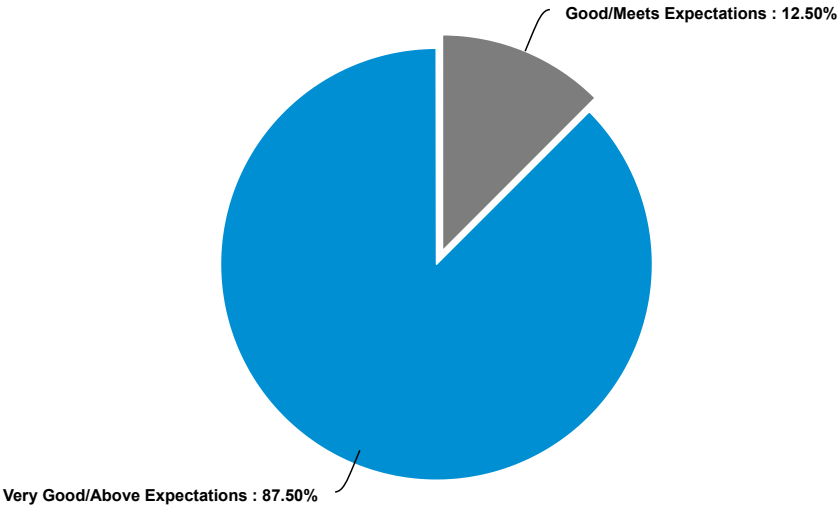
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	12.5%					
Very Good/Above Expectations	7	87.5%					
Total	8	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	14.29%					
Very Good/Above Expectations	6	85.71%					
Total	7	100 %					

Overall level of satisfaction

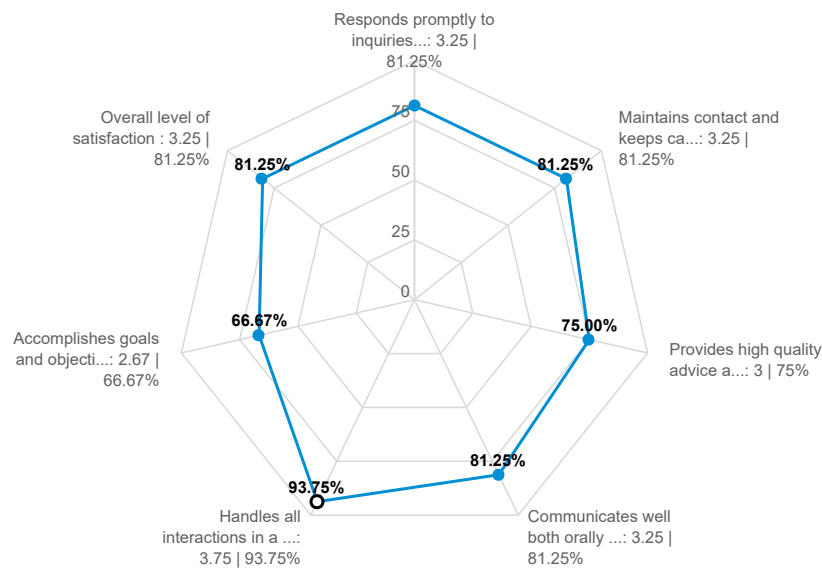


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	12.5%					
Very Good/Above Expectations	7	87.5%					
Total	8	100 %					

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

03/20/2026	203128306	Very helpful with me with all the questions/concerns that I have.
03/06/2026	202674910	Martha Guiditta and Zach Gifford are experts at GL claims handling. Martha is ultra-responsive and is a highly skilled administrator and coordinator of claims. She is always professional and knows her stuff. I lean on them to help with any size claim and I always am relieved when they are involved.

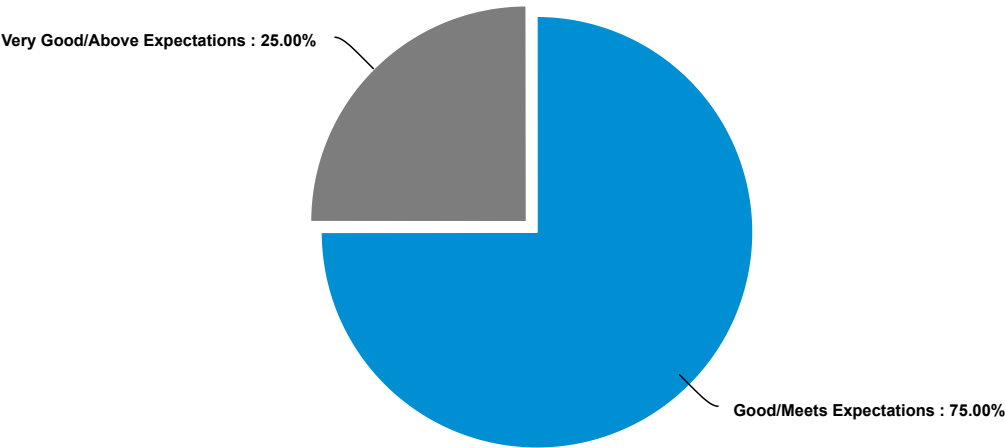
19. University of California Risk and Safety Solutions (RSS): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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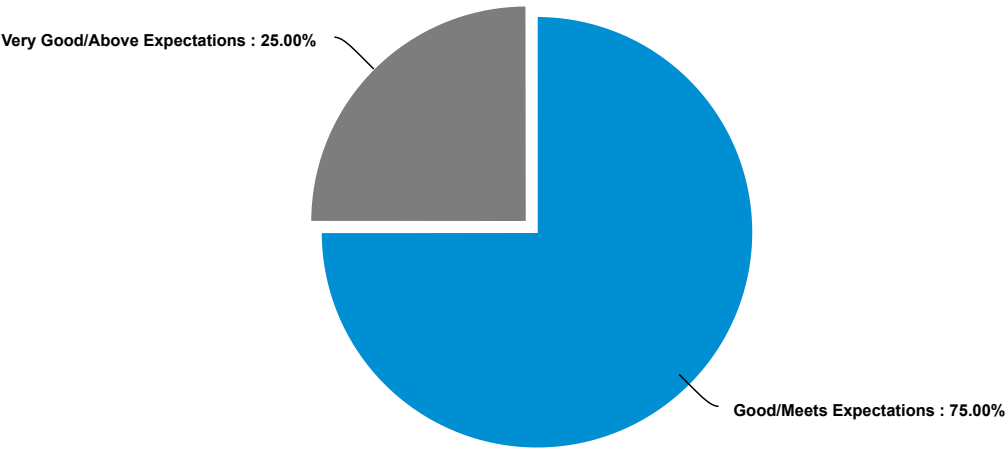
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	4	3.25				
Maintains contact and keeps campus appraised on important and pertinent matters	4	3.25				
Provides high quality advice and assistance	4	3				
Communicates well both orally and in writing	4	3.25				
Handles all interactions in a professional manner	4	3.75				
Accomplishes goals and objectives and also provides additional value	3	2.67				
Overall level of satisfaction	4	3.25				
Average		3.22				

Responds promptly to inquiries and requests



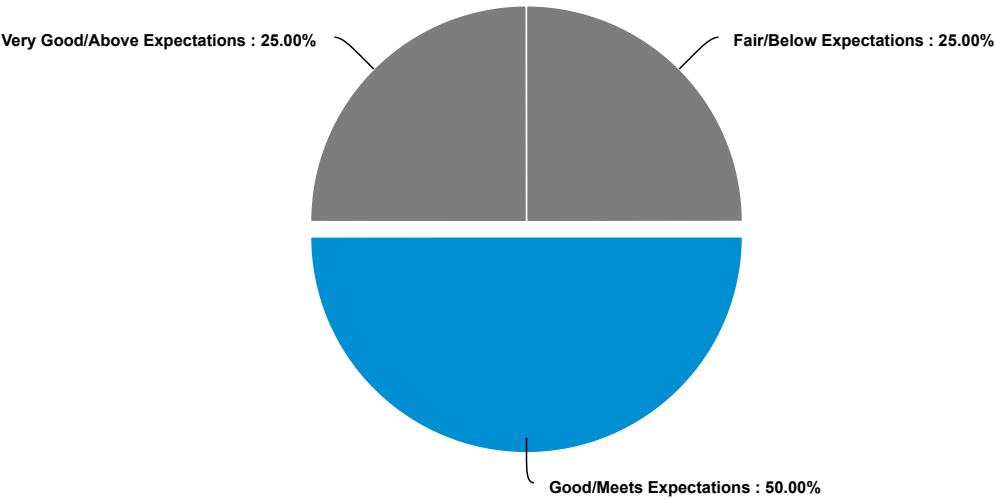
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	75%					
Very Good/Above Expectations	1	25%					
Total	4	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



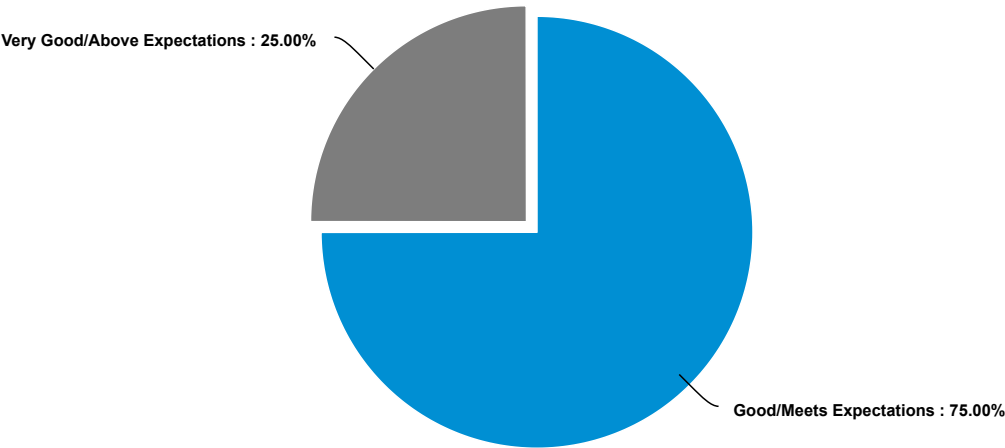
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	75%					
Very Good/Above Expectations	1	25%					
Total	4	100 %					

Provides high quality advice and assistance



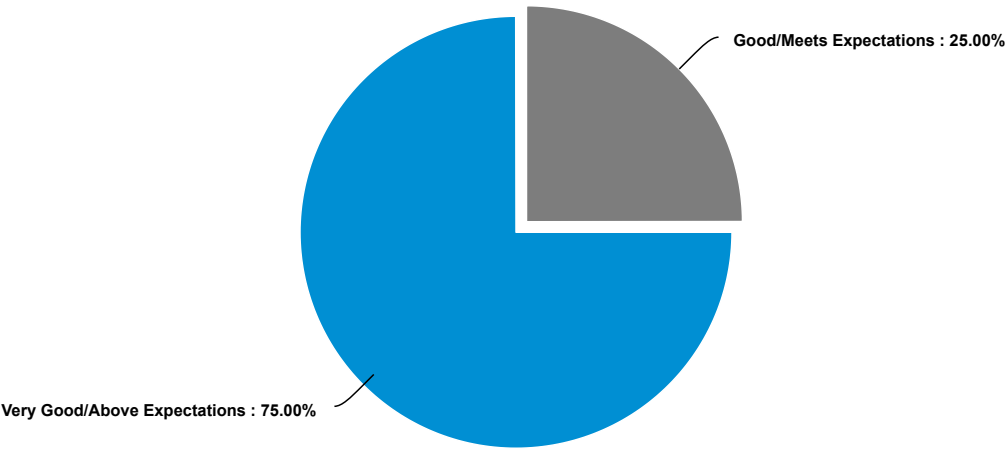
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	25%					
Good/Meets Expectations	2	50%					
Very Good/Above Expectations	1	25%					
Total	4	100 %					

Communicates well both orally and in writing



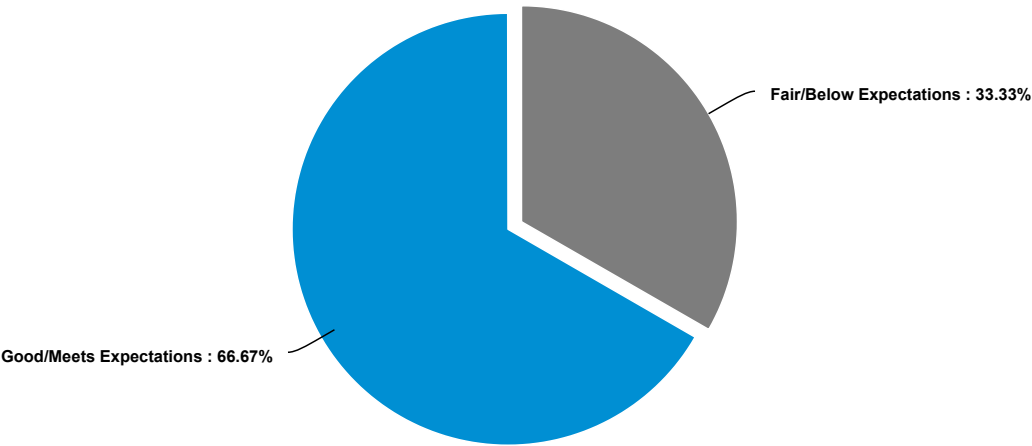
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	75%					
Very Good/Above Expectations	1	25%					
Total	4	100 %					

Handles all interactions in a professional manner



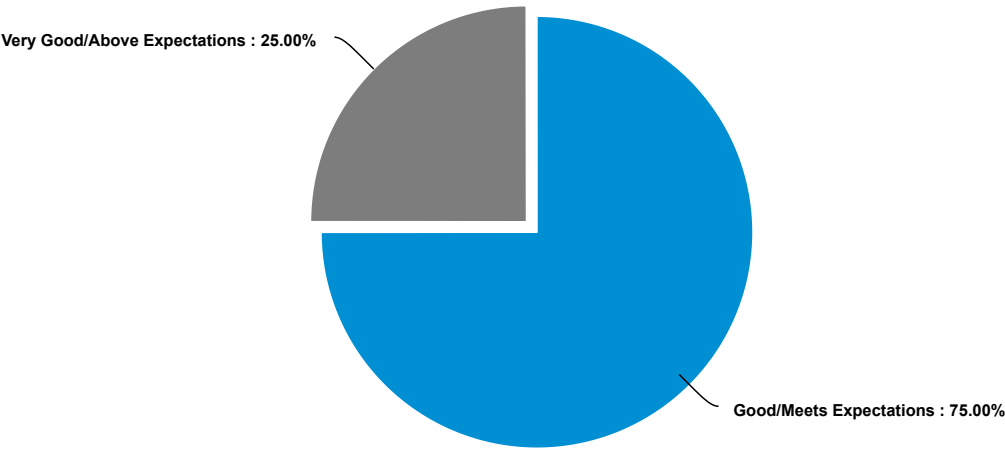
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	33.33%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	0	0%					
Total	3	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	75%					
Very Good/Above Expectations	1	25%					
Total	4	100 %					

Comments/Suggestions for University of California Risk and Safety Solutions (RSS):

03/06/2026 202674910 We would like to have the glitches and problems solved with the RSS tools. We use them fully, but there are hassles and problems that make using them complicated.

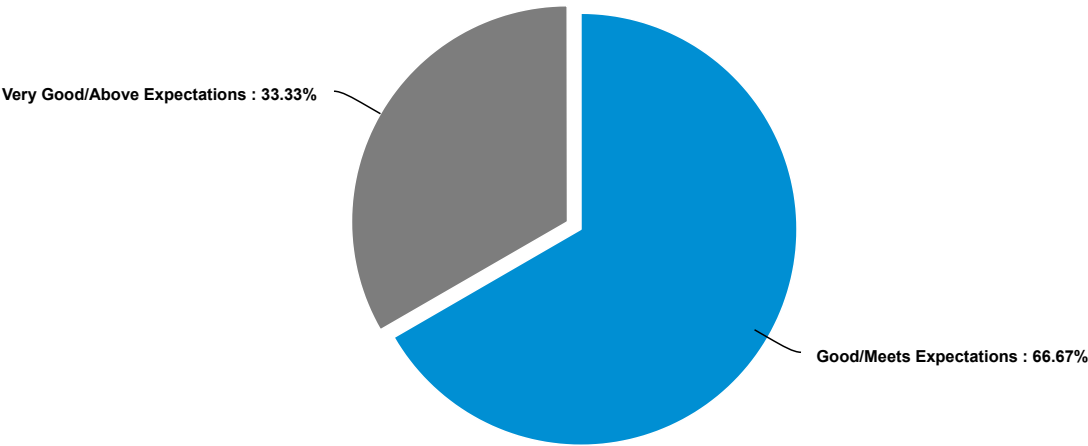
20. Veoci (Virtual Emergency Operations Center): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

Statement	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Overall
Responds promptly to inquiries and requests	0 0%	0 0%	2 40%	1 20%	2 40%	5 100%
Maintains contact and keeps campus appraised on important and pertinent matters	0 0%	0 0%	2 40%	1 20%	2 40%	5 100%
Provides high quality advice and assistance	0 0%	0 0%	2 40%	1 20%	2 40%	5 100%
Communicates well both orally and in writing	0 0%	0 0%	2 40%	1 20%	2 40%	5 100%
Handles all interactions in a professional manner	0 0%	0 0%	1 20%	2 40%	2 40%	5 100%
Accomplishes goals and objectives and also provides additional value	0 0%	0 0%	2 40%	1 20%	2 40%	5 100%
Overall level of satisfaction	0 0%	0 0%	3 60%	1 20%	1 20%	5 100%



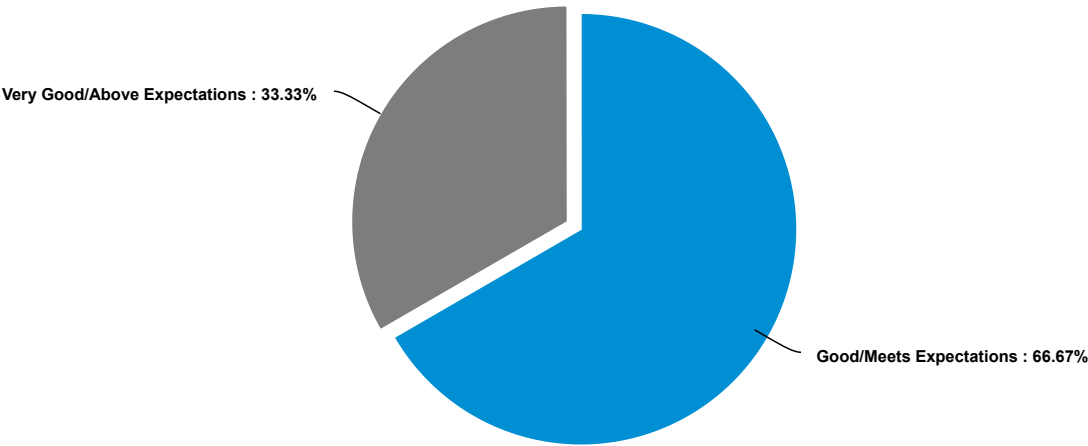
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	3	3.33				
Maintains contact and keeps campus appraised on important and pertinent matters	3	3.33				
Provides high quality advice and assistance	3	3.33				
Communicates well both orally and in writing	3	3.33				
Handles all interactions in a professional manner	3	3.67				
Accomplishes goals and objectives and also provides additional value	3	3.33				
Overall level of satisfaction	4	3.25				
Average		3.36				

Responds promptly to inquiries and requests



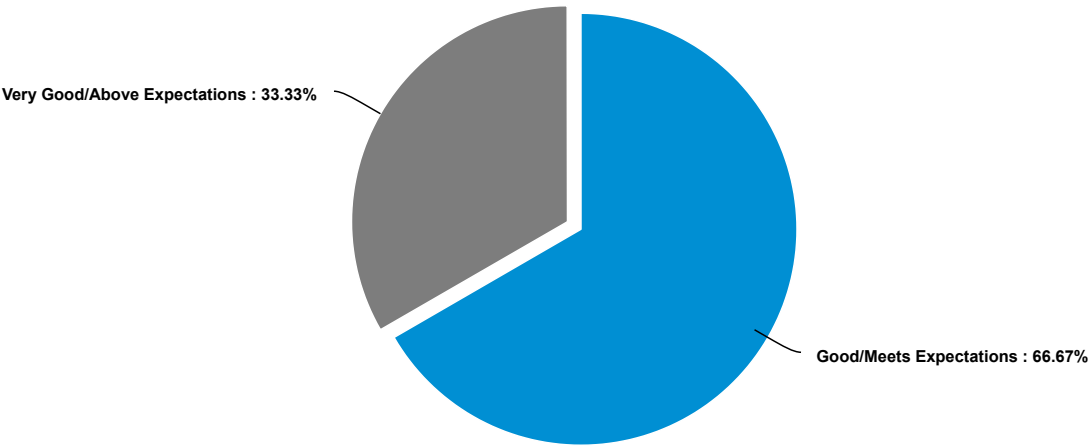
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



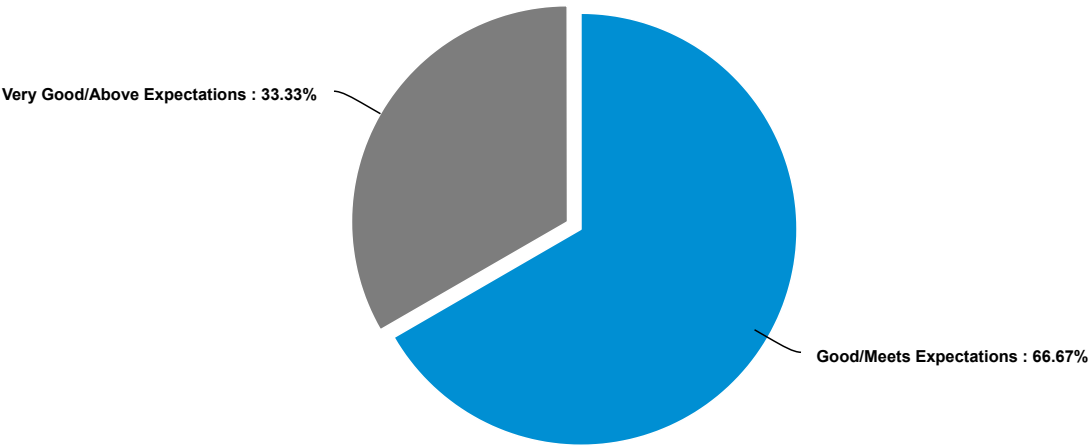
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Provides high quality advice and assistance



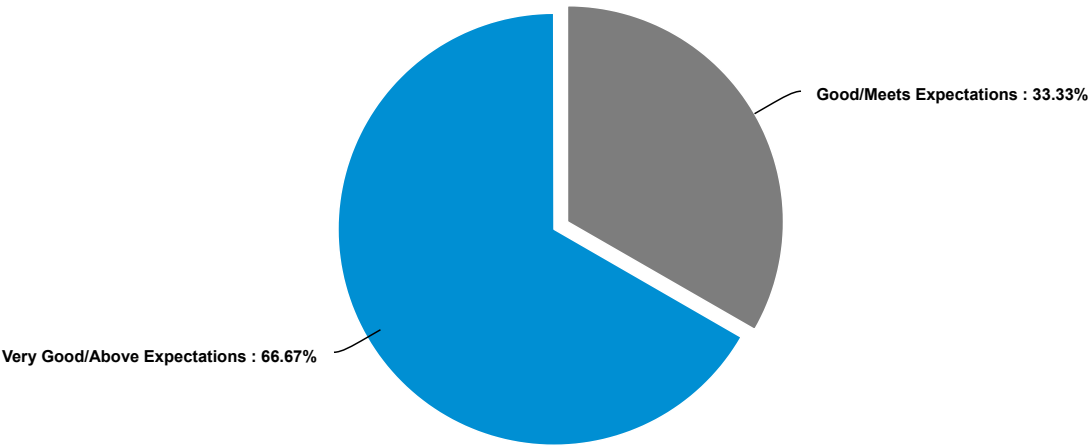
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Communicates well both orally and in writing



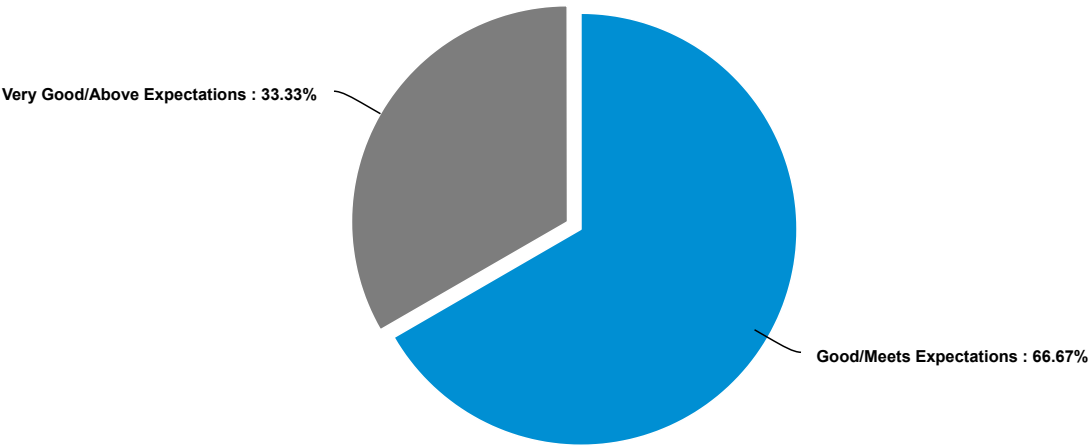
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Handles all interactions in a professional manner



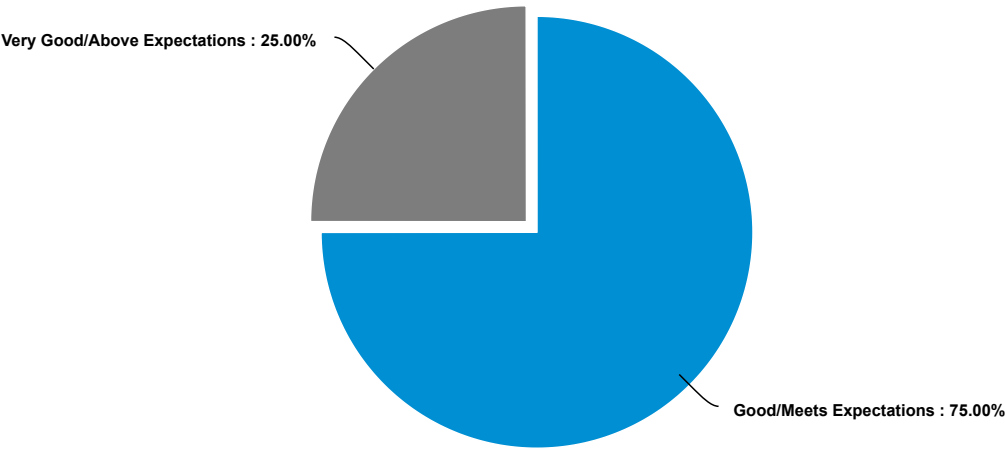
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	75%					
Very Good/Above Expectations	1	25%					
Total	4	100 %					

Comments/Suggestions for Veoci (Virtual Emergency Operations Center):

03/12/2026	202865240	too early to assess - agreement was signed at the end of 2025
03/05/2026	202626859	I've taken online and webinar trainings with Veoci and they have been helpful and answered questions. Veoci is not an easy product to use and Andrew Thiesen has provided excellent support and training. If I did not have him as a resource, it would be a challenging tool to use.