

# HRDI CUSTOMER SATISFACTION SURVEY 2021

### **Department Overview**

The Labor and Employee Relations office provides assistance regarding interpretation and administration of the collective bargaining agreements as well as the facilitation of regulatory compliance with University policies. This office oversees the performance evaluation process, addresses grievances and investigates workplace misconduct.

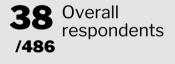
### **Strengths**

- Professional Staff
- Polite & Courteous Staff
- Meets My Needs in a Remote Environment

## **Opportunities for Improvement**

- Easy to Find Information on Website
- Website is Easy to Navigate
- Result Meets My Needs & Requirements











**83.3%** Making Improvement in Services

### Satisfaction with Department Services

