

2021 CSURMA Campus - Dashboard



Add Description

Summary



199

Viewed

45

Total Responses

32

Completed

71.11%

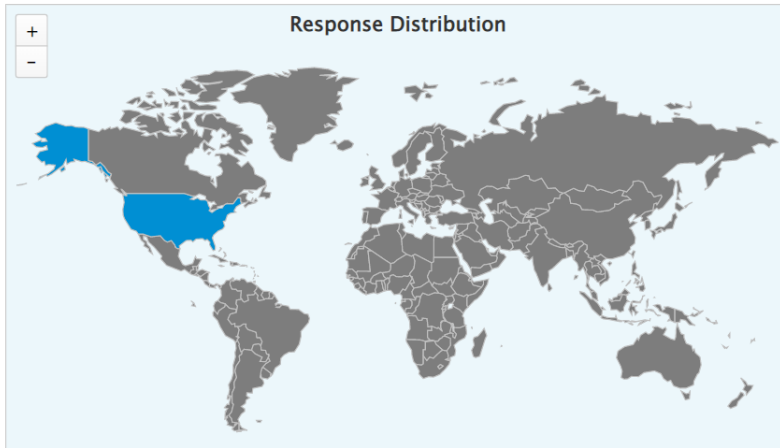
Completion Rate

13

Dropouts

3 mins

Average Time



Countries	Responses
US	100.00%
Total	100.00%

100% DESKTOP / LAPTOP

91% Windows

9% Mac

0% Linux

0% Other

0% SMARTPHONES

0% Android

0% iPhone

0% Windows

0% Other

0% TABLETS

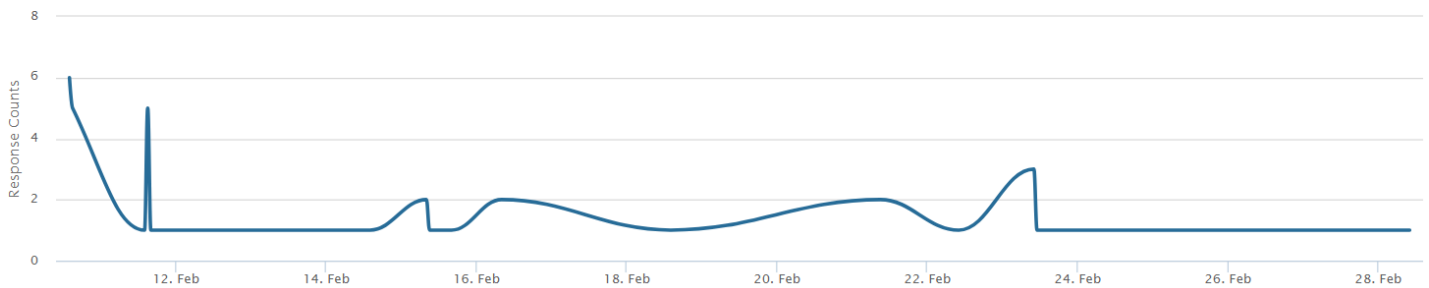
0% iPad

0% Android

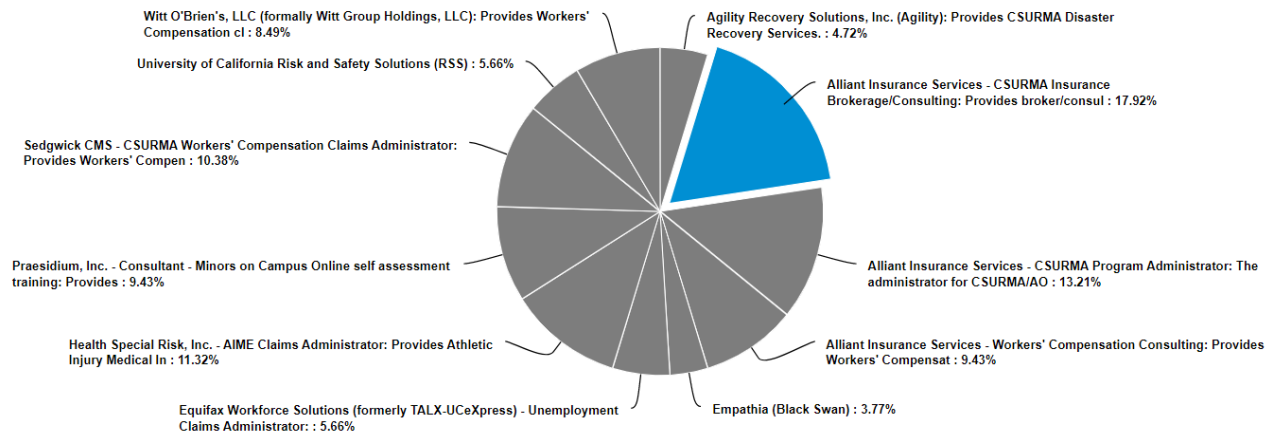
0% Windows

0% Other

Response Count Time Line



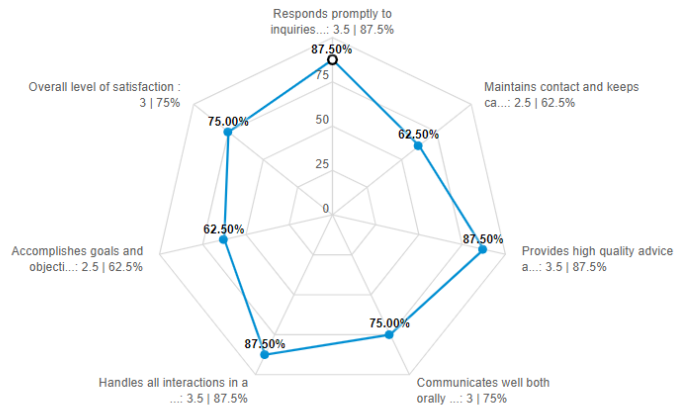
Please "select" all Vendor/Service Providers that you worked with from January 1, 2021 through December 31, 2021:



Answer	Count	Percent	20%	40%	60%	80%	100%
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services.	5	4.72%					
Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA purchased insurance.	19	17.92%					
Alliant Insurance Services - CSURMA Program Administrator: The administrator for CSURMA/AORMA, providing services including administrative support for the CSURMA Board of Directors, CSURMA Executive Committee, AORMA committees and providing administrative services for self-funded programs.	14	13.21%					
Alliant Insurance Services - Workers' Compensation Consulting: Provides Workers' Compensation consulting services as a liaison between campuses and the Workers Compensation TPA.	10	9.43%					
Empathia (Black Swan)	4	3.77%					
Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Provides unemployment claims administration services for the campuses.	6	5.66%					
Health Special Risk, Inc. - AIME Claims Administrator: Provides Athletic Injury Medical Insurance (AIME) and Sports Club claims administration services.	12	11.32%					
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	10	9.43%					
Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Provides Workers' Compensation claims administration services to the campuses.	11	10.38%					
University of California Risk and Safety Solutions (RSS)	6	5.66%					
Witt O'Brien's, LLC (formerly Witt Group Holdings, LLC): Provides Workers' Compensation claims administration services to the campuses.	9	8.49%					
Total	106	100%					

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.

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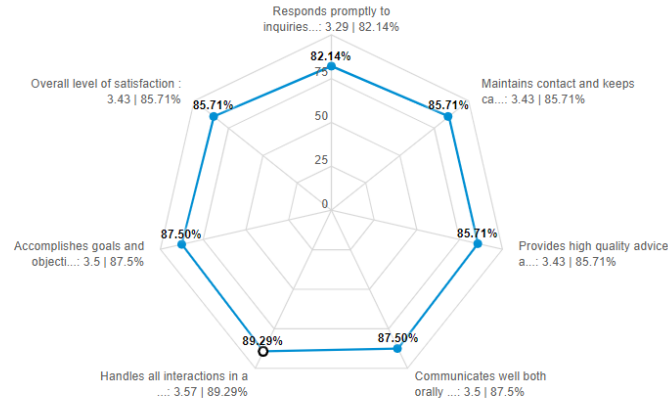
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	3.5				
Maintains contact and keeps campus apprised on important and pertinent matters	2	2.5				
Provides high quality advice and assistance	2	3.5				
Communicates well both orally and in writing	2	3				
Handles all interactions in a professional manner	2	3.5				
Accomplishes goals and objectives and also provides additional value	2	2.5				
Overall level of satisfaction	2	3				
Average		3.07				

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

02/15/2022 138145971 Need for aggressive marketing out reach to campuses. They need more visibility.

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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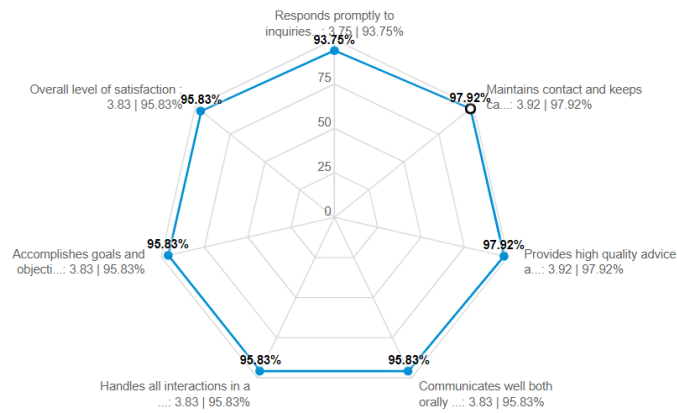
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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	14	3.29				
Maintains contact and keeps campus apprised on important and pertinent matters	14	3.43				
Provides high quality advice and assistance	14	3.43				
Communicates well both orally and in writing	14	3.5				
Handles all interactions in a professional manner	14	3.57				
Accomplishes goals and objectives and also provides additional value	14	3.5				
Overall level of satisfaction	14	3.43				
Average		3.45				

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

02/18/2022 138416565 Often have difficulty reaching someone or getting a timely response when sending e-mails or via phone

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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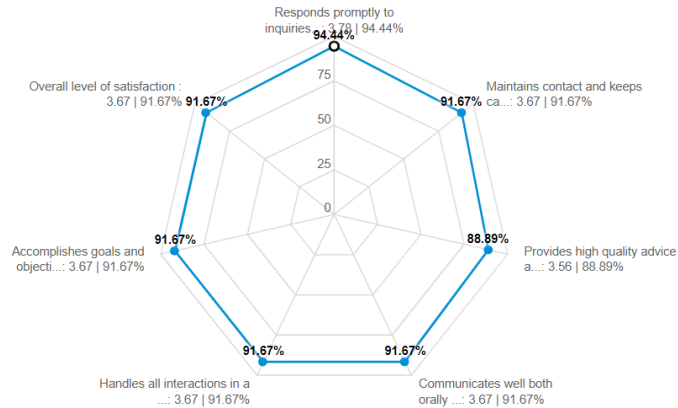
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	12	3.75				
Maintains contact and keeps campus apprised on important and pertinent matters	12	3.92				
Provides high quality advice and assistance	12	3.92				
Communicates well both orally and in writing	12	3.83				
Handles all interactions in a professional manner	12	3.83				
Accomplishes goals and objectives and also provides additional value	12	3.83				
Overall level of satisfaction	12	3.83				
Average		3.84				

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



02/22/2022 138625968 Seems like a bit of a conflict of interest to me to have the folks we buy insurance from being our JPA Administrator. I am wondering if this is why we get less than industry expected level of service, wishy washy answers, etc.

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	9	3.78				
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.67				
Provides high quality advice and assistance	9	3.56				
Communicates well both orally and in writing	9	3.67				
Handles all interactions in a professional manner	9	3.67				
Accomplishes goals and objectives and also provides additional value	9	3.67				
Overall level of satisfaction	9	3.67				
Average		3.67				

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



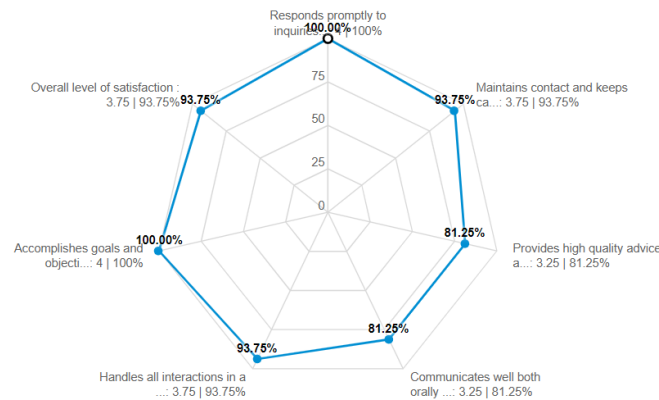
02/24/2022 138812447 I haven't had to work with Alliant much directly, but Jacki was amazing before she left.

02/23/2022 138724631 The problem I had with Alliant is they could not help us with IDL or anything that had to do with IDL so we are left to just ask each other how their campus does things instead of us all doing it the same sometimes.

02/15/2022 138145971 Was worried when Jacki Graf left, however Eddy and Deanna have been really helpful too.

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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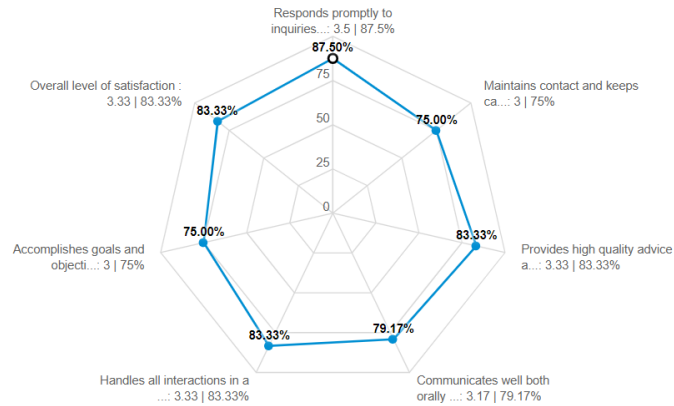
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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	4	4				
Maintains contact and keeps campus apprised on important and pertinent matters	4	3.75				
Provides high quality advice and assistance	4	3.25				
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	2	4				
Overall level of satisfaction	4	3.75				
Average		3.65				

Comments/Suggestions for Empathia (Black Swan):

02/24/2022 138812447 Empathia is great to work with and always readily available.

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.



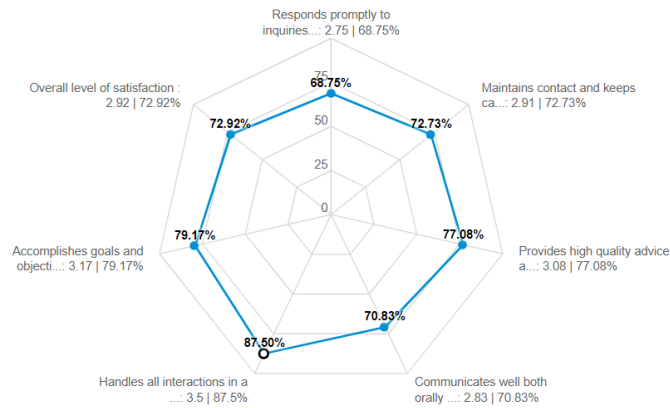
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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	6	3.5				
Maintains contact and keeps campus appraised on important and pertinent matters	6	3				
Provides high quality advice and assistance	6	3.33				
Communicates well both orally and in writing	6	3.17				
Handles all interactions in a professional manner	6	3.33				
Accomplishes goals and objectives and also provides additional value	6	3				
Overall level of satisfaction	6	3.33				
Average		3.24				

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

02/23/2022 138724631 Irene Wang at Equifax is wonderful. She answers all of my questions and always lets me know if an urgent case comes in and reminds me when I have claims due. She is also very kind.

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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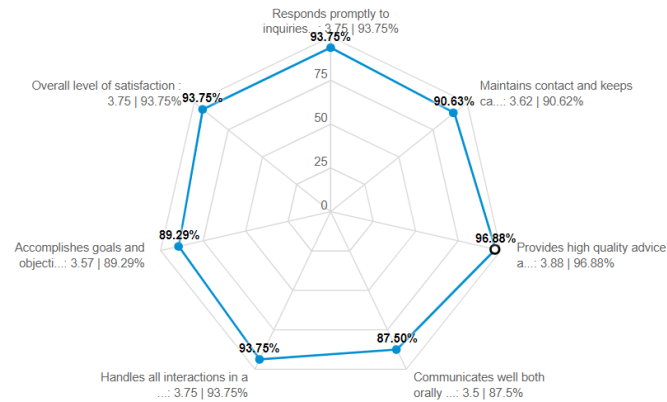
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	12	2.75				
Maintains contact and keeps campus appraised on important and pertinent matters	11	2.91				
Provides high quality advice and assistance	12	3.08				
Communicates well both orally and in writing	12	2.83				
Handles all interactions in a professional manner	12	3.5				
Accomplishes goals and objectives and also provides additional value	12	3.17				
Overall level of satisfaction	12	2.92				
Average		3.02				

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



- 02/18/2022 138416565 Same issue with Alliant. Often times e-mails are sent to them requesting information or assistance and very seldom are those emails answered. There are time sensitive issues and patients that are getting sent to collections and we reach out to HSR for answers and to find out who more information they need and there is no communication in return. I know people are busy but if there could be more of an effort to respond to e-mails and phone calls that would help us out a lot
- 02/15/2022 138145971 Great service.
- 02/12/2022 137934484 nearly unreachable over email, can sometimes get ahold of over the phone. requires constant follow up

Praesidium, Inc. - Consultant: 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	3.75				
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.62				
Provides high quality advice and assistance	8	3.88				
Communicates well both orally and in writing	8	3.5				
Handles all interactions in a professional manner	8	3.75				
Accomplishes goals and objectives and also provides additional value	7	3.57				
Overall level of satisfaction	8	3.75				
Average		3.69				

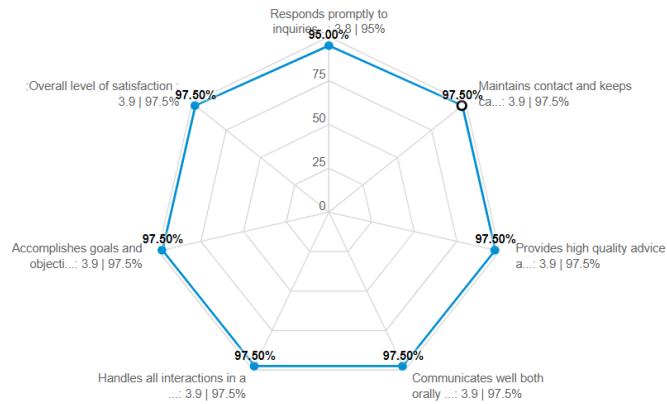
Comments/Suggestions for Praesidium, Inc. - Consultant :



02/15/2022 138145971 A key asset and partner to the campus and system.

02/14/2022 138072082 The team at Praesidium helped our campus turn the corner on our YPP. We now have a stable and maturing program for ensuring that staff interacting with minors are properly screened and trained and that youth in our programs are protected.

Sedgwick CMS: 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	10	3.8				
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.9				
Provides high quality advice and assistance	10	3.9				
Communicates well both orally and in writing	10	3.9				
Handles all interactions in a professional manner	10	3.9				
Accomplishes goals and objectives and also provides additional value	10	3.9				
Overall level of satisfaction	10	3.9				
Average		3.89				

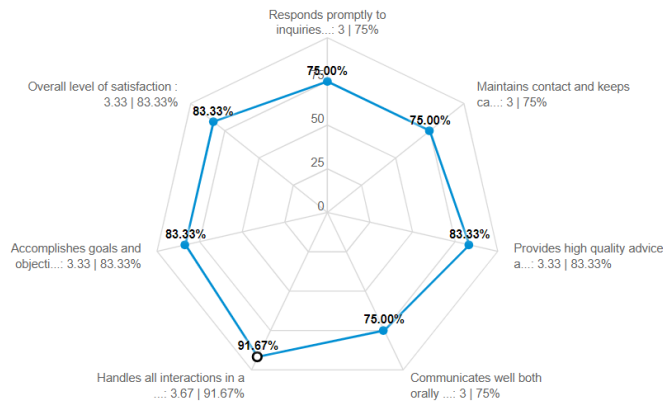
Comments/Suggestions for Sedgwick CMS:

02/24/2022 138812447 Randi Wilson and her team go above and beyond, and Shane Cole is also so very helpful. I appreciate all that they do for our campus and assist me with my cases.

02/23/2022 138724631 Trish, Shane, Dan Rider, and Daniel Lee are all so very knowledgeable and extremely helpful and nice. They are the best.

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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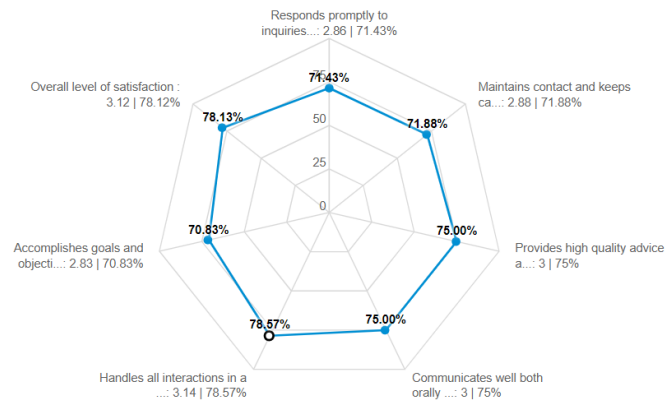
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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	3	3				
Maintains contact and keeps campus apprised on important and pertinent matters	3	3				
Provides high quality advice and assistance	3	3.33				
Communicates well both orally and in writing	3	3				
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	3	3.33				
Average		3.24				

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

No Data To Display

Witt O'Brien's, LLC (formally Witt Group Holdings, LLC): 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	7	2.86				
Maintains contact and keeps campus apprised on important and pertinent matters	8	2.88				
Provides high quality advice and assistance	7	3				
Communicates well both orally and in writing	8	3				
Handles all interactions in a professional manner	7	3.14				
Accomplishes goals and objectives and also provides additional value	6	2.83				
Overall level of satisfaction	8	3.12				
Average		2.98				

Comments/Suggestions for Witt O'Brien's, LLC (formally Witt Group Holdings, LLC):

- 02/23/2022 138724631 I haven't had to utilize this firm but they have been on our ECC calls and I get emails from them letting me know of updates. The interaction I have had has been great.
- 02/15/2022 138189153 Some challenges moving forward to establish a project due to the retirement of key personnel.
- 02/15/2022 138145971 A little mark down from previous years. They were less than very good on the grant project.
- 02/14/2022 138072082 WOB were helpful in assisting us to navigate the FEMA claims process.