

2022 CSURMA Auxiliary - Dashboard



▼ Default Grouping : 93.33% of total responses

Date between 12/22/2022 AND 02/23/2023

AND Response Status = All Responses

Summary



466

Viewed

30

Total Responses

28

Completed

93.33%

Completion Rate

2

Dropouts

6 min

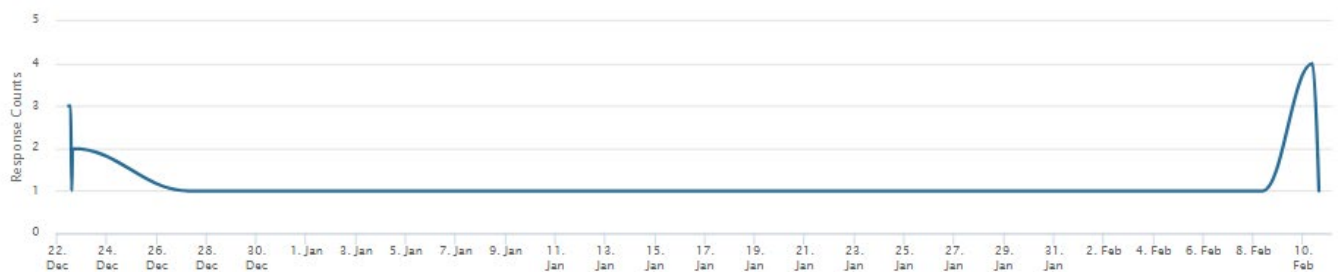
Average Time



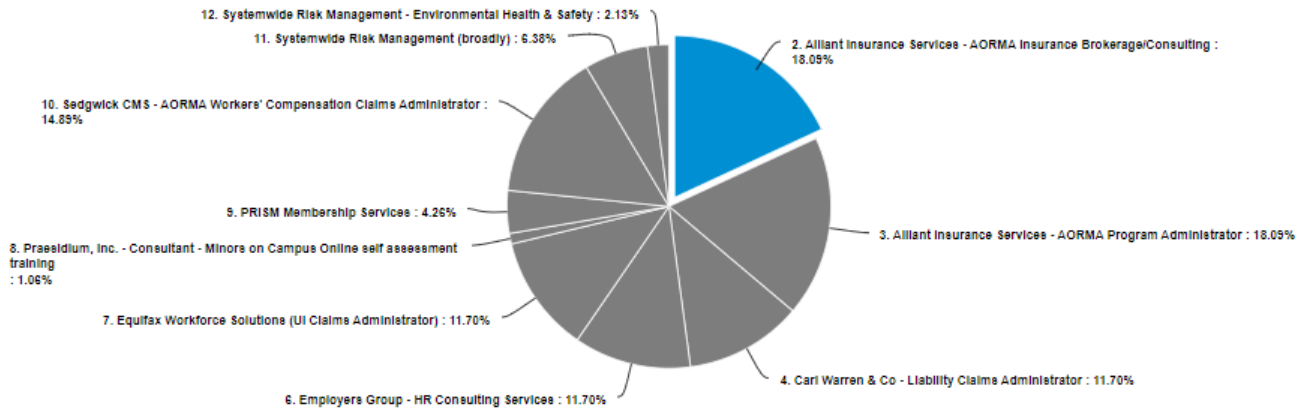
Countries	Responses
US	100.00%
Total	100.00%

90% Desktop / LAPTOP	96% Windows	4% Mac	0% Linux	0% Other
10% SMARTPHONES	0% Android	100% 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, 2022 through December 31, 2022:



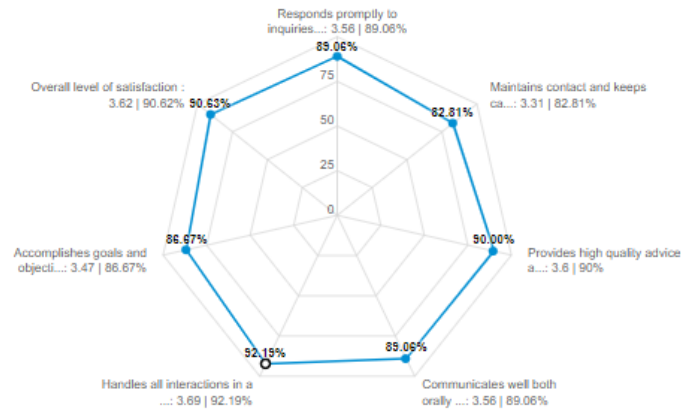
Answer	Count	Percent	20%	40%	60%	80%	100%
1. Agility Recovery Solutions, Inc. (Agility)	0	0%					
2. Alliant Insurance Services - AORMA Insurance Brokerage/Consulting	17	18.09%					
3. Alliant Insurance Services - AORMA Program Administrator	17	18.09%					
4. Carl Warren & Co - Liability Claims Administrator	11	11.7%					
5. Corey Ingber - WC DoublePlay	0	0%					
6. Employers Group - HR Consulting Services	11	11.7%					
7. Equifax Workforce Solutions (UI Claims Administrator)	11	11.7%					
8. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training	1	1.06%					
9. PRISM Membership Services	4	4.26%					
10. Sedgwick CMS - AORMA Workers' Compensation Claims Administrator	14	14.89%					
11. Systemwide Risk Management (broadly)	6	6.38%					
12. Systemwide Risk Management - Environmental Health & Safety	2	2.13%					
13. Systemwide Risk Management - Emergency Management	0	0%					
14. Systemwide Risk Management - General Liability Claims Handling	0	0%					
Total	94	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 apprised 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				

2. Alliant Insurance Services - AORMA 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	16	3.56				
Maintains contact and keeps campus appraised on important and pertinent matters	16	3.31				
Provides high quality advice and assistance	15	3.6				
Communicates well both orally and in writing	16	3.56				
Handles all interactions in a professional manner	16	3.69				
Accomplishes goals and objectives and also provides additional value	15	3.47				
Overall level of satisfaction	16	3.62				
Average		3.54				

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

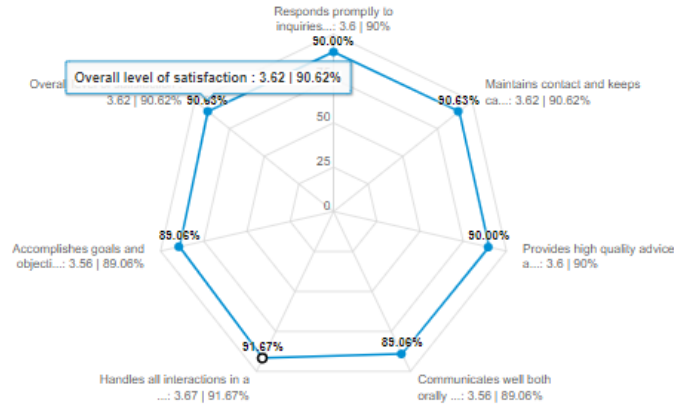


02/10/2023 159408115 Very professional and responsive.

12/27/2022 156667450 Very professional

12/22/2022 156559515 Mimi Long, Van Rin, and Daniel Howell are very helpful in answering all of our risk management questions.

3. Alliant Insurance Services - AORMA 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 ExpectationsVery Good/Above Expectations
Responds promptly to inquiries and requests	15	3.6			
Maintains contact and keeps campus apprised on important and pertinent matters	16	3.62			
Provides high quality advice and assistance	15	3.6			
Communicates well both orally and in writing	16	3.56			
Handles all interactions in a professional manner	15	3.67			
Accomplishes goals and objectives and also provides additional value	16	3.56			
Overall level of satisfaction	16	3.62			
Average		3.6			

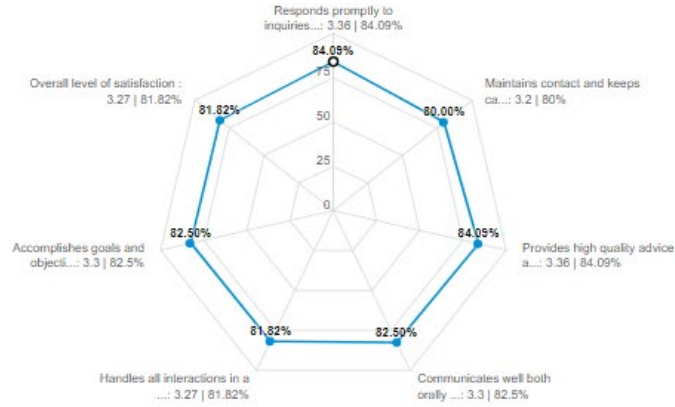
Comments/Suggestions for Alliant Insurance Services - AORMA Program Administrator:



01/04/2023 157202855 Thank you for all your help in 2022!

12/22/2022 158551516 Many of their annual processes require needless manual updating and emailing of forms, applications, etc. Much of this is information they already have. There really needs to be an online portal rather than filling out Word document forms and emailing them. I've also found that some of the information I provide on forms (such as additional insured, requests for info on other coverage) are not followed up on.

4. Carl Warren, Co - Liability 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	11	3.36				
Maintains contact and keeps campus appraised on important and pertinent matters	10	3.2				
Provides high quality advice and assistance	11	3.36				
Communicates well both orally and in writing	10	3.3				
Handles all interactions in a professional manner	11	3.27				
Accomplishes goals and objectives and also provides additional value	10	3.3				
Overall level of satisfaction	11	3.27				
Average		3.3				

Comments/Suggestions for Carl Warren, Co - Liability Claims Administrator:

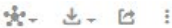


02/10/2023 159408115 Extremely helpful. Easy to work with. Very knowledgeable.

01/04/2023 157202855 When we submitted a claim, we would have appreciated more timely communication.

12/27/2022 156667450 Thankfully we had not have too much need for this service this year

5. 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.

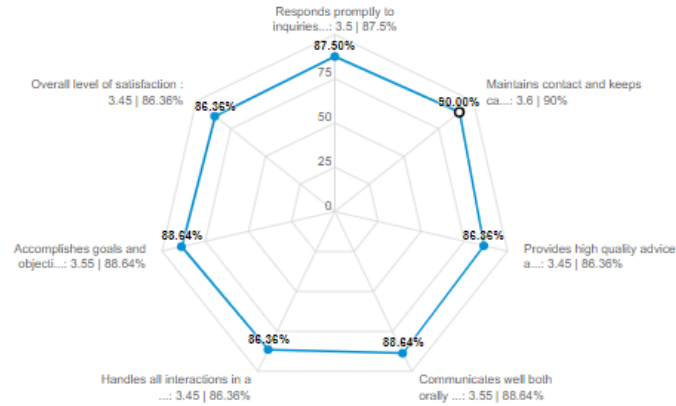


Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	0	0				
Maintains contact and keeps campus apprised on important and pertinent matters	0	0				
Provides high quality advice and 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				

Comments/Suggestions for Corey Ingber - WC DoublePlay:



6. Employers Group - HR Consulting 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	10	3.5				
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.6				
Provides high quality advice and assistance	11	3.45				
Communicates well both orally and in writing	11	3.55				
Handles all interactions in a professional manner	11	3.45				
Accomplishes goals and objectives and also provides additional value	11	3.55				
Overall level of satisfaction	11	3.45				
Average		3.51				

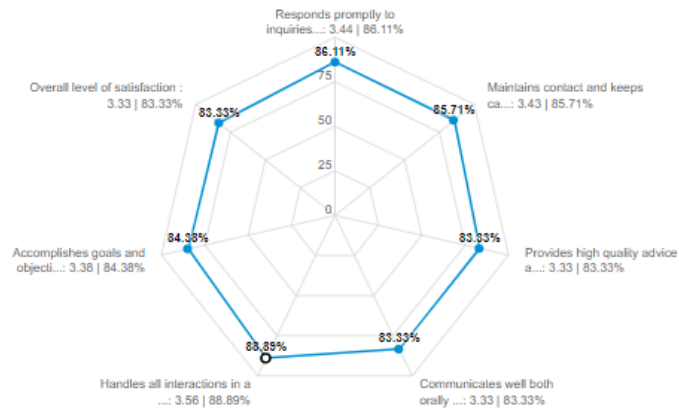
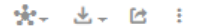
Comments/Suggestions for Employers Group - HR Consulting Services:



02/10/2023 159408115 Very good at communicating. Enjoy working with them. Definitely a valuable service to this in HR.

12/27/2022 156667450 We have not used this service as much as in prior years. Some key people moved out and our connection was weaken. We still relied on the surveys department and I had a good experience with EEO reports help

7. 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	9	3.44				
Maintains contact and keeps campus appraised on important and pertinent matters	7	3.43				
Provides high quality advice and assistance	9	3.33				
Communicates well both orally and in writing	9	3.33				
Handles all interactions in a professional manner	9	3.56				
Accomplishes goals and objectives and also provides additional value	8	3.38				
Overall level of satisfaction	9	3.33				
Average		3.4				

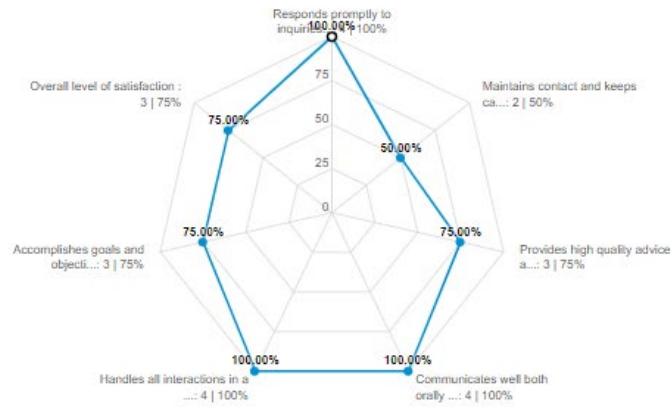
Comments/Suggestions for Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator:



01/11/2023 15747107 Unemployment reps are good but the work number is terrible

12/27/2022 156667450 No interaction this year. The online platform works great.

8. 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.



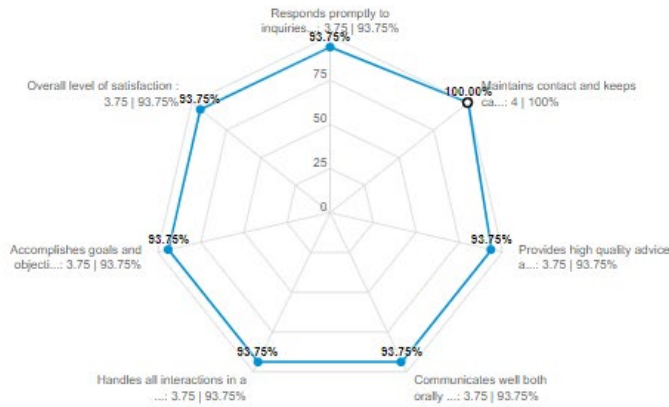
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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	1	4				
Maintains contact and keeps campus apprised on important and pertinent matters	1	2				
Provides high quality advice and assistance	1	3				
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	3				
Overall level of satisfaction	1	3				
Average		3.29				

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



9. 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.



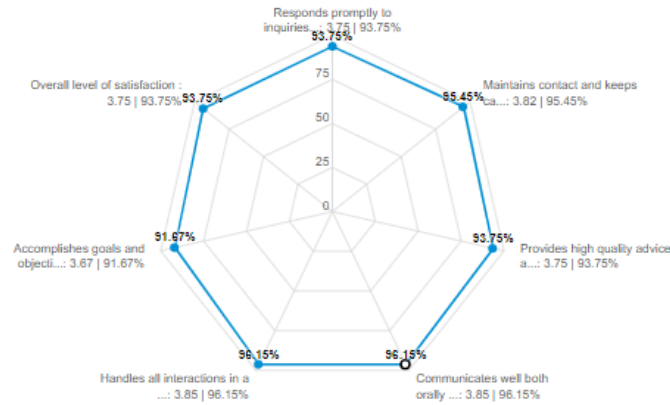
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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	4	3.75				
Maintains contact and keeps campus apprised on important and pertinent matters	3	4				
Provides high quality advice and assistance	4	3.75				
Communicates well both orally and in writing	4	3.75				
Handles all interactions in a professional manner	4	3.75				
Accomplishes goals and objectives and also provides additional value	4	3.75				
Overall level of satisfaction	4	3.75				
Average		3.78				

Comments/Suggestions for PRISM Membership Services:



10. Sedgwick CMS - AORMA 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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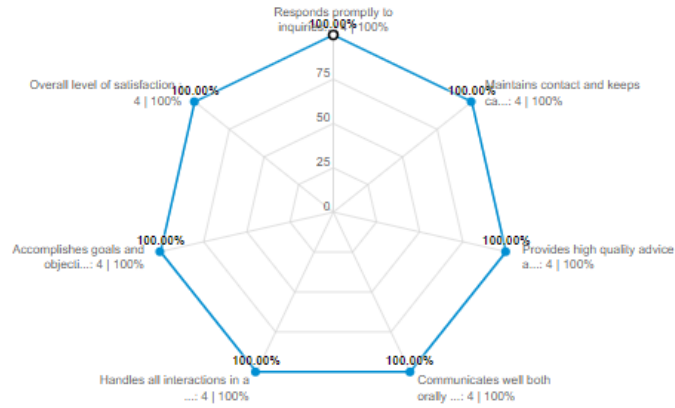
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	12	3.75				
Maintains contact and keeps campus apprised on important and pertinent matters	11	3.82				
Provides high quality advice and assistance	12	3.75				
Communicates well both orally and in writing	13	3.85				
Handles all interactions in a professional manner	13	3.85				
Accomplishes goals and objectives and also provides additional value	12	3.67				
Overall level of satisfaction	12	3.75				
Average		3.78				

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



- 02/10/2023 159408115 Absolutely wonderful to work with. They are the first work comp adjusters that I have felt look out for the employer and really understand the proper way to handle a claim for a win-win for both the employer and the employee. They are thorough and very good at communicating with both sides. They will not back down when a claim seems unjust. They are a joy to work with and I am glad they are a service that is available to us.
- 02/10/2023 159407722 Katie and Trish are the best ever! Such as asset to the company!
- 12/22/2022 156556382 Katie is fantastic!

11. 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	5	4				
Maintains contact and keeps campus apprised on important and pertinent matters	3	4				
Provides high quality advice and assistance	5	4				
Communicates well both orally and in writing	4	4				
Handles all interactions in a professional manner	5	4				
Accomplishes goals and objectives and also provides additional value	4	4				
Overall level of satisfaction	5	4				
Average		4				

Comments/Suggestions for Systemwide Risk Management (broadly):

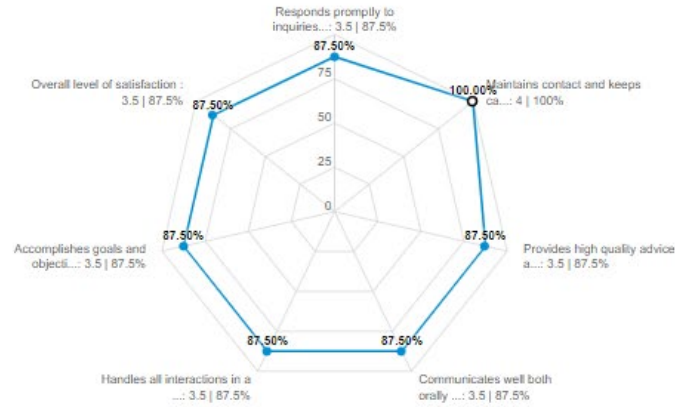
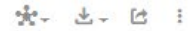


12/27/2022 156667450 John Owen is a great specialist and I enjoy working with him

12/22/2022 156559515 We appreciate that Zachary Gifford will respond to our questions via email.

12/22/2022 156551516 I appreciate our Systemwide Risk Management team and their accessible and reasonable approach to risk management.

12. 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	2	3.5				
Maintains contact and keeps campus apprised on important and pertinent matters	1	4				
Provides high quality advice and assistance	2	3.5				
Communicates well both orally and in writing	2	3.5				
Handles all interactions in a professional manner	2	3.5				
Accomplishes goals and objectives and also provides additional value	2	3.5				
Overall level of satisfaction	2	3.5				
Average		3.54				

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



13. 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.



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				

Comments/Suggestions for Systemwide Risk Management - Emergency Management:



14. 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.



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				

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

