

2023 CSURMA Campus - Dashboard

234

Viewed

59

Total Responses

51

Completed

86.44%

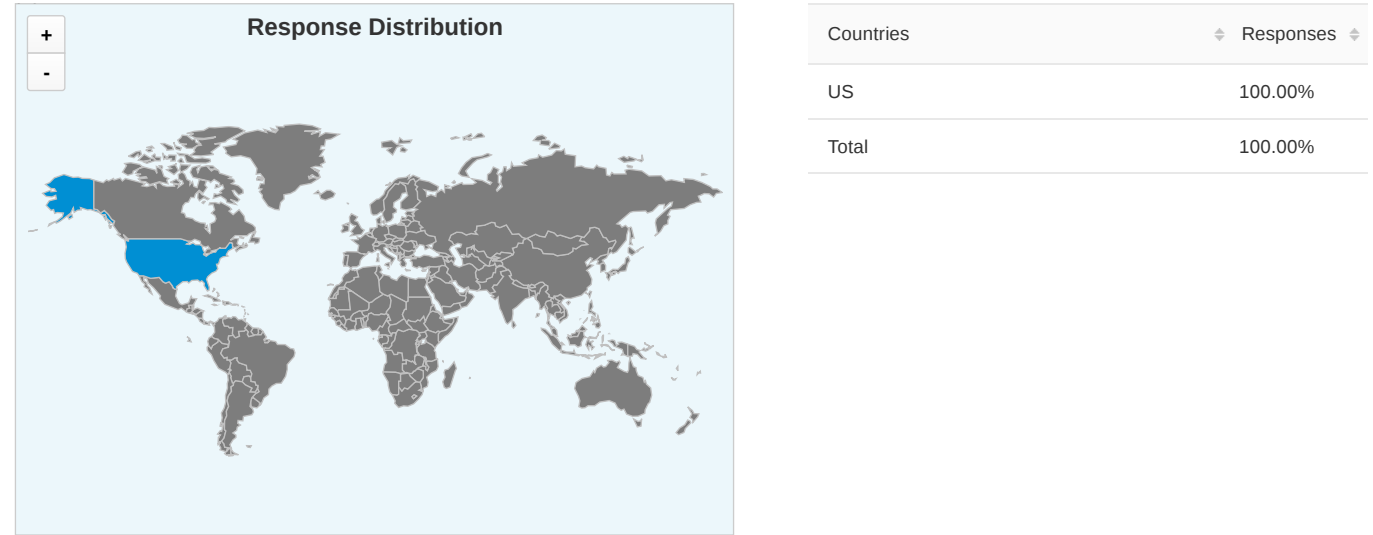
Completion Rate

8

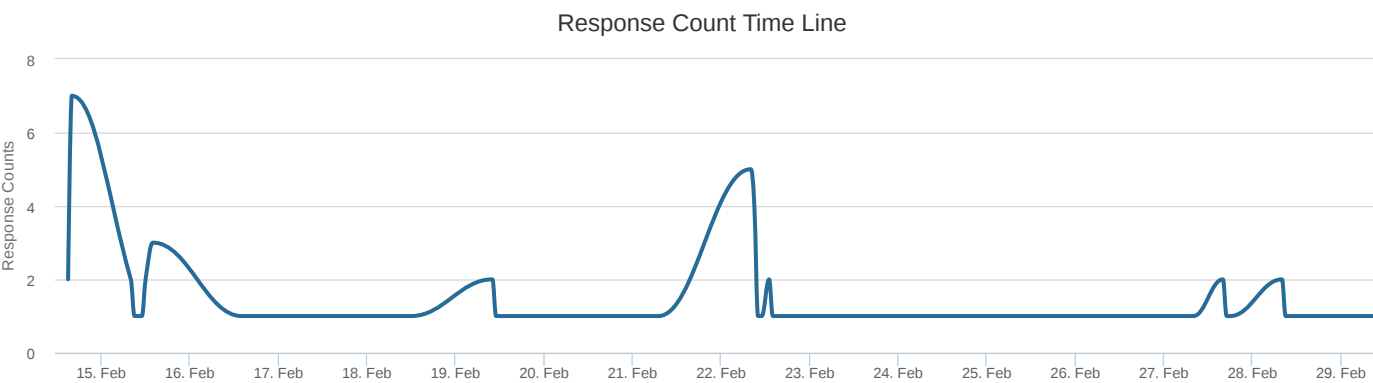
Dropouts

4 min

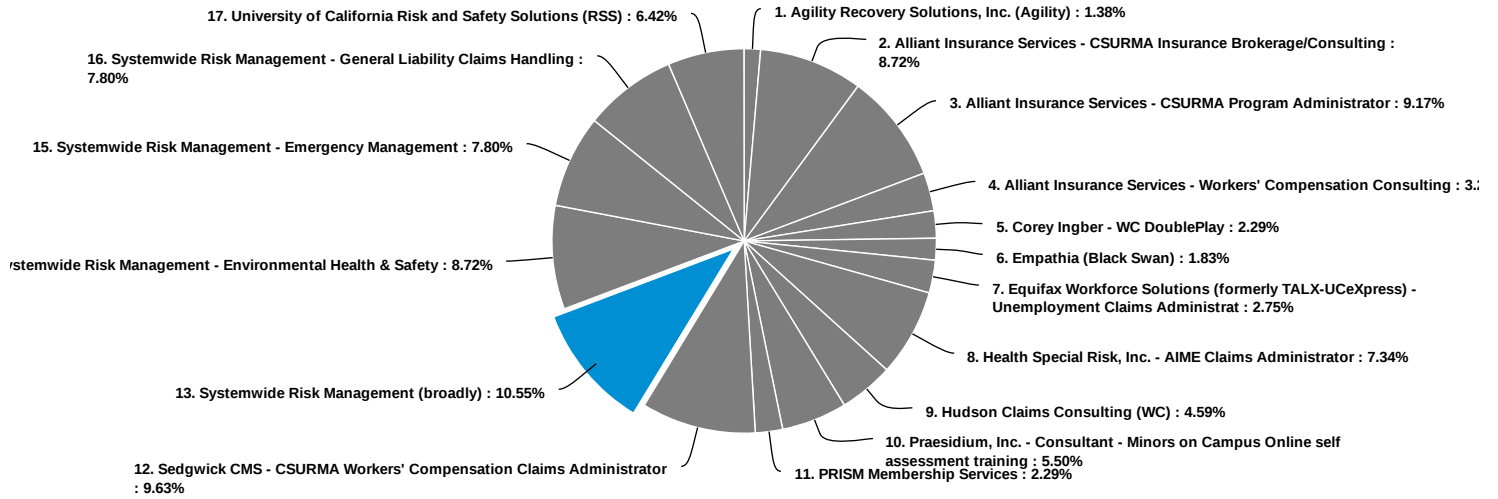
Average Time



98% Desktop / LAPTOP	88% Windows	12% Mac	0% Linux	0% Other
2% SMARTPHONES	0% Android	100% iPhone	0% Windows	0% Other
0% TABLETS	0% iPad	0% Android	0% Windows	0% Other

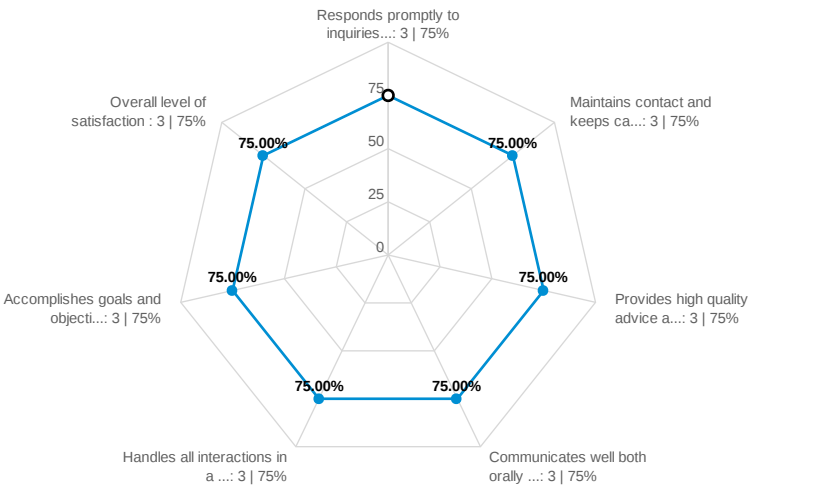


Please "select" all Vendor/Service Providers that you worked with from January 1, 2023 through December 31, 2023:



Answer	Count	Percent	20%	40%	60%	80%	100%
1. Agility Recovery Solutions, Inc. (Agility)	3	1.38%					
2. Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting	19	8.72%					
3. Alliant Insurance Services - CSURMA Program Administrator	20	9.17%					
4. Alliant Insurance Services - Workers' Compensation Consulting	7	3.21%					
5. Corey Ingber - WC DoublePlay	5	2.29%					
6. Empathia (Black Swan)	4	1.83%					
7. Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator	6	2.75%					
8. Health Special Risk, Inc. - AIME Claims Administrator	16	7.34%					
9. Hudson Claims Consulting (WC)	10	4.59%					
10. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training	12	5.5%					
11. PRISM Membership Services	5	2.29%					
12. Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator	21	9.63%					
13. Systemwide Risk Management (broadly)	23	10.55%					
14. Systemwide Risk Management - Environmental Health & Safety	19	8.72%					
15. Systemwide Risk Management - Emergency Management	17	7.8%					
16. Systemwide Risk Management - General Liability Claims Handling	17	7.8%					
17. University of California Risk and Safety Solutions (RSS)	14	6.42%					
Total	218	100 %					

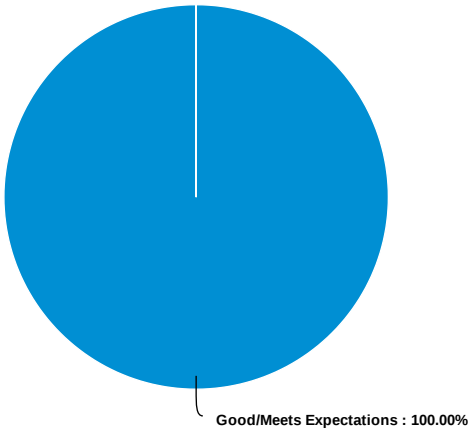
1. Agility Recovery Solutions, Inc. (Agility): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

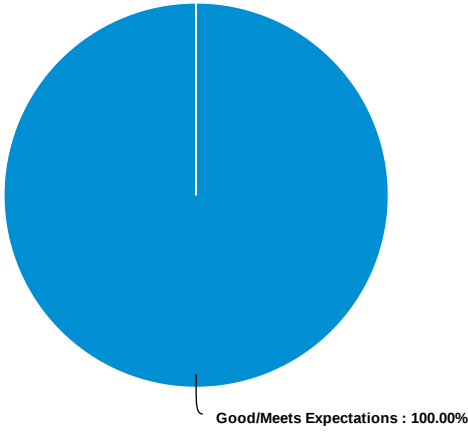
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	1	3				
Maintains contact and keeps campus apprised on important and pertinent matters	1	3				
Provides high quality advice and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



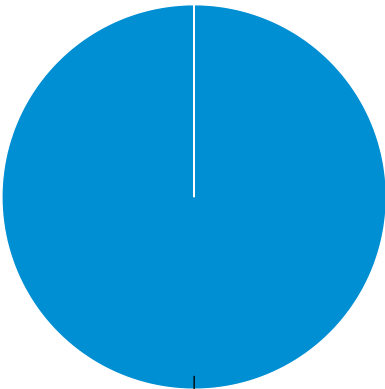
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

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	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

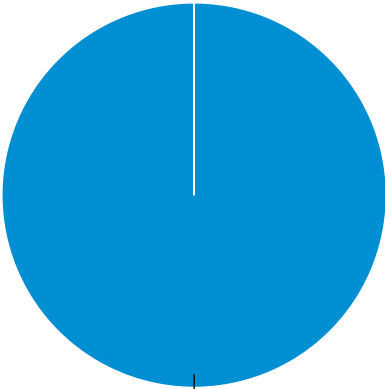
Provides high quality advice and assistance



Good/Meets Expectations : 100.00%

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 %					

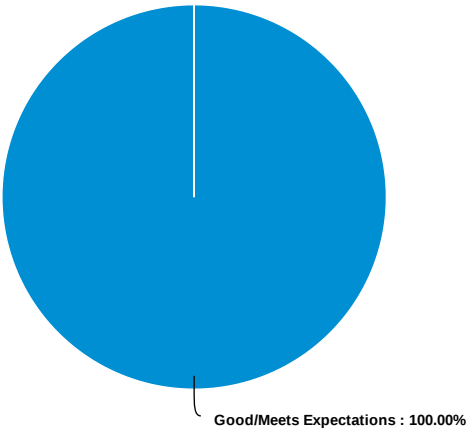
Communicates well both orally and in writing



Good/Meets Expectations : 100.00%

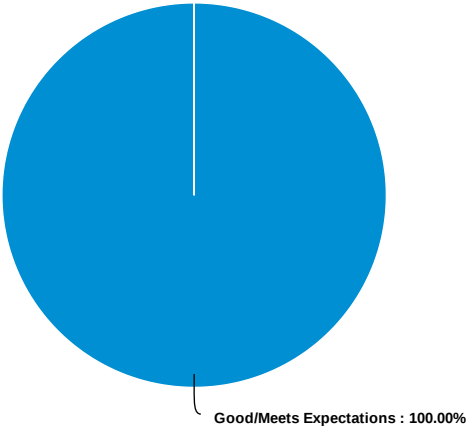
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

Handles all interactions in a professional manner



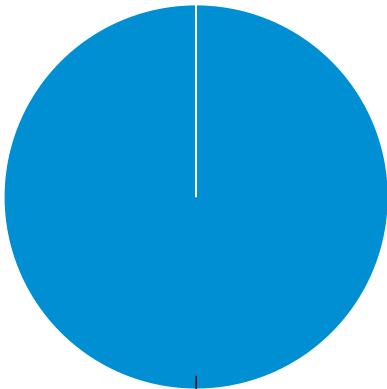
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

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



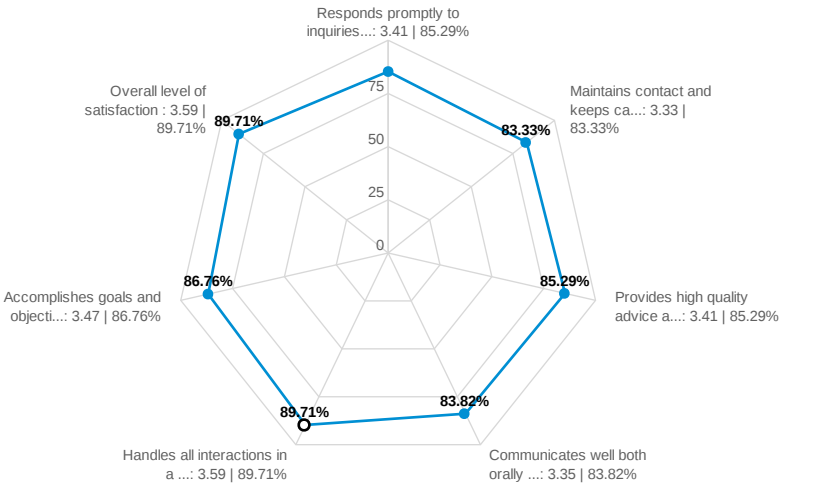
Good/Meets Expectations : 100.00%

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 Agility Recovery Solutions, Inc. (Agility):

02/22/2024	176692580	Perhaps more effort in getting the word out and collaborating with facilities and emergency management staff.
02/14/2024	176368895	

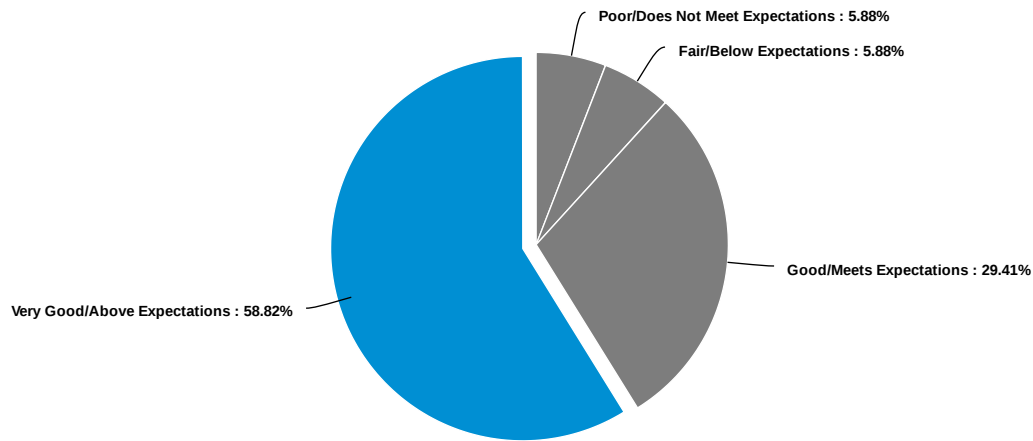
2. Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

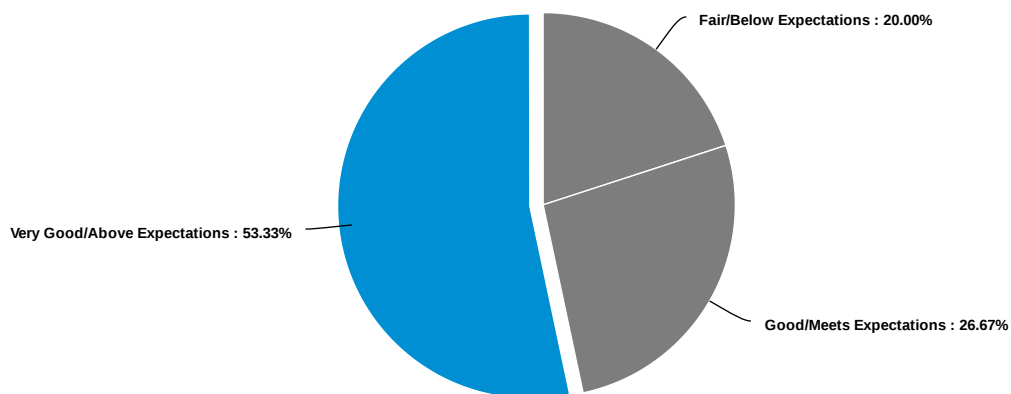
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	17	3.41				
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.33				
Provides high quality advice and assistance	17	3.41				
Communicates well both orally and in writing	17	3.35				
Handles all interactions in a professional manner	17	3.59				
Accomplishes goals and objectives and also provides additional value	17	3.47				
Overall level of satisfaction	17	3.59				
Average		3.45				

Responds promptly to inquiries and requests



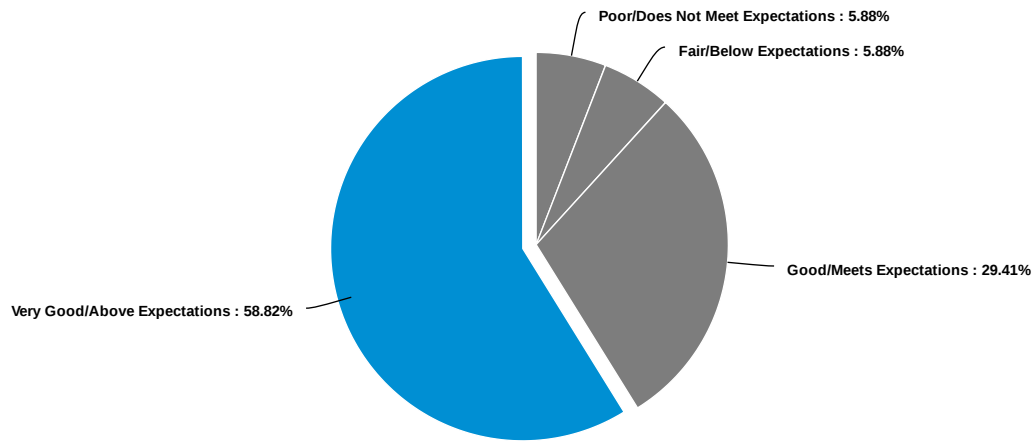
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	5.88%					
Fair/Below Expectations	1	5.88%					
Good/Meets Expectations	5	29.41%					
Very Good/Above Expectations	10	58.82%					
Total	17	100 %					

Maintains contact and keeps campus apprised on important and pertinent matters



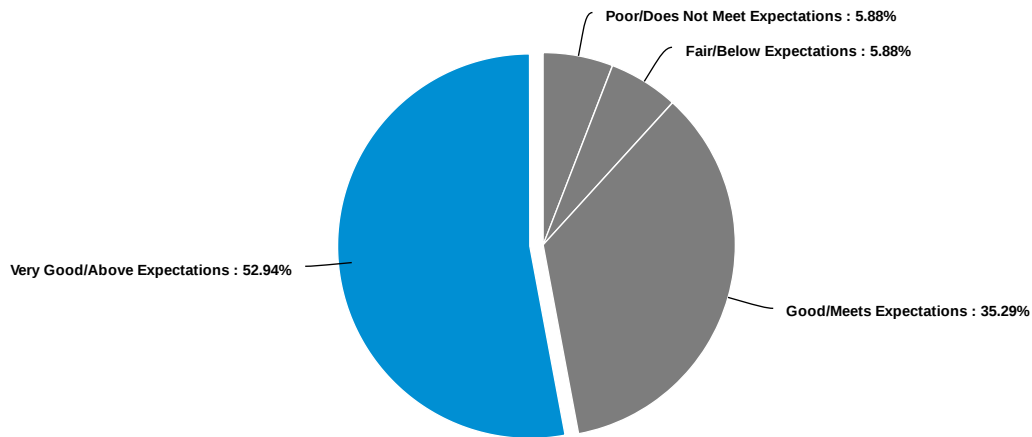
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	3	20%					
Good/Meets Expectations	4	26.67%					
Very Good/Above Expectations	8	53.33%					
Total	15	100 %					

Provides high quality advice and assistance



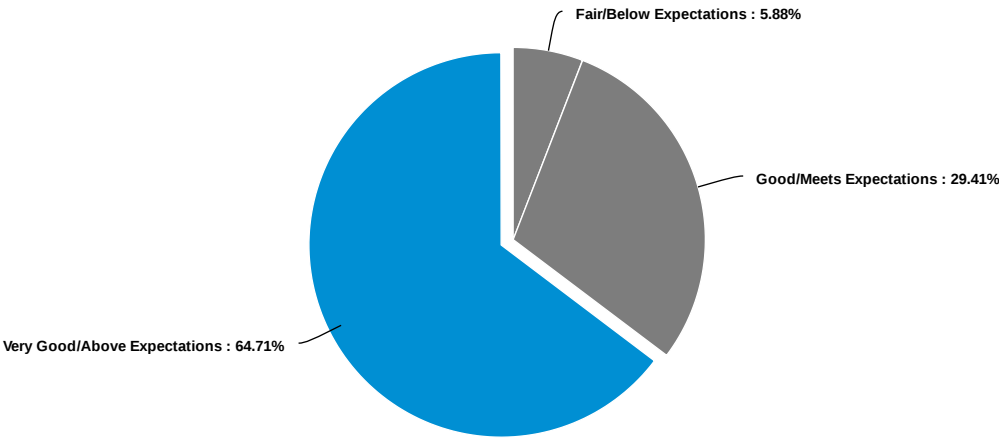
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	5.88%					
Fair/Below Expectations	1	5.88%					
Good/Meets Expectations	5	29.41%					
Very Good/Above Expectations	10	58.82%					
Total	17	100 %					

Communicates well both orally and in writing



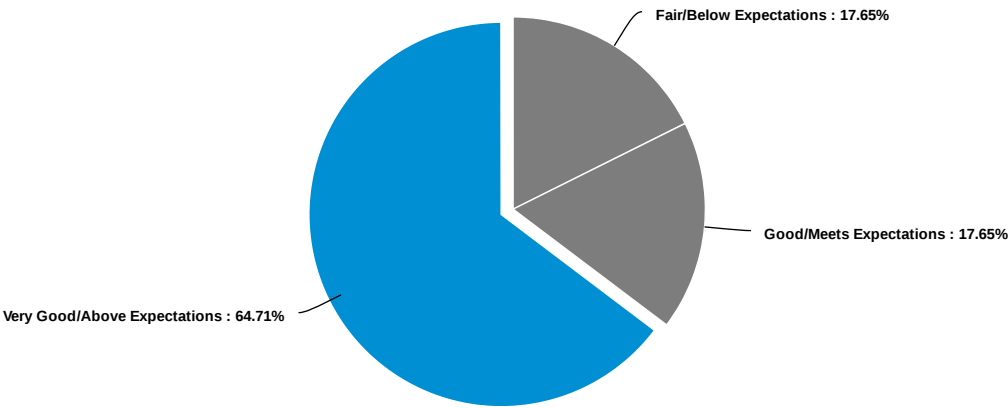
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	5.88%					
Fair/Below Expectations	1	5.88%					
Good/Meets Expectations	6	35.29%					
Very Good/Above Expectations	9	52.94%					
Total	17	100 %					

Handles all interactions in a professional manner



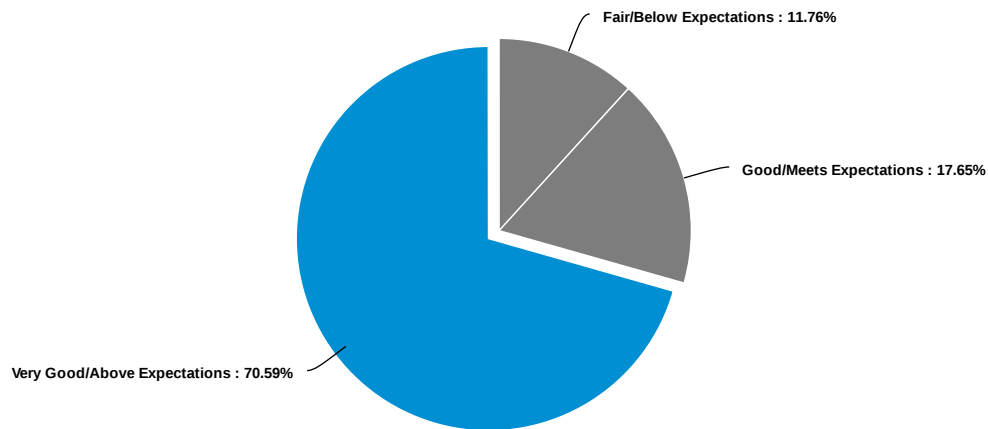
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	5.88%					
Good/Meets Expectations	5	29.41%					
Very Good/Above Expectations	11	64.71%					
Total	17	100 %					

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	3	17.65%					
Good/Meets Expectations	3	17.65%					
Very Good/Above Expectations	11	64.71%					
Total	17	100 %					

Overall level of satisfaction

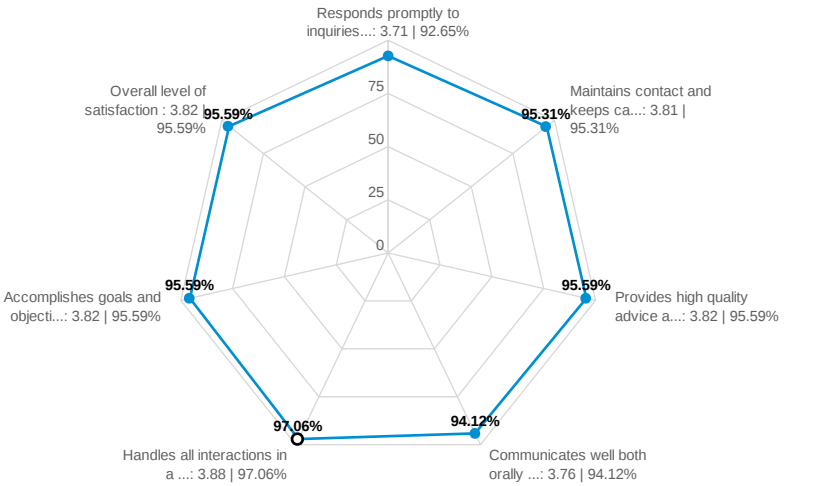


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	11.76%					
Good/Meets Expectations	3	17.65%					
Very Good/Above Expectations	12	70.59%					
Total	17	100 %					

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

02/29/2024	177066534	I have been working with Alliant/CSURMA for over 10 years now and have had increasing difficulty meeting basic needs of our campus/department. We have had several issues with timing of reimbursement and payment of bills to providers with delayed communication or unclear communication on the status of open claims. Codes provided on bottom of the Explanation of payments do not provide enough information to effectively or efficiently work together to have provided access to appropriate health care for student athletes.
02/28/2024	177015424	
02/28/2024	176994172	
02/28/2024	176990811	
02/27/2024	176933962	
02/26/2024	176861531	As a small campus and small risk management staff operation, we rely on Alliant for all of our insurance brokerage services. We appreciate their expertise, professionalism, and timely responses in every program.
02/23/2024	176750581	
02/22/2024	176709300	The staff we work with do not reply promptly. They are not organized. Many times we will have given all the information regarding an insurance claim and a staff member is asking for us to upload it again. The work on our end tends to feel redundant because the staff member hasn't really done the work to look into the case. We reach out to Stacey Weeks a lot and she is very helpful. However we cannot reach out to Stacey each time we have an issue. It might be beneficial to the CSU to look into other insurance services like AIG. I feel the CSU as a whole, is paying higher premiums than most institutions in the US.
02/22/2024	176692580	It is understood that this is a heavy load and Alliant consistently provides excellent service and consultation on the many different insurance programs.
02/22/2024	176692541	
02/21/2024	176636202	
02/20/2024	176602618	
02/19/2024	176561778	
02/19/2024	176552235	
02/19/2024	176549521	
02/15/2024	176395837	
02/14/2024	176369435	

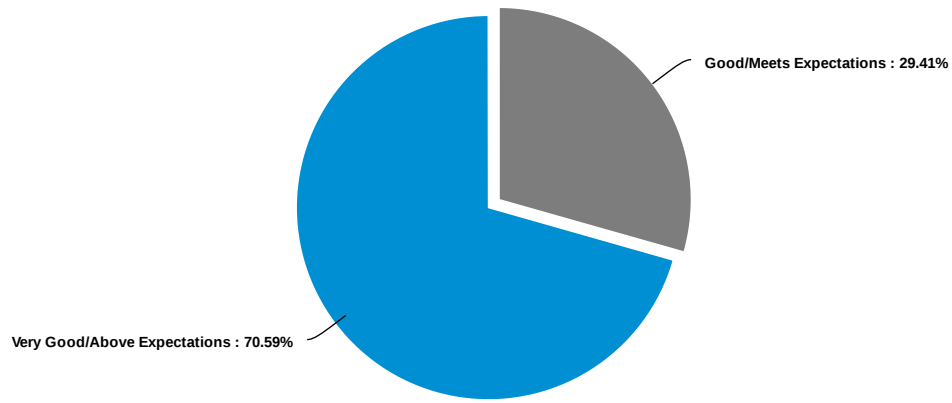
3. Alliant Insurance Services - CSURMA Program Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

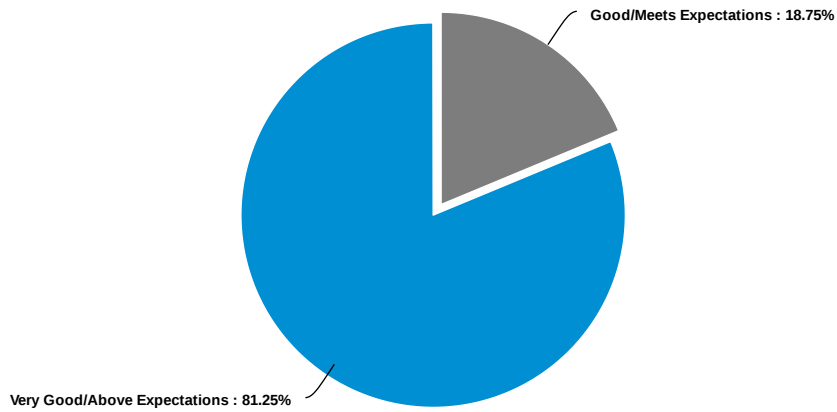
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	17	3.71				
Maintains contact and keeps campus apprised on important and pertinent matters	16	3.81				
Provides high quality advice and assistance	17	3.82				
Communicates well both orally and in writing	17	3.76				
Handles all interactions in a professional manner	17	3.88				
Accomplishes goals and objectives and also provides additional value	17	3.82				
Overall level of satisfaction	17	3.82				
Average		3.8				

Responds promptly to inquiries and requests



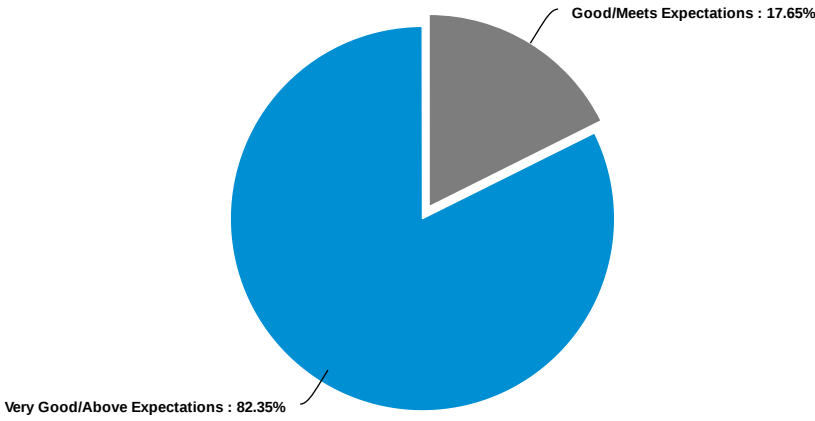
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	5	29.41%					
Very Good/Above Expectations	12	70.59%					
Total	17	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



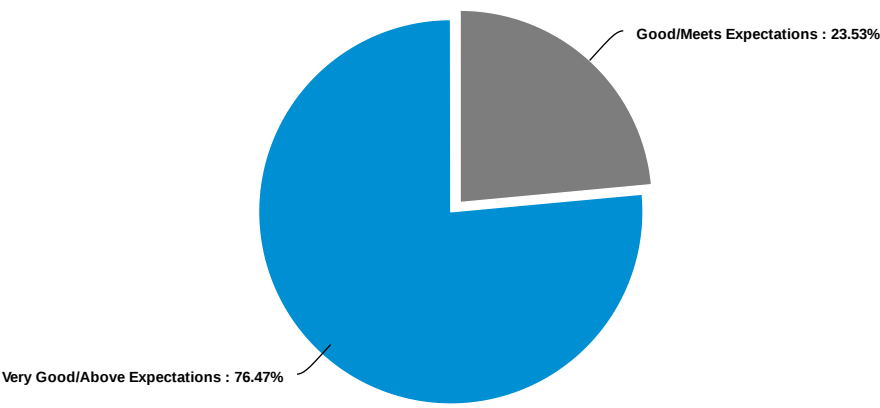
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	18.75%					
Very Good/Above Expectations	13	81.25%					
Total	16	100 %					

Provides high quality advice and assistance



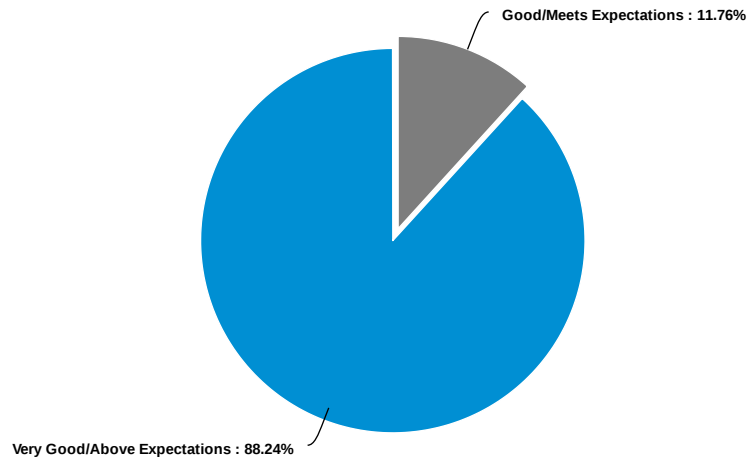
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	17.65%					
Very Good/Above Expectations	14	82.35%					
Total	17	100 %					

Communicates well both orally and in writing



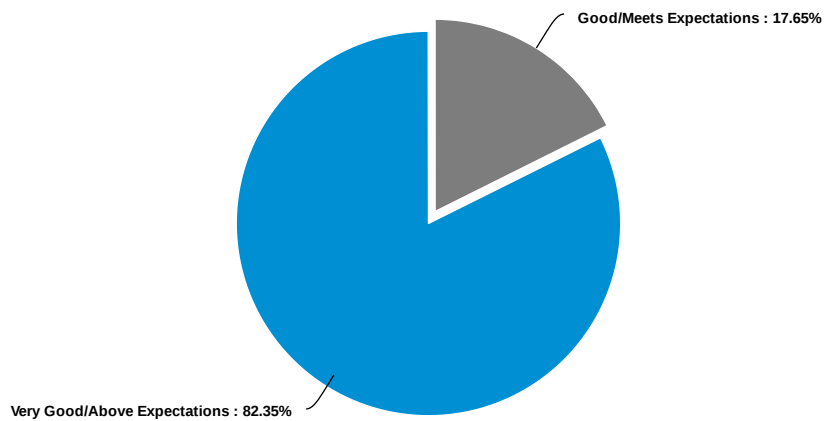
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	23.53%					
Very Good/Above Expectations	13	76.47%					
Total	17	100 %					

Handles all interactions in a professional manner

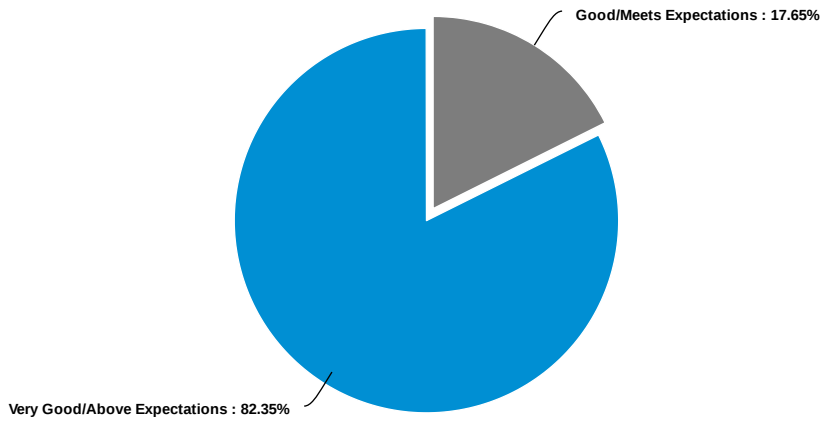


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	11.76%					
Very Good/Above Expectations	15	88.24%					
Total	17	100 %					

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	17.65%					
Very Good/Above Expectations	14	82.35%					
Total	17	100 %					



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	17.65%					
Very Good/Above Expectations	14	82.35%					
Total	17	100 %					

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

02/28/2024 177015424

02/28/2024 176994172

02/27/2024 176957482

02/26/2024 176861531 Daniel, Amy and the whole CSURMA program admin team are the best!!!!

02/22/2024 176711727

02/22/2024 176698305

02/22/2024 176693984

02/22/2024 176692580 Broad net here and Alliant has consistently provided very good service to my location/campus.

02/22/2024 176692541

02/19/2024 176552235

02/19/2024 176549521

02/16/2024 176469955

02/16/2024 176468402

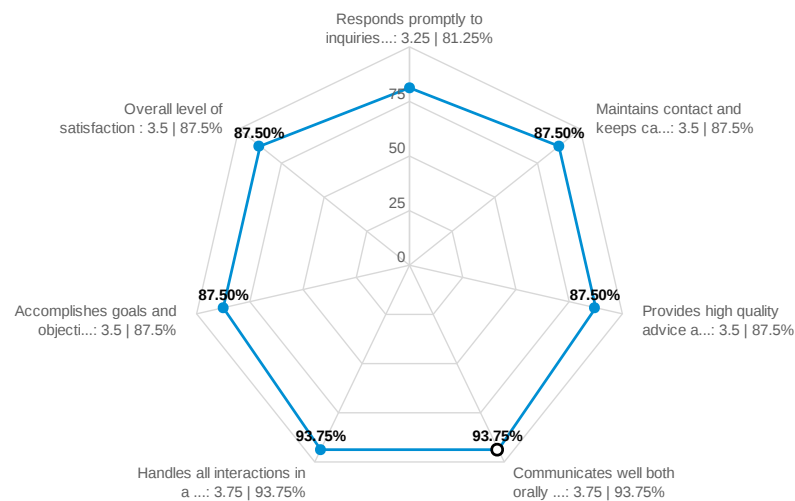
02/15/2024 176410158

02/15/2024 176395837

02/15/2024 176394458

02/14/2024 176369435

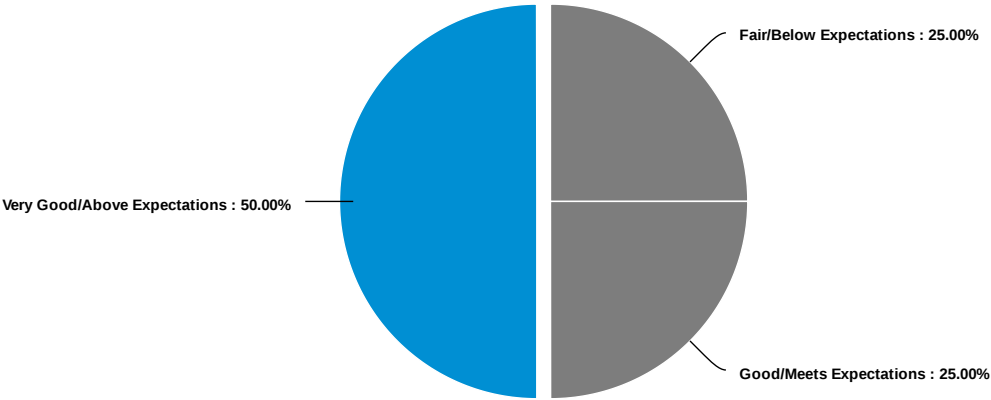
4. Alliant Insurance Services - Workers' Compensation Consulting: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

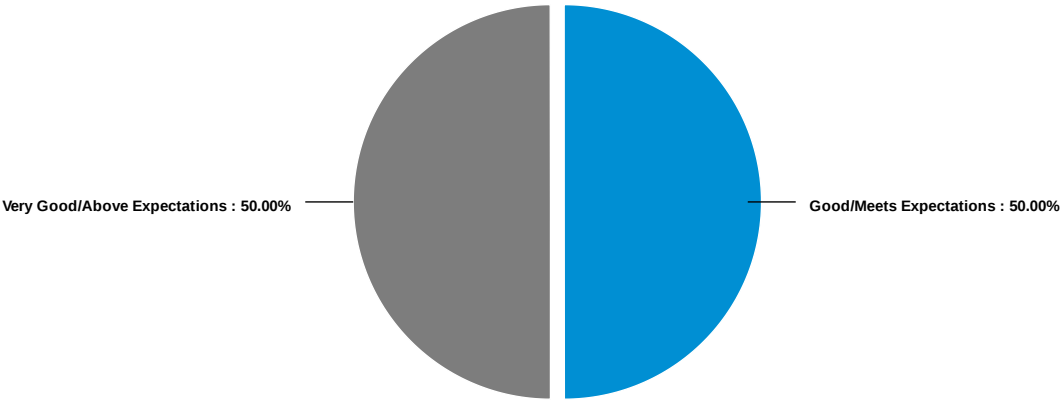
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	4	3.25				
Maintains contact and keeps campus apprised on important and pertinent matters	4	3.5				
Provides high quality advice and assistance	4	3.5				
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	3.5				
Overall level of satisfaction	4	3.5				
Average		3.54				

Responds promptly to inquiries and requests



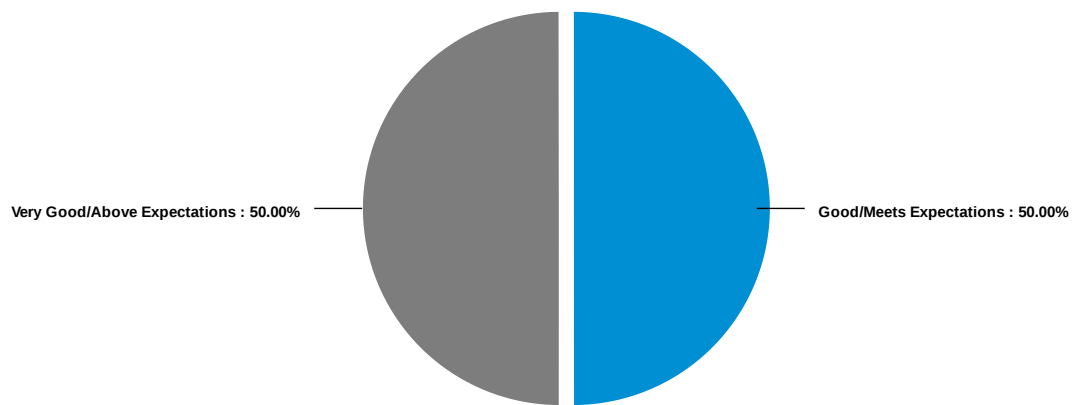
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	25%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	2	50%					
Total	4	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



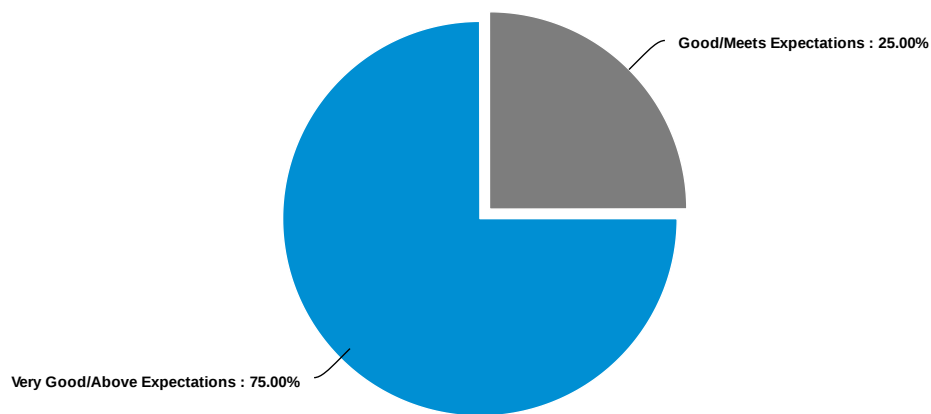
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	50%					
Very Good/Above Expectations	2	50%					
Total	4	100 %					

Provides high quality advice and assistance



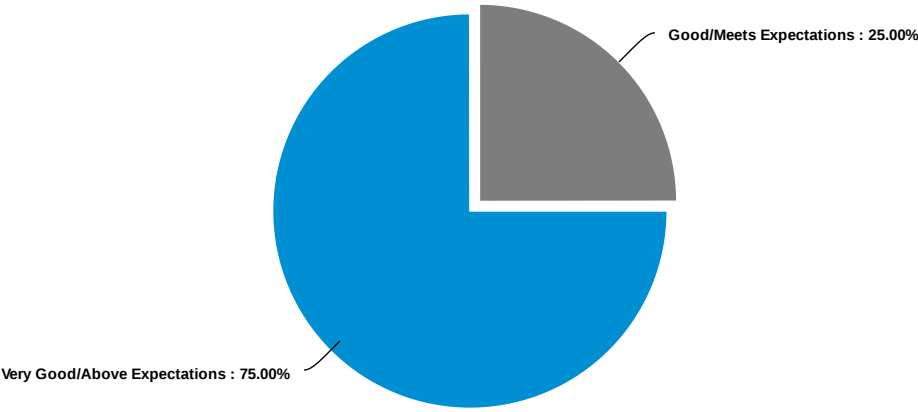
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	50%					
Very Good/Above Expectations	2	50%					
Total	4	100 %					

Communicates well both orally and in writing



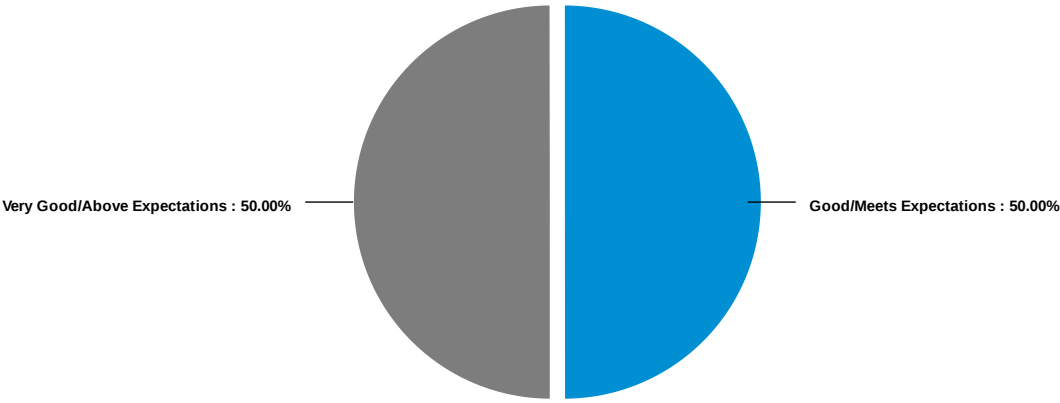
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

Handles all interactions in a professional manner



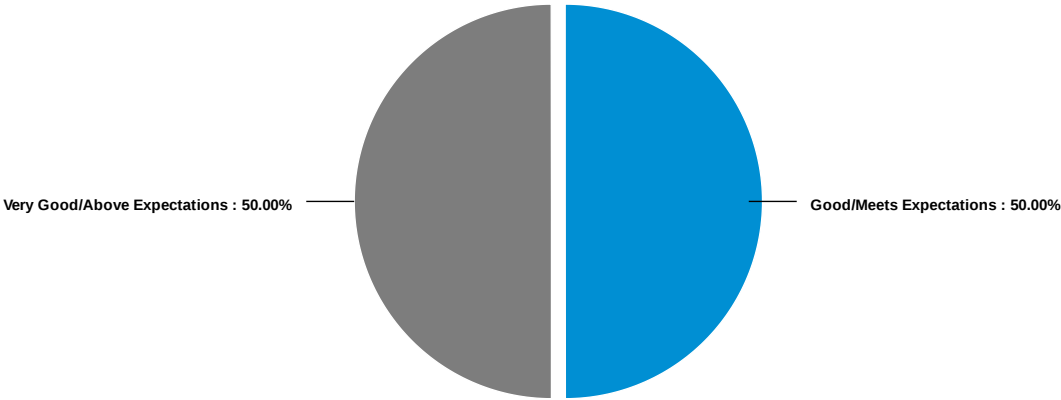
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

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	0	0%					
Good/Meets Expectations	2	50%					
Very Good/Above Expectations	2	50%					
Total	4	100 %					

Overall level of satisfaction

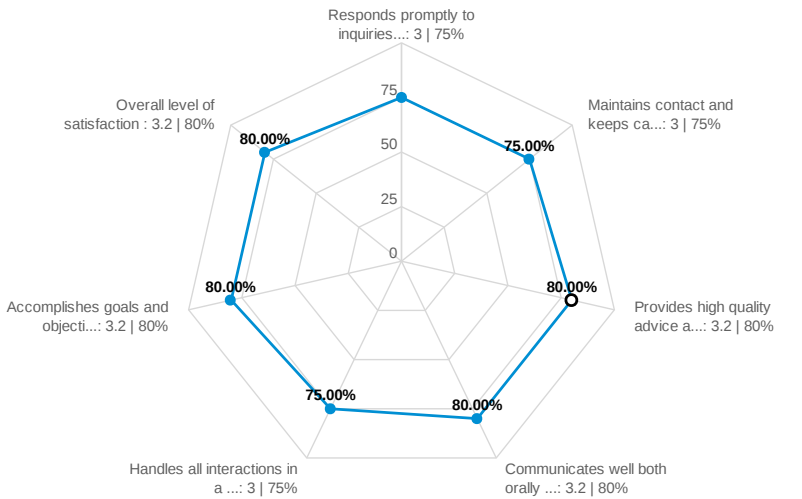


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	50%					
Very Good/Above Expectations	2	50%					
Total	4	100 %					

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

02/28/2024	177015424	
02/27/2024	176958658	
02/27/2024	176956830	Alliant no longer handles Work Comp Consulting. This service now handled by Hudson.
02/22/2024	176692656	
02/22/2024	176692580	The previous consultant was outstanding, so there was concern when there was change and Deanna has been a great resource.
02/22/2024	176692541	

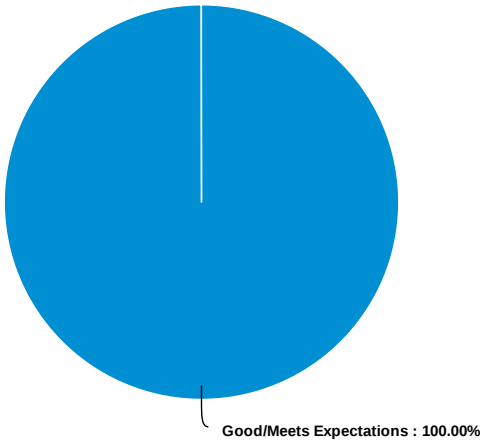
5. Corey Ingber - WC DoublePlay: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

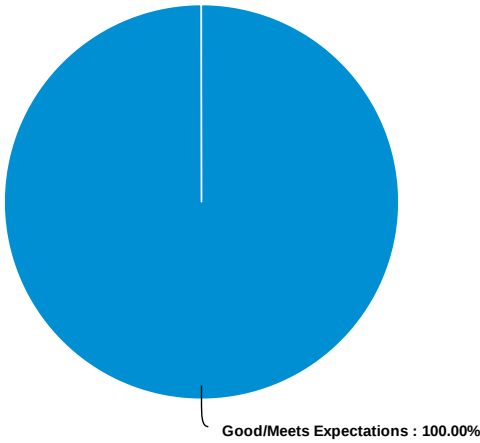
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	3	3				
Maintains contact and keeps campus apprised on important and pertinent matters	2	3				
Provides high quality advice and assistance	5	3.2				
Communicates well both orally and in writing	5	3.2				
Handles all interactions in a professional manner	5	3				
Accomplishes goals and objectives and also provides additional value	5	3.2				
Overall level of satisfaction	5	3.2				
Average		3.13				

Responds promptly to inquiries and requests



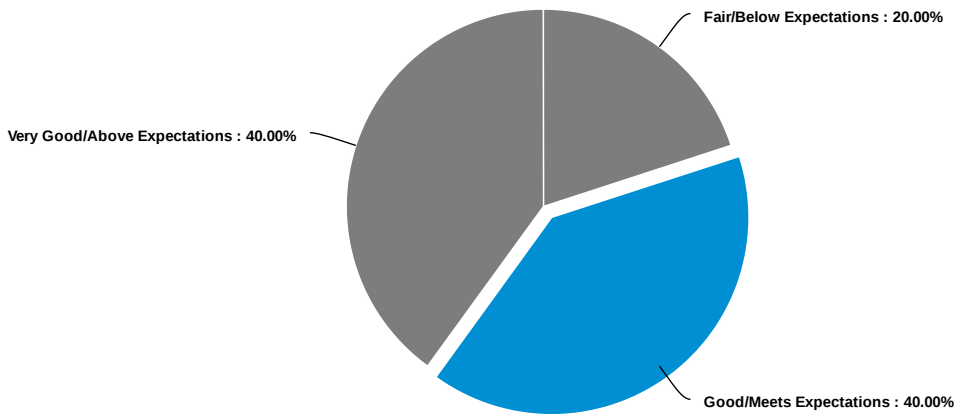
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▯					
Fair/Below Expectations	0	0% ▯					
Good/Meets Expectations	3	100% ██████████					
Very Good/Above Expectations	0	0% ▯					
Total	3	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



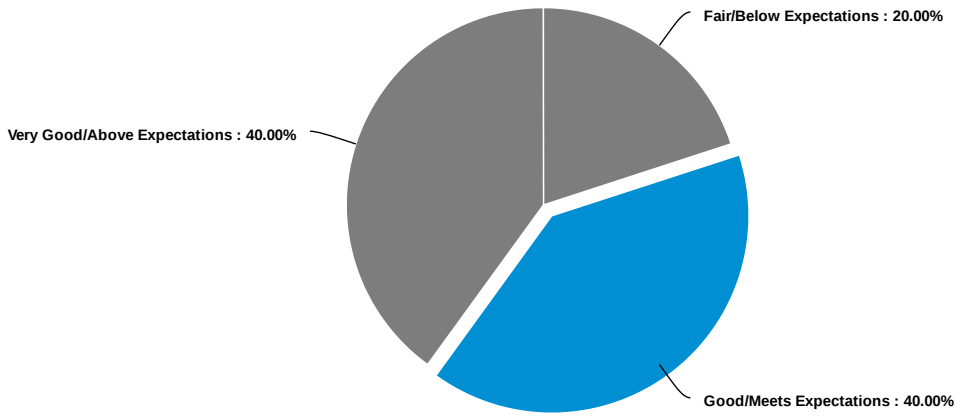
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▯					
Fair/Below Expectations	0	0% ▯					
Good/Meets Expectations	2	100% ██████████					
Very Good/Above Expectations	0	0% ▯					
Total	2	100 %					

Provides high quality advice and assistance



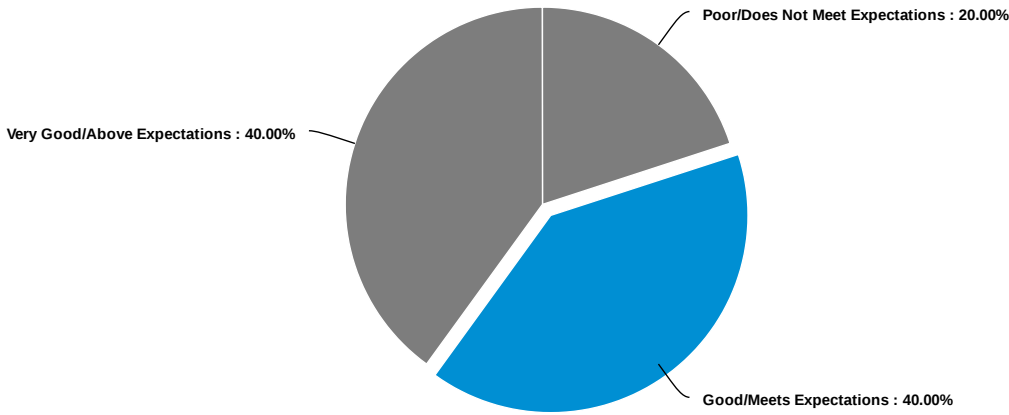
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	20%					
Good/Meets Expectations	2	40%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Communicates well both orally and in writing



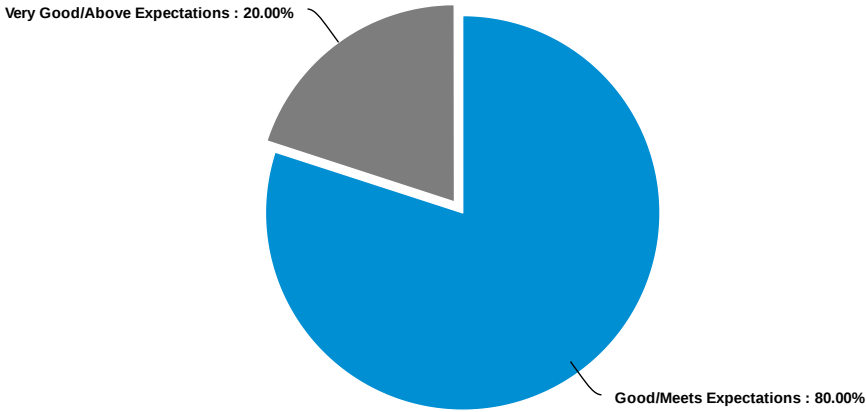
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	20%					
Good/Meets Expectations	2	40%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Handles all interactions in a professional manner



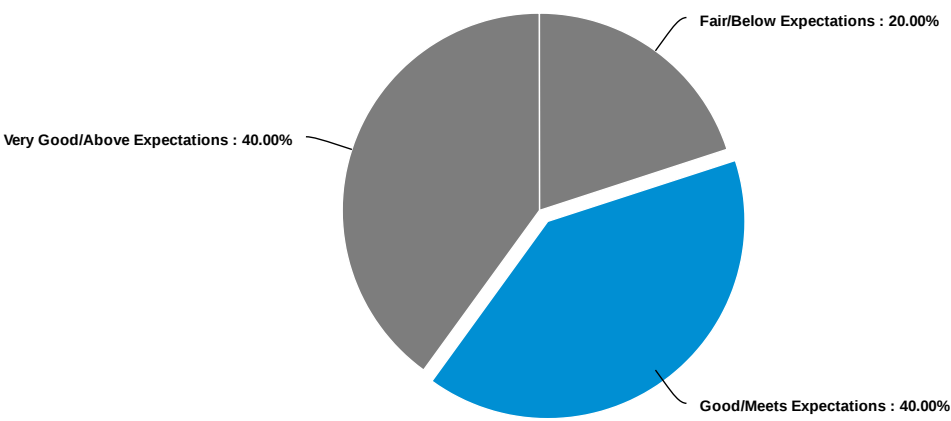
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	20%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	40%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

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	4	80%					
Very Good/Above Expectations	1	20%					
Total	5	100 %					

Overall level of satisfaction

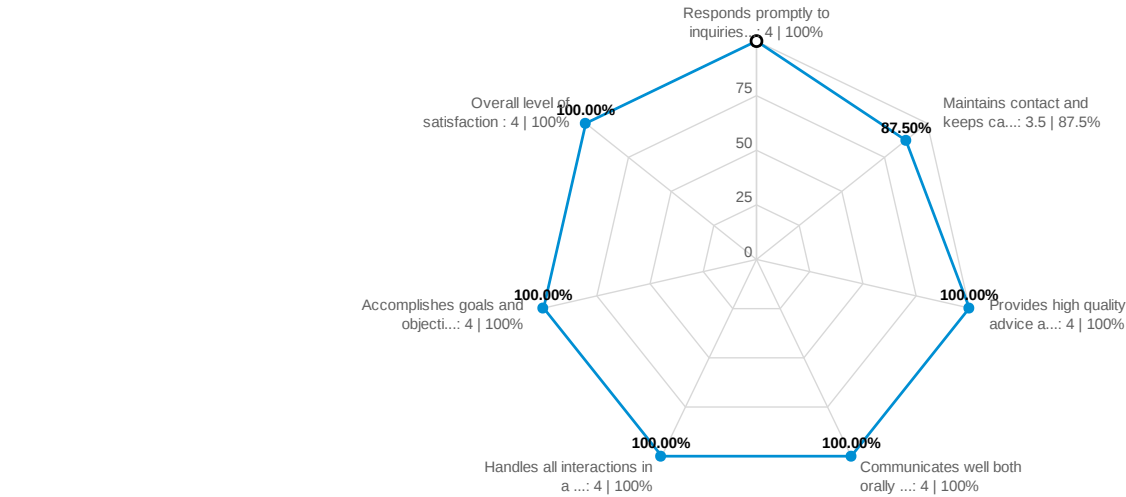


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	20%					
Good/Meets Expectations	2	40%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Comments/Suggestions for Corey Ingber - WC DoublePlay:

02/27/2024	176956830	Provides good overview of cases during double play sessions. Value input to help move older cases toward closure.
02/27/2024	176933962	
02/22/2024	176692656	
02/22/2024	176692580	This program has assisted in bringing difficult claims some clarity as to next-steps and to eventual cost-effective solutions.
02/14/2024	176369106	I have only worked with Corey on DoublePlay discussions and there has been no further correspondence needed.

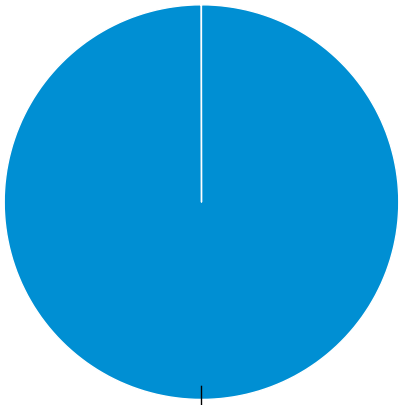
6. Empathia (Black Swan): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

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	3.5				
Provides high quality advice and assistance	2	4				
Communicates well both orally and in writing	2	4				
Handles all interactions in a professional manner	2	4				
Accomplishes goals and objectives and also provides additional value	2	4				
Overall level of satisfaction	2	4				
Average		3.93				

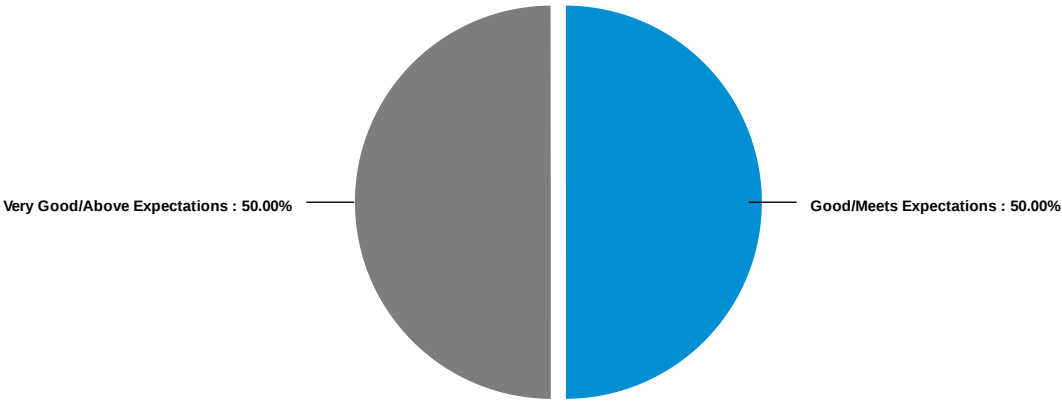
Responds promptly to inquiries and requests



Very Good/Above Expectations : 100.00%

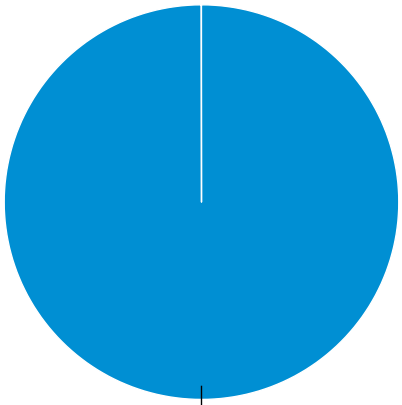
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	2	100%					
Total	2	100 %					

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	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

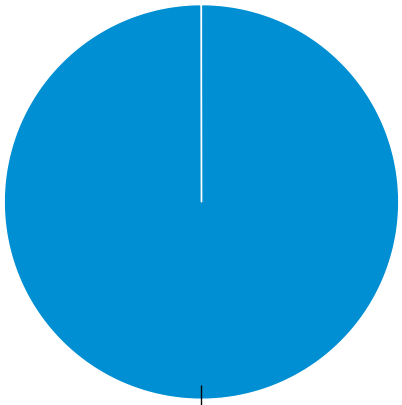
Provides high quality advice and assistance



Very Good/Above Expectations : 100.00%

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 %					

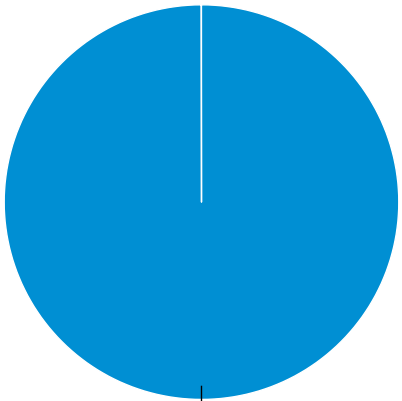
Communicates well both orally and in writing



Very Good/Above Expectations : 100.00%

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 %					

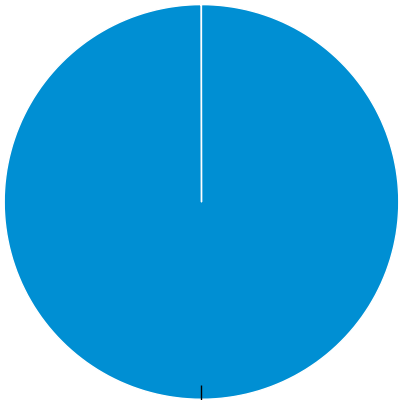
Handles all interactions in a professional manner



Very Good/Above Expectations : 100.00%

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 %					

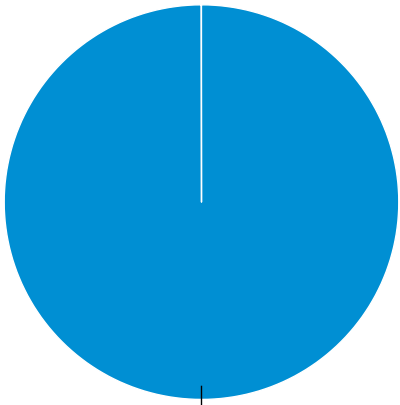
Accomplishes goals and objectives and also provides additional value



Very Good/Above Expectations : 100.00%

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 %					

Overall level of satisfaction

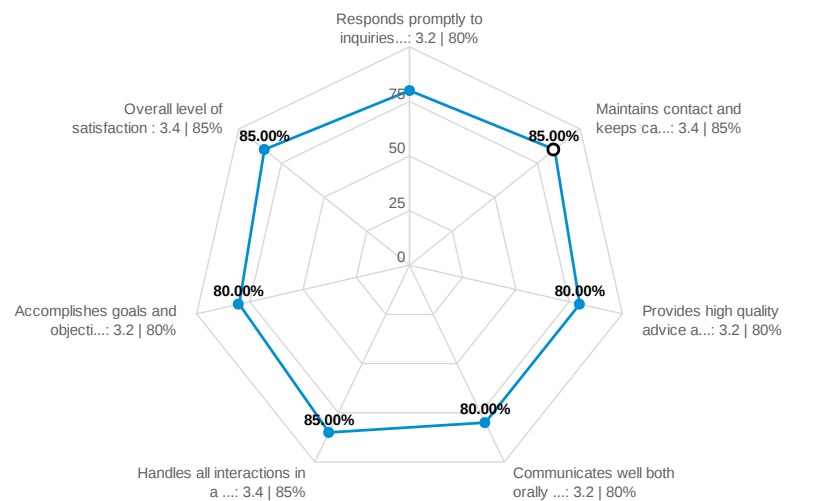


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	0	0% ▮					
Very Good/Above Expectations	2	100% ▬					
Total	2	100 %					

Comments/Suggestions for Empathia (Black Swan):

02/28/2024 177021276
02/28/2024 177015424
02/15/2024 176392058
02/14/2024 176368904

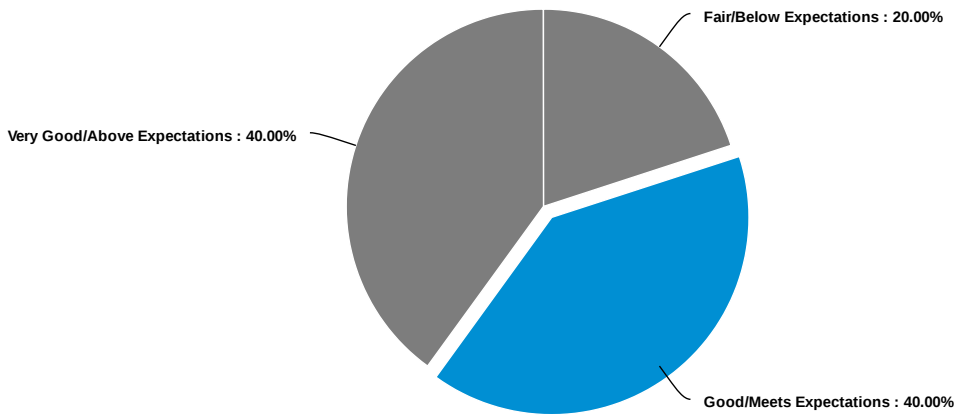
7. Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

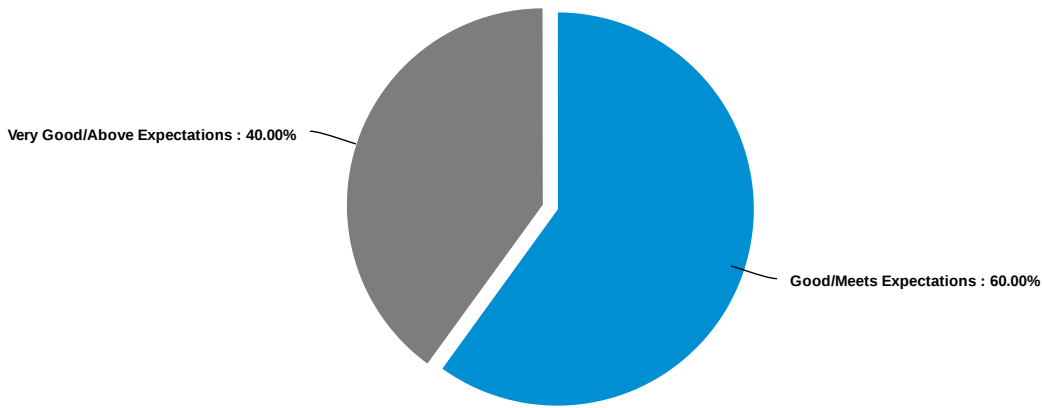
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	5	3.2				
Maintains contact and keeps campus apprised on important and pertinent matters	5	3.4				
Provides high quality advice and assistance	5	3.2				
Communicates well both orally and in writing	5	3.2				
Handles all interactions in a professional manner	5	3.4				
Accomplishes goals and objectives and also provides additional value	5	3.2				
Overall level of satisfaction	5	3.4				
Average		3.29				

Responds promptly to inquiries and requests



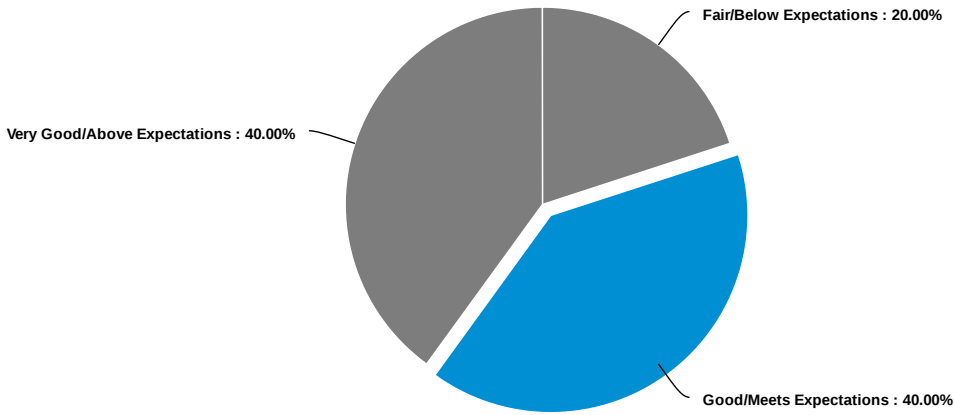
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	20%					
Good/Meets Expectations	2	40%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



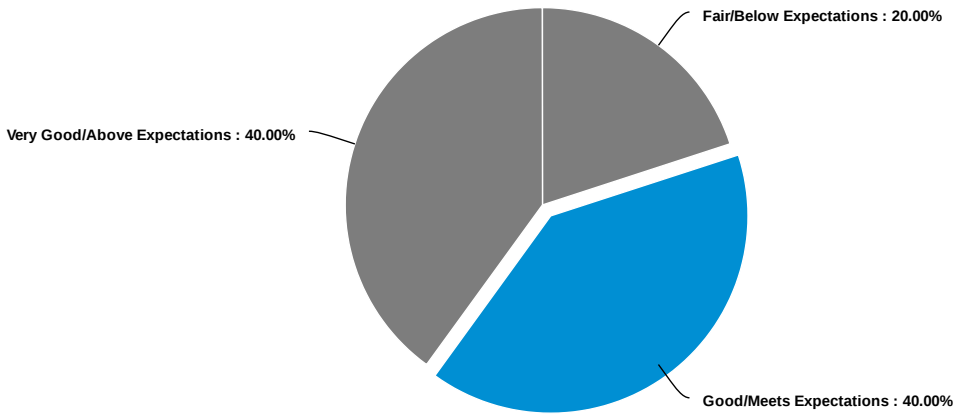
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	60%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Provides high quality advice and assistance



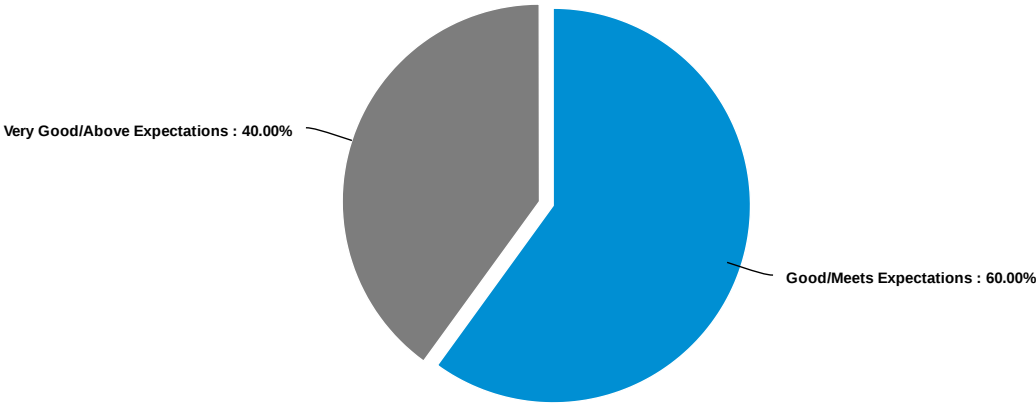
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	20%					
Good/Meets Expectations	2	40%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Communicates well both orally and in writing



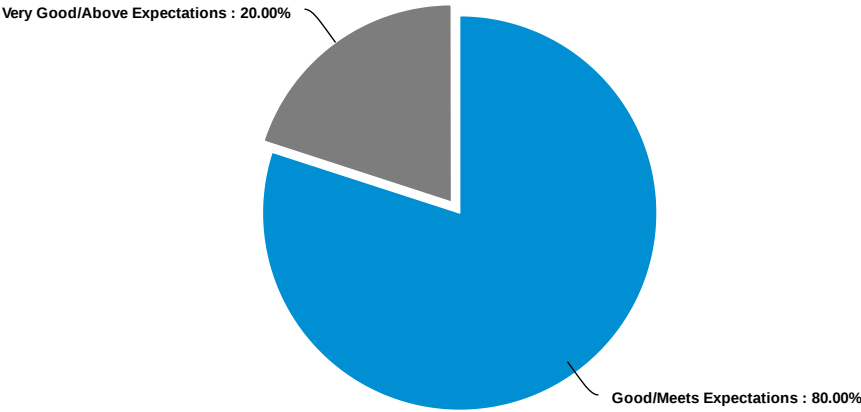
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	20%					
Good/Meets Expectations	2	40%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

Handles all interactions in a professional manner



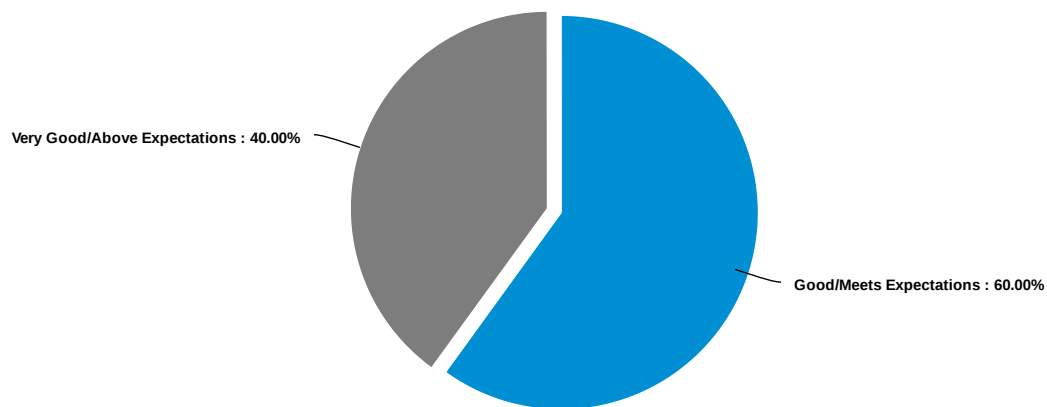
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	60%					
Very Good/Above Expectations	2	40%					
Total	5	100 %					

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	4	80%					
Very Good/Above Expectations	1	20%					
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 Equifax Workforce Solutions (formerly TALX-UCeXpress):

02/22/2024 176692580 Don't deal with them often, but on the rare occasion, they seem really good.

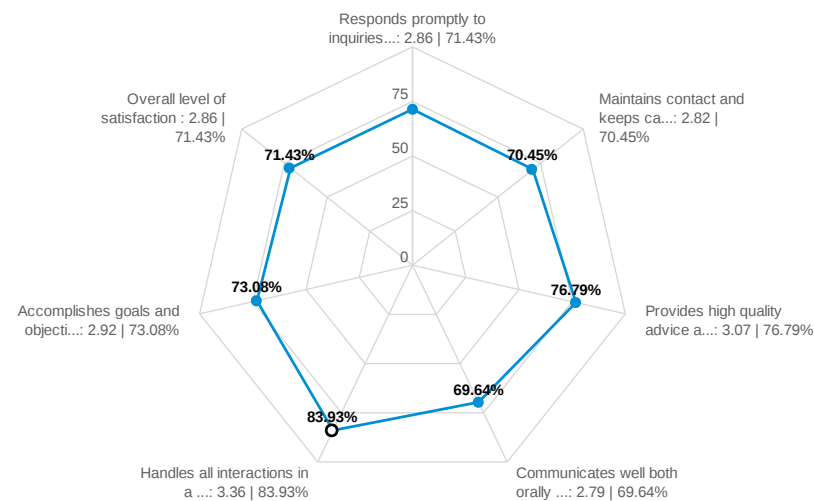
02/19/2024 176552235

02/18/2024 176519025 The prior consultant called and explained the process and needs of the case. I only receive email communications and I am not always in a position to respond to an email. Particularly on urgent matters. I would like a class or formal training regarding the program.

02/16/2024 176469955

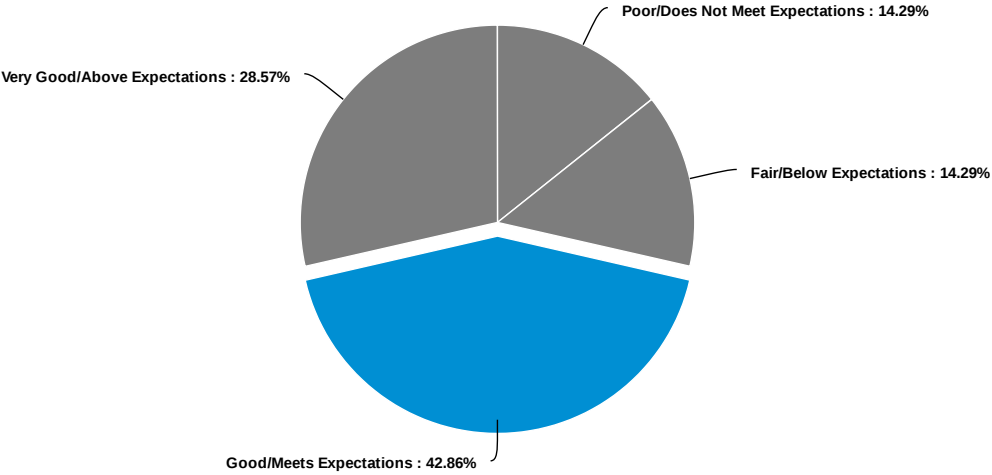
02/15/2024 176404112

8. 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.

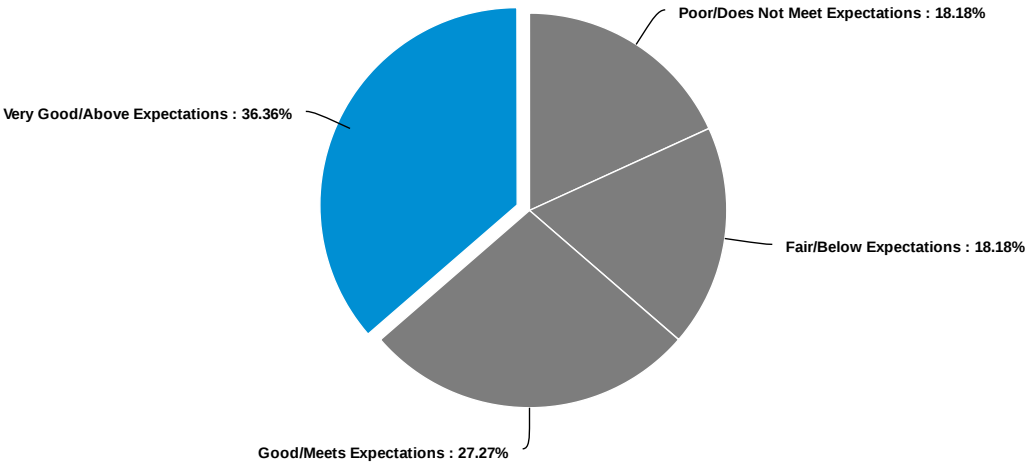


Powered by AI

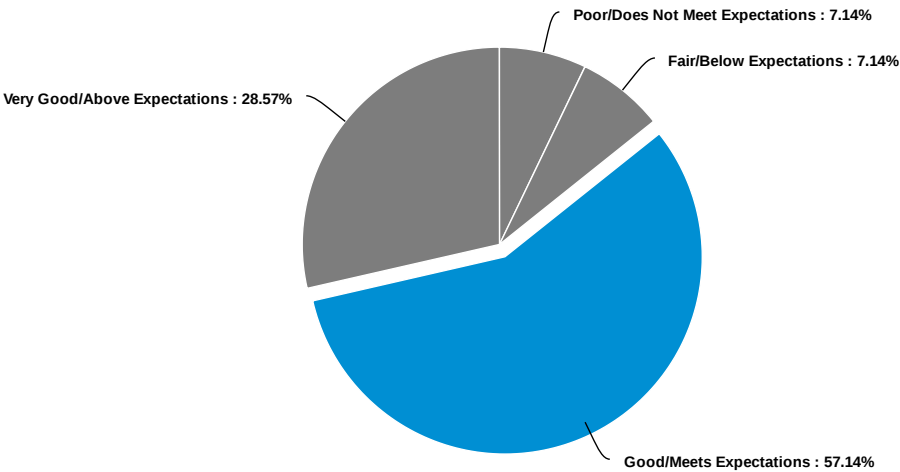
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	14	2.86				
Maintains contact and keeps campus apprised on important and pertinent matters	11	2.82				
Provides high quality advice and assistance	14	3.07				
Communicates well both orally and in writing	14	2.79				
Handles all interactions in a professional manner	14	3.36				
Accomplishes goals and objectives and also provides additional value	13	2.92				
Overall level of satisfaction	14	2.86				
Average		2.96				



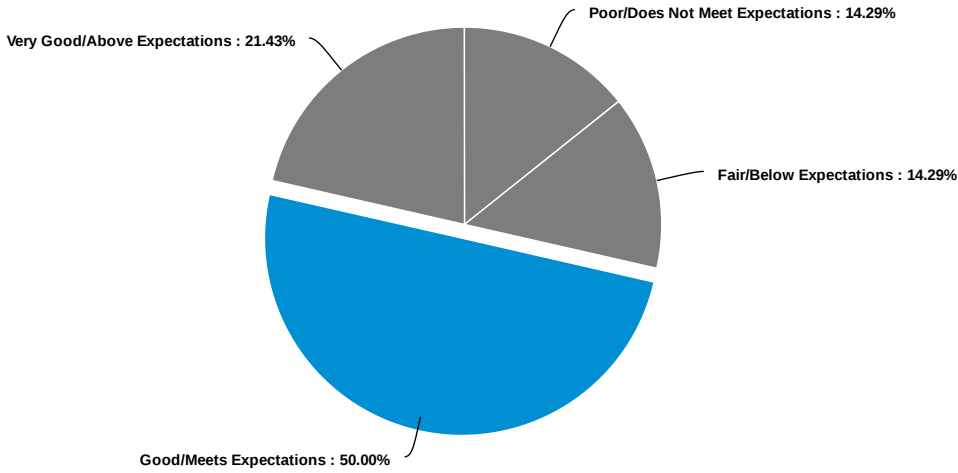
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	14.29%					
Fair/Below Expectations	2	14.29%					
Good/Meets Expectations	6	42.86%					
Very Good/Above Expectations	4	28.57%					
Total	14	100 %					



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	18.18%					
Fair/Below Expectations	2	18.18%					
Good/Meets Expectations	3	27.27%					
Very Good/Above Expectations	4	36.36%					
Total	11	100 %					

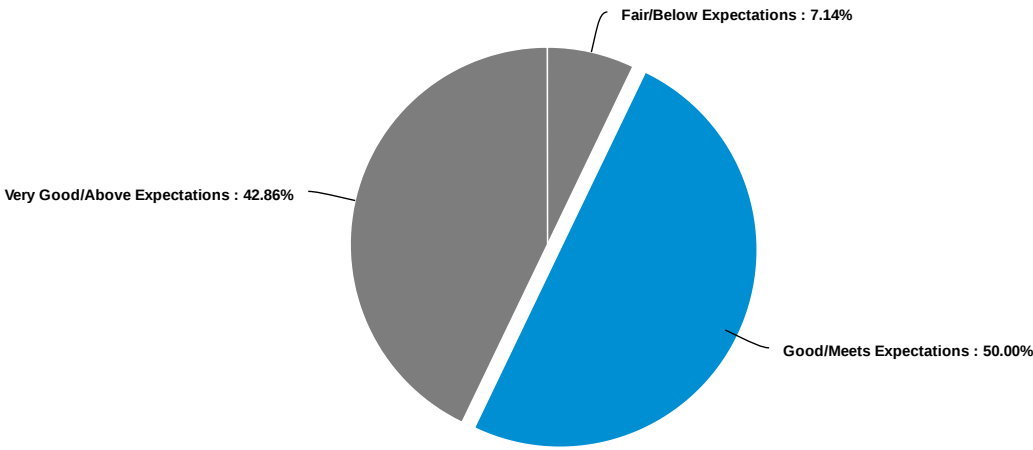


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	7.14%					
Fair/Below Expectations	1	7.14%					
Good/Meets Expectations	8	57.14%					
Very Good/Above Expectations	4	28.57%					
Total	14	100 %					



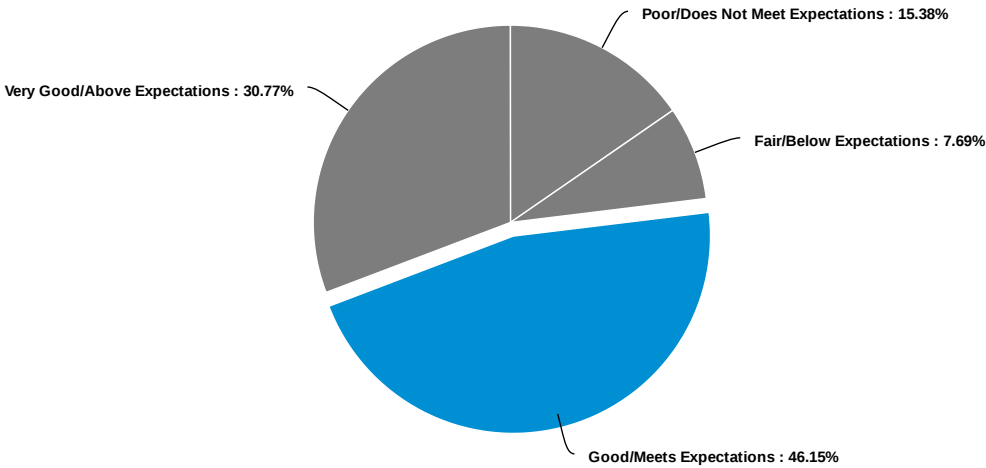
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	14.29%					
Fair/Below Expectations	2	14.29%					
Good/Meets Expectations	7	50%					
Very Good/Above Expectations	3	21.43%					
Total	14	100 %					

Handles all interactions in a professional manner



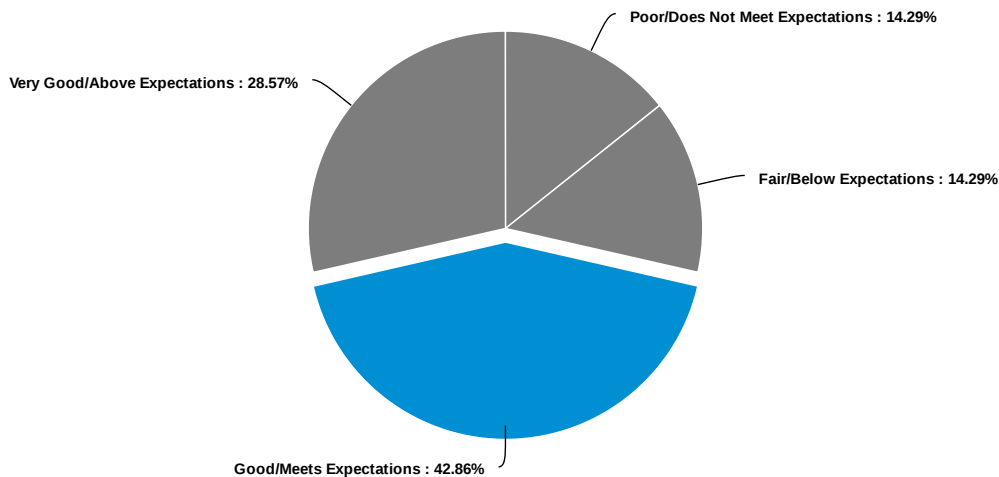
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	7.14%					
Good/Meets Expectations	7	50%					
Very Good/Above Expectations	6	42.86%					
Total	14	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	15.38%					
Fair/Below Expectations	1	7.69%					
Good/Meets Expectations	6	46.15%					
Very Good/Above Expectations	4	30.77%					
Total	13	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	2	14.29%					
Fair/Below Expectations	2	14.29%					
Good/Meets Expectations	6	42.86%					
Very Good/Above Expectations	4	28.57%					
Total	14	100 %					

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

02/28/2024 176989508

02/27/2024 176957482

02/23/2024 176759049

02/23/2024 176750581

02/22/2024 176711727

02/22/2024 176710456 They are terrible to try to get hold of. I have had a number of patient's accounts go into collections because I could not get in contact with anybody at HSR to solve the problems. I have gone so far as to include the Vice Presidents at HSR in my emails just to try to get a greater likelihood of return communication. This makes my job incredibly difficult and really has a strong negative impact on our patients- the student athletes.

02/22/2024 176704760

02/22/2024 176700197

02/22/2024 176698305

02/22/2024 176696110

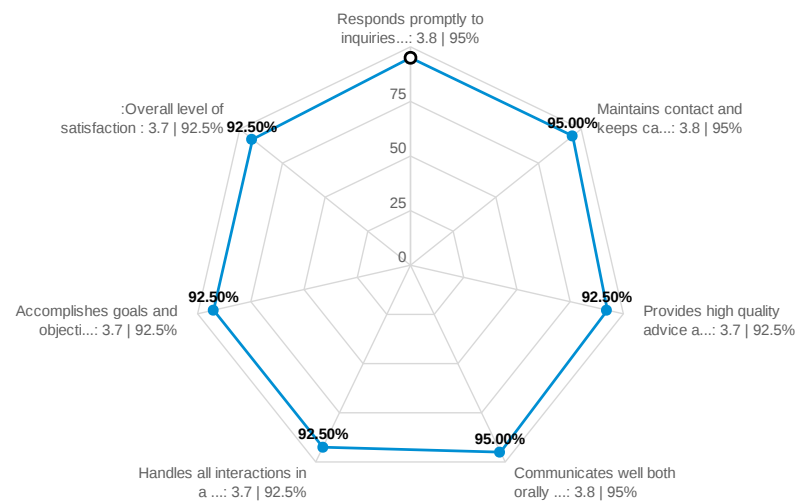
02/22/2024 176692580 HSR has been professional, helpful and provides meaningful data for the athletic dept.

02/19/2024 176548546

02/14/2024 176370034 We have difficulty getting responses back from inquiries in a timely manner. Often, we need to send multiple emails before we receive a response.

02/14/2024 176369122

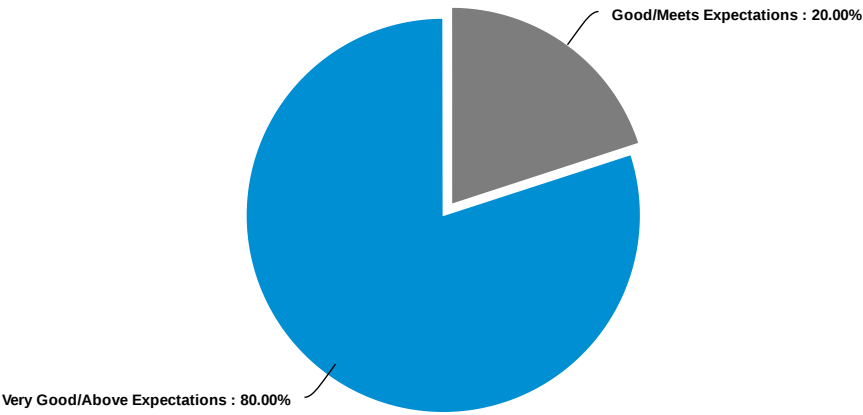
9. Hudson Claims Consulting (WC): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

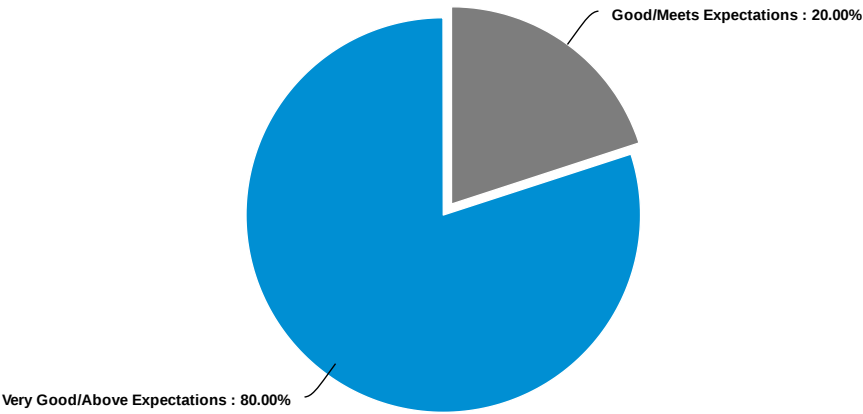
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	10	3.8				
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.8				
Provides high quality advice and assistance	10	3.7				
Communicates well both orally and in writing	10	3.8				
Handles all interactions in a professional manner	10	3.7				
Accomplishes goals and objectives and also provides additional value	10	3.7				
Overall level of satisfaction	10	3.7				
Average		3.74				

Responds promptly to inquiries and requests



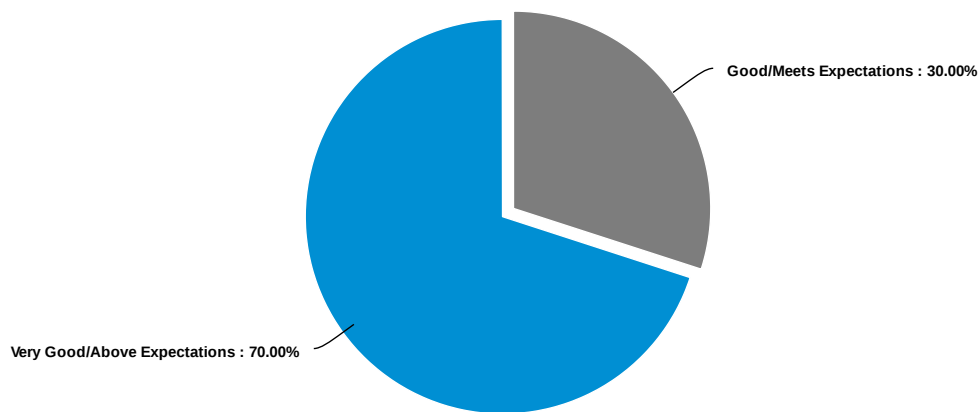
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	8	80%					
Total	10	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



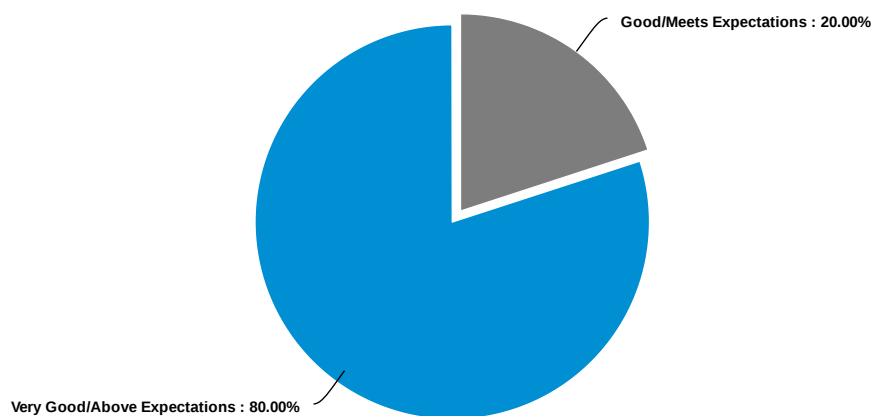
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	8	80%					
Total	10	100 %					

Provides high quality advice and assistance



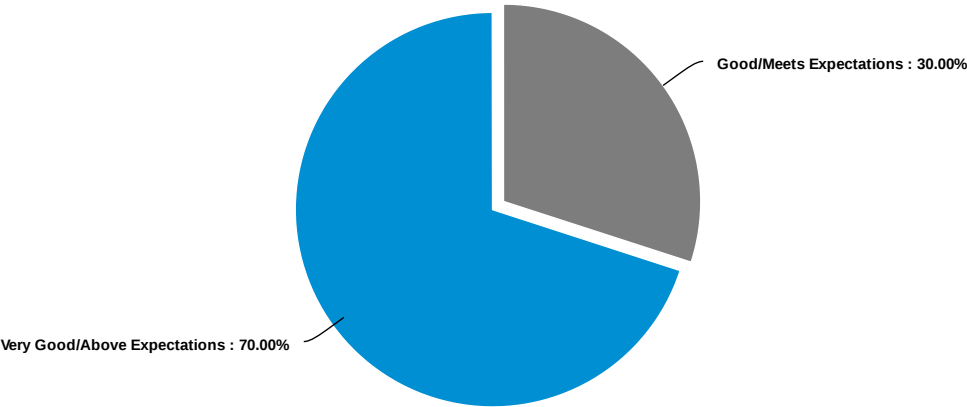
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	30%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

Communicates well both orally and in writing



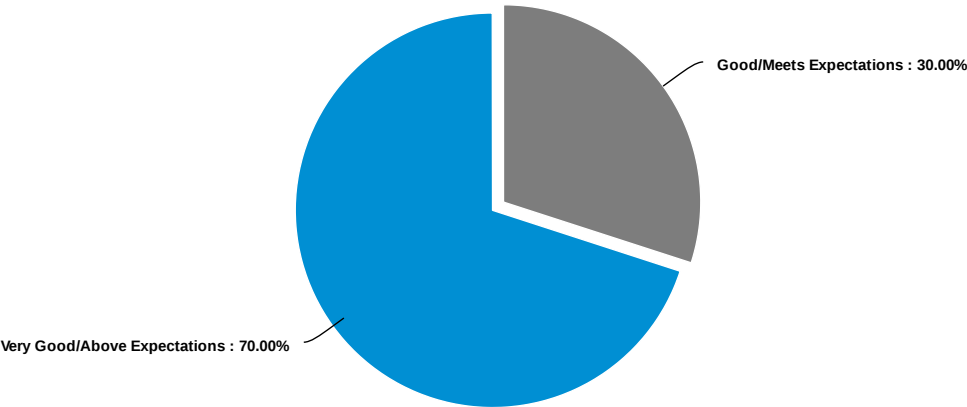
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	8	80%					
Total	10	100 %					

Handles all interactions in a professional manner



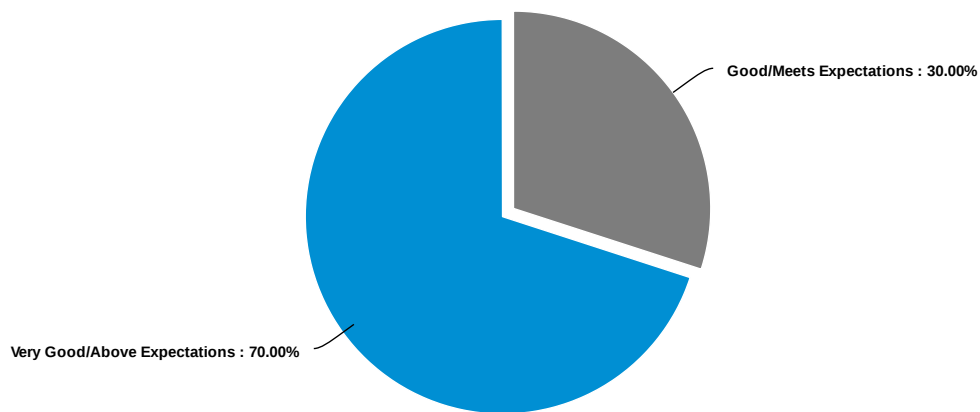
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	30%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

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	30%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

:Overall level of satisfaction

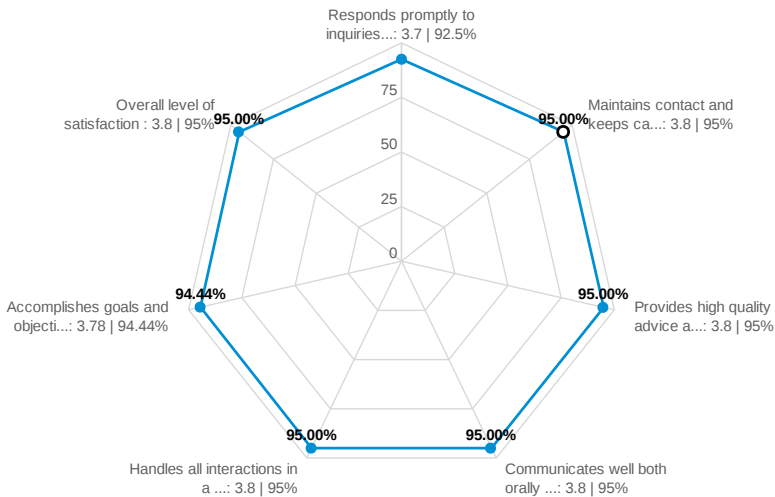


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	30%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

Comments/Suggestions for Hudson Claims Consulting (WC):

02/27/2024	176956830	just began working with this firm. Still too early to provide a fair assessment of services, and level of knowledge with using a TPA for work comp in higher Ed.
02/27/2024	176933962	
02/26/2024	176861531	Deanna Jacona is wonderful! She is so knowledgeable, friendly, and easy to work with. I was very impressed with her professional leadership with the RFP for TPA process and communication with the applicants.
02/22/2024	176692580	See Alliant W/C above.
02/21/2024	176636202	
02/20/2024	176602618	
02/19/2024	176552235	brings an added value to the WC program, thank you!
02/15/2024	176406735	
02/15/2024	176404112	
02/14/2024	176369106	Started monthly WCC meetings which have been very helpful. Putting together a a database for forms and information. Excellent customer service! Deanna is fabulous to work with!

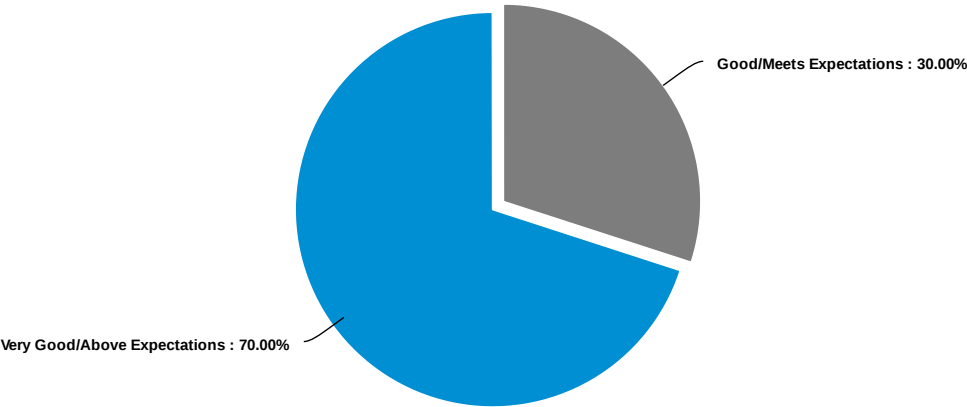
10. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

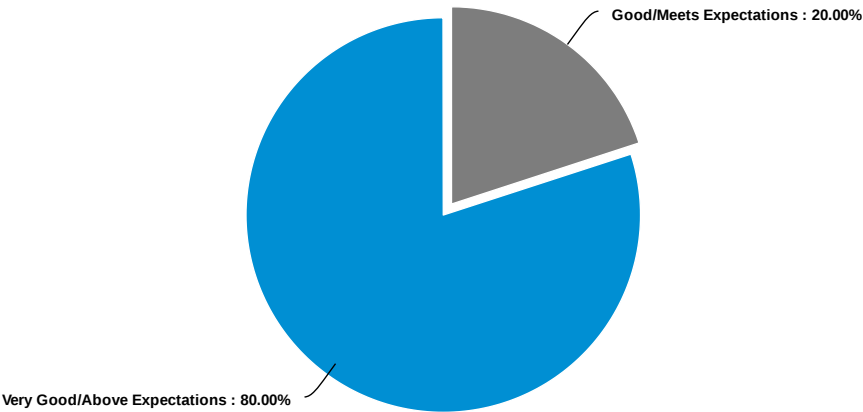
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	10	3.7				
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.8				
Provides high quality advice and assistance	10	3.8				
Communicates well both orally and in writing	10	3.8				
Handles all interactions in a professional manner	10	3.8				
Accomplishes goals and objectives and also provides additional value	9	3.78				
Overall level of satisfaction	10	3.8				
Average		3.78				

Responds promptly to inquiries and requests



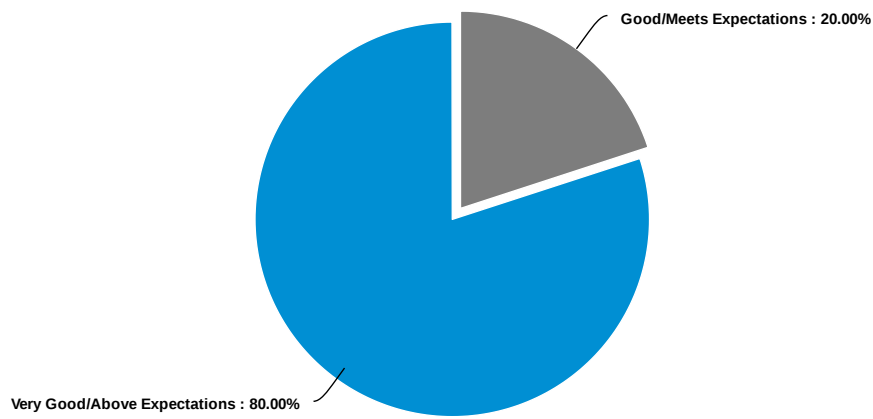
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	30%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



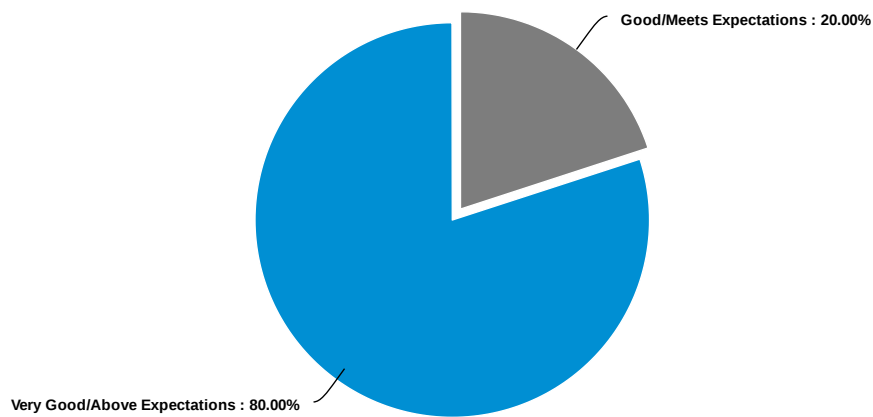
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	8	80%					
Total	10	100 %					

Provides high quality advice and assistance



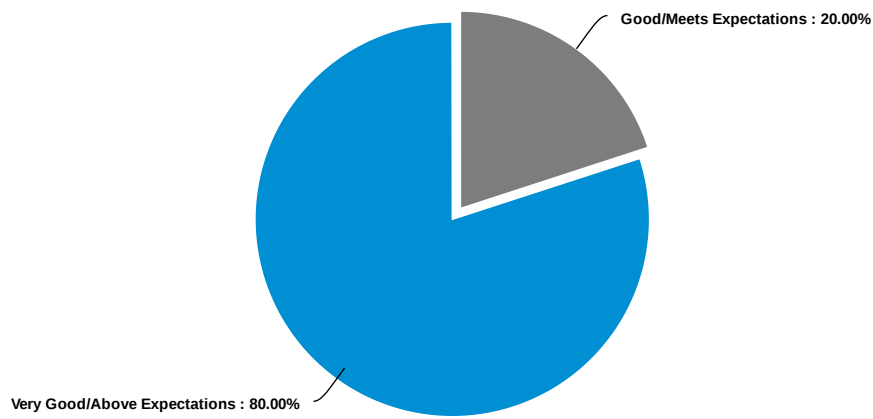
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	8	80%					
Total	10	100 %					

Communicates well both orally and in writing



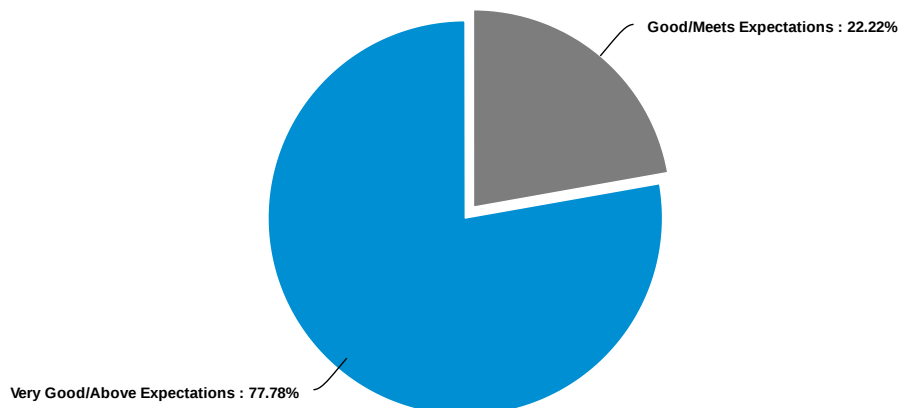
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	8	80%					
Total	10	100 %					

Handles all interactions in a professional manner

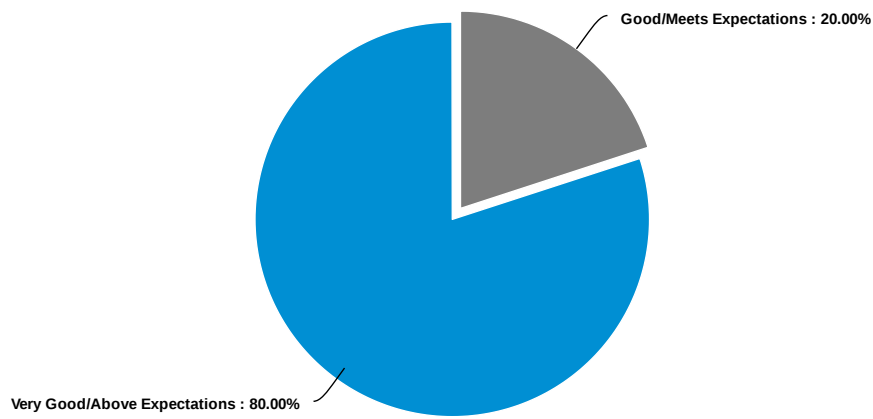


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	8	80%					
Total	10	100 %					

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	22.22%					
Very Good/Above Expectations	7	77.78%					
Total	9	100 %					



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	8	80%					
Total	10	100 %					

02/28/2024 177015424

02/28/2024 176994172

02/28/2024 176990811

02/26/2024 176861531

02/22/2024 176692580 So thankful for these folks. Have really assisted in advancing out youth protection endeavors.

02/22/2024 176692541

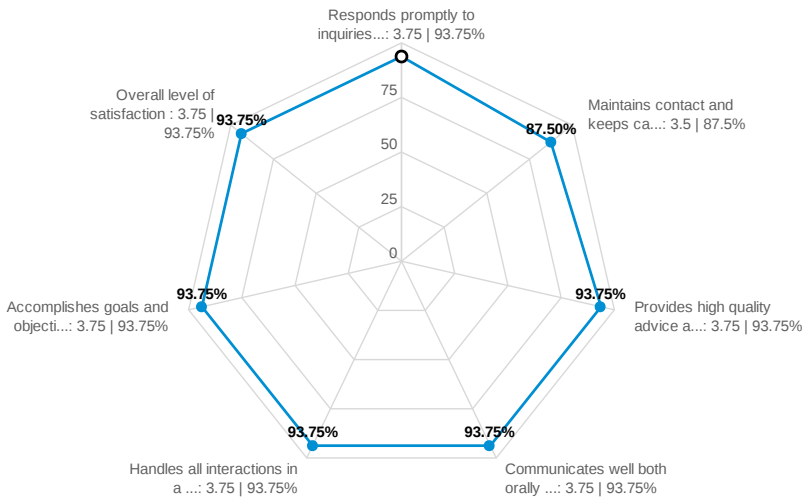
02/21/2024 176636202

02/20/2024 176602618

02/15/2024 176410158

02/15/2024 176395837

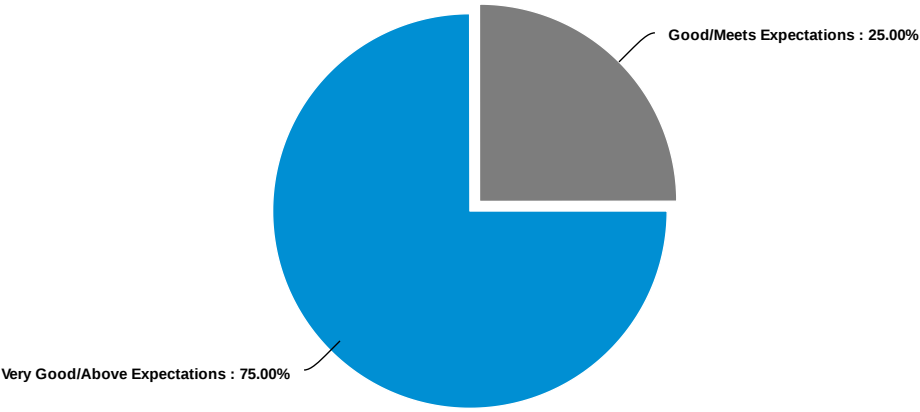
11. PRISM Membership Services: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

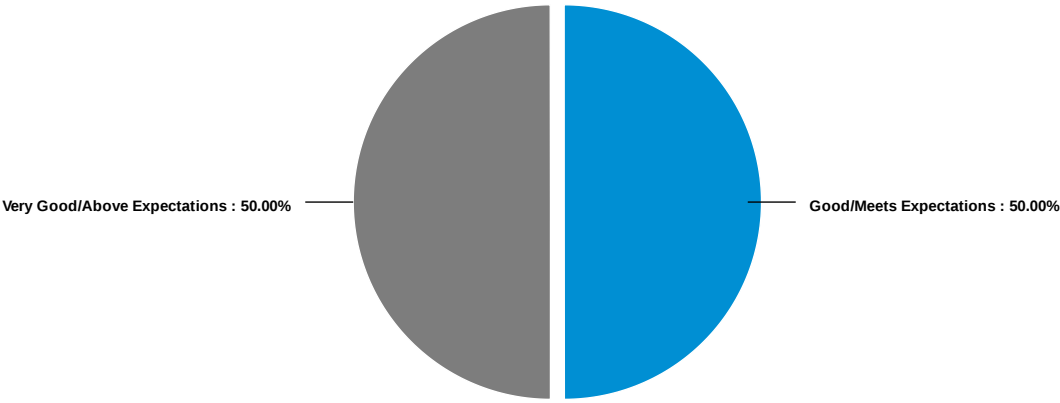
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	4	3.75				
Maintains contact and keeps campus apprised on important and pertinent matters	4	3.5				
Provides high quality advice 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		3.71				

Responds promptly to inquiries and requests



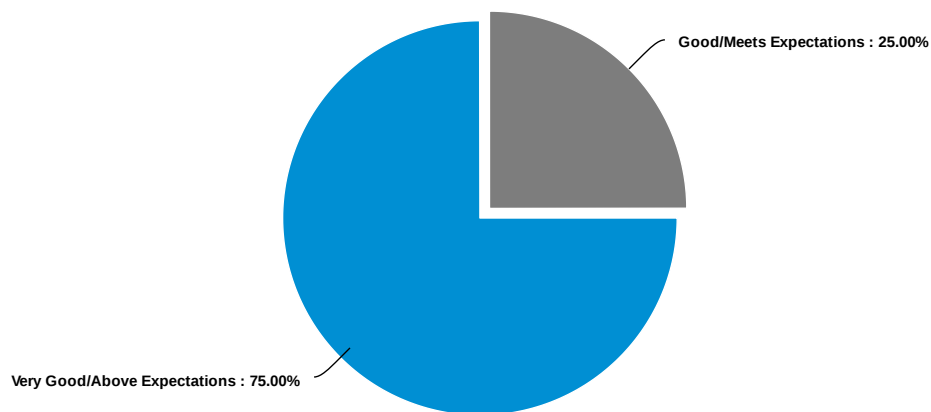
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



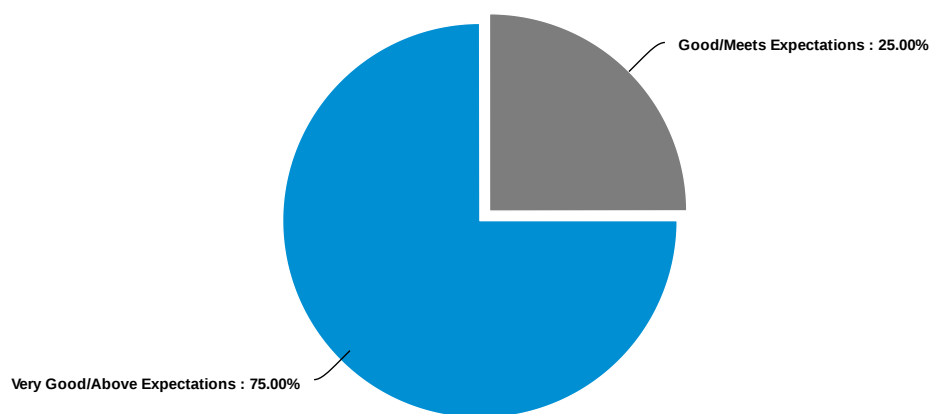
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	50%					
Very Good/Above Expectations	2	50%					
Total	4	100 %					

Provides high quality advice and assistance



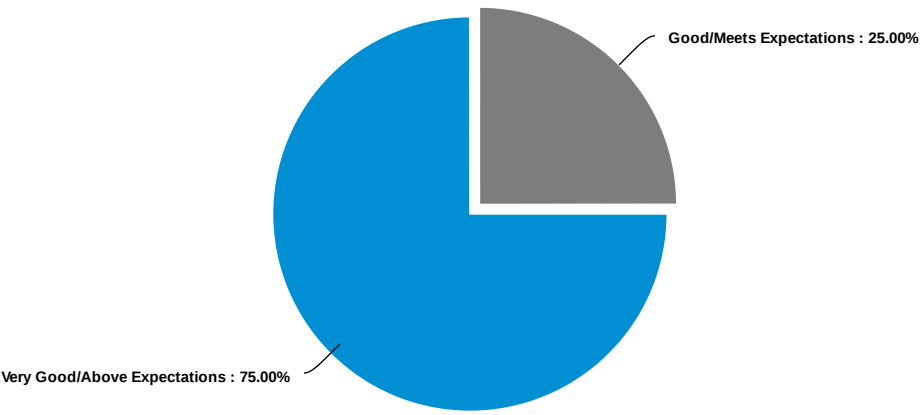
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

Communicates well both orally and in writing



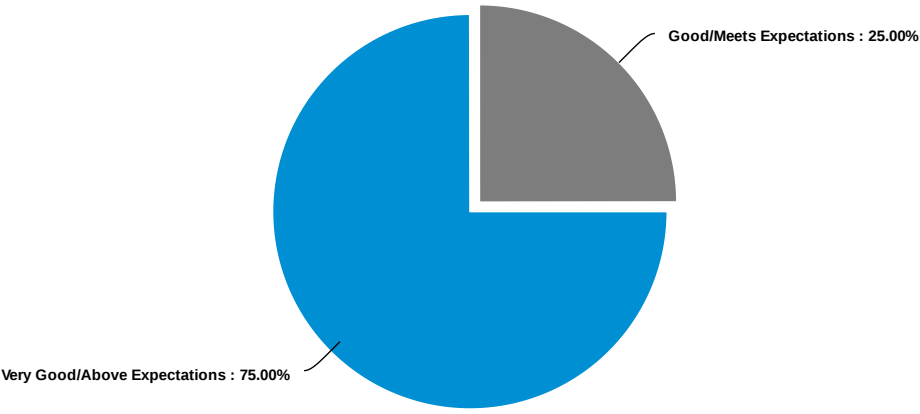
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

Handles all interactions in a professional manner



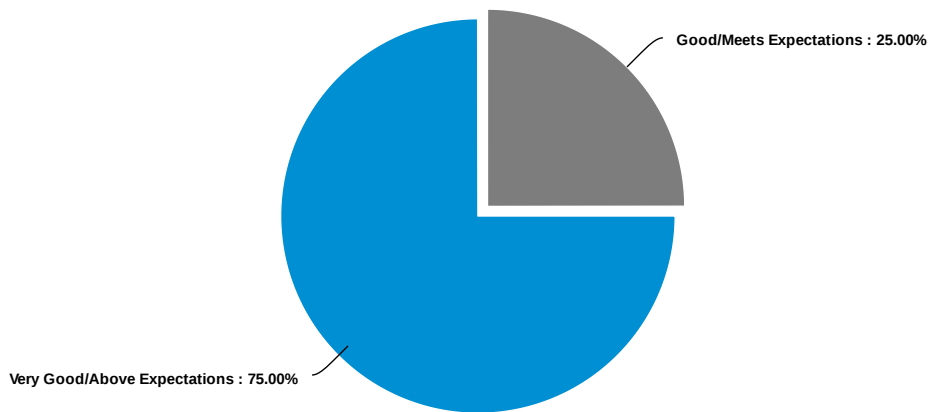
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

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	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

Overall level of satisfaction

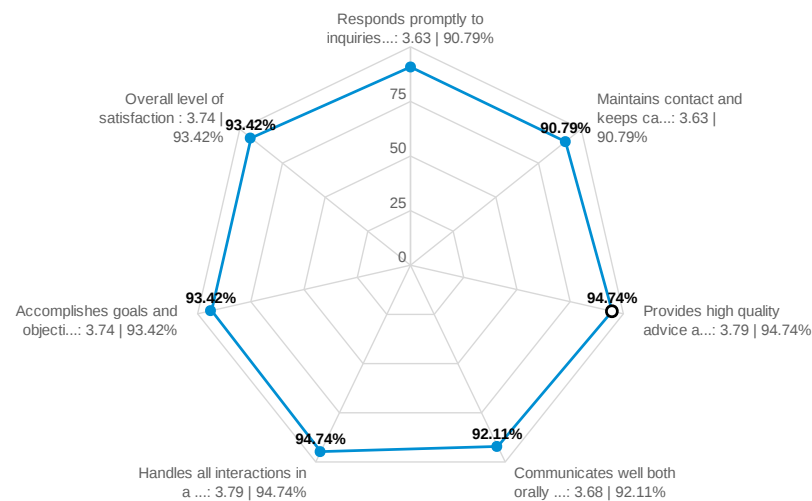


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	25%					
Very Good/Above Expectations	3	75%					
Total	4	100 %					

Comments/Suggestions for PRISM Membership Services:

02/28/2024	177015424	
02/26/2024	176861531	We appreciate the additional services, especially the training available to campuses. We had an EHS Specialist complete the PRISM Safety Management Certification in 2023, and it was a great experience. They go the extra mile to help people learn and succeed. We are also participating in the Risk Manager training program.
02/22/2024	176692580	Not accesses often, however their list of resources and negotiated pricing with a variety of service providers is good to have. I'd like to see these sent out twice a year just to keep people aware of this resource.
02/15/2024	176410158	

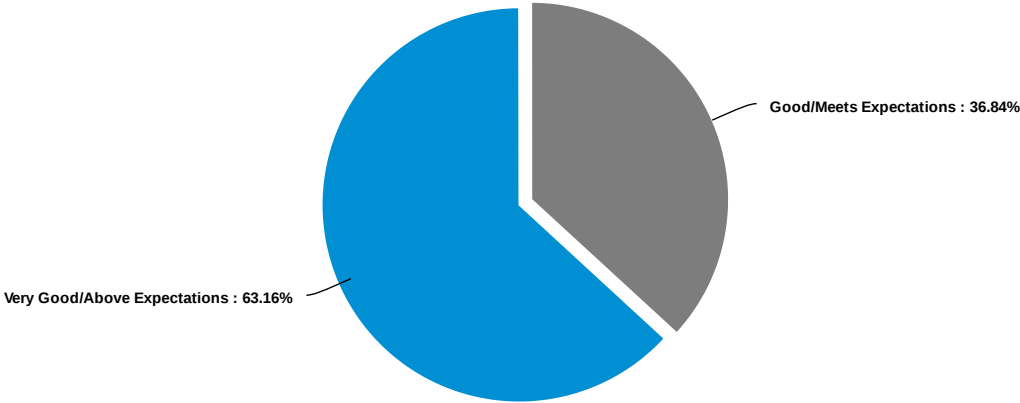
12. Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

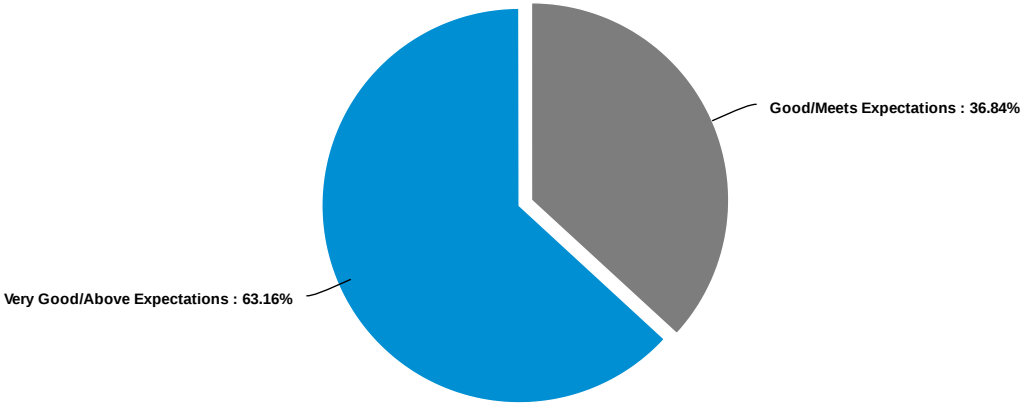
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	19	3.63				
Maintains contact and keeps campus apprised on important and pertinent matters	19	3.63				
Provides high quality advice and assistance	19	3.79				
Communicates well both orally and in writing	19	3.68				
Handles all interactions in a professional manner	19	3.79				
Accomplishes goals and objectives and also provides additional value	19	3.74				
Overall level of satisfaction	19	3.74				
Average		3.71				

Responds promptly to inquiries and requests



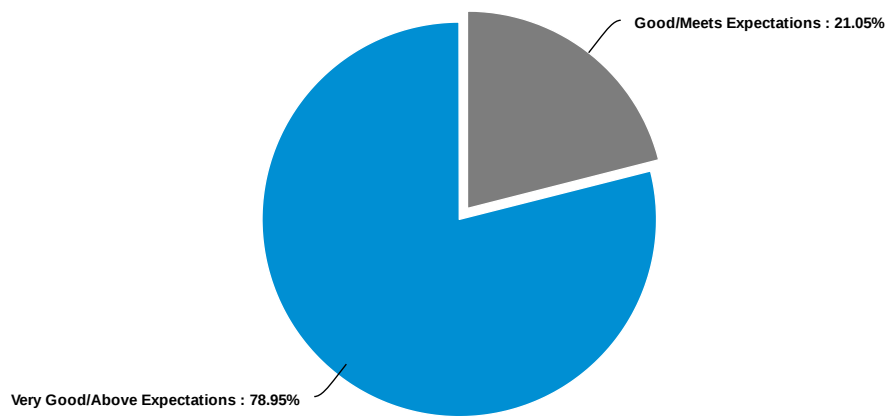
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	7	36.84%					
Very Good/Above Expectations	12	63.16%					
Total	19	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



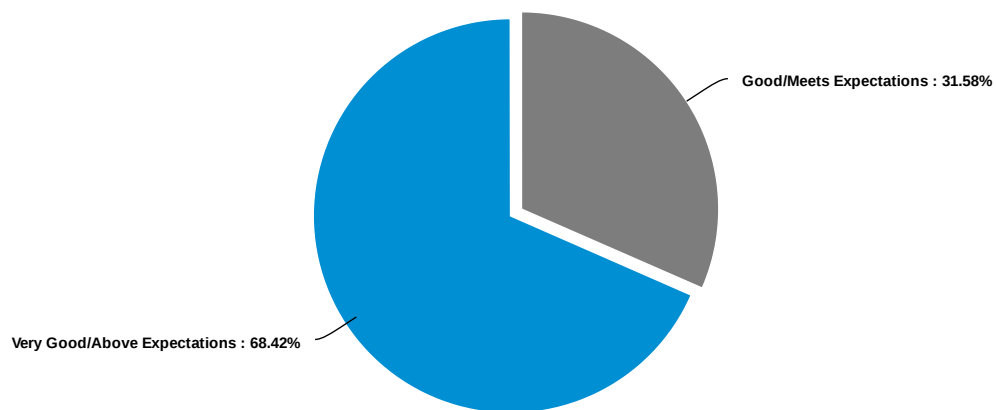
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	7	36.84%					
Very Good/Above Expectations	12	63.16%					
Total	19	100 %					

Provides high quality advice and assistance



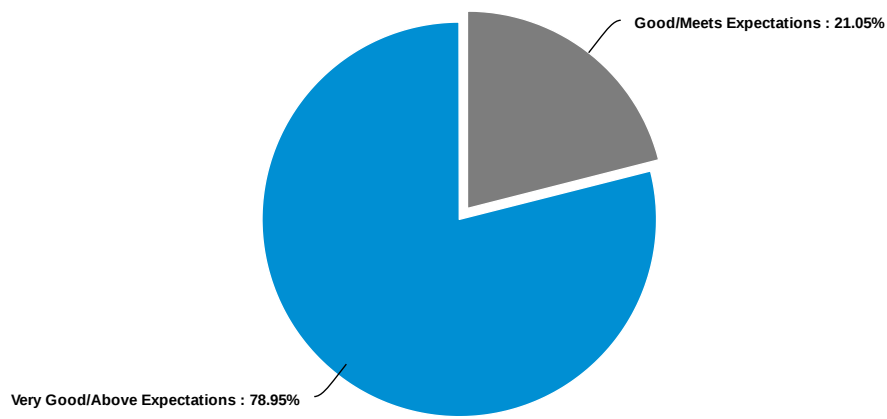
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	21.05%					
Very Good/Above Expectations	15	78.95%					
Total	19	100 %					

Communicates well both orally and in writing



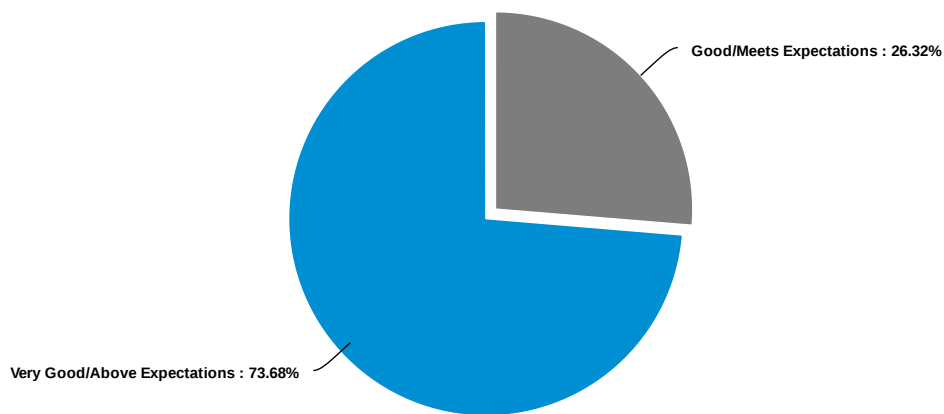
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	6	31.58%					
Very Good/Above Expectations	13	68.42%					
Total	19	100 %					

Handles all interactions in a professional manner

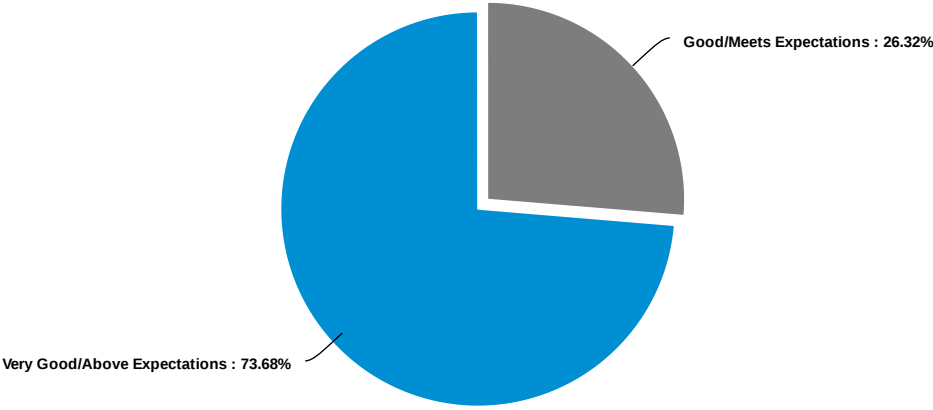


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	21.05%					
Very Good/Above Expectations	15	78.95%					
Total	19	100 %					

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	5	26.32%					
Very Good/Above Expectations	14	73.68%					
Total	19	100 %					



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	5	26.32%					
Very Good/Above Expectations	14	73.68%					
Total	19	100 %					

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

02/28/2024 177021276

02/28/2024 177015424

02/28/2024 176994172 At my campus, Sedgwick CMS works primarily with HRM because WC is housed with HRM. I would like to enhance my overall working relationship with Sedgwick but it appears that Sedgwick works primarily with HRM. I am involved with quarterly meetings between Sedgwick, HRM, and University Counsel to go over WC cases.

02/28/2024 176990811

02/27/2024 176956830 No dealings directly with CSURMA during the past year.

02/27/2024 176933962

02/22/2024 176692580 No complaints. Handled recent change seamlessly.

02/22/2024 176692541

02/21/2024 176636202

02/20/2024 176602618

02/19/2024 176552235 Fantastic TPA, attentive, responsive and works towards shared goals. Listens to understand the needs of injured employees as well as the campus administrators.

02/19/2024 176549521

02/18/2024 176519025 Ezra Sprenger get the campus updated on all matters in a timely and professional manner. I appreciate working with Sedgwick.

02/16/2024 176469955

02/16/2024 176468402

02/15/2024 176406735

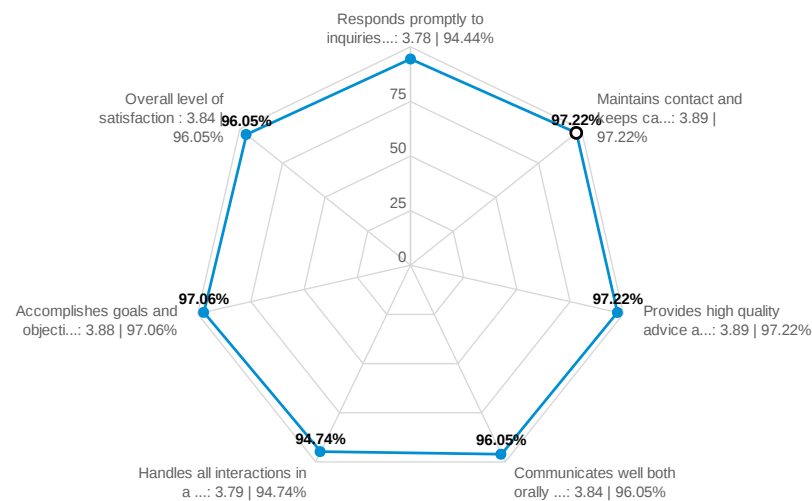
02/15/2024 176405479

02/15/2024 176404112

02/15/2024 176394458

02/14/2024 176369106 I have excellent adjusters - Ginger Pierce, Gabrielle Haas and Megan Warren. Always helpful and promptly replies to questions.

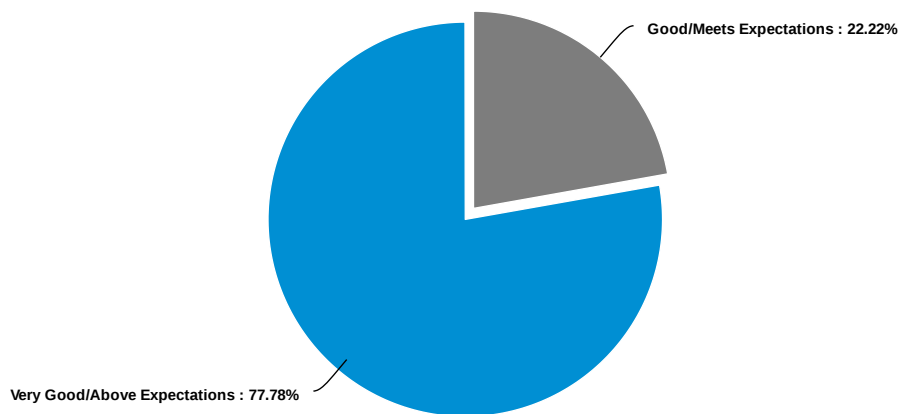
13. Systemwide Risk Management (broadly): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

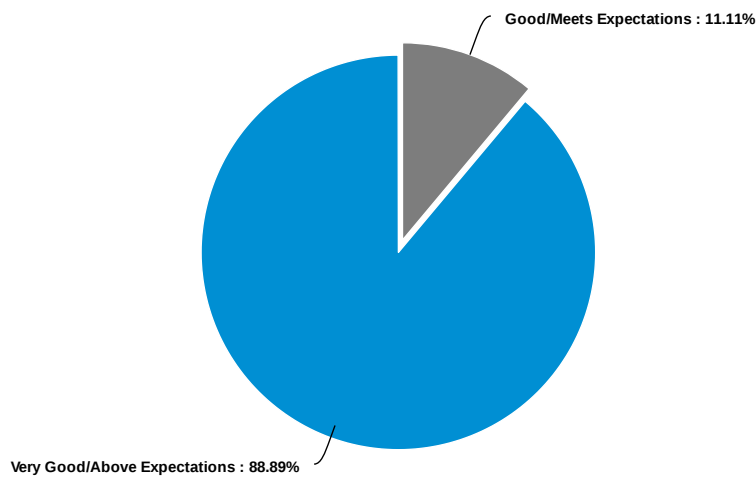
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	18	3.78				
Maintains contact and keeps campus apprised on important and pertinent matters	18	3.89				
Provides high quality advice and assistance	18	3.89				
Communicates well both orally and in writing	19	3.84				
Handles all interactions in a professional manner	19	3.79				
Accomplishes goals and objectives and also provides additional value	17	3.88				
Overall level of satisfaction	19	3.84				
Average		3.84				

Responds promptly to inquiries and requests



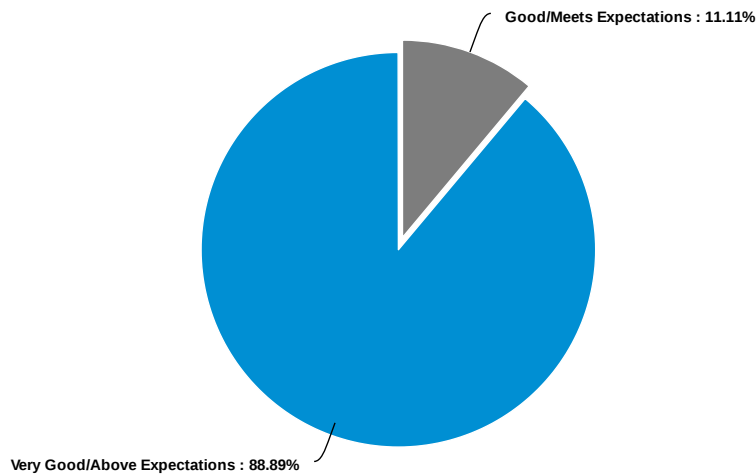
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	22.22%					
Very Good/Above Expectations	14	77.78%					
Total	18	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



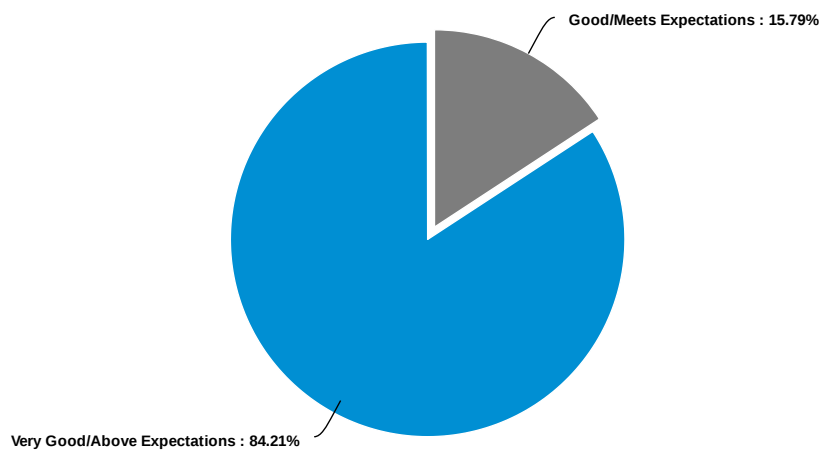
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	11.11%					
Very Good/Above Expectations	16	88.89%					
Total	18	100 %					

Provides high quality advice and assistance



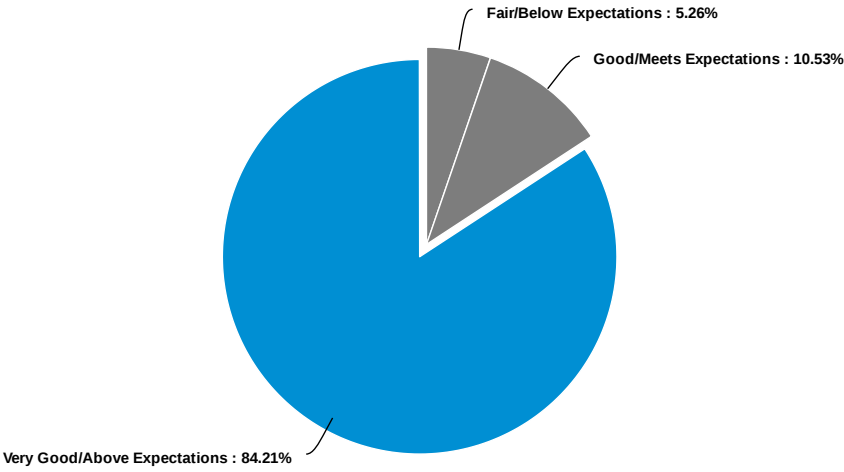
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	11.11%					
Very Good/Above Expectations	16	88.89%					
Total	18	100 %					

Communicates well both orally and in writing



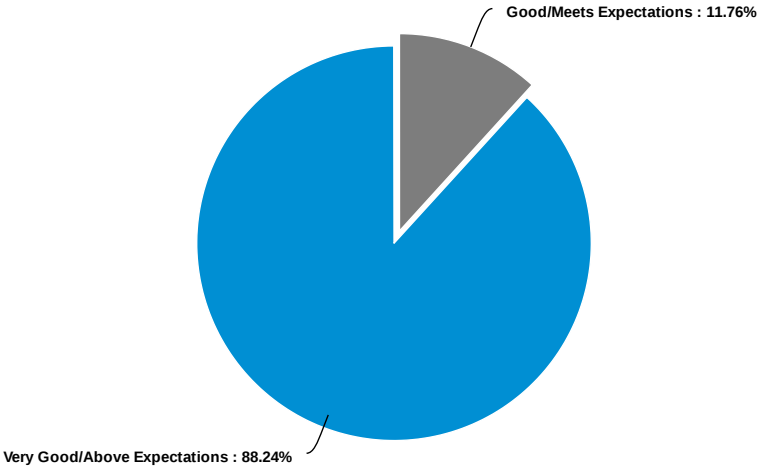
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	15.79%					
Very Good/Above Expectations	16	84.21%					
Total	19	100 %					

Handles all interactions in a professional manner

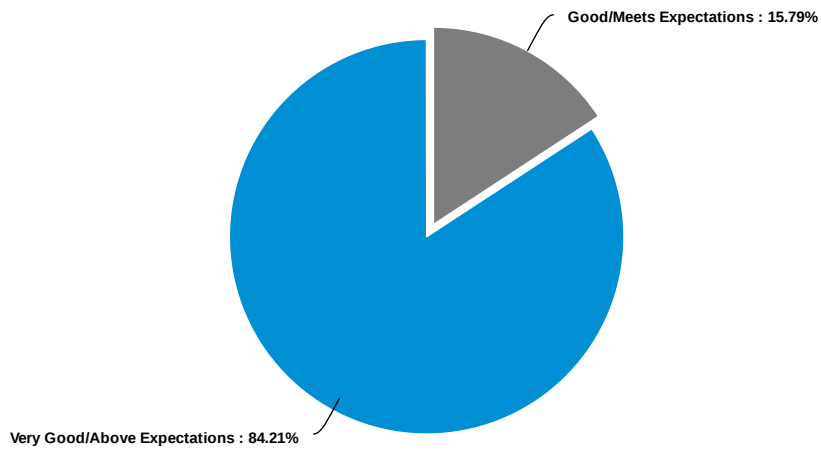


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	5.26%					
Good/Meets Expectations	2	10.53%					
Very Good/Above Expectations	16	84.21%					
Total	19	100 %					

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	11.76%					
Very Good/Above Expectations	15	88.24%					
Total	17	100 %					



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	15.79%					
Very Good/Above Expectations	16	84.21%					
Total	19	100 %					

Comments/Suggestions for Systemwide Risk Management (broadly):

02/28/2024 177015424

02/28/2024 176994172

02/28/2024 176990811

02/26/2024 176861531

02/22/2024 176692656

02/22/2024 176692629

02/22/2024 176692580 There is a wealth of knowledge now in SRM and it was nice to see substantive additions in staffing. They seem to touch nearly everything in one way or another.

02/22/2024 176692541

02/21/2024 176636202

02/20/2024 176602618

02/19/2024 176558717

02/19/2024 176552235

02/19/2024 176549521

02/16/2024 176468402 This group is amazing and i am so appreciative of their support and services. I am especially appreciative of the systems investment in the EHS services and support personnel.

02/15/2024 176409977

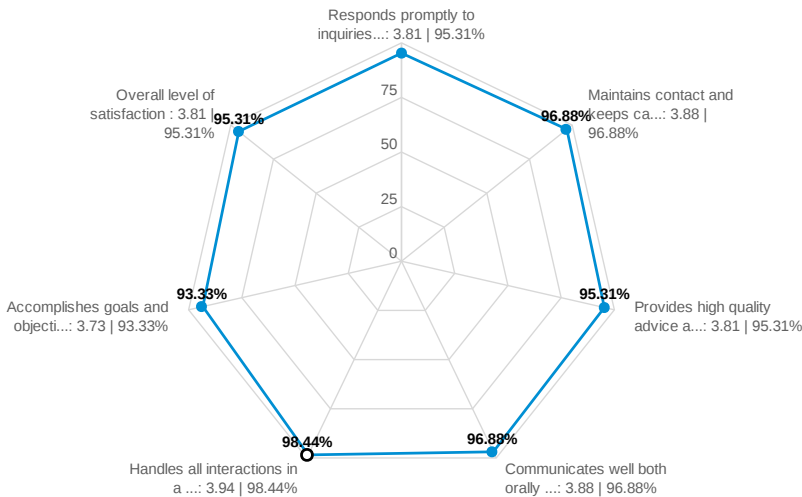
02/15/2024 176404112

02/15/2024 176395837

02/15/2024 176394458 Awesome group of people, always helpful and willing to assist in any possible way.

02/14/2024 176369435

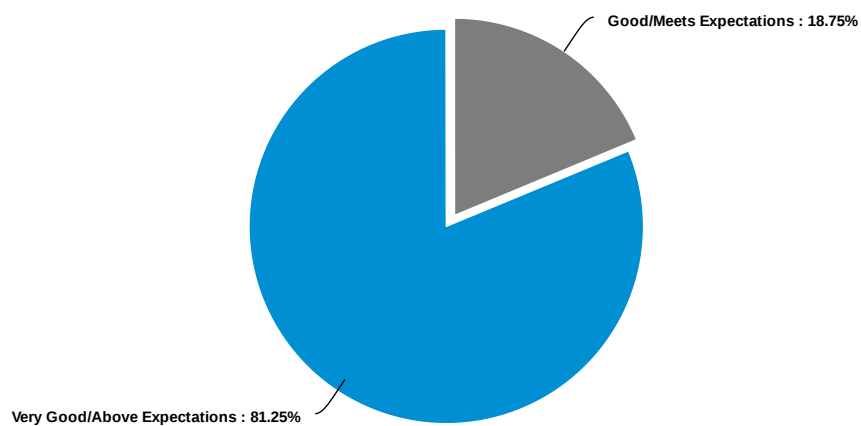
14. Systemwide Risk Management - Environmental Health & Safety: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

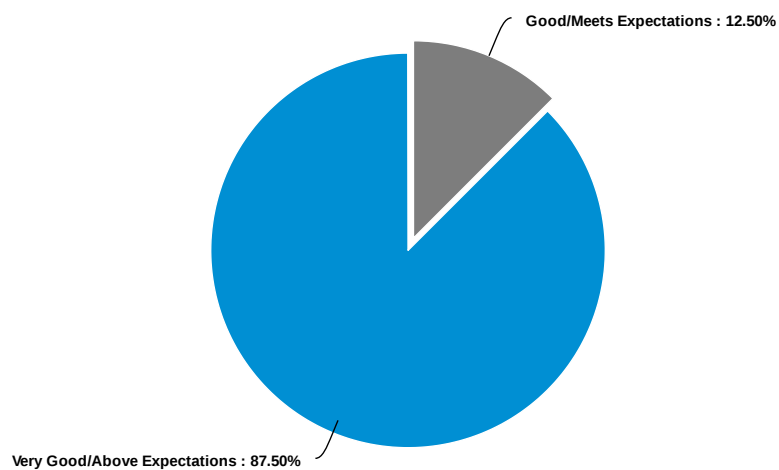
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	16	3.81				
Maintains contact and keeps campus apprised on important and pertinent matters	16	3.88				
Provides high quality advice and assistance	16	3.81				
Communicates well both orally and in writing	16	3.88				
Handles all interactions in a professional manner	16	3.94				
Accomplishes goals and objectives and also provides additional value	15	3.73				
Overall level of satisfaction	16	3.81				
Average		3.84				

Responds promptly to inquiries and requests



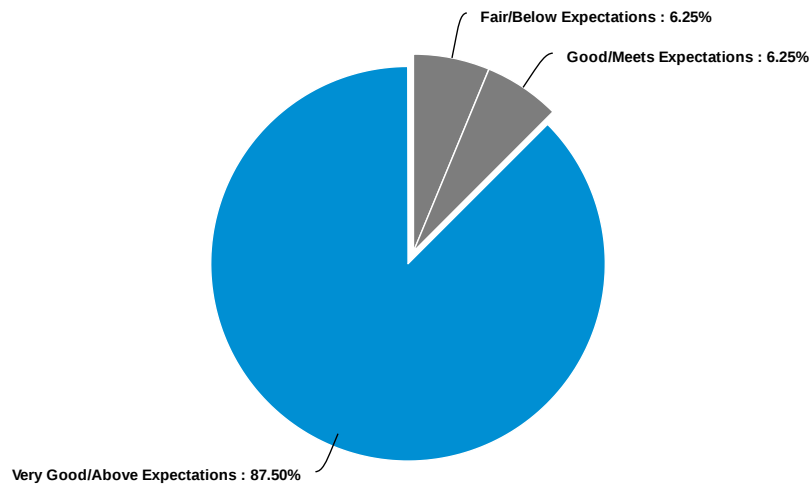
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	18.75%					
Very Good/Above Expectations	13	81.25%					
Total	16	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



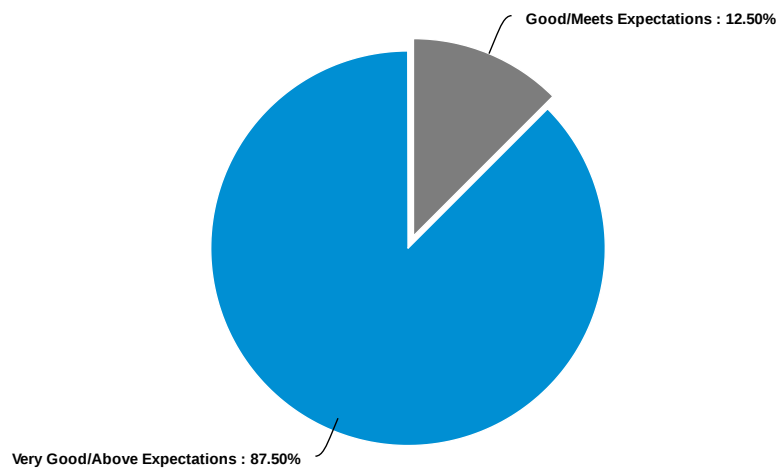
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	12.5%					
Very Good/Above Expectations	14	87.5%					
Total	16	100 %					

Provides high quality advice and assistance



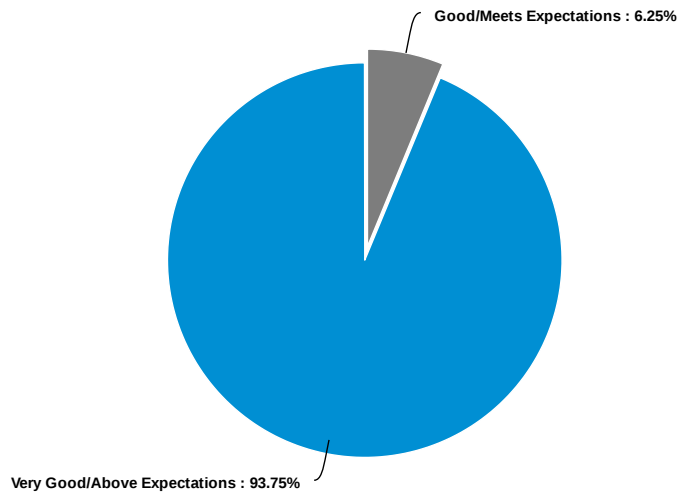
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	6.25%					
Good/Meets Expectations	1	6.25%					
Very Good/Above Expectations	14	87.5%					
Total	16	100 %					

Communicates well both orally and in writing



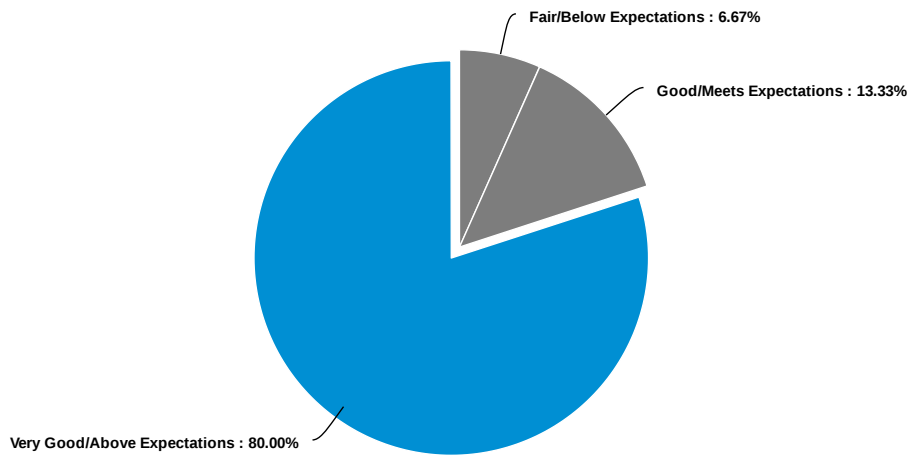
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	12.5%					
Very Good/Above Expectations	14	87.5%					
Total	16	100 %					

Handles all interactions in a professional manner

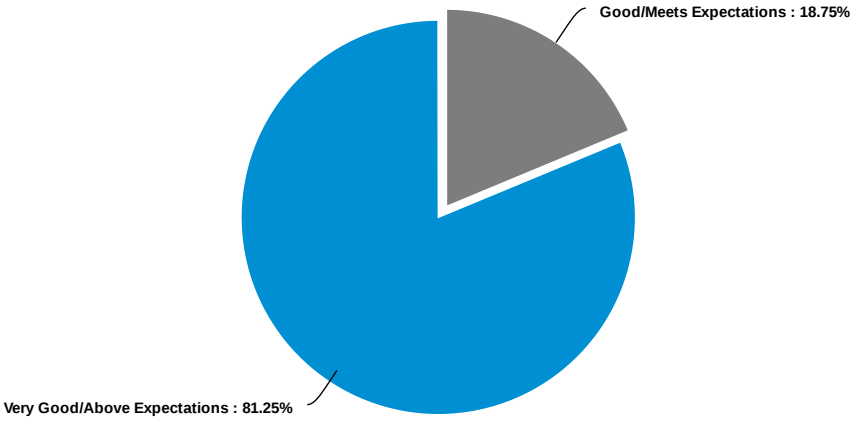


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	6.25%					
Very Good/Above Expectations	15	93.75%					
Total	16	100 %					

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	6.67%					
Good/Meets Expectations	2	13.33%					
Very Good/Above Expectations	12	80%					
Total	15	100 %					



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	18.75%					
Very Good/Above Expectations	13	81.25%					
Total	16	100 %					

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

02/28/2024 177015424

02/28/2024 176994172

02/28/2024 176990811

02/27/2024 176960785 Clone Scott

02/27/2024 176958658

02/26/2024 176861531 Marissa was an excellent addition to the team this year. She is perfect for the position and her knowledge/skills/abilities are helping the campuses a ton.

02/22/2024 176692629

02/22/2024 176692580 An important position that is staffed by the right people with Scott and Marissa. Really good sharing of information, problem solving and addressing many needs at the campus and SW level.

02/22/2024 176692541

02/21/2024 176636202

02/16/2024 176468402 Scott and Marissa have been extremely professional and responsive to the EHS support needs of the campuses. I do suggest that Marissa utilize her camera more in meetings since it is important for the campuses to get to know her and her presence. This makes the meetings that are virtual more intimate. Scott and Marissa are amazing at their work and really try to show empathy for the campuses as they figure out how to make their programs successful in a very challenging environment.

02/15/2024 176409977

02/15/2024 176406735

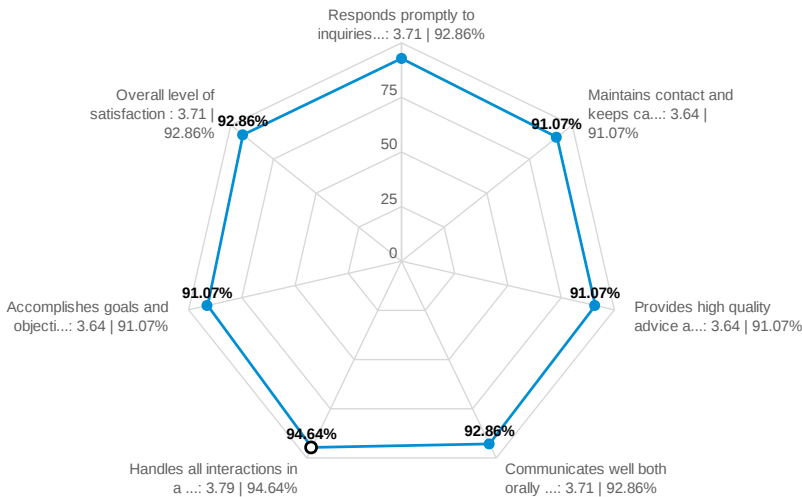
02/15/2024 176395837

02/15/2024 176394458

02/15/2024 176392058

02/14/2024 176369435

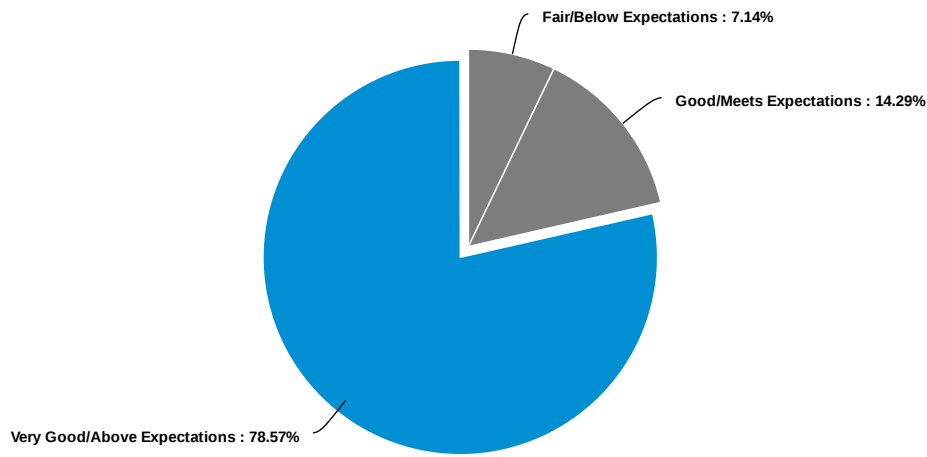
15. Systemwide Risk Management - Emergency Management: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

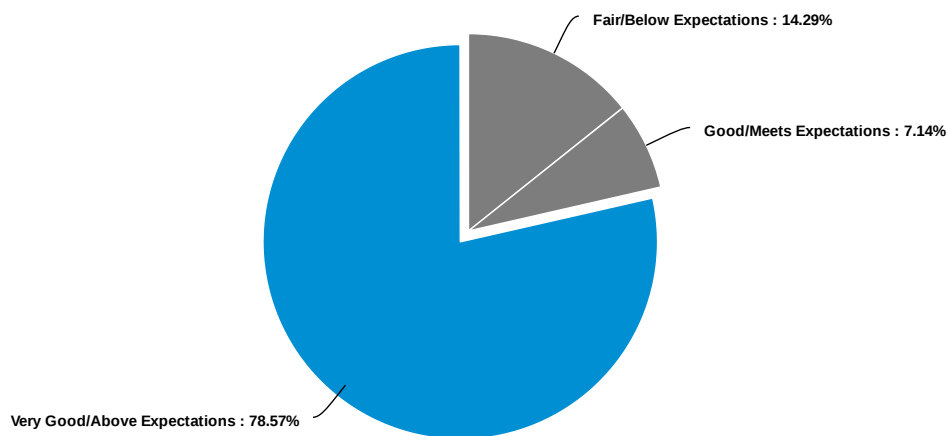
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	14	3.71				
Maintains contact and keeps campus apprised on important and pertinent matters	14	3.64				
Provides high quality advice and assistance	14	3.64				
Communicates well both orally and in writing	14	3.71				
Handles all interactions in a professional manner	14	3.79				
Accomplishes goals and objectives and also provides additional value	14	3.64				
Overall level of satisfaction	14	3.71				
Average		3.69				

Responds promptly to inquiries and requests



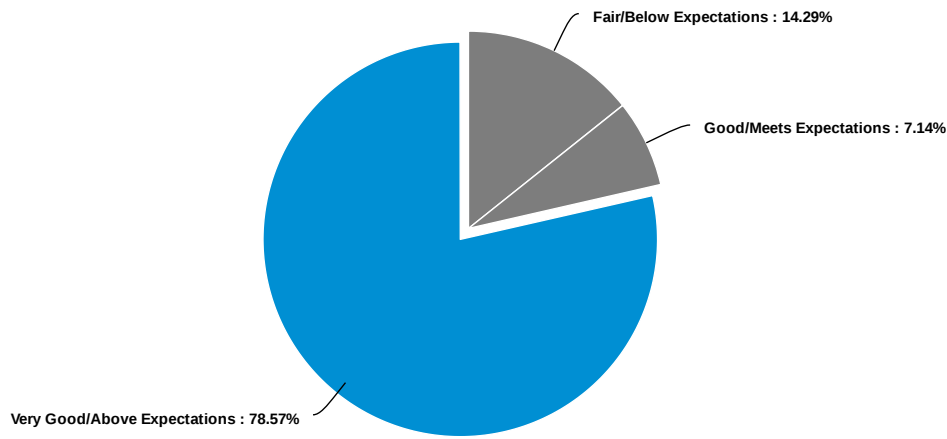
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	7.14%					
Good/Meets Expectations	2	14.29%					
Very Good/Above Expectations	11	78.57%					
Total	14	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



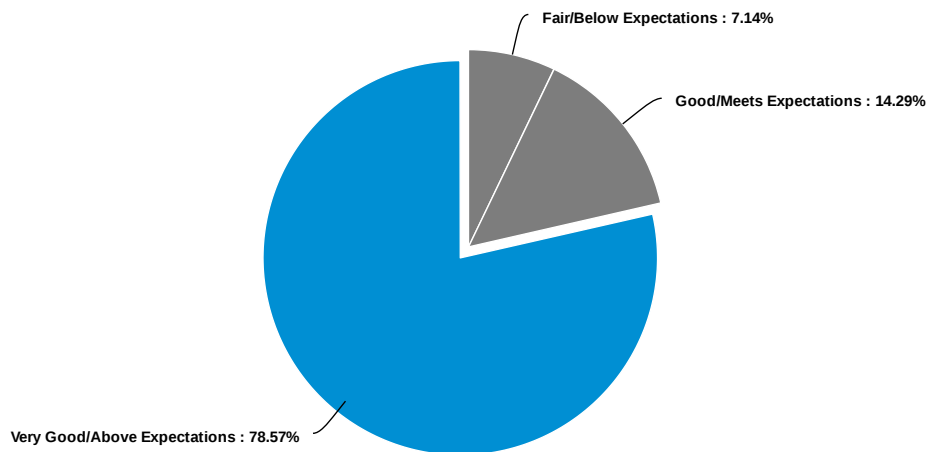
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	14.29%					
Good/Meets Expectations	1	7.14%					
Very Good/Above Expectations	11	78.57%					
Total	14	100 %					

Provides high quality advice and assistance



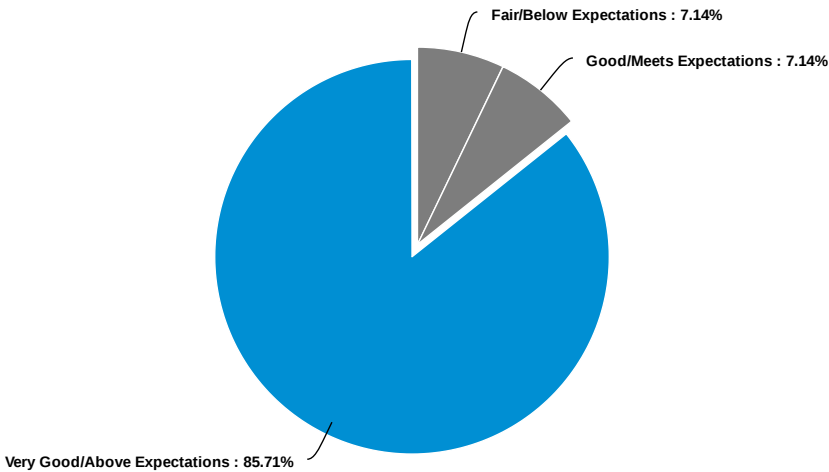
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	2	14.29%					
Good/Meets Expectations	1	7.14%					
Very Good/Above Expectations	11	78.57%					
Total	14	100 %					

Communicates well both orally and in writing



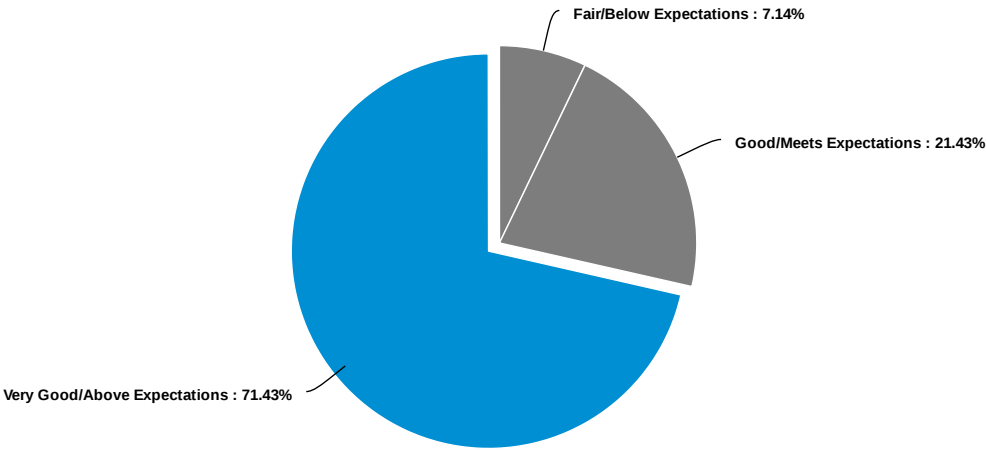
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	7.14%					
Good/Meets Expectations	2	14.29%					
Very Good/Above Expectations	11	78.57%					
Total	14	100 %					

Handles all interactions in a professional manner



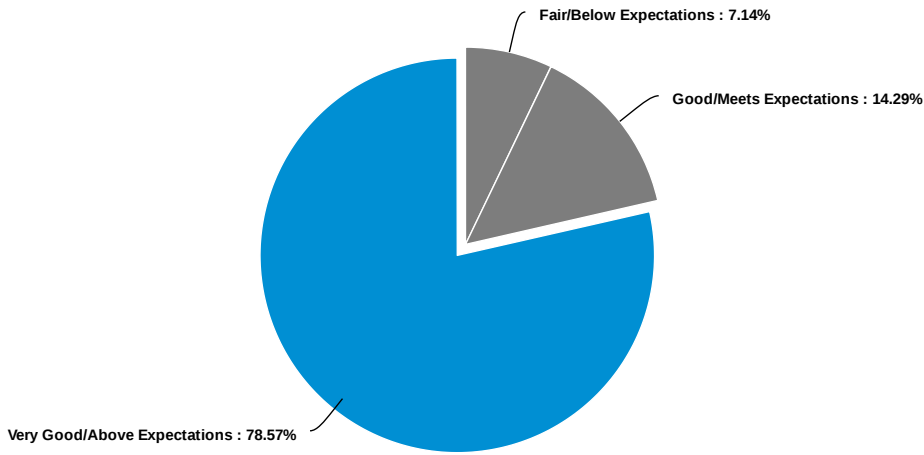
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	7.14%					
Good/Meets Expectations	1	7.14%					
Very Good/Above Expectations	12	85.71%					
Total	14	100 %					

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	7.14%					
Good/Meets Expectations	3	21.43%					
Very Good/Above Expectations	10	71.43%					
Total	14	100 %					

Overall level of satisfaction

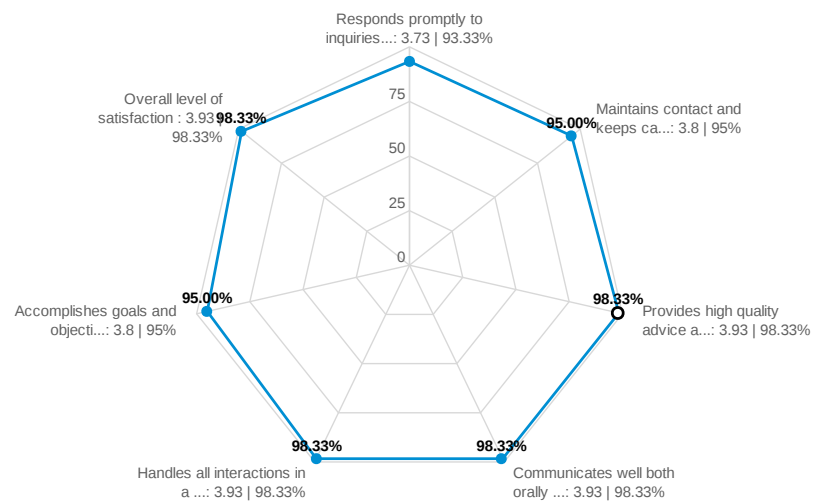


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	7.14%					
Good/Meets Expectations	2	14.29%					
Very Good/Above Expectations	11	78.57%					
Total	14	100 %					

Comments/Suggestions for Systemwide Risk Management - Emergency Management:

02/28/2024	177015424	
02/28/2024	176994172	At my campus, Emergency Management reports to Public Safety since 2019. Since then, I have been marginally aware and involved with Emergency Management systemwide.
02/27/2024	176958658	
02/26/2024	176861531	We are in great hands with Jenny and Andrew. We know they will give us timely and professional help whenever we reach out to them.
02/22/2024	176692629	
02/22/2024	176692580	Jenny and Andrew are great. Really good resource creation and sharing. Really good at keeping EM and COOP on the forefront of people's minds. Well done all around.
02/22/2024	176692541	
02/21/2024	176636202	
02/19/2024	176558717	
02/15/2024	176411142	
02/15/2024	176409977	
02/15/2024	176395837	
02/15/2024	176394458	
02/15/2024	176392058	
02/14/2024	176369435	

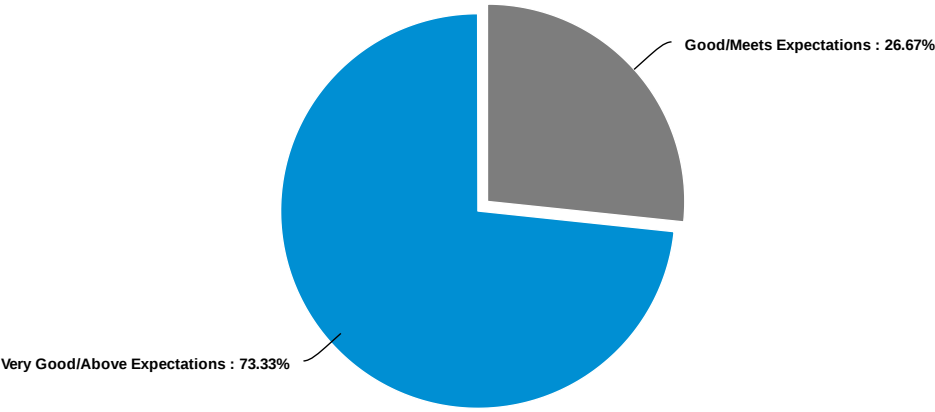
16. Systemwide Risk Management - General Liability Claims Handling: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

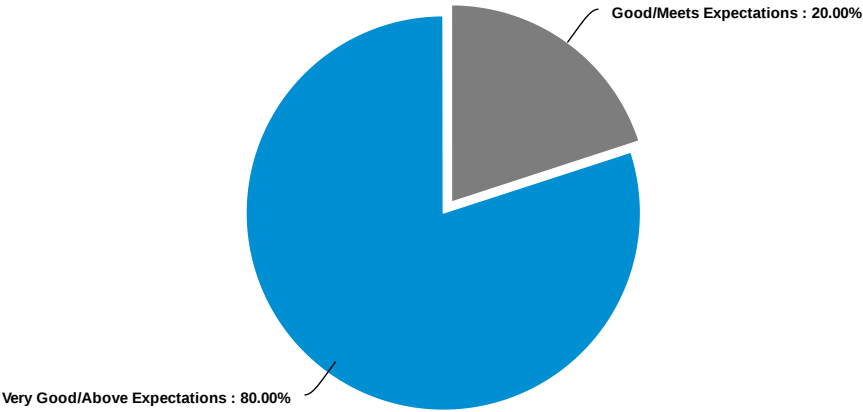
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	15	3.73				
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.8				
Provides high quality advice and assistance	15	3.93				
Communicates well both orally and in writing	15	3.93				
Handles all interactions in a professional manner	15	3.93				
Accomplishes goals and objectives and also provides additional value	15	3.8				
Overall level of satisfaction	15	3.93				
Average		3.86				

Responds promptly to inquiries and requests



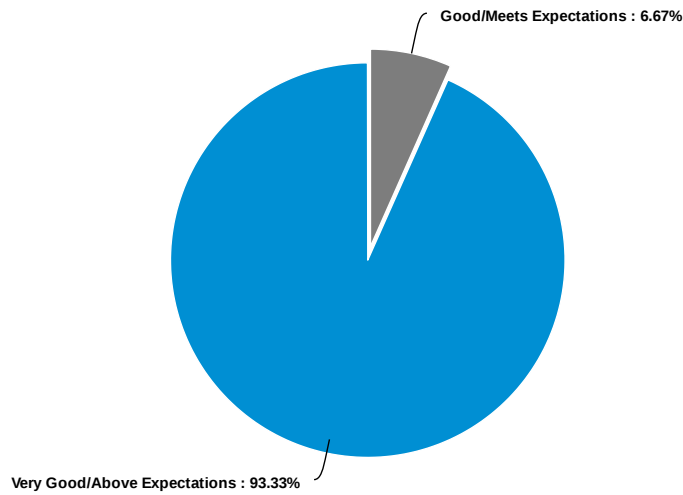
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	26.67%					
Very Good/Above Expectations	11	73.33%					
Total	15	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



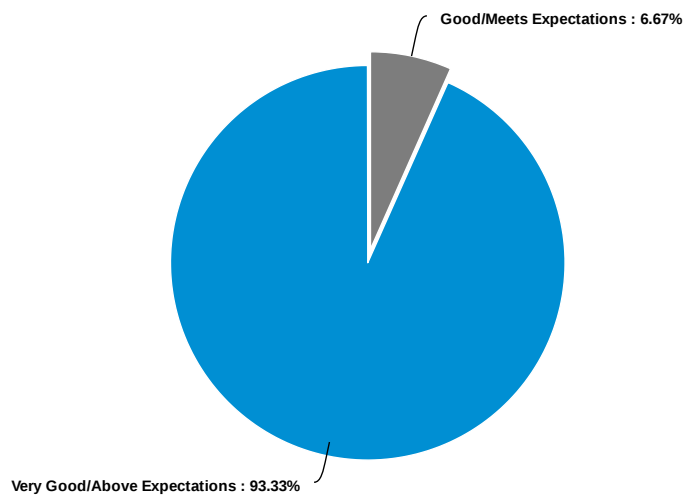
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	20%					
Very Good/Above Expectations	12	80%					
Total	15	100 %					

Provides high quality advice and assistance



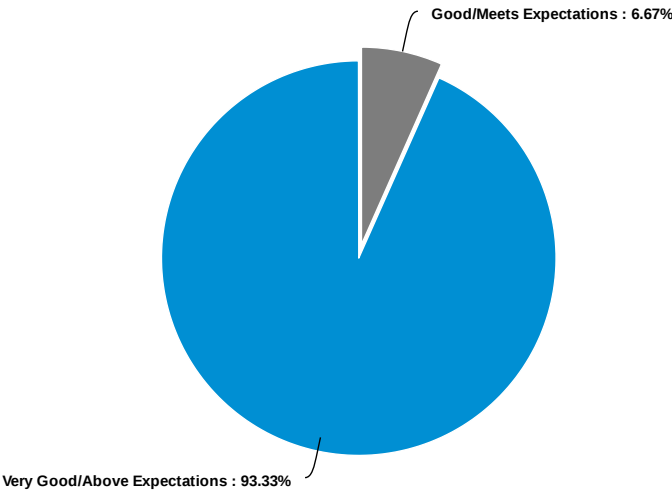
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	6.67% ▮					
Very Good/Above Expectations	14	93.33% ▮					
Total	15	100 %					

Communicates well both orally and in writing



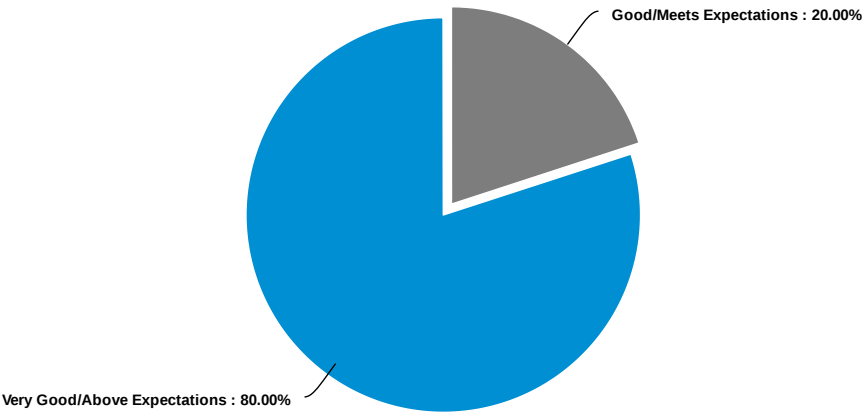
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	6.67% ▮					
Very Good/Above Expectations	14	93.33% ▮					
Total	15	100 %					

Handles all interactions in a professional manner



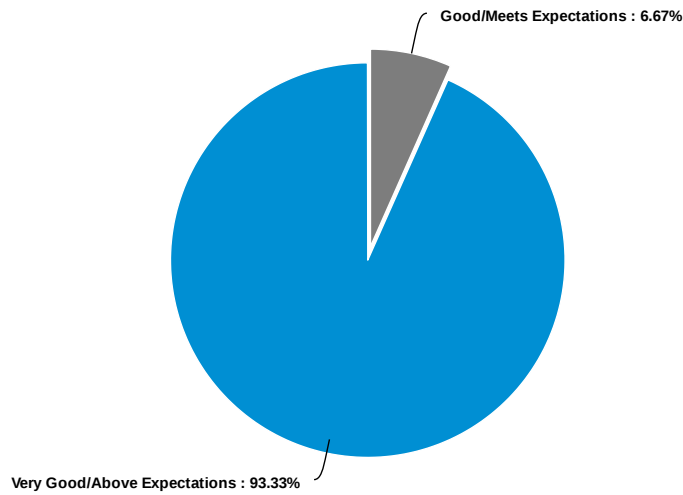
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	6.67%					
Very Good/Above Expectations	14	93.33%					
Total	15	100 %					

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	20%					
Very Good/Above Expectations	12	80%					
Total	15	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	6.67%					
Very Good/Above Expectations	14	93.33%					
Total	15	100 %					

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

02/28/2024 177015424

02/28/2024 176994172

02/28/2024 176990811

02/26/2024 176861531 Martha is awesome! She is an unsung hero, and helps the small campuses so much. We rely on her to keep us on track with any claim. We appreciate her front end work on cases.

02/22/2024 176692580 Martha is outstanding and she and Zachary are a great resource in addressing claims.

02/22/2024 176692541

02/21/2024 176636202

02/20/2024 176602618

02/19/2024 176552235

02/19/2024 176549521

02/15/2024 176406735

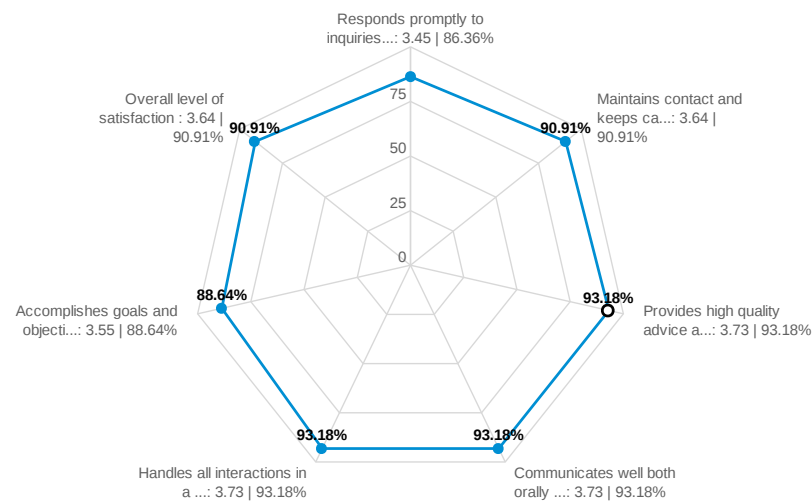
02/15/2024 176395837

02/15/2024 176394458

02/15/2024 176392058

02/14/2024 176369435

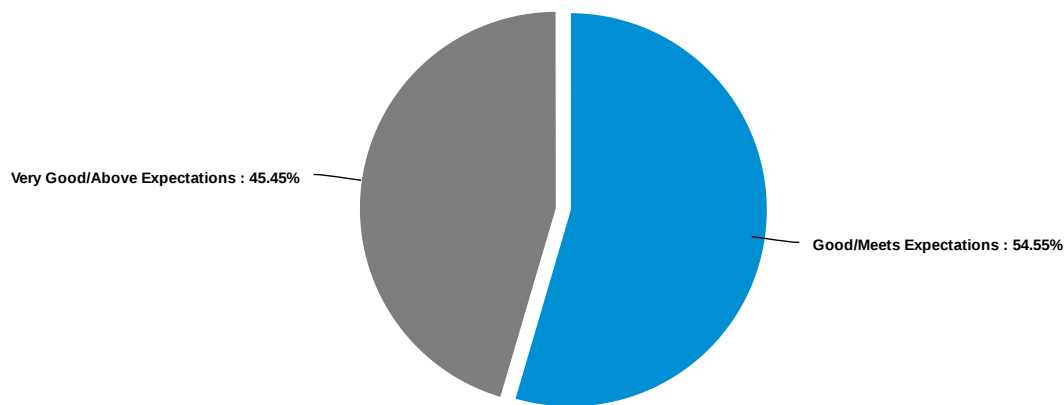
17. University of California Risk and Safety Solutions (RSS): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



Powered by AI

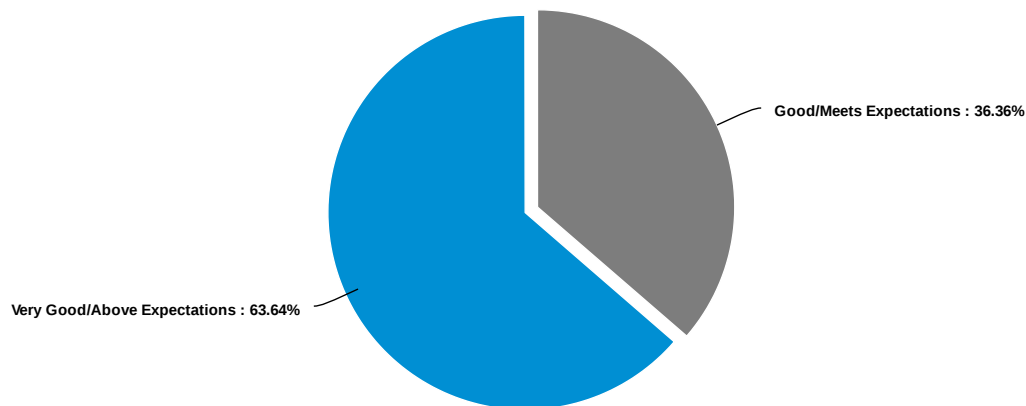
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	11	3.45				
Maintains contact and keeps campus apprised on important and pertinent matters	11	3.64				
Provides high quality advice and assistance	11	3.73				
Communicates well both orally and in writing	11	3.73				
Handles all interactions in a professional manner	11	3.73				
Accomplishes goals and objectives and also provides additional value	11	3.55				
Overall level of satisfaction	11	3.64				
Average		3.64				

Responds promptly to inquiries and requests



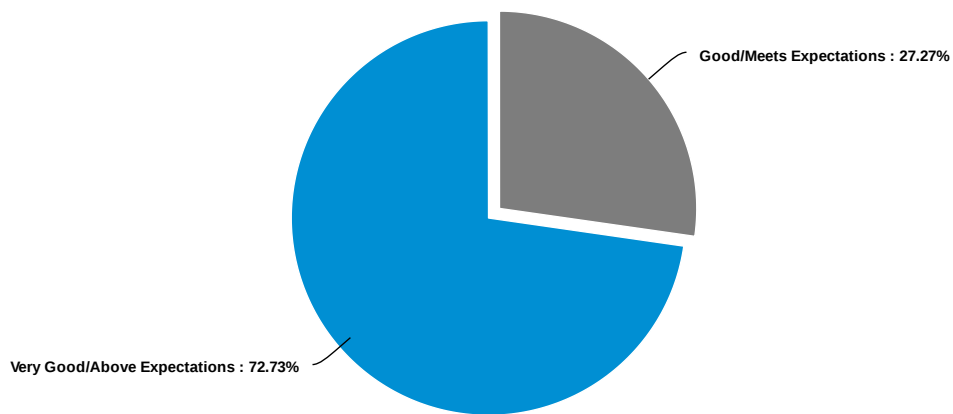
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	6	54.55%					
Very Good/Above Expectations	5	45.45%					
Total	11	100 %					

Maintains contact and keeps campus apprised on important and pertinent matters



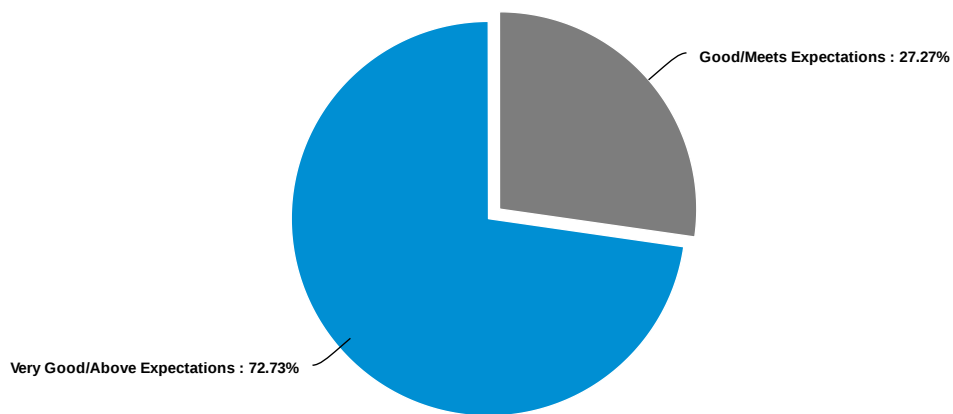
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	36.36%					
Very Good/Above Expectations	7	63.64%					
Total	11	100 %					

Provides high quality advice and assistance



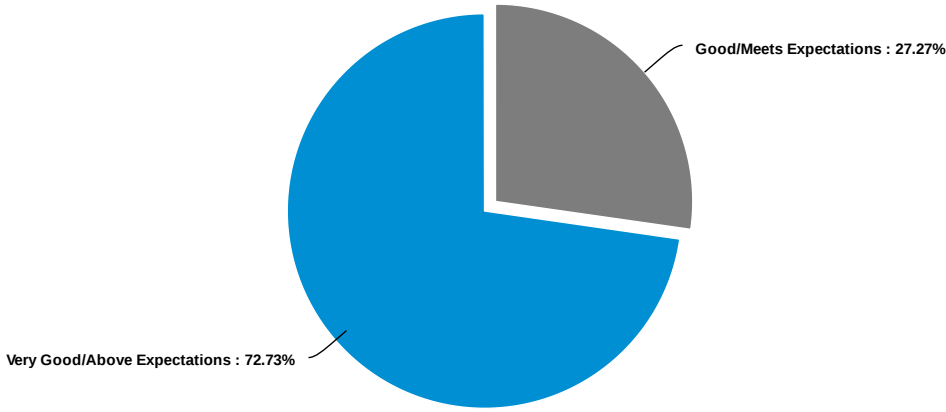
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	27.27%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

Communicates well both orally and in writing



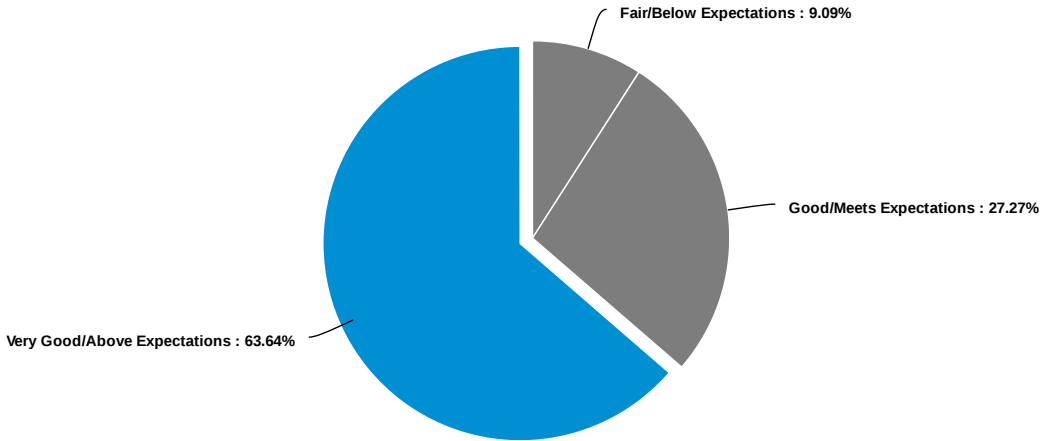
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	27.27%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

Handles all interactions in a professional manner

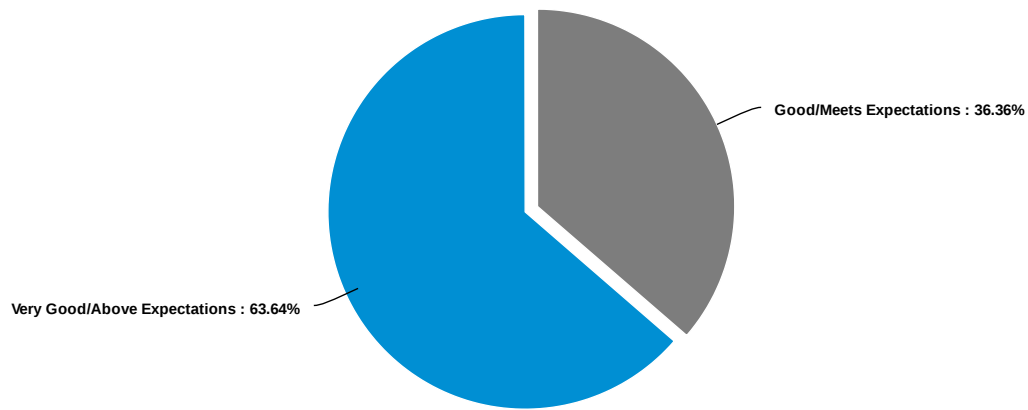


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	27.27%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

Accomplishes goals and objectives and also provides additional value



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



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	4	36.36% ▮					
Very Good/Above Expectations	7	63.64% ▮					
Total	11	100 %					

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

02/28/2024 176994172 RSS is very attentive to the needs of my campus. We appreciate their efficiency, technical expertise, and support. We like that it's a one-stop shop for us.

02/28/2024 176990811

02/27/2024 176960785

02/27/2024 176958658

02/26/2024 176861531 Support from RSS as been good, timely and professional.

02/22/2024 176692580 From what I understand, other than their cost, the RSS has assisted in a variety of compliance needs and areas discussed in a previous State audit. Nice tool.

02/21/2024 176636202

02/20/2024 176602618

02/16/2024 176468402 RSS truly tries to have their product grow and improve with the needs of the CSUI. Their support personnel are great at providing service. They have also committed an employee as a specific support for the CSU. This shows a commitment in the resources invested for the support of the CSU.

02/15/2024 176410158

02/15/2024 176395837