

2021 CSURMA Auxiliary - Dashboard



Add Description

Summary



395

Viewed

60

Total Responses

46

Completed

76.67%

Completion Rate

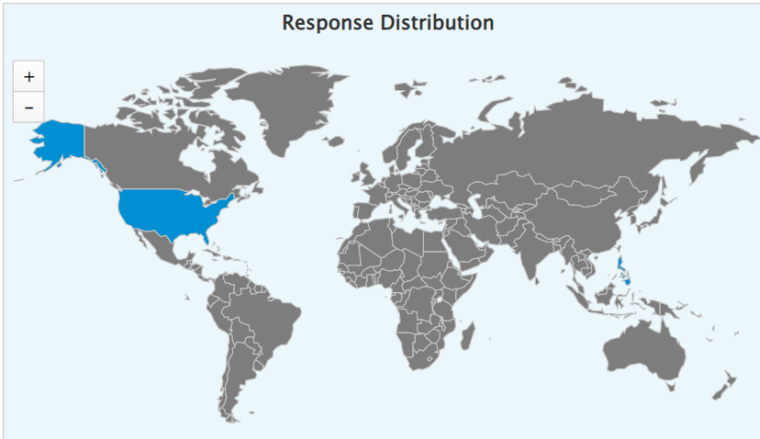
14

Dropouts

2 mins

Average Time

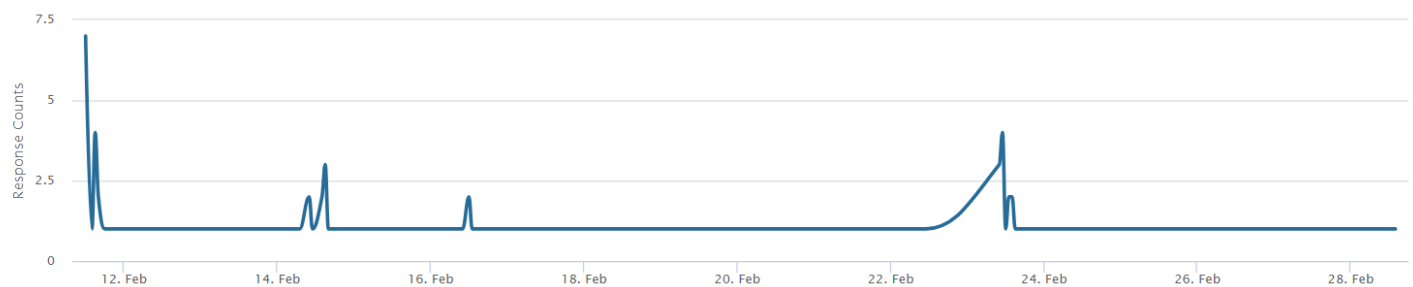
Response Distribution



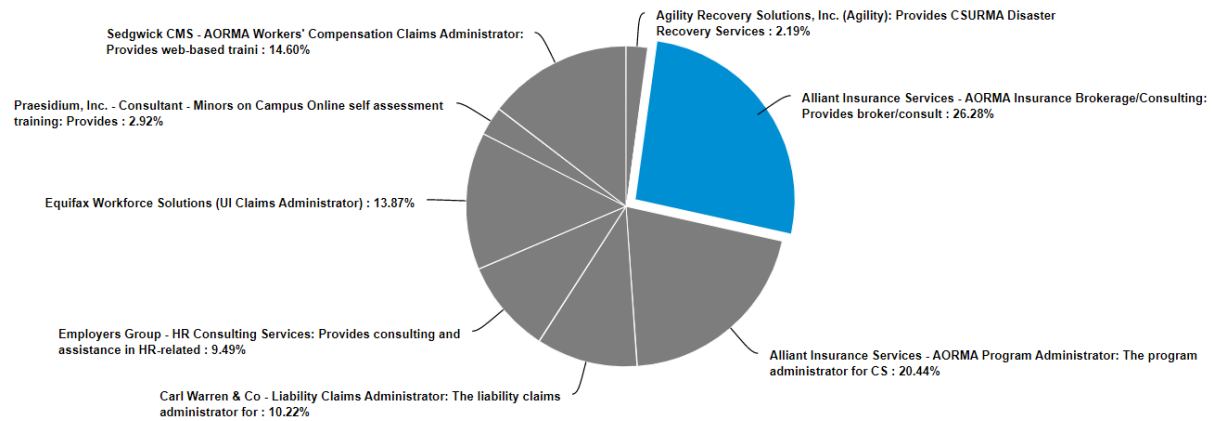
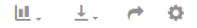
Countries	Responses
US	98.33%
PH	1.67%
Total	100.00%

97% DESKTOP / LAPTOP	97% Windows	3% Mac	0% Linux	0% Other
3% SMARTPHONES	0% Android	100% iPhone	0% Windows	0% Other
0% TABLETS	0% iPad	0% Android	0% Windows	0% Other

Response Count Time Line



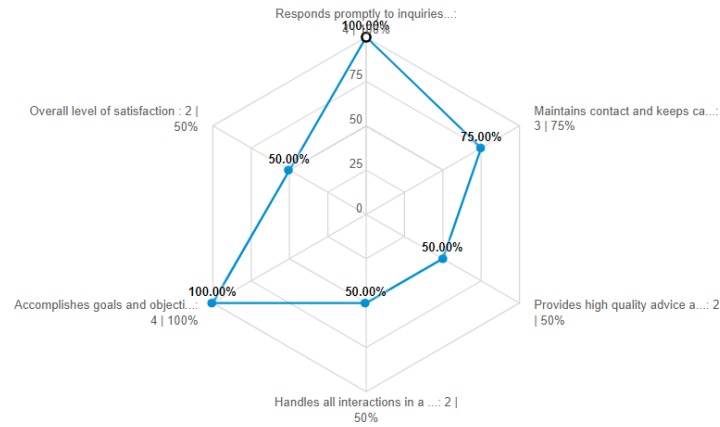
Please "select" all Vendor/Service Providers that you worked with from January 1, 2021 through December 31, 2021:



Answer	Count	Percent	20%	40%	60%	80%	100%
Agility Recovery Solutions, Inc. (Agility): Provides CSURMA Disaster Recovery Services	3	2.19%					
Alliant Insurance Services - AORMA Insurance Brokerage/Consulting: Provides broker/consulting services for CSURMA/AORMA purchased insurance.	36	26.28%					
Alliant Insurance Services - AORMA Program Administrator: The program administrator for CSURMA/AORMA, providing services including administrative support for the CSURMA Board of Directors, CSURMA Executive Committee, AORMA committees and providing administrative services for self-funded programs.	28	20.44%					
Carl Warren & Co - Liability Claims Administrator: The liability claims administrator for the auxiliaries.	14	10.22%					
Employers Group - HR Consulting Services: Provides consulting and assistance in HR-related matters.	13	9.49%					
Equifax Workforce Solutions (UI Claims Administrator)	19	13.87%					
Praesidium, Inc. - Consultant - Minors on Campus Online self assessment training: Provides web-based training and consulting for minors on campus.	4	2.92%					
Sedgwick CMS - AORMA Workers' Compensation Claims Administrator: Provides web-based training and consulting for minors on campus.	20	14.6%					
Total	137	100%					

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

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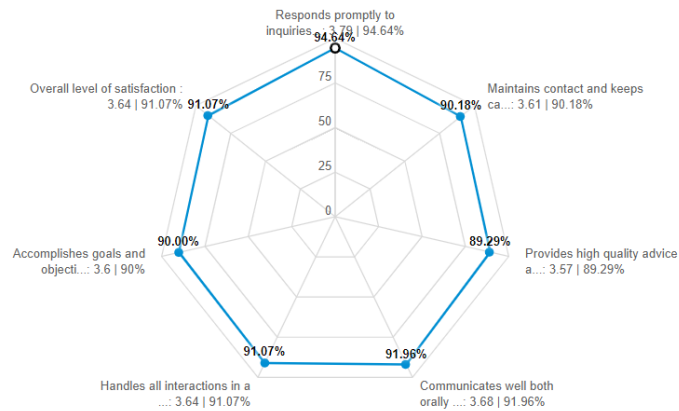
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	1	4				
Maintains contact and keeps campus apprised on important and pertinent matters	1	3				
Provides high quality advice and assistance	1	2				
Communicates well both orally and in writing	0	0				
Handles all interactions in a professional manner	1	2				
Accomplishes goals and objectives and also provides additional value	1	4				
Overall level of satisfaction	1	2				
Average		2.83				

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

02/11/2022 137903960 none

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

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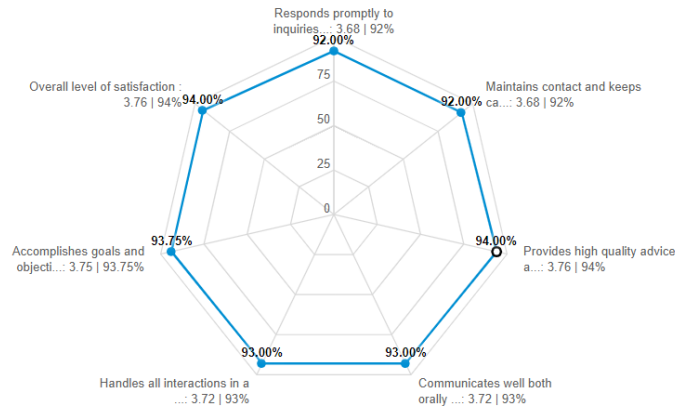
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	28	3.79				
Maintains contact and keeps campus apprised on important and pertinent matters	28	3.61				
Provides high quality advice and assistance	28	3.57				
Communicates well both orally and in writing	28	3.68				
Handles all interactions in a professional manner	28	3.64				
Accomplishes goals and objectives and also provides additional value	25	3.6				
Overall level of satisfaction	28	3.64				
Average		3.65				

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

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02/18/2022 138423188 It is difficult to keep track of their renewal and other info via email. It would be much more helpful to have a portal to log into and view/submit materials. I don't like having to fill out blank forms every year for renewal - particularly in Word document format. It is incredibly inefficient for all involved.

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



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	25	3.68				
Maintains contact and keeps campus apprised on important and pertinent matters	25	3.68				
Provides high quality advice and assistance	25	3.76				
Communicates well both orally and in writing	25	3.72				
Handles all interactions in a professional manner	25	3.72				
Accomplishes goals and objectives and also provides additional value	24	3.75				
Overall level of satisfaction	25	3.76				
Average		3.72				

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



02/23/2022 138724280 Very happy with professionalism and especially appreciated at these difficult times

02/16/2022 138265009 I couldn't survive without them. They are very helpful and tolerant of my many questions, no matter how simple or complex. We rely on them heavily.

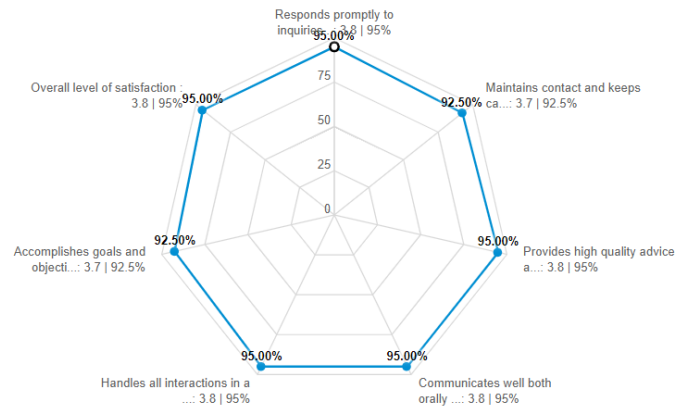
02/15/2022 138197429 Alliant does a wonderful job in supporting auxiliaries.

02/15/2022 138133644 Over time, Alliant is taking longer to respond to our inquiries. I had one very important matter and I did not receive a response at all. I was very disappointed. If felt like we were let down when we needed assistance the most.

02/14/2022 138078089 The only area that could you help is with international insurance. The main contact S. Weeks can be a challenge to get to respond.

Carl Warren, Co - Liability Claims Administrator: Choose the answer that best describes your experience working with this service provider. If you cannot rate an item, or it is not applicable, please select N/A.

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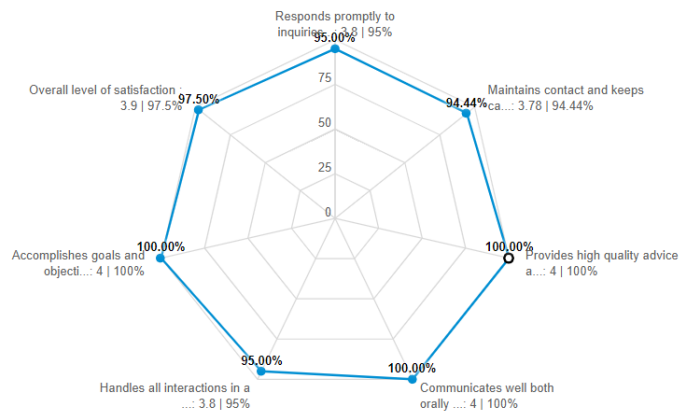
Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	10	3.8				
Maintains contact and keeps campus apprised on important and pertinent matters	10	3.7				
Provides high quality advice 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	10	3.7				
Overall level of satisfaction	10	3.8				
Average		3.77				

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

02/16/2022 138263021 I did not work with this vendor over this survey period but I have been happy with their services

02/13/2022 137970065 Love working with Carl Warren (Beth & Shari) but very very unhappy with assigned lawyer

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



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	10	3.8				
Maintains contact and keeps campus apprised on important and pertinent matters	9	3.78				
Provides high quality advice and assistance	10	4				
Communicates well both orally and in writing	10	4				
Handles all interactions in a professional manner	10	3.8				
Accomplishes goals and objectives and also provides additional value	10	4				
Overall level of satisfaction	10	3.9				
Average		3.9				

Comments/Suggestions for Employers Group - HR Consulting Services:

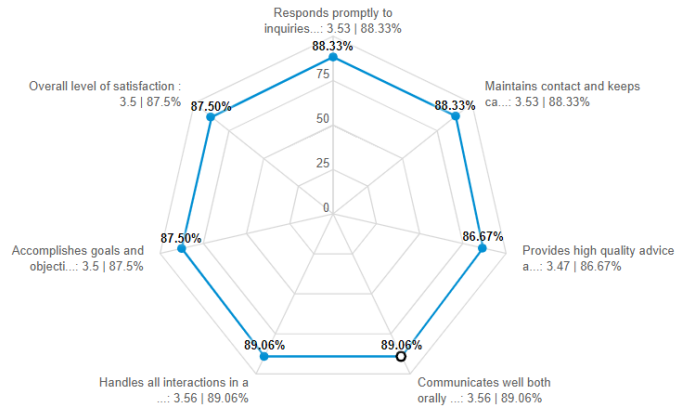
02/23/2022 138742441 I miss some of Employer's Groups presentations. Please bring them back!

02/23/2022 138726196 Robert Campbell is excellent.

02/23/2022 138724280 During COVID a little bit lagging on response time, but their service is very valuable.

02/16/2022 138263021 I did not interact with them over this survey period but I am happy with their services. I would like to see more legal alerts/communication though.

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	15	3.53				
Maintains contact and keeps campus apprised on important and pertinent matters	15	3.53				
Provides high quality advice and assistance	15	3.47				
Communicates well both orally and in writing	16	3.56				
Handles all interactions in a professional manner	16	3.56				
Accomplishes goals and objectives and also provides additional value	16	3.5				
Overall level of satisfaction	16	3.5				
Average		3.52				

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

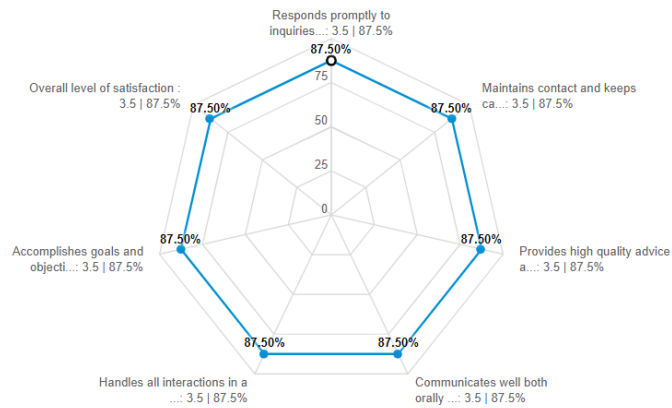
02/23/2022 138738071 The Equifax Workforce Solutions is very easy to use. I appreciate and satisfied with the user friendliness of the system.

02/15/2022 138197429 Sometimes claims hit our account that don't apply to our auxiliary, but they usually are quick to correct this. Otherwise, they do a good job.

02/11/2022 137913882 Trying to implement the work number has been lengthy and challenging due to the integration reports but not equifax fault

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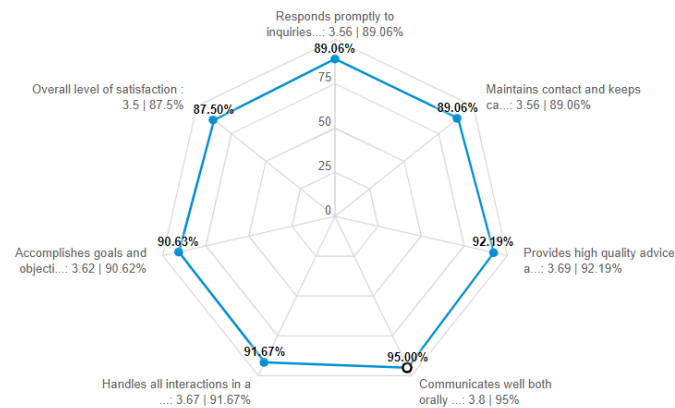
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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	2	3.5				
Maintains contact and keeps campus appraised on important and pertinent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

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

No Data To Display

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



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Question	Count	Score	Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations
Responds promptly to inquiries and requests	16	3.56				
Maintains contact and keeps campus apprised on important and pertinent matters	16	3.56				
Provides high quality advice and assistance	16	3.69				
Communicates well both orally and in writing	15	3.8				
Handles all interactions in a professional manner	15	3.67				
Accomplishes goals and objectives and also provides additional value	16	3.62				
Overall level of satisfaction	16	3.5				
Average		3.63				

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



02/23/2022	138742441	Appreciate everything Sedgwick does for us. Katie Brant is outstanding!
02/23/2022	138741050	Katie Brant is our Adjuster and she is AMAZING! She is timely with responses and provides us with great service.
02/23/2022	138726196	Kathie Brandt and Trish Daniels are excellent!
02/15/2022	138197429	Sedgwick is great and especially Katie Brant. She is a super star and is always helpful with our claims.
02/14/2022	138066398	Our Claims Examiner, Katie Brant, is the absolute BEST worker's comp representative I have worked with in my 26 year HR career. One of the things I appreciate the most is that she takes the time to explain things to me for our cases, from the simple to complex cases. She is an absolute gem and we are very fortunate to have her as our partner at Sedgwick.
02/14/2022	138025782	I suggest an online portal of some type for Sedgwick to provide status updates, approvals/denials of claims, upload supporting documentation, and provide a more organized way to communicate other than email.