



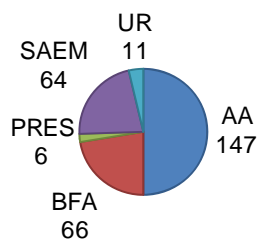
CENTRAL WASHINGTON UNIVERSITY

Your future is Central.

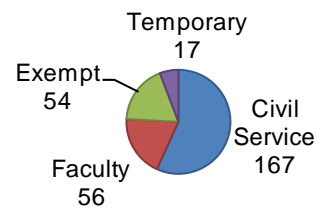
2009 Human Resources Department Survey

In February, the Human Resources Department conducted its biennial survey requesting input from the campus community. The survey was designed to obtain feedback on the existing human resources units and the services provided. Input was received from 294 staff and faculty members:

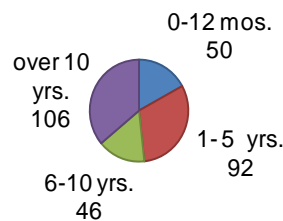
Response by Division



Response by Employment Status



Response by Years of Service



Thanks to everyone who participated in the survey. We are committed to ensuring that the university's human resources department is responsive to the needs of the campus community.

The following recaps the results from the 2009 HR Survey

On a scale of 1 – 5, the average ratings for the units within Human Resources were:

- **Knowledge** 4.18
 - **Professionalism** 4.26
 - **Courtesy** 4.31
 - **Availability** 4.09
 - **Timely Response** 4.12
 - **Ability to resolve issues** 3.99
 - **Written Communication** 4.14
 - **Verbal Communication** 4.18
 - **Refers me to the appropriate person** 4.23
 - **Overall Service** 4.14
-
- Participants know who is assigned as their Human Resources Representative. 75% agreed
 - Participants know who to call in the Human Resources Department when they have a specific need. 63% agreed or strongly agreed
 - The HR website provides the information participants are looking for. 56% agreed or strongly agreed

ACTION PLAN: Based on the responses and comments received, the following outlines the action plan for the coming year:

- Continue to focus on providing excellent customer service.
- Evaluate and continue to improve the webpage and available resources. Identify a focus group to provide input.
- Continue to review current practices to streamline the hiring process.
- Evaluate and refine the training program and offerings. Ensure that the training schedule is current and classes are timely and available.

If you have a specific concern and feel that it has not been addressed, please contact Sherer Holter, Assistant Vice President for Human Resources.