

HUMAN RESOURCES DIVISION
CLIENT SATISFACTION SURVEY

The Human Resources Division (HRD) has the mission of fostering a District-wide culture of service and accountability. We achieve our mission by delivering services to our college clients that allow the colleges to act as highly effective and efficient independent entities, while simultaneously capturing the unique benefits that come from participation in a large, multi-college district.

The following survey was developed to assess client satisfaction with the services provided by HRD. Please rate your agreement with each of the statements below.

1. Selection packet documents are completed in within two weeks to enable timely hiring of new monthly rate employees at the colleges.

Rate your agreement with this statement.

STRONGLY
AGREE

AGREE

NO
OPINION

DISAGREE

STRONGLY
DISAGREE

2. The Minimum Qualifications evaluation and rating-in for new monthly rate employees are performed within 6 weeks.

Rate your agreement with this statement.

STRONGLY
AGREE

AGREE

NO
OPINION

DISAGREE

STRONGLY
DISAGREE

3. The assignment audit and rate change audit for continuing monthly rate employees are performed within 2 weeks.

Rate your agreement with this statement.

STRONGLY
AGREE

AGREE

NO
OPINION

DISAGREE

STRONGLY
DISAGREE

4. Personnel data audits, SAP (IT08) salary screen completions, and differential input are performed within 2 weeks.

Rate your agreement with this statement.

STRONGLY
AGREE

AGREE

NO
OPINION

DISAGREE

STRONGLY
DISAGREE

5. The District Office Human Resources and Employer-Employee Relations staff responds to management requests for contract interpretation and employee inquiries.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. District Office Human Resources staff provide consultation and assistance to the colleges throughout the disciplinary process.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. District Office Human Resources staff assist the colleges in the disciplinary process by providing coaching and training on performance issues.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. District Office Human Resources staff assist the colleges in the development of disciplinary actions and supporting substantiation.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. District Office Human Resources facilitates, supports and encourages District-wide compliance with all Board Rules, HR guides and collective bargaining agreements.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. District Office Human Resources processes employee leave requests, including eligibility requirements.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. District Office Human Resources provides assistance to the colleges with consultation on fitness exams and industrial illness leave cases.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. District Office Human Resources assists employees about to retire with the retirement process.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. District Office Human Resources provides human resource and related documents for ready access by District employees to assist them in the performance of their duties.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. District Office Human Resources staff maintain continual and effective communication with college SPOCs and related personnel, in a collaborative process that assures resolution of District-wide issues.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. District Office Human Resources successfully fosters a District-wide culture of service and accountability.

Rate your agreement with this statement.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for completing the survey. Your input is valuable in the continued in HRD efforts to provide quality services to our college clients.