

Human Resources Administration 2007 Customer Satisfaction Survey

Analysis

The Human Resources Administration (HRA) portion of the survey included the three main customer service areas of HRA: Benefits, Compensation and Payroll.

Although the overall results were very gratifying and respondents indicated a high level of satisfaction overall (64%), the responses to some individual questions have helped us identify opportunities for improvement of our processes.

Respondents acknowledged the following areas of strength:

- responding to questions in an appropriate and timely manner
- providing correct information to the campuses

Respondents indicated that the following areas needed improvement:

- training and orientation
- making technical and HR letters clear and accessible

HRA Goals for 2008

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

- providing various training and orientation programs
- implementing a program to overhaul the process of writing technical letters

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