

## **Campus Relations & Dispute Resolution & Collective Bargaining 2007 Customer Satisfaction Survey**

### **Analysis**

Since May 2007, Campus Relations and Dispute Resolution and Collective Bargaining are the new configuration of the previous Employee and Labor Relations units. To minimize the potential confusion from the reorganization we queried respondents by the subject areas in the Employee and Labor Relations units. Responses to the survey illustrate a combination of positive comments and constructive advice and opinions.

Respondents acknowledged the following areas of strength:

- responding to questions in a appropriate and timely manner
- providing accurate information to campuses

Respondents indicated that the following areas needed improvement:

- consultation with campuses
- training and orientation

### **Campus Relations and Dispute Resolution and Collective Bargaining Goals for 2008**

Based on feedback from the Customer Satisfaction Survey, we will focus on:

- improving communication and consultation with campuses
- providing more orientation and training on collective bargaining, grievance, complaint and dispute resolution, and discrimination, harassment and retaliation issues

See a summary of [quantitative results](#).