

2024 CSURMA Campus - Dashboard

132

Viewed

35

Total Responses

30

Completed

85.71%

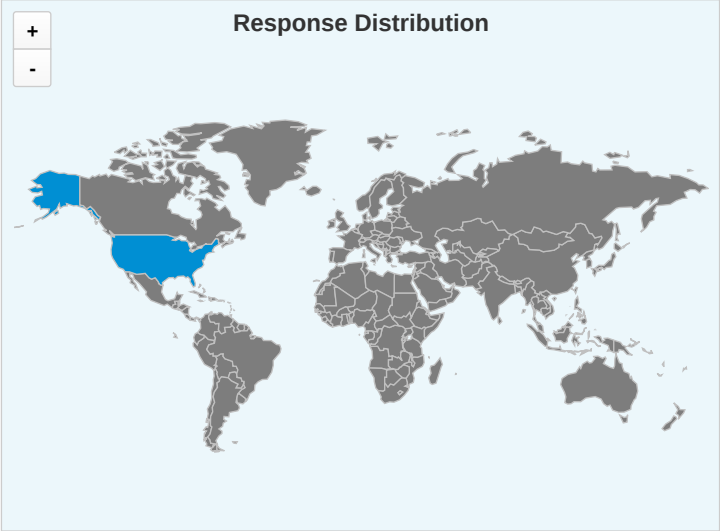
Completion Rate

5

Dropouts

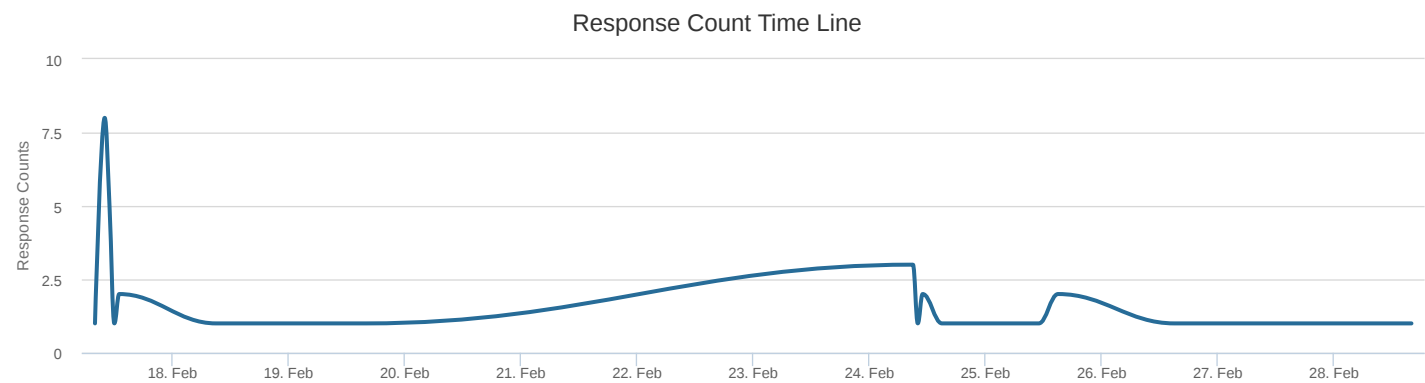
3 min

Average Time

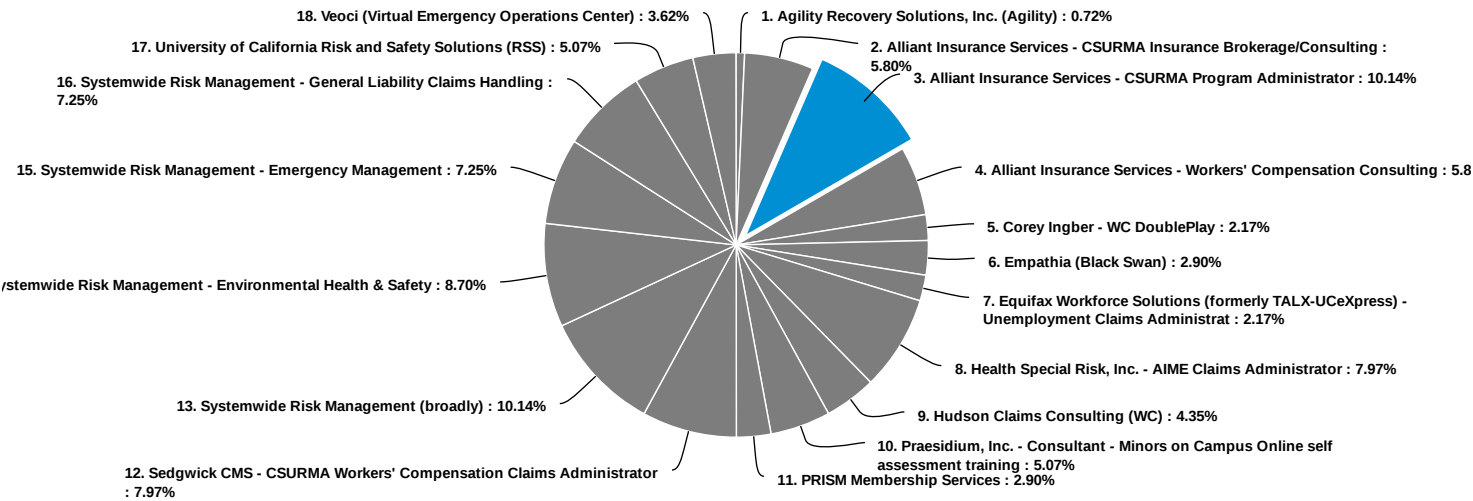


Countries	Responses
US	100.00%
Total	100.00%

94% Desktop / LAPTOP	88% Windows	12% Mac	0% Linux	0% Other
6% SMARTPHONES	0% Android	100% iPhone	0% Windows	0% Other
0% TABLETS	0% iPad	0% Android	0% Windows	0% Other

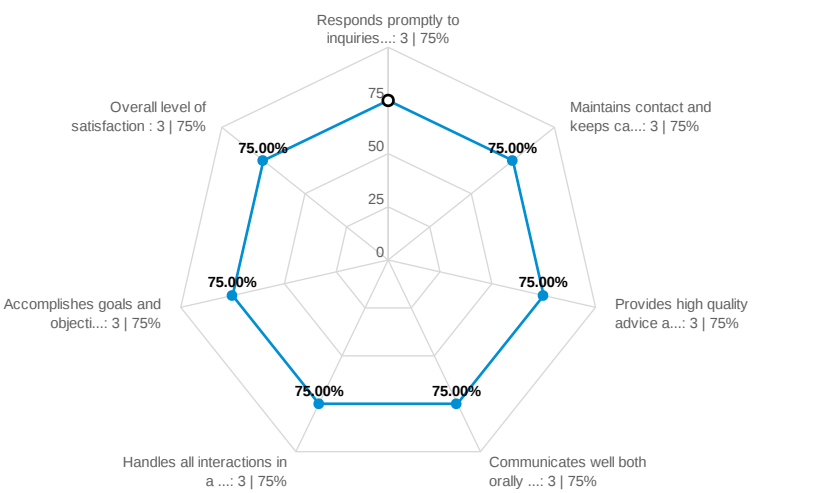


Please "select" all Vendor/Service Providers that you worked with from January 1, 2024 through December 31, 2025:



Answer	Count	Percent	20%	40%	60%	80%	100%
1. Agility Recovery Solutions, Inc. (Agility)	1	0.72%					
2. Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting	8	5.8%					
3. Alliant Insurance Services - CSURMA Program Administrator	14	10.14%					
4. Alliant Insurance Services - Workers' Compensation Consulting	8	5.8%					
5. Corey Ingber - WC DoublePlay	3	2.17%					
6. Empathia (Black Swan)	4	2.9%					
7. Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator	3	2.17%					
8. Health Special Risk, Inc. - AIME Claims Administrator	11	7.97%					
9. Hudson Claims Consulting (WC)	6	4.35%					
10. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training	7	5.07%					
11. PRISM Membership Services	4	2.9%					
12. Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator	11	7.97%					
13. Systemwide Risk Management (broadly)	14	10.14%					
14. Systemwide Risk Management - Environmental Health & Safety	12	8.7%					
15. Systemwide Risk Management - Emergency Management	10	7.25%					
16. Systemwide Risk Management - General Liability Claims Handling	10	7.25%					
17. University of California Risk and Safety Solutions (RSS)	7	5.07%					
18. Veoci (Virtual Emergency Operations Center)	5	3.62%					
Total	138	100 %					

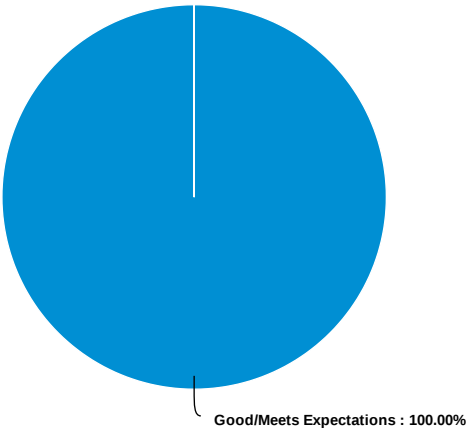
1. Agility Recovery Solutions, Inc. (Agility): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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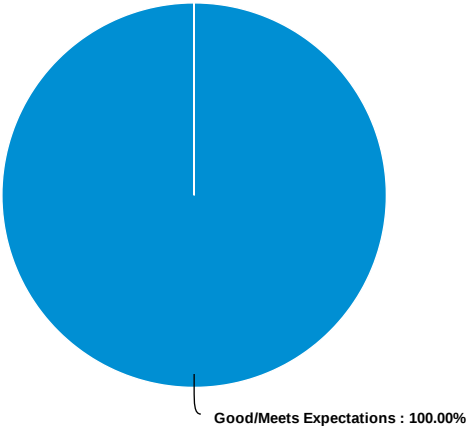
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	1	3				
Maintains contact and keeps campus appraised on important and pertinent matters	1	3				
Provides high quality advice and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



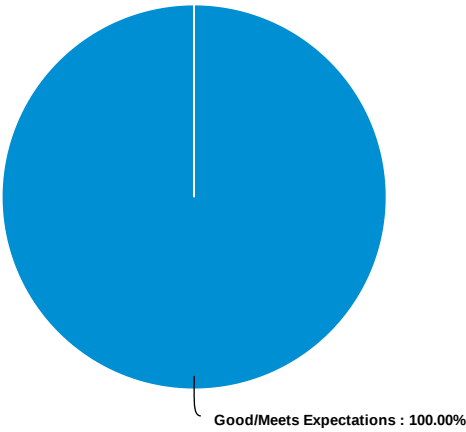
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



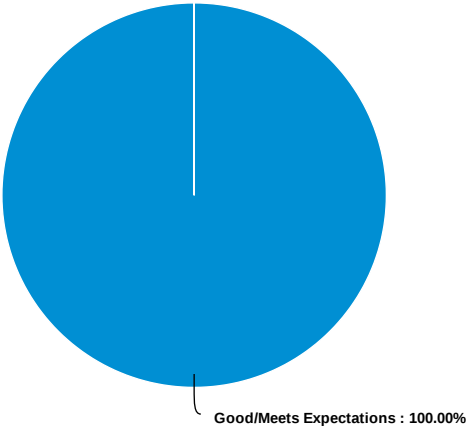
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

Provides high quality advice and assistance



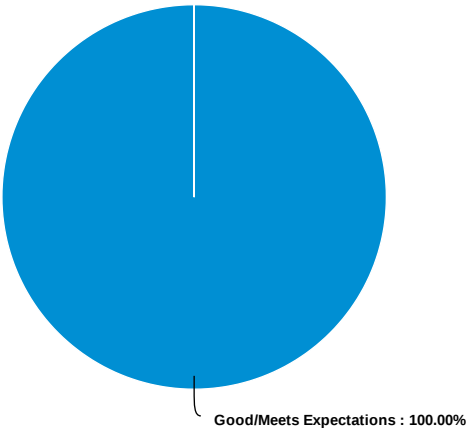
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

Communicates well both orally and in writing



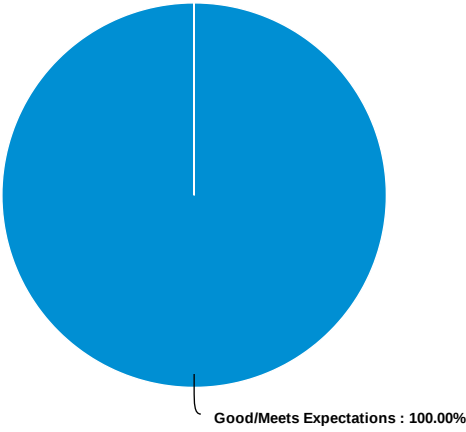
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

Handles all interactions in a professional manner



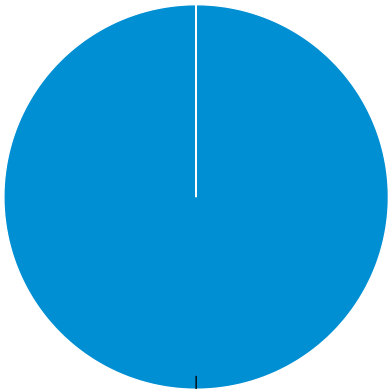
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	1	100% ██████████					
Very Good/Above Expectations	0	0% ▮					
Total	1	100 %					

Accomplishes goals and objectives and also provides additional value



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

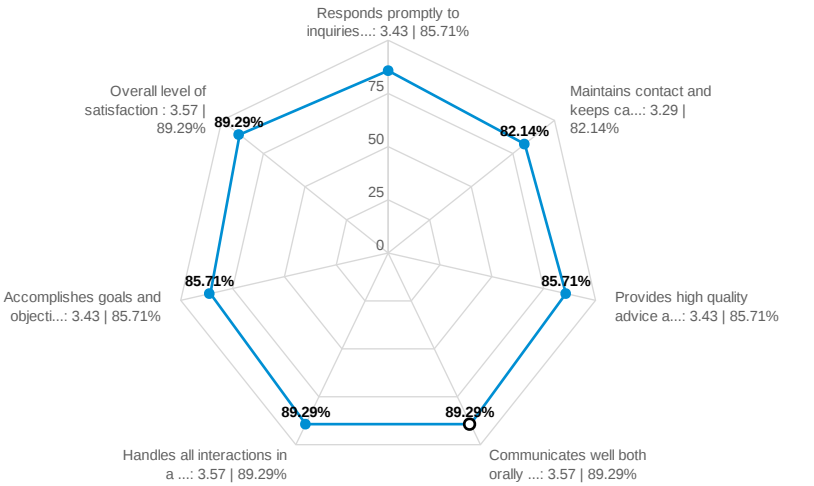
Overall level of satisfaction



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

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

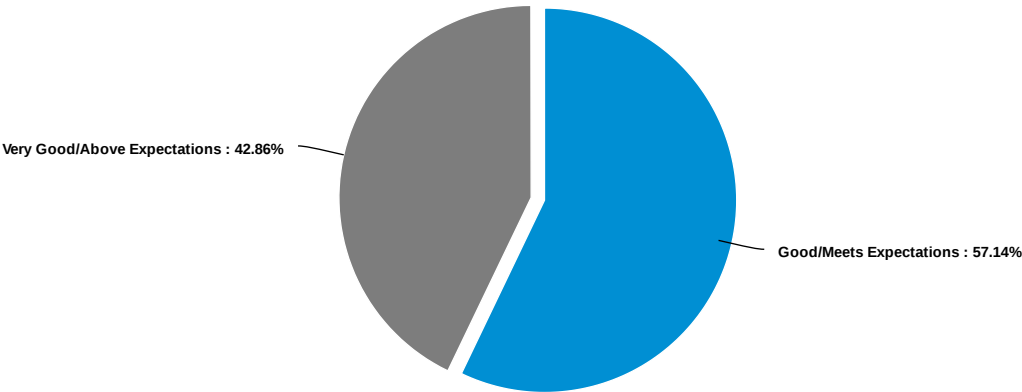
2. Alliant Insurance Services - CSURMA Insurance Brokerage/Consulting: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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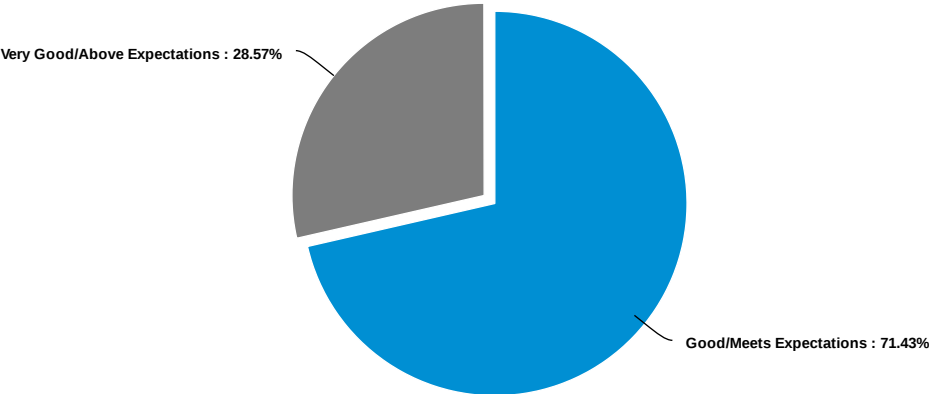
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	7	3.43				
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.29				
Provides high quality advice and assistance	7	3.43				
Communicates well both orally and in writing	7	3.57				
Handles all interactions in a professional manner	7	3.57				
Accomplishes goals and objectives and also provides additional value	7	3.43				
Overall level of satisfaction	7	3.57				
Average		3.47				

Responds promptly to inquiries and requests



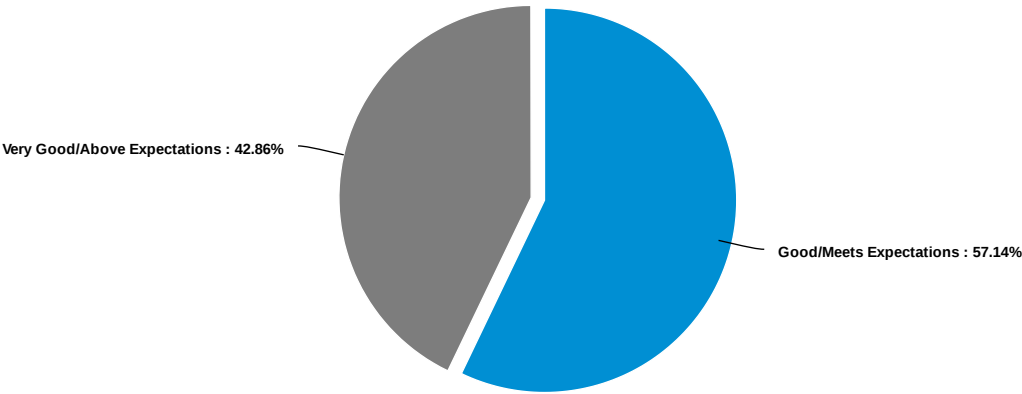
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	57.14%					
Very Good/Above Expectations	3	42.86%					
Total	7	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



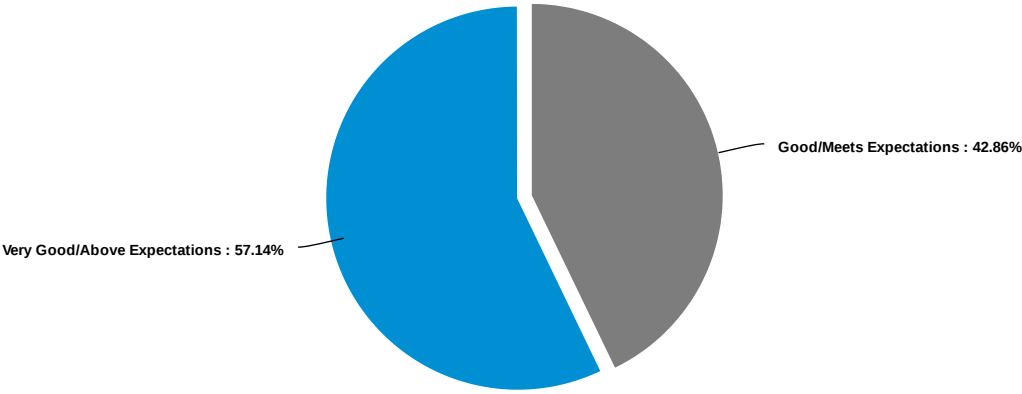
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	5	71.43%					
Very Good/Above Expectations	2	28.57%					
Total	7	100 %					

Provides high quality advice and assistance



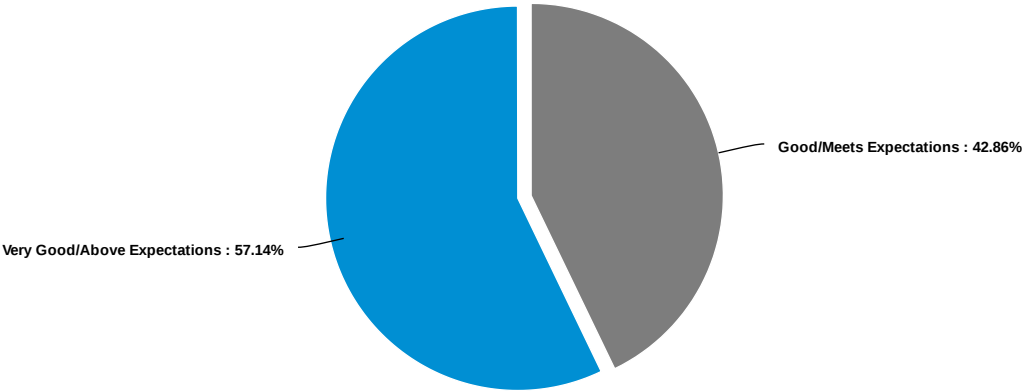
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	57.14%					
Very Good/Above Expectations	3	42.86%					
Total	7	100 %					

Communicates well both orally and in writing



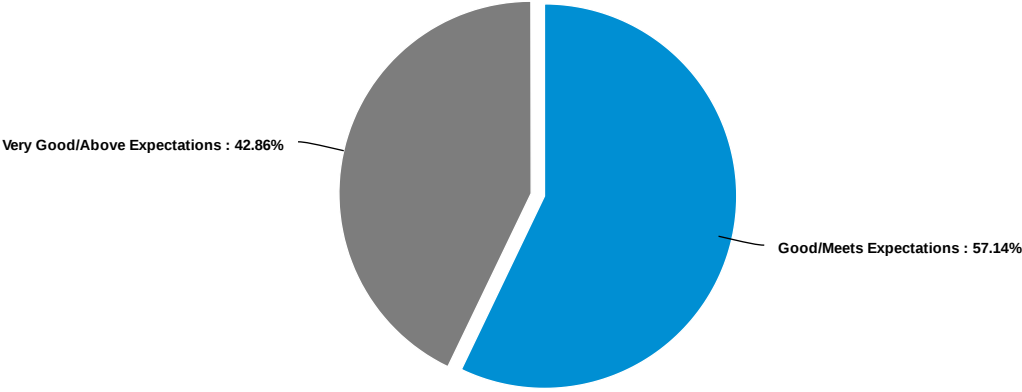
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	42.86%					
Very Good/Above Expectations	4	57.14%					
Total	7	100 %					

Handles all interactions in a professional manner



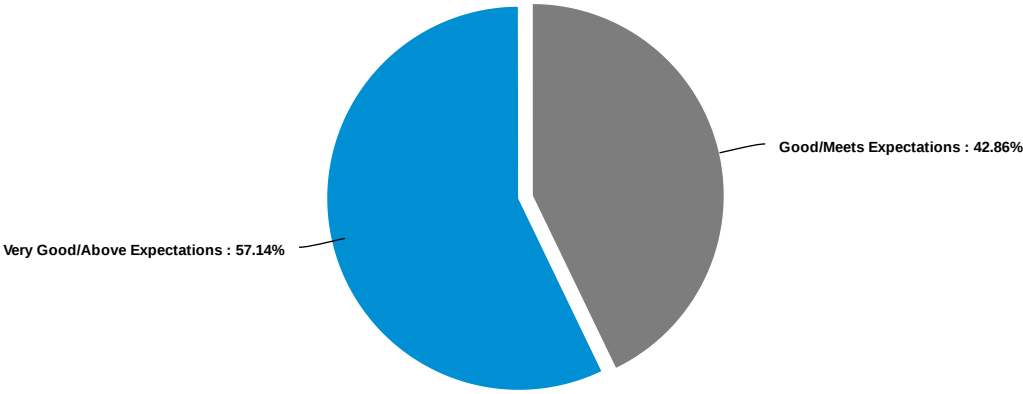
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	42.86%					
Very Good/Above Expectations	4	57.14%					
Total	7	100 %					

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	57.14%					
Very Good/Above Expectations	3	42.86%					
Total	7	100 %					

Overall level of satisfaction



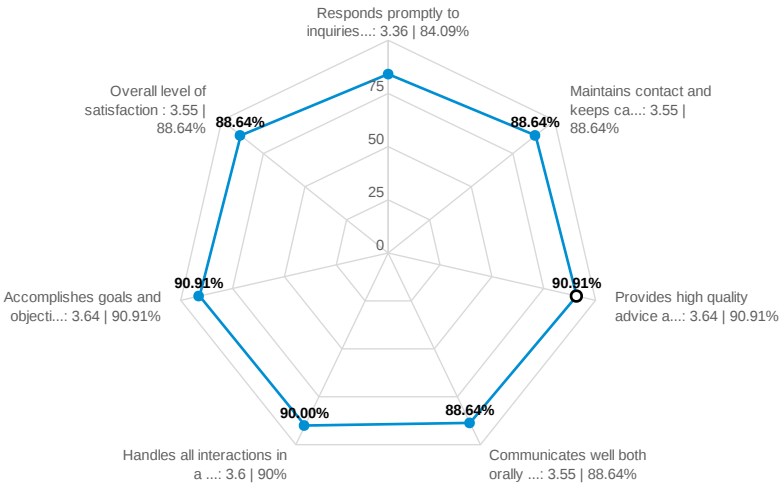
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	42.86%					
Very Good/Above Expectations	4	57.14%					
Total	7	100 %					

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

02/17/2025 189814984

The response by Alliant is very good. As campus needs grow, consideration of assigning staff to specific campuses would be beneficial as the Alliant team member would be familiar with assigned campuses.

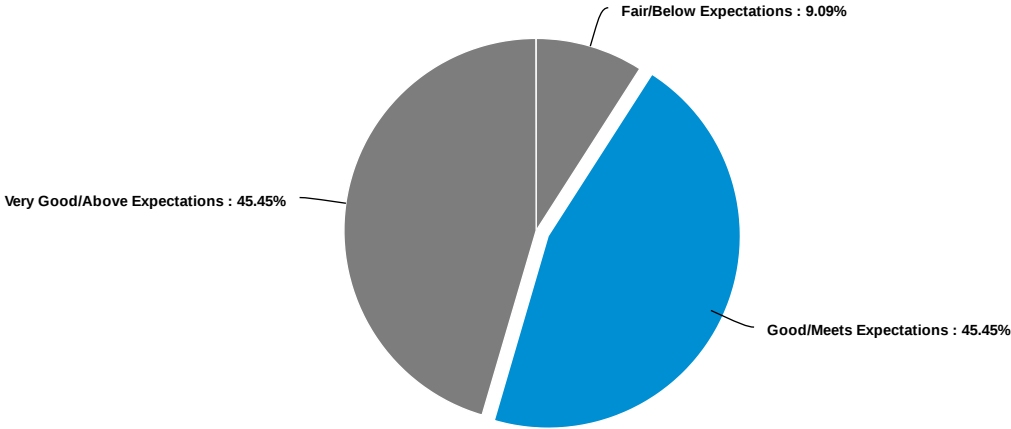
3. Alliant Insurance Services - CSURMA Program Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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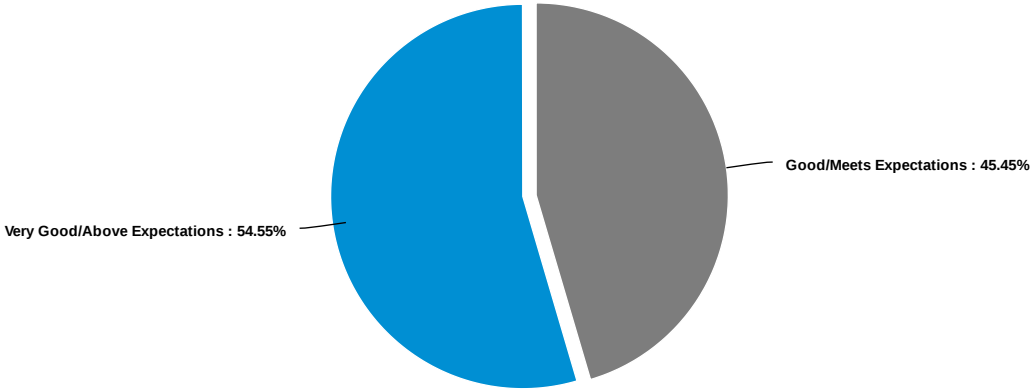
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	11	3.36				
Maintains contact and keeps campus apprised on important and pertinent matters	11	3.55				
Provides high quality advice and assistance	11	3.64				
Communicates well both orally and in writing	11	3.55				
Handles all interactions in a professional manner	10	3.6				
Accomplishes goals and objectives and also provides additional value	11	3.64				
Overall level of satisfaction	11	3.55				
Average		3.56				

Responds promptly to inquiries and requests



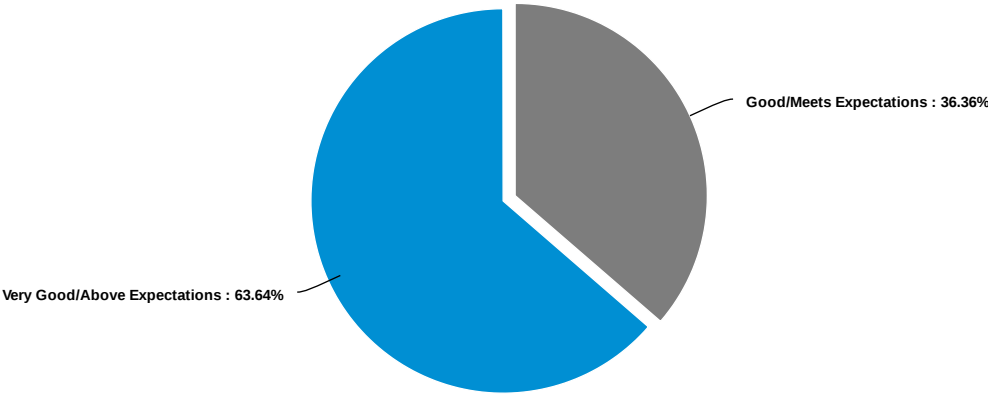
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	9.09%					
Good/Meets Expectations	5	45.45%					
Very Good/Above Expectations	5	45.45%					
Total	11	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



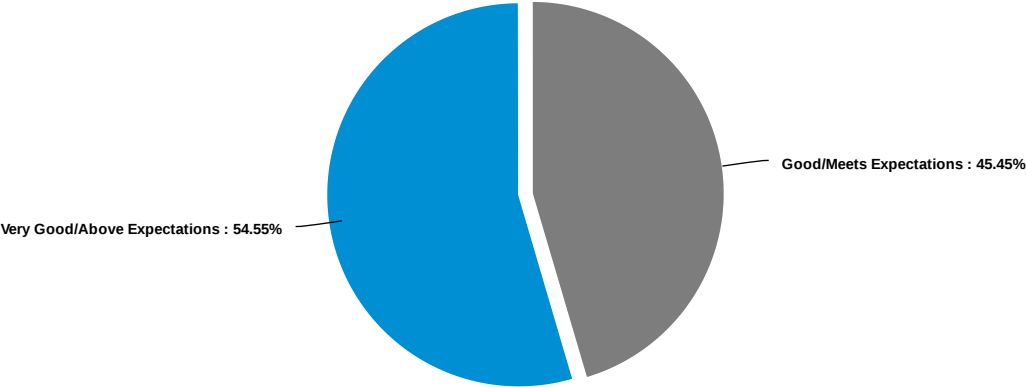
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	5	45.45%					
Very Good/Above Expectations	6	54.55%					
Total	11	100 %					

Provides high quality advice and assistance



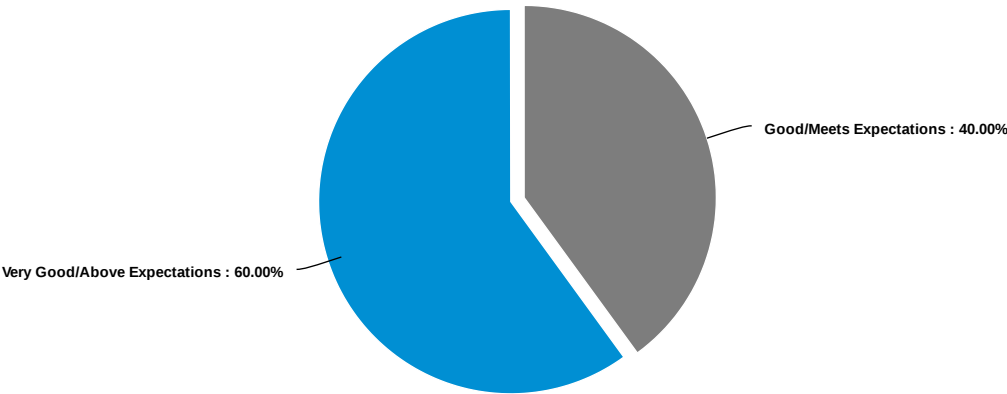
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	36.36%					
Very Good/Above Expectations	7	63.64%					
Total	11	100 %					

Communicates well both orally and in writing



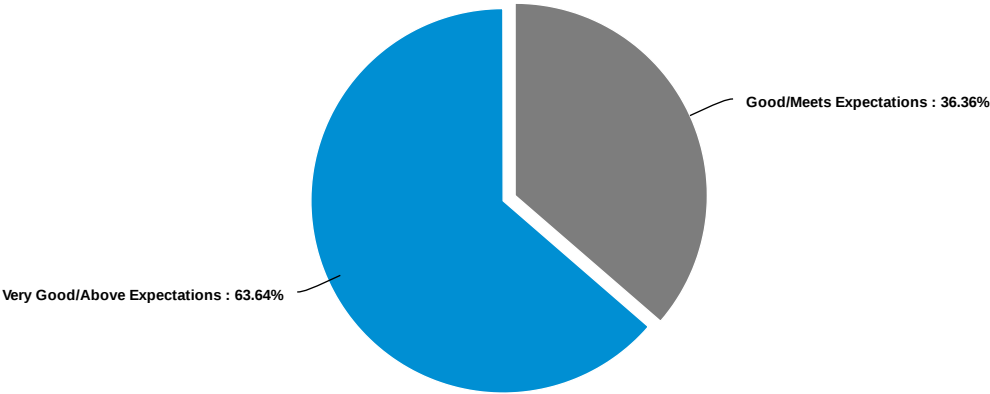
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	5	45.45%					
Very Good/Above Expectations	6	54.55%					
Total	11	100 %					

Handles all interactions in a professional manner

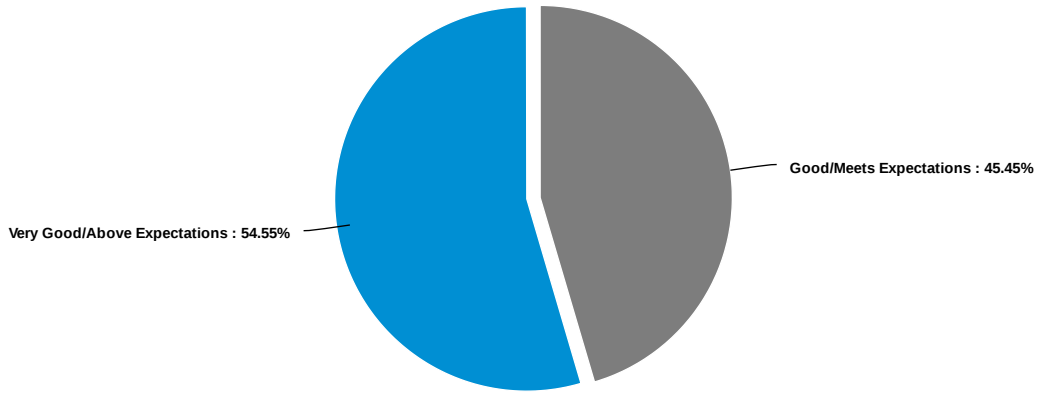


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	40%					
Very Good/Above Expectations	6	60%					
Total	10	100 %					

Accomplishes goals and objectives and also provides additional value



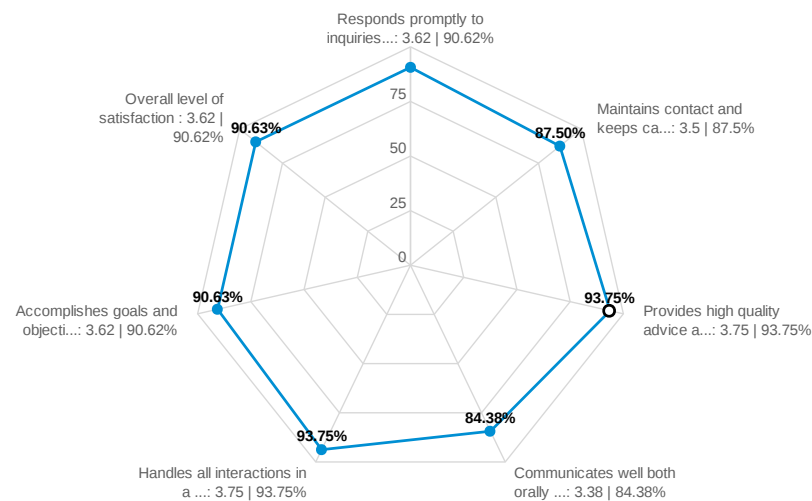
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	36.36%					
Very Good/Above Expectations	7	63.64%					
Total	11	100 %					



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

02/17/2025 189812609 Van is the BEST, i truly appreciate her!

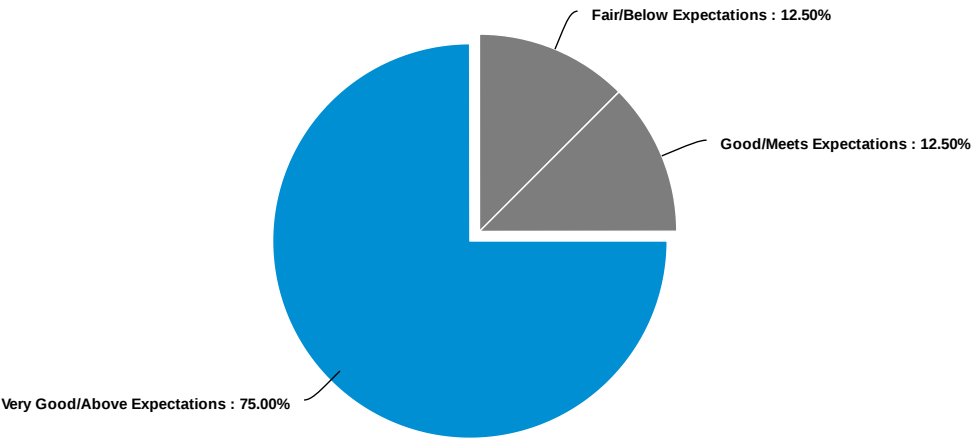
4. Alliant Insurance Services - Workers' Compensation Consulting: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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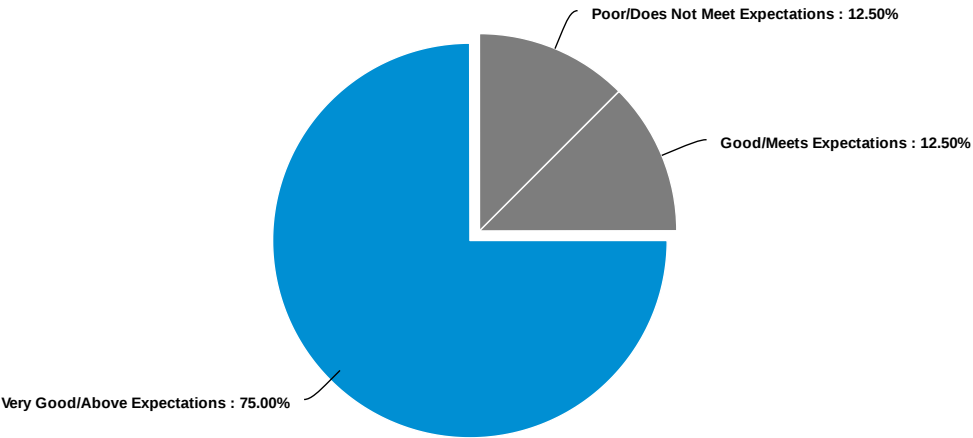
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	8	3.62				
Maintains contact and keeps campus apprised on important and pertinent matters	8	3.5				
Provides high quality advice and assistance	8	3.75				
Communicates well both orally and in writing	8	3.38				
Handles all interactions in a professional manner	8	3.75				
Accomplishes goals and objectives and also provides additional value	8	3.62				
Overall level of satisfaction	8	3.62				
Average		3.61				

Responds promptly to inquiries and requests



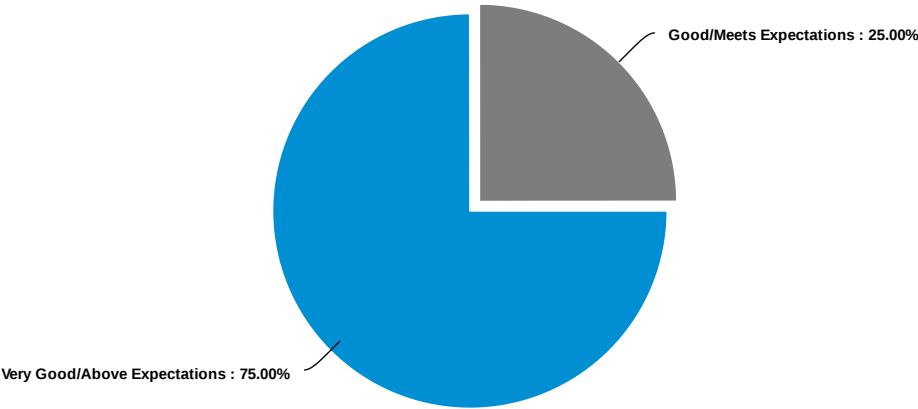
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	12.5%					
Good/Meets Expectations	1	12.5%					
Very Good/Above Expectations	6	75%					
Total	8	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



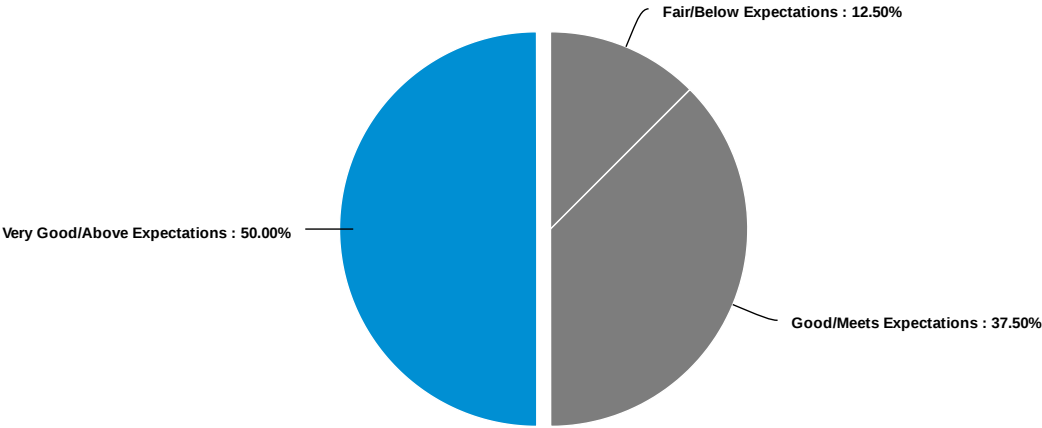
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	12.5%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	12.5%					
Very Good/Above Expectations	6	75%					
Total	8	100 %					

Provides high quality advice and assistance



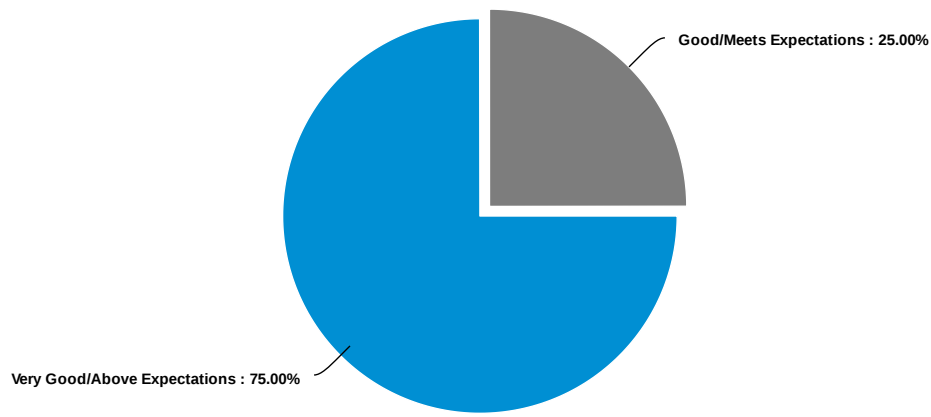
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	25%					
Very Good/Above Expectations	6	75%					
Total	8	100 %					

Communicates well both orally and in writing



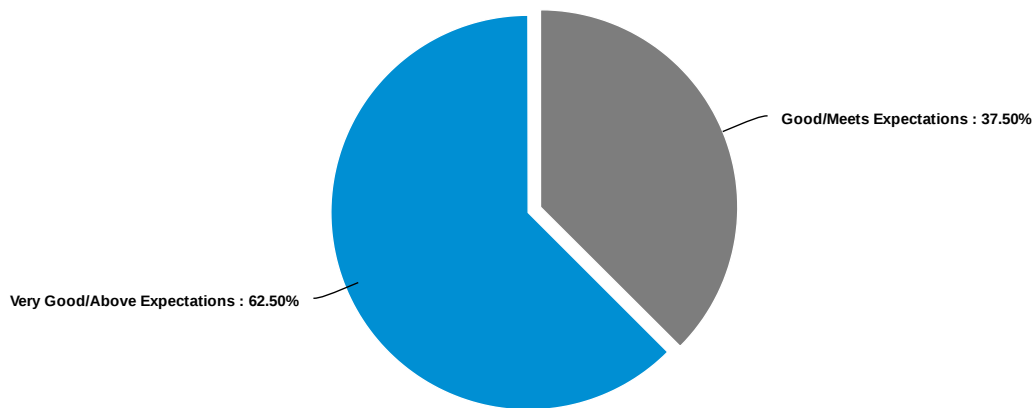
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	12.5%					
Good/Meets Expectations	3	37.5%					
Very Good/Above Expectations	4	50%					
Total	8	100 %					

Handles all interactions in a professional manner



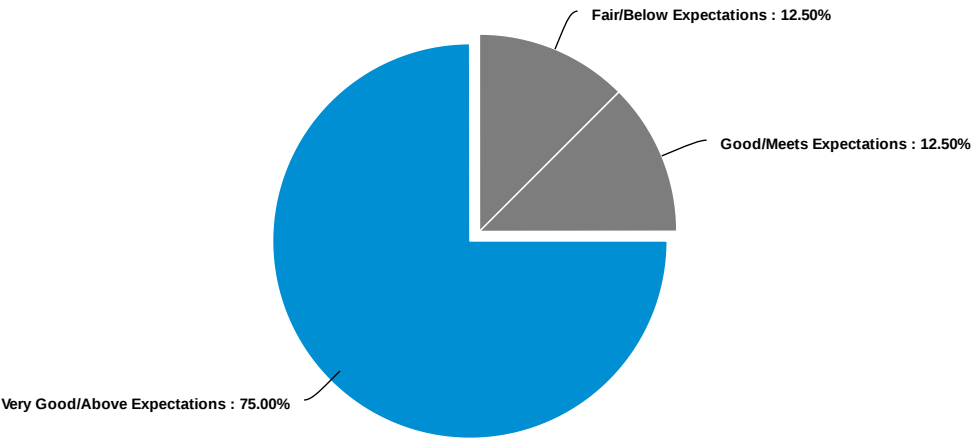
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	25%					
Very Good/Above Expectations	6	75%					
Total	8	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	37.5%					
Very Good/Above Expectations	5	62.5%					
Total	8	100 %					

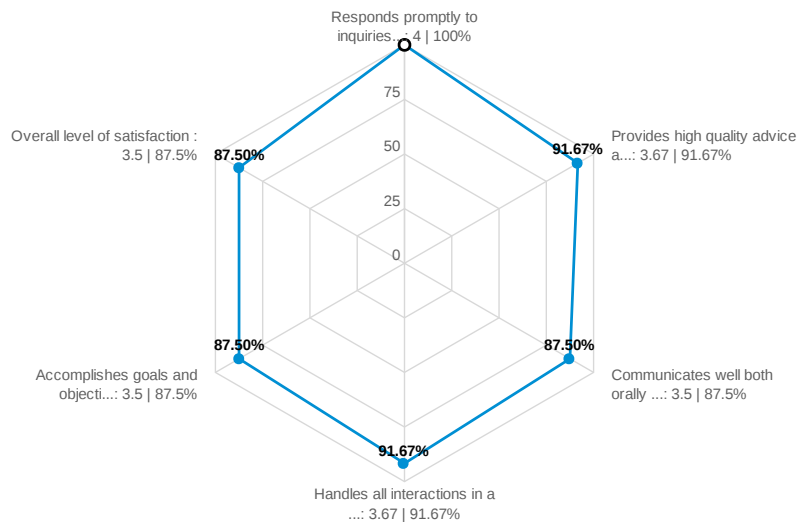
Overall level of satisfaction



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

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

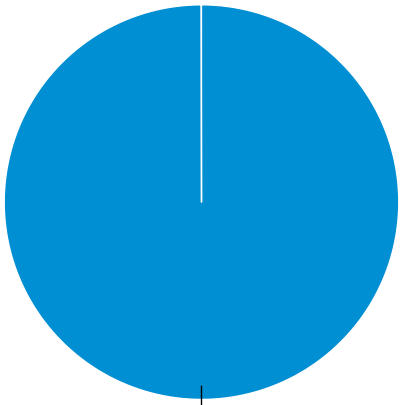
5. Corey Ingber - WC DoublePlay: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	1	4				
Maintains contact and keeps campus appraised on important and pertinent matters	0	0				
Provides high quality advice and assistance	3	3.67				
Communicates well both orally and in writing	2	3.5				
Handles all interactions in a professional manner	3	3.67				
Accomplishes goals and objectives and also provides additional value	2	3.5				
Overall level of satisfaction	2	3.5				
Average		3.62				

Responds promptly to inquiries and requests



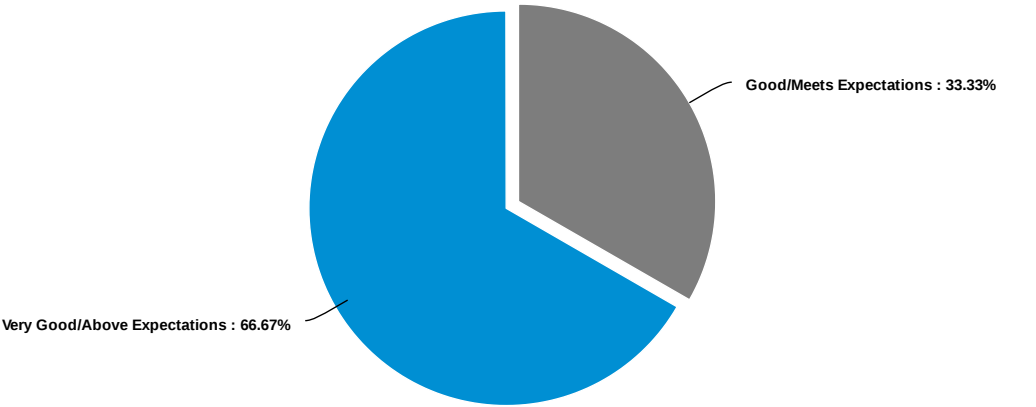
Very Good/Above Expectations : 100.00%

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	1	100% ▮					
Total	1	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters

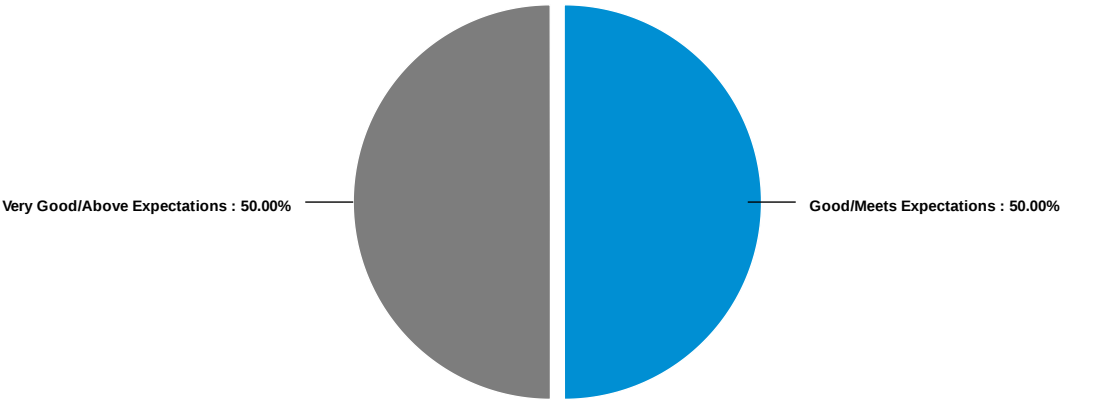
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	0	0% ▮					
Very Good/Above Expectations	0	0% ▮					
Total	0	0 %					

Provides high quality advice and assistance



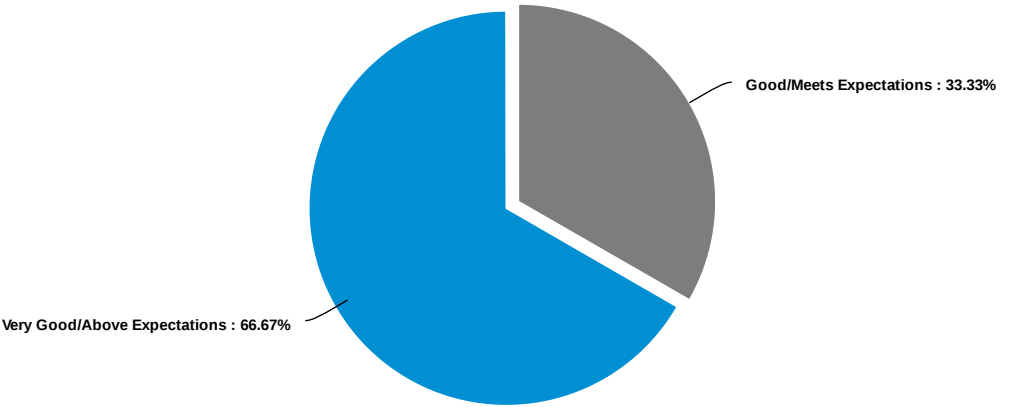
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Communicates well both orally and in writing



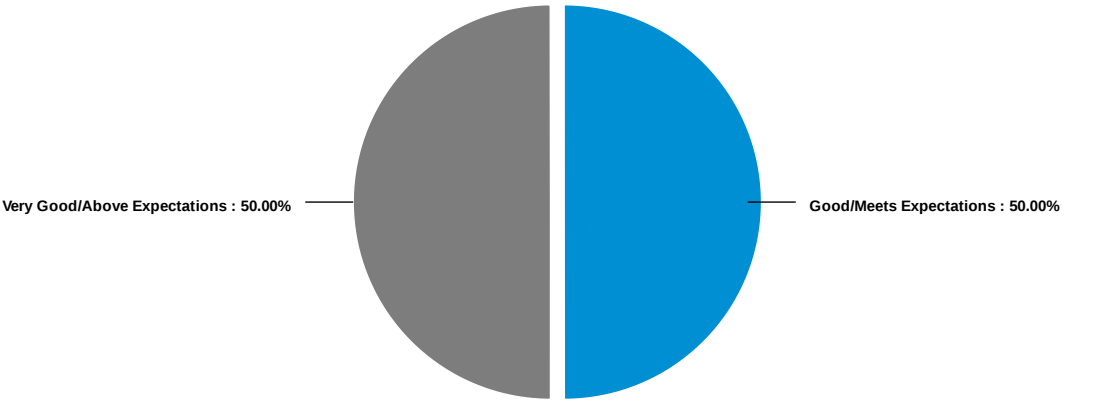
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Handles all interactions in a professional manner



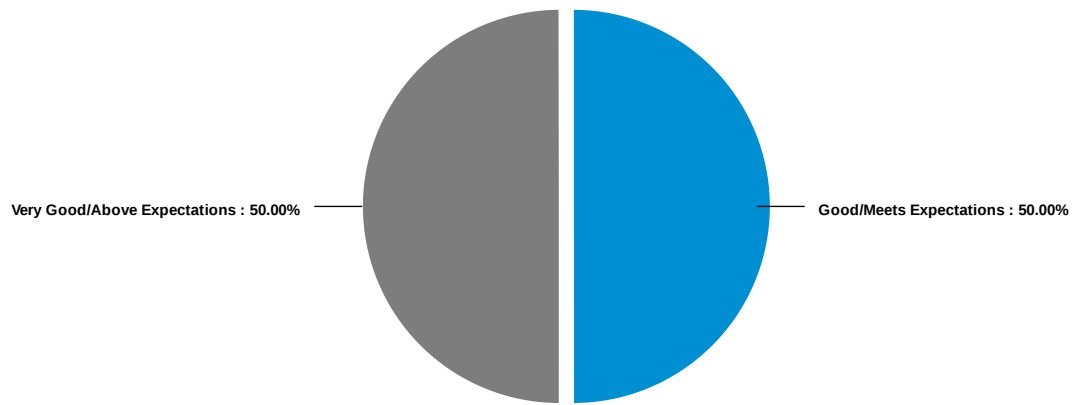
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Accomplishes goals and objectives and also provides additional value



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

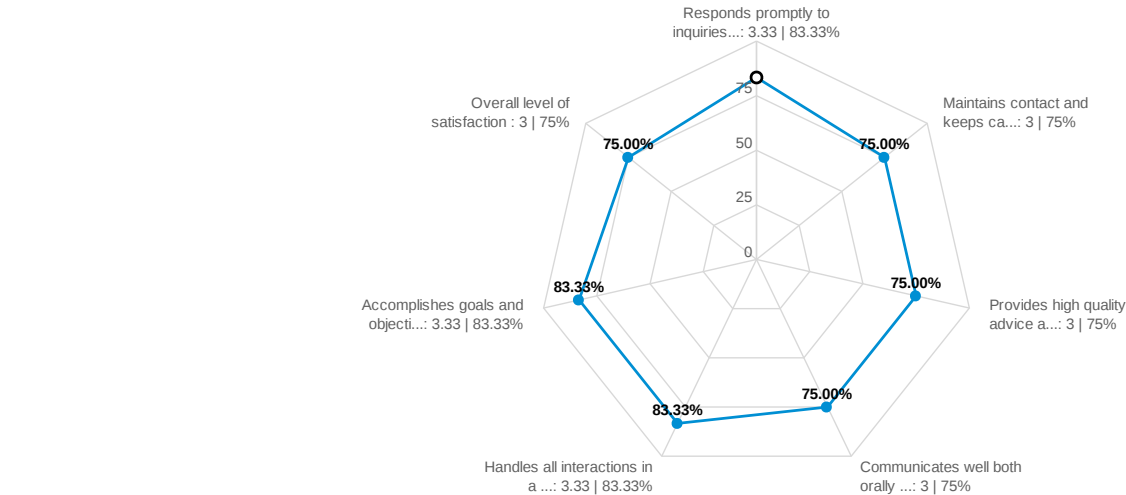
Overall level of satisfaction



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

Comments/Suggestions for Corey Ingber - WC DoublePlay:

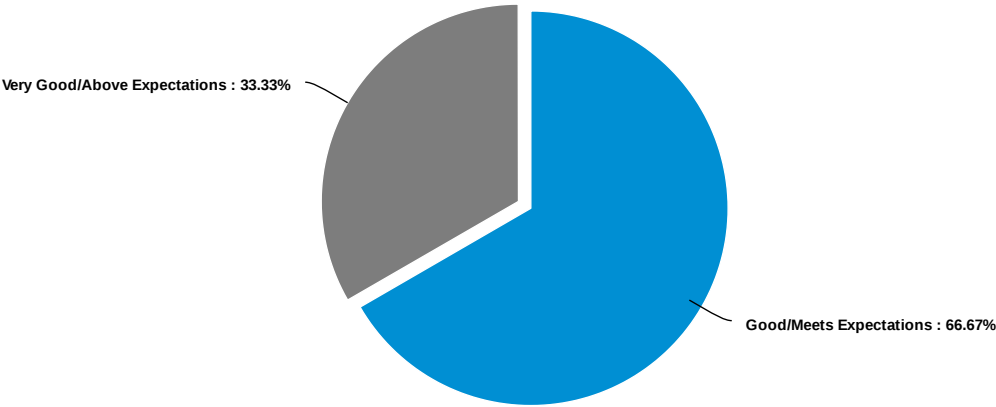
6. Empathia (Black Swan): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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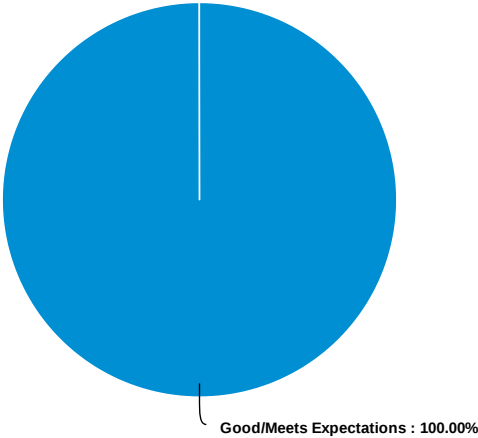
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	3	3.33				
Maintains contact and keeps campus apprised on important and pertinent matters	3	3				
Provides high quality advice and assistance	3	3				
Communicates well both orally and in writing	3	3				
Handles all interactions in a professional manner	3	3.33				
Accomplishes goals and objectives and also provides additional value	3	3.33				
Overall level of satisfaction	3	3				
Average		3.14				

Responds promptly to inquiries and requests



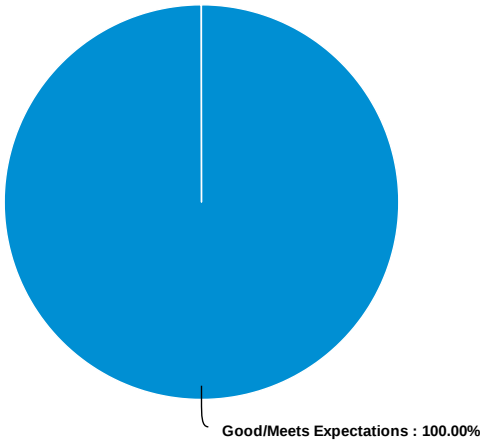
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



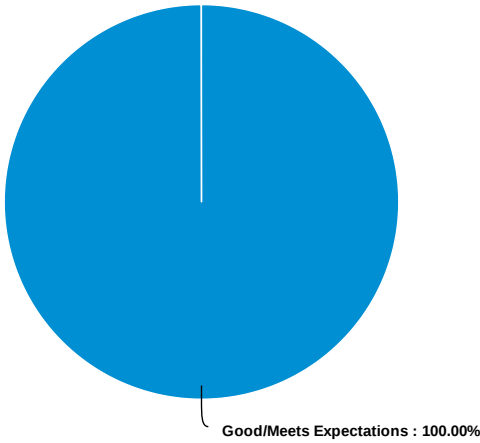
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	100%					
Very Good/Above Expectations	0	0%					
Total	3	100 %					

Provides high quality advice and assistance



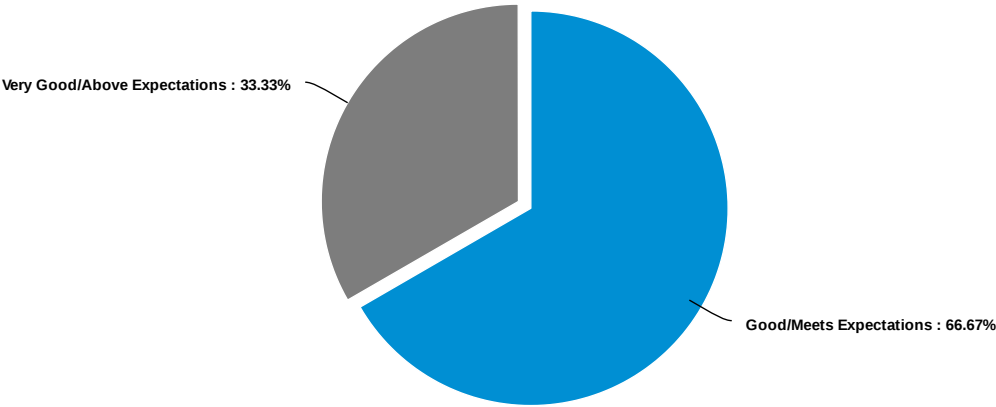
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▯					
Fair/Below Expectations	0	0% ▯					
Good/Meets Expectations	3	100% ██████████					
Very Good/Above Expectations	0	0% ▯					
Total	3	100 %					

Communicates well both orally and in writing



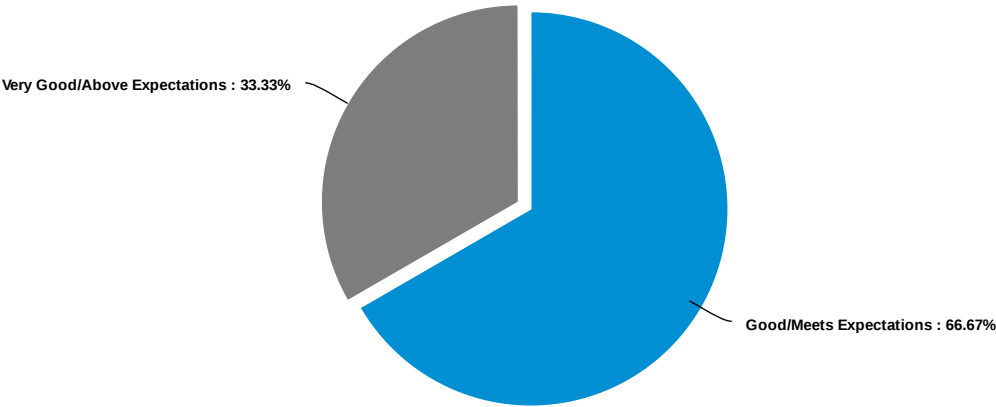
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▯					
Fair/Below Expectations	0	0% ▯					
Good/Meets Expectations	3	100% ██████████					
Very Good/Above Expectations	0	0% ▯					
Total	3	100 %					

Handles all interactions in a professional manner



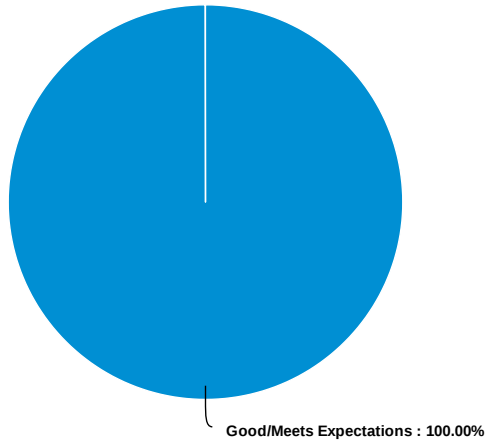
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Accomplishes goals and objectives and also provides additional value



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

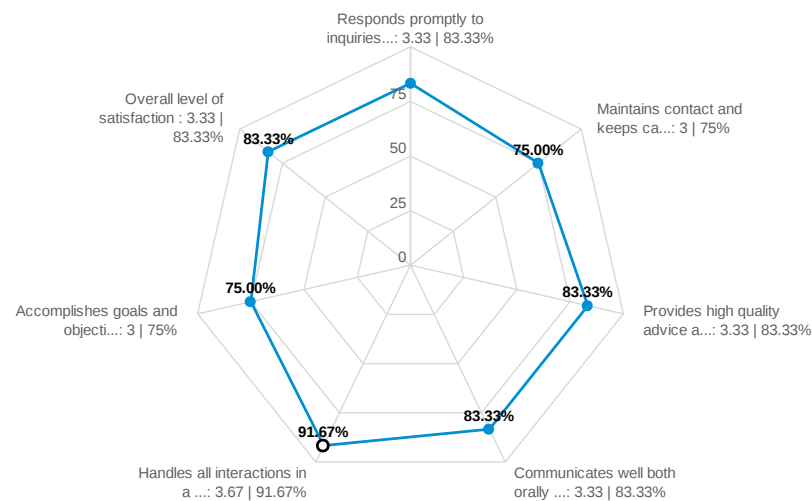
Overall level of satisfaction



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

Comments/Suggestions for Empathia (Black Swan):

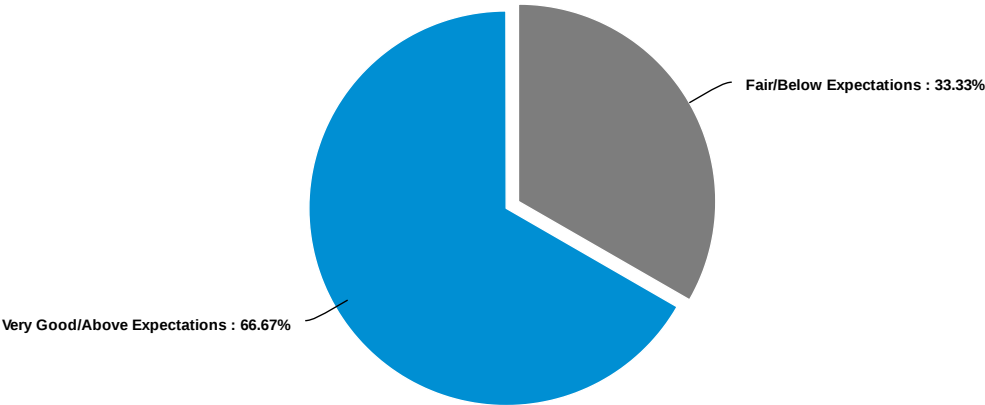
7. Equifax Workforce Solutions (formerly TALX-UCeXpress) - Unemployment Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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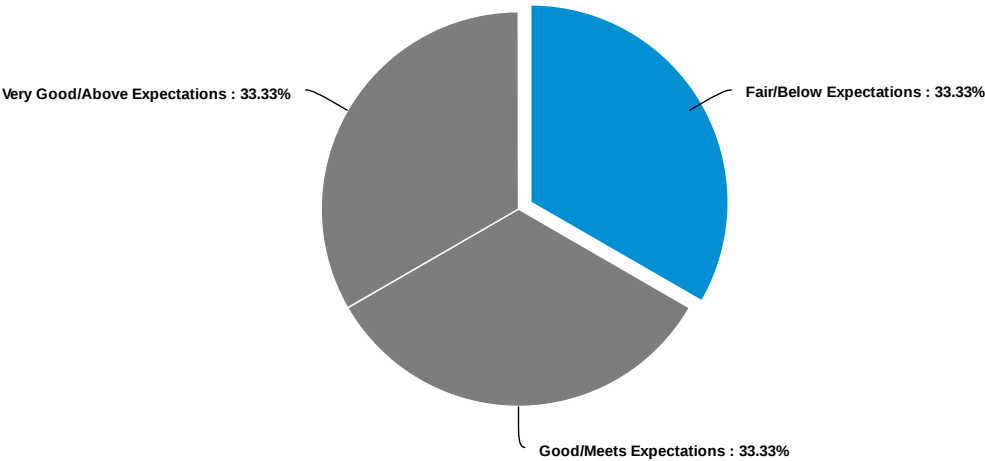
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	3	3.33				
Maintains contact and keeps campus apprised on important and pertinent matters	3	3				
Provides high quality advice and assistance	3	3.33				
Communicates well both orally and in writing	3	3.33				
Handles all interactions in a professional manner	3	3.67				
Accomplishes goals and objectives and also provides additional value	3	3				
Overall level of satisfaction	3	3.33				
Average		3.28				

Responds promptly to inquiries and requests



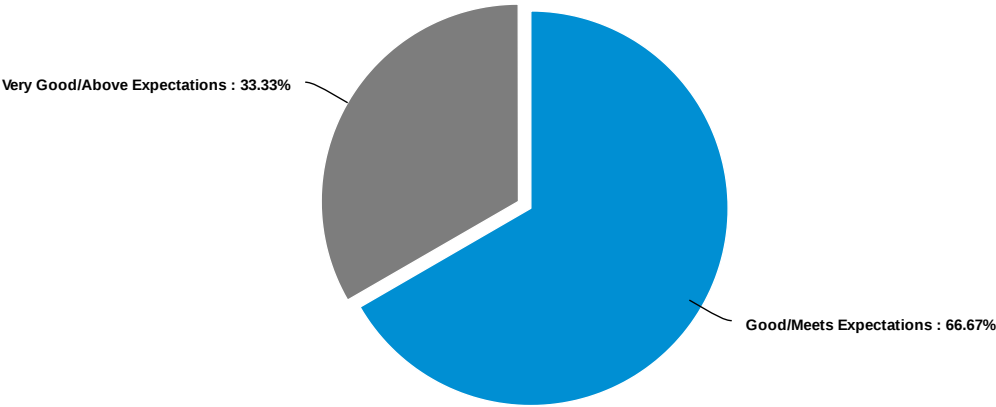
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	33.33%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



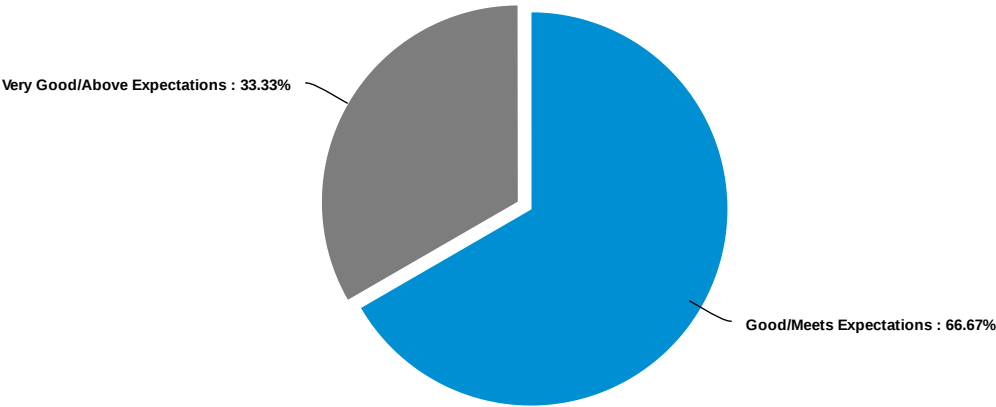
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	33.33%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Provides high quality advice and assistance



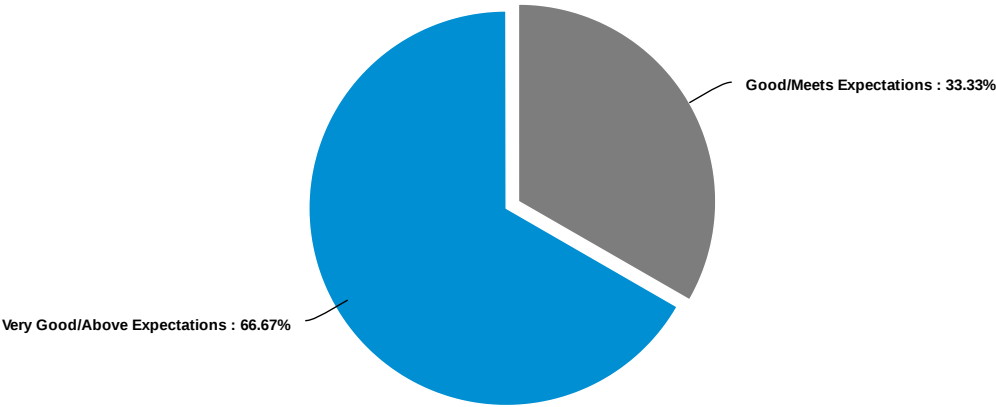
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Communicates well both orally and in writing



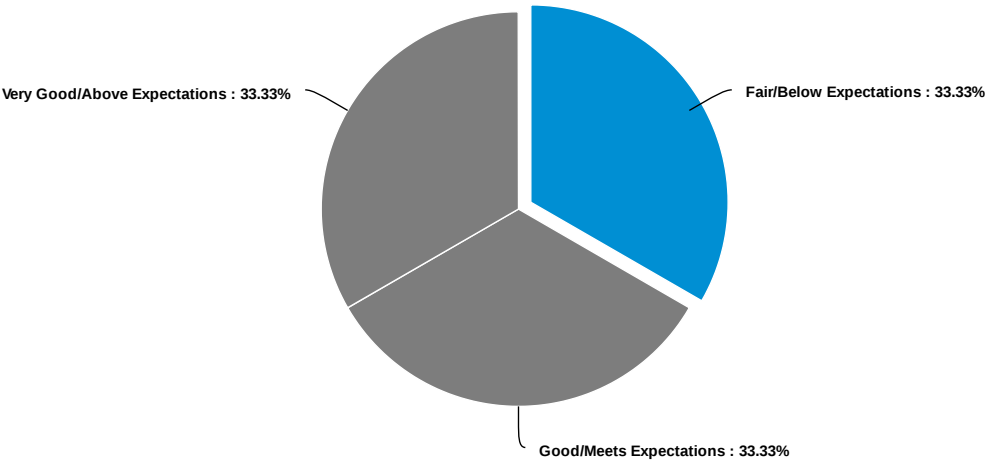
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Handles all interactions in a professional manner

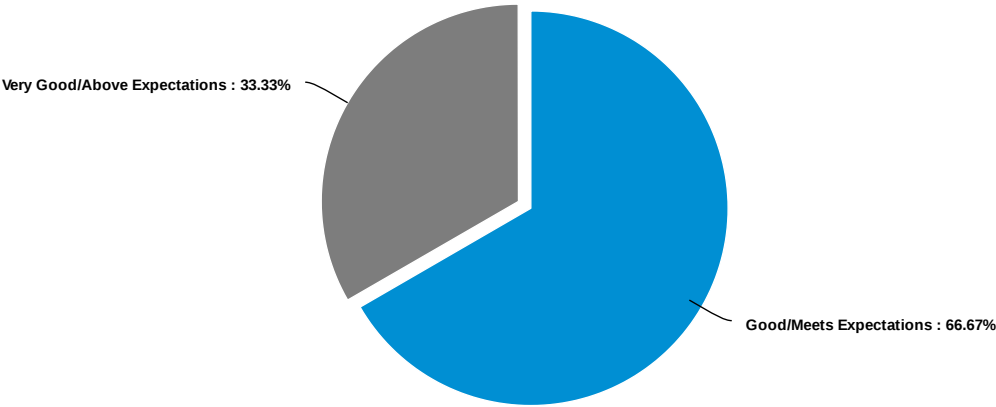


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Accomplishes goals and objectives and also provides additional value



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



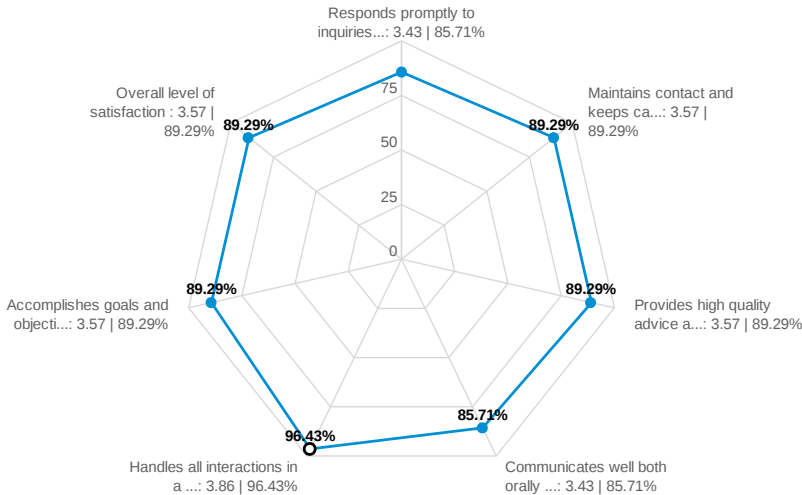
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

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

02/17/2025 189812815

The service coordinator isn't all that helpful when we ask for additional clarification on the status, our options, and possible outcomes of a claim. In this past fiscal year we provided voluntary separation packages whereby the employee was paid-out 6 months of salary in two installment. These were being "processed" without consideration of these unique circumstances, or so it seemed from our perspective. To manage the risk and be fair to our employees, it took numerous communications. All we ever got is that we can appeal the decision if we disagree. It was difficult to know if we disagreed unless we understood how the EDD looks at these extra earnings or payout packages. using their lookback wage calculation method. By following what is posted on the EDD, it looks like these employees are receiving too much in UEI insurance.

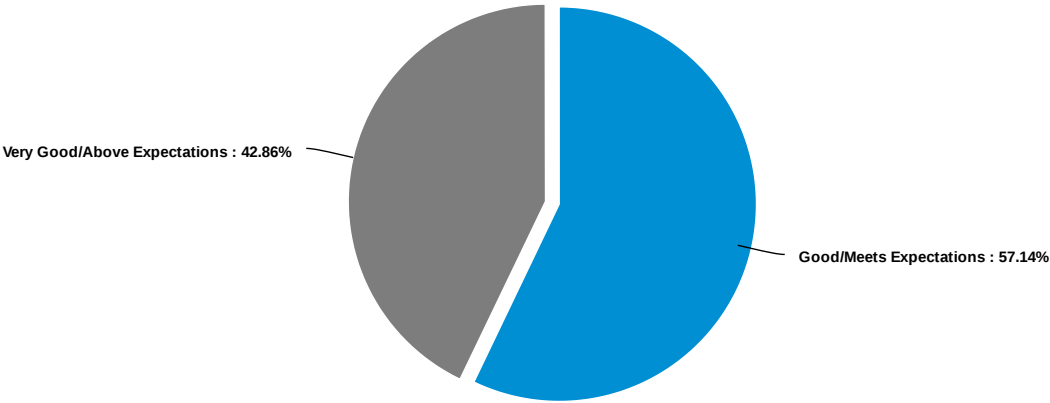
8. Health Special Risk, Inc. - AIME Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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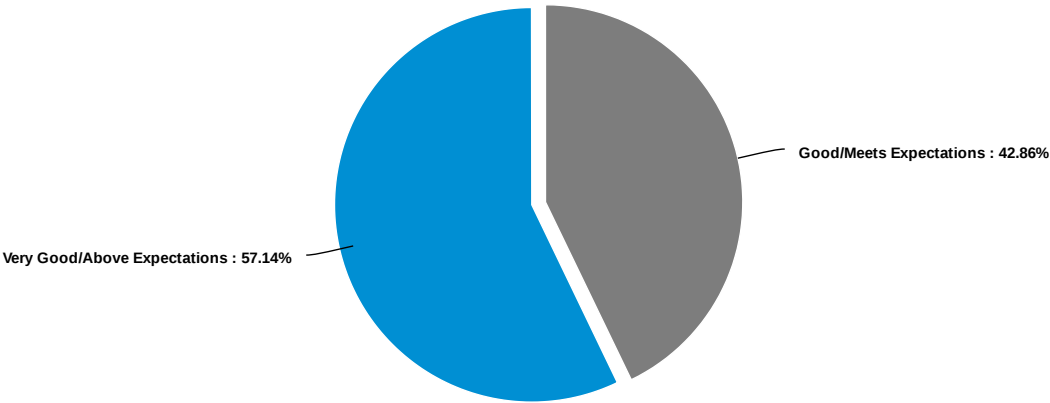
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	7	3.43				
Maintains contact and keeps campus apprised on important and pertinent matters	7	3.57				
Provides high quality advice and assistance	7	3.57				
Communicates well both orally and in writing	7	3.43				
Handles all interactions in a professional manner	7	3.86				
Accomplishes goals and objectives and also provides additional value	7	3.57				
Overall level of satisfaction	7	3.57				
Average		3.57				

Responds promptly to inquiries and requests



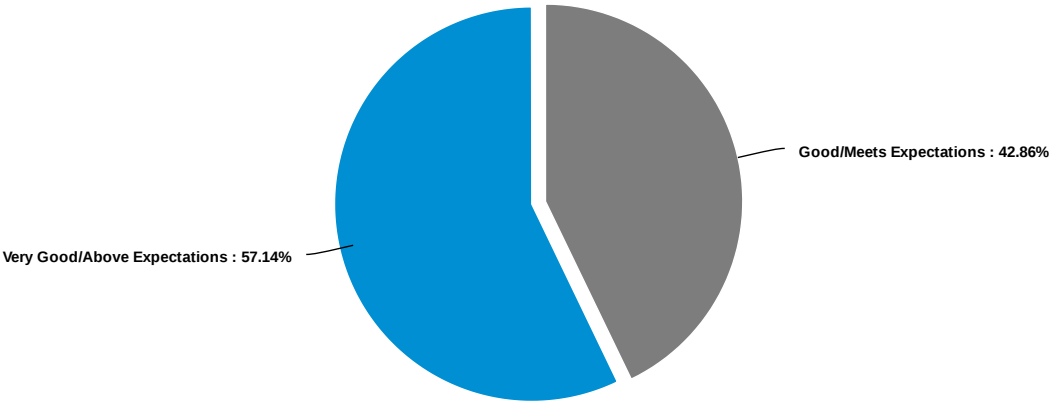
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	57.14%					
Very Good/Above Expectations	3	42.86%					
Total	7	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



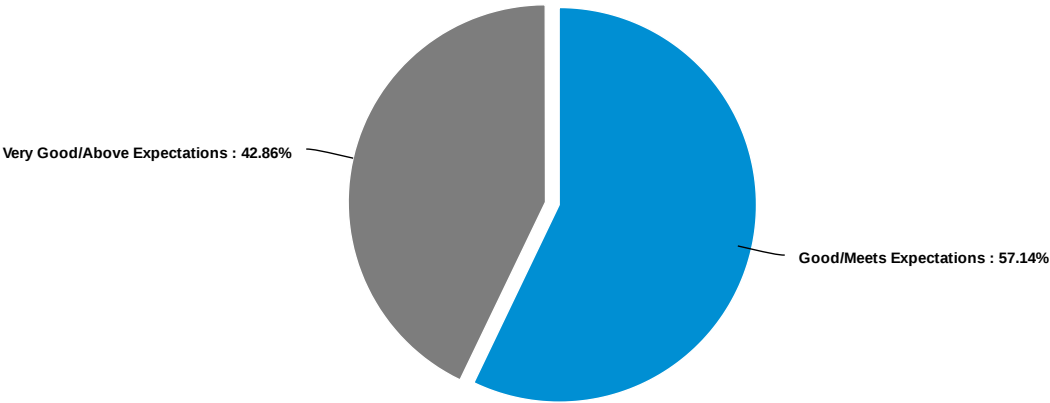
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	42.86%					
Very Good/Above Expectations	4	57.14%					
Total	7	100 %					

Provides high quality advice and assistance



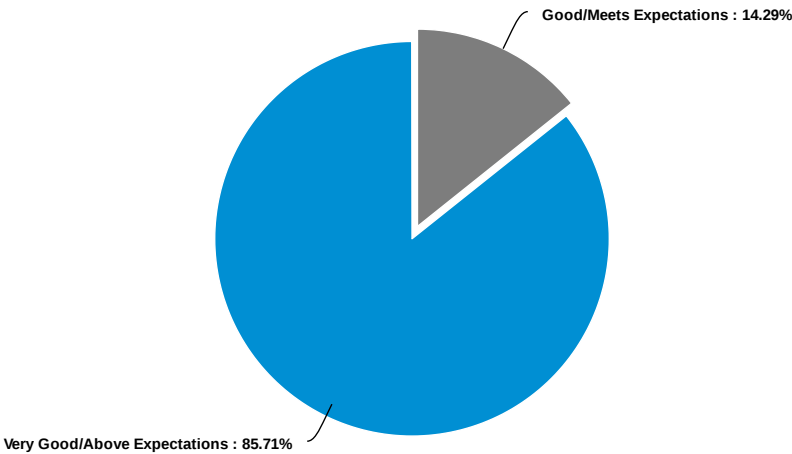
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	42.86%					
Very Good/Above Expectations	4	57.14%					
Total	7	100 %					

Communicates well both orally and in writing



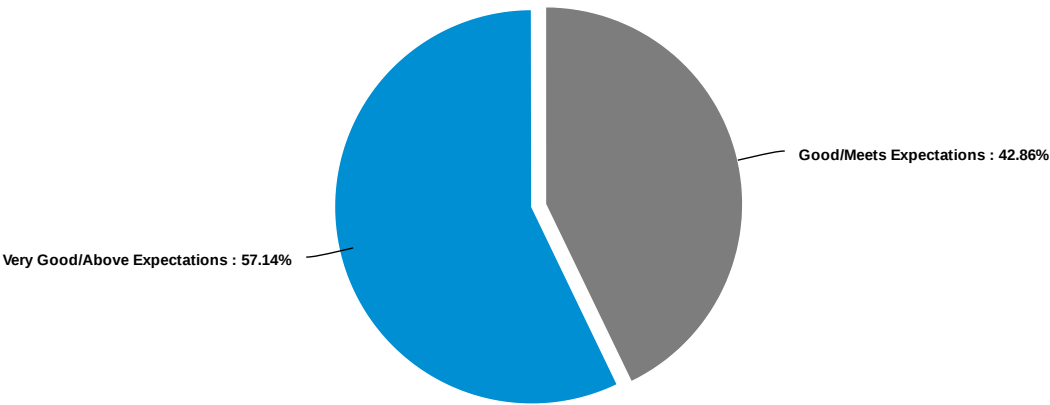
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	57.14%					
Very Good/Above Expectations	3	42.86%					
Total	7	100 %					

Handles all interactions in a professional manner



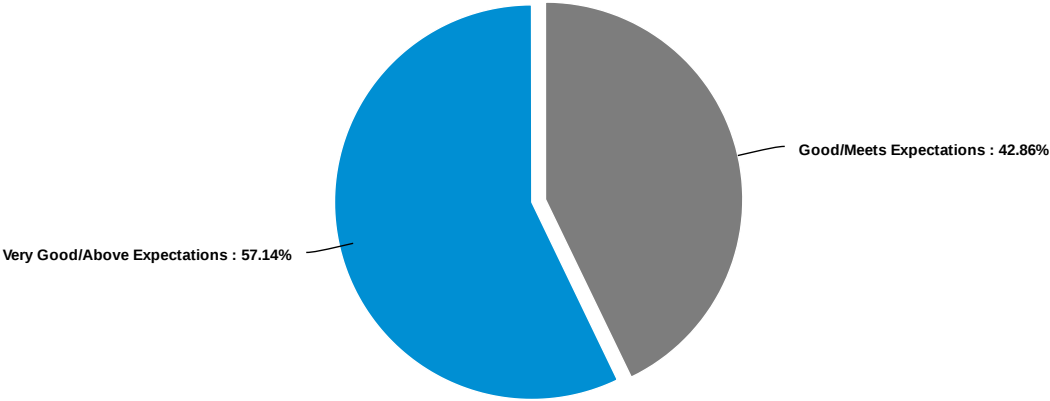
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	14.29%					
Very Good/Above Expectations	6	85.71%					
Total	7	100 %					

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	42.86%					
Very Good/Above Expectations	4	57.14%					
Total	7	100 %					

Overall level of satisfaction

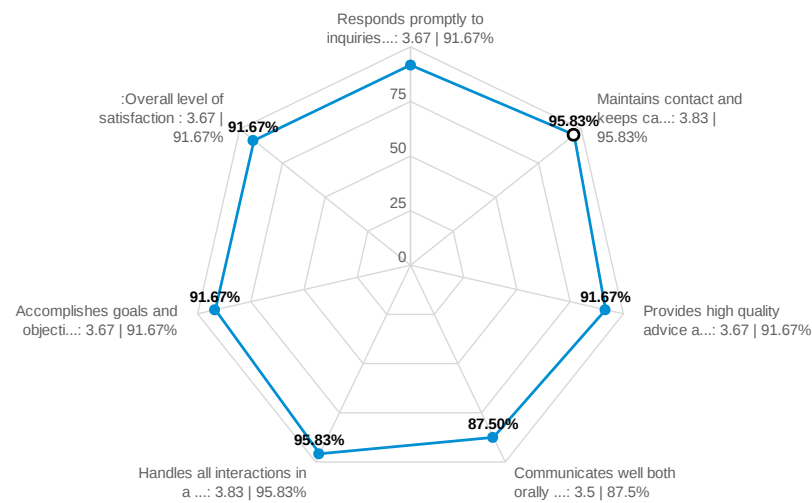


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	42.86%					
Very Good/Above Expectations	4	57.14%					
Total	7	100 %					

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

02/28/2025	190225854	When a challenge or issue has come up, they have addressed it and made appropriate changes. It has been a pretty good working relationship.
02/17/2025	189812692	They are great! Thank you Debra Black for everything!

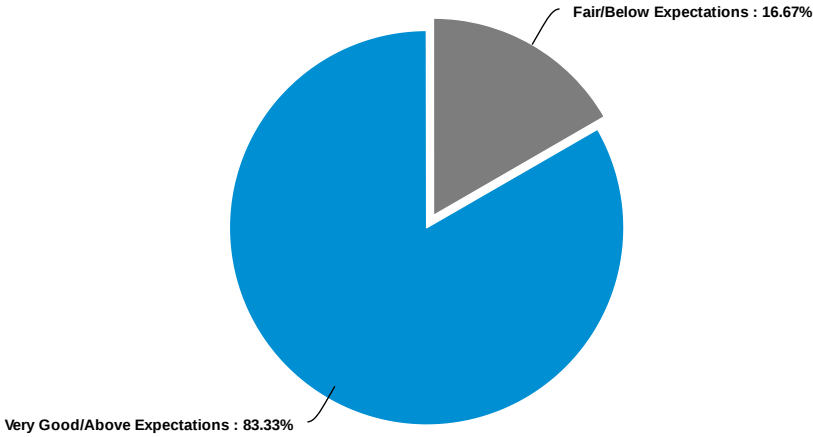
9. Hudson Claims Consulting (WC): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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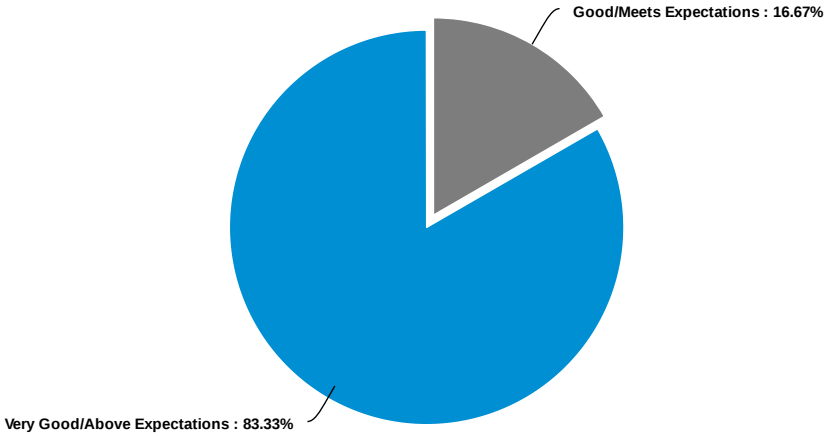
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	6	3.67				
Maintains contact and keeps campus apprised on important and pertinent matters	6	3.83				
Provides high quality advice and assistance	6	3.67				
Communicates well both orally and in writing	6	3.5				
Handles all interactions in a professional manner	6	3.83				
Accomplishes goals and objectives and also provides additional value	6	3.67				
:Overall level of satisfaction	6	3.67				
Average		3.69				

Responds promptly to inquiries and requests



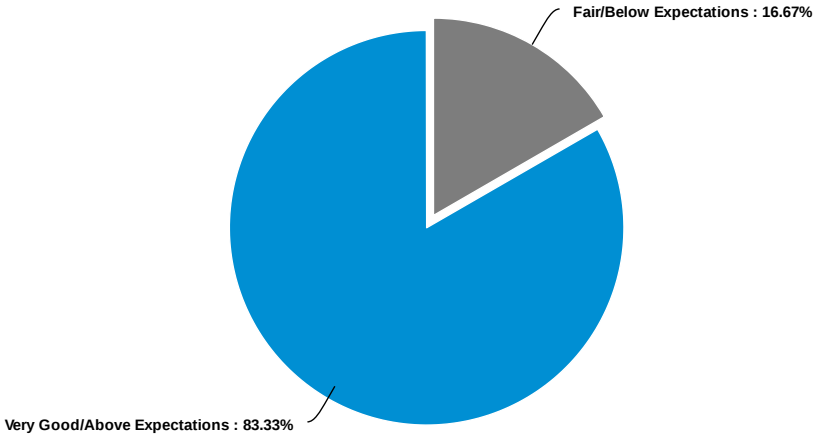
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	5	83.33%					
Total	6	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



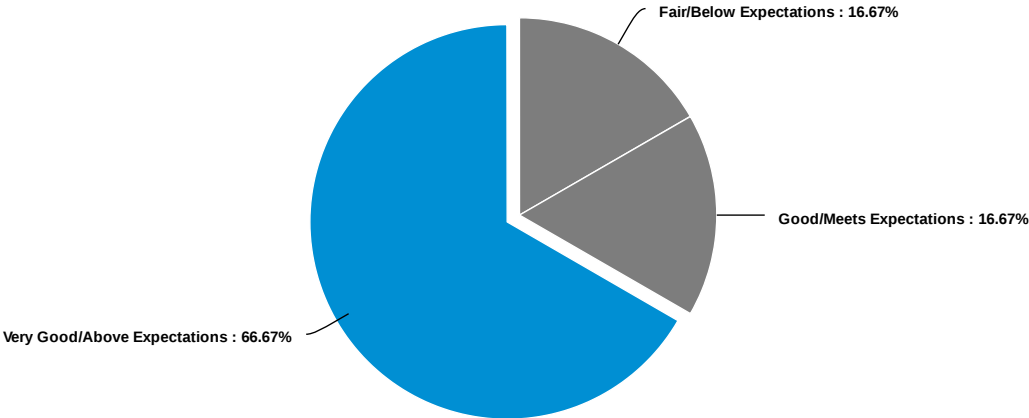
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	16.67%					
Very Good/Above Expectations	5	83.33%					
Total	6	100 %					

Provides high quality advice and assistance



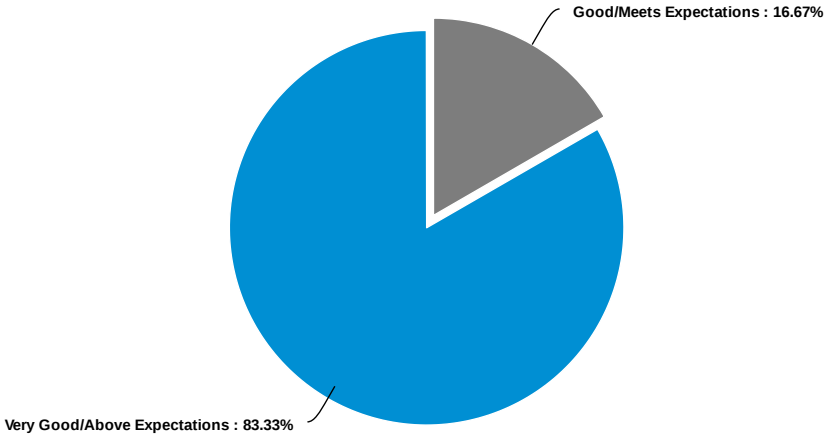
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	5	83.33%					
Total	6	100 %					

Communicates well both orally and in writing



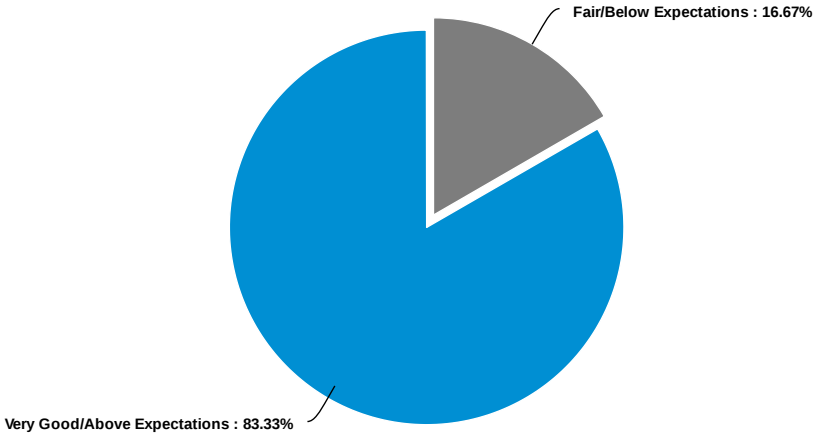
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	1	16.67%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Handles all interactions in a professional manner



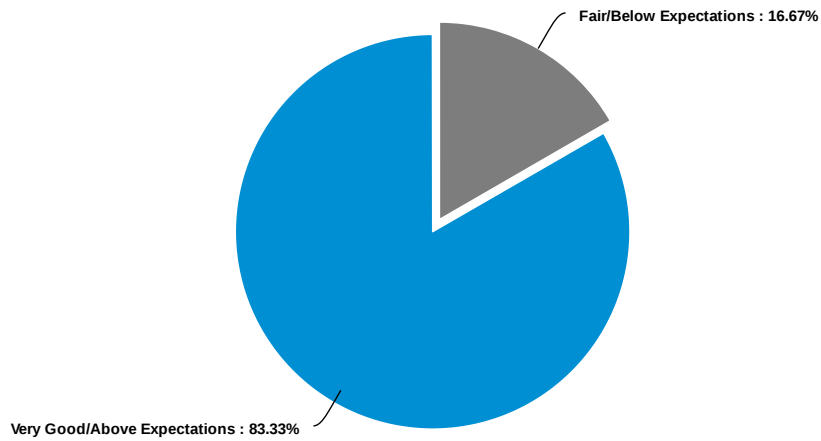
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	16.67%					
Very Good/Above Expectations	5	83.33%					
Total	6	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	5	83.33%					
Total	6	100 %					

:Overall level of satisfaction

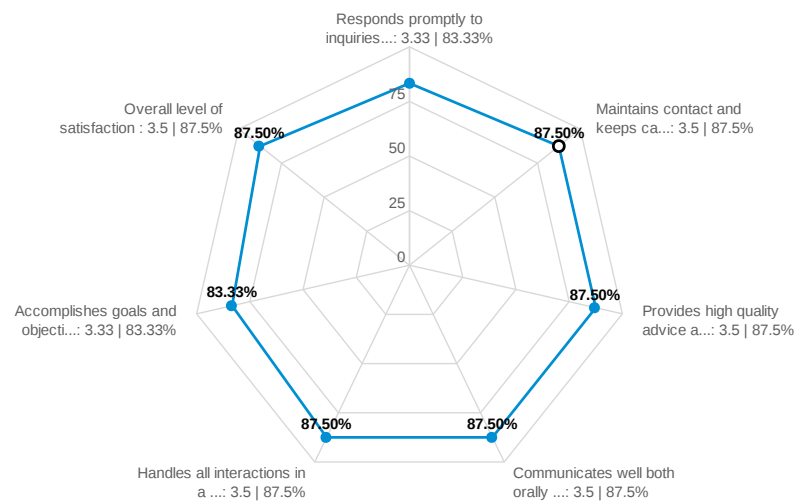


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	5	83.33%					
Total	6	100 %					

Comments/Suggestions for Hudson Claims Consulting (WC):

02/24/2025	190048640	Poor follow-up regarding inquires and request. Understands handling workers compensations claims, however, lacks a thorough understanding of the unique needs of the CSU. Areas like IDL, OSHA reporting, challenges with RTW.
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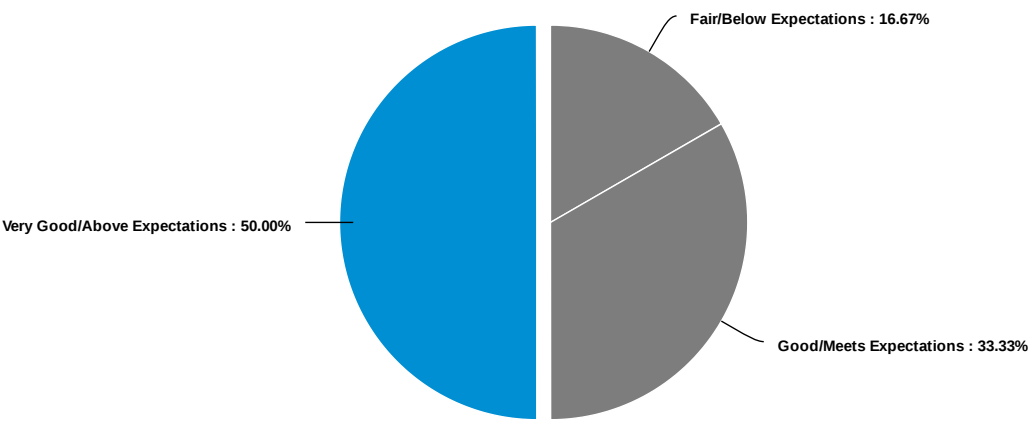
10. Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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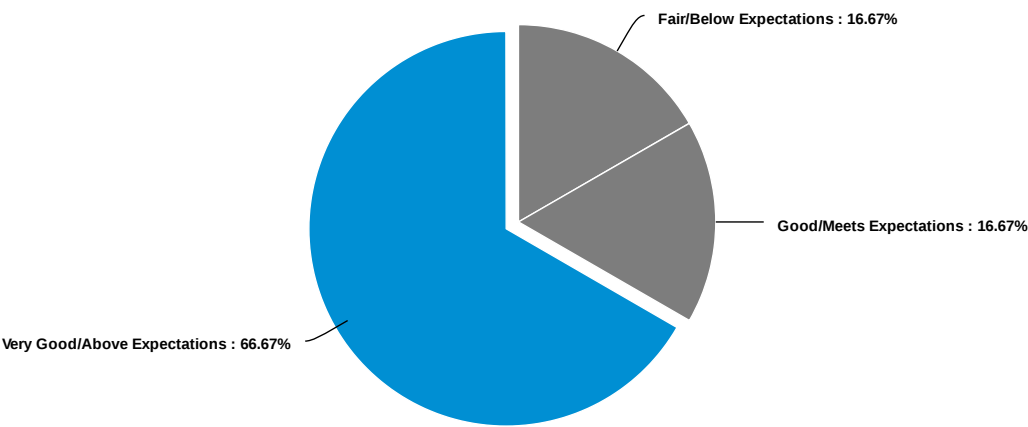
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	6	3.33				
Maintains contact and keeps campus apprised on important and pertinent matters	6	3.5				
Provides high quality advice and assistance	6	3.5				
Communicates well both orally and in writing	6	3.5				
Handles all interactions in a professional manner	6	3.5				
Accomplishes goals and objectives and also provides additional value	6	3.33				
Overall level of satisfaction	6	3.5				
Average		3.45				

Responds promptly to inquiries and requests



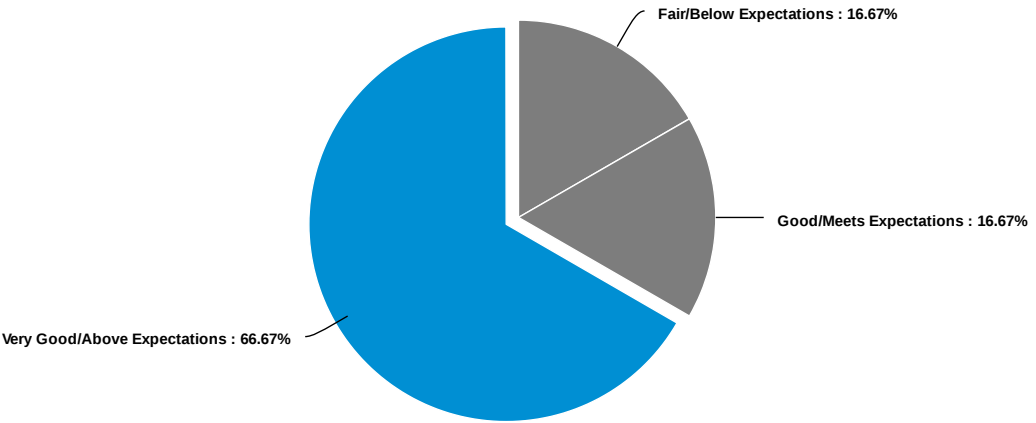
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



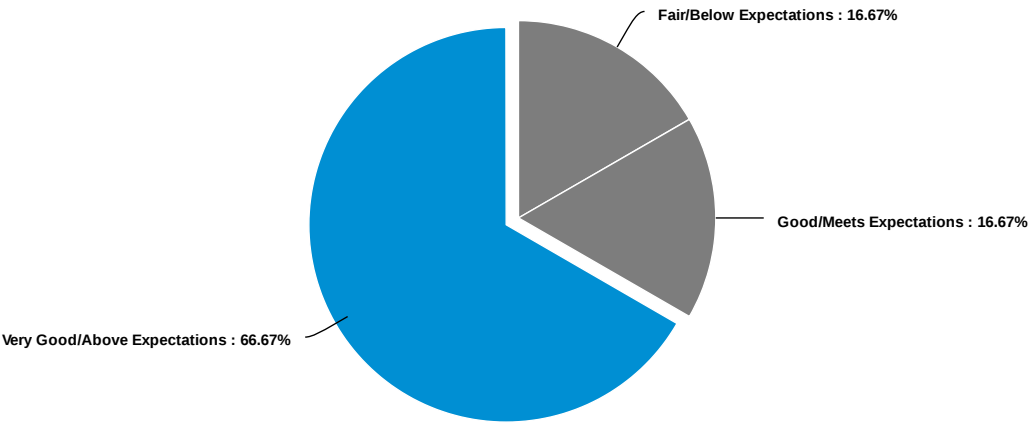
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	1	16.67%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Provides high quality advice and assistance



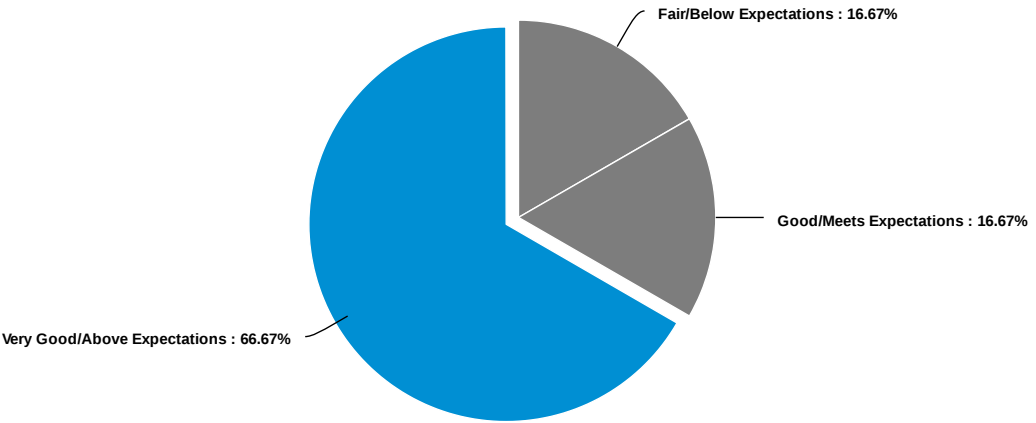
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	1	16.67%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Communicates well both orally and in writing



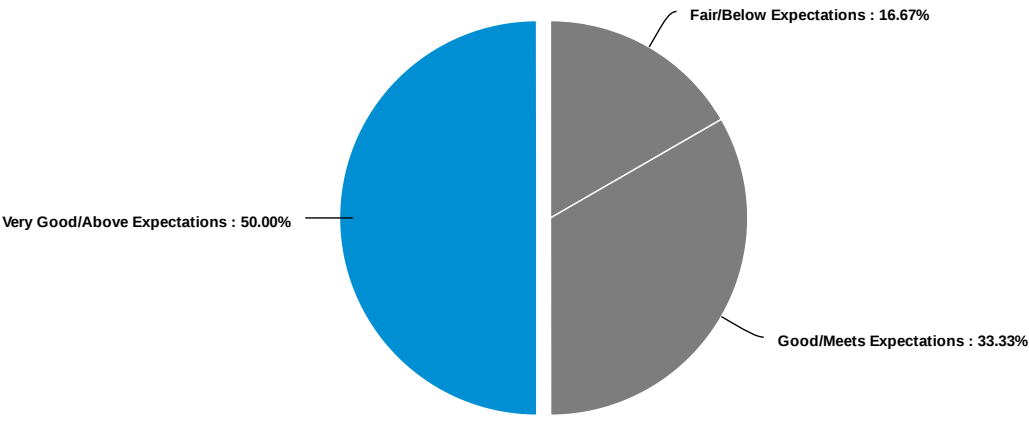
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	1	16.67%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Handles all interactions in a professional manner

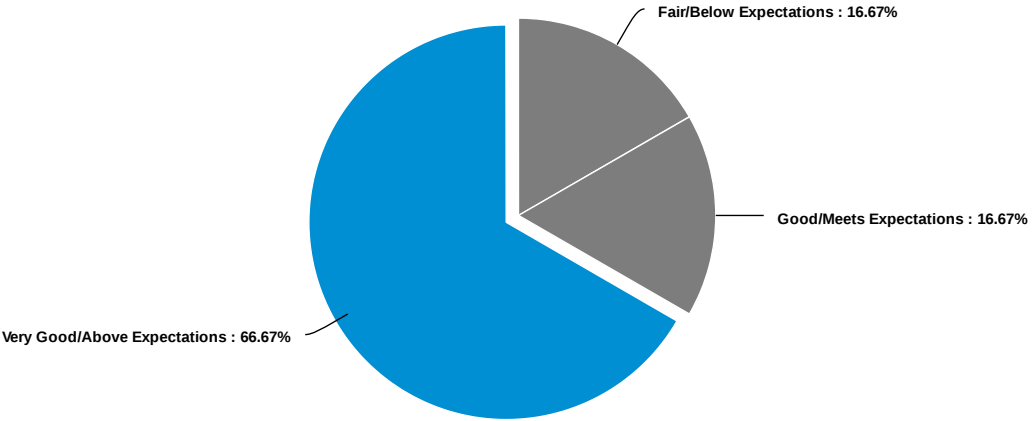


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	1	16.67%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

Accomplishes goals and objectives and also provides additional value



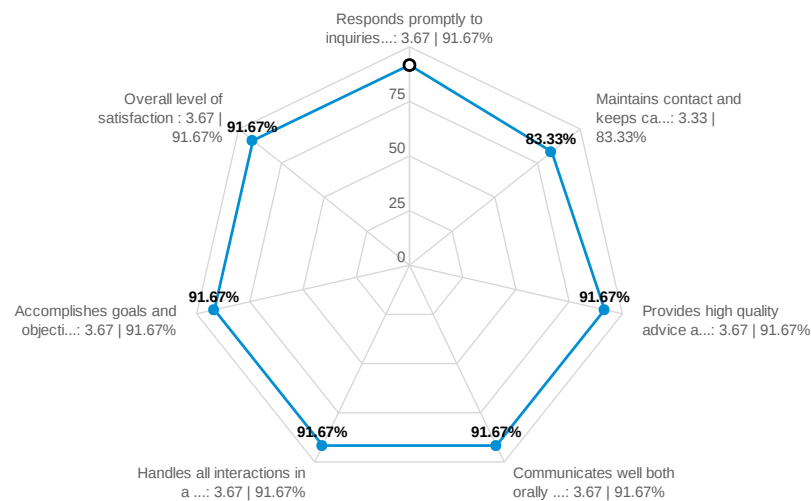
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	1	16.67%					
Very Good/Above Expectations	4	66.67%					
Total	6	100 %					

02/28/2025 190223500 Praesidium is a valuable partner for the campus. Candace and Jimmy have continually provided top-notch service to our campus community.

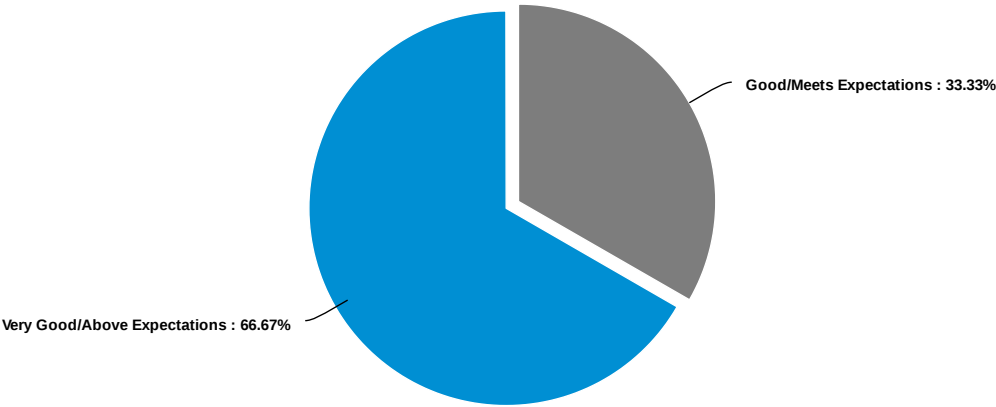
11. PRISM Membership Services: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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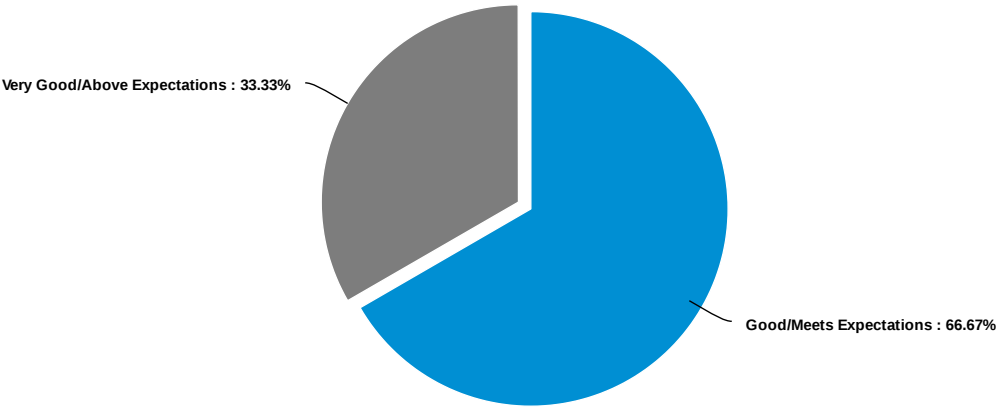
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	3	3.67				
Maintains contact and keeps campus apprised on important and pertinent matters	3	3.33				
Provides high quality advice and assistance	3	3.67				
Communicates well both orally and in writing	3	3.67				
Handles all interactions in a professional manner	3	3.67				
Accomplishes goals and objectives and also provides additional value	3	3.67				
Overall level of satisfaction	3	3.67				
Average		3.62				

Responds promptly to inquiries and requests



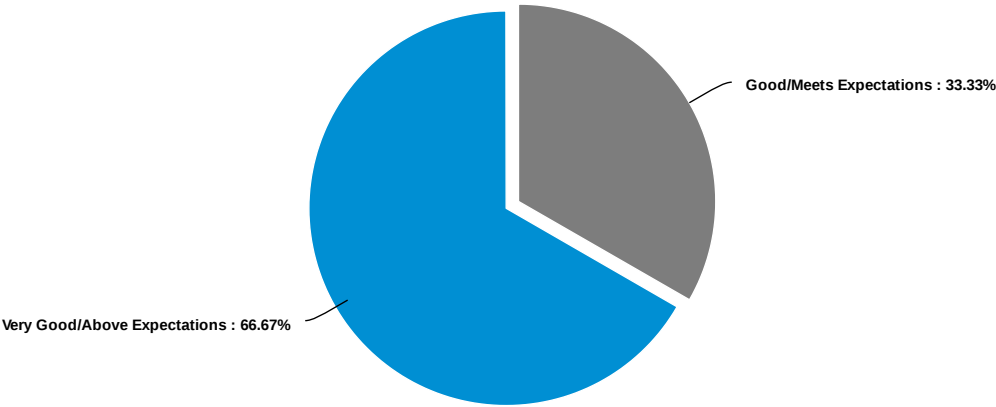
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



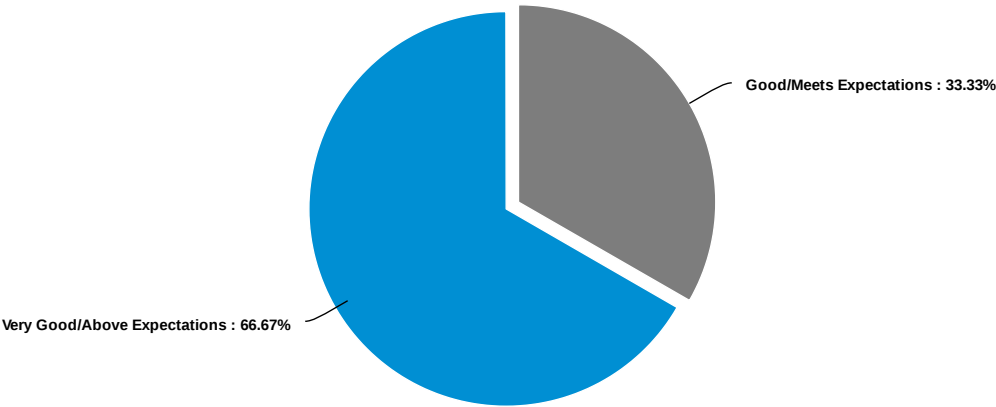
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Provides high quality advice and assistance



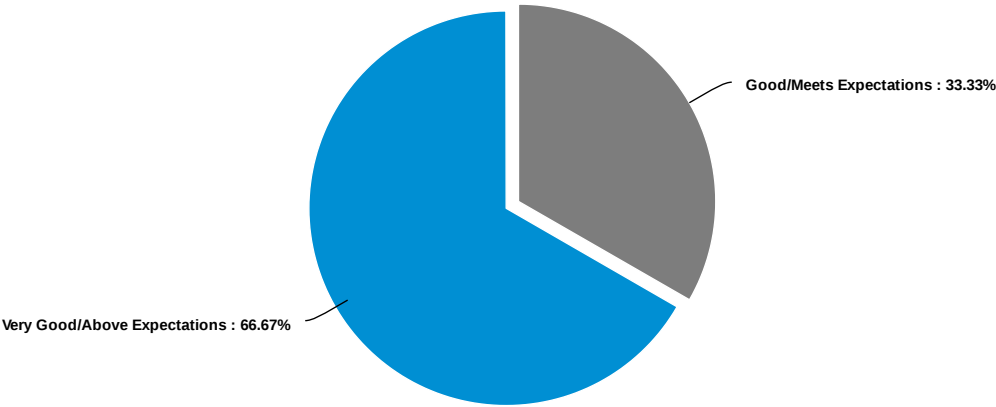
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Communicates well both orally and in writing



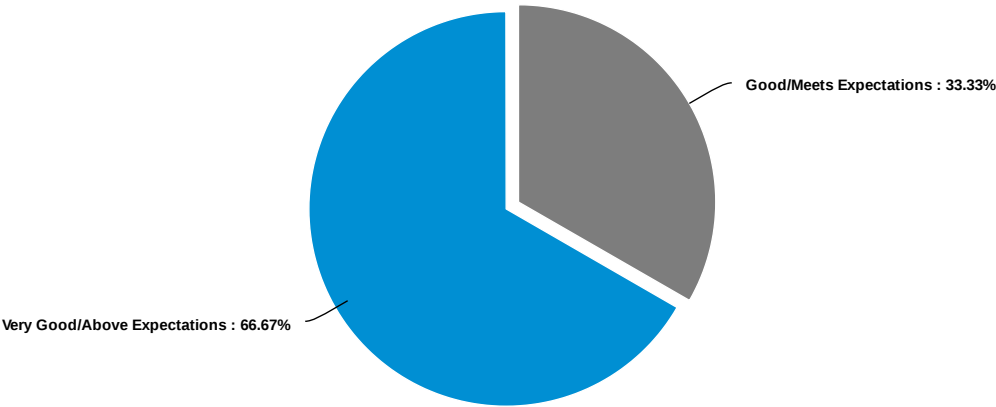
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Handles all interactions in a professional manner



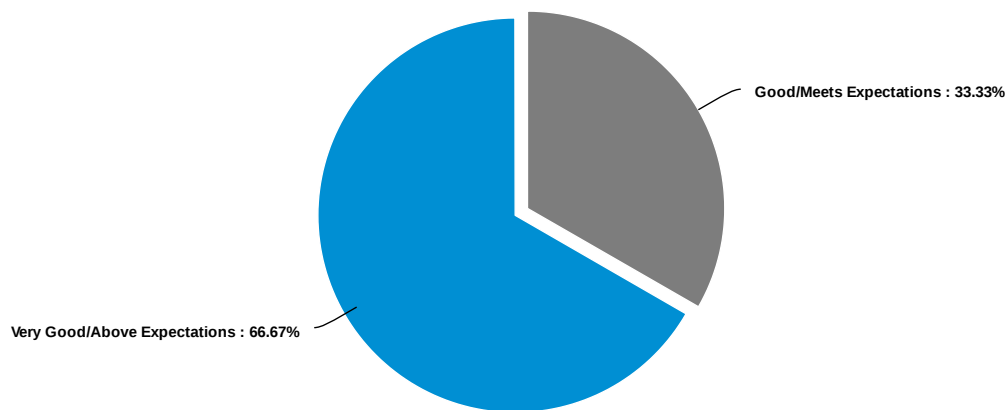
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Accomplishes goals and objectives and also provides additional value



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

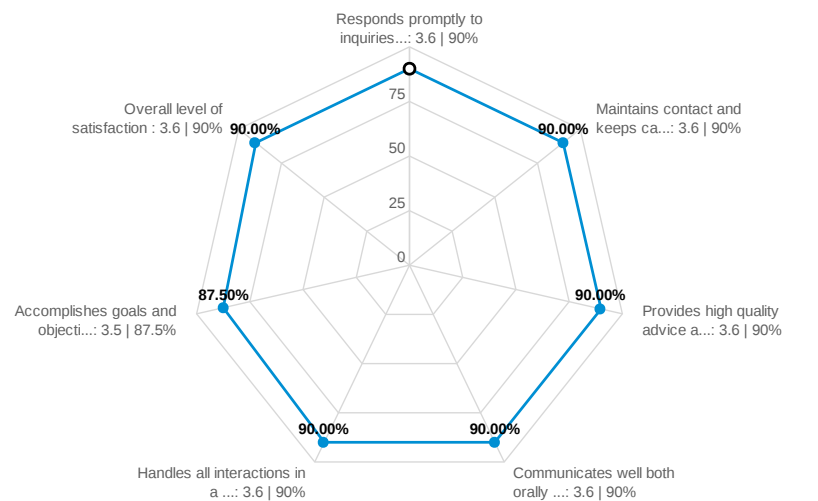
Overall level of satisfaction



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

Comments/Suggestions for PRISM Membership Services:

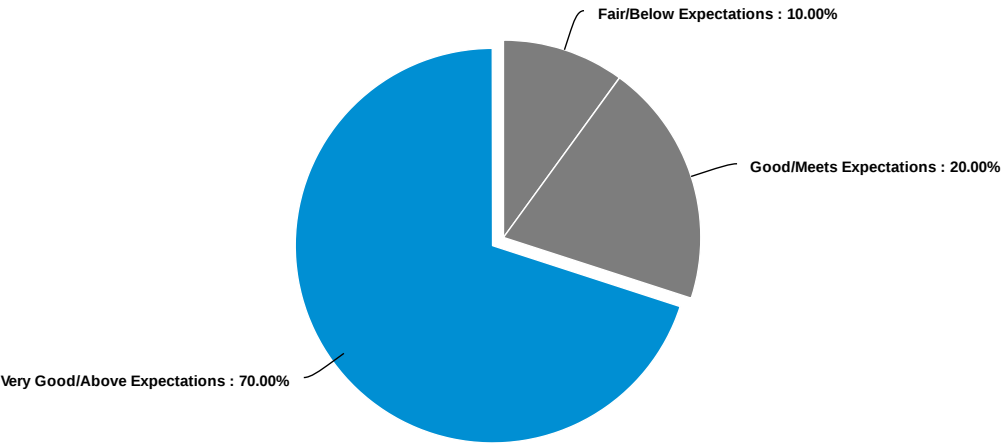
12. Sedgwick CMS - CSURMA Workers' Compensation Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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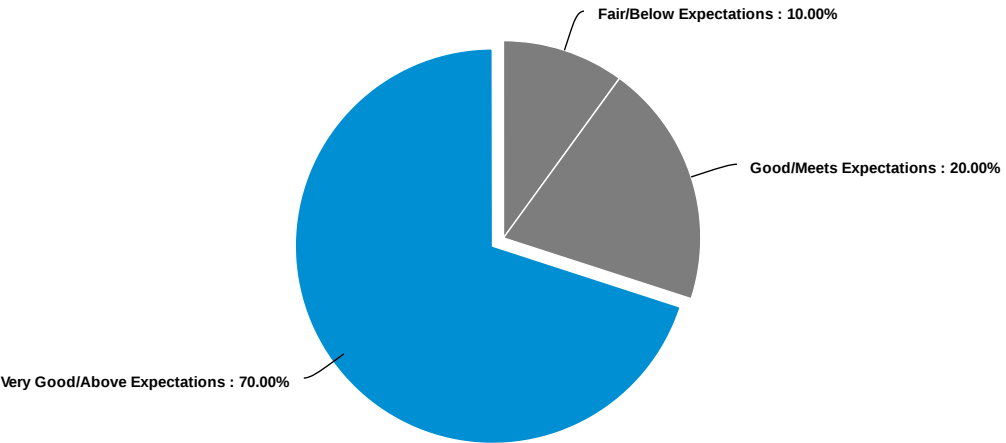
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	10	3.6				
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.6				
Provides high quality advice and assistance	10	3.6				
Communicates well both orally and in writing	10	3.6				
Handles all interactions in a professional manner	10	3.6				
Accomplishes goals and objectives and also provides additional value	10	3.5				
Overall level of satisfaction	10	3.6				
Average		3.59				

Responds promptly to inquiries and requests



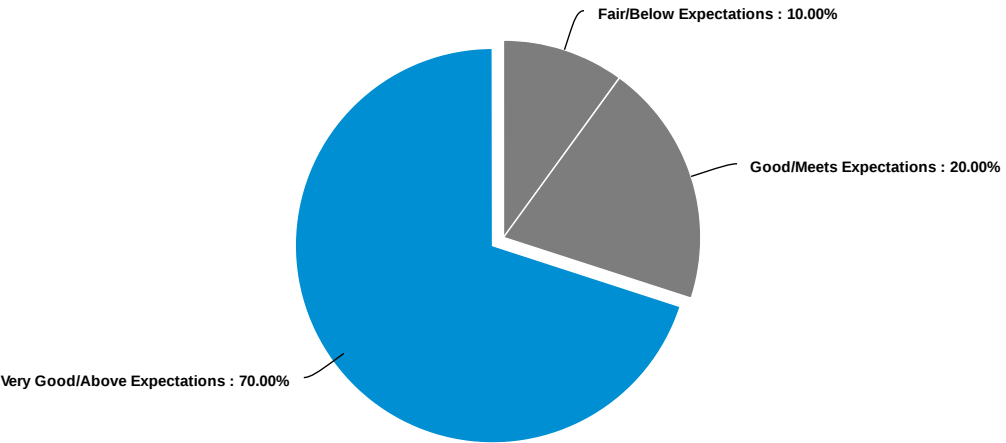
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	10%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



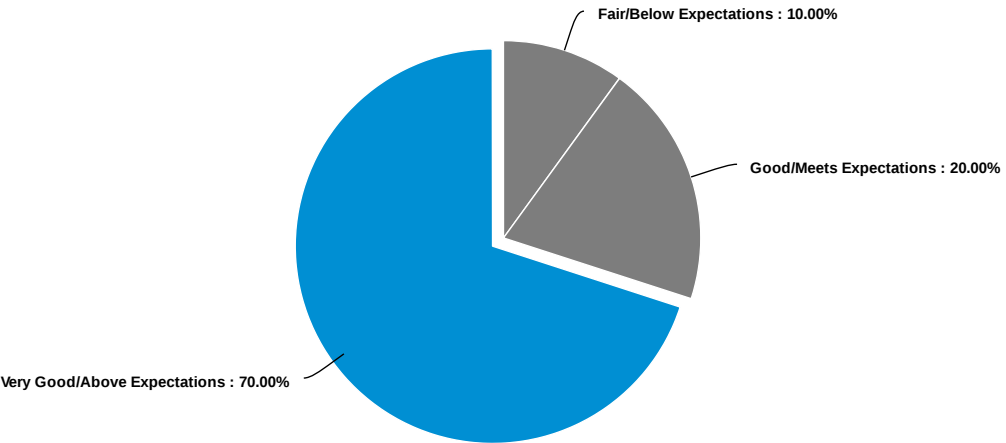
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	10%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

Provides high quality advice and assistance



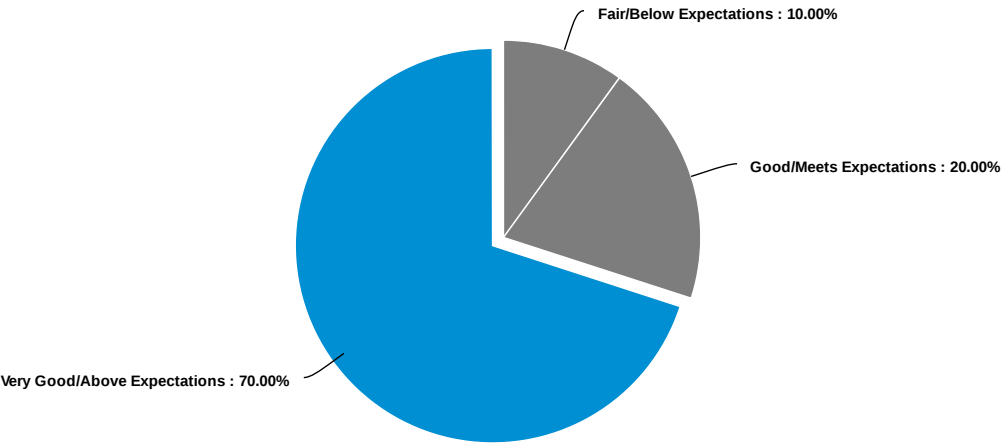
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	10%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

Communicates well both orally and in writing



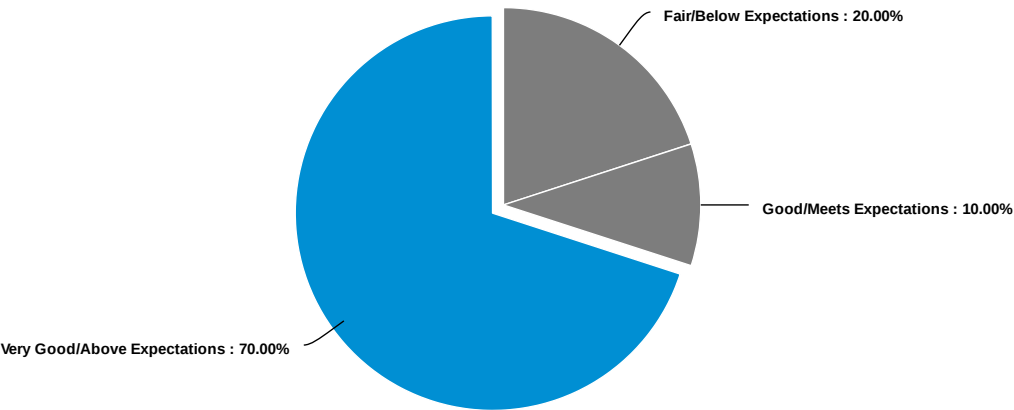
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	10%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

Handles all interactions in a professional manner



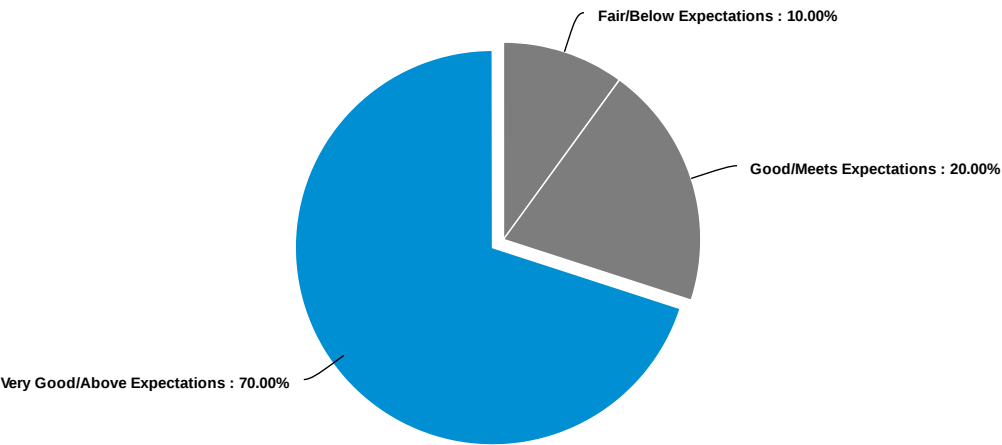
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	10%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

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	2	20%					
Good/Meets Expectations	1	10%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

Overall level of satisfaction

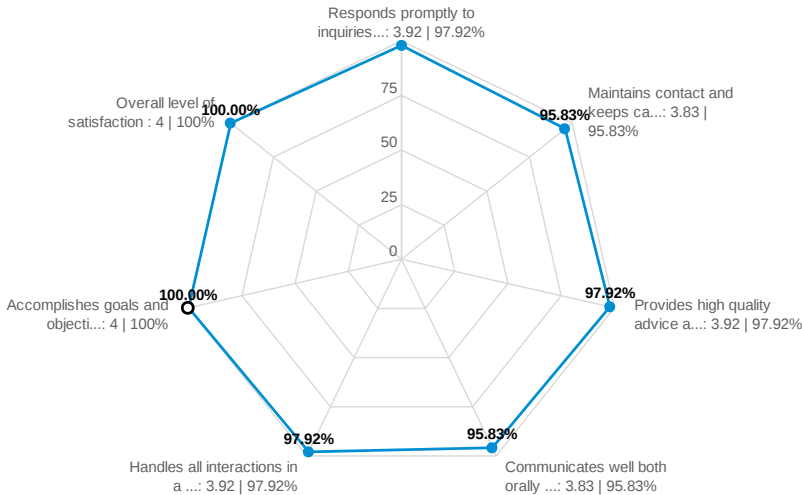


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	10%					
Good/Meets Expectations	2	20%					
Very Good/Above Expectations	7	70%					
Total	10	100 %					

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

02/17/2025 189812609 Shane is Awesome!

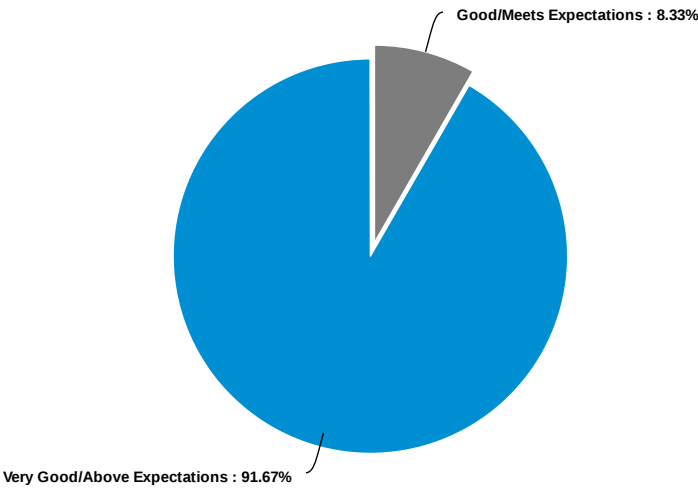
13. Systemwide Risk Management (broadly): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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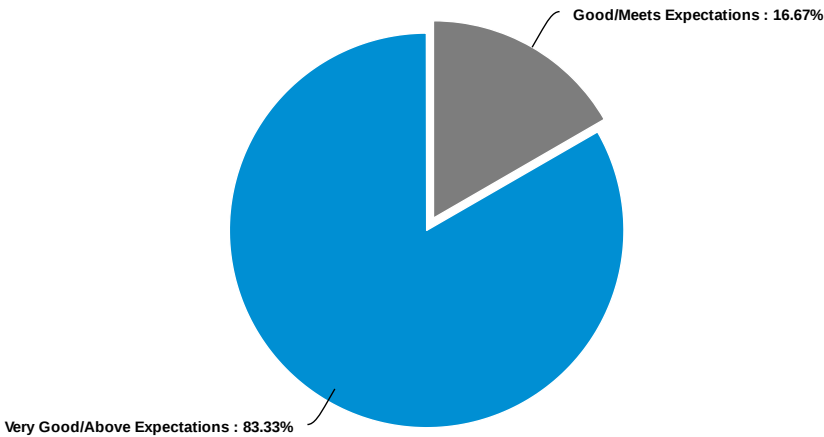
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	12	3.92				
Maintains contact and keeps campus apprised on important and pertinent matters	12	3.83				
Provides high quality advice and assistance	12	3.92				
Communicates well both orally and in writing	12	3.83				
Handles all interactions in a professional manner	12	3.92				
Accomplishes goals and objectives and also provides additional value	12	4				
Overall level of satisfaction	12	4				
Average		3.92				

Responds promptly to inquiries and requests



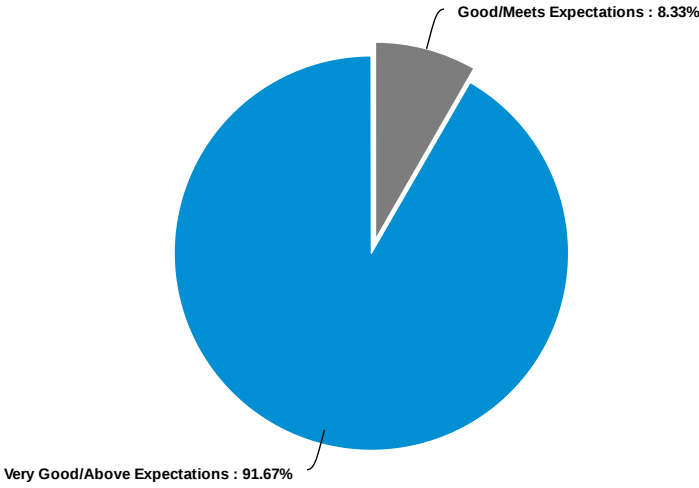
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	8.33%					
Very Good/Above Expectations	11	91.67%					
Total	12	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



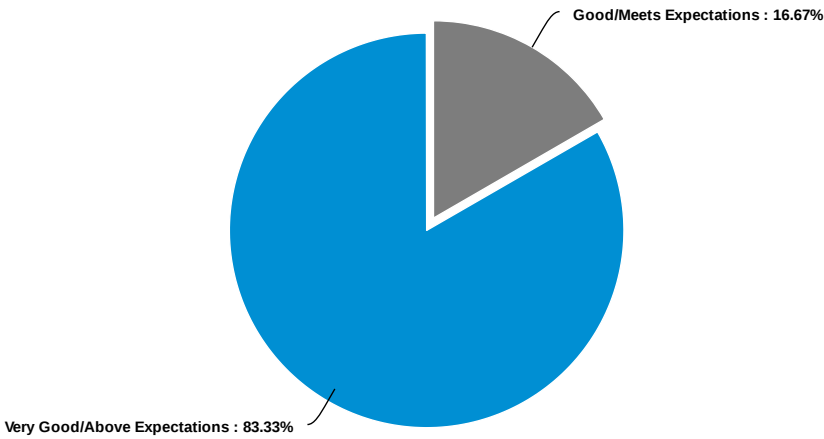
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	16.67%					
Very Good/Above Expectations	10	83.33%					
Total	12	100 %					

Provides high quality advice and assistance



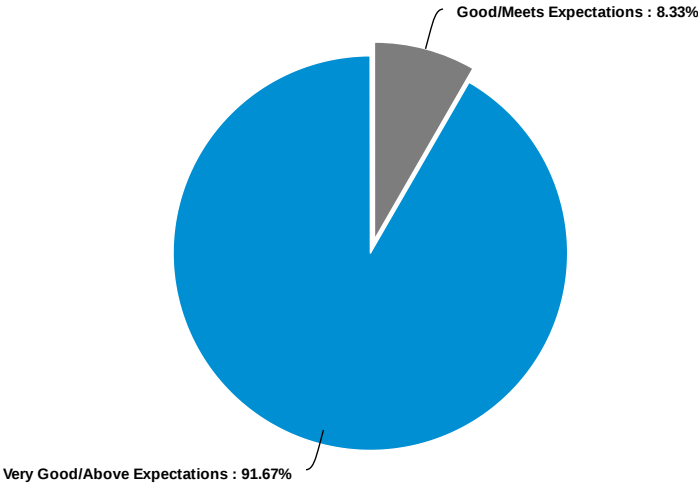
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	8.33%					
Very Good/Above Expectations	11	91.67%					
Total	12	100 %					

Communicates well both orally and in writing



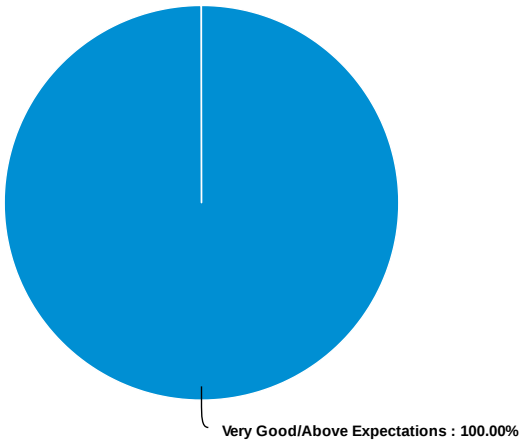
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	16.67%					
Very Good/Above Expectations	10	83.33%					
Total	12	100 %					

Handles all interactions in a professional manner



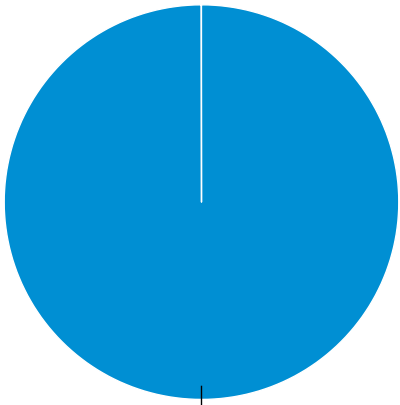
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	8.33%					
Very Good/Above Expectations	11	91.67%					
Total	12	100 %					

Accomplishes goals and objectives and also provides additional value



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

Overall level of satisfaction

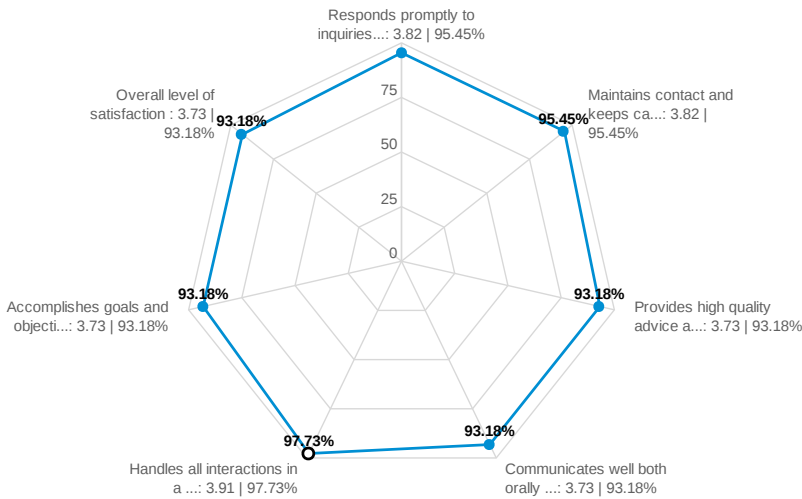


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0% ▮					
Fair/Below Expectations	0	0% ▮					
Good/Meets Expectations	0	0% ▮					
Very Good/Above Expectations	12	100% ▬					
Total	12	100 %					

Comments/Suggestions for Systemwide Risk Management (broadly):

02/17/2025 189812609 This the BEST CREW EVER! Always helpful and knowledgeable.

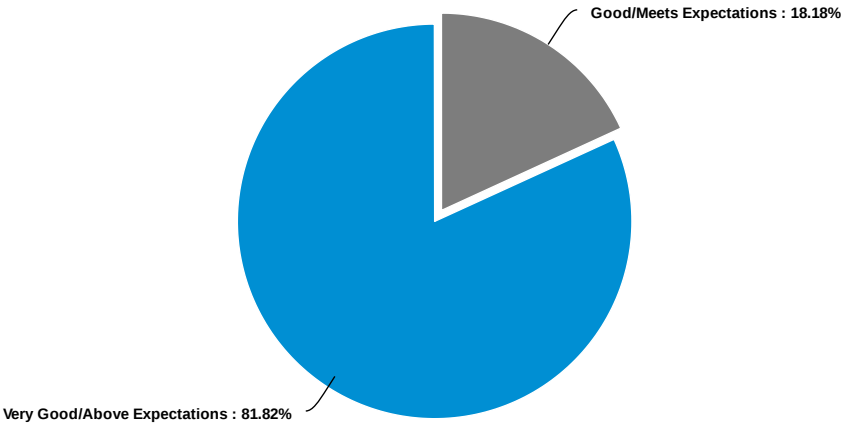
14. Systemwide Risk Management - Environmental Health & Safety: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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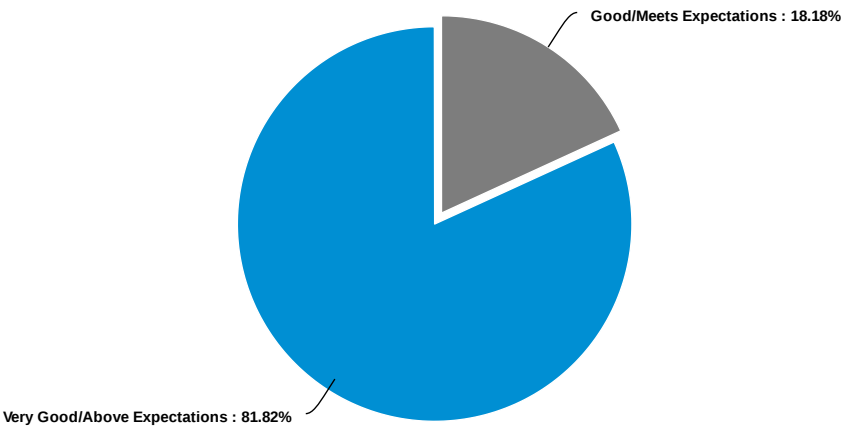
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	11	3.82				
Maintains contact and keeps campus apprised on important and pertinent matters	11	3.82				
Provides high quality advice and assistance	11	3.73				
Communicates well both orally and in writing	11	3.73				
Handles all interactions in a professional manner	11	3.91				
Accomplishes goals and objectives and also provides additional value	11	3.73				
Overall level of satisfaction	11	3.73				
Average		3.78				

Responds promptly to inquiries and requests



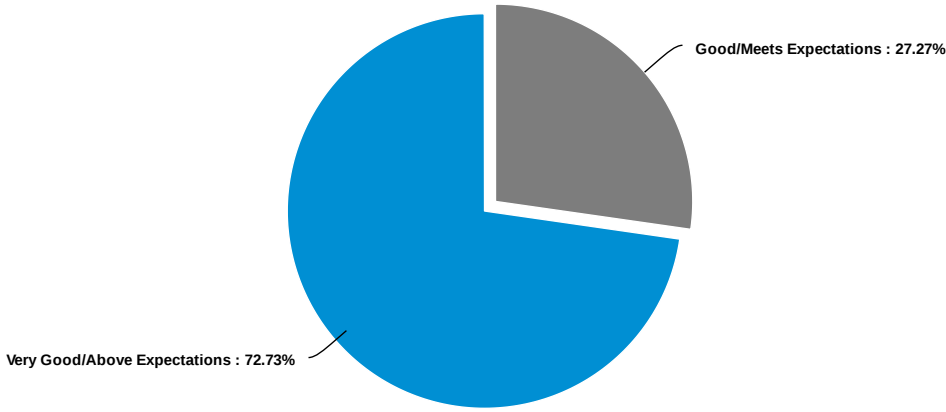
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	18.18%					
Very Good/Above Expectations	9	81.82%					
Total	11	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



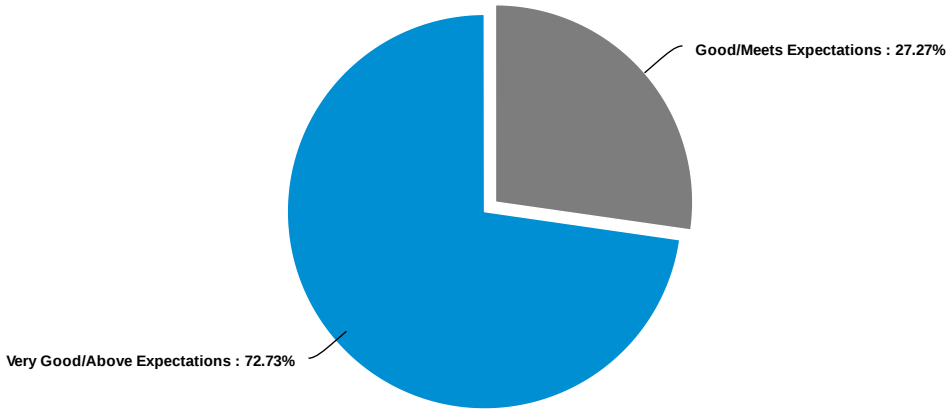
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	18.18%					
Very Good/Above Expectations	9	81.82%					
Total	11	100 %					

Provides high quality advice and assistance



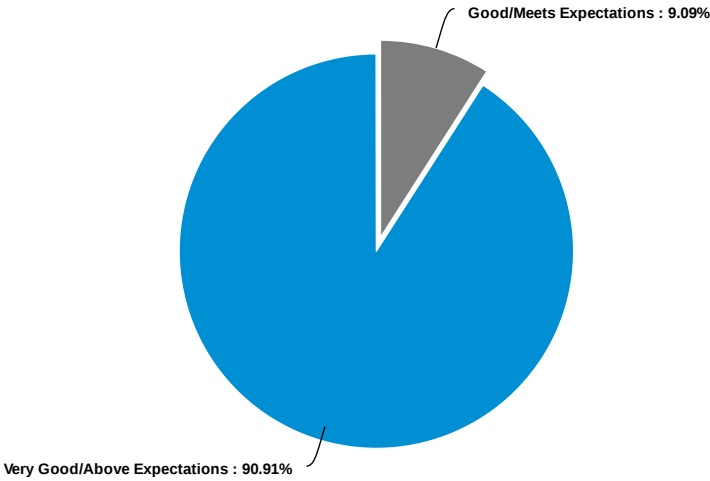
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	27.27%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

Communicates well both orally and in writing



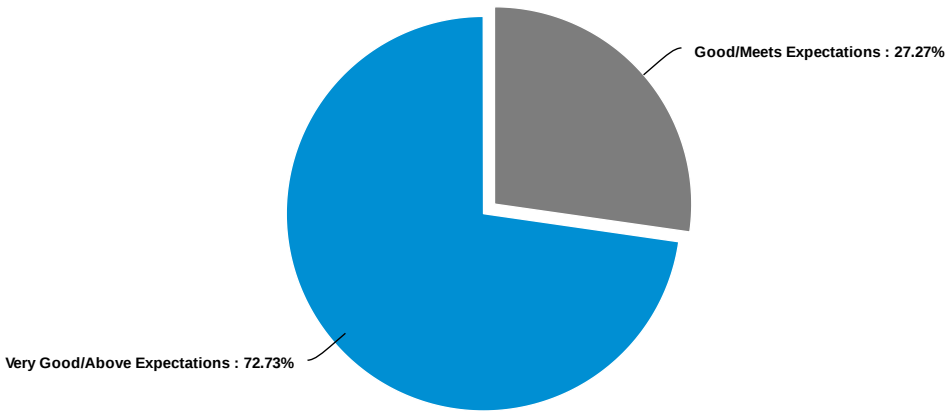
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	27.27%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

Handles all interactions in a professional manner



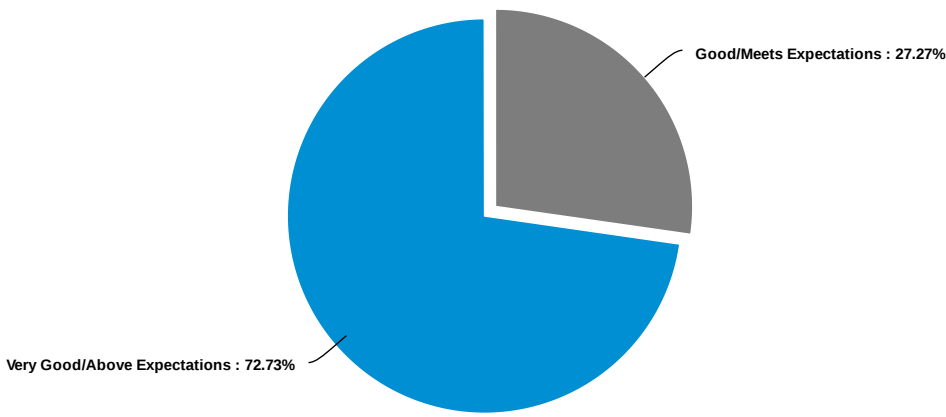
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	9.09%					
Very Good/Above Expectations	10	90.91%					
Total	11	100 %					

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	0	0%					
Good/Meets Expectations	3	27.27%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

Overall level of satisfaction

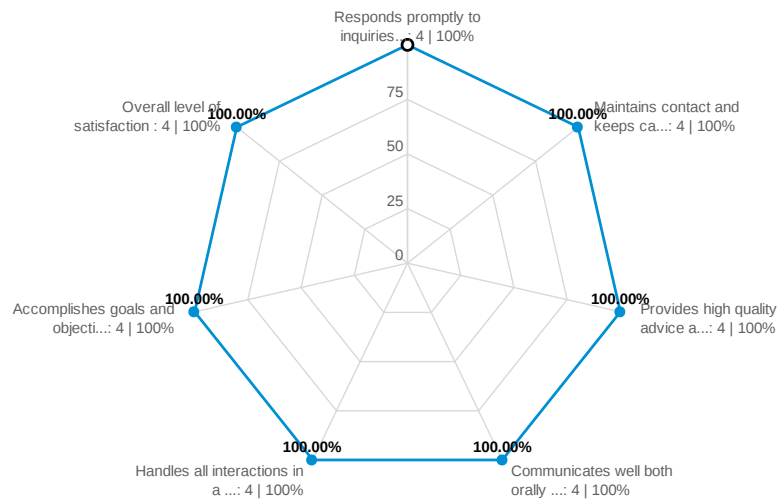


Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	27.27%					
Very Good/Above Expectations	8	72.73%					
Total	11	100 %					

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

02/17/2025 189818165 Clone Scott or provide him with additional resources

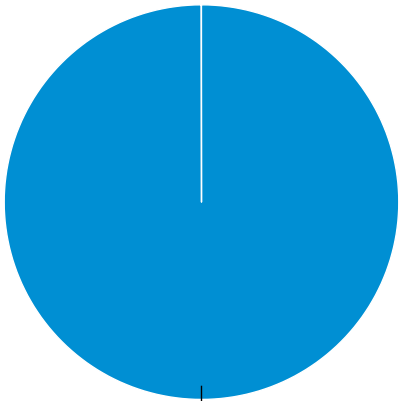
15. Systemwide Risk Management - Emergency Management: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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

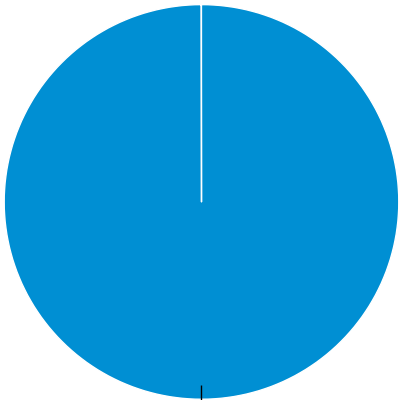
Responds promptly to inquiries and requests



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	8	100%					
Total	8	100 %					

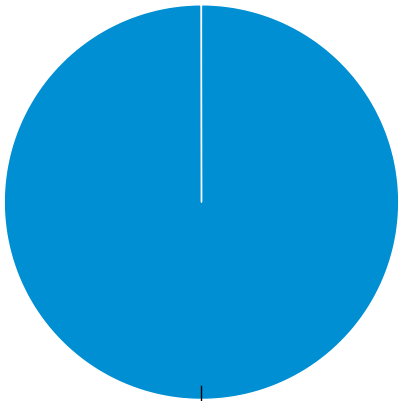
Maintains contact and keeps campus appraised on important and pertinent matters



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	8	100%					
Total	8	100 %					

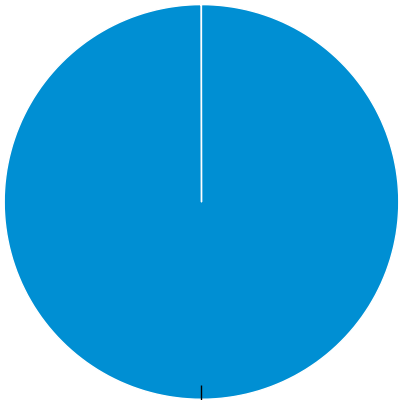
Provides high quality advice and assistance



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	8	100% ▬					
Total	8	100 %					

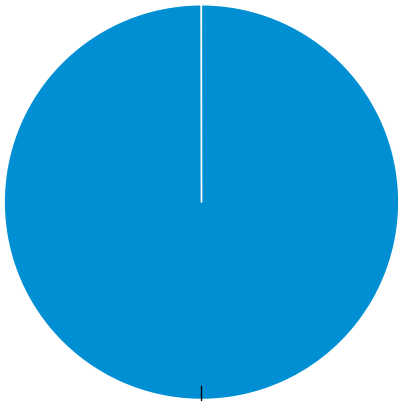
Communicates well both orally and in writing



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	8	100% ▬					
Total	8	100 %					

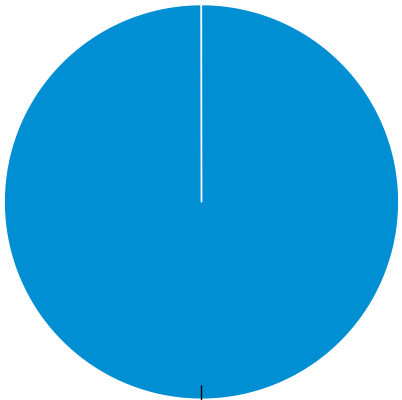
Handles all interactions in a professional manner



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	8	100% ▬					
Total	8	100 %					

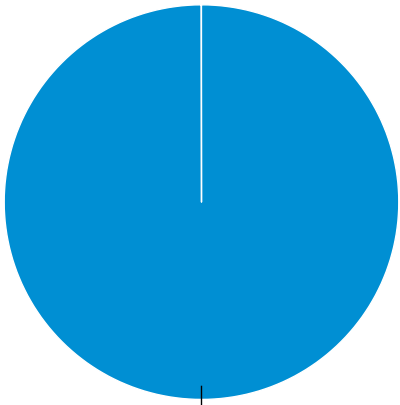
Accomplishes goals and objectives and also provides additional value



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	8	100% ▬					
Total	8	100 %					

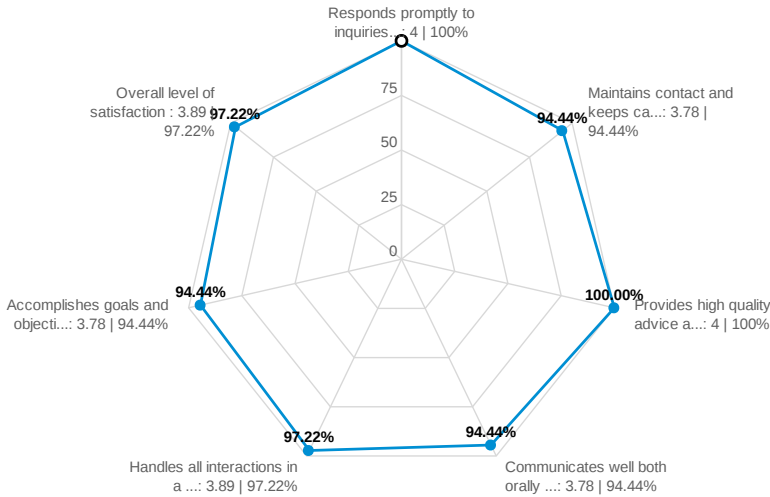
Overall level of satisfaction



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

Comments/Suggestions for Systemwide Risk Management - Emergency Management:

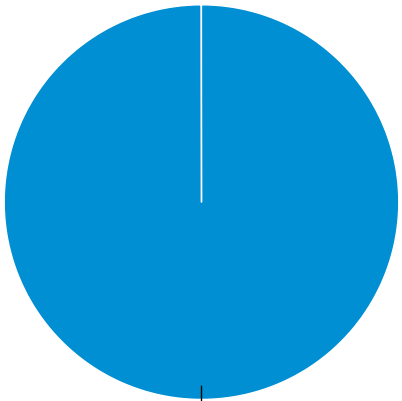
16. Systemwide Risk Management - General Liability Claims Handling: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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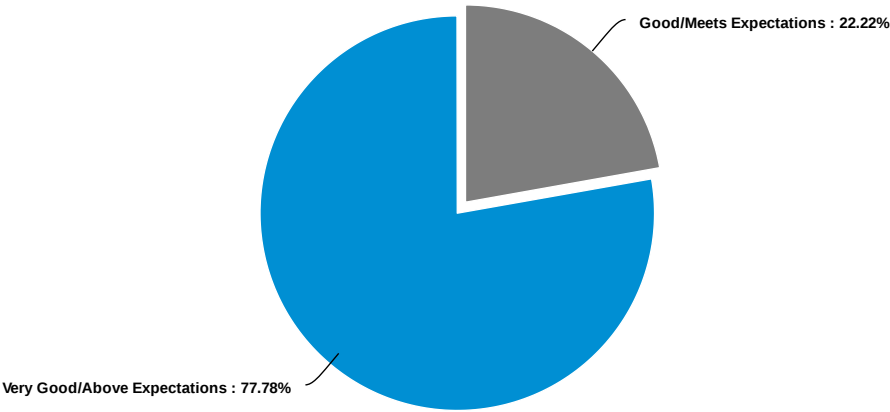
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	9	4				
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.78				
Provides high quality advice and assistance	9	4				
Communicates well both orally and in writing	9	3.78				
Handles all interactions in a professional manner	9	3.89				
Accomplishes goals and objectives and also provides additional value	9	3.78				
Overall level of satisfaction	9	3.89				
Average		3.87				

Responds promptly to inquiries and requests



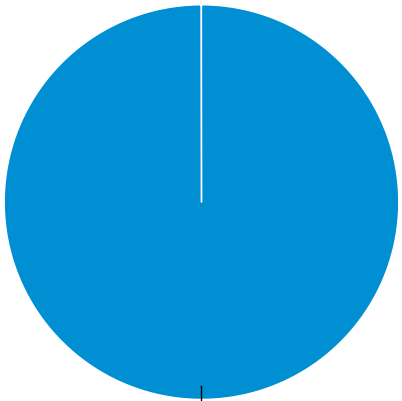
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	9	100%					
Total	9	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



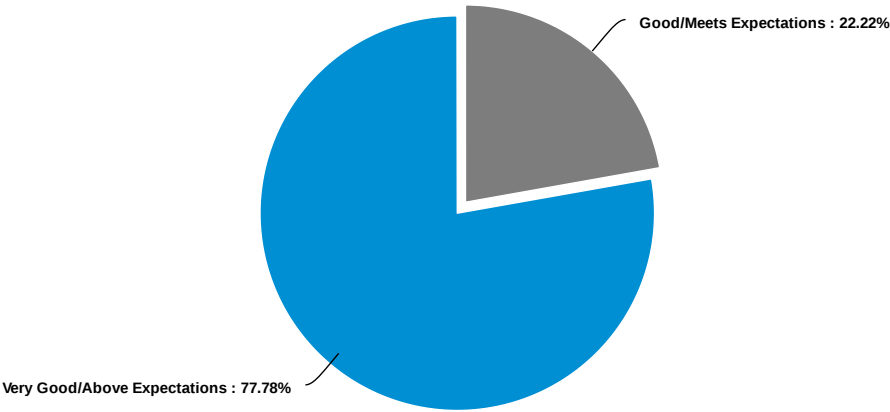
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	7	77.78%					
Total	9	100 %					

Provides high quality advice and assistance



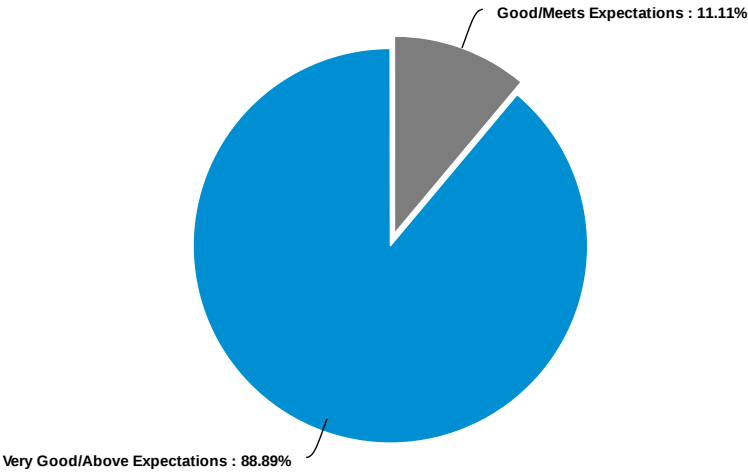
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	0	0%					
Very Good/Above Expectations	9	100%					
Total	9	100 %					

Communicates well both orally and in writing



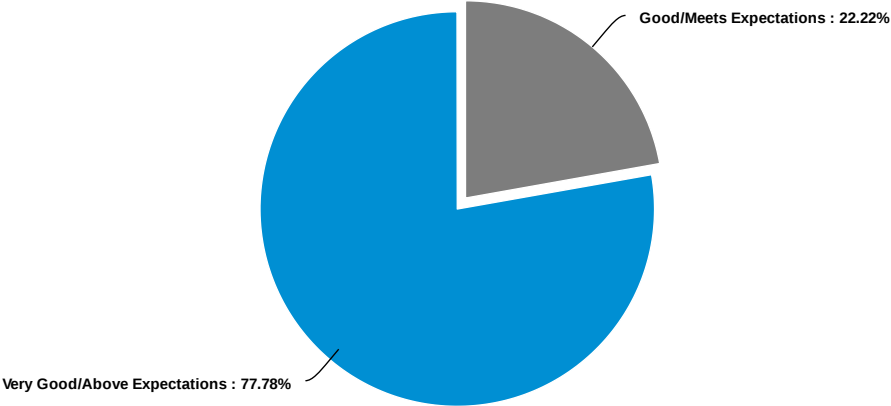
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	22.22%					
Very Good/Above Expectations	7	77.78%					
Total	9	100 %					

Handles all interactions in a professional manner



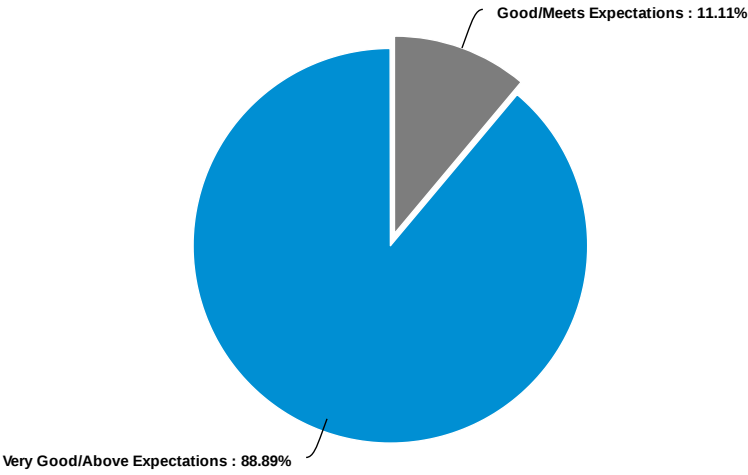
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	11.11%					
Very Good/Above Expectations	8	88.89%					
Total	9	100 %					

Accomplishes goals and objectives and also provides additional value



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

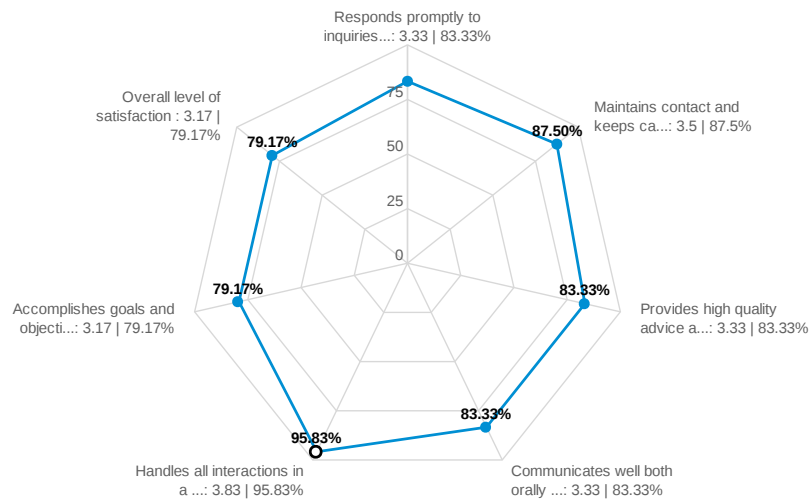
Overall level of satisfaction



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

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

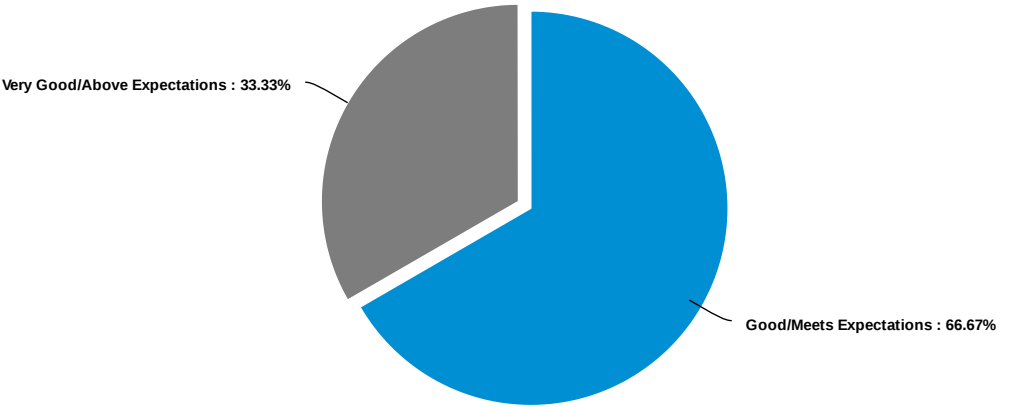
17. University of California Risk and Safety Solutions (RSS): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.



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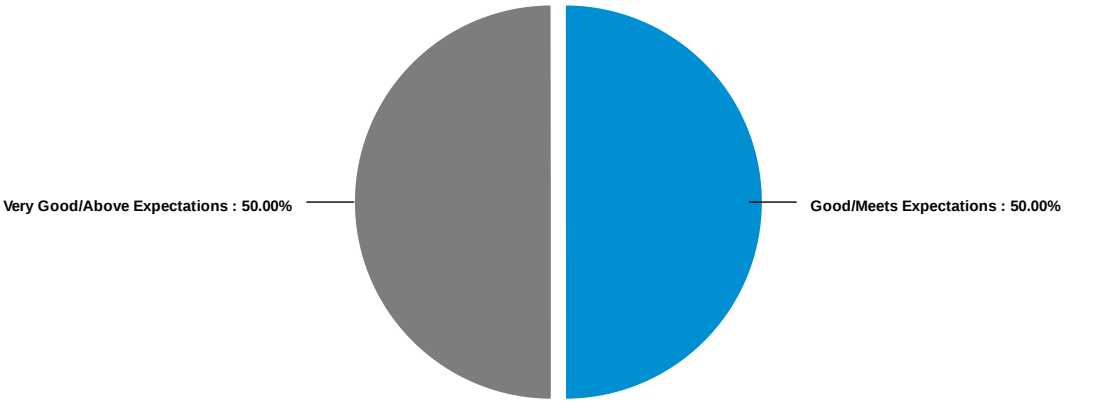
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	6	3.33				
Maintains contact and keeps campus apprised on important and pertinent matters	6	3.5				
Provides high quality advice and assistance	6	3.33				
Communicates well both orally and in writing	6	3.33				
Handles all interactions in a professional manner	6	3.83				
Accomplishes goals and objectives and also provides additional value	6	3.17				
Overall level of satisfaction	6	3.17				
Average		3.38				

Responds promptly to inquiries and requests



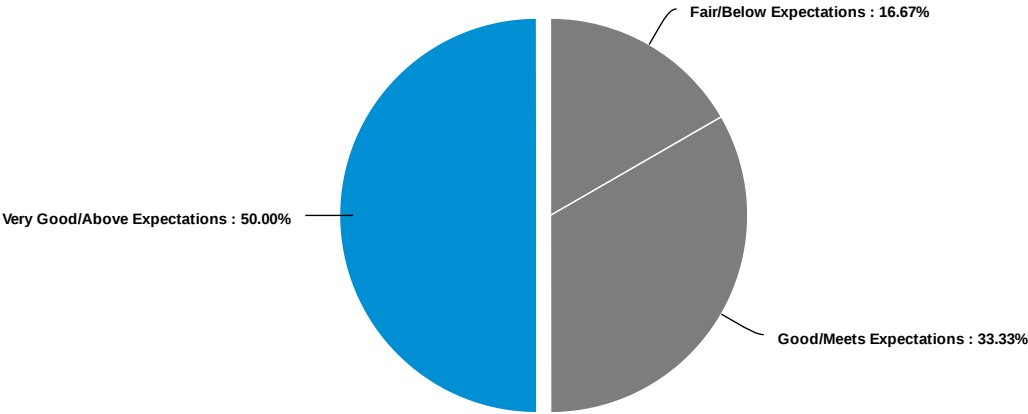
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	66.67%					
Very Good/Above Expectations	2	33.33%					
Total	6	100 %					

Maintains contact and keeps campus appraised on important and pertinent matters



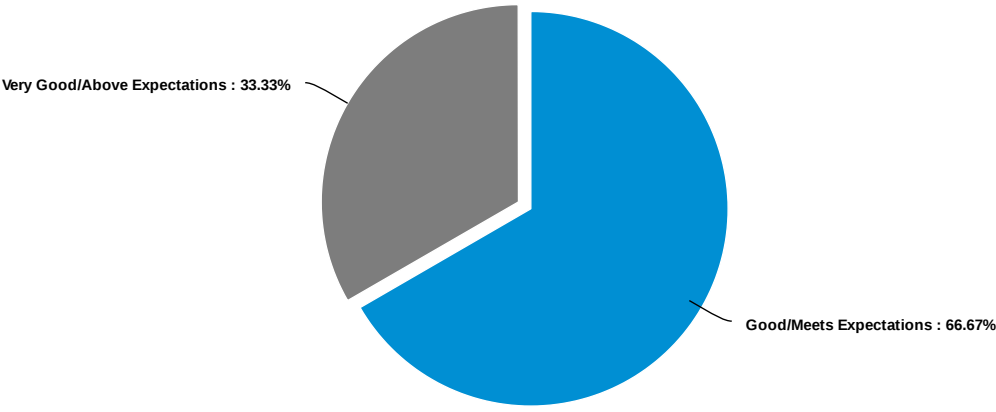
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	3	50%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Provides high quality advice and assistance



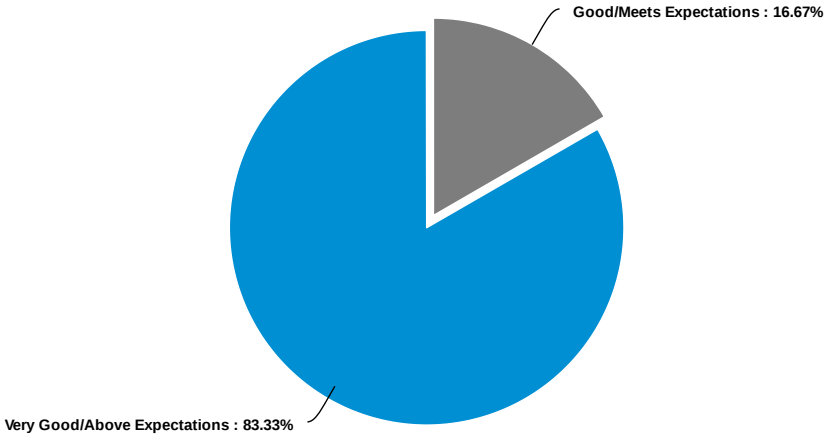
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Communicates well both orally and in writing



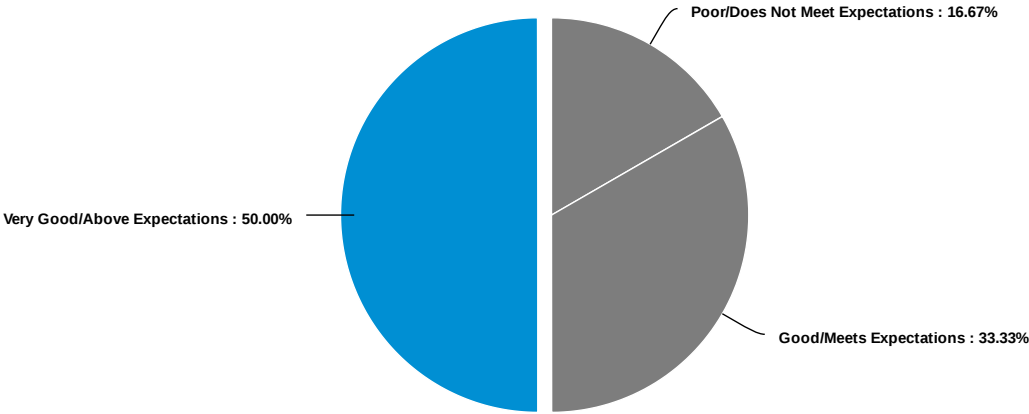
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	4	66.67%					
Very Good/Above Expectations	2	33.33%					
Total	6	100 %					

Handles all interactions in a professional manner



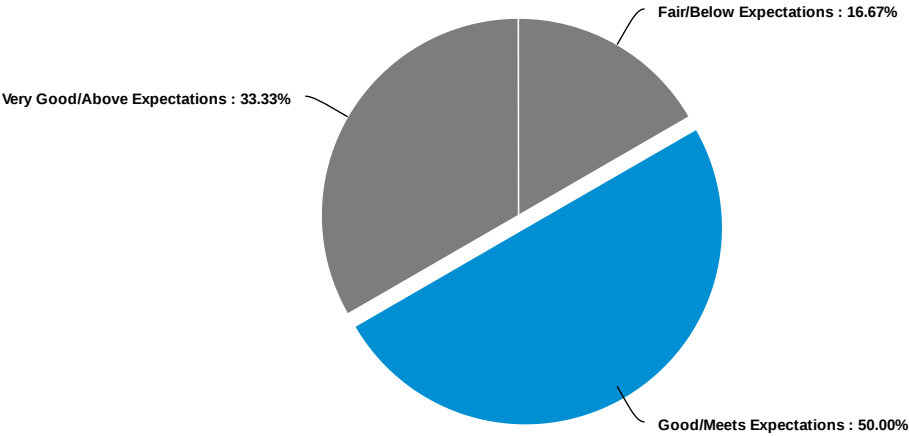
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	16.67%					
Very Good/Above Expectations	5	83.33%					
Total	6	100 %					

Accomplishes goals and objectives and also provides additional value



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	1	16.67%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	33.33%					
Very Good/Above Expectations	3	50%					
Total	6	100 %					

Overall level of satisfaction



Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	1	16.67%					
Good/Meets Expectations	3	50%					
Very Good/Above Expectations	2	33.33%					
Total	6	100 %					

02/24/2025 190063001 RSS is responsive to helping us come up with fixes/work arounds to get some of what we need when we reach out to them. However, they are not responsive to the need to update and rework their software so it is more intuitive to use and run reports in. They spend way to much time trying to sell us their new modules instead of fixing what they have already sold us. I think it is time to look at what other vendors have to offer.

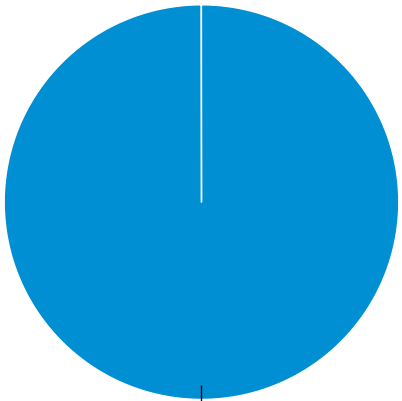
18. Veoci (Virtual Emergency Operations Center): Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

Statement	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A	Overall
Responds promptly to inquiries and requests	0 0%	0 0%	0 0%	2 66.67%	1 33.33%	3 100%
Maintains contact and keeps campus appraised on important and pertinent matters	0 0%	0 0%	1 33.33%	1 33.33%	1 33.33%	3 100%
Provides high quality advice and assistance	0 0%	0 0%	2 66.67%	1 33.33%	0 0%	3 100%
Communicates well both orally and in writing	0 0%	0 0%	2 66.67%	1 33.33%	0 0%	3 100%
Handles all interactions in a professional manner	0 0%	0 0%	1 33.33%	2 66.67%	0 0%	3 100%
Accomplishes goals and objectives and also provides additional value	0 0%	0 0%	1 33.33%	2 66.67%	0 0%	3 100%
Overall level of satisfaction	0 0%	0 0%	1 33.33%	2 66.67%	0 0%	3 100%



Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	4				
Maintains contact and keeps campus appraised on important and pertinent matters	2	3.5				
Provides high quality advice and assistance	3	3.33				
Communicates well both orally and in writing	3	3.33				
Handles all interactions in a professional manner	3	3.67				
Accomplishes goals and objectives and also provides additional value	3	3.67				
Overall level of satisfaction	3	3.67				
Average		3.58				

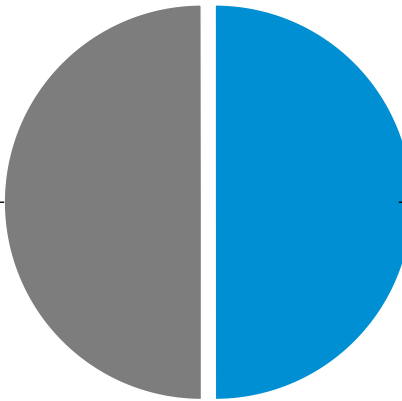
Responds promptly to inquiries and requests



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

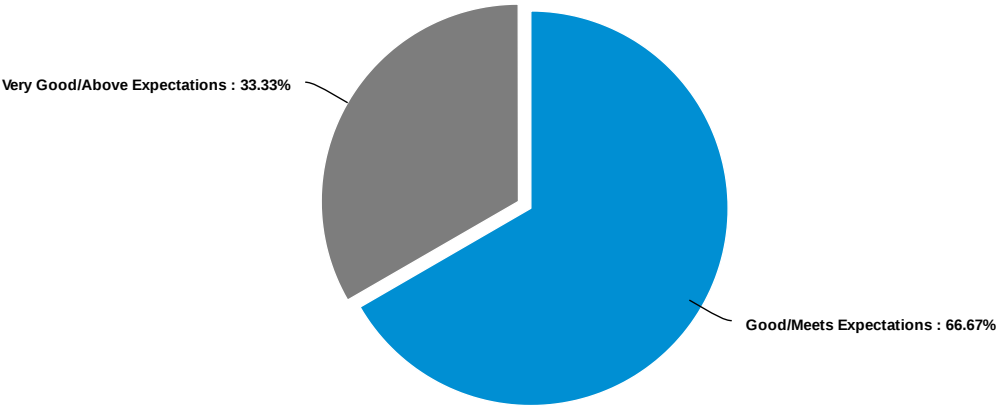


Very Good/Above Expectations : 50.00%

Good/Meets Expectations : 50.00%

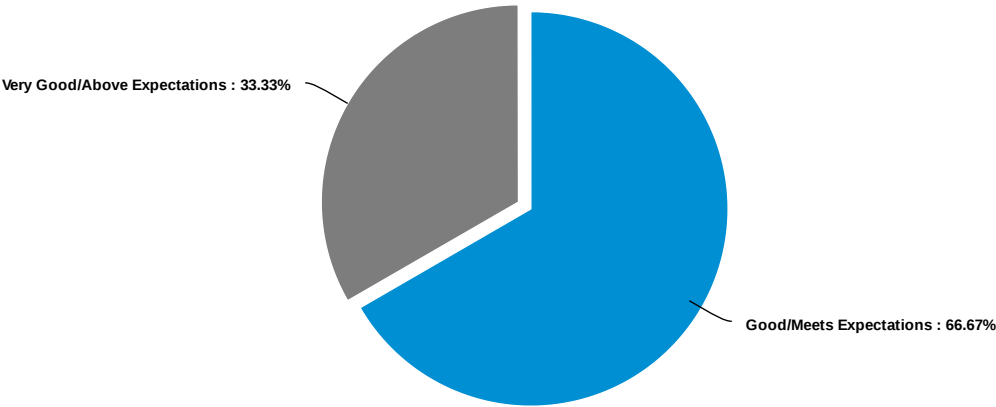
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	50%					
Very Good/Above Expectations	1	50%					
Total	2	100 %					

Provides high quality advice and assistance



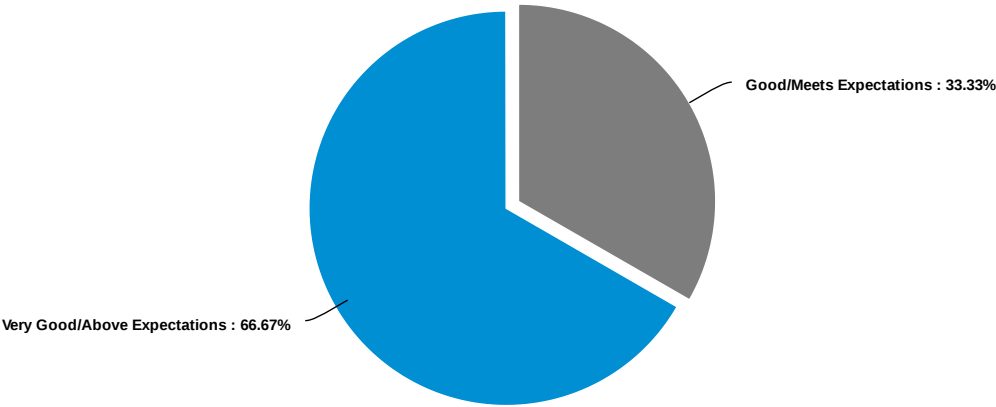
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Communicates well both orally and in writing



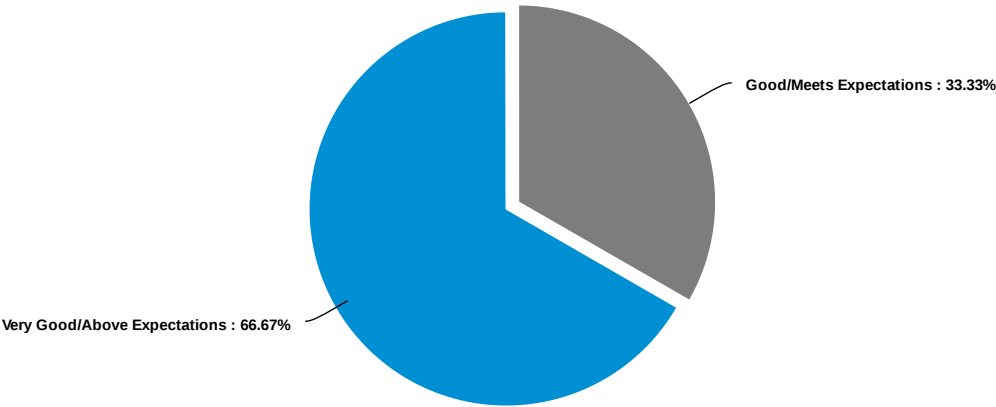
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	2	66.67%					
Very Good/Above Expectations	1	33.33%					
Total	3	100 %					

Handles all interactions in a professional manner



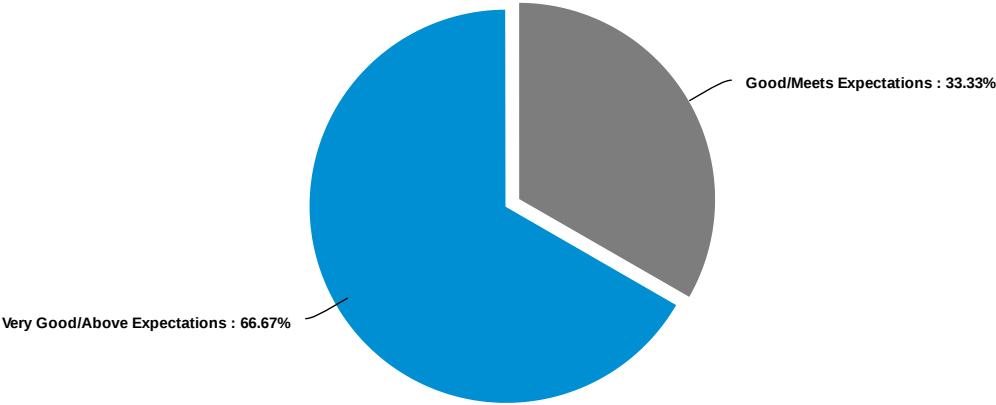
Answer	Count	Percent	20%	40%	60%	80%	100%
Poor/Does Not Meet Expectations	0	0%					
Fair/Below Expectations	0	0%					
Good/Meets Expectations	1	33.33%					
Very Good/Above Expectations	2	66.67%					
Total	3	100 %					

Accomplishes goals and objectives and also provides additional value



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

Overall level of satisfaction



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

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