

Human Resources Customer Survey Report

January 8, 2009

Abstract

Obtaining feedback from classified staff members of services in various areas allows departments to utilize information and maintain or improve the services provided to campus employees. The purpose of this survey was to study the quality of services provided by the Office of Human Resources to classified staff members. Classified Staff Council distributed a survey to all classified employees, using a survey similar to the one administered by the Office of Human Resources in 2004. After observing the data, participants in section one presented a majority (73.3%) of positive responses, the majority (64.2%) of statements in section two received neutral responses, and within section three (the open-ended section of the survey) most responses stated specific concerns and/or suggestions for improvement. The high percentage of neutral responses in the second section of the survey may suggest that the specific services were not necessarily important to classified employees; whereas the subjects and areas that were explicitly stated in the third section of the survey are of great interest to the participants.

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Overview of Study

This study was designed to examine the quality of services provided by the Office of Human Resources to classified staff at Bowling Green State University. In 2004, the OHR conducted a study which examined the quality of services provided by their office to 222 selected participants. OHR's study contained three sections: the first section listed fifteen statements targeting the information distributed by the OHR and also HR staff members, the second section listed fourteen statements with responses targeting the use of products/services and the satisfaction of these products/services, and the final section contained five open-ended questions. The study requested by Classified Staff Council regarding the quality of services provided by the Office of Human Resources utilized the same survey questions.

The survey was administered electronically through the survey software Snap 8. The survey was also sent out for those classified staff members who work the second and third shift, who did not have access to the electronic version of the survey.

Classified staff members were sent email invitations on Monday, November 10, 2008 and were given one week to respond to the survey. All electronic responses were imported the following Monday, November 17, 2008, while those participants who utilized the paper-based format were collected on Tuesday, November 18, 2008. The electronic and paper-based data were analyzed using SPSS 15.0 statistical software.

Participants

An email invitation was sent to 929 classified staff members. Of the total 929 classified staff members emailed 238 classified staff members participated in the study, which resulted in a response rate of 25.6 percent. Of the 238 classified staff members who participated in the survey 224 (94.1 %) were full-time employees and 14 (5.9 %) were part-time employees. There were 228 (95.8 %) classified staff members who participated electronically and 10 (4.2 %) classified staff members who participated by submitting their responses in hard copy form.

Analysis of Section One

There were fifteen statements within Section One of the survey: five inquiring about the information provided by HR, eight questions concerning HR staff members, one question concerning HR presentations, and one regarding OHR influence. Participants were asked to rate the statements on a five point scale ranging from “Strongly Disagree” to “Strongly Agree”, with “Neutral” being an option.

Several statements (73.3%) within the first section received at least 50% of the respondents either agreeing or strongly agreeing with the statements, which is a positive attribution. Those statements receiving at least 50% *agreeing or strongly agreeing* include:

Statement	Percentage
HR staff members are courteous and friendly	67.7%
Information is distributed by HR in a useful format	67.6%
The information from HR meets my needs	63.4%
Information from HR is dependable and accurate	63%
HR staff members are available and approachable	61.7%
Information is provided by HR in a timely manner	61.3%
HR staff members have the appropriate knowledge and skills to meet my needs	59.2%
Information provided by HR is clear and understandable	56.8%
HR staff members handle information with discretion and preserve confidentiality	54.6%
HR staff members listen and make an effort to understand their customer’s needs	54.2%
HR staff members demonstrate integrity and ethical behavior	51.3%

Those statements that received a high percentage of *neutral* responses included:

Statement	Percentage
HR staff members demonstrate creativity and initiative	48.3%
I would recommend HR presentations, training/development, and services to others	39.9%
HR staff members show interest in receiving feedback and improving performance	34.5%

There was one statement in particular that seemed to have a wide spread of responses with a great deal of participants either being neutral (33.2%), disagreeing/strongly disagreeing (28.5%), or agreeing/strongly agreeing (38.2%). This statement included: the office of HR has had a definite positive influence upon BGSU.

Analysis of Section Two

The second section of the survey listed fourteen statements that were composed of two parts: the first part asked respondents how often they have used the product/service stated

and the second part asked respondents how satisfied/dissatisfied they are with the product/service.

Several of the products/services offered by the Office of Human Resources were reported to be seldom or never used. Since many products/services are *never or seldom used* by classified staff members, the satisfaction for many of these products/services was neutral, neither satisfied nor dissatisfied. These products/services included:

Statement	Percentage
Mailing labels	90.3%
Focus reports generated by HR off of AHRS	88.2%
Classified special leave	85.3%
Violence prevention training	80.7%
New employee orientation	79%
Employee/employer relations advice or guidance	77.8%
Retirement benefit sessions	76.9%
Classified job audit process	76.1%
Performance evaluation training	65.1%

There were a couple services that were *used occasionally* by classified staff members which include the:

Statement	Percentage
Receiving information during telephone calls, e-mails, or walk-in office visits	39.1%
Classified staff hiring process	34.9%
Health care open enrollment information sessions	34.5%
Links to health related web sites	30.3%

Of the four services listed above, the one that received the highest (12.2%) dissatisfied/very dissatisfied remarks was the service of receiving information during telephone calls, e-mails, or walk-in office visits.

One service seemed to be utilized by classified staff members occasionally/often, was the human resources web site (84%). This service received a majority (66.4%) of classified staff members either being satisfied or very satisfied with this service.

Analysis of Section Three

The third section contained five open-ended questions that consisted of: What do you feel are the strengths of the Office of Human Resources? What could or should the Office of Human Resources do differently? What are the areas for improvement for the Office of Human Resources? List in order of priority the three things that are most important to you when dealing with the Office of Human Resources? and Additional Comments and/or Suggestions. In the analysis of the open-ended questions, all answers to questions were placed into categories after which the categories were tallied and ranked from most prevalent response to least prevalent response.

The first open-ended question posed to classified staff members concerned the strengths of the Office of Human Resources, where 141 responses were reported which include:

- Knowledge (of the State/University system), Accuracy, A place to obtain information – 28 responses
- Classified staff are helpful, supportive – 27 responses
- Classified staff are friendly, courteous – 22 responses
- Meetings and information related to benefits such as health care, OPERS, and retirement – 21 responses
- Concern for employees/Listening to employees – 7 responses
- Professional – 6 responses
- Good Staff – 6 responses
- Comprehensive Website – 5 responses
- Quick turn-around, receive information in a timely manner – 5 responses
- Availability – 4 responses
- Respectful – 3 responses
- Fair – 1 responses
- Patient – 1 responses
- Access to data – 1 responses
- Energized – 1 responses
- Posting of Jobs – 1 responses
- Privacy – 1 responses
- Experienced – 1 responses

The second open-ended question asked classified staff members what could or should the OHR do differently, where 97 responses were stated which include:

Positive perceptions:

- OHR is doing a fine job, no issues to speak of, fine as is – 7 responses

What could or should the OHR do differently:

- Practice better customer service, be nicer, be less condescending/defensive/rude, get rid of the negative attitude/tone – 17 responses
- Offer more training programs/more workshops, offer more guidance – 11 responses
- Maintain confidentiality – 10 responses
- Be more representative of employees, set policies that reflect common goals – 10 responses
- Simplify processes, eliminate forms where possible – 8 responses
- Be more accessible, to 2nd shift/3rd shift, Firelands campus – 7 responses
- Be more knowledgeable about Classified Staff jobs, acquire new/different job descriptions, job reclassification process – 5 responses
- Website/technology access, re-organize website, update employment opportunities on website, remember not everyone has computer access or computer skills – 5 responses

- Be more neutral, less biased – 5 responses
- Provide accurate information – 4 responses
- Provide more timely responses – 4 responses
- Audits (general), notify individuals in advance – 4 responses

The third question asked classified staff members the areas of improvement the Office of Human Resources should hone in upon, which received 80 responses including:

- Improve “people skills” (friendliness, approachability, respect) – 11 responses
- Be more neutral, not bias, not always on the side of the University, not always on the side of the administration; Grievance/Disciplinary issues to ALL sides, not just management – 10 responses
- Increase privacy (especially at the reception area), increase confidentiality, increase trust – 8 responses
- Simplify the hiring process and job audit process, be more compassionate/friendly during the job audit process – 7 responses
- Require more professional attire (especially for those working the front desk) – 6 responses
- Increase communication, increase follow-ups – 6 responses
- Be more quick with responses messages (telephone, e-mail) – 4 responses
- Treat staff with respect/kindness/compassion, sensitivity training for some – 3 responses
- Improve records maintenance, paper work tends to get lost – 3 responses
- Relaying correct information, be more careful not to make mistakes on paperwork – 3 responses
- Be more available, especially to third shift employees (possibly open at 6:00am one day of the week) – 3 responses
- FMLA – 3 responses
- Take more responsibility for hiring people at BGSU, have more experienced selection committees – 2 responses
- Offer more training opportunities (such as resume building) – 2 responses
- Update job descriptions, update hiring procedures – 2 responses
- Eliminate foul language in the work place – 1 response
- More promotions – 1 response
- Make the homepage of the website more welcoming – 1 response
- Establish health care incentive programs – 1 response
- Sick leave policy – 1 response
- Advancement for employees (ensure those individuals who meet the minimum standards are interviewed) – 1 response
- Establish rules and regulations that are the same across the board – 1 response

The fourth question of the open-ended section asked classified staff employees to list the three things that are most important to them when dealing with the Office of Human Resources, where 309 responses were submitted which included:

- Helpful/Informative meetings concerning insurance information, retirement information, fee waiver information, etc. – 51 responses

- Courtesy, sincerity, respect, friendliness – 46 responses
- Timeliness, prompt replies, follow-ups, staying in contact – 41 responses
- Confidentiality, honest, trustworthiness – 39 responses
- Accuracy, knowledge of handbook, supplying correct information – 31 responses
- Knowledgeable about the rules and procedures, job openings – 23 responses
- Answering questions when called, responding to questions, supplying correct answers – 10 responses
- Fairness – 10 responses
- Professional Integrity – 9 responses
- Availability, convenience – 8 responses
- Employee relations, approachable, customer service – 7 responses
- Help with job audits – 6 responses
- Have the necessary paperwork on hand, paperwork easy to access and fill out, possibly have forms and FAQ's online – 5 responses
- Job protection/security – 4 responses
- Adhere to equal opportunity employment practices, hiring staff according to qualifications – 4 responses
- Benefits – 3 responses
- Employee Advocacy – 3 responses
- Patience – 2 responses
- Remaining Unbiased – 2 responses
- Attention – 1 response
- FMLA – 1 response
- Personal leave for medical reasons – 1 response
- Well trained staff – 1 response
- Communication – 1 response

The final question of the open-ended section was reserved for additional comments and/or suggestions, where 43 responses were imported:

- The Office of Human Resources is doing a good job, I am happy with the way HR is working, excellent service, never a problem, helpful and friendly – 13 responses
- Some HR representatives are doing good, others are not – 6 responses
- Improve respectfulness, be more thoughtful, improve courteousness – 6 responses
- Need new/better computers in areas for classified staff (especially in Centrex Building) – 4 responses
- Not happy with the role Human Resources plays for me as an employee – 4 responses
- Benefits, free programs, memberships, retirement ease – 3 responses
- Availability of human resource representatives, of paperwork, of forms (especially for those working 3rd shift) – 2 responses
- Need different leadership – 2 responses
- Need to remain unbiased – 1 response

- There are no HR representatives to turn to at the Firelands campus – 1 response
- Keep the website up-to-date and current – 1 response

Concluding Remarks/Suggestions

The first and second sections of this survey depicted specific services and areas of interest. Survey participants displayed positive remarks in section one of the survey concerning HR information and HR staff members. For example, in section one participants identified eleven services with which they were positive, three services with neutral responses, and one service with a balance of opinion from negative to positive. Within the second section of the survey, participants did not seem to have a great deal of experience or interest with the OHR services or the topics covered. In section two, respondents identified nine services they seldom/never used, another four they occasionally used, and only one that was used occasionally/often (the HR website). This seems to account for the high percentage of neutral responses in regard to satisfaction of those specific services and areas of interest.

There were many comments in the third section that did not remain neutral. For example there were seventeen responses denoting the need for “the OHR to practice better customer service, be nicer, be less condescending/defensive/rude, get rid of the negative attitude/tone” and there were seven responses denoting “the OHR is doing a fine job, no issues to speak of, fine as is”. The third section comments address more general HR Office issues rather than simply discussing specific services as in sections one and two. This suggests classified staff employees are overall satisfied with the services, but have issues with how the services are delivered. Those areas targeted by classified staff members in the third section suggest there is room for improvement in a couple OHR divisions. These specific areas targeted by classified staff could be used to guide further investigation into the quality of services provided by the OHR to classified staff employees.

The appendix of this report contains the raw data from sections one and two and the open-ended comments obtained from participants. Due to the confidentiality rights of all individuals, all personal names were removed from the open-ended comments section. Three comments from section five of this appendix were completely removed in order to protect the confidentiality of survey participants and campus employees.

Appendix

**Human Resources Customer Survey
Administered by Classified Staff Council**

This survey is based from an existing survey conducted by the Office of Human Resources during 2004

Classified Staff Council is interested in your feedback concerning the quality of services the Office of Human Resources provides to classified staff employees. This survey consists of three sections: The first section contains statements with responses ranging from "Strongly Disagree-to-Strongly Agree". Section 2 contains statements with responses ranging from "Very Often-to-Never" and "Very Dissatisfied-to-Very Satisfied". Section 3, the final section, contains five open-ended questions. This survey should take no more than 10 minutes to complete. This survey does not require personal information such as name, BGSU username, P00#'s, or any other personal identification. Job status, rank, etc. will not be affected by completing or not completing this survey.

Please complete and submit this survey by midnight on Monday, November 17th. Your time and consideration in this matter are greatly appreciated!

Section 1

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neutral</i>	<i>Agree</i>	<i>Strongly Agree</i>
Information received from Human Resources meets my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information received from HR is dependable and accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information is provided by HR in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information is distributed by HR in a useful format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information provided by HR is clear and understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend HR presentations, training/development, and services to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Office of HR has had a definite positive influence upon BGSU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members are courteous and friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members are available and approachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members handle information with discretion and preserve confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members demonstrate integrity and ethical behavior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members demonstrate creativity and initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members have the appropriate knowledge and skills to meet my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members listen and make an effort to understand their customers' needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HR staff members show interest in receiving feedback and improving performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 2

1 I have used this product/service...

	<i>Very Often</i>	<i>Often</i>	<i>Occasionally</i>	<i>Seldom</i>	<i>Never</i>
Classified Staff Hiring Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Employee Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classified Job Audit Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Benefit Sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Care Open Enrollment Information Session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources Web Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Links to Health Related Web Sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance Evaluation Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence Prevention Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus Reports generated by HR off of AHRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mailing Labels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee/Employer Relations Advice or Guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving Information during Telephone Calls, E-mails, or Walk-In Office Visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classified Special Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 I am _____ with this product/service.

	<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Neutral</i>	<i>Satisfied</i>	<i>Very Satisfied</i>
Classified Staff Hiring Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Employee Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classified Job Audit Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Benefit Sessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Care Open Enrollment Information Session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources Web Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Links to Health Related Web Sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance Evaluation Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence Prevention Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focus Reports generated by HR off of AHRS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mailing Labels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee/Employer Relations Advice or Guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving Information during Telephone Calls, E-mails, or Walk-In Office Visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classified Special Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3

1 What do you feel are the strengths of the Office of Human Resources?

2 What could or should the Office of Human Resources do differently?

3 What are the areas for improvement for the Office of Human Resources?



- 4 Please list *in order of priority* the 3 things that are most important to you when dealing with the Office of Human Resources.

- 5 Additional Comments and/or Suggestions:

- 6 Employment Status:

- Part-time
 Full-time

Thank you for your participation in this survey. Your time and effort in this process are greatly appreciated! Now that you are finished you can click on the SUBMIT button found on the bottom of this page.

Statements Posed with Responses Ranging from “Strongly Disagree” to “Strongly Agree”

Information received from Human Resources meets my needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	3.8	3.8	3.8
	Disagree	17	7.1	7.1	10.9
	Neutral	61	25.6	25.6	36.6
	Agree	130	54.6	54.6	91.2
	Strongly Agree	21	8.8	8.8	100.0
	Total	238	100.0	100.0	

Information received from HR is dependable and accurate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	11	4.6	4.6	4.6
	Disagree	32	13.4	13.4	18.1
	Neutral	45	18.9	18.9	37.0
	Agree	130	54.6	54.6	91.6
	Strongly Agree	20	8.4	8.4	100.0
	Total	238	100.0	100.0	

Information is provided by HR in a timely manner

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	16	6.7	6.7	6.7
	Disagree	21	8.8	8.8	15.5
	Neutral	55	23.1	23.1	38.7
	Agree	120	50.4	50.4	89.1
	Strongly Agree	26	10.9	10.9	100.0
	Total	238	100.0	100.0	

Information is distributed by HR in a useful format

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	3.8	3.8	3.8
	Disagree	20	8.4	8.4	12.2
	Neutral	48	20.2	20.2	32.4
	Agree	144	60.5	60.5	92.9
	Strongly Agree	17	7.1	7.1	100.0
	Total	238	100.0	100.0	

Information provided by HR is clear and understandable

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	9	3.8	3.8	3.8
Disagree	33	13.9	13.9	17.6
Neutral	61	25.6	25.6	43.3
Agree	122	51.3	51.3	94.5
Strongly Agree	13	5.5	5.5	100.0
Total	238	100.0	100.0	

I would recommend HR presentations, training/development, and services to others

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	9	3.8	3.8	3.8
Disagree	19	8.0	8.0	11.8
Neutral	95	39.9	39.9	51.7
Agree	92	38.7	38.7	90.3
Strongly Agree	23	9.7	9.7	100.0
Total	238	100.0	100.0	

The Office of HR has had a definite positive influence upon BGSU

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	26	10.9	10.9	10.9
Disagree	42	17.6	17.6	28.6
Neutral	79	33.2	33.2	61.8
Agree	79	33.2	33.2	95.0
Strongly Agree	12	5.0	5.0	100.0
Total	238	100.0	100.0	

HR staff members are courteous and friendly

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	12	5.0	5.0	5.0
Disagree	27	11.3	11.3	16.4
Neutral	38	16.0	16.0	32.4
Agree	113	47.5	47.5	79.8
Strongly Agree	48	20.2	20.2	100.0
Total	238	100.0	100.0	

HR staff members are available and approachable

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	14	5.9	5.9	5.9
Disagree	32	13.4	13.4	19.3
Neutral	45	18.9	18.9	38.2
Agree	111	46.6	46.6	84.9
Strongly Agree	36	15.1	15.1	100.0
Total	238	100.0	100.0	

HR staff members handle information with discretion and preserve confidentiality

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	20	8.4	8.4	8.4
Disagree	20	8.4	8.4	16.8
Neutral	68	28.6	28.6	45.4
Agree	101	42.4	42.4	87.8
Strongly Agree	29	12.2	12.2	100.0
Total	238	100.0	100.0	

HR staff members demonstrate integrity and ethical behavior

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	15	6.3	6.3	6.3
Disagree	34	14.3	14.3	20.6
Neutral	67	28.2	28.2	48.7
Agree	98	41.2	41.2	89.9
Strongly Agree	24	10.1	10.1	100.0
Total	238	100.0	100.0	

HR staff members demonstrate creativity and initiative

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	7	2.9	2.9	2.9
Disagree	20	8.4	8.4	11.3
Neutral	115	48.3	48.3	59.7
Agree	75	31.5	31.5	91.2
Strongly Agree	21	8.8	8.8	100.0
Total	238	100.0	100.0	

HR staff members have the appropriate knowledge and skills to meet my needs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	10	4.2	4.2	4.2
Disagree	24	10.1	10.1	14.3
Neutral	63	26.5	26.5	40.8
Agree	119	50.0	50.0	90.8
Strongly Agree	22	9.2	9.2	100.0
Total	238	100.0	100.0	

HR staff members listen and make an effort to understand their customers' needs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	23	9.7	9.7	9.7
Disagree	34	14.3	14.3	23.9
Neutral	52	21.8	21.8	45.8
Agree	101	42.4	42.4	88.2
Strongly Agree	28	11.8	11.8	100.0
Total	238	100.0	100.0	

HR staff members show interest in receiving feedback and improving performance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	23	9.7	9.7	9.7
Disagree	34	14.3	14.3	23.9
Neutral	82	34.5	34.5	58.4
Agree	81	34.0	34.0	92.4
Strongly Agree	18	7.6	7.6	100.0
Total	238	100.0	100.0	

Statements regarding the use of products/services offered by the Office of Human Resources, with responses ranging from "Very Often" to "Never"

Classified Staff Hiring Process

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Very Often	5	2.1	2.1	2.1
Often	15	6.3	6.3	8.4
Occasionally	83	34.9	34.9	43.3
Seldom	82	34.5	34.5	77.7
Never	53	22.3	22.3	100.0
Total	238	100.0	100.0	

New Employee Orientation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	4	1.7	1.7	1.7
	Often	7	2.9	3.0	4.6
	Occasionally	38	16.0	16.0	20.7
	Seldom	114	47.9	48.1	68.8
	Never	74	31.1	31.2	100.0
	Total	237	99.6	100.0	
Missing	System	1	.4		
Total		238	100.0		

Classified Job Audit Process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	4	1.7	1.7	1.7
	Occasionally	53	22.3	22.3	23.9
	Seldom	77	32.4	32.4	56.3
	Never	104	43.7	43.7	100.0
	Total	238	100.0	100.0	

Retirement Benefit Sessions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	2	.8	.8	.8
	Often	5	2.1	2.1	2.9
	Occasionally	48	20.2	20.2	23.1
	Seldom	50	21.0	21.0	44.1
	Never	133	55.9	55.9	100.0
	Total	238	100.0	100.0	

Health Care Open Enrollment Information Session

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	12	5.0	5.0	5.0
	Often	24	10.1	10.1	15.1
	Occasionally	82	34.5	34.5	49.6
	Seldom	62	26.1	26.1	75.6
	Never	58	24.4	24.4	100.0
	Total	238	100.0	100.0	

Human Resources Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	42	17.6	17.6	17.6
	Often	78	32.8	32.8	50.4
	Occasionally	80	33.6	33.6	84.0
	Seldom	26	10.9	10.9	95.0
	Never	12	5.0	5.0	100.0
	Total	238	100.0	100.0	

Links to Health Related Web Sites

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	16	6.7	6.7	6.7
	Often	33	13.9	13.9	20.6
	Occasionally	72	30.3	30.3	50.8
	Seldom	70	29.4	29.4	80.3
	Never	47	19.7	19.7	100.0
	Total	238	100.0	100.0	

Performance Evaluation Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	8	3.4	3.4	3.4
	Often	16	6.7	6.7	10.1
	Occasionally	59	24.8	24.8	34.9
	Seldom	71	29.8	29.8	64.7
	Never	84	35.3	35.3	100.0
	Total	238	100.0	100.0	

Violence Prevention Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	5	2.1	2.1	2.1
	Often	2	.8	.8	2.9
	Occasionally	39	16.4	16.4	19.3
	Seldom	78	32.8	32.8	52.1
	Never	114	47.9	47.9	100.0
	Total	238	100.0	100.0	

Focus Reports generated by HR off of AHRs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	3	1.3	1.3	1.3
	Often	2	.8	.8	2.1
	Occasionally	23	9.7	9.7	11.8
	Seldom	32	13.4	13.4	25.2
	Never	178	74.8	74.8	100.0
	Total	238	100.0	100.0	

Mailing Labels

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	1	.4	.4	.4
	Often	7	2.9	2.9	3.4
	Occasionally	15	6.3	6.3	9.7
	Seldom	27	11.3	11.3	21.0
	Never	188	79.0	79.0	100.0
	Total	238	100.0	100.0	

Employee/Employer Relations Advice or Guidance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	2	.8	.8	.8
	Often	6	2.5	2.5	3.4
	Occasionally	45	18.9	18.9	22.3
	Seldom	58	24.4	24.4	46.6
	Never	127	53.4	53.4	100.0
	Total	238	100.0	100.0	

Receiving Information during Telephone Calls, E-mails, or Walk-In Office Visits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	6	2.5	2.5	2.5
	Often	34	14.3	14.3	16.8
	Occasionally	93	39.1	39.1	55.9
	Seldom	61	25.6	25.6	81.5
	Never	44	18.5	18.5	100.0
	Total	238	100.0	100.0	

Classified Special Leave

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Often	2	.8	.8	.8
	Often	4	1.7	1.7	2.5
	Occasionally	29	12.2	12.2	14.7
	Seldom	58	24.4	24.4	39.1
	Never	145	60.9	60.9	100.0
	Total	238	100.0	100.0	

Statements regarding the satisfaction of products/services offered by the Office of Human Resources, with responses ranging from “Very Dissatisfied” to “Very Satisfied”

Classified Staff Hiring Process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	8	3.4	3.4	3.4
	Dissatisfied	27	11.3	11.3	14.7
	Neutral	103	43.3	43.3	58.0
	Satisfied	91	38.2	38.2	96.2
	Very Satisfied	9	3.8	3.8	100.0
	Total	238	100.0	100.0	

New Employee Orientation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	5	2.1	2.1	3.4
	Neutral	125	52.5	52.5	55.9
	Satisfied	88	37.0	37.0	92.9
	Very Satisfied	17	7.1	7.1	100.0
	Total	238	100.0	100.0	

Classified Job Audit Process

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	15	6.3	6.3	6.3
	Dissatisfied	40	16.8	16.8	23.1
	Neutral	135	56.7	56.7	79.8
	Satisfied	42	17.6	17.6	97.5
	Very Satisfied	6	2.5	2.5	100.0
	Total	238	100.0	100.0	

Retirement Benefit Sessions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	5	2.1	2.1	3.4
	Neutral	166	69.7	69.7	73.1
	Satisfied	52	21.8	21.8	95.0
	Very Satisfied	12	5.0	5.0	100.0
	Total	238	100.0	100.0	

Health Care Open Enrollment Information Session

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	11	4.6	4.6	5.9
	Neutral	101	42.4	42.4	48.3
	Satisfied	104	43.7	43.7	92.0
	Very Satisfied	19	8.0	8.0	100.0
	Total	238	100.0	100.0	

Human Resources Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	20	8.4	8.4	9.7
	Neutral	57	23.9	23.9	33.6
	Satisfied	130	54.6	54.6	88.2
	Very Satisfied	28	11.8	11.8	100.0
	Total	238	100.0	100.0	

Links to Health Related Web Sites

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.4	.4	.4
	Dissatisfied	3	1.3	1.3	1.7
	Neutral	130	54.6	54.6	56.3
	Satisfied	88	37.0	37.0	93.3
	Very Satisfied	16	6.7	6.7	100.0
	Total	238	100.0	100.0	

Performance Evaluation Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	6	2.5	2.5	2.5
	Dissatisfied	16	6.7	6.7	9.2
	Neutral	142	59.7	59.7	68.9
	Satisfied	65	27.3	27.3	96.2
	Very Satisfied	9	3.8	3.8	100.0
	Total	238	100.0	100.0	

Violence Prevention Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	4	1.7	1.7	1.7
	Dissatisfied	5	2.1	2.1	3.8
	Neutral	158	66.4	66.4	70.2
	Satisfied	59	24.8	24.8	95.0
	Very Satisfied	12	5.0	5.0	100.0
	Total	238	100.0	100.0	

Focus Reports generated by HR off of AHRS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	3	1.3	1.3	1.3
	Dissatisfied	4	1.7	1.7	2.9
	Neutral	206	86.6	86.6	89.5
	Satisfied	18	7.6	7.6	97.1
	Very Satisfied	7	2.9	2.9	100.0
	Total	238	100.0	100.0	

Mailing Labels

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	1	.4	.4	.4
	Dissatisfied	4	1.7	1.7	2.1
	Neutral	199	83.6	83.6	85.7
	Satisfied	24	10.1	10.1	95.8
	Very Satisfied	10	4.2	4.2	100.0
	Total	238	100.0	100.0	

Employee/Employer Relations Advice or Guidance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	15	6.3	6.3	6.3
	Dissatisfied	26	10.9	10.9	17.2
	Neutral	140	58.8	58.8	76.1
	Satisfied	46	19.3	19.3	95.4
	Very Satisfied	11	4.6	4.6	100.0
	Total	238	100.0	100.0	

Receiving Information during Telephone Calls, E-mails, or Walk-In Office Visits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	5	2.1	2.1	2.1
	Dissatisfied	24	10.1	10.1	12.2
	Neutral	95	39.9	39.9	52.1
	Satisfied	83	34.9	34.9	87.0
	Very Satisfied	31	13.0	13.0	100.0
	Total	238	100.0	100.0	

Classified Special Leave

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Dissatisfied	2	.8	.8	.8
	Dissatisfied	3	1.3	1.3	2.1
	Neutral	171	71.8	71.8	73.9
	Satisfied	48	20.2	20.2	94.1
	Very Satisfied	14	5.9	5.9	100.0
	Total	238	100.0	100.0	

Employment Status:

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Part-time	14	5.9	5.9	5.9
	Full-time	224	94.1	94.1	100.0
	Total	238	100.0	100.0	

** Due to the confidentiality rights of all individuals, all personal names were removed from the open-ended comments section. Three comments from question five of this section were completely removed in order to protect the confidentiality of survey participants and campus employees.*

Open-Ended Comments to Question 1

- Two specific long term employees are always professional, always patient, and always respectful.
- Concern for employees, Professional integrity, Helpful service
- The access to data
- I feel the goal of HR is to be a supporting agent for staff and I do not feel that is the perception on campus.
- A very good representative of the university's administrative platform. But then, that is a purpose of HR's existence.
- Location and front office staff members are very helpful.
- Getting the Health Benefits out to staff in a timely manner (the information as to what is going on.
- Always on top of things on the Benefits package
- Knowledge of the state/university system
- When I've called the Human Resource office, they are very helpful.
- Customer Service
- Their knowledge of the products/services they offer. Some personnel are quick to respond to questions and are efficient. Office coverage appears to be well handled (8-5p).
- Lots of staff.
- They take the time to listen and always get back with me for an answer or a solution. They are approachable and friendly.
- I like they are approachable and knowledgeable.
- Questions about retirement and the half hour sessions from OPERS are very valuable. Those sessions should be put down back to a half an hour.
- 1. You do listen, but sometimes you go to the department head and don't listen to the workers.
- Understanding of insurance benefits, Retirement sessions, Being directed to the correct person for answers
- One is customer service.
- Capable vice president.
- Dissemination of information
- Readily answer questions about benefits
- One specific person seems to be a great manager and good role model for other administrators. Another specific person is very knowledgeable on family medical leave issues and she has made me feel very confident in her abilities while working with her on my leave requests.
- They are helpful when I have questions.
- The friendliness and willingness to help from the general staff.
- They know the laws and what can and can't be done. They are also a friendly and energized group.

- Your classified employees are very approachable and try their best to work for the employees--I commend them for a job well done. I wish the upper administration was as responsive to the needs of the university's employees.
- -Posting of jobs good. -Some office staff are very knowledgeable and get out very good information to BGSU employees.
- Someone is always available. Friendly and helpful staff. Hours available.
- Benefits Office - friendly, helpful staff
- The staff
- Prompt, friendly service Staff members are experts in their area of work
- Benefits area
- The Healthcare Benefits area
- Most of the employees are very helpful and knowledgeable.
- One specific person is so knowledgeable and is very friendly and professional.
- Employee Benefits personnel are helpful and knowledgeable. I feel like the customer when interacting with the Benefits staff
- Friendly and professional.
- Friendly staff, helpful, knowledgeable.
- Personnel
- Everyone does Smile and are relaxed.
- The clerical staff are friendly and very helpful and assist you on anything they can.
- Some staff is very helpful and courteous while others could improve on these areas.
- I have always had a good experience with HR. I think they do a great job.
- They're always helpful when I call needing information. If they don't have the answer, they'll call back when they do.
- They are always friendly, courteous, professional and very helpful. Always willing to go out of there way to accommodate us.
- Ease of finding information
- I think the employees, although it is a double edged sword...there are great people there and not so great people there.
- Their staff, always courteous and if they do not know the answer they will find it for you.
- Usually very helpful with questions.
- Helping with questions and getting the answers
- The availability of people is great.
- They have been helpful with medical leaves, and explaining benefits. Very helpful with any questions I have had.
- Accuracy, a place for information, privacy.
- New employee breakfast fair (not the orientation session) was very helpful
- Convenience
- Helpful and respectful.
- Knowledge, ability to provide options, and willingness to find a solution.
- Friendly, helpful staff.
- No one has ever laughed at my stupid questions.
- There are some very personable people who are quite pleasant to work with.

- Knowledgeable staff. Comprehensive website. Approachable staff/courteous.
- Excellent training programs sponsored by HR and put on by campus "experts".
- Customer Service Detailed information provided on web site Access to staff members - walk ins encouraged
- The staff and all of their knowledge
- answering questions quickly
- Some staff (those who have been there for a long time) are very caring individuals, others are not.
- Knowledgeable and friendly benefits staff
- Most staff are knowledgeable and friendly.
- Some experienced, knowledgeable individuals are very helpful and detailed.
- Many employees there working for one cause, BGSU
- The people working the front desks and answering the telephones are very kind and helpful.
- The information provided regarding employee relations and training workshops available.
- Personalities are a plus.....
- Courteous and polite people.
- Record Keeping
- Giving correct information when asked in a timely manner. Always doing a follow up.
- They are supposed to know the answers or a starting point.
- I know the office is there, but I am not aware of any special programming or services they conduct for the employees.
- good website good links to needs of classified staff
- Knowledgeable, courteous staff. They are always willing to help and are quick to get back to you with answers. When asked, they have been very good at coming to our department to answer questions or train us on specific issues.
- Not what, but who
- Classified staff who work in the office. Hours open--although 2nd & 3rd shift people may disagree with that.
- Nothing comes to mind at the moment.
- Always very helpful on the phone or in person.
- Umm, besides new employee orientation?
- Receive most info in a timely manner
- The Benefits area personnel.
- They have a couple of good people in health benefits.
- The classified staff members.
- The Medical Benefits advice and assistance.
- This specific person is wonderful, if she's not there she always gets back with a client, she's caring and is so informative.
- This specific person and her never ending knowledge and helpfulness for people who are anxious and sometimes terrified of retirement and the whole retirement process.

- The staff will get back to you in a very timely manner. They have a lot of training sessions and seem to be very knowledgeable about helping you with your retirement questions.
- Questions regarding Health Benefits.
- Human Resources has been will be work with classified staff and CSC to resolve issues. I know of other work environments where HR only works on behalf of management. I believe that is not the case at BGSU.
- General Staff, Health Care Specialists and some Employee issues Staff are very helpful.
- I have not observed any positive strengths from the Office of HR.
- The helpful people and wealth of information.
- Web site information
- Staff members nearly always have the answers when contacted by phone, or can connect me with someone who does.
- The staff is the strength of HR. My questions are always answered by friendly, knowledgeable staff. If I direct a question to the wrong person, I'm guided in the right direction.
- They are extremely friendly and are able to understand my questions even though I don't entirely understand them.
- Knowledgeable in the area of benefits.
- They always answer my questions completely and will help to straighten out any insurance problems, etc.
- Have always been great to work with. They make up where others are lacking.
- need to be available to night shift more often
- You only have to go to one building to find all the resources.
- Everyone in that office cares about doing an outstanding job, from the bottom to the top. I think they really care about each person who works at BGSU.
- We have very informed people in our dept that participate in CSC!
- The only area's of HR I like are the ladies that do the insurance. They are very helpful and nice to deal with.
- Open at 7:30am - convenient
- The employees. They are very nice and very helpful
- Their front office employees
- The folks that I contact are always concerned and helpful.
- The employees - very knowledgeable and give correct information.
- Unknown at this time
- Website and availability of info, forms and FAQ's
- The folks at HR are kind, caring and their willingness to assist. I receive postcards for follow up phone calls during open enrollment from the benefits office.

Open-Ended Comments to Question 2

- Very good and very helpful. The Administrators in the Office of Human Resources tend to be condescending and defensive.
- HR is generally perceived as an extension of the upper administration. Creating and maintaining an effective, efficient, well-managed, well-compensated

workforce is management's primary responsibility, yet both our administration and HR seem unable or unwilling to recognize this. We have world-class resources in our Business and Psychology departments. How can we fail so miserably?

- Verify that employment applications were received - before a deadline. I know of instances where an application was walked in before the deadline - and when applicant called to check the status, was told that the application was never received.
- Be more approachable Simplify processes Eliminate multiple forms
- The people in this office can be very rude. On many occasions a specific person has treated myself and colleagues with disrespect.
- Many things but the list is too long...besides HR does have many roles to perform without losing sight of either being or part of the university's administrative platform.
- Develop greater confidence from CSC members by knowing their jobs and providing accurate information.
- Get the BG Alert functioning properly and be sure it is in a timely manner
- Not everyone utilizes the computer to access information. Everyone does not have the appropriate computer skills or access to get the information.
- Come to Firelands more
- Initiate programs to help people do their jobs. Set up training programs for HCM and let people that need the access use it.
- Be more neutral, to much on the side if the university
- Unsure.
- I think they are doing what they can and doing a good job at what they do
- Offer guidance/individual session to Classified staff wishing to be promoted.
- Acquire new and different job descriptions that will fit certain positions. Those used currently do not meet the needs or match certain jobs here on campus making it difficult to match criteria in your current job and wanting a job audit.
- Be nicer to employees.
- I think they are doing a great job.
- Audits
- I don't know but I hear complaints. I have found it to be satisfying for me.
- Have open talks for employees who have trouble with there bosses.
- **THEY COULD BE A LOT NICER AND PAY MORE ATTENTION TO THE DEPARTMENTS HIRING PROCESSES, THE BEST CANDIDATES ARE OFTEN OVERLOOKED IN FAVOR OF HIRING FRIENDS, I KNOW THIS FOR A FACT, I HAVE SEEN IT HAPPEN MANY TIMES.**
- Do something about changing the state job descriptions to fit the campus jobs when doing job audits. Too much time spent on a job audit trying to fit it into a state description that does not fit your job title or what your job actually entails.
- Work on excelling in customer service
- Be for the employee and find out all the facts of any situation before taking sides.
- Make themselves more accessible
- Cross-train staff or make sure when a staff member leaves or retires that the other staff are up-to-speed on all of that other staff member's areas of expertise.

- I don't have any suggestions at this point.
- Human Resources should be an area where Classified Staff can seek assistance with personnel issues, and be afforded respectful and fair direction from the Director of HR - and not be run down by an Administrative bias.
- If an employee goes to HR for help or understanding of an issue, it is not to be relayed back to their department unless the employee specifically requests or approves.
- I don't know - upper administration needs to work to change their image. The design of the performance evaluation is lacking in ease of use and is entirely too long and involved. It is overwhelming and should be more concise and less subjective for a more accurate and comparable view of all employees.
- -Mailings could be done on campus to save the university money in postal fees. - Dispute cases could be handled better. There has been too much bad or wrong info given to parties involved in several cases.
- Fine as is.
- Provide more timely response to information requests from CSC
- I can't think of anything.
- It is interesting that the HR office is allowed to wear jeans on a daily basis and other departments are not permitted to EVER wear jeans, even on an occasional Friday.
- Need more personable and better informed receptionists Keep employee files for disciplinary actions more secure
- Excluding the healthcare benefits area - you all need training in professionalism and customer courtesy, stop making inappropriate faces in CSC meetings, stop with the snide tone of voice, realize that we come to you for support and assistance - not to have our heads chewed off.
- No comment
- Keep confidences!!!! If a classified employee comes in to discuss a situation, don't call the supervisor and tell them about the visit. Give what help is asked for -- guidance on how to deal with a situation.
- Identify themselves by name, not by just saying "Human Resources"
- BGSU HR could be a representative for and to the employees of this institution as opposed to the "gatekeepers" they are now. Staff repeat verbatim BGSU policies without actively listening to the unique circumstances of the individual or considering the best case scenario for the employee. The information given is correct, just not always complete. Significant information that is beneficial to the employee is not always given. Instead of a policing agency that tells employees what they have done wrong, perhaps assisting the employee to navigate through unknown, unfamiliar processes would be a direction HR would entertain.
- Stay neutral and open minded on personal matters. Think outside the box and not always siding with conventional rules.
- Communicate to the employees more efficiently and accurately.
- Provide more training on policy - procedures.
- Answer their phones in person
- Honesty would be nice. Threatening to fire people gets you no where if you can't trust what they say and have to record them to show their true colors it is a

- reflection on them and their office. Don't just talk the talk, walk the walk, and everyone would be a lot more satisfied with them.
- Review their policies, procedures and guidelines to reflect change due to the changes of the time. Be more efficient in informing the campus community, like a monthly HR newsletter. Work with the campus community rather than against. HR is suppose to be there for the campus and not against.
 - Be more forthcoming with information when working with depts. for new positions (wage scale, benefits, etc.). What seems to be logical/common sense with HR may not be with the hiring dept.
 - Pretty specific suggestion - with employee's dependents getting a fee waiver..... Somehow offer a "check sheet" of things "to do" each semester, concerning fee waiver, and now the full-time student status form for insurance. It's confusing for first-time parents, and we don't want to miss deadlines. Should have had clearer instructions for the full-time student status on the insurance form. And I've always thought the open enrollment for insurance is confusing. Many in our office will talk about it and try to decide ourselves if we need to submit the form or not. Maybe put a disclaimer that "...if nothing has changed, skip this section...." Otherwise we think we have to submit the form every year - with changes or not.
 - Remember that every department is different and has different needs
 - I think a renewed emphasis on being courteous and treating people with respect. For the most part I have been treated just fine, but in the past year I have had exchanges with 2 employees in HR that were rather "snarky"...I felt they were flippant with me and disrespectful...like I didn't merit a respectful answer to my questions! It was weird. Not like I have to be treated with any deference or anything...it was just a few really odd encounters that make me wonder what on earth is going on over there.
 - Nothing I can think of
 - Stand up a bit more to administrators that want to bend hiring, promotion and salary rules.
 - I hate calling HR -- most of the time, the person answering the phone is rude.
 - I know that they are probably trying to save money and technology is the way to go these days, but health insurance information should not all be online. Too many forms and other very important information are needed and could be missed by doing it on line.
 - Inform applicants quicker if you did not get the job when you apply for one
 - No opinion at this time
 - Friendlier, giving, caring staff.
 - Be more accessible, improve website to be more informative and user friendly, improve customer relations for staff members who have questions, offer more trainings in relevant topics
 - No suggestion at this time
 - It's a small office -- people talk. Understand their unique role by having more discretion. (I also believe this is an individual problem, not necessarily an office-wide problem)
 - It's A-OK the way it is.

- Maintain diplomacy with a sympathetic ear.
- Professional attire required.
- Be more interested in saving classified staff jobs
- Possibly re-organize web site, sometimes I have some issues finding what I need
- Perhaps work for the staff and not act like they are for management.
- Disseminate accurate information in a timely manner. Keep information current. Keep information confidential. Offer to research information if that person is uninformed.
- Work with employees. Feel administrators look down, discourages employees by talking down to people. I avoid this office as much as possible.
- Provide more workshops at credit if employee is expected to pay or provide workshops free.
- They are fine the way they are.....
- Not play games. Be helpful to the employees, not the hangman for people that need them.
- Have information sessions at night for the night staff when changes are made dealing with insurances or other items affecting their jobs.
- Follow their own procedures.
- More discreet and follow through.
- Benefits Office - when calling them for a problem on health benefits - never get a human being answering the call. Change that please....
- Keep personnel related issues confidential. Isn't there a mandate such as FERPA for students/educational confidentiality and HIPAA for medical confidentiality, for the security of staff personnel related issues?????!!!!!!
- Be more proactive in job reclassification process. Instead of us having to turn in insurance forms at their office, couldn't they have collection times at centrally located areas of campus so it's more convenient for staff. Encourage supervisors to encourage staff to get involved in professional development. Be more of an advocate for the employee and less of a tool of the administration!
- Change their negative attitude and/or tone. Stop being so defensive with employees during training sessions, classified staff special meetings, etc.
- Not sure
- Health care incentive programs. By offering these types of programs for FREE (not paying a membership fee to join the BGSU recreation center??) it would make workers healthier, thus less sick days, doctor's appointments, etc. Allow worker to attend these programs during the work day and not have to take vacation time.
- Explain changes in forms - example - FMLA form
- Job audits are unfair! Pro management (they do what management tells them to do concerning job reclassification) Manager of human resources has referred to employees as dead wood (she cleans them out).
- Set policies that reflect common goals for the classified employees of BGSU. An example is sick leave policy.
- Re-train the Employee Relations Manager.

- Create new job classifications when necessary and not rely totally on the State specs and pay the employees who are doing their job plus other duties that were added when a co-worker leaves.
- When a person goes to HR with a problem or for advice it should be kept confidential. Many times the phone call gets back to your dept before you do.
- Be more forthcoming with policies and information. Not to assume employee making inquiries knows the process.
- HR needs to be open and honest in their communications with classified staff instead of using bullying tactics. There is a definite air of distrust. HR is not helpful in placing staff in the right classifications. Job audits are not done in a professional manner and HR is not helpful when an employee is trying to identify their "best fit". We are told to come up with what we think the best classification is for us and when we do, we are told it does not fit what we are doing, it is rejected, and we are told that if we don't like their decision, we can go down to Columbus, but that HR usually always wins the determination. I have been given deliberate false information from HR, treated in a discourteous manner (this has always been from the "top" administration). I do not trust any of the information that comes from the Office of HR. What a bad reflection of BGSU that HR has been allowed to treat staff in this manner.
- Equip their higher-ups with people skills.
- I would strongly suggest that HR make an effort to gain the confidence of classified staff. There have been several instances that supervisors are given confidential information shared by an employee and HR. Some of these are 'off the record' type sharing between management staff. Once a classified staff member has knowledge of this, whether it affects them directly or not, all confidence is lost in that department. I think they really need to address the needs of Firelands and any other branch campuses they may be contemplating. Have a specific designated person come here and get to know the employees and gain their confidence. Main campus employees have so much available that they take for granted, we have none of those options available. We usually don't whine, but we do see the obvious differences.
- Get rid of the top manager. She has an awful reputation on campus, deservedly so based on my one non-HR interaction with her. That arrogant, mean-spirited, ego-maniacal attitude of hers is the reason so many employees do not trust HR.
- I'd like to see a "Benefits Fair" every year during open enrollment. Have reps from all our providers set up to take questions in person.
- When it comes to your life insurance that should explain in the form that if you have no changes you do not have to turn in the form.
- Update employment website on a regular basis.
- I have no issues with OHR.
- Notify individuals in advance of audits if they don't meet the basic requirements so that staff have a chance to review materials and make changes without having to wait a year.
- Have access to night shift.
- Make forms easier to find on the web site. Ex. I have never been able to find job descriptions listed anywhere!!!

- I don't know if this is the appropriate venue, but I think that Faculty/Staff, and Classified Staff needs advocacy. I know that my wages and benefits have deteriorated so much over the years that as a single parent I can barely make it and I have good financial management skills. I'm running out of creative ideas to stay afloat. It's time for an advocate to step up to the plate.
- Be allowed to get out more to the employees that have tight and varying schedules. (catering)
- Work with classified staff instead of against us. When you come in for questions and they refer you to certain people they are trying to work against you instead of helping you. There are a few ladies at HR that are not fun to deal with at all.
- Keep certain people to assist with the retirement questions.
- Visit other offices on campus and see the work conditions in other areas.
- Remember they are working for us as well as with us and that we are equal, no matter the circumstance. They are not on a higher level of humanity.
- Eliminate the need to get proof of student full time status for employees who have students at schools other than BGSU. I can be a bit difficult to get full time student status for other schools in a timely fashion.
- Nothing to change

Open-Ended Comments to Question 3

- The Administrators in the Office of Human Resources need to improve their "people skills".
- Front desk needs to be more professional. Person at the front desk seems to always be in a bad mood - can never answer a question and transfer calls to voice mail, rather than getting back on the line and taking an actual hand written message. Why are they all Personnel Techs?? They are at a very high pay grade for what they do....Administrators especially are highly overpaid.
- Increasing friendliness and approachability of all HR staff Reinstating the person who was available to answer retirement questions
- In terms of hiring procedures, there's a perception it's difficult to deal with the Office of HR.
- Simplify hiring process Simplify job audit process
- Treat staff with respect.
- Personal information is personal. HR should uphold that completely.
- Some individuals need to work on their people skills as well as email. Things can come across as negative at times.
- Needs to take more responsibility on hiring people for BGSU
- Have HR report directly to a board, HR director is always afraid of her job. Makes decisions based on the university side and not neutral for both parties
- Unsure.
- Be more compassionate when it comes to job audits
- When you call over with a question about insurance your NEVER get anyone to answer, always voicemail. Usually it's the next day they get back with you. Do they need to hire one or two more people??
- Really no privacy at reception area.
- I do not see any need for improvement at this time.

- Audits
- Have had some glitches with some of our classified staff searches, e.g., having ads printed in sources not approved by our area and sometimes unclear about which paths paperwork must follow for all required signatures
- PROBABLY ALL AREAS.
- Records maintenance - It seems to me that the office will only update data when an employee requests it. As a result, data for others is years out of date. The office used to send out a personal fact sheet once a year but discontinued that process.
- Customer service more friendly and helpful
- Honesty and not having bias opinions
- Financial planning seminars
- After receiving notices from the state regarding my retirement plan enrollment period, I called the HR office and was given incorrect information about when my enrollment in a retirement plan would take effect. I was then automatically enrolled in the plan the state defaulted me into even though I was told by the office that I had more time to choose.
- HR is very anti-classified, they interpret the handbook to meet everyone needs except classified employees.
- The Director of HR should listen to both sides (classified and administrative) and offer a non-biased solution - what is fair and equitable for everyone.
- Human Resources administrators are perceived across campus as "not working" for the little guy. Confidentiality: why is it that our supervisors' know of a personal situation discussed in HR before we tell them--someone is not practicing what they preach
- -Staff in office could dress more professionally so the office would be taken more seriously. -Paperwork tends to get lost frequently at HR. I make copies of everything that is sent there. -Put the pdf forms on the HR website in a different format so that they can be typed on the computer!
- Fine as is.
- I can't think of any
- More experienced selection committees
- Bring in new, more appropriately trained administrators of HR
- Give help in grievance or disciplinary situations to all sides -- not just the management side. Don't use such statements, "See you in Columbus." or "If you don't like it, you can go elsewhere!"
- I rarely go to HR in person but on two occasions that I did, the person at the front desk was dressed very unprofessionally. Inappropriate shoe attire, low cut tops, tight fitting clothing, jeans??? - I don't think these choices are the first impressions BGSU should be giving to prospective employees, etc.
- Customer Service- with BGSU employees as the customer instead of BGSU upper administration. Special Leave-Addressing the shortcomings of some supervisors when it comes to informing employees of their rights pertaining to special leave and unplanned serious illness. Currently, it appears that the employee is responsible for the supervisor or HR's failure to have a system in place that addresses emergency FMLA for seriously ill staff members

- Entire new staff - or outsource for equal service to all employees and departments. Eliminate foul language from administrators - some of us just don't want to hear it.
- Fighting for more promotions within the university community.
- I do not have any at this time.
- Be available. Very hard to get to talk to someone. They are out of the office. Leave name and a number they will call back.
- Fair hearings and people who know what the see is wrong and still don't strive to fix problems that the know exist.
- Stop the attitude of "management is always right" when conflicts arise...Don't take sides!
- Again, I think an emphasis on being kind and courteous. And being more free with info...I felt like I was intruding on someone's personal space by asking questions at one point. Also, I have been promised info by an employee and it has never materialized.
- Nothing I can think of
- CONFIDENTIALITY!!!! And it would be nice if the OHR appeared to work to classified staff benefit, rather than detriment.
- Update job descriptions for the 21st century along with job audits. I think audits and reclassifications should be based on the work you actually do, not who you work for.
- Faster response when applying for a job. Giving more applicants a chance for an interview even if they have only a few qualifications.
- Staff.
- See above, plus publicize more about what services the office offers to staff members
- Discretion
- I think that office does a fine job.
- Improve the clarity of written communications. Often, I've had to read instructions/information multiple times before I can understand what I'm supposed to do. Response time to information requests is sometimes delayed and I frequently find that the individual I'm trying to contact is not available.
- Again, discretion and diplomacy.
- 1. Web site - the home page is not very welcoming 2. staff address labels are incorrect as we receive mail that does not belong to our department from time to time
- Increased training sessions on interview/resume building for internal promotion Add training documentation to web site - such as training manuals for people soft
- Communication and be more understanding of situations.
- I feel the forms classified staff are required to use desperately need updated. Such as, JAQ and the evaluation form.
- Have some individuals take sensitivity training. Actually work on behalf of the employee instead of being the stumbling block. Consistency in application of policies.
- Kindness and compassion for administrators. A little training in people skills.

- Get rid of a few untrained people. Or train them to help people, not intimidate them.
- Open at 6am, at least one day a week so the night staff could bring over papers, or talk to some one if needed.
- When someone is hired, during the probationary period, HR should be asking the department how it is going and be confidential about it!
- Job audit process should be more employee friendly. Tips from person doing interview for audit to make it run more smoothly and helpfulness from interviewer to get the right info out of the employee so that audit result is positive. At present, it is a very intimidating procedure (the interview) and person doing the interview is not employee friendly at all.
- Being careful not to make mistakes on paperwork and the confidentiality issued mentioned above.
- Get job descriptions updated to the 21st century way of doing things. Screen applicant pools better so hiring depts. don't have candidates to weed out that are obviously not qualified for the job. Re-do/update Classified Staff performance rating instrument. In current format, it's way too cumbersome. Why do we still use it anyway? Making sure documents are filed into the correct files quickly.
- Be for the employees instead of all about the administration. The audit process is completely unfair and there isn't support out there for employees completing this process. Human Resources chooses a department to compare employees in the audit process and they do not compare equivalent jobs/duties.
- I feel they do a great job already.
- Health care incentive programs.
- Treat people like equals. We call them inhuman resources.
- Bring the HR sick leave policy in tow to reflect what the rest of the classified staff members at BGSU experience. Currently the HR staff members receive a satisfactory if they miss 120 hours or less.
- 1. The Employee Relations Manager's professionalism, "forgetfulness", and lack of respect. 2. The "secrets" and "blindsiding" without any warning which equals the total lack of polite, respectful communication.
- When a person goes for a job audit, the HR person should do some research about other job classifications on campus that possibly will fit that person differently. The person who is going for the job audit should not have to do that themselves. It seems that they are more for your employer than for the person that is going for the job audit. HR is supposed to be representing us not the department that you work for. This is one of our benefits.
- Improve the opportunities for advancement on campus by insuring that individual that meet the minimum standard are interviewed. Good employees should be allowed good opportunity for advancement. Often other departments consider on-campus employee from other departments on the same level as anyone apply from outside the department.
- Fairness on placement and working harder to enforce state guidelines.
- Trust, Trust, Trust! Integrity Ethics Honesty Respect Positive Moral Helping staff to be placed in the correct job classifications according to what their job

- performances actually are and not according to who they report to or who HR likes.
- A certain person is consistently rude.
 - I think that general office hiring procedures are outdated and there is too much red tape. Advertise the job, interview the prospects with a search committee and let the dept. head offer the job, without weeks of faxing and signing and authorizing...yikes! I think the classified positions at Firelands need to be re-evaluated. The 'other duties as directed' has taken on a life of its own. Our office staff takes on the duties of what is considered 3 positions at main campus for the same pay. Come on down, really pay some attention to us and give us a fair explanation...not just placate us.
 - Website could use some work. I find that the info is there, but I often have to hunt for it because the site is not user-friendly. I'm sure the location of info makes sense to those who work in HR, but others trouble finding the specific info they're after. Also, the person working the front desk should, 1) not be off somewhere else talking to co-workers, and 2) should immediately greet every single person who comes in the door, not ignore them at first and/or look at them without speaking and wait for them to state their business. Twice I have encountered a friendly, helpful person who greeted me, but most of the time I may as well be standing in the business office, waiting for someone to acknowledge my presence.
 - Can you do something about the hiring freeze?? :)
 - FMLA
 - Communications
 - Show respect for Classified staff instead of treating them like a step-child.
 - Need to be able to contact from night shift.
 - Work harder for the employees...seems like it works against employees most of the time. It is like we are the ones being "questioned" for services we need. (ex.-time off, sick leave)
 - I feel we need to increase the frequency of information exchanged during these times of imminent change.
 - Rules and regulations. When I had to deal with them on some issues it seemed like there are way too many different rule books for different people and departments. In my favor I am glad HR and the University doesn't do everything right because it helped me out in the long run. If there was one rule book they went by, it would make things way easier for HR and telling people that they can not do something. The University and HR have let too many things go in the past. If you dig far enough into what happens at the university you can find some situation where they let someone get away with it.
 - Human Resources lied to me and when questioned upon it, I had documentation and a witness, skirted my question and would not address the fact that they told me one thing and did another. The supervisor was involved as well.
 - Take better care of classified staff
 - Follow-up
 - Be more approachable, consider individual circumstances within the greater good, treat all people equally and stop having pre-determined mindsets

- They have already come a long way since I started here nearly 32 years ago. I am out of great new ideas.

Open-Ended Comments to Question 4

- How I am treated by the person I am calling. How quick a response is gotten.
Confidentiality
- 1. confidentiality 2. respect 3. patience
- Staff available to answer employee questions and doing so in a friendly manner. Knowledgeable staff that are proactive in understanding laws and representing all BGSU employees.
- Concern for employees Professional integrity Helpful service
- 1. Respect 2. Fairness 3. Timeliness
- Respect. My contact with HR is rare. Yet there have been a few times in the past where I feel like a dunce for contacting HR. Granted, no Ph.D here--thank goodness!--yet still not a dunce.
- Confidentiality Accuracy of information provided Courtesy
- Help/information regarding health benefits/claims/leaves
- 1 availability 2 paperwork on hand at Human Resources 3 how friendly people are when I ask for assistance sometimes it does not matter about the 1st two as long as you are polite when I am asking for help
- 1. Answer my questions when we call 2. Make forms easy to access and fill out. 3. Be friendly and knowledgeable
- Answering questions regarding hiring people knowing rules and setting aa procedures for hiring people working with dept's to improve hiring and payment process
- Impartial, correct information, timely manor
- That the information they have about me is correct. Information about me is kept confidential. The staff is approachable.
- Great Customer Service Great Customer Service Great Customer Service
- 1. Knowledge of job openings, not just position but why it's available. 2. Answers to questions on Benefits. 3. Help if needed on issues dealing with coworkers / supervisors.
- Health insurance Retirement
- Respect. Confidentiality. Helpfulness,
- To talk to someone or get a call back in a timely order. Help with any problem or issue I am facing. Confidentiality.
- Benefits Benefits Benefits
- Helpful Integrity Confidentiality
- 1. insurance 2.personal leave for medical reasons.
- Being directed to the person who can answer my questions. Staff being courteous and listening carefully to questions/problems/concerns. Responding in a timely fashion.
- 1. FAIRNESS 2. PEOPLE SKILLS 3. KNOWLEDGE
- Getting answers back from messages left, Finding the information I need, Response time from questions asked

- 1. They keep things confidential. 2. They answer all questions. 3. They return your calls, emails or communications and keep you informed about your situation.
- Adherence to equal opportunity employment practices. Ability to discuss problems at work and know the discussion would be kept confidential.
Assistance with insurance information.
- Well trained staff Having someone whom is willing to listen and assist the customer If they don't have the correct answer, search for the correct answer instead of assuming what the correct answer is.
- 1. Being treated with respect and equal, fair treatment at all times 2. Out right complete honesty and truthfulness at all times 3. Make sure what goes on in HR stays in HR - know who you have working in your office and what they are doing
- One-to-one assistance on-line FAQs and forms prompt reply to questions/concerns
- Help with job audit, Job security, Retirement info
- 1. Information received is accurate. 2. Confidentiality and discretion in all dealings. 3. Friendly and courteous service.
- Answers to questions in a timely manner. Knowing policies with HR's help. HR acting on my requests.
- 1) fare and equitable to all 2) confidentiality 3) Knowledge & helpfulness
- 1. Benefit communications 2. Help with departmental problems. 3. General communications.
- Accurate information fairness confidentiality
- 1) timely, accurate information that serves my needs as a fee paying employee
2) contradictions: example--to explain why Med Mut refuses to pay for flu shots, etc. when HR promotes them - contradictory approach to health care - why are we asked to be "proactive" when our carrier doesn't consider it worthwhile to pay
- 1. Confidentiality 2. Files/Records managed appropriately (i.e., not lost) 3. Professionalism and respect
- Quick response to questions via email. Assistance/referral to person that can help. Reassurance.
- Confidentiality, Accuracy of information, Timeliness of information
- 1) accountability - getting back to me if I have a question 2) confidentiality 3) employee advocacy
- Friendly service Accurate information Turnaround time
- Knowledgeable people in benefits and retirement Hiring people that are competent and emotionally stable Accuracy of payroll records.
- 1)replace top administrators in HR 2)acknowledgement that my questions and concerns are valid and that HR will do their very best to assist me in finding a solution 3)courtesy
- Be fair, Be ethical, Be receptive/accepting
- 1. Receptionist should answering phone by including their first name 2. Being familiar with their own website to be able to direct you on where to find your answer in print. 3. Being able to direct you to the appropriate person in a timely manner
- Customer service Accurate, timely, complete information

- TRUST - answers given will be what pertains to all, not a select few.
- TRUTHFULNESS - always truth whether it benefits the employee or the administration.
- SOUND DECISIONS - based upon published rules and regulations - not based upon employee mood at the time.
- Honesty Integrity Ethics
- 1. Accuracy of information 2. Timeliness of information 3. Helpfulness of staff
- Accurate information Timely response Confidentially
- Accurate Information Welcoming personalities Willingness to help
- To be for the common worker first. It seems they could be in a little more hurry to answer needs.
- Fair hearings Honesty Follow through
- Getting the information you need in a courteous and helpful manner.
- Friendliness Approachable
- 1. Honesty 2. Accuracy 3. Expediency
- 1. Insurance 2. Fee Waiver 3. Retirement (in about 20 years!) :-)
- Insurance Benefits
- 1. Getting all the info I request 2. Polite, courteous exchange 3. Knowledgeable employees to deal with
- Usually ask about insurance, and get good answers
- Benefit/health insurance questions hiring process job audit
- 1-answer phones--always goes to voice mail 2-call people back when they leave a message--I called several times with a question and no one ever called me back--I had to go to the office in person to get a respond to my question 3-be polite
- Confidentiality Helpfulness Integrity
- Layoffs/rumors insurance benefits classified staff hiring issues
- Response time hiring qualifications answers
- Honesty
- Benefits, medical, insurance, tuition, retirement
- Information. Privacy. To think they care about me.
- Courtesy and competence in getting questions answered. Quality of trainings and workshops. Timeliness of responses.
- Convenient, fast, easy parking
- Knowledge options solutions
- Insurance problems/advice/information. Next year I will begin plans to retire in 2011. That will be my TOP priority then. In fact, dreaming of retirement currently consumes my consciousness every minute of every day. I feel like a tired livery horse that wants only to return to the stable.
- Getting to talk to someone in a timely manner. Ability to help you with your question/problem. Pleasant manners.
- Anonymity Discretion Resolution
- Accuracy, confidentiality, professionalism
- Customer Service Knowledge of information Confidentiality
- Answers, confidentiality, respect
- 1. Accuracy of the information given to me about all topics. 2. Accurate in information kept on me especially regarding record keeping/retirement/costs/years of service.

- Honesty, providing accurate and timely information and services to employees, courtesy
- Knowledgeable staff Being an advocate for Classified Staff
- 1. Knowledgeable, accurate information. 2. Courteous, discrete treatment. 3. Rapid response to questions and problems.
- A real person to talk to, health or insurance benefit assistance, quick efficient answers.
- 1) Information about insurance benefits. 2) Job Listings 3) Fee waivers (web site does not have a good format for printing from a Mac)
- 1. I want to be sure that my personal information is confidential. 2. Accurate information. 3. Staff that are courteous and respond to your questions.
- 1 - Classified staff performance and evaluation training 2 - Employee positions 3 - Health benefits
- Knowledge, Timely answers, Availability
- That they provide accurate/consistent information Approachable
- Polite and helpful, Knowing what they are talking about, Helping fellow employees
- Honesty, Confidentiality and Speed.
- 1. Correct information 2. Helping with concerns when needing answers 3. insurance concerns, able to talk to someone.
- Accurate information accurate record keeping staying in contact
- I feel they are only supporting the University, rather than to be there for both the University and the employees.
- 1. Change the job audit process to make it more employee oriented and not so intimidating! 2. Have a human being handle the phone calls on Benefits Office always - not an answering machine.
- 1. Accurate information and answers to questions. 2. Keeping employees up to date on policies and practices. 3. Friendly courteous service.
- Confidentiality, Receiving accurate information
- Accuracy Confidentiality Timeliness
- 1. Proper customer service 2. Honesty 3. Timeliness
- 1. Answers to questions 2. Fast responses 3. Reminders
- 1. They can answer my questions about health care and retirement benefits without directing me around to three other people. 2. Answer questions promptly/timely fashion. 3. Training programs to advance career/ healthcare programs to lower health care premiums for workers.
- Be fair.
- Integrity, Courtesy, Quality Information
- 1. Respect 2. Communication 3. Professionalism
- Fairness. Genuine concern for employee's issue. Seminars on insurance and benefits.
- Benefits Job audits Retirement
- 1. Issues resolved based on what good for BGSU as a whole. 2. Correct information, including all of the appropriate information. 3. Timely response.

- Explaining job security when placed in a department Accuracy in handling unfair practices within an office Enforcing policies that are being broken by departments
- Trust Respect Integrity
- Friendliness Helpfulness
- Confidentiality Response Time
- Trust. Competence. Friendly staff members who have positive attitudes and clearly enjoy helping non-HR staff members.
- Knowledgeable staff-know the answers or where to find them. Helpful attitude-sincerely want to help with any issues, whether they are will staff, insurance companies or policies. Open minded-Take suggestions to seriously, look into options regarding needed coverage.
- Friendly Easy to understand Ease to get a hold of
- 1.Accurate information and up to date
- Courteous, knowledgeable, and helpful - which OHR already does!
- #1. Receiving answers to employee questions #2. Detailed information/seminars on benefits, forms, etc.
- Respect regardless of whether we have a college degree Courtesy and civility in language and mannerisms Value for what we do
- Health benefits Job security Fairness for all employees/jobs
- Confidentiality Advocacy Fairness
- 1) clarity of information for lay folk 2) timely information 3) CSC office
- Accurate Information Confidentiality Response within an appropriate amount of time
- 1) Insurance issues 2) Work related issues 3) Retirement issues
- 1. Benefits 2. Job audit 3. Retirement
- Honesty Desire to do what is best for individual and University Respect
- Insurance
- 1)Help with employee needs. 2)Help with family needs. 3)Campus wide information.
- Being able to get the correct information when I can't find it on my own. Explaining the EOB when I need help. Confidentiality.
- Valid and truthful responses, Timely decisions and paperwork, Make sure employees understand the processes. Be aware that sometimes the 'class' systems are used as power tools.
- 1. Availability 2. current knowledge of services offered 3. courtesy
- Benefits retirement job audit

Open-Ended Comments to Question 5

- A specific person is very condescending - we all have a lot on our plates but she has no problem telling everybody that she is extremely busy - leads people to believe she is uncaring and impatient and that any issue they may have is of no concern to her because she is the busiest....
- Keep up the good work.
- Very helpful and has showed true concern on questions/issues I had.
- I am happy with the way HR is working.

- I have always received excellent service when calling with benefit or other questions.
- One thing that made this survey difficult to answer was that my interaction with employees at HR varies. Some do an excellent job. A few could use some improvement.
- I am an employee of 6 years here at BGSU. I like my job; however, I work 40 hrs. per week during the school year (for 9 months), but am still only classified as part-time. Thus I do not qualify for any benefits. I am considering a job audit.
- Give respect to employees and you will be respected. Always find out all the facts before jumping to conclusions. When you have several complaints on the same issue - please listen and get to the bottom before you make judgment. Care about everyone professionally.
- Besides my comments in #3, all of my other dealings with the HR office have been positive experiences.
- Remove all contract employees from HR
- I am not thrilled about the role HR plays for me as an employee of the university; therefore, I am not sharing much information in regard to my personal situation. I can definitely tell you that I am not alone in that thinking.
- My comments do not affect the entire office staff. Some people are thorough, knowledgeable, interesting, and wonderful speakers.
- Keep up the great job!
- Different leadership of that area with a more cooperative management style.
- On two separate occasions I have had two different individuals be very informational when I called about the status of a position I had applied for. They (male and female) were professional and very polite. Great customer service.
- Eliminate the "Because I said so" attitude when dealing with issues.
- I've heard bad comments on Human Resources. Mainly administratively, but personally have always been treated, for the most part, fairly.
- I know this is not an easy office to work in. If the person I am dealing with does not know the answer they will always call me back in a timely manner. I am appreciative of the help I have received from the Human Resources Office and personnel.
- Its great to have a relaxed atmosphere but....
- Good job!
- I mistakenly thought over the years that HR represented the workers, however, I have since come to believe they represent the administration.
- While there is a perception across campus about staff sharing information, I don't know how real it is (or was). I have found hr to be helpful and friendly. I guess the perception is something to be AWARE of and handle as needed (maybe on a case by case basis).
- It would be nice if the benefits enrollment forms that are PDF's would allow us to type our information on the form so we could print out a completed copy and keep an electronic copy for our records.
- Certain people are not for classified staff. Some are only for: Faculty/Upper Management eg Provost, President, VP's, but definitely not on the side of the "lowly" worker! Prime example: the University has an "Emergency" (ie the

shooting incident) and this specific person says those people who choose not to come to work and possibly get shot (because they don't know what might happen (!) need to use leave time for the time they stay away. For God's sake, it was an emergency, just like the snow situations are emergencies. What part of that doesn't this person understand? If it goes out on an BGSU Alert, it should be declared Emergency Situation with pay for everyone if they stay home or are here and decide to stay here for that time. It's stuff like this that just makes me dislike HR. I don't feel like they think at all about their responses to serious issues. It's just always the same "this is how it's going to be like it or lump it" reply. Need to be a bit more thoughtful.

- I have never had a problem with HR.
- There are people that need replaced in the dept. They always have a bad attitude, and never help.
- Why does the library have their own HR person and the library employees have no contact with HR dept.
- The receptionist was not friendly/helpful over the phone.
- Thanks for asking.
- They do a great job....
- Why is BGSU not promoting more health programs for its employees. Offering FREE programs on weight loss, exercise, health cooking, etc. This should be a large focus to help reduce health care costs for the University. Many privately owned companies (Guardian, Sherwin Williams) offer personal trainers, mandatory paid 10 minute walking breaks, and free gym membership to their employees. Secondly, more career advancement programs to help motivated individuals move up through the ranks instead of hiring from outside the University.
- Certain HR workers do not enjoy the full trust and confidence of many classified staff members. This is unfortunate.
- I feel HR has shown a lack of professionalism, courtesy, and communication in particular with the Employee Relations Manager's position. The policy of "the truth is abstract and does not apply" is not tolerable to me.
- Hopefully, when you want to retire in the future there will be someone in HR that can fill out all the forms instead of having to go to Columbus.
- Follow up with offices that generally practice nepotism.
- What actually is HR's main purpose or function for the University? Are they here to assist all staff or, as the top administrator has said, they "are here for the Vice Presidents"?
- Certain people have cast a shadow on the HR department for me.
- I would strongly urge HR to look at the situation at Firelands College. We may be small, but we don't feel we have any HR to turn to on this campus. Our administrative office staff is limited to two women, they barely can get through contracts and professor searches, let alone learn HR. They direct all questions to main campus. In most cases we are just given a quick answer from main campus and most of us feel that we are annoying HR for asking...in one instance I never did receive an answer, in another I had to backtrack through all my personal files to explain why I was right and they were wrong. We also lack any confidentiality

- here. The gals were here for a quick few hours to address the needs of insurance updates and off they went. They really didn't want to spend much of their day here, and there was nothing confidential about the BIG room we shared our personal information. It is very discouraging. It's time for some changes...
- In an us-them situation, HR is often considered a "them." This is due almost entirely to management's attitude. Until that problem is resolved, I don't think it much matters what HR does, the perception of the boss being out to get people for the thrill of it will remain endemic, and HR will be considered an unreliable (at best) and unsafe (at worst) resource.
 - I appreciate all of the help they give.
 - I rated services I never used as neutral since I have never used them I can not rate them - this is a flaw with evaluation.
 - I have not had the opportunity yet to attend some of the sessions mentioned in the survey. I am however signed up for some of the sessions so I chose neutral answers so this may skew results. I don't care for these surveys because they force answers that may negatively reflect and that's not the case at all.
 - The two ladies I have dealt with in the insurance department are wonderful and very nice to deal with. I have dealt with two other ladies on some work related issues and that was not fun at all. They were not easy or nice to deal with. They did get me the info. I needed. The rest of the time dealing with them was not pleasant and I do not wish what I went through on any one else.
 - HR needs to take care of all staff not just administrative
 - For the most part H.R. does a great job. I am a long term employee. I was once considered a person by "Personnel" I guess now I am considered a "resource" by the "Human Resource Department". That would be my only comment, we are all people and would like to be treated like people and not as a Resource.
 - Keep the website current and I will be a happy "customer".