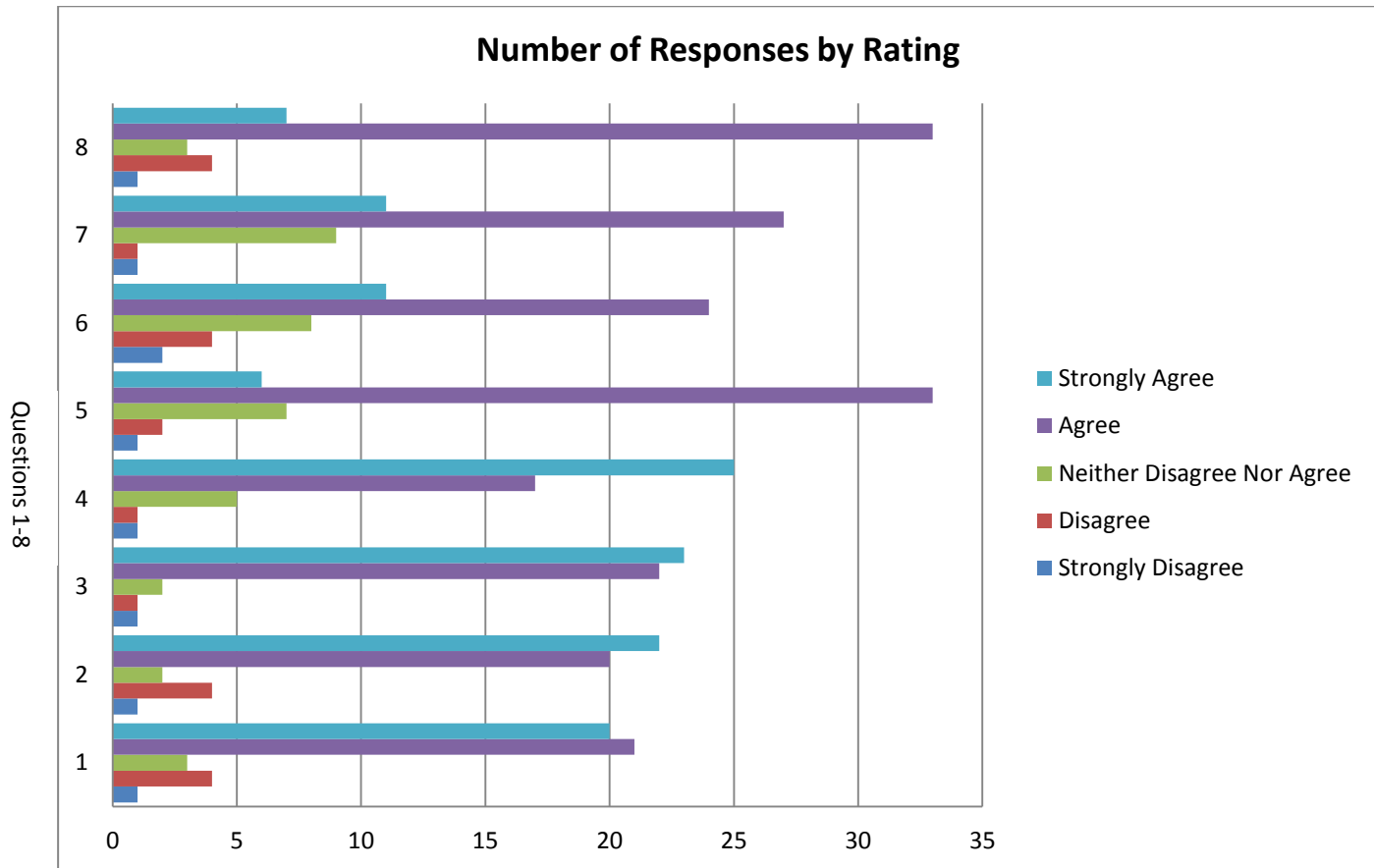


# Division of Classification & Compensation

## Customer Feedback Survey December 2016

The survey was distributed to approximately 80 agency human resources officers\* during December 2016. Forty-nine officers or 60% 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.

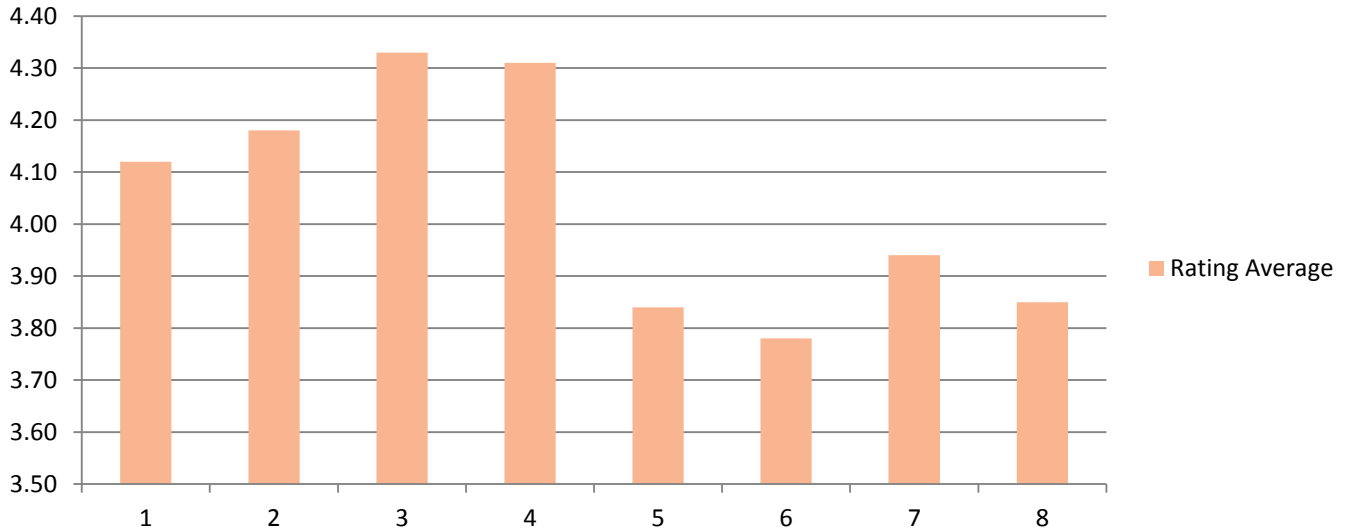
\*some of the officers are in agencies that are hosted and do not routinely interact with C&C.



### Questions 1-8

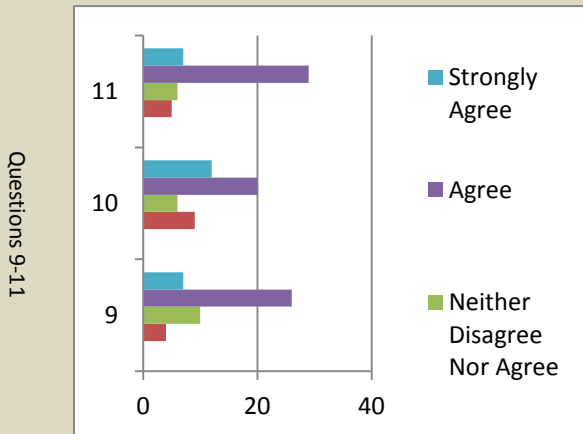
1	My analyst provides accurate, helpful information in a timely manner.
2	My analyst responds to emails and phone calls in a timely manner.
3	My analyst is knowledgeable about classification issues.
4	I have a good working relationship with my C&C analyst.
5	I understand the criteria used by C&C to make 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.

### Rating Average (1-5)



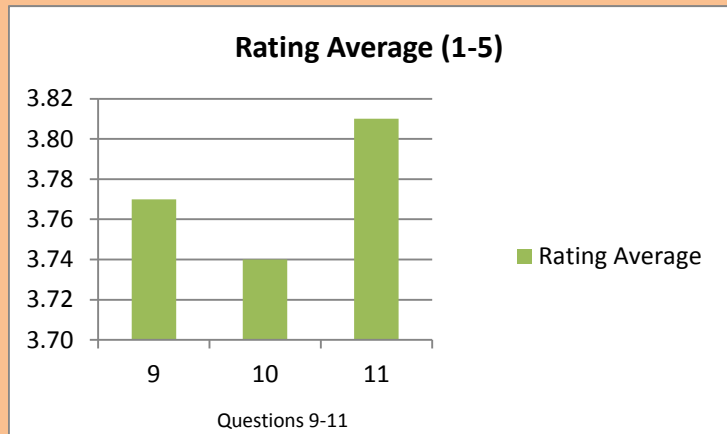
Questions 1-8

### DCS Systems/Communications



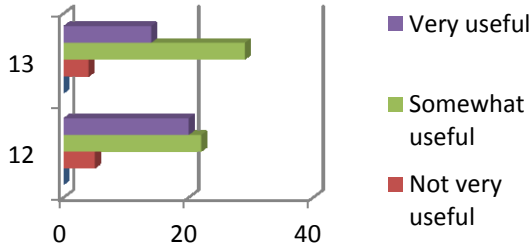
Questions 9-11

### Respondents Average Rating

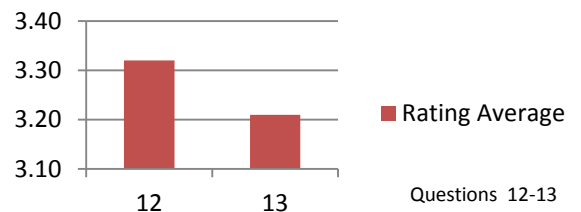


Questions 9-11

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



### Rating Average (1-5)



Questions 12-13

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