



# 2011 EAF Member Feedback Survey Results

We want to thank the **188** members who took the time to complete this survey. We sincerely appreciate all of the wonderful comments we received about EAF and the EAF staff. We made every attempt to respond to all inquiries seeking information and we will give serious consideration to all suggestions and recommendations as we strive to continually improve our publications and services. **Planned enhancements will be announced in the Annual Report to Members in January.**

The summarized results are reported below. Again, thank you for your participation and membership support!



### Overall Evaluation of EAF

- **100% Satisfaction..... 98% Excellence**

	% Satisfaction	% Excellence	% Change from 2009
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### Staff Evaluation

• Knowledge & Professionalism.....	100%	99%	0%
• Timeliness & Quality of Information.....	100%	99%	0%

### Free Hotlines & Research

• Human Resources Hotline (EAF response) .....	100%	98%	0%
• Legal Hotline (Attorney response by Ford & Harrison LLP or Hurley Rogner PA).....	100%	92%	0%
• Safety Hotline (Risk Consultants response).....	100%	96%	+20%
• Cyber Security Hotline (Sylint Group response).....	100%	100%	0%

### Free Publications, Newsletters and Online Services

• Wage & Salary Survey (Florida).....	100%	89%	+2%
• Benefits and Policies Surveys (Florida & National) .....	100%	93%	+3%
• Pay Trends Surveys (Florida & National) .....	100%	89%	-1%
• National HR Metrics Survey .....	99%	86%	-2%
• Sample Employee Handbook & Policies (100+ Samples).....	100%	94%	+9%
• Personnel Forms (100+ Forms) .....	100%	92%	+3%
• Human Resources Self-Audit .....	100%	95%	+1%
• HR Records, Reports & Retention Guide.....	100%	95%	-2%
• Newsletters, Legal Alerts & Updates .....	100%	96%	+1%
• CCH HR Management Library Subscription Service (Research, Laws & Regulations,..... Job Description & Performance Appraisal Software)	100%	90%	+5%
• Toolkits <b>New Service</b> .....	100%	90%	N/A
• EAF Website <b>New Look</b> .....	100%	91%	+2%

### Free & Discounted Training & Consulting Services

• Webinars & Virtual Training (Free & Discounted).....	100%	94%	+2%
• EAF Online University Courses (14 Free & Over 4,000 Discounted) .....	100%	88%	+1%
• Classroom Seminars & Workshops (Discounted) .....	100%	97%	+3%
• Customized On-Site Training (Discounted) .....	100%	100%	+6%
• Customized On-Site Consulting (AAP, Compensation, OD, Safety, etc. - Discounted).....	100%	100%	0%