

Q3.a to Q3.g AG Administrators AIME Claims Administrator

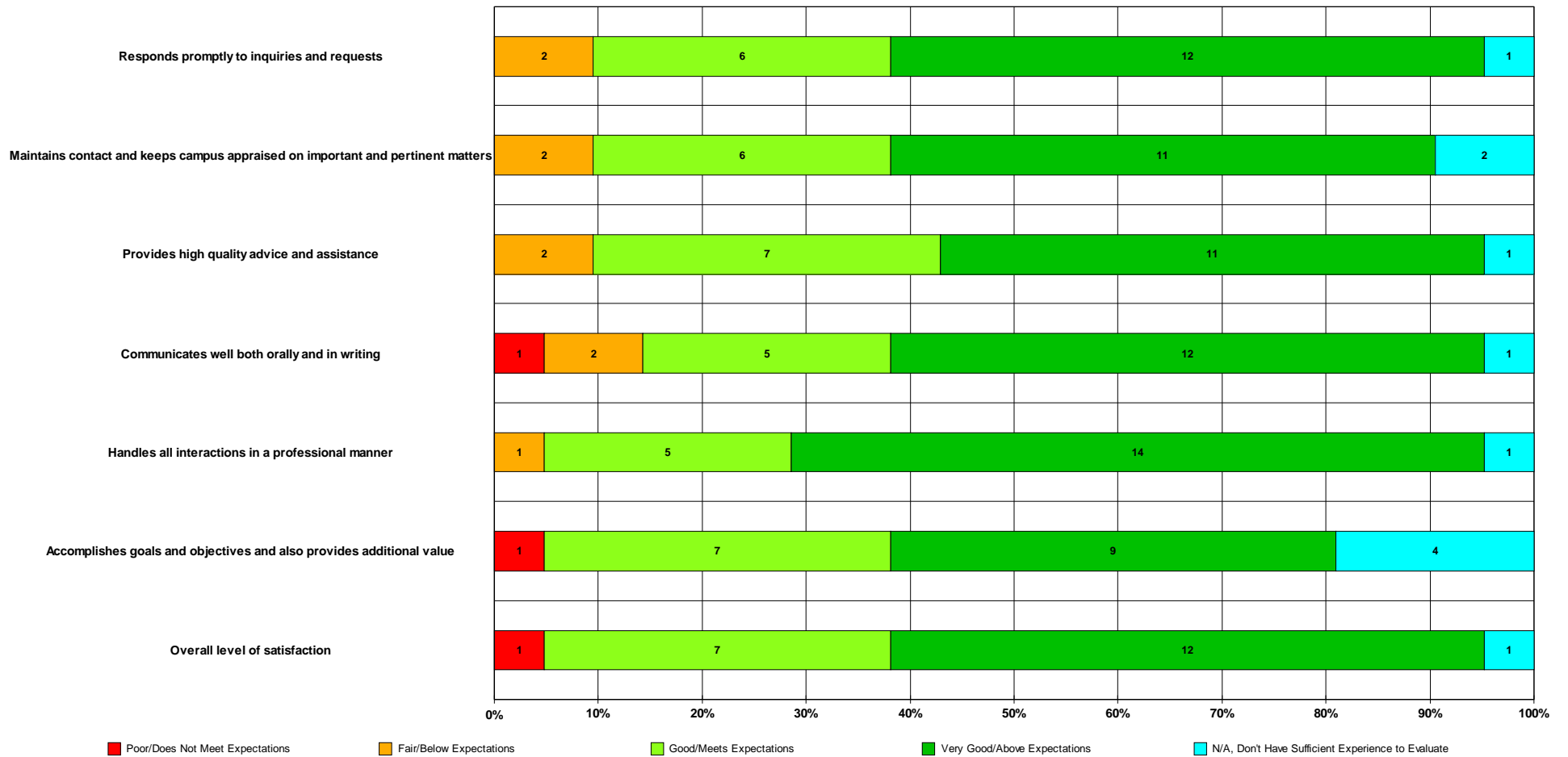
Analysis...: Q3.a to Q3.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	147	3.49	3	9	43	81	11
Responds promptly to inquiries and requests	21	3.50	-	2	6	12	1
Maintains contact and keeps campus appraised on important and pertinent matters	21	3.47	-	2	6	11	2
Provides high quality advice and assistance	21	3.45	-	2	7	11	1
Communicates well both orally and in writing	21	3.40	1	2	5	12	1
Handles all interactions in a professional manner	21	3.65	-	1	5	14	1
Accomplishes goals and objectives and also provides additional value	21	3.41	1	-	7	9	4
Overall level of satisfaction	21	3.50	1	-	7	12	1

Q3.a to Q3.g AG Administrators AIME Claims Administrator

Analysis...: Q3.a to Q3.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q3.a to Q3.g AG Administrators AIME Claims Administrator



Please use the space below to provide us with any additional comments or suggestions: AG Administrators AIME Claims Administrator

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

my staff and myself deal with Dan at AG. He is always knowledgeable, accurate, helpful and prompt in his communications with us. Could not ask for more.

AG Administrators are great! If I email or call them they get back to me very fast. Easy to work with!

Our account representative at A-G Administrators has recently changed. The claims processing time has increased dramatically since that time. Partly, I believe, due to a "learning curve", the holidays and a change in computer system. However, I don't know if the claims would have been processed in the six weeks that it took for me to receive any information if I had not followed-up with our representative as to claim status. There was no communication to indicate that processing was delayed for any reason or that they are experiencing issues with providing certain information since the change in computer system.

Dan Beery is great to work with. He is very professional and helpful. Some of the people working in his office, especially the ones answering the phones can be very difficult to work with. I hear that especially from parents that call their office.

Concerns about responsiveness and proactive claim work - additional value.

Challenged with transfer to new system. Lena Aiken and Dixon Gillis are very professional and personable in their work with us.

Q5.a to Q5.g Alliant Insurance Services CSURMA Program Administrator

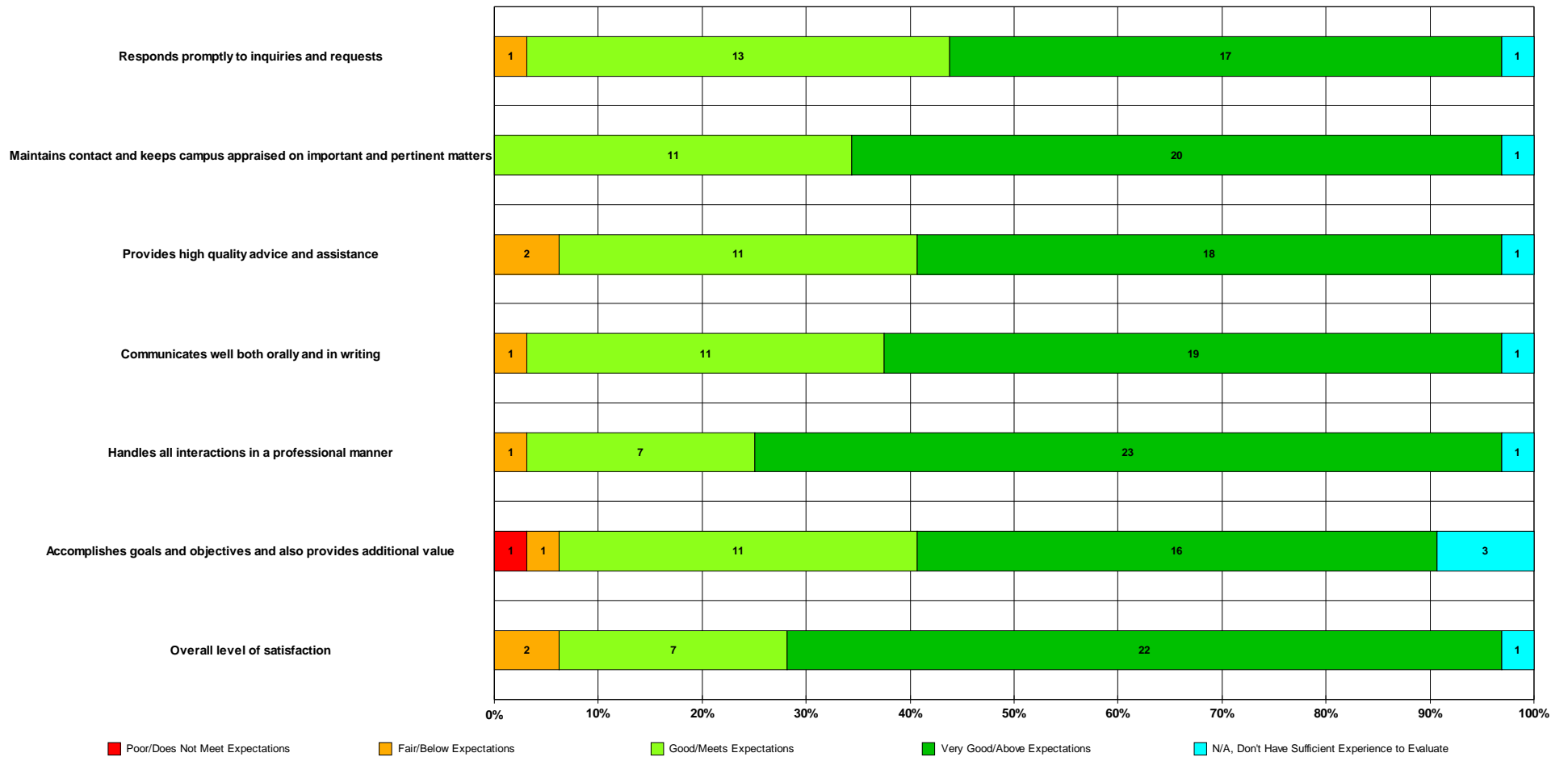
Analysis...: Q5.a to Q5.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	224	3.58	1	8	71	135	9
Responds promptly to inquiries and requests	32	3.52	-	1	13	17	1
Maintains contact and keeps campus appraised on important and pertinent matters	32	3.65	-	-	11	20	1
Provides high quality advice and assistance	32	3.52	-	2	11	18	1
Communicates well both orally and in writing	32	3.58	-	1	11	19	1
Handles all interactions in a professional manner	32	3.71	-	1	7	23	1
Accomplishes goals and objectives and also provides additional value	32	3.45	1	1	11	16	3
Overall level of satisfaction	32	3.65	-	2	7	22	1

Q5.a to Q5.g Alliant Insurance Services CSURMA Program Administrator

Analysis...: Q5.a to Q5.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q5.a to Q5.g Alliant Insurance Services CSURMA Program Administrator



Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services CSURMA Program Administrator

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

I've work with several program administrators. Some provide better service and expertise than others, however, all are knowledgeable, kind and courteous.

Individuals are always great to work with.

Q5c - During an incident this past year the campus was provide advise on covered expenses which ended up not being available to the campus. This caused confusion and the authorization of expenses that the campus ended up having to cover. This matter is still on going...

Not confident in Alliant's ability or willingness to understand the unique secondary insurance demands of the CSU and how it relates to evaluating the TPA. It does not appear that they are helpful in fostering a successful relationship.

Van Rin and Hsan Htein are AWESOME to work with. So responsive and accommodating. Thank you! CSUSB

I enjoy working with Alliant and its great staff. My questions and requests are responded to promptly and with helpful information.

Sometimes, our calls with questions are not returned promptly or at all.

Handles a complex program well and provides additional value by contributing creative solutions.

Q7.a to Q7.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting

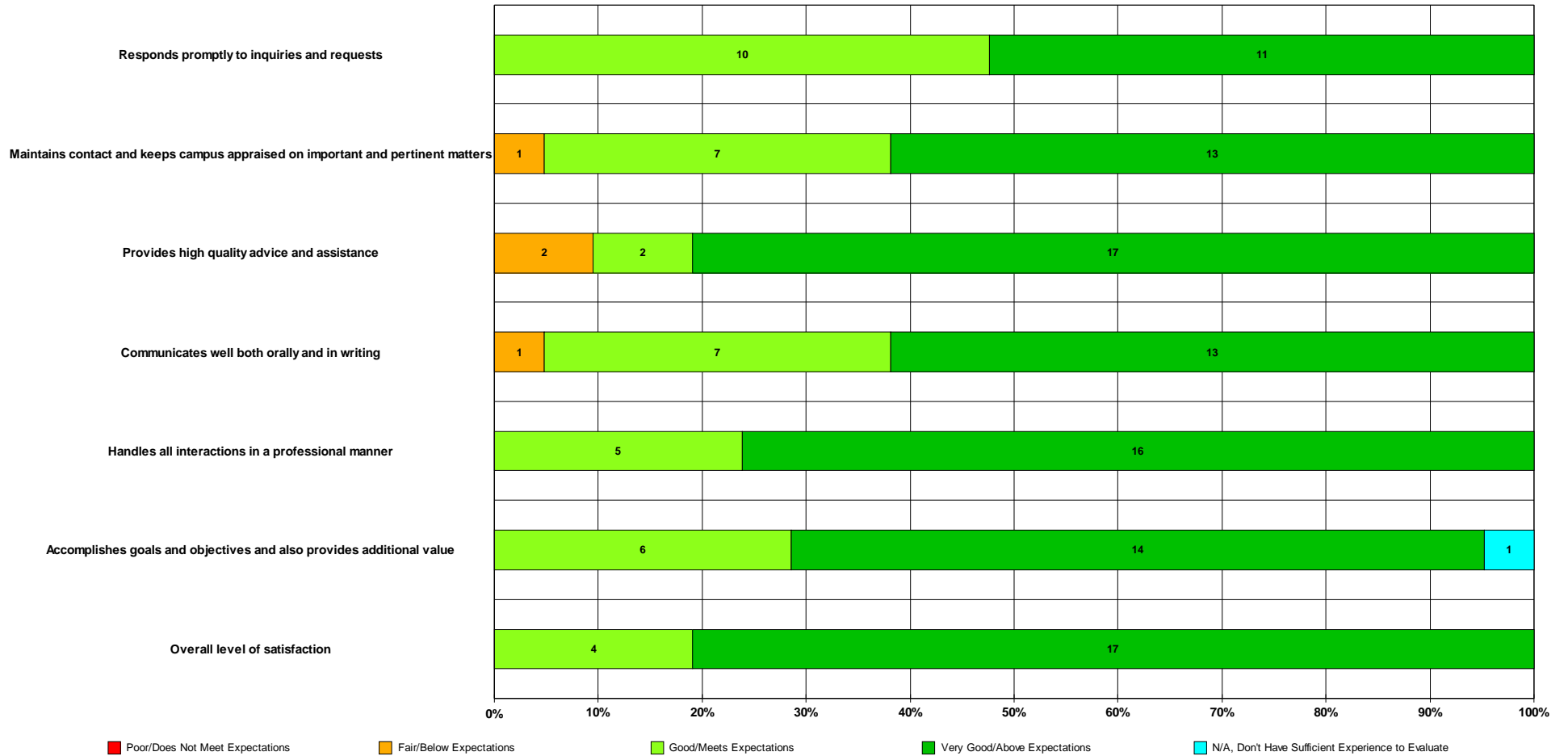
Analysis...: Q7.a to Q7.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	147	3.66	-	4	41	101	1
Responds promptly to inquiries and requests	21	3.52	-	-	10	11	-
Maintains contact and keeps campus appraised on important and pertinent matters	21	3.57	-	1	7	13	-
Provides high quality advice and assistance	21	3.71	-	2	2	17	-
Communicates well both orally and in writing	21	3.57	-	1	7	13	-
Handles all interactions in a professional manner	21	3.76	-	-	5	16	-
Accomplishes goals and objectives and also provides additional value	21	3.70	-	-	6	14	1
Overall level of satisfaction	21	3.81	-	-	4	17	-

Q7.a to Q7.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting

Analysis.: Q7.a to Q7.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q7.a to Q7.g Alliant Insurance Services CSURMA Insurance Brokerage/Consulting



Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services CSURMA Insurance Brokerage/Consulting

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Q7c - During an incident this past year the campus was provide advise on covered expenses which ended up not being available to the campus. This caused confusion and the authorization of expenses that the campus ended up having to cover. This matter is still on going...

Always very helpful with special needs.

We really appreciate our team of Hsan, Van, Stacey, and Rob!!

Could improve some on consistent communications among all stakeholders, but overall provides very good service.

Q9.a to Q9.g Alliant Insurance Services Workers' Compensation Consulting

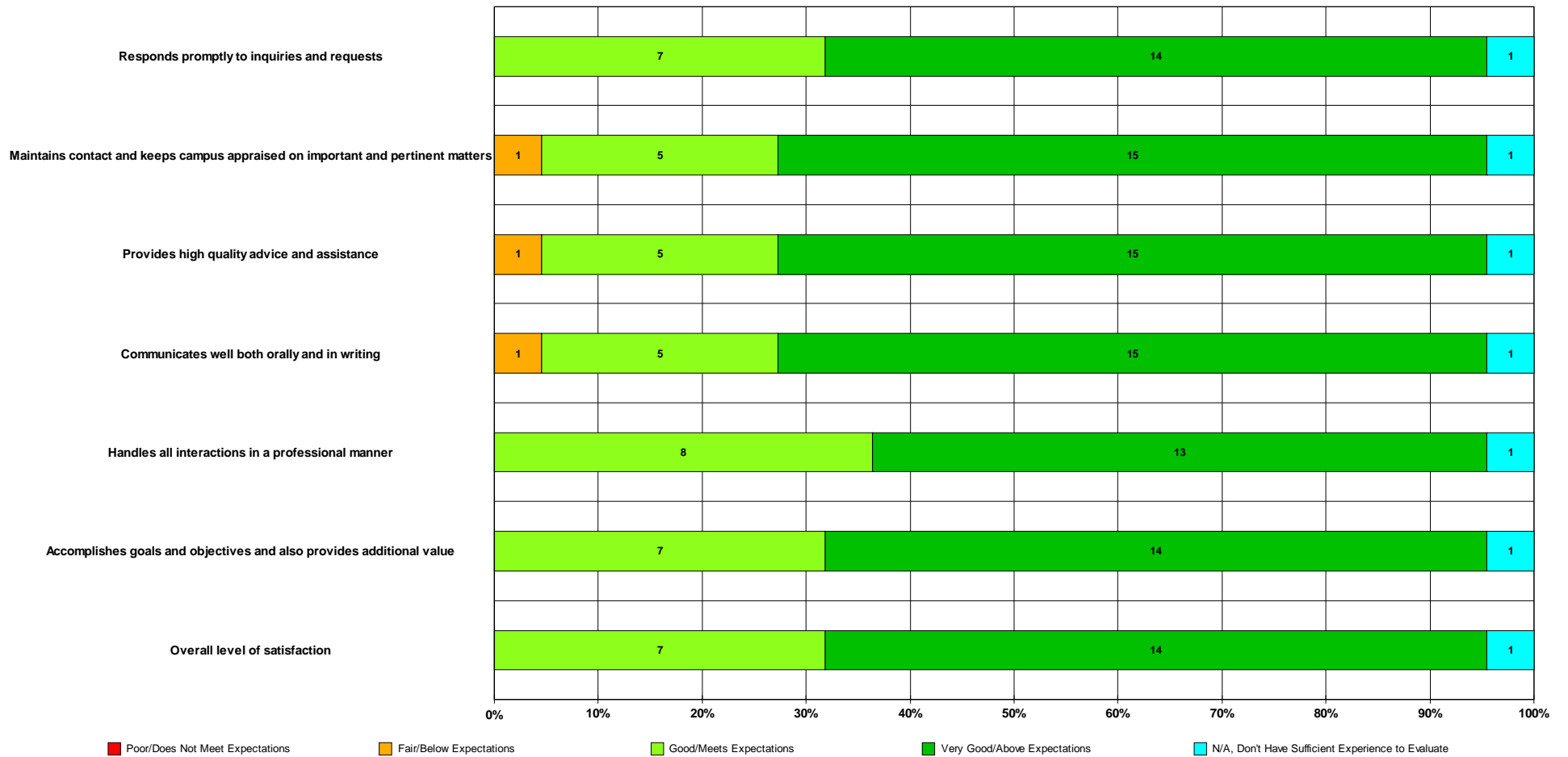
Analysis...: Q9.a to Q9.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	154	3.66	-	3	44	100	7
Responds promptly to inquiries and requests	22	3.67	-	-	7	14	1
Maintains contact and keeps campus appraised on important and pertinent matters	22	3.67	-	1	5	15	1
Provides high quality advice and assistance	22	3.67	-	1	5	15	1
Communicates well both orally and in writing	22	3.67	-	1	5	15	1
Handles all interactions in a professional manner	22	3.62	-	-	8	13	1
Accomplishes goals and objectives and also provides additional value	22	3.67	-	-	7	14	1
Overall level of satisfaction	22	3.67	-	-	7	14	1

Q9.a to Q9.g Alliant Insurance Services Workers' Compensation Consulting

Analysis...: Q9.a to Q9.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q9.a to Q9.g Alliant Insurance Services Workers' Compensation Consulting



Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services Workers' Compensation Consulting

Analysis.: Please use the space below to provide us with any additional comments or suggestions:
Filter.....: All Respondents
Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:
<i>Alliant cannot answer any questions about CSU programs such as IDL</i>
<i>Jacki Graf is absolutely the best! Very responsive and an excellent resource for campus workers' compensation managers.</i>
<i>Jacki makes the WC teleconferences very enjoyable and informative and seeks to include items requested by the Campus participants.</i>
<i>Actively engaged in the program - consistently looking for opportunities for improvement.</i>

Q11.a to Q11.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting

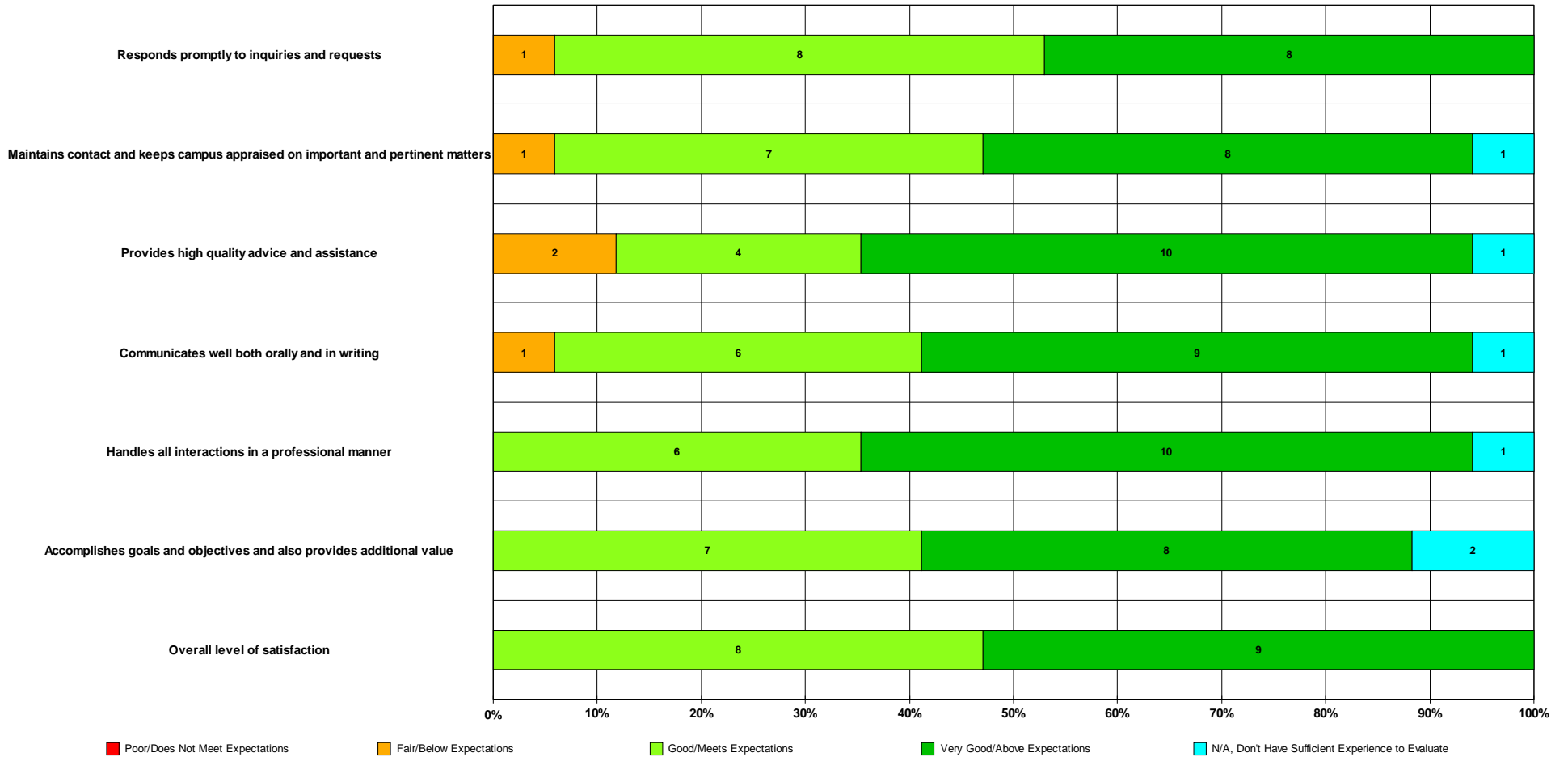
Analysis...: Q11.a to Q11.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	119	3.50	-	5	46	62	6
Responds promptly to inquiries and requests	17	3.41	-	1	8	8	-
Maintains contact and keeps campus apprised on important and pertinent matters	17	3.44	-	1	7	8	1
Provides high quality advice and assistance	17	3.50	-	2	4	10	1
Communicates well both orally and in writing	17	3.50	-	1	6	9	1
Handles all interactions in a professional manner	17	3.63	-	-	6	10	1
Accomplishes goals and objectives and also provides additional value	17	3.53	-	-	7	8	2
Overall level of satisfaction	17	3.53	-	-	8	9	-

Q11.a to Q11.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting

Analysis.: Q11.a to Q11.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q11.a to Q11.g Alliant Insurance Services CSURMA Property/Crime Claims Consulting



Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services CSURMA Property/Crime Claims Consulti

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Not much interaction with this group. Not sure if it was 2014 but our campus had one property loss and it was handled sufficiently.

Bob Frey is always instantly responsive and helpful. I appreciate and respect his expertise very much. I've learned so much from him over the years. Thanks Bob!

Provides very good services, but could improve on communication with stakeholders.

Q13.a to Q13.g Aon e-Solutions (Valley Oak Systems) WC/Liability Claims System Software

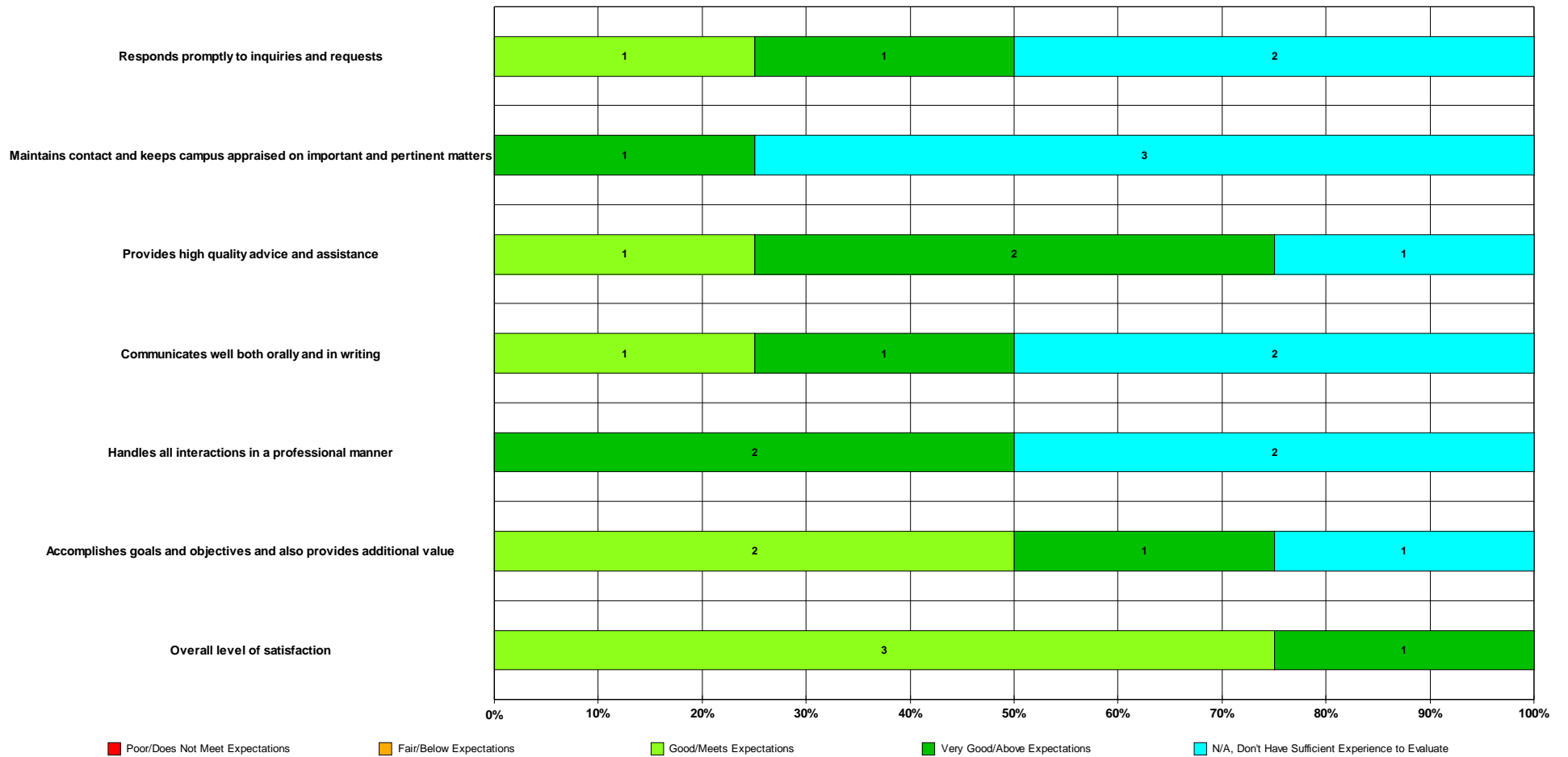
Analysis...: Q13.a to Q13.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	28	3.53	-	-	8	9	11
Responds promptly to inquiries and requests	4	3.50	-	-	1	1	2
Maintains contact and keeps campus apprised on important and pertinent matters	4	4.00	-	-	-	1	3
Provides high quality advice and assistance	4	3.67	-	-	1	2	1
Communicates well both orally and in writing	4	3.50	-	-	1	1	2
Handles all interactions in a professional manner	4	4.00	-	-	-	2	2
Accomplishes goals and objectives and also provides additional value	4	3.33	-	-	2	1	1
Overall level of satisfaction	4	3.25	-	-	3	1	-

Q13.a to Q13.g Aon e-Solutions (Valley Oak Systems) WC/Liability Claims System Software

Analysis...: Q13.a to Q13.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q13.a to Q13.g Aon e-Solutions (Valley Oak Systems) WC/Liability Claims System Software



Use the space below to provide us with any additional comments or suggestions: Aon e-Solutions (Valley Oak Systems) WC/Liability Claims System Software

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Questions not necessarily geared towards a software/web-based program. The program works well as a database for accessing claims statuses.

Sometimes the promptness to response is delayed depending on the urgency of the matter, but will respond when needed. Expect to see improved service and product with the new Ventiv group who can focus more on serving the technical side - has retained experiences staff through the transition.

Q15.a to Q15.g Belfor - Property Loss Mitigation & Restoration

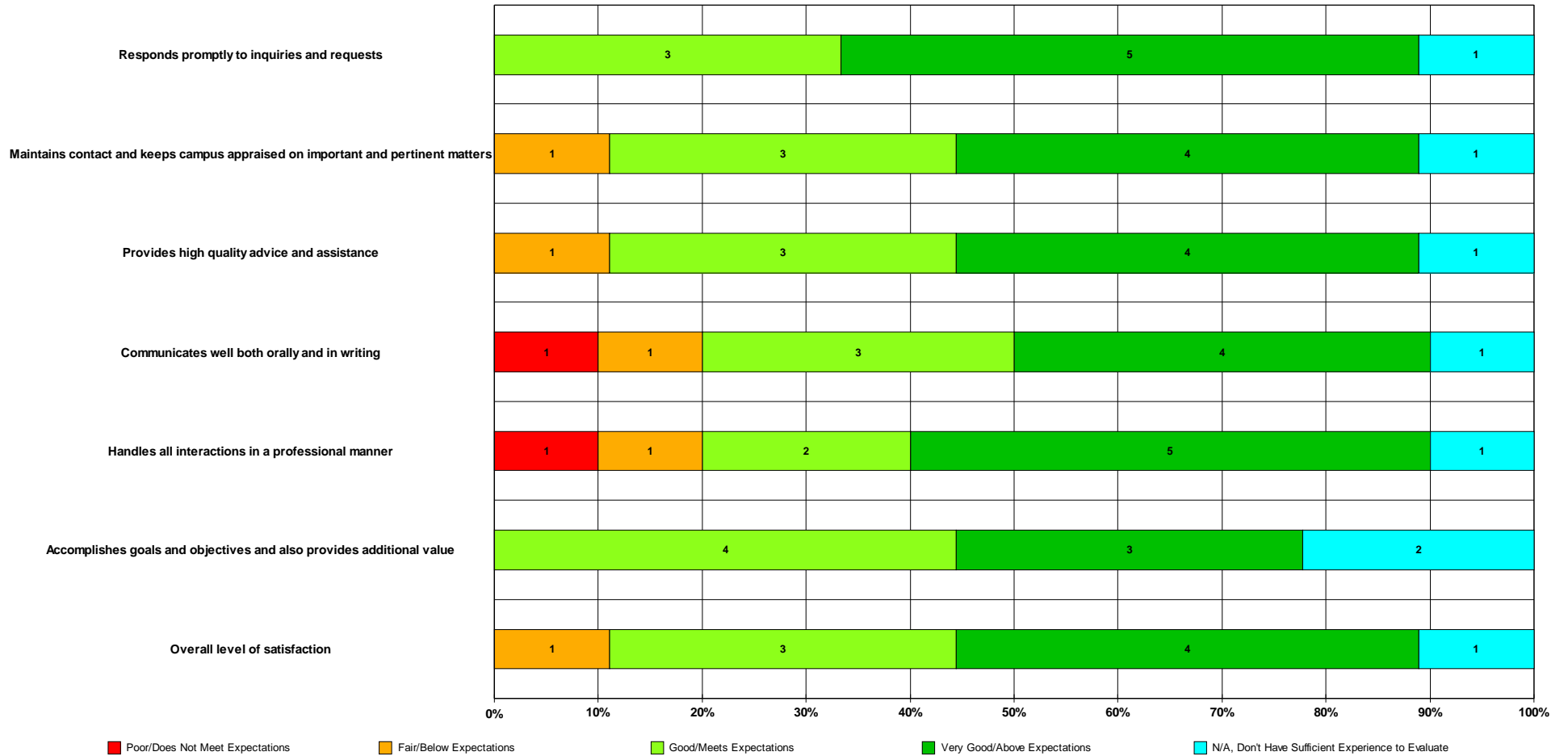
Analysis...: Q15.a to Q15.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	65	3.35	2	5	21	29	8
Responds promptly to inquiries and requests	9	3.63	-	-	3	5	1
Maintains contact and keeps campus appraised on important and pertinent matters	9	3.38	-	1	3	4	1
Provides high quality advice and assistance	9	3.38	-	1	3	4	1
Communicates well both orally and in writing	10	3.11	1	1	3	4	1
Handles all interactions in a professional manner	10	3.22	1	1	2	5	1
Accomplishes goals and objectives and also provides additional value	9	3.43	-	-	4	3	2
Overall level of satisfaction	9	3.38	-	1	3	4	1

Q15.a to Q15.g Belfor - Property Loss Mitigation & Restoration

Analysis...: Q15.a to Q15.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q15.a to Q15.g Belfor - Property Loss Mitigation & Restoration



Please use the space below to provide us with any additional comments or suggestions: Belfor - Property Loss Mitigation & Restoration

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

When working with Belfor, I am always curious as to whether or not we are receiving services at a reasonable rate.

I don't work directly with Belfor - this is coordinated by our Facilities department.

Q17.a to Q17.g CO Office of Risk Management CSURMA Liability Claims Administrator

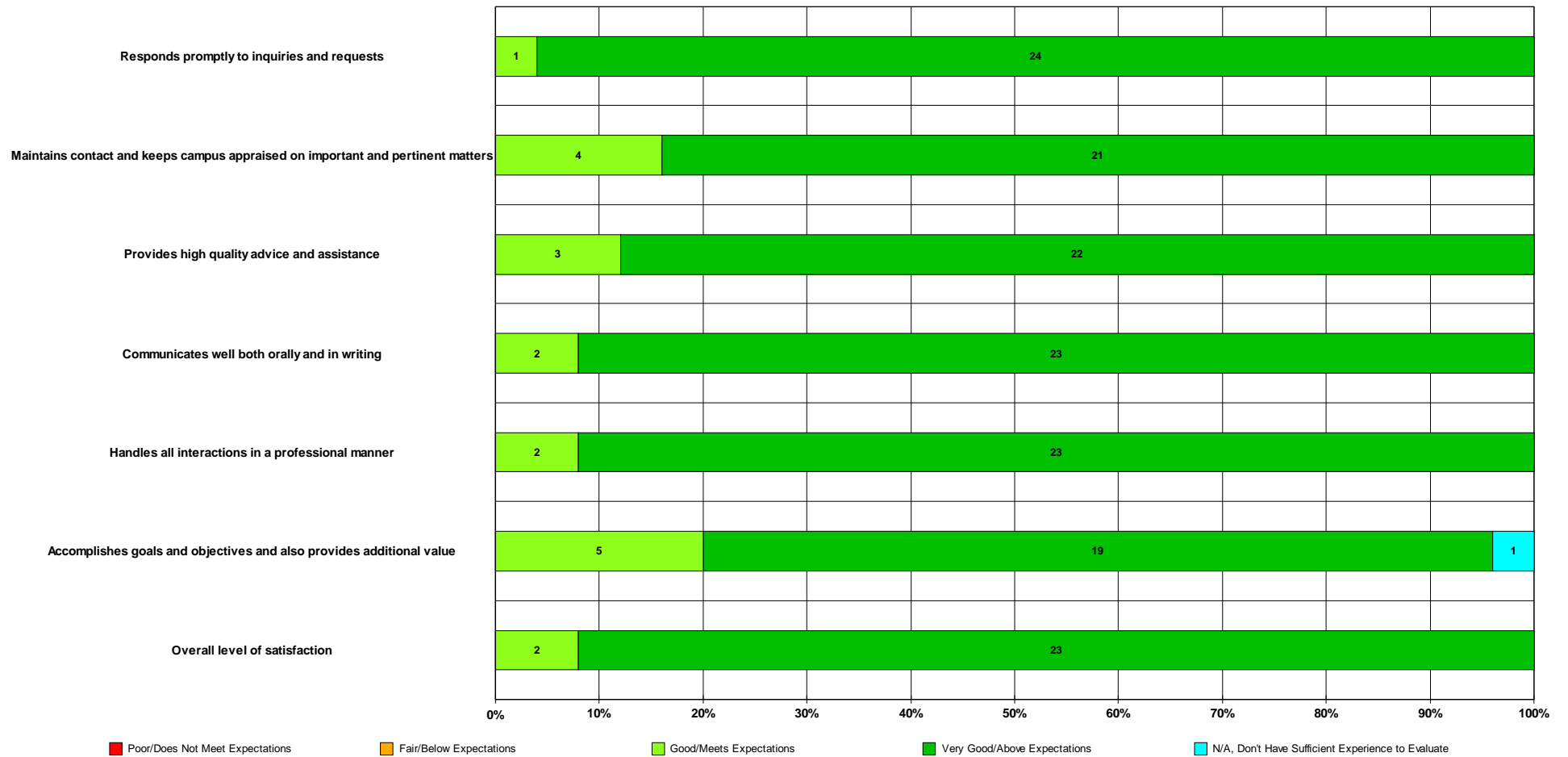
Analysis...: Q17.a to Q17.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	175	3.89	-	-	19	155	1
Responds promptly to inquiries and requests	25	3.96	-	-	1	24	-
Maintains contact and keeps campus apprised on important and pertinent matters	25	3.84	-	-	4	21	-
Provides high quality advice and assistance	25	3.88	-	-	3	22	-
Communicates well both orally and in writing	25	3.92	-	-	2	23	-
Handles all interactions in a professional manner	25	3.92	-	-	2	23	-
Accomplishes goals and objectives and also provides additional value	25	3.79	-	-	5	19	1
Overall level of satisfaction	25	3.92	-	-	2	23	-

Q17.a to Q17.g CO Office of Risk Management CSURMA Liability Claims Administrator

Analysis..: Q17.a to Q17.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q17.a to Q17.g CO Office of Risk Management CSURMA Liability Claims Administrator



Please use the space below to provide us with any additional comments or suggestions: CO Office of Risk Management CSURMA Liability Claims Administration

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Excellent job!

Not familiar with CO goals but CO (Zach Gifford, Martha G., Rebecca S., Leona C.) all are top notch and exemplify the professionals an organization like the CO has representing a corporate risk office.

Excellent, professional claims management team! Prompt, expert handling of large variety of potential claim situations. Consultation, communication and support provided as needed. The team can evaluate the quantum and does not overreact to routine matters. The team is highly effective and does not waste time on silly (minor) issues - really cut to the bottomline. Able to prioritize, balance and focus key efforts on the major losses.

Zachary and his team are terrific!

Q19.a to Q19.g CO Office of Risk Management Risk Consulting

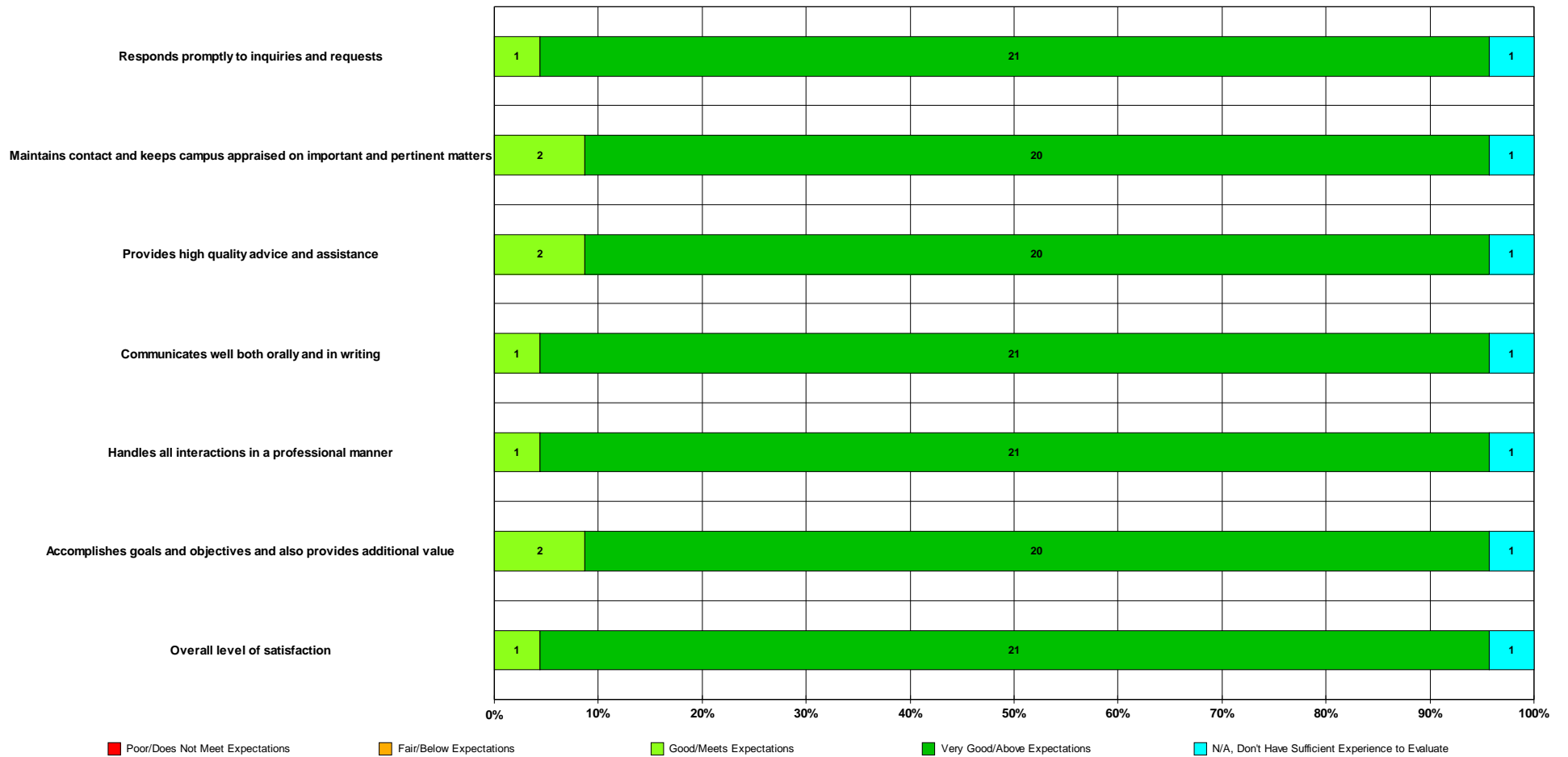
Analysis...: Q19.a to Q19.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	161	3.94	-	-	10	144	7
Responds promptly to inquiries and requests	23	3.95	-	-	1	21	1
Maintains contact and keeps campus appraised on important and pertinent matters	23	3.91	-	-	2	20	1
Provides high quality advice and assistance	23	3.91	-	-	2	20	1
Communicates well both orally and in writing	23	3.95	-	-	1	21	1
Handles all interactions in a professional manner	23	3.95	-	-	1	21	1
Accomplishes goals and objectives and also provides additional value	23	3.91	-	-	2	20	1
Overall level of satisfaction	23	3.95	-	-	1	21	1

Q19.a to Q19.g CO Office of Risk Management Risk Consulting

Analysis.: Q19.a to Q19.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q19.a to Q19.g CO Office of Risk Management Risk Consulting



Please use the space below to provide us with any additional comments or suggestions: CO Office of Risk Management Risk Consulting

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Excellent job!

San Bernardino works with Zachary Gifford quite often. He responds quickly and with lots of information. I like his philosophy of "how do we get to yes?" Zachary is AWESOME!

The most responsive department in the Chancellor's Office with well-trained, knowledgeable staff.

Excellent! As always

Easy to work with, obtain support/advice or information when needed. Prompt, friendly and helpful. Professional, experienced and excellent sharing resources to help campus Risk Managers. Good listeners and always convey a helpful positive attitude...with a healthy dose of humor! EXCELLENT TEAM....

We've noticed a big change this year, and we love it! Zach, Rebecca, Leona, and Martha respond quickly to my big and small questions. I really feel supported and connected to the CO ("mother ship" as Zach says) more than ever. I need the support and feel like you'll be there when I need you most to help our campus, faculty, staff, and students. Thanks!

Q21.a to Q21.g CO Enterprise Accounting Services

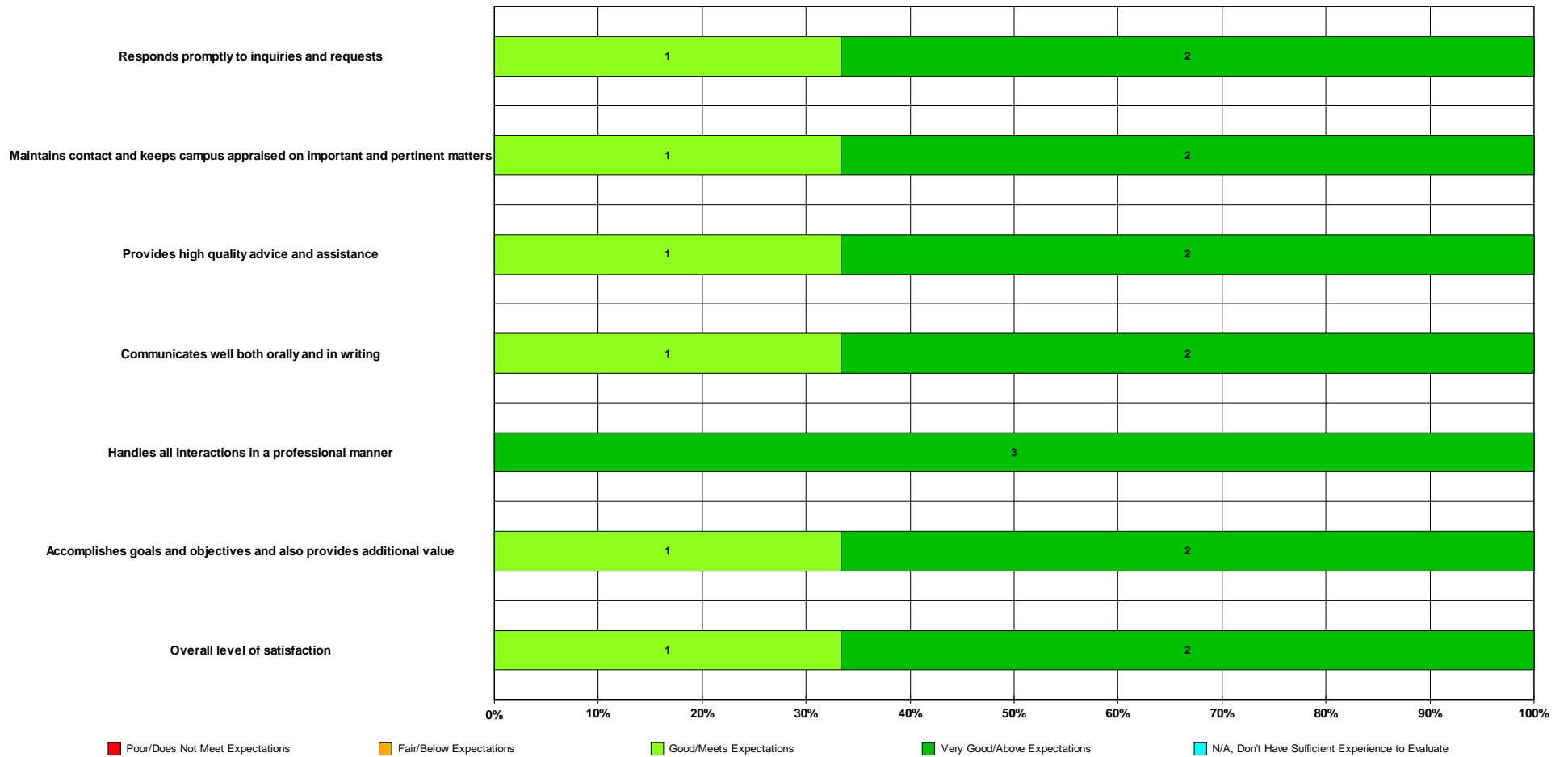
Analysis...: Q21.a to Q21.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	21	3.71	-	-	6	15	-
Responds promptly to inquiries and requests	3	3.67	-	-	1	2	-
Maintains contact and keeps campus apprised on important and pertinent matters	3	3.67	-	-	1	2	-
Provides high quality advice and assistance	3	3.67	-	-	1	2	-
Communicates well both orally and in writing	3	3.67	-	-	1	2	-
Handles all interactions in a professional manner	3	4.00	-	-	-	3	-
Accomplishes goals and objectives and also provides additional value	3	3.67	-	-	1	2	-
Overall level of satisfaction	3	3.67	-	-	1	2	-

Q21.a to Q21.g CO Enterprise Accounting Services

Analysis...: Q21.a to Q21.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q21.a to Q21.g CO Enterprise Accounting Services



Please use the space below to provide us with any additional comments or suggestions: CO Enterprise Accounting Services

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

CSURMA Accounting staff is excellent and can be counted on to identify any inconsistencies and follow up appropriately.

Q23.a to Q23.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator

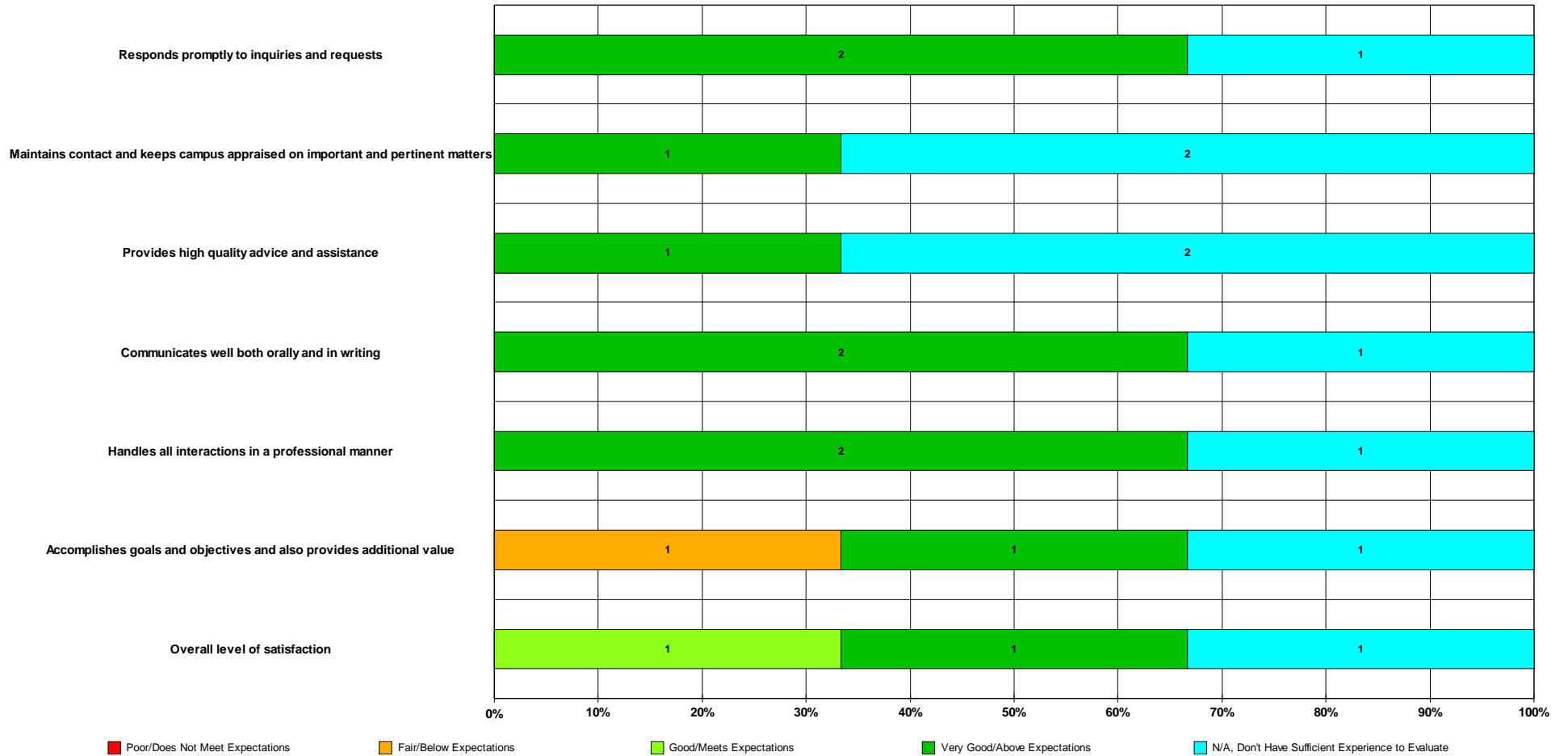
Analysis...: Q23.a to Q23.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	21	3.75	-	1	1	10	9
Responds promptly to inquiries and requests	3	4.00	-	-	-	2	1
Maintains contact and keeps campus apprised on important and pertinent matters	3	4.00	-	-	-	1	2
Provides high quality advice and assistance	3	4.00	-	-	-	1	2
Communicates well both orally and in writing	3	4.00	-	-	-	2	1
Handles all interactions in a professional manner	3	4.00	-	-	-	2	1
Accomplishes goals and objectives and also provides additional value	3	3.00	-	1	-	1	1
Overall level of satisfaction	3	3.50	-	-	1	1	1

Q23.a to Q23.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator

Analysis...: Q23.a to Q23.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q23.a to Q23.g Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims Administrator



Space below to provide us with any additional comments or suggestions: Equifax Workforce Solutions (formerly TALX-UCeXpress) Unemployment Claims

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Equifax (Talx) provides a stable and consistent Unemployment Insurance claims processing service - experienced staff understands and keeps up with current new laws and trends.

Q25.a to Q25.g Har-bro - Property Loss Mitigation & Restoration

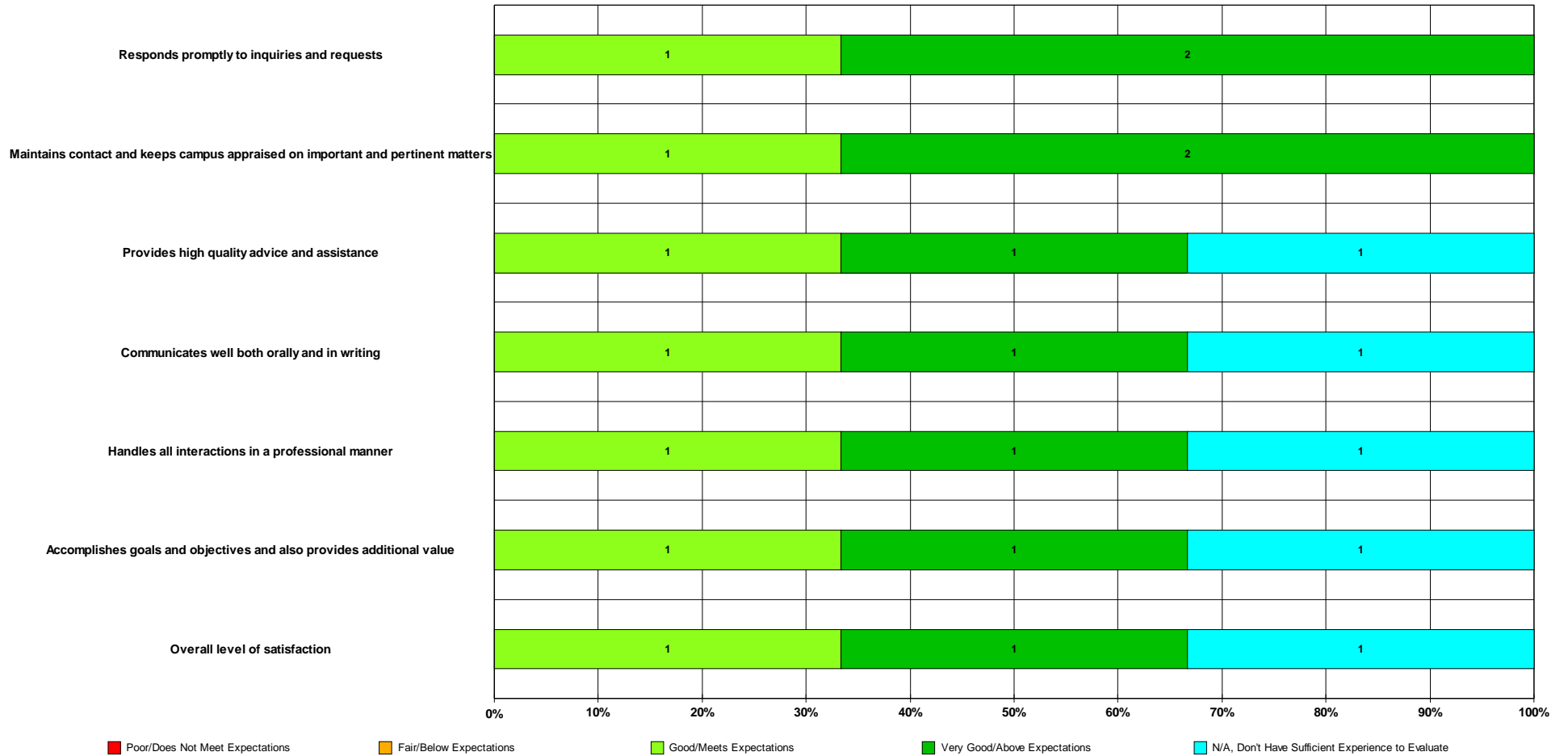
Analysis...: Q25.a to Q25.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	21	3.56	-	-	7	9	5
Responds promptly to inquiries and requests	3	3.67	-	-	1	2	-
Maintains contact and keeps campus appraised on important and pertinent matters	3	3.67	-	-	1	2	-
Provides high quality advice and assistance	3	3.50	-	-	1	1	1
Communicates well both orally and in writing	3	3.50	-	-	1	1	1
Handles all interactions in a professional manner	3	3.50	-	-	1	1	1
Accomplishes goals and objectives and also provides additional value	3	3.50	-	-	1	1	1
Overall level of satisfaction	3	3.50	-	-	1	1	1

Q25.a to Q25.g Har-bro - Property Loss Mitigation & Restoration

Analysis...: Q25.a to Q25.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q25.a to Q25.g Har-bro - Property Loss Mitigation & Restoration



Please use the space below to provide us with any additional comments or suggestions: Har-bro - Property Loss Mitigation & Restoration

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

I think they could have handled the claim in a more expeditious manner. Initial remediation was very good repairs and billing got a little muddled and dragged out.

Q27.a to Q27.g Sedgwick CMS CSURMA Workers' Compensation Claims Administrator

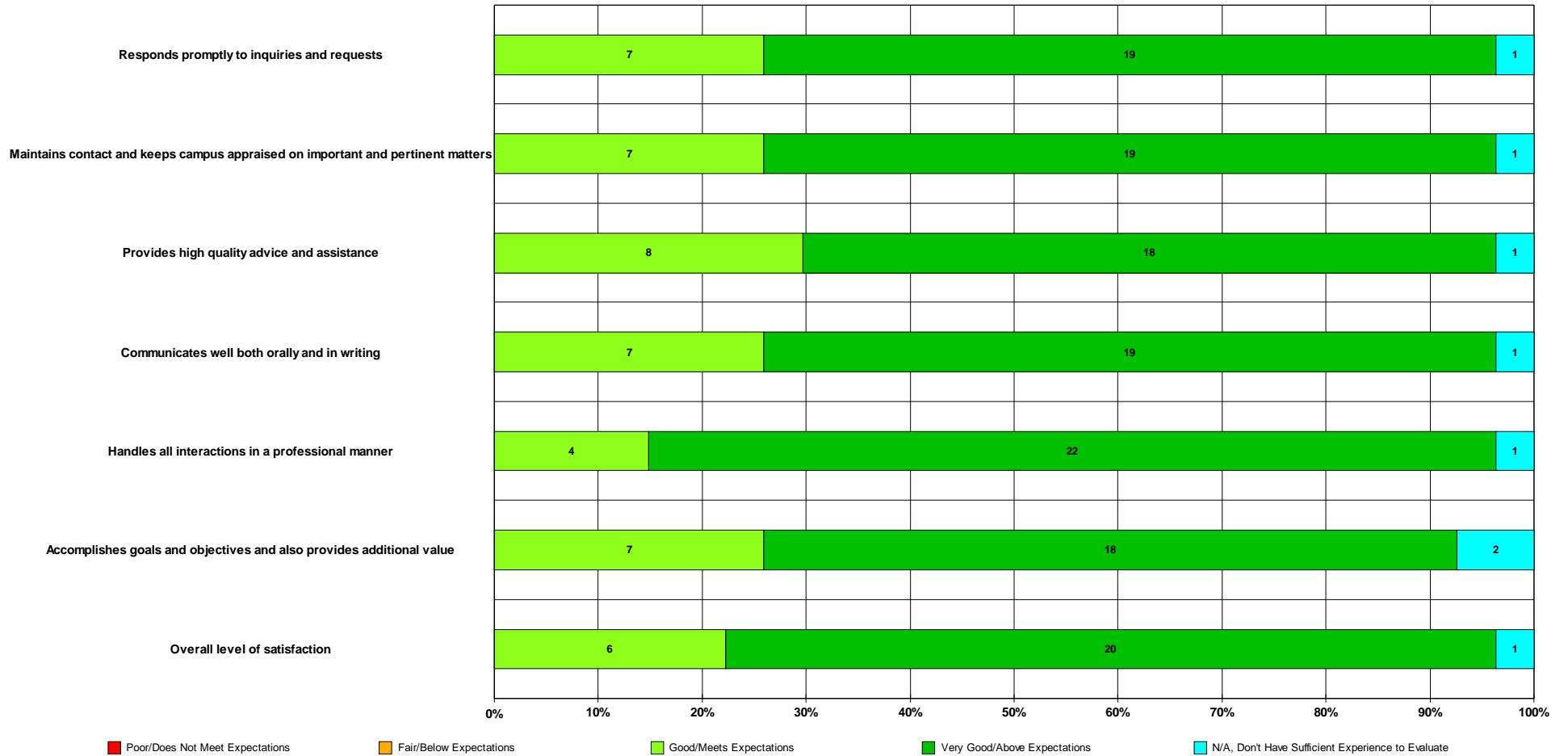
Analysis...: Q27.a to Q27.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	189	3.75	-	-	46	135	8
Responds promptly to inquiries and requests	27	3.73	-	-	7	19	1
Maintains contact and keeps campus apprised on important and pertinent matters	27	3.73	-	-	7	19	1
Provides high quality advice and assistance	27	3.69	-	-	8	18	1
Communicates well both orally and in writing	27	3.73	-	-	7	19	1
Handles all interactions in a professional manner	27	3.85	-	-	4	22	1
Accomplishes goals and objectives and also provides additional value	27	3.72	-	-	7	18	2
Overall level of satisfaction	27	3.77	-	-	6	20	1

Q27.a to Q27.g Sedgwick CMS CSURMA Workers' Compensation Claims Administrator

Analysis...: Q27.a to Q27.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q27.a to Q27.g Sedgwick CMS CSURMA Workers' Compensation Claims Administrator



ase use the space below to provide us with any additional comments or suggestions: Sedgwick CMS CSURMA Workers' Compensation Claims Administrat

Analysis..: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

I truly appreciate working with our campus claims examiner, Maggie Rouse. Very responsive, reasonable and have received good feedback from injured workers' interactions with her. I also find the new claims supervisor, Stephen Purves, to be very responsive. I think Sedgwick is by far the best 3rd party workers' compensation carrier we have had for CSU.

Susan is very knowledgeable in the WC field. On occasion, I hear from employees that they are not getting a return telephone call. I would like to see more settlements for our Campus. She recently relocated her desk and occasionally fills in for a colleague, handling their claims in addition to her own so this could be the reason behind the areas that I would like to be able to rate higher.

For CSUMB, there has been much turnover (disruptive = learning curve for each newly assigned adjuster) at the claims adjuster level in the past 3 years. Randi Wilson is excellent and we NEVER want her to leave our account!! We have stability and a strong partner we enjoy working with....PLEASE KEEP RANDI ASSIGNED TO THE CSU Monterey Bay Campus - forever!!!!!! She is an outstanding "fit" for us and we really love working with her on our difficult/complex claims.

I mark them high because I do receive great service however it is hard to reach anyone after 3:00pm.

Excellent claims handling - consistently produces good results.

Q29.a to Q29.g Workplace Answers Campus Web-based training

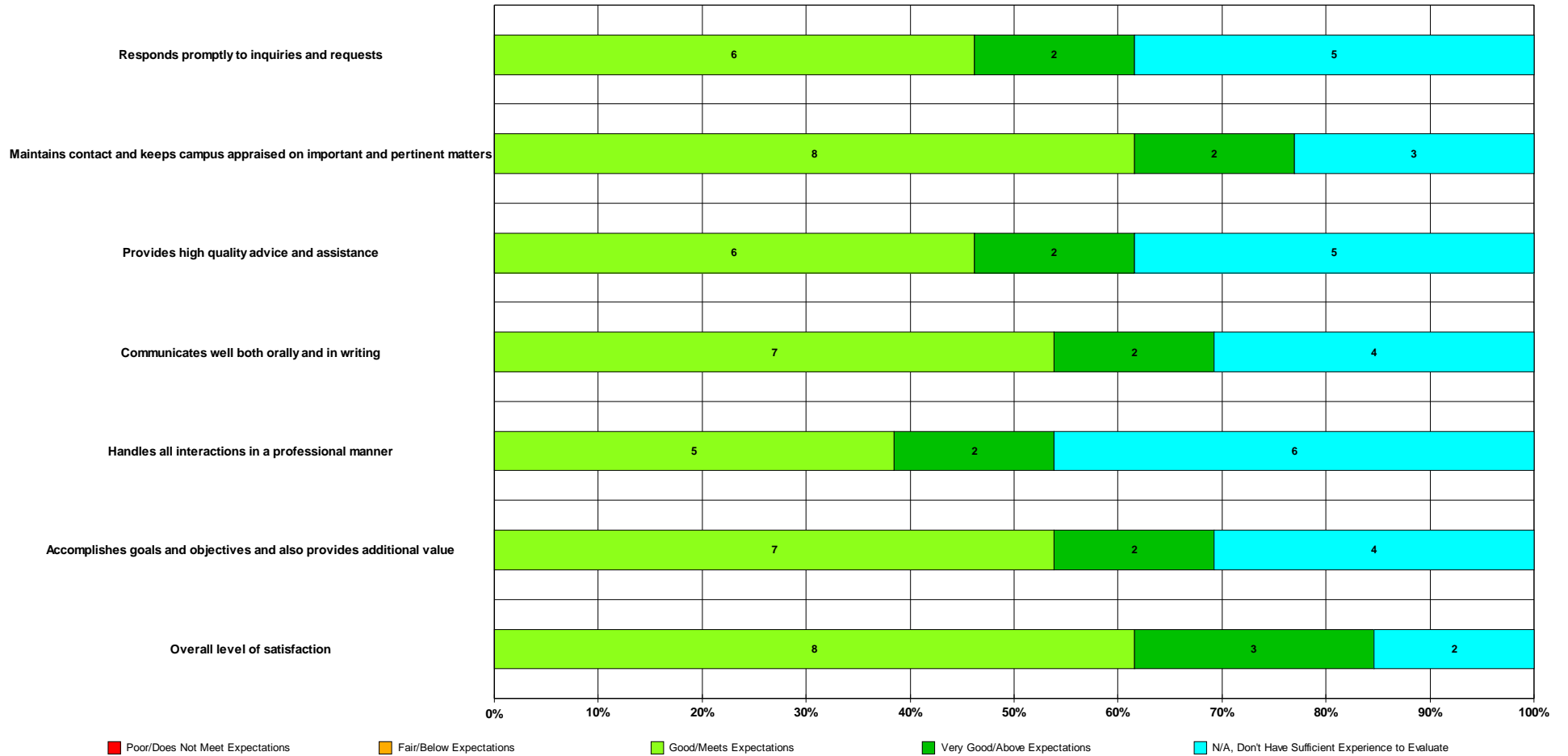
Analysis...: Q29.a to Q29.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	Total	Mean					
			Poor/Does Not Meet Expectations	Fair/Below Expectations	Good/Meets Expectations	Very Good/Above Expectations	N/A, Don't Have Sufficient Experience to Evaluate
Base	91	3.24	-	-	47	15	29
Responds promptly to inquiries and requests	13	3.25	-	-	6	2	5
Maintains contact and keeps campus appraised on important and pertinent matters	13	3.20	-	-	8	2	3
Provides high quality advice and assistance	13	3.25	-	-	6	2	5
Communicates well both orally and in writing	13	3.22	-	-	7	2	4
Handles all interactions in a professional manner	13	3.29	-	-	5	2	6
Accomplishes goals and objectives and also provides additional value	13	3.22	-	-	7	2	4
Overall level of satisfaction	13	3.27	-	-	8	3	2

Q29.a to Q29.g Workplace Answers Campus Web-based training

Analysis...: Q29.a to Q29.g
 Filter.....: All Respondents
 Options.. : Transposed
 Cells.....: Counts, Respondents

Q29.a to Q29.g Workplace Answers Campus Web-based training



Please use the space below to provide us with any additional comments or suggestions: Workplace Answers Campus Web-based training

Analysis.: Please use the space below to provide us with any additional comments or suggestions:

Filter.....: All Respondents

Options.. : Transposed

Please use the space below to provide us with any additional comments or suggestions:

Questions not necessarily geared towards a software/web-based program. The program works well to accomplish the task of securing required training and to provide notifications of training due.

I really like Workplace Answers. The trainings are high quality and keep interest through to the end.

I believe that the Professional Development group is not using Workplace Answers currently. This vendor will need to be evaluated next year.