

EMPLOYEE RELATIONS
CUSTOMER SATISFACTION SURVEY

It is important to HR that we align our processes and services with the needs of our clients. This survey will allow Employee Relations to establish base-line client satisfaction statistics that will allow us to more effectively focus our improvement efforts and determine their relative success from a client-centered perspective. We appreciate your candid responses. We will make the results available when tabulated.

DEMOGRAPHICS

1. I am (*choose best fit*):
 - a. VP
 - b. Dean, Assistant Dean, Associate Dean
 - c. Classified Manager
 - d. Supervisor
 - e. Professional staff member

2. I work at:
 - a. District Office
 - b. Pierce
 - c. City
 - d. Southwest
 - e. East
 - f. West
 - g. Harbor
 - h. Mission
 - i. Valley
 - j. Trade-Tech

3. On average, how often do you contact Employee Relations?
 - a. Never – go to #4
 - b. Daily – go to #5
 - c. Weekly – go to #5
 - d. Monthly – go to #5
 - e. Quarterly – go to #5

- f. Yearly – go to #5
- 4. Choose the reason that best describes why you have not utilized Employee Relations services.
 - a. No need.
 - b. Unaware of available services.
 - c. Concerns about ER credibility/knowledge.
 - d. Concerns about timely response.

5 = Very Satisfied	4 = Satisfied	3 = Neutral	2 = Dissatisfied	1 = Very Dissatisfied	0 = N/A
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5. MGMT CONSULTATION

- a) Overall satisfaction with services provided
- b) Effectiveness of advice or recommended action
- c) Responsiveness to your initial contact
- d) Timeliness of actions regarding your issue
- e) Timeliness of communication regarding next steps
- f) Assistance in handling grievances and/or complaints
- g) Courtesy and professionalism of staff

6. DISCIPLINE

- a) Information available regarding disciplinary process
- b) Assistance in identifying appropriate facts and causes of action
- c) Assistance in drafting disciplinary documents
- d) Timeliness of responses from ER Staff
- e) Time from initial contact to Trustee presentation of action

7. WRAP UP

- a) Where would you most like to see improvements in our products/services and why?
- b) What aspect of Employee Relations has been most useful and why?