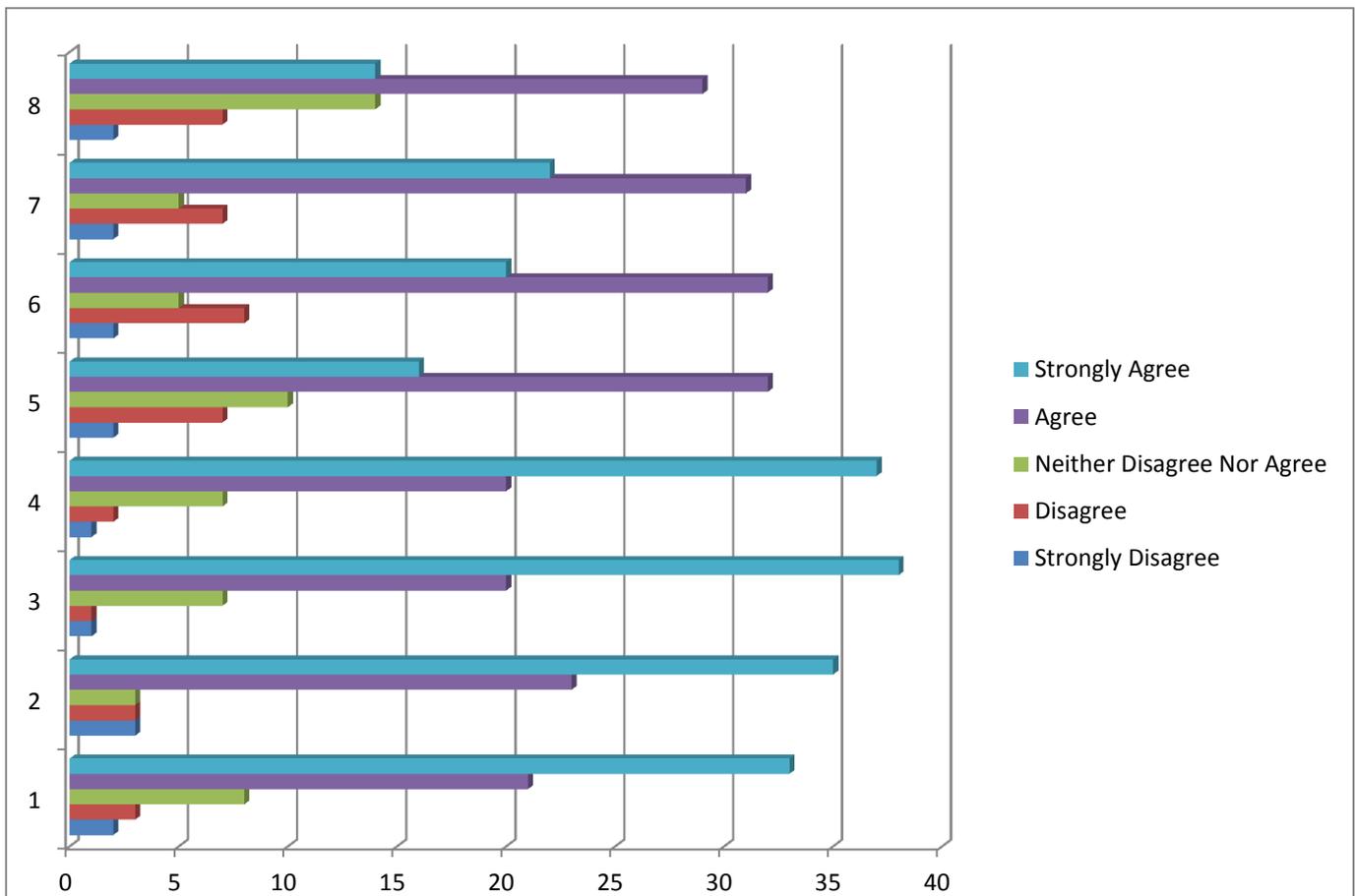


# Division of Classification & Compensation

## Customer Feedback Survey

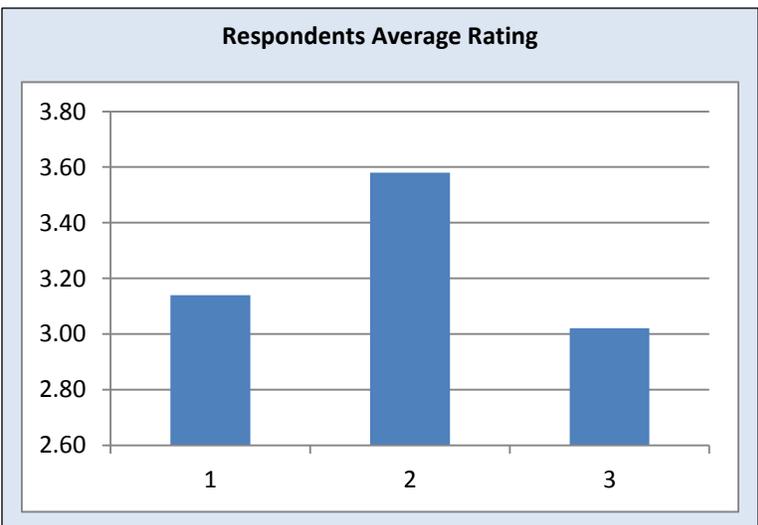
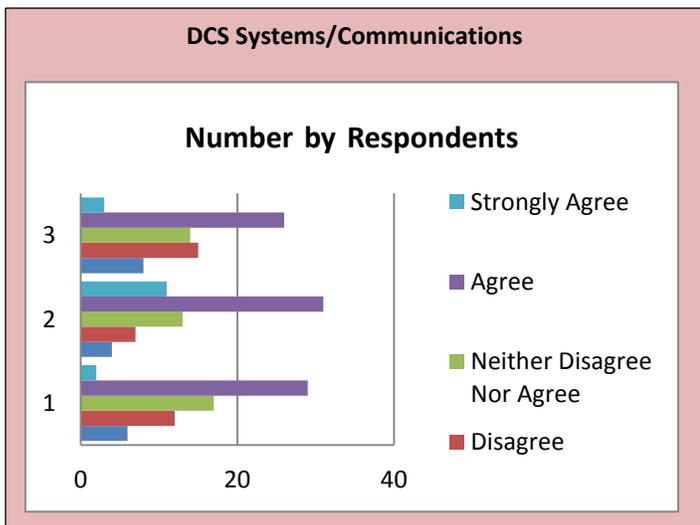
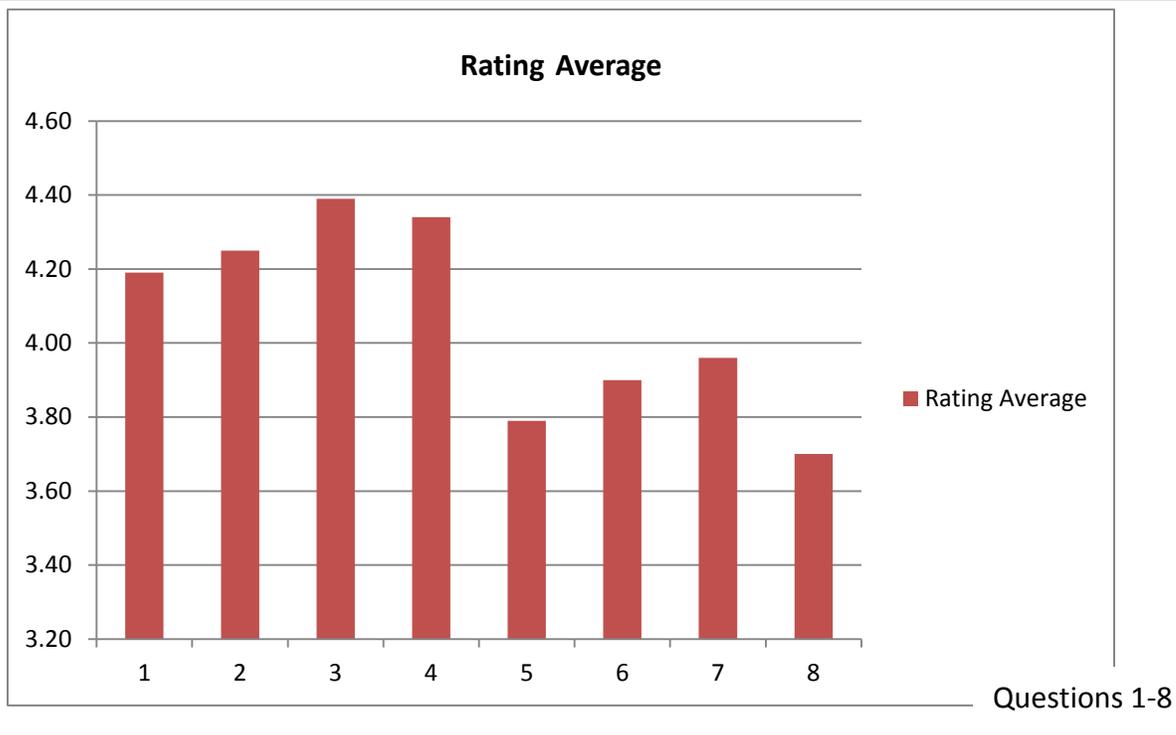
The survey was distributed to approximately 100 agency human resources offices during November 2014. Nearly seventy offices or 70% responded to the survey. In addition to numerical ratings, respondents also provided a number of comments that the Division will use to improve service to client agencies.

Number of Responses by Rating

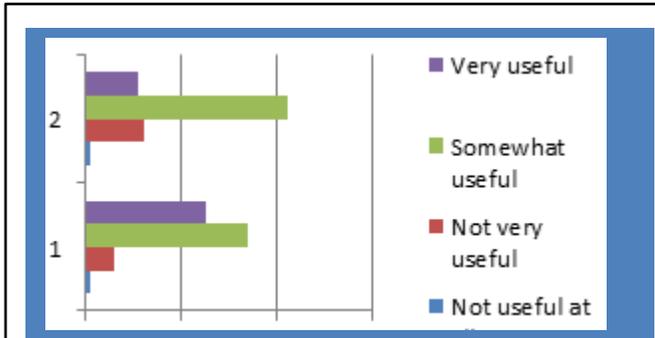


### Questions 1-8

1	My analyst provides accurate, helpful information in a timely manner.
2	My analyst responds to emails and phone calls in a timely manner.
3	My analyst is knowledgeable about classification issues.
4	I have a good working relationship with my C&C analyst.
5	I understand the criteria used by C&C to make classification and compensation determinations.
6	Requests for additional information are reasonable and, once provided, C&C completes the transaction in a reasonable period of time.
7	My analyst provides good rationale for determinations on classification transactions.
8	My agency/facility is satisfied with the average length of time it takes C&C to issue determinations on the majority of requests from my agency/facility.



1. Information on merit system administration is easy to find on the DCS web site.
2. NYSTEP is easy to use and I have access to the information I need to process transactions.
3. The amount and frequency of communication (bulletins, memos, NYSTEP messages) on policies and procedures from C&C to agencies is appropriate.



1. How useful are the NYSTEP reports and tools on position, salary, and classification and compensation transactions?
2. How useful are the information and tools on classification and compensation on the DCS web site?