

Q3.a to Q3.g Alliant Insurance Services AORMA - Program Administrator

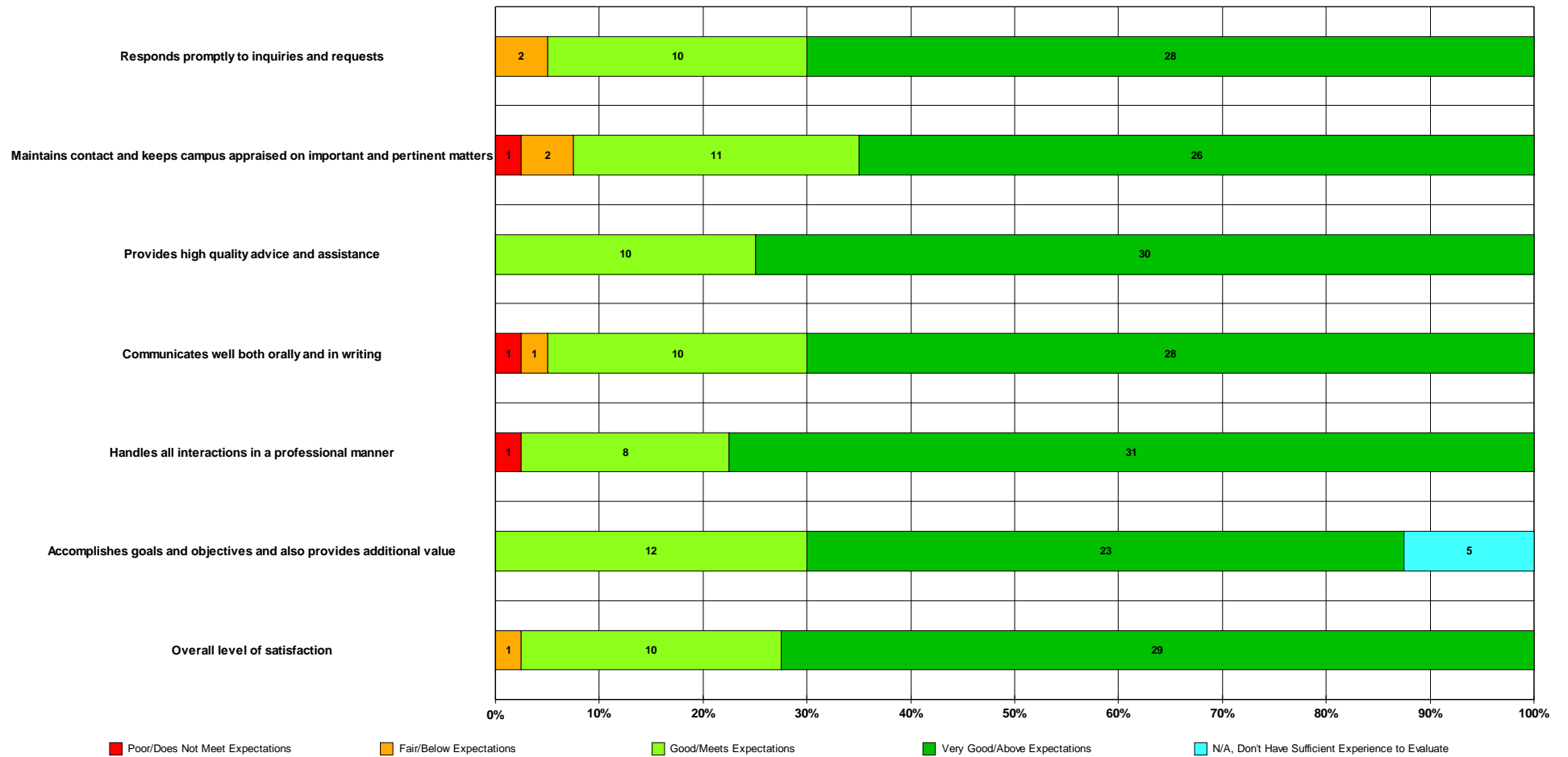
Analysis...: Q3.a to Q3.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	280	3.67	3	6	71	195	5
Responds promptly to inquiries and requests	40	3.65	-	2	10	28	-
Maintains contact and keeps campus apprised on important and pertinent matters	40	3.55	1	2	11	26	-
Provides high quality advice and assistance	40	3.75	-	-	10	30	-
Communicates well both orally and in writing	40	3.63	1	1	10	28	-
Handles all interactions in a professional manner	40	3.73	1	-	8	31	-
Accomplishes goals and objectives and also provides additional value	40	3.66	-	-	12	23	5
Overall level of satisfaction	40	3.70	-	1	10	29	-

Q3.a to Q3.g Alliant Insurance Services AORMA - Program Administrator

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

Q3.a to Q3.g Alliant Insurance Services AORMA - Program Administrator



Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services AORMA - 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:

Not always easy to reach someone.

They do a good job!

Love Love Love all of the staff...feel like they are here and close coworkers!!!

They are very helpful with fast response

I often work with Van Rin and it is always a positive experience

Hsan and Van! Love this team. Always gets me the info I need promptly. Stacey too!

I am consistently impressed with the entire group, including Mimi Long, Hsan Htein, and Van Rin. They are always helpful, knowledgeable, professional and patient. It's a pleasure working with them.

Q5.a to Q5.g Alliant Insurance Services AORMA - Insurance Brokerage/Consulting

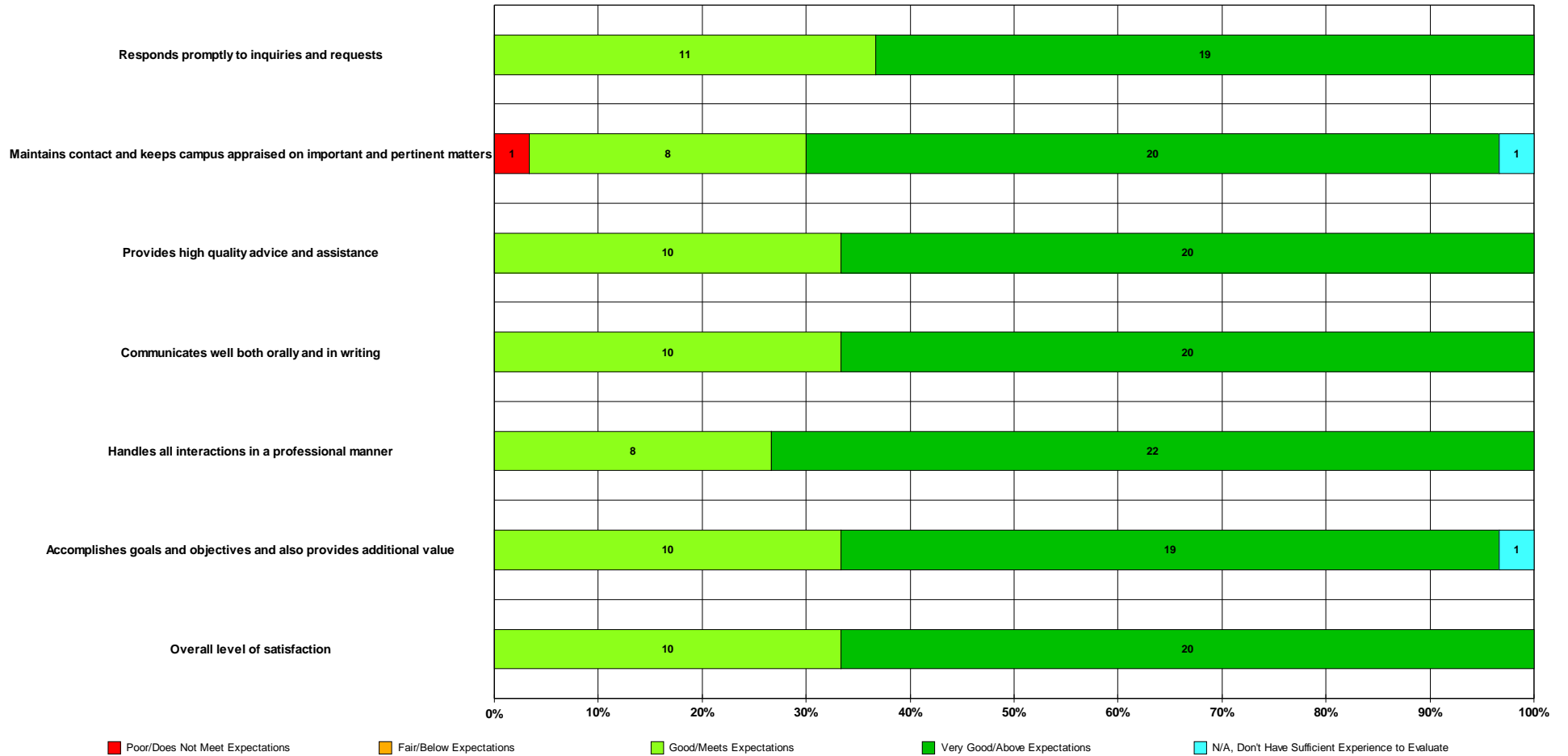
Analysis...: Q5.a to Q5.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	210	3.66	1	-	67	140	2
Responds promptly to inquiries and requests	30	3.63	-	-	11	19	-
Maintains contact and keeps campus apprised on important and pertinent matters	30	3.62	1	-	8	20	1
Provides high quality advice and assistance	30	3.67	-	-	10	20	-
Communicates well both orally and in writing	30	3.67	-	-	10	20	-
Handles all interactions in a professional manner	30	3.73	-	-	8	22	-
Accomplishes goals and objectives and also provides additional value	30	3.66	-	-	10	19	1
Overall level of satisfaction	30	3.67	-	-	10	20	-

Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting

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

Q5.a to Q5.g Alliant Insurance Services - AORMA Insurance Brokerage/Consulting



Please use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services - AORMA 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:

I am very pleased with Hsan Htein's professional services through the years.

We have very little contact with this part of Alliant and, therefore, have very little information to go on. The contact we have had, has been fine.

Q7.a to Q7.g Alliant Loss Control & Safety Services

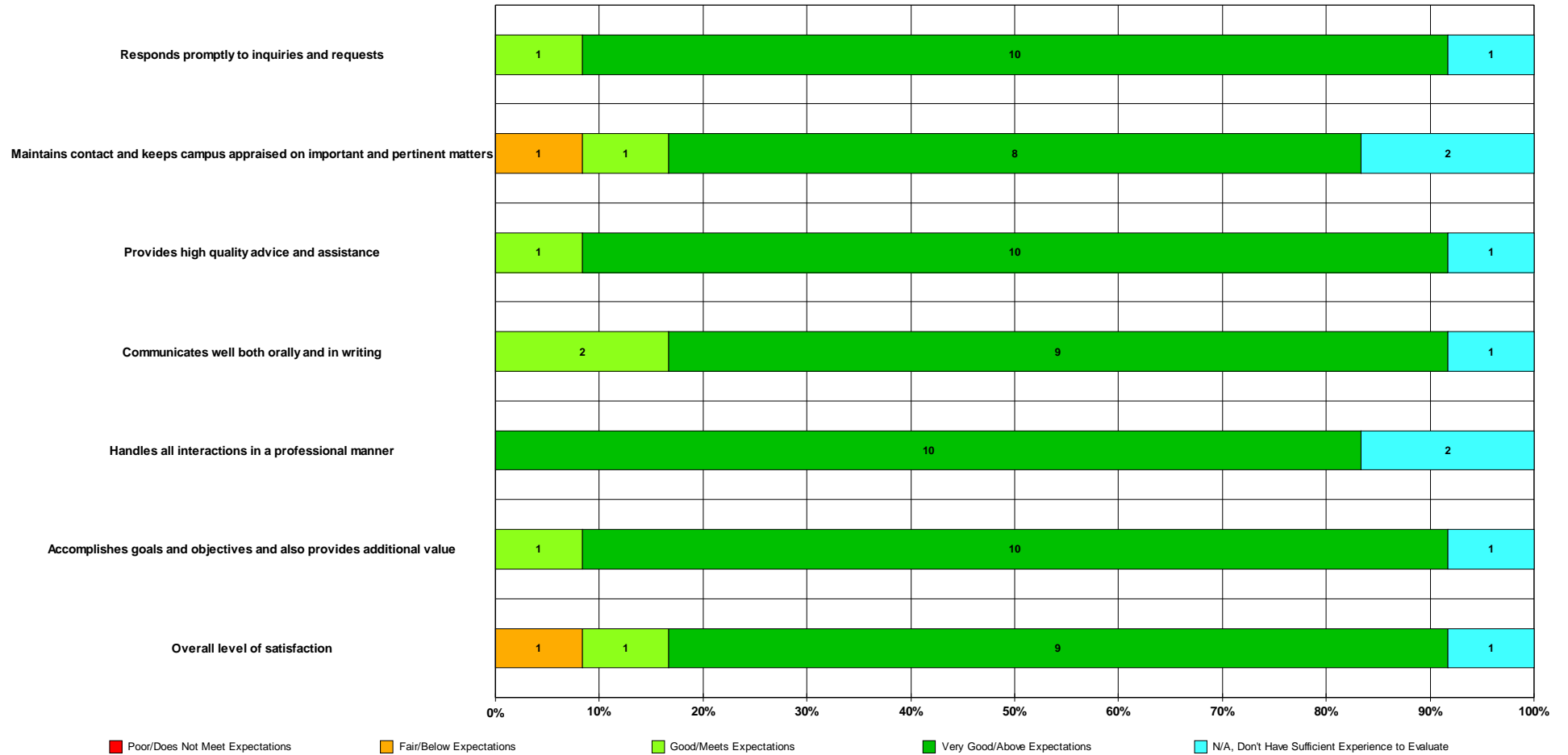
Analysis...: Q7.a to Q7.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	84	3.85	-	2	7	66	9
Responds promptly to inquiries and requests	12	3.91	-	-	1	10	1
Maintains contact and keeps campus apprised on important and pertinent matters	12	3.70	-	1	1	8	2
Provides high quality advice and assistance	12	3.91	-	-	1	10	1
Communicates well both orally and in writing	12	3.82	-	-	2	9	1
Handles all interactions in a professional manner	12	4.00	-	-	-	10	2
Accomplishes goals and objectives and also provides additional value	12	3.91	-	-	1	10	1
Overall level of satisfaction	12	3.73	-	1	1	9	1

Q7.a to Q7.g Alliant Loss Control & Safety Services

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

Q7.a to Q7.g Alliant Loss Control & Safety Services



Please use the space below to provide us with any additional comments or suggestions: Alliant Loss Control & Safety 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:

Working With Brent and Mimi has been great this past year.

We have received only once; an individual came to do a risk check but we never received a follow up on any findings.

I do not hear from them unless I need them to do a work place evaluation. Not real sure what services they provide.

brigs information tot he group and provides timely updates.

Q9.a to Q9.g Alliant Insurance Services AORMA - Property/Crime Claims Administrator

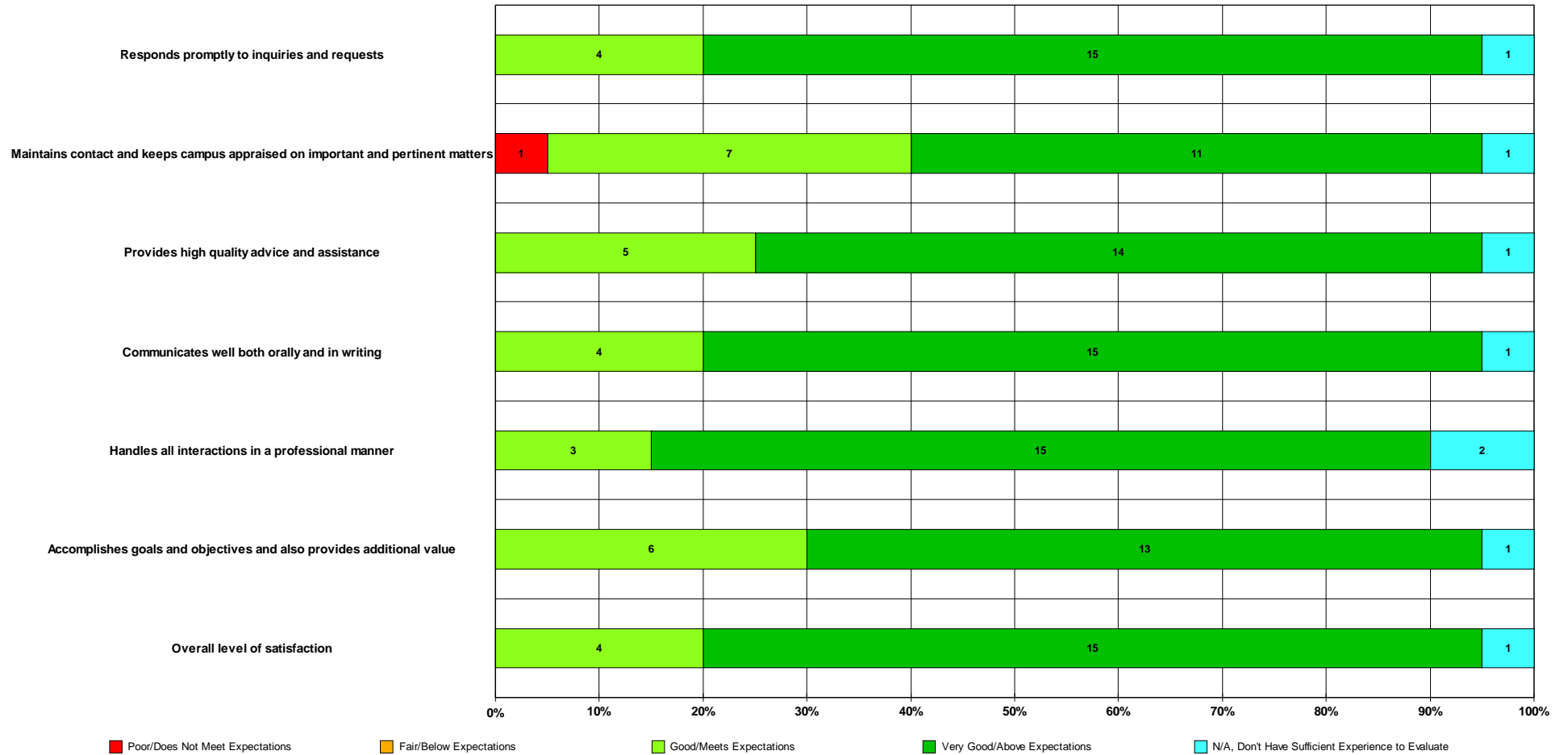
Analysis...: Q9.a to Q9.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	140	3.73	1	-	33	98	8
Responds promptly to inquiries and requests	20	3.79	-	-	4	15	1
Maintains contact and keeps campus appraised on important and pertinent matters	20	3.47	1	-	7	11	1
Provides high quality advice and assistance	20	3.74	-	-	5	14	1
Communicates well both orally and in writing	20	3.79	-	-	4	15	1
Handles all interactions in a professional manner	20	3.83	-	-	3	15	2
Accomplishes goals and objectives and also provides additional value	20	3.68	-	-	6	13	1
Overall level of satisfaction	20	3.79	-	-	4	15	1

Q9.a to Q9.g Alliant Insurance Services AORMA - Property/Crime Claims Administrator

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

Q9.a to Q9.g Alliant Insurance Services AORMA - Property/Crime Claims Administrator



se use the space below to provide us with any additional comments or suggestions: Alliant Insurance Services AORMA - Property/Crime Claims Administr

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 Alliant shifts the claim to other adjusters, these secondary adjusters do not provide satisfactory service levels.

Q11.a to Q11.g Carl Warren & Co - Liability Claims Administrator

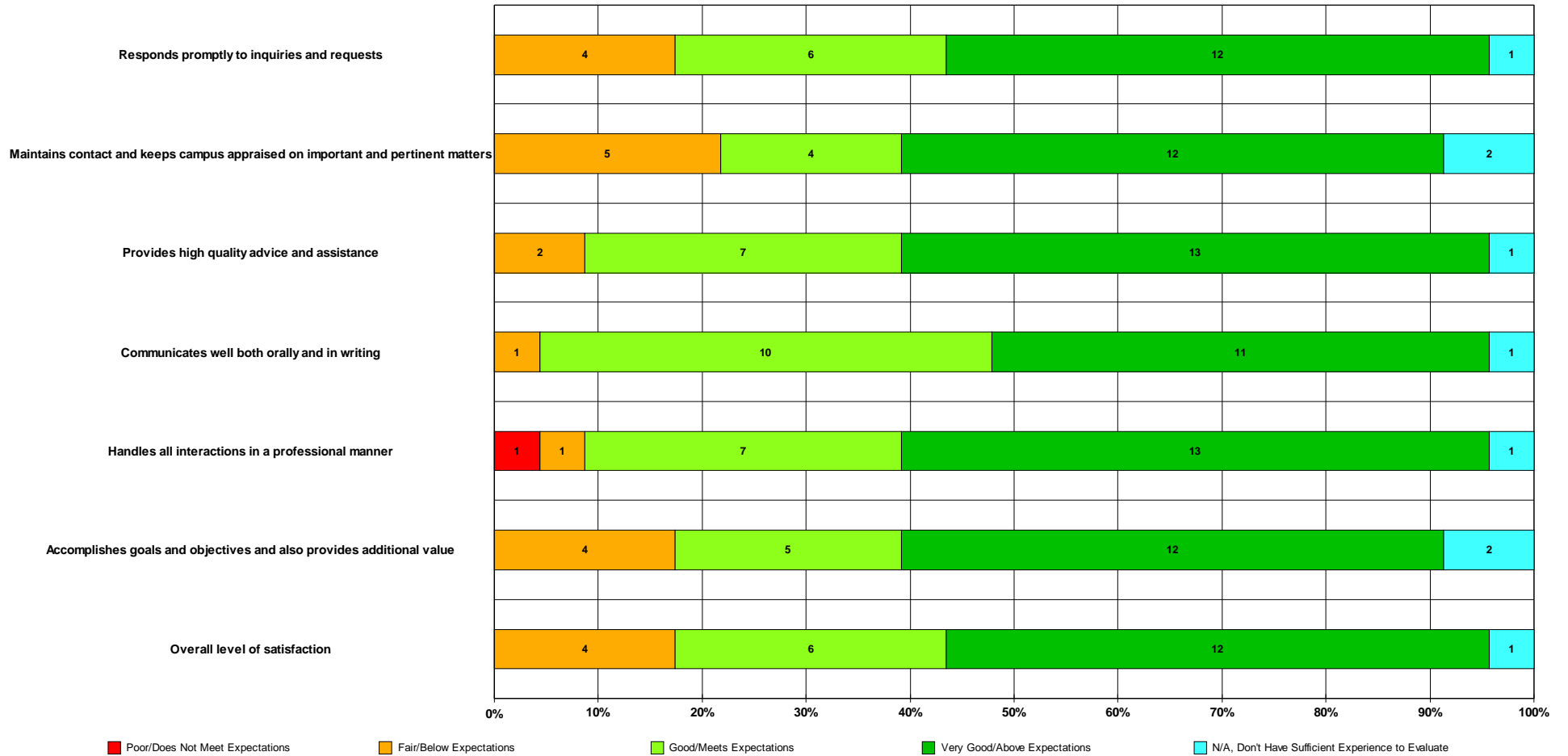
Analysis...: Q11.a to Q11.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	161	3.41	1	21	45	85	9
Responds promptly to inquiries and requests	23	3.36	-	4	6	12	1
Maintains contact and keeps campus apprised on important and pertinent matters	23	3.33	-	5	4	12	2
Provides high quality advice and assistance	23	3.50	-	2	7	13	1
Communicates well both orally and in writing	23	3.45	-	1	10	11	1
Handles all interactions in a professional manner	23	3.45	1	1	7	13	1
Accomplishes goals and objectives and also provides additional value	23	3.38	-	4	5	12	2
Overall level of satisfaction	23	3.36	-	4	6	12	1

Q11.a to Q11.g Carl Warren & Co - Liability Claims Administrator

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

Q11.a to Q11.g Carl Warren & Co - Liability Claims Administrator



Please use the space below to provide us with any additional comments or suggestions: Carl Warren & Co - Liability 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:

Mauri is outstanding!

Unless there is a suit, nobody hears at all from Carl Warren. Maybe that's the set up for this provider. There is no general information from this outfit that's provided to Auxiliaries to understand the liability system, in general, which would be very helpful.

they do an excellent job! Very thorough and detailed!

We do not receive feedback nor do we receive billing information in a timely manner.

Q13.a to Q13.g CO Office of Risk Management - Risk Consulting

Analysis...: Q13.a to Q13.g

Filter.....: All Respondents

Score.....: Weight WT1

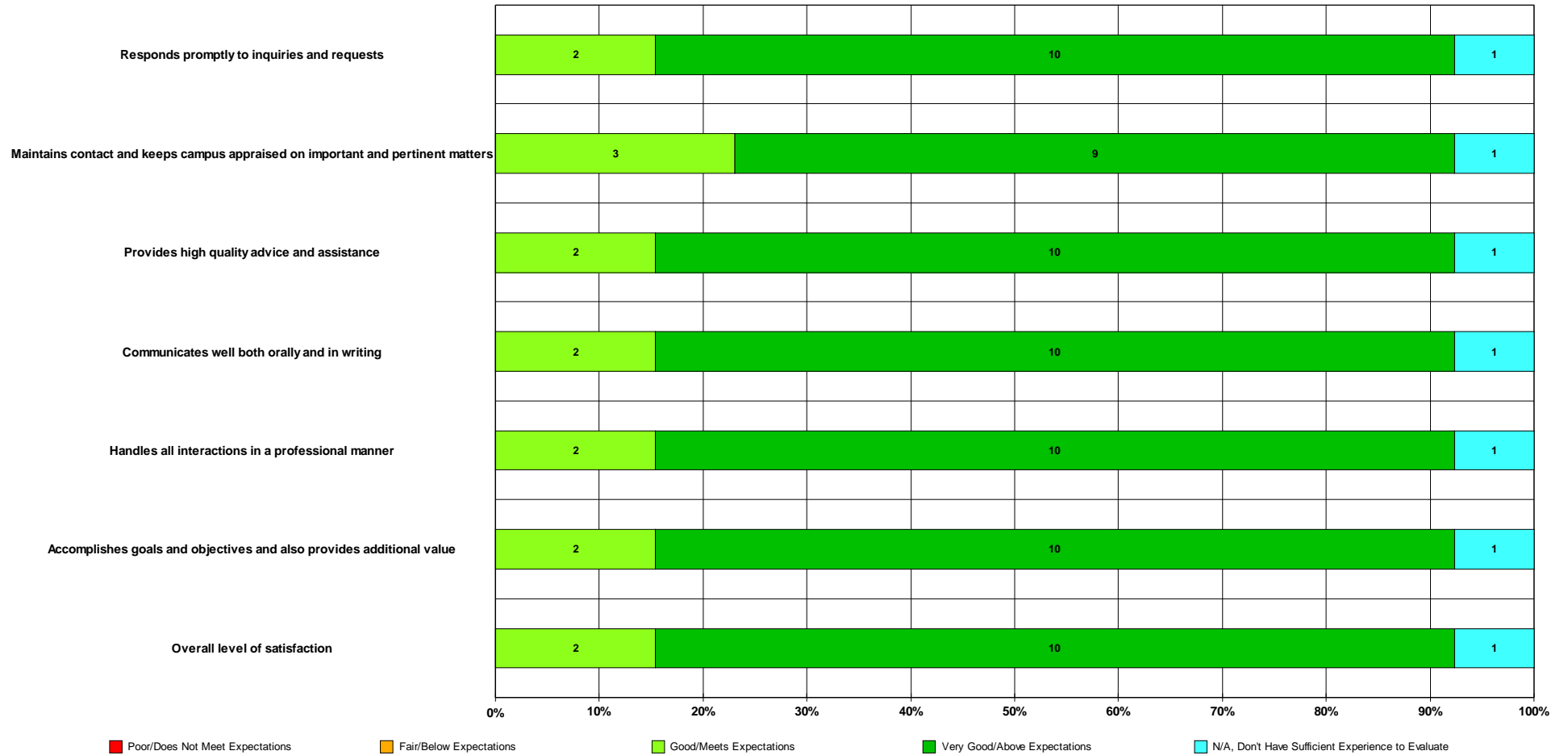
Cells.....: Counts, Respondents

	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	91	3.82	-	-	15	69	7
Responds promptly to inquiries and requests	13	3.83	-	-	2	10	1
Maintains contact and keeps campus apprised on important and pertinent matters	13	3.75	-	-	3	9	1
Provides high quality advice and assistance	13	3.83	-	-	2	10	1
Communicates well both orally and in writing	13	3.83	-	-	2	10	1
Handles all interactions in a professional manner	13	3.83	-	-	2	10	1
Accomplishes goals and objectives and also provides additional value	13	3.83	-	-	2	10	1
Overall level of satisfaction	13	3.83	-	-	2	10	1

Q13.a to Q13.g CO Office of Risk Management - Risk Consulting

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

Q13.a to Q13.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:

We are an Auxiliary; most of our communication comes to us through our campus not from the CO. It would be better and more appropriate if we heard the Risk Management information directly from the CO.

Auxiliaries are left out of important communications. If you cc all campus risk managers, please make sure that you cc auxiliary risk managers.

Very helpful and quick to respond

Q15.a to Q15.g CO Enterprise Accounting - Accounting Services

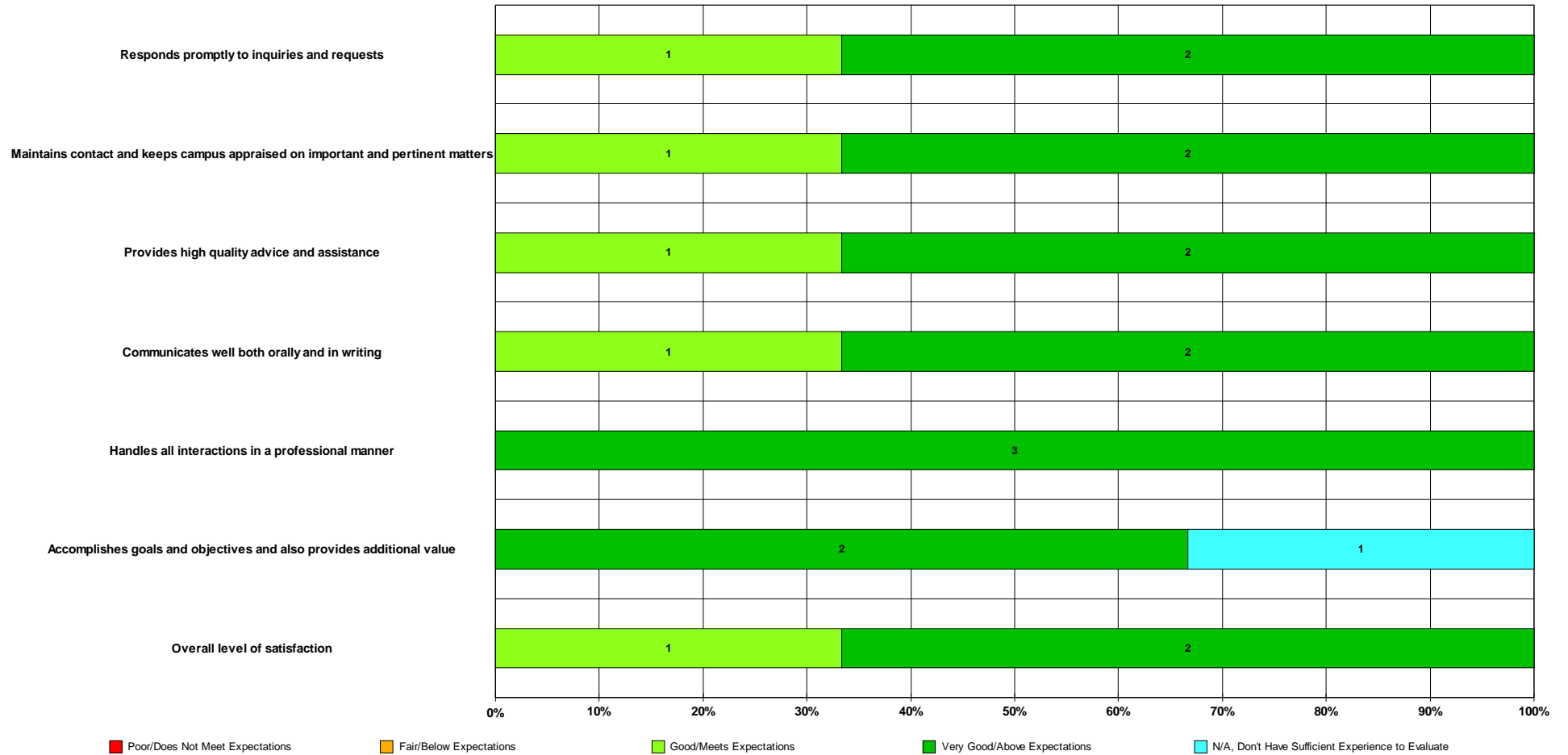
Analysis...: Q15.a to Q15.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	21	3.75	-	-	5	15	1
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	3.67	-	-	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	4.00	-	-	-	2	1
Overall level of satisfaction	3	3.67	-	-	1	2	-

Q15.a to Q15.g CO Enterprise Accounting - Accounting Services

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

Q15.a to Q15.g CO Enterprise Accounting - Accounting Services



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

We have had very little contact with Accounting. However, the invoicing, amount of the insurance/invoice, etc., have always been timely and professional. I especially appreciate knowing so early how much we will be expected to pay next year. This is a huge help in our budget allocation process.

Q17.a to Q17.g Employers Edge - Unemployment Claims Administrator

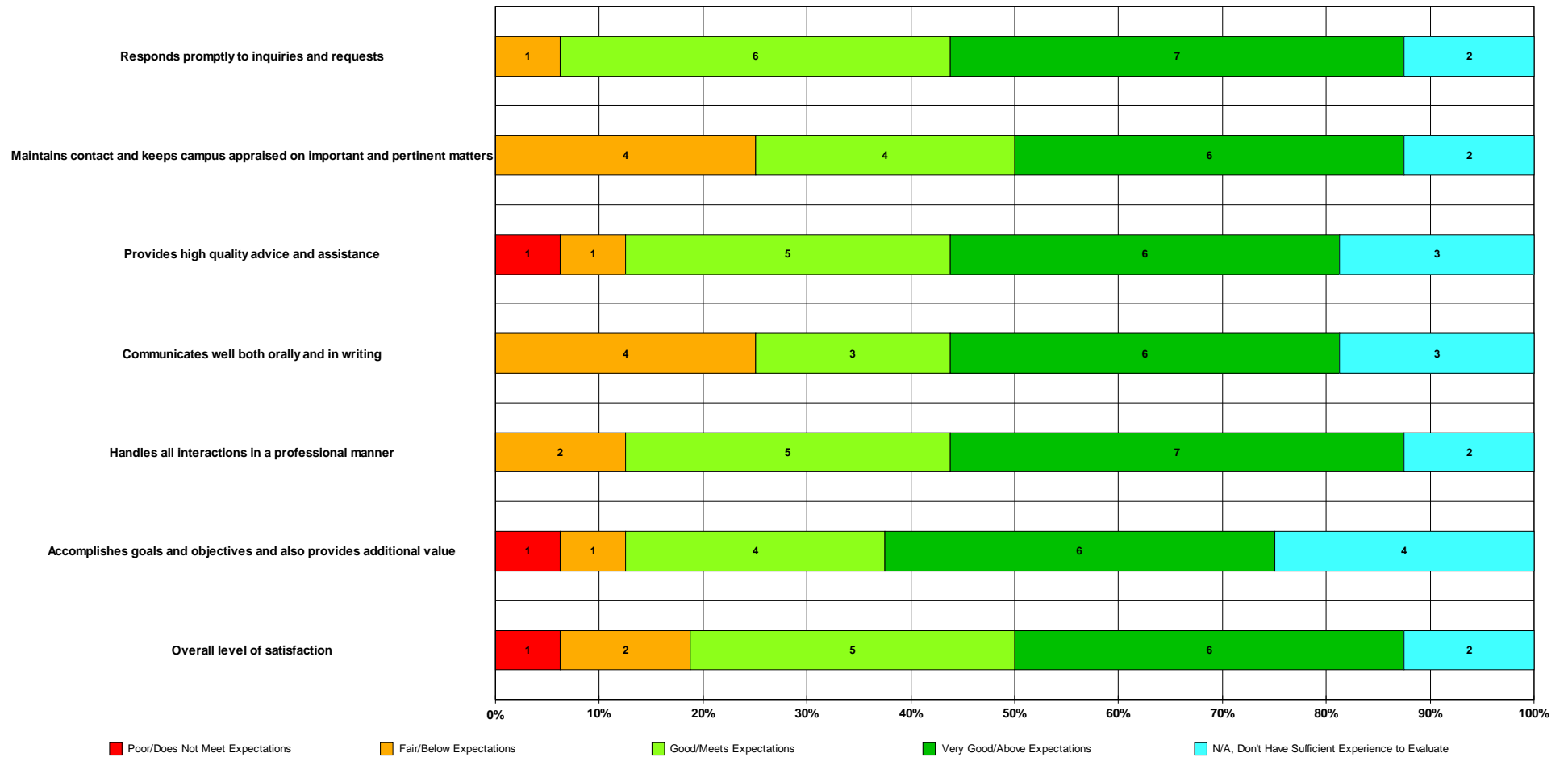
Analysis...: Q17.a to Q17.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	112	3.24	3	15	32	44	18
Responds promptly to inquiries and requests	16	3.43	-	1	6	7	2
Maintains contact and keeps campus appraised on important and pertinent matters	16	3.14	-	4	4	6	2
Provides high quality advice and assistance	16	3.23	1	1	5	6	3
Communicates well both orally and in writing	16	3.15	-	4	3	6	3
Handles all interactions in a professional manner	16	3.36	-	2	5	7	2
Accomplishes goals and objectives and also provides additional value	16	3.25	1	1	4	6	4
Overall level of satisfaction	16	3.14	1	2	5	6	2

Q17.a to Q17.g Employers Edge - Unemployment Claims Administration

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

Q17.a to Q17.g Employers Edge - Unemployment Claims Administration



Please use the space below to provide us with any additional comments or suggestions: Employers Edge - Unemployment 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:

Not a good thing that I know more about California Unemployment compensation and laws than these folks do. The forms that this company uses to respond could also be improved. Do NOT have good overall user experience with this outfit.

I've had some problems with Employer's Edge and the transition from the EGroup. Specifically, I have received claims notifications with a very tight turnaround (1-2 days) before I was required to respond. I always had more time to prepare my response with the EGroup. I asked why there was such a short turn around time and received no response. Also, we had a claim go to adjudication, and I had to follow-up to see the status instead of receiving an update from Employers Edge. It just seems that sometimes the claims go into a black hole and unless I follow up, I have no idea where we are with them. Also, I have not received any reports detailing our claims experience in quite awhile. I used to receive these quarterly from the EGroup. I feel that we took a step backward with this vendor transition.

Q19.a to Q19.g Employers Group - HR Consulting Services

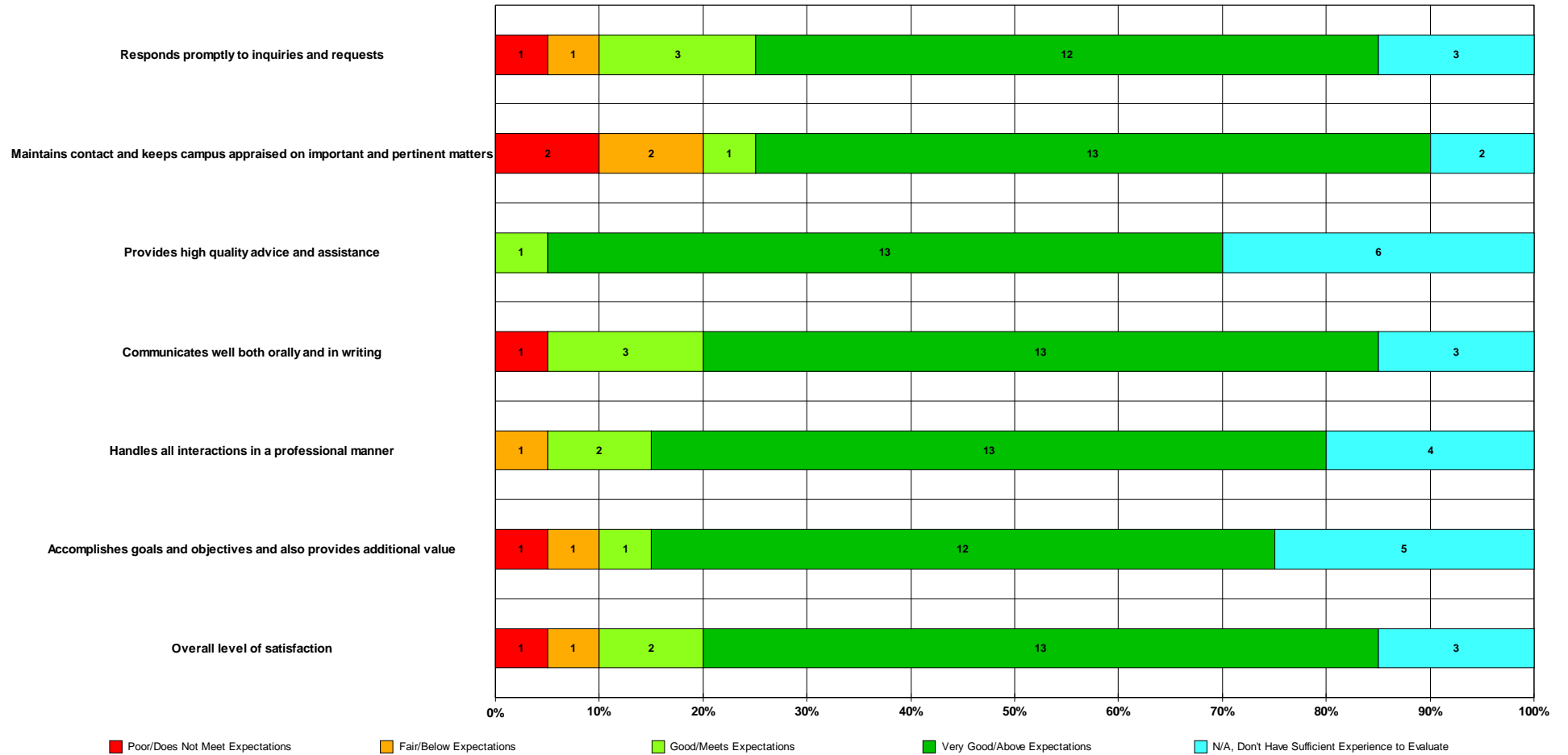
Analysis...: Q19.a to Q19.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	140	3.62	6	6	13	89	26
Responds promptly to inquiries and requests	20	3.53	1	1	3	12	3
Maintains contact and keeps campus apprised on important and pertinent matters	20	3.39	2	2	1	13	2
Provides high quality advice and assistance	20	3.93	-	-	1	13	6
Communicates well both orally and in writing	20	3.65	1	-	3	13	3
Handles all interactions in a professional manner	20	3.75	-	1	2	13	4
Accomplishes goals and objectives and also provides additional value	20	3.60	1	1	1	12	5
Overall level of satisfaction	20	3.59	1	1	2	13	3

Q19.a to Q19.g Employers Group - HR Consulting Services

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

Q19.a to Q19.g Employers Group - HR Consulting Services



Please use the space below to provide us with any additional comments or suggestions: Employers Group - HR Consulting 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:

Have had zero communications from this provider all year. How can you maintain a program when nobody ever bothers to send out communications?

Not sure what the problem is but we have been working on an employee manual for three years!!! still no manual but I received a bill

The amount of communication/emails is somewhat overwhelming at times making it difficult to distinguish general information from pertinent HR info.

This has been a great resource for me

Really glad that we have Employers Group. They are a great resource

Always informative and a useful resource

Q21.a to Q21.g Sedgwick CMS - AORMA Workers' Compensation Claims Administrator

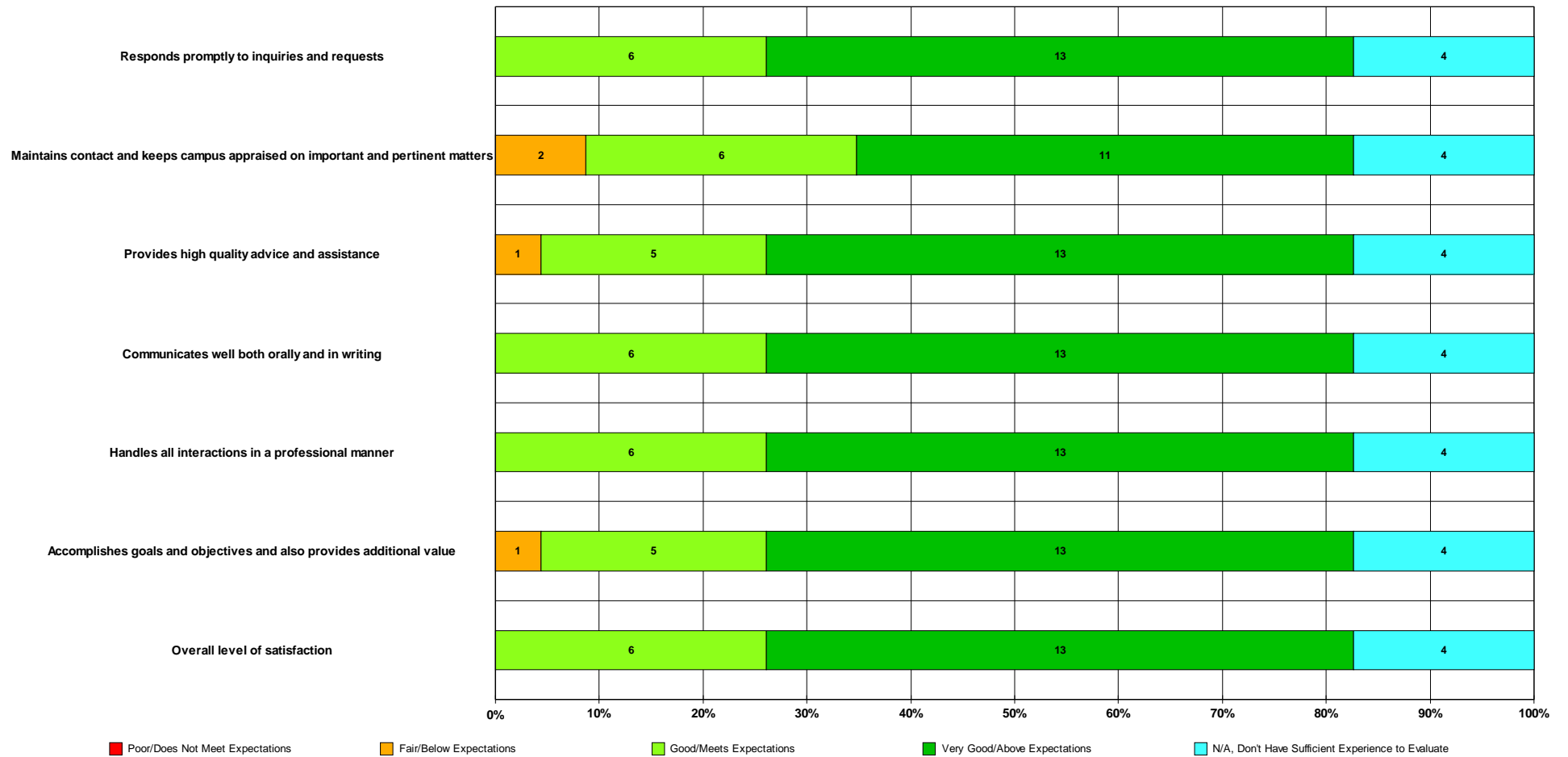
Analysis...: Q21.a to Q21.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	161	3.64	-	4	40	89	28
Responds promptly to inquiries and requests	23	3.68	-	-	6	13	4
Maintains contact and keeps campus apprised on important and pertinent matters	23	3.47	-	2	6	11	4
Provides high quality advice and assistance	23	3.63	-	1	5	13	4
Communicates well both orally and in writing	23	3.68	-	-	6	13	4
Handles all interactions in a professional manner	23	3.68	-	-	6	13	4
Accomplishes goals and objectives and also provides additional value	23	3.63	-	1	5	13	4
Overall level of satisfaction	23	3.68	-	-	6	13	4

Q21.a to Q21.g Sedgwick CMS - Workers' Compensation Claims Administrator

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

Q21.a to Q21.g Sedgwick CMS - Workers' Compensation Claims Administrator



Please use the space below to provide us with any additional comments or suggestions: Sedgwick CMS - Workers' Compensation 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:

Not really pleased that the program administrators that excel at Sedgwick are removed and taken somewhere else, like Mary Albert. After a couple of customer-service related hiccups with Katie Brandt, we are now on solid ground, BUT....

Sedgwick is wonderful. Katie Brandt is phenomenal to work with. She has gone above and beyond in assisting us with everything from minor to significant claims. She is always willing to answer my questions and is very responsive to any requests.

I do wish that in the court cases we would receive a little bit of information. I am not asking for a phone call every month, just a little information so I know that I have done all that is expected of me OR if by chance I needed to do more. In one of our cases, one that looks like it is going to go on for while and I have very little idea what is going on.

I love working with Katie Brant. She is always quick to answer my questions and assist our employees as well.

I have never had a claim.

Q23.a to Q23.g Target Safety - Web-based Training

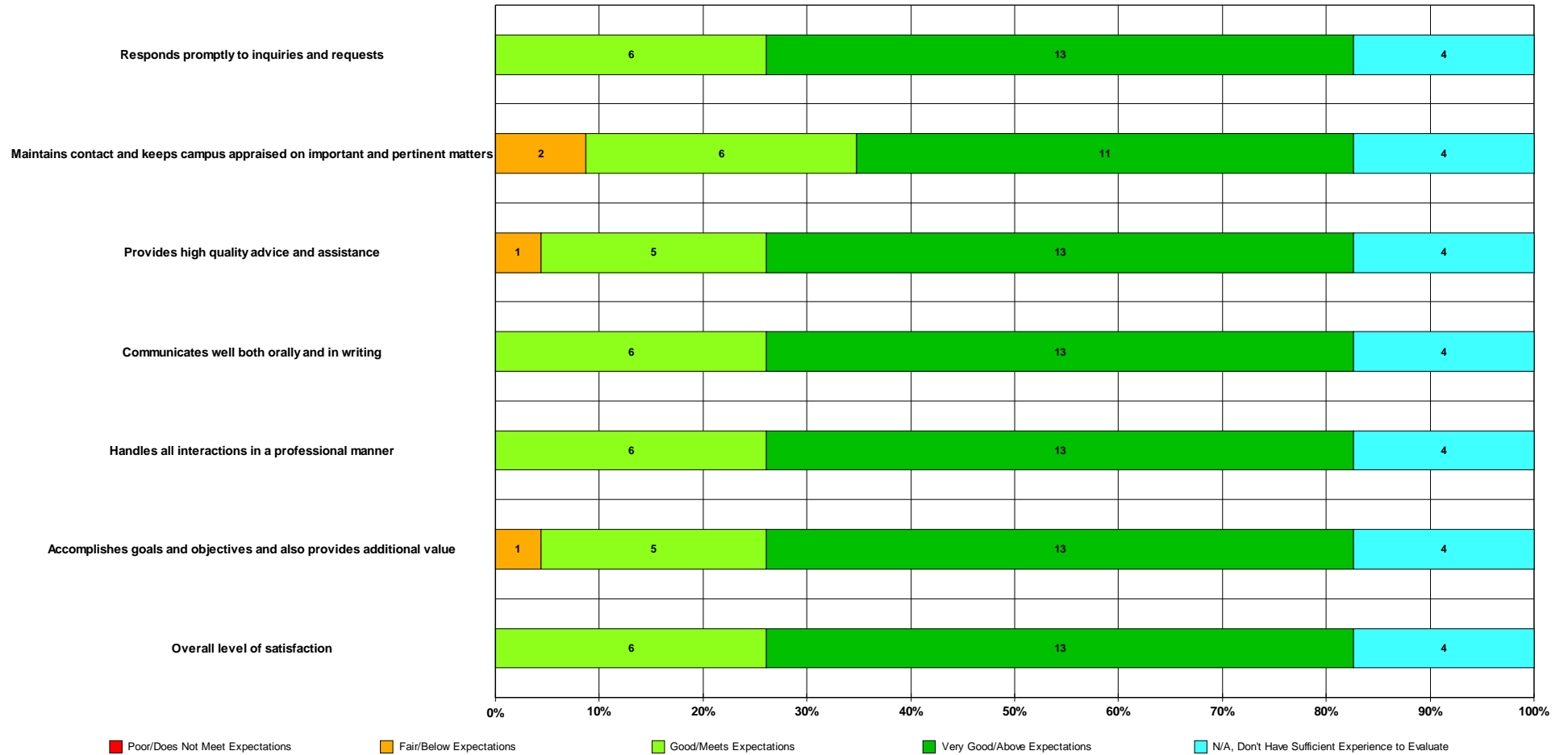
Analysis...: Q23.a to Q23.g
 Filter.....: All Respondents
 Score.....: Weight WT1
 Cells.....: Counts, Respondents

	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	146	3.18	3	19	59	48	17
Responds promptly to inquiries and requests	21	3.37	-	2	8	9	2
Maintains contact and keeps campus appraised on important and pertinent matters	21	3.22	-	3	8	7	3
Provides high quality advice and assistance	21	2.94	1	4	7	5	4
Communicates well both orally and in writing	21	3.16	-	3	10	6	2
Handles all interactions in a professional manner	21	3.42	-	1	9	9	2
Accomplishes goals and objectives and also provides additional value	21	3.00	1	4	7	6	3
Overall level of satisfaction	20	3.11	1	2	10	6	1

Q21.a to Q21.g Target Safety - Web-based Training

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

Q21.a to Q21.g Target Safety - Web-based Training



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

Website is WAY too complicated, tries to do too much, very hard to negotiate and not at all user friendly. Their offerings do NOT meet legal muster -- I would hate to go into court with someone who took their online Sexual Harassment training course.

We have used Target solutions for a variety of purposes including online courses, harassment training, certification tracking, and training tracking. We really like this service and it's a shame it's being phased out.

I rarely use this service. It is fair.

Could benefit from a more interactive role with the representative.