

OFFICE OF HUMAN RESOURCES SURVEY

CUSTOMER SERVICE

1. The Human Resources staff is friendly, helpful, courteous, prompt, and accurate in responding to inquiries.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree
2. My questions regarding University policies, benefits, and compensation are answered in a courteous, consistent manner.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree
3. If the Office of Human Resources staff is unable to assist me, they are very thorough in making sure that my call is routed to the correct person or department.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree
4. I feel confident that the Office of Human Resources has the expertise to handle all of my questions and concerns.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree
5. The Office of Human Resources website and Pipeline provides sufficient access to benefit information and necessary forms.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

BENEFITS

1. The benefit package offered by the University meets my needs and expectations as an employee.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree
2. Blue Advantage of Arkansas, our health plan administrator, is helpful, courteous, prompt, and accurate in responding to inquiries.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree
3. If I need assistance with questions concerning a healthcare claim, I am more likely to call Blue Advantage before contacting the Office of Human Resources.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree
4. Delta Dental of Arkansas, our dental plan administrator, is helpful, courteous, prompt, and accurate in responding to inquiries.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree
5. The Office of Human Resources provides sufficient and understandable information on benefits available to employees.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

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6. The Office of Human Resources provides easy procedures for requesting benefits such as tuition discount, medical reimbursement, and the retirement plan.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

7. Medical reimbursement and dependent childcare claims are processed promptly and accurately.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

8. The retirement plan offered by the University meets my needs for preparing for life after work.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

COMPENSATION

1. The employee handbook adequately describes compensation issues such as promotions, transfers, and compensation policies.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

2. If I am paid bi-weekly, I have been informed that if I work over 40 hours in a week, that I am entitled to and will be paid overtime wages.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

3. I feel that the University has made strides in increasing the pay scales to compete with other local businesses.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

4. I consider benefits such as tuition discount, 10% retirement match, and health insurance contributions offered by the University as part of my compensation.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

For Supervisors

1. I feel an accurate job description assists the Office of Human Resources in placing positions in the appropriate pay grade.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

2. Green sheets for new and terminated employees are accurate and sent to supervisors in a timely manner.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

3. Newly hired employees return from New Employee Orientation with a better understanding of their responsibilities and the work environment of the university.

Strongly agree
Agree
Neutral
Disagree
Strongly Disagree

OFFICE OF HUMAN RESOURCES SURVEY

4. Questions about or requests for pay rates and pay adjustments are handled timely and in a manner that I can understand.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

5. If I had an employee issue, I would feel comfortable in contacting the Office of Human Resources for assistance and/or guidance.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments

Please feel free to add any additional comments:
