

Your feedback & opinions are valuable & it's anonymous!

DATE: 10/5/15

1. Creating a World-Class Patient Experience

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Both Irene & Stephanie were very energetic, informative, & kept the attention of all in the room. GREAT job Ladies!

2. How Many Lives will U Save?

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A. Presentation was relevant to me and my role.	1	2	3	4	5
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Comments: _____

3. HIPAA, Compliance & Organizational Ethics

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C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Clear & concise not so much engaging

4. Introduction to Customer Care Support

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A. Presentation was relevant to me and my role.	1	2	3	4	5
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C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Totally funny & delivered good info. Thumbs up ARF

5. Keeping U Secure in the Workplace

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Comments: Great presentation!

6. Voice of the Patient

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Comments: _____

7. Keeping U Safe

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8. A Prepared U

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9. The Day One Challenge: Review

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10. The Benefits of Belonging: UC Insurance Plans

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4. Connecting U: ISS Customer Care

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Comments: _____

5. Keeping U Secure in the Workplace

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Comments: Awesome, emotional presentation. 5-stars!

7. Keeping U Safe

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Comments: Very Fun Experience

10. The Benefits of Belonging: UC Insurance Plans

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Comments: Good communication skills

2. How Many Lives will U Save?

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3. HIPAA, Compliance & Organizational Ethics

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Comments: Had excellent information

4. Introduction to Customer Care Support

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Comments: Good speaker with interest

5. Keeping U Secure in the Workplace

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Comments: Excellent demonstration

6. Voice of the Patient

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Comments: *Great presentation*

7. Keeping U Safe

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Comments: *Good points Great presentation*

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Comments: *Good information given*

9. The Day One Challenge: Review

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Comments: *Enjoyed it Great review*

10. The Benefits of Belonging: UC Insurance Plans

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Comments: VERY INFORMATIVE AND INTERACTIVE PRESENTATION

2. How Many Lives will U Save?

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Comments: PRESENTATION MADE ME WANT TO TAKE PART OF HELPING

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C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: PRESENTED ALL THE INFORMATION NEEDED FOR PRIVACY AND SECURITY.

4. Connecting U: ISS Customer Care

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10. The Benefits of Belonging: UC Insurance Plans

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Comments: Engaging w/ prizes and examples. kept interest going by including business.

2. How Many Lives will U Save?

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4. Introduction to Customer Care Support

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Comments: Thank you for keeping it short and sweet! Good example stories.

5. Keeping U Secure in the Workplace

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Comments: Great presentation!

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Comments: The game was fun and a great way to review the
day

10. The Benefits of Belonging: UC Insurance Plans

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2. How Many Lives will U Save?

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Comments: I appreciate how both ladies addressed everyone by name.

2. How Many Lives will U Save?

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Comments: Arif (sp?) was so friendly and helpful

5. Keeping U Secure in the Workplace

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Comments: My only complaint is that the yellow packet had a form
inside with our full social security number printed.
Usually, information that sensitive is not printed in full

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Comments: I like that they had to interact w/ the
whole group.

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Comments: Mary is an awesome public speaker

6. Voice of the Patient

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	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

Overall Comments:

Your feedback & opinions are valuable & it's anonymous!

DATE: 10/5/15

1. Creating a World-Class Patient Experience

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

2. How Many Lives will U Save?

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

3. HIPAA, Compliance & Organizational Ethics

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

4. Introduction to Customer Care Support

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

5. Keeping U Secure in the Workplace

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

6. Voice of the Patient

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

7. Keeping U Safe

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

8. A Prepared U

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

9. The Day One Challenge: Review

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

10. The Benefits of Belonging: UC Insurance Plans

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: _____

Overall Comments:

Your feedback & opinions are valuable & it's anonymous!

DATE: 10/5/15

1. Creating a World-Class Patient Experience

- | | LOW | | | | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role. | 1 | 2 | 3 | 4 | 5 |
| B. Presentation held my interest and was memorable. | 1 | 2 | 3 | 4 | 5 |
| C. Speaker(s) was/were clear, concise and engaging. | 1 | 2 | 3 | 4 | 5 |

Comments: The speakers were fun / clear / professional

2. How Many Lives will U Save?

- | | LOW | | | | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role. | 1 | 2 | 3 | 4 | 5 |
| B. Presentation held my interest and was memorable. | 1 | 2 | 3 | 4 | 5 |
| C. Speaker(s) was/were clear, concise and engaging. | 1 | 2 | 3 | 4 | 5 |

Comments: He was very informative and pleasant

3. HIPAA, Compliance & Organizational Ethics

- | | LOW | | | | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role. | 1 | 2 | 3 | 4 | 5 |
| B. Presentation held my interest and was memorable. | 1 | 2 | 3 | 4 | 5 |
| C. Speaker(s) was/were clear, concise and engaging. | 1 | 2 | 3 | 4 | 5 |

Comments: She presented alot of information in good time & very pleasant speaker

4. Introduction to Customer Care Support

- | | LOW | | | | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role. | 1 | 2 | 3 | 4 | 5 |
| B. Presentation held my interest and was memorable. | 1 | 2 | 3 | 4 | 5 |
| C. Speaker(s) was/were clear, concise and engaging. | 1 | 2 | 3 | 4 | 5 |

Comments: He was very nice / bright & informative

5. Keeping U Secure in the Workplace

- | | LOW | | | | HIGH |
|---|-----|---|---|---|------|
| A. Presentation was relevant to me and my role. | 1 | 2 | 3 | 4 | 5 |
| B. Presentation held my interest and was memorable. | 1 | 2 | 3 | 4 | 5 |
| C. Speaker(s) was/were clear, concise and engaging. | 1 | 2 | 3 | 4 | 5 |

Comments: They gave good examples & information about safety

6. Voice of the Patient

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: He gave great demonstrations/discussing of
stories

7. Keeping U Safe

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: He gave excellent demonstrations (was funny) kind
very professional

8. A Prepared U

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: He gave great information on disaster kit &
importance very professional & informative about
earth quakes. Awesome speaker

9. The Day One Challenge: Review

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Absolutely Fun!

10. The Benefits of Belonging: UC Insurance Plans

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Very Informative & Humorous

Overall Comments:

Your feedback & opinions are valuable & it's anonymous! DATE: 10/5/15

1. Creating a World-Class Patient Experience

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Irene & Stephanie were very engaging & welcoming :)

2. How Many Lives will U Save?

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Matthew was fun & passionate about his work.

3. HIPAA, Compliance & Organizational Ethics

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Ann was knowledgeable in her area & tried to make her material engaging to us.

4. Introduction to Customer Care Support

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Aarif^(?) was high energy & passed along lots of information that is useful.

5. Keeping U Secure in the Workplace

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	5
B. Presentation held my interest and was memorable.	1	2	3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5

Comments: Mary & Shawn were realistic informative & enthusiastic. I greatly appreciate their presentation.

6. Voice of the Patient

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	(5)
B. Presentation held my interest and was memorable.	1	2	3	4	(5)
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)

Comments: Patient Lee set the standard for compassion & what I need to do when working at UCLA.

7. Keeping U Safe

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	(5)
B. Presentation held my interest and was memorable.	1	2	3	(4)	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	(4)	5

Comments: Very informative & was nervous in the beginning, but warmed up in the end.

8. A Prepared U

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	(5)
B. Presentation held my interest and was memorable.	1	2	3	4	(5)
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)

Comments: Grady was very knowledgeable & gave me lots to think about/prepare.

9. The Day One Challenge: Review

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	(5)
B. Presentation held my interest and was memorable.	1	2	3	4	(5)
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)

Comments: The game was a great way review all the material today!

10. The Benefits of Belonging: UC Insurance Plans

	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	(5)
B. Presentation held my interest and was memorable.	1	2	3	4	(5)
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)

Comments: Very informative

Overall Comments: Wonderful orientation!