Property and General Liability Insurance

Service Evaluation Survey
June 2012

The Service Evaluation Survey was sent to 43 staff, of which 27 responded, for a 62.8% response rate. There were responses from all the colleges and the District Office.

There were 5 questions regarding a variety of specific services that the Insurance Division provides to assist the colleges. When asked to rate the importance of each of these services, all 5 of these services were rated as “highly important.”

For all 5 questions, the Insurance Section was ranked as performing at a level that either “exceeds expectations” or “meets most expectations” 60.7% of the time. Indeed, all of the comments were of a positive nature or offered insight into areas where additional educational training is needed for the colleges:

1. “In all requests for Certificates of Insurance Sherri Beloney does an excellent job in timely responding to any inquiries I have ever had. She promptly advises the insurance broker when necessary corrections are required on the certificates of insurance and the broker promptly corrects any information needed.”

2. “Sherri Beloney-Hatcher and Leila Menzies work hard to help us with our student film shoot liability insurance at LACC.”

3. “I handle insurance riders for field trips and process conference requests. Some faculty do not understand the need to cover field trips (liability). As for conferences, many do not realize coverage for conferences protects them in regards to workman’s comp if injured while at a conference. How can we make sure these requests are turned in well BEFORE a field trip or conference?”

4. “Ms. Beloney-Hatcher is very helpful and professional! She has gone out of her way many times to assist us with our requests.”

Inexplicably (since there were no comments) there were 6 “needs improvements” in the areas of:

- Inquiries to obtain special/new insurance were not responded to in a timely and professional manner
- Explanations regarding insurance coverage were not provided in an easy to understand manner
- Certificates of Insurance were not provided in a timely manner
- My insurance claim was not handled in a timely manner

As one of the comment helpfully identified that faculty do not understand the importance of field trip insurance coverage and one of the areas where improvement was needed was in “explanations regarding insurance coverage being provided in an easy-to-understand manner”, a goal to better service the colleges for the new school year will be to provide clearer educational materials around the reasons for insurance coverage for field trips and other special events/services.

The other area where improvement is being highlighted relates to the timeliness of the services that the Insurance Division provides. In order to improve our services, we will meet with the 3 primary groups that require insurance coverage assistance:

- Vice Presidents of Administration
- Vice Presidents of Student Services
- Athletic staff

Together we will agree on specific timelines for how quickly we will be able to provide the services. We will track how long it takes us to complete a service from when we receive complete requests (sometimes requests take longer because all of the required information is not included initially). If we are taking longer than targeted, we can evaluate what is causing the greater length of time so that the issues can be resolved.

Business Services has sent a copy of this report to all those surveyed. We have requested that if there was a particular problem or there was a suggestion on what would have been a more satisfactory performance where a “meets some expectations” or “needs improvement” has been noted, that the Insurance Division would appreciate more direct feedback so that we could improve.

A graphic presentation of the survey results follows on the next pages.
1. At which campus do you work?

- City: 11.1% (3)
- East: 18.5% (5)
- Harbor: 14.8% (4)
- Mission: 22.2% (6)
- Pierce: 3.7% (1)
- Southwest: 3.7% (1)
- Trade-Tech: 7.4% (2)
- Valley: 3.7% (1)
- West: 3.7% (1)
- ITV
- All Other Responses: 11.1% (3)
2. What is your area of responsibility?

- Senior Management: 11.1% (3)
- Employee: 77.8% (21)
- Other: 11.1% (3)
3. Please rate services in the area of Property & General Liability. Please note: all questions must be answered before you can proceed to the next page.

1. Inquiries to obtain special/new insurance were responded to in a timely and professional manner.
   - Exceeds Expectations: 29.6% (8)
   - Meets Most Expectations: 37.0% (10)
   - Meets Some Expectations: 3.7% (1)
   - Needs Improvement: 3.7% (1)
   - Not Applicable: 25.9% (7)

2. Explanations regarding insurance coverage were provided in an easy to understand manner.
   - Exceeds Expectations: 33.3% (9)
   - Meets Most Expectations: 37.0% (10)
   - Meets Some Expectations: 7.4% (2)
   - Needs Improvement: 7.4% (2)
   - Not Applicable: 14.8% (4)

3. Certificates of Insurance were provided in a timely manner.
   - Exceeds Expectations: 40.7% (11)
   - Meets Most Expectations: 33.3% (9)
   - Meets Some Expectations: 14.8% (4)
   - Needs Improvement: 3.7% (1)
   - Not Applicable: 7.4% (2)

4. My insurance claim was handled in a timely manner.
   - Exceeds Expectations: 11.1% (3)
   - Meets Most Expectations: 22.2% (6)
   - Meets Some Expectations: 0.0% (0)
   - Needs Improvement: 7.4% (2)
   - Not Applicable: 

5. Assistance is promptly provided in explaining claim processes and coverage limits and exclusions.
   - Exceeds Expectations: 14.8% (4)
   - Meets Most Expectations: 44.4% (12)
   - Meets Some Expectations: 7.4% (2)
   - Needs Improvement: 0.0% (0)
   - Not Applicable: 33.3% (9)
4. Please rank services by the importance level (where 1 is least important and 3 is most important) in the area of Property and General Liability. Please note: all questions must be answered before you can proceed to the next page.

1. Inquiries to obtain special/new insurance were responded to in a timely and professional manner.
   
   - Low: 11.1% (3)
   - Medium: 25.9% (7)
   - High: 63.0% (17)

2. Explanations regarding insurance coverage were provided in an easy to understand manner.
   
   - Low: 7.4% (2)
   - Medium: 33.3% (9)
   - High: 59.3% (16)

3. Certificates of Insurance were provided in a timely manner.
   
   - Low: 3.7% (1)
   - Medium: 25.9% (7)
   - High: 70.4% (19)

4. My insurance claim was handled in a timely manner.
   
   - Low: 14.8% (4)
   - Medium: 29.6% (8)
   - High: 55.6% (15)

5. Assistance is promptly provided in explaining claim processes and coverage limits and exclusions.
   
   - Low: 3.7% (1)
   - Medium: 33.3% (9)
   - High: 63.0% (17)