



Your feedback & opinions are valuable & it's anon	ymous!	DATE:	10/3	5/12	
1. Creating a World-Class Patient Experience			•		
	LOW			HIGH	\
A. Presentation was relevant to me and my role.		2	3	4 5	)
B. Presentation held my interest and was memorable.		2	3	4 (5	)
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	
comments: Both I kew 3 stephans informative, 3 Kept the attention	if u	sere all in	very teg	ROOM LONG	exetic,
2. How Many Lives will U Save?			8	- (0)	0 —
A Presentation was relevant to me and my rele	LOW	. /		HIGH	
A. Presentation was relevant to me and my role.		2 (	3)	4 5	
B. Presentation held my interest and was memorable.		2	3	<i>4</i> ) 5	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4 5	)
Comments:					
3. HIPAA, Compliance & Organizational Ethics  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  Comments: Cleak 3 Consise not so much	1 1	2 2 2	3 3 3	4 (5) 4 5 4 5	)
4. Introduction to Customer Care Support	LOW				-
A. Presentation was relevant to me and my role.		2	3	1 E	)
B. Presentation held my interest and was memorable.		2	3	4	
C. Speaker(s) was/were clear, concise and engaging.	1	2	2	4	
		2	3	4	1
Comments: Totally furry 3 delivered	good	info	. The	inabs c	yp AR
5. Keeping U Secure in the Workplace	LOW			шен	
A. Presentation was relevant to me and my role.		2	3	4 F	)
B. Presentation held my interest and was memorable.		2	2	1 6	{
		2	2	4	(
C. Speaker(s) was/were clear, concise and engaging.  Comments: QROAT PRISINATION	1		5	4 (3	

6.	Voice of the Patient						
		LOW				HIGH	
A.	Presentation was relevant to me and my role.	1	2	3	4	(3)	
В.	Presentation held my interest and was memorable.	1	2	3	4	(3)	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)	
Со	mments:						
7.	Keeping U Safe						
		LOW				HIGH	
	Presentation was relevant to me and my role.	1	2	3	4	(5)	
	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) 5 (5)	
Co	mments:						
_							
8.	A Prepared U						
		LOW				HIGH	
	Presentation was relevant to me and my role.	1	2		4	(5)	
В.	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	
Coi	mments:						
9.	The Day One Challenge: Review						
		LOW				нісн	
	Presentation was relevant to me and my role.	1	2	3	4	( <u>)</u>	
В.	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	<b>(3)</b>	
Coi	mments:						
10.	The Benefits of Belonging: UC Insurance Plans						
		LOW				HIGH	
	Presentation was relevant to me and my role.	1	2	3	4	5	
	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	
Cor	mments:						
		•					

## UCLA Health



Y	our feedback & opinions are valuable & it's and	onymous!		DATE: _	TE: 10/5/15		
1.	Creating a World-Class Patient Experience						
9		LOW				нісн	
Α.	Presentation was relevant to me and my role.	1	2	3	4	(5)	
В.	Presentation held my interest and was memorable.	1		3	4	5	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5	
Cc	omments:						
2.	How Many Lives will U Save?				C		
٨	Decontation was relevant to me and more la	LOW	_	_	1	HIGH	
Α.	Presentation was relevant to me and my role.	1	2		(3)	5	
В.	Presentation held my interest and was memorable.	1	2		(4)	5	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5	
Co	mments:						
3.	HIPAA, Compliance & Organizational Ethics	1011					
Α	Presentation was relevant to me and my role.	LOW 1	2	3	CZ.	HIGH 5	
	Presentation held my interest and was memorable.	1		3	2	5	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5	
Co	mments:						
4.	Connecting U: ISS Customer Care	1004		-			
Δ	Presentation was relevant to me and my role.	LOW 1	2	3	4	HIGH	
	Presentation held my interest and was memorable.	1	2	3	4	<b>2</b> )	
	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5	
Co	mments:						
5.	Keeping U Secure in the Workplace						
		LOW				HIGH	
	Presentation was relevant to me and my role.	1	2	3	4	(5/1)	
	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	(3)	
Co	mments:	-					

A. B. C.	Presentation was relevant to me and my role. Presentation held my interest and was memorable. Speaker(s) was/were clear, concise and engaging.  mments:	LOW 1 1 1 1	2 2 2	3 3 3	4 4 4	HIGH	
_							
7.	Keeping U Safe						
		LOW		D		HIGH	
	Presentation was relevant to me and my role.	1	2	(3)	4	5	
В. С.	Presentation held my interest and was memorable.  Speaker(s) was/were clear, concise and engaging.	1 1	2	(3)	4	5 5	
О.	speaker(s) was, were clear, consist and engaging.		-	0	7	3	
Co	omments:						
8.	A Prepared U						
	Described on the second of the	LOW	-	_	(A)	HIGH	
	Presentation was relevant to me and my role.  Presentation held my interest and was memorable.	1 1	2	3 3	A	5	
Б. С.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5 5	
			_	-		_	
Co	mments:						
_							
9.	The Day One Challenge: Review						
		LOW				нідЯ)	
Α.	Presentation was relevant to me and my role.	1	2	3	4	(3)	
В.	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)	
Со	mments: Vory Fun Experience						
	J / 1						
_					1 2		
10	. The Benefits of Belonging: UC Insurance Plans						
٨	Presentation was relevant to me and my role.	LOW	2	2	4	HIGH	
	Presentation was relevant to me and my role.  Presentation held my interest and was memorable.	1 1	2	3	4	5	
Б. С.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5 5	
				<del>-</del> x	1000	J	
Co	mments:						
_	- A						7
			AND THE RESERVE OF THE PARTY OF				

Idene & Steplencie UCLA Health





1. Creating a World-Class Patient Experience  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1	Your feedback & opinions are valuable & it's ano	nymous!	DA	ATE: <u>[0</u> /	5/13	
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  Comments:    Comments   Comments	1. Creating a World-Class Patient Experience			1941 - # =_ 241 - #	,	
2. How Many Lives will U Save?  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1	<ul><li>B. Presentation held my interest and was memorable.</li><li>C. Speaker(s) was/were clear, concise and engaging.</li></ul>	1 1 1	2	3 3 3	4 4 4	HIGH (5) (5)
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Comments: DOO COMMENICATION Stells			(B <sup>22</sup> )		
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  3. HIPAA, Compliance & Organizational Ethics  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  4. Introduction to Customer Care Support  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  5. Keeping U Secure in the Workplace  A. Presentation was relevant to me and my role.  C. Speaker(s) was/were clear, concise and engaging.	2. How Many Lives will U Save?					
3. HIPAA, Compliance & Organizational Ethics  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments: Low  4. Introduction to Customer Care Support  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments: Diddle Diddl	B. Presentation held my interest and was memorable.	1 1	2	3	4 4 4	HIGH. (5)
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  4. Introduction to Customer Care Support  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  D. Speaker(s) was/were clear, concise and engaging.	Comments:					
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  4. Introduction to Customer Care Support  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  C. Speaker(s) was/were clear, concise and engaging.  D. Comments:  D. Commen			1			-7
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  4. Introduction to Customer Care Support  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  D. W. High  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  D. W. High  C. Speaker(s) was/were lear, concise and engaging.  D. W. High  C. Speaker(s) was/were clear, concise and engaging.  D. W. High  C. Speaker(s) was/were clear, concise and engaging.  D. W. High  C. Speaker(s) was/were clear, concise and engaging.  D. W. High  C. Speaker(s) was/were clear, concise and engaging.  D. W. High  D. W. W. High  D. W. High	3. HIPAA, Compliance & Organizational Ethics					
4. Introduction to Customer Care Support  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  Comments:  Low  Low  A. Presentation was relevant to me and my role.  B. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	B. Presentation held my interest and was memorable.	1 1	2	3	4 4 4	HIGH 5 5
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  Comments:  Seeping U Secure in the Workplace  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  Dow  High  A. Presentation was relevant to me and my role.  Seeping U Secure in the Workplace  1 2 3 4 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Comments: FOCK SIGNALIES	n				
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  Comments:  Seeping U Secure in the Workplace  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	4. Introduction to Customer Care Support		-			
5. Keeping U Secure in the Workplace  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	B. Presentation held my interest and was memorable.		2	3	4 4 4	HIGH (S)
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Comments: DADOL Speakles Will wheres	.}{				4
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6				×4 12		
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	5. Keeping U Secure in the Workplace					
Comments: Ballent WMOGHRALION	B. Presentation held my interest and was memorable.	1 1	2	3 3 3	4 4 4	HIGH 5
	Comments: Ellent UMOGHERSjör	7				

6. Voice of the Patient					
A Describation was relevant to record would	LOW	2		-	HIGH
<ul><li>A. Presentation was relevant to me and my role.</li><li>B. Presentation held my interest and was memorable.</li></ul>	1	2	3	4	(5)
<ul><li>B. Presentation held my interest and was memorable.</li><li>C. Speaker(s) was/were clear, concise and engaging.</li></ul>	1 1	2	3	4	<b>(2)</b>
Comments: Olle Augustin				4	<u> </u>
		7			
7. Keeping U Safe	LOW			ž.	ИСИ
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	E .
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)
Comments: Open Downless Opens	Mese	ufæ	tim		
	1				
8. A Prepared U	x 5				
A. Presentation was relevant to me and my role.	LOW 1	2		4	HIGH
Presentation was relevant to me and my role.      Presentation held my interest and was memorable.	1	2	3	4	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	
		-	,		0
Comments: () AGC / MOMMULEUW ()	river				
				,	
	-				1.00
9. The Day One Challenge: Review			e Comment		
	LOW				HIGH
<ol> <li>Presentation was relevant to me and my role.</li> </ol>	1	2	3	4	( <u>/₹</u> )
<ul> <li>Presentation held my interest and was memorable.</li> </ul>	1	2	3	4	图
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)
Comments: Evilyed it great level					5
10. The Benefits of Belonging: UC Insurance Plans					5 ×
	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	()=
B. Presentation held my interest and was memorable.	1	2	3	4	TE.
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)
Comments:					
52 L					





Your feedback & opinions are valuable & it's	anonymou	is! C	DATE:	0/5/15		
1. Creating a World-Class Patient Experience						
	LOW				HIGH	
<ol> <li>Presentation was relevant to me and my role.</li> </ol>	1	2	3	4	(5)	
<ul> <li>Presentation held my interest and was memorable.</li> </ul>	1	2	3	4	(3)	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	3	
Comments: VERY INFORMATIVE AND INTERACTIVE	PRESENTATIO	N				
2. How Many Lives will U Save?	LOW					
A. Presentation was relevant to me and my role.	1	2	3	Л	HIGH	
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	<b>(5)</b>	
Comments: PRESENTIATION MADE ME WHOUT	to take p	ART OF	HELPING	n -		
3. HIPAA, Compliance & Organizational Ethics	LOW		7	· ·	HIGH	
A. Presentation was relevant to me and my role.	1	2	3	4	<b>(3</b> )	
B. Presentation held my interest and was memorable.	1	2	3	4	<b>(/5</b>	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	<b>(3</b> )	
Comments: PERSONIET) ALL THE INFORMATION	NSEDET	FOR	PewAcy	AND	SECURITY.	
4. Connecting U: ISS Customer Care				) <sup>1</sup>		
	LOW				HIGH	
<ol> <li>Presentation was relevant to me and my role.</li> </ol>	1	2	3	4	(~5)	
<ul> <li>Presentation held my interest and was memorable.</li> </ul>	1	2	3	4	(E)	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	S	
Comments:						
5. Keeping U Secure in the Workplace		20				
A. Drocontation was relevant to an and a second	LOW	_			HIGH	
A. Presentation was relevant to me and my role.	1	2	3	4	(5)	
<ul><li>B. Presentation held my interest and was memorable.</li><li>C. Speaker(s) was/were clear, concise and engaging.</li></ul>	1 1	2	3 3	4 4	Ğ	
Comments:						
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Ь.	Voice of the Patient						
	December 1	LOW	_			HIGH	
Α.	Presentation was relevant to me and my role.	1	2	3	4	(5)	
В.	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)	
Со	mments:		2				
7.	Keeping U Safe						
		LOW				HIGH	
A.	Presentation was relevant to me and my role.	1	2	3	4	(5)	
В.	Presentation held my interest and was memorable.	1	2	3	4	7	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)	
Со	mments:						
							_
0	A Prepared U						
0.	A Frepared O						
A.	Presentation was relevant to me and my role.	LOW 1	2	2	4	HIGH	
В.	Presentation held my interest and was memorable.	1	2	3	4	(3)	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)	
_							
Co	mments:						_
_							_
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)	
Co	mments:						
_							
10	. The Benefits of Belonging: UC Insurance Plans						
		LOW				HIGH	
	Presentation was relevant to me and my role.	1	2	3	4	(5)	
В.	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)	
Cor	mments:						





Your feedback & opinions are valuable & it's an	onymous!	DAT	E: 10	05	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: Engaging who prizes or going by hair	ello.	ples.	. left	int	erest
2. How Many Lives will U Save?					
	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	15
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	(3)
Comments:					
	и п				
3. HIPAA, Compliance & Organizational Ethics					
	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	(5)
<ul> <li>Presentation held my interest and was memorable.</li> </ul>	1	2	3	4	(5)
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)
Comments:			v e,		
			3		
4. Introduction to Customer Care Support	LOW				
A. Presentation was relevant to me and my role.	1	2	2		HIGH
B. Presentation held my interest and was memorable.			3	4	13
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5
Comments: Thank you for toping	it sho	ort o	nd si	veet	!
5. Keeping U Secure in the Workplace	2 -			* 1	21 8
	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: hour presentation	, Ì				

	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			
7. Keeping U Safe						
	LOW				HIGH	
A. Presentation was relevant to me and my role.	1	2	3 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: The gove was fin a	nd a	geat	Moy	to re	view th	e
deg						
		-1,				
10. The Benefits of Belonging: UC Insurance Plans						
	LOW				HIGH	
A. Presentation was relevant to me and my role.	1	2	3	4	<b>(5)</b>	
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	0	
Comments:						
		10	81 80			
			1			





Yc	our feedback & opinions are valuable & it's o	anonymous!	DA	ATE: 10	15/	15	
1.	Creating a World-Class Patient Experience						
	Provide the second seco	LOW		20		HIGH	
Α.	Presentation was relevant to me and my role.	1	2	3 3	4	5	
В.	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	
Со	mments:			37			
2.	How Many Lives will U Save?						
100		LOW				HIGH	
	Presentation was relevant to me and my role.	1	2	3	4	(5)	
В.	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)	
Со	mments:						
_							
3.	HIPAA, Compliance & Organizational Ethics						
	December in a constant of the	LOW	_			HIGH	
Α.	Presentation was relevant to me and my role.	1	2	3	4	(5)	
В.	Presentation held my interest and was memorable.	1			4	55	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)	
Со	mments:			1	= ;		
_							
4.	Introduction to Customer Care Support						
		LOW				HIGH	
A.	Presentation was relevant to me and my role.	1	2	3	4	(5)	
В.	Presentation held my interest and was memorable.	1	2	3	4	(3)	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)	
Со	mments:						
_							
5.	Keeping U Secure in the Workplace						
	December in the second	LOW		) gate		HIGH	
	Presentation was relevant to me and my role.	1	2	3	4	(5)	
	Presentation held my interest and was memorable.	1	2	3	4	15	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5	
Coi	mments:						_

6. Voice of the Patient						
		LOW				HIGH
A. Presentation was relevant to m	e and my role.	1	2	3	4	<b>C</b> 5
<ul> <li>B. Presentation held my interest a</li> </ul>	nd was memorable.	1	2	3	4	(5)
C. Speaker(s) was/were clear, con-	cise and engaging.	1	2	3	4	(5)
Comments:			1 (4)		1 4	is the second se
2 7 71	. ,					
7. Keeping U Safe		1011				
A. Presentation was relevant to me	e and my role	LOW <b>1</b>	2	3	4	HIGH
B. Presentation held my interest a		1	2	3	4	K3X
C. Speaker(s) was/were clear, cond		1	2	3	4	15
						O
Comments:						
8. A Prepared U						
		LOW				HIGH
A. Presentation was relevant to me	5	1	2	3	4	(n5)
B. Presentation held my interest a		1	2	3 3 3	4	1/3
C. Speaker(s) was/were clear, cond	cise and engaging.	1	2	3	4	(5)
Comments:						-
я.						
9. The Day One Challenge: Rev	view	(g				
		LOW				HIGH
A. Presentation was relevant to me	e and my role.	1	2	3	4	(5)
B. Presentation held my interest ar		1	2	3	4	(5)
C. Speaker(s) was/were clear, cond		1	2	3	4	5
Comments:		e				
	•			· · · · · · · · · · · · · · · · · · ·		
10. The Benefits of Belonging:	UC Insurance Plans					
A. Presentation was relevant to me	and my role	LOW	2	2		нісн
B. Presentation held my interest ar		1 1	2	3	4	43
C. Speaker(s) was/were clear, conc		1	2	3	4	15
Comments:	• *** and ****					$\bigcirc$
Comments.						
					-	





Your feedback & opinions are valuable & it's another	nymc	ous! DA	ATE:	015/1	5
1. Creating a World-Class Patient Experience					
	LOW				Illen
A. Presentation was relevant to me and my role.	1	2	3 3 3	4	HIGH
B. Presentation held my interest and was memorable.	1	2		4	(2)
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	
c. Speaker(s) was were clear, coricise and engaging.	1	. 2	3	4	(3)
Comments: I appreciate new both (adi	25	addres	sect ex	revu ov	0 64
Norme.				8	
		4			
2. How Many Lives will U Save?					
2. How Many Lives will o Save:	LOW				HICH
A. Presentation was relevant to me and my role.	1	2	3	4	(5)
B. Presentation held my interest and was memorable.		2	3	4	ā
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(E)
and engaging.	-	-	3	-	3
Comments:					
			3 4		
3. HIPAA, Compliance & Organizational Ethics					
5. Thi 777, compliance & organizational Ethics	1011				
A. Presentation was relevant to me and my role.	LOW	2	2	4	HIGH
B. Presentation held my interest and was memorable.	1	2	3	4	3
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)
				772	
Comments:					
6			7		
		250 <b>8</b> 3			
4. Introduction to Customer Care Support					
	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	G
B. Presentation held my interest and was memorable.	1	2	3	4	(£)
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	6)
Comments: Arif (sp?) was so sciendly	ON	d neips			
	)	er resta			
5. Keeping U Secure in the Workplace					
	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	( s)
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:					

A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  7. Keeping U Safe  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  7. Keeping U Safe  A. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1	6. Voice of the Patient					
B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  7. Keeping U Safe  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  7. Keeping U Safe  A. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  8. A Prepared U  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  D. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  D. The Banefits of Belonging: UC Insurance Plans  A. Presentation was relevant to me and my role.  D. The Benefits of Belonging: UC Insurance Plans  A. Presentation was relevant to me and my role.  D. The Benefits of Belonging: UC Insurance Plans  A. Presentation held my interest and was memorable.  D. The Benefits of Belonging: UC Insurance Plans  A. Presentation held my interest and was memorable.  D. The Benefits of Belonging: UC Insurance Plans  A. Presentation held my interest and was memorable.  D. The Benefits of Belonging: UC Insurance Plans  A. Presentation held my interest and was memorable.  D. The Benefits of Belonging: UC Insurance Plans  A. Presentation held my interest and was memorable.  D. The Benefits of Belonging: UC Insurance Plans  A. Presentation held my interest and was memorable.  D. The Benefits of Belonging: UC Insurance Plans  A. Presentation held my interest and was memorable.  D. The Benefits of Belonging: UC Insurance Plans  D. The Bene		LOW				HIGH
Comments:    Comments:	A. Presentation was relevant to me and my role.	1	2	3	4	(5)
Comments:  7. Keeping U Safe  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  8. A Prepared U  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  9. The Day One Challenge: Review  A. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  9. The Day One Challenge: Review  A. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1	B. Presentation held my interest and was memorable.	1	2	3	4	(5)
7. Keeping U Safe  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  Comments:  8. A Prepared U  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  Comments:  9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  Comments:  9. The Day One Challenge: Review  LOW  A. Presentation was relevant to me and my role.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  Comments:  1 2 3	C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Comments:	FF 18		31		
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6						
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6						
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	7. Keeping U Safe					
B. Presentation held my interest and was memorable. C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:    Speaker(s) was/were clear, concise and engaging.   Speaker(s) was/were clear, con		LOW				HIGH
B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  Comments:    Speaker(s) was/were clear, concise and engaging.    Speaker(s) was/were clear, concise and engaging.   Speaker(s) was/were clear, c	A. Presentation was relevant to me and my role.	1	2	3	4	Q
C. Speaker(s) was/were clear, concise and engaging.  8. A Prepared U  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 6  C. Speaker(s) was/were clear, concise and engaging.		1	2		4	(5)
8. A Prepared U  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  A. Presentation was relevant to me and my role.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  Low  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  Low  A. Presentation held my interest and was memorable.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  Low  A. Presentation held my interest and was memorable.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  Low  A. Presentation held my interest and was memorable.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  Low  A. Presentation was relevant to me and my role.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  Low  A. Presentation was relevant to me and my role.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  Low  A. Presentation was relevant to me and my role.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans		1			4	5
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:   9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4	Comments:			, j	( e	1
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:   9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4						
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  Comments:  1 2 3 4	8. A Prepared U					
Comments:  9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4 5  C		LOW				HIGH
Comments:  9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4 5  C	A. Presentation was relevant to me and my role.	1	2	3	4	(5)
Comments:  9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4 5  C		1	2	3	4	$\mathbf{G}$
9. The Day One Challenge: Review  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 2 3 4 5  1 3 4 5  1 5 5  Comments: My My Company Small was memorable.  1 2 3 4 5  1 2 3 4 5  1 3 4 5  1 5 5  Comments: My My Company Small was memorable.  1 2 3 4 5  1 3 4 5  1 5 5  Comments: My My Company Small was memorable.	5	1				5
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4 3  Comments:  1 3 4 3  Comments:  1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Comments:					- 11 12
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4 3  Comments:  1 3 4 3  Comments:  1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5			-1-	1944		1
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  1 2 3 4 3  Comments:  1 3 4 3  Comments:  1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	9. The Day One Challenge: Review					
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  2 3 4 5  Comments:  3 4 5  Comments:  4 5 6  Comments:  5 Wat the yellow packet had a form		LOW				HIGH
B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  Comments:  1 2 3 4 5  Comments:  Low  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments:  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  Comments:  My My Complaint S Mat the yellow packet had a form	A. Presentation was relevant to me and my role.	1	2	3	4	(5)
Comments:  1 2 3 4 5  Comments:  10. The Benefits of Belonging: UC Insurance Plans  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  8 4 5  8 7 6 5  Comments:  My My Complaint S Mat the yellow packet had a Some	and the contract of the contra				4	TO TO
10. The Benefits of Belonging: UC Insurance Plans  A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  Comments: My My Complaint S Mat the yellow packet had a form	and the state of t				4	5
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 Comments: My My Complaint S that the yellow packet had a form	Comments:					
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 Comments: My My Complaint S that the yellow packet had a form						
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 Comments: My My Complaint S that the yellow packet had a form						
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: My My complaint S that the yellow packet had a form	10. The Benefits of Belonging: UC Insurance Plans	S				
B. Presentation held my interest and was memorable.  1 2 3 4 CB  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 CB  2 3 4 CB  5 Comments: My My complaint S that the yellow packet had a form		LOW				HIGH
C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  Comments: My My Complaint 'S that the yellow packet had a form		1	2	3	4	(5)
Comments: My My complaint is that the yellow packet had a form		1	2	3	4	(4)
	C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)
NACIONAL SAME NACIONAL SAME SAME SAME SAME SAME SAME SAME SAME		not the yel	lew ,	packet	nad	a som
	inside with our full soc	ia securit	y n	mper	NO	Hed.
Usually information that sensitive is not opinized in full	Usually information that sensi-	tive is not	O BON	sed in	1 EUI	1





Your feedback & opinions are valuable & it's ano	nymou	s! <b>D</b> A	ATE:			
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	(3)	
Comments: I like that they had bs	inte	ract	wff	he		
					8	
2. How Many Lives will U Save?						
	LOW				HIGH	
A. Presentation was relevant to me and my role.	1	2		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	<b>5</b>	
Comments:						
3. HIPAA, Compliance & Organizational Ethics						
5. HIPAA, Comphance & Organizational Ethics	010000					
A. Presentation was relevant to me and my role.	LOW 1		2		HIGH	
Presentation was relevant to me and my fole.     Presentation held my interest and was memorable.		2	3 3	4	(5)	
C. Speaker(s) was/were clear, concise and engaging.	1 1	2	3	4	(5) (4)	
o. Speaker(s) was were clear, correspond and engaging.	-	2	3	4	3	
Comments:						
4. Introduction to Customer Care Support						
A Decembrica was adjusted to the decembrical	LOW				HIGH	
A. Presentation was relevant to me and my role.	1	2	3	4	(5)	
<ul><li>B. Presentation held my interest and was memorable.</li><li>C. Speaker(s) was/were clear, concise and engaging.</li></ul>	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: Mary 17 an awesome	Yol	due s	peabe	e	el es	
	V					

6. Voice of the Patient					
	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	( <u>5</u> )
B. Presentation held my interest and was memorable.	1	2	3	4	(B)
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	8
Comments:					
7. Keeping U Safe					
	LOW				HIGH
A. Presentation was relevant to me and my role.	1	2	3	4	<b>(5)</b>
B. Presentation held my interest and was memorable.	1		3	4	5
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)
Comments:					
8. A Prepared U				P	
A. Dusantation was relevant to account and account	LOW	_	10.00		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		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	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	3
Comments:					
Comments.					
			Thet		
10. The Benefits of Belonging: UC Insurance Plans					
A. Presentation was relevant to me and my role.	LOW	2	3		HIGH
	1	2	3	4	5)
<ul><li>B. Presentation held my interest and was memorable.</li><li>C. Speaker(s) was/were clear, concise and engaging.</li></ul>	1 1	2	3	4 4	(5)
Comments:					





Your feedback & opinions are valuable & it's a	nonymous	s! DA	ATE: 10	15/1	5	
1. Creating a World-Class Patient Experience						
	LOW				HIGH	
A. Presentation was relevant to me and my role.	1	2	3	4	B	
B. Presentation held my interest and was memorable.	1	2	3	4	(3)	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	5	
Comments:						
2. How Many Lives will U Save?						
A Decembetion was relevant to the december of	LOW				HIGH	
<ul><li>A. Presentation was relevant to me and my role.</li><li>B. Presentation held my interest and was memorable.</li></ul>	1	2	3	4	(5)	
<ul><li>B. Presentation held my interest and was memorable.</li><li>C. Speaker(s) was/were clear, concise and engaging.</li></ul>	1 1	2	3 3	4	5	
Comments:						
3. HIPAA, Compliance & Organizational Ethics			= 2-			
A. Presentation was relevant to me and my role.	LOW 1	2	2	4	HIGH	
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:	, , , , , , , , , , , , , , , , , , ,					
a* 0						
4. Introduction to Customer Care Support		6 7				
A. Berry J.P.	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	(3)	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)	
Comments:						
				18 <sup>1</sup> m		
5. Keeping U Secure in the Workplace	1000				16	
A. Presentation was relevant to me and my role.	LOW 1	2	3	1	HIGH	
B. Presentation held my interest and was memorable.		2	3	4	$\stackrel{\circ}{\mathcal{D}}$	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	E)	
Comments:						

6.	Voice of the Patient						
		LOW				HIGH	
A.	Presentation was relevant to me and my role.	1	2	3	4	6	
B.	Presentation held my interest and was memorable.	1	2	3	4	<b>©</b>	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	© (5)	
Со	mments:				dig!		
_							
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	
Со	omments:						
						17.1	
0	A Prepared U						
0.	A Frepared O	11					
A.	Presentation was relevant to me and my role.	LOW 1	2	2		HIGH	
В.	Presentation was relevant to the and my role.  Presentation held my interest and was memorable.		2	3	4	<b>©</b>	
С.	Speaker(s) was/were clear, concise and engaging.	1 1	2	3	4	6	
				_	V 400, 171	G	
Co	mments:						
_						1 19	
9.	The Day One Challenge: Review						
		LOW				HIGH	
A.	Presentation was relevant to me and my role.	1	2	3	4	(3)	
В.	Presentation held my interest and was memorable.	1	2	3	4	(3)	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(3)	
Co	mments:			-	711		
_							
10	. The Benefits of Belonging: UC Insurance Plans						
		LOW				HIGH	
A.	Presentation was relevant to me and my role.	1	2	3	4	(5)	
	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	
Coi	mments:			_			
				1.55			
					#11	2	11.





Your feedback & opinions are valuable & it's anonymous! DATE: $0/5/5$
1. Creating a World-Class Patient Experience
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.
Comments: The speakers were fun / clear / professional
2. How Many Lives will U Save?
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  Comments: He was New Informative and Allusant
3. HIPAA, Compliance & Organizational Ethics
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  Comments:    Low
this frent fleasant speaker
4. Introduction to Customer Care Support
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  1 5
Comments: He WW VEW NICE DO SUS I WHY MUSINE
5. Keeping U Secure in the Workplace
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  5 2 3 4 5  6 5 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
Comments: My gave good examples & information
avas safety

6.	Voice of the Patient						
J		LOW				HIGH	
A.	Presentation was relevant to me and my role.	1	2	3	4	(5)	
В.	Presentation held my interest and was memorable.	1	2	3	4	55	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)	7
Со	omments: He gave great alm	nskas	has)	disci	18811	us j	<del>-</del>
_	STATION				4 10 12 1		
_	20000						
7.	Keeping U Safe	LOW				· · · · · · · · · · · · · · · · · · ·	
A.	Presentation was relevant to me and my role.	LOW	2	a Jakana		HIGH	
В.	Presentation held my interest and was memorable.	1	2	3	4	(3)	
С.	Speaker(s) was/were clear, concise and engaging.	1 1	2	3	4	(3)	
C.	speaker(s) was/ were clear, correise and engaging.	1	2	3	4	(3)	
Со	omments:	1 -1	. ;	1		0	
	He gane excellent de	munson	ann	8 /W	OD G	tunn	<u>Z/K</u>
	very professional					314.0	
0	A Prepared U						
0.	A Prepared O	LOW					
A.	Presentation was relevant to me and my role.	1	2	3	4	HIGH	
В.	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)	
	11-	, -		1: 1	. ,		
Co	mments: H MAL AWAT WAY MANYEYEN WHAT POSISSA	musur one	on a	18astl znino	r ll	apon	t
	- HANN GWALLES " DWESTA	ul spe	ullere	,	1 /		
9	The Day One Challenge: Review						
٥.	The bay one chancings. Review	LOW				HIGH	
A.	Presentation was relevant to me and my role.	1	2	3	4	(E)	
В.	Presentation held my interest and was memorable.	1	2	3	4	9	
C.	Speaker(s) was/were clear, concise and engaging.	1	2	3	4		
٥.	A ( = 0 1 A )	-	-	3	7	(3)	
Co	mments: ANSOLISELLA DILI						
	O OLLO						
	f · ·	10	-0				
10	. The Benefits of Belonging: UC Insurance Plans						
		LOW				HIGH	
A.	Presentation was relevant to me and my role.	1	2	3	4	(5)	
В.	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)	
Coi	mments: Vlm Infamulul	9 11	um	NIK		>	
	<u> </u>			U			





Your feedback & opinions are valuable & it's anonymous! DATE: 10/5/15
1. Creating a World-Class Patient Experience
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  2 5  3 4 5  5 5
comments: Irane & Staphania were very engaging & welcoming y
2. How Many Lives will U Save?
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6
Comments: Matthew was fun & passionate about his work.
3. HIPAA, Compliance & Organizational Ethics
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1
comments: Ann was knowledgable in her area & tried to make, her makerial engaging to us.
4. Introduction to Customer Care Support
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5  5 5 6 7 7 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
comments: Aarif was high energy & passed along lots of information useful.
5. Keeping U Secure in the Workplace
A. Presentation was relevant to me and my role.  B. Presentation held my interest and was memorable.  C. Speaker(s) was/were clear, concise and engaging.  1 2 3 4 5 5 5 6 6 7 7 8 7 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
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 Star I had to do when working	ndaro	d for	compa	15510v	1 & W	ut
7. Keeping U Safe						
A Dresentation was relevant to me and my rele	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	, ner	VDVS	in th	v. be	ginnin	a ho
warmed up in the and				0 00		10
Violette but to over.					0	
			3+1		*	
8. A Prepared U	LOW				LUCII	
A. Presentation was relevant to me and my role.	1	2	3	4	HIGH	
B. Presentation held my interest and was memorable.	1	2	3	4	(3)	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)	
c. Speaker(s) was, were clear, concise and engaging.	1	2	3	4	(5)	
Comments: Grady was very Knowle	doreal	de	& gav	e me	1015-	to
think about 10 renger	1		1			
The state of the s						
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	it wa	ay ro	view	all th	<u>~</u>	
IN PACIFIC TOWN !		l				
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	(G	
C. Speaker(s) was/were clear, concise and engaging.	1	2	3	4	(5)	
$\sim$					7	
Comments: VW IMOVMAIN						
			10 10 10 10		- 10	
Overall Comments:	1	in	1			
Overall Comments. \ .\	b	10	- 1			

Overall Comments: Worderful orientation

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