



# HR Satisfaction Survey

DATE: \_\_\_\_\_

Once complete, please give to your supervisor to forward to:  
John Miller, Director of Continuous Improvement, Campus Box A,  
or drop off at the Executive Office to John Miller's attention.

## DEMOGRAPHIC INFORMATION

### 1. Please identify what type of employee you are:

- Lead (*crew leader*)       Director       Supervisor  
 Individual Contributor (*no direct reports: student employees or permanent employees*)

### 2. How long have you worked for AHEC?

- Less than 6 months       1 to 3 years       5 to 10 years  
 6 months to 1 year       3 to 5 years       10 years or more

### 3. Select the **ONE** division and **ONE** work group to which you are assigned.

#### Operations Division

- Early Learning Center       Facilities Services       Human Resources       King Center  
 Media Center       Custodial/Event Services       Tivoli Student Union

#### Business Division

- Purchasing / Distribution Services       Accounting       Parking  
 Starbucks       Tivoli Station (Bookstore)       IT/Telecom

#### Safety and Communications Division

- Marketing & Communications       Emergency Preparedness       Auraria Campus Police Department

#### Executive Office

- Campus Planning       Continuous Improvement       Other

## GENERAL INFORMATION

### 4. When was the last time you interacted with the HR staff in your professional role?

- Within the past week       Within the past 6 months  
 Within the past month       Greater than 6 months ago

5. The HR staff is capable of performing the tasks it is charged with doing.

○ ————— ○ ————— ○ ————— ○ ————— ○

Strongly Disagree      Disagree      Agree      Strongly Agree      N/A  
(not applicable)

6. The HR office is responsive

○ ————— ○ ————— ○ ————— ○ ————— ○

Strongly Disagree      Disagree      Agree      Strongly Agree      N/A  
(not applicable)

7. The HR office is courteous.

○ ————— ○ ————— ○ ————— ○ ————— ○

Strongly Disagree      Disagree      Agree      Strongly Agree      N/A  
(not applicable)

8. What changes, if any, could HR make to improve the quality of services that they provide to you, their customers?

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## SELECTION SERVICES

9. In the past 6 months, have you been involved in any of the following HR selection activities: selecting people for jobs, testing for jobs, recruiting, or hiring?

Yes       No (If you select **No**, skip to #15.)

## EVALUATION OF SELECTION SERVICES

10. Please check all the options that correspond to your role in working with the HR office on selection activities.

- Competed for a job
- Helped with selection (served as an interviewer, rater, or developer of exam materials)
- Was the hiring manager for an open position

11. I am satisfied with the quality of services I received during the selection process.



12. The amount of time the selection process took was acceptable.



13. The communication I received regarding the selection process was satisfactory.



14. In an effort to improve HR selection services to AHEC, I offer the following suggestions:

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## CONSULTATIVE SERVICES

15. In the past 6 months, have you contacted HR for any of the following consultative services: performance management, disciplinary actions, interpersonal relationship issues, HR policies, and/or grievances?

- Yes
- No (If you select **No**, skip to #21.)

## EVALUATION OF CONSULTATIVE SERVICES

**16. Please select all the options that correspond to your role in working with the consultative services offered by the HR office.**

- As a supervisor, I contacted HR to deal with an issue in my work unit.
  - As an individual contributor, I contacted HR to deal with an issue in my work unit.
  - Other (please specify) \_\_\_\_\_
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**17. The HR representative I interacted with had the relevant knowledge to provide me with the information I needed.**

○ ————— ○ ————— ○ ————— ○ ————— ○

Strongly Disagree      Disagree      Agree      Strongly Agree      N/A  
(not applicable)

**18. The HR representative I interacted with understood my needs.**

○ ————— ○ ————— ○ ————— ○ ————— ○

Strongly Disagree      Disagree      Agree      Strongly Agree      N/A  
(not applicable)

**19. The HR representative I interacted with displayed professionalism.**

○ ————— ○ ————— ○ ————— ○ ————— ○

Strongly Disagree      Disagree      Agree      Strongly Agree      N/A  
(not applicable)

**20. In an effort to improve HR consultative services to AHEC, I offer the following suggestions:**

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## EVALUATION OF ADDITIONAL SERVICES

**27. Please check all the boxes that correspond to your role in working with the HR office regarding additional services.**

- Customer needing payroll information
- Customer needing leave information
- Customer needing performance evaluation information
- A new employee who received orientation paperwork
- Customer needing employee personnel file information

**28. I am satisfied with the quality of HR services regarding additional assistance.**



**29. The timeliness of HR's response to my request for additional assistance was appropriate.**



**30. In an effort to improve HR's additional services to AHEC, I offer the following suggestions:**

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