

# The Bank of Columbus Open-Up Survey Report

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## The Players

- Student – Vice President of Human Resources
- Alexander Smith, CEO

## Bank of Columbus

- 3,500 employees
- Six Midwestern states

## Open-Up Program

- Confidential Employee Program
- Questions or grievances

## The Paper

- 5-6 pages, single spaced
- 12-12 font, 3-4 graphs

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**Table 1. Monthly Requests**

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
492	553	577	628	600	566	533	509	496	498	484	464

**Table 2. Have you ever used the Open-Up Program?**

<b>No</b>	<b>220</b>
<b>Once</b>	<b>604</b>
<b>More than Once</b>	<b>1102</b>

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**Table 3. Classifications of respondents who have not used the program**

<b>Age</b>	
<b>Under 25</b>	<b>84/421</b>
<b>25-40</b>	<b>36/719</b>
<b>41-55</b>	<b>55/563</b>
<b>Over 55</b>	<b>45/223</b>
<b>Gender</b>	
<b>Male</b>	<b>90/1189</b>
<b>Female</b>	<b>130/737</b>
<b>Rank</b>	
<b>Non-managerial</b>	<b>121/1344</b>
<b>Managerial</b>	<b>99/582</b>

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**Table 4. How satisfied were you that your question(s) was (were) answered completely?**

	<b>Completely Satisfied</b>	<b>Partially Satisfied</b>	<b>Completely Dissatisfied</b>
<b>Used Program once</b>	<b>300</b>	<b>223</b>	<b>81</b>
<b>Used more than once</b>	<b>787</b>	<b>293</b>	<b>22</b>

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**Table 5. Do you believe that your question(s) was (were) handled confidentially?**

	<b>Yes</b>	<b>Not Sure</b>	<b>No</b>
<b>Used Program Once</b>	<b>139</b>	<b>328</b>	<b>137</b>
<b>Used more than once</b>	<b>784</b>	<b>279</b>	<b>39</b>

**Table 6. Do you intend to use the Open-Up Program again?**

<b>Yes</b>	<b>1414</b>
No	<b>159</b>
Undecided	<b>133</b>