Purdue Open-Enrollment 2022

Survey Results of Purdue Employees conducted by Human Resources

Report Prepared and Compiled By:

Evan K. Perrault, Ph.D.
Associate Professor of Health Communication
Purdue University—Brian Lamb School of Communication

January 19, 2022

Table of Contents

Methods

In late 2021 an online survey was sent to all benefits-eligible Purdue University employees asking them to evaluate their experiences with the most recent Benefits Open Enrollment process. Around 1,400 employees completed most of the survey that primarily assessed their attitudes toward Purdue HR benefits, perceptions of benefits knowledge and communication, the open-enrollment process, and other health-related questions.

Participants

The average age of employees surveyed was 48.83 (SD = 12.2). The majority of surveys were completed by employees from the West Lafayette campus (80.9%), followed by Northwest (7.3%), Fort Wayne (5.6%), Extension (4.0%), and Other (2.1%). 45% indicated working fully on-campus, 36.5% hybrid, and 18.4% fully remote.

Participants were members of the following employee groups: professional (37.0%), administrative and operational support (28.6%), faculty (15.3%), management (10.3%), police, fire, and skilled trades (1.9%), executive (0.7%), and other (6.2%). 64.4% identified as female, and 31.1% as male.

Results

The reporting of results based on the employment location of the participants - West Lafayette, Fort Wayne, Northwest, or Extention/Other - is consistent to previous years' reports.

West Lafayette Campus

Usefulness of HR Tools to Help People with Benefits Enrollment (*n=1175*)

	Not Useful	*Somewhat Useful*	*Very Useful*	*Did not use*	*Not Aware of Tool*
Open-enrollment guide found online	3.7%	32.3%	44.3%	15.4%	4.3%
Benefits Statement – mailed home	12.1%	23.4%	36.9%	20.1%	7.6%
Benefits Website	5.1%	37.4%	44.9%	11.4%	1.2%
Benefits Videos	7.9%	16.3%	10.7%	55.3%	9.9%
Purdue Today Articles	9.1%	39.1%	28.5%	20.5%	2.8%
Virtual Presentations	8.2%	12.6%	15.3%	55.8%	8.2%
Benefits Emails	8.0%	43.5%	28.8%	15.6%	4.1%

Attitudes Surrounding Benefits Information (*n=1135*)

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2021 Mean	2020 Mean	2019 Mean	2018 Mean
HR Provides me with easy to understand information surrounding benefits offerings	2.8%	4.9%	8.5%	10.7%	24.0%	37.6%	11.4%	5.07	5.01	4.77	4.68
I feel knowledgeable about all the benefits Purdue offers	3.0%	5.2%	9.5%	9.5%	30.0%	33.5%	9.3%	4.96	4.87	4.68	4.66
I know where to go to find benefits information	2.7%	4.9%	6.9%	7.7%	24.7%	37.1%	16.0%	5.22	5.15	5.00	5.06
When I choose my benefits, I feel I know all I need to in order to make the best decision	4.4%	6.8%	10.8%	9.8%	26.3%	31.8%	10.1%	4.83	4.72	4.62	4.51
HR could do a better job helping me understand all benefits offerings	4.8%	17.6%	9.4%	28.8%	20.4%	12.8%	6.2%	4.05	4.18	4.34	4.46

Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

Time Reviewing and Completing 2022 Benefits (*n=1184*)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	15.0%	13.3%
15-30 minutes	29.4%	40.5%
30-45 minutes	20.5%	22.6%
45-60 minutes	16.0%	14.0%
> 60 minutes	19.1%	9.5%

Benefitplace App Usage (*n=1183*)

Yes	No	Unaware of App
4.4%	54.4%	41.2%

Usefulness of Benefitplace App (*n=50*)

	Frequency	Percent
Extremely Useless	5	10%
Moderately Useless	3	6%
Slightly Useless	5	10%
Neither Useful Nor Useless	5	10%
Slightly Useful	9	18%
Moderately Useful	8	16%
Extremely Useful	15	30%

Note. Only includes data from employees who used the Benefitplace app (n=50).

Did you contact HR about your benefits in the past 12 months? (*n=1095*)
- Yes = 33.4%
- No = 66.6%

How soon question answered after contacting HR (*n=355*)

	Frequency	Percent
Same day	137	38.6%
Next day	112	31.5%
2 days later	56	15.8%
3 days later	13	3.7%
4 days later	3	0.8%
5 days later	5	1.4%
6 days later	0	0.0%
7 days later	3	0.8%
Longer than 7 days	16	4.5%
Never received an answer	10	2.8%

Getting my questions answered from HR was a(n) _____ experience. (*n=361*)

	Percentage	Frequency
Difficult (1)	5.3%	19
2	6.6%	24
3	4.7%	17
4	11.9%	43
5	9.1%	33
6	28.0%	101
Easy (7)	34.3%	124

Note. 2021 Mean = 5.34: (2020 Mean = 5.02; 2019 Mean = 4.31; 2018 Mean = 4.58). A one-sample *t*-test found the 2021 mean value to be significantly above the scale's midpoint at *p*<.001.

Health Benefits Purdue Provides are… (*n=1148*)

Terrible (1)	3.4%	Too Expensive (1)	6.5%	Not Comprehensive (1)	4.5%	Unfair (1)	4.6%
2	5.0%	2	8.2%	2	5.7%	2	4.5%
3	8.6%	3	11.6%	3	7.1%	3	8.7%
4	18.9%	4	23.9%	4	20.4%	4	22.5%
5	26.5%	5	21.1%	5	22.7%	5	19.4%
6	25.6%	6	17.7%	6	24.7%	6	22.7%
Excellent (7)	12.0%	A Great Value (7)	11.1%	Comprehensive (7)	15.0%	Fair (7)	17.6%
2021 Mean	4.85*		4.42*		4.85*		4.86*
2020 Mean:	4.52*		3.99		4.55*		4.55*
2019 Mean:	4.56*		3.99		4.46*		4.48*
2018 Mean:	4.57*		3.82*		4.51*		4.42*

*One-sample *t*-tests found these mean values to be significantly above or below the scale's midpoint at *p*<.001.

I currently have an established Primary Care Provider (*n=1091*)

2021-22		2020-21		2019-20		2018-19		2017-18	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
88.5%	10.6%	86.4%	13.6%	87.9%	12.1%	86.2%	13.8%	76.8%	23.2%

Center for Healthy Living Attitudes (*n=1101*)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2021 Mean	2020 Mean	2019 Mean	2018 Mean	2017 Mean
I am aware of the CHL	3.4%	1.3%	95.3%	6.33	6.31	6.37	6.35	6.30
I know where the CHL is located	11.3%	1.5%	87.2%	6.01	6.03	6.18	6.15	6.06
I know all the services the CHL offers	24.1%	8.1%	67.7%	4.88	4.81	4.78	4.72	4.68
The CHL is a great place to seek medical care	19.7%	35.5%	44.8%	4.50	4.46	4.46	4.11	4.41
It's convenient to seek medical care at the CHL	27.0%	27.5%	45.5%	4.40	4.35	4.48	4.28	4.47
It's easy to make an appointment at the CHL	18.6%	38.7%	42.6%	4.53	4.47	4.48	4.33	4.50
I can get an appointment quickly with a provider at the CHL	21.8%	45.3%	32.9%	4.20	4.16	4.20	4.12	4.23

Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

Overall Attitude toward CHL (*n=1096*)
2021 Mean = 4.79 (2020 Mean = 4.71; 2019 Mean = 4.64; 2018 Mean = 4.33; 2017 Mean = 4.64)

	2021 %	2021 Freq.	2020 %	2020 Freq.	2019 %	2019 Freq.	2018 %	2018 Freq.	2017 %	2017 Freq.
Negative (1)	4.6%	50	6.3%	89	6.7%	82	9.6%	112	5.2%	106
2	5.7%	62	5.9%	83	7.6%	92	10.3%	121	5.8%	118
3	8.2%	90	7.6%	106	8.6%	105	8.9%	104	7.3%	148
4	29.1%	319	28.4%	398	25.7%	312	25.4%	298	31.6%	644
5	13.0%	143	13.3%	187	13.8%	168	14.3%	167	16.2%	331
6	18.8%	206	19.2%	269	18.2%	221	17.4%	204	19.3%	393
Positive (7)	20.6%	226	19.3%	271	19.4%	236	14.1%	165	14.6%	298

Attitudes and perceived knowledge regarding the CHL have remained relatively stable over time.

CHL Knowledge (*n=1104*)

	Employees can establish a PCP at CHL		
	Yes	No	I don't know
2021-22	54.9%	1.1%	44.0%
2020-21	53.5%	2.8%	43.7%
2019-20	57.4%	3.9%	38.7%
2018-19	52.7%	3.4%	43.9%
2017-18	41.6%	3.3%	55.0%

CHL Attitudes Divided by Having a Primary Care Visit there within the past 12 months

Employees who have had a primary care appointment at the CHL within the past 12 months have more positive attitudes toward the CHL than those who have not.

	CHL is a great place to seek care					
	N	*Mean*	*SD*	*t*	*df*	*p*
Yes prior appt	305	5.72	1.53	17.38	1100	<.001
No prior appt	797	4.04	1.41			
	Convenient to seek medical care at CHL					
	N	*Mean*	*SD*	*t*	*df*	*p*
Yes prior appt	305	5.93	1.51	19.7	1100	<.001
No prior appt	797	3.81	1.63			
	Easy to make an appointment at CHL					
	N	*Mean*	*SD*	*t*	*df*	*p*
Yes prior appt	305	5.63	1.62	15.2	1099	<.001
No prior appt	796	4.10	1.44			
	Can get appointment quickly at CHL					
	N	*Mean*	*SD*	*t*	*df*	*p*
Yes prior appt	305	5.08	1.82	11.95	1098	<.001
No prior appt	795	3.87	1.35			
	Overall attitude toward the CHL					
	N	*Mean*	*SD*	*t*	*df*	*p*
Yes prior appt	304	5.99	1.40	16.25	1094	<.001
No prior appt	792	4.33	1.55			

Note. Items 1-4 were measured on a scale from 1 (strongly disagree) to 7 (strongly agree). Item 5 was measured on a scale from 1 (negative) to 7 (positive).

Demographics

Highest Education: (*n=1069*)
- Never Graduated High School = 0.0%
- High School / GED = 16.1%
- 2-year degree = 9.6%
- 4-year degree = 30.3%
- Graduate degree = 44.0%

Employee Group: (*n=1070*)
- Executive = 0.6%
- Management = 10.8%
- Professional = 37.9%
- Administrative and Operational Support = 29.0%
- Police, Fire, and Skilled Trades = 1.5%
- Faculty = 15.1%
- Other = 5.1%

Gender: (*n=1064*)
- Male = 32.0%
- Female = 63.1%
- Transgender = 0.2%
- Other = 0.2%
- Prefer Not to Specify = 4.5%

Ethnicity/Race: (*n=1063*)
- White = 84.5%
- Black or African American = 1.4%
- Latinx = 2.3%
- Asian = 3.9%
- Native American = 0.0%
- Pacific Islander = 0.0%
- Other = 1.1%
- Prefer not to answer = 6.9%

Age: (*n=1029*)
- Mean = 48.54 years
- Range = 21-81

Work Location: (*n=1067*)
- Fully on-campus = 44.2%
- Fully remote = 17.7%
- Hybrid = 38.1%

Fort Wayne Campus

Usefulness of HR Tools to Help People with Benefits Enrollment (*n=82*)

	Not Useful	Somewhat Useful	Very Useful	Did not use	Not Aware of Tool
Open-enrollment guide found online	7.3%	19.5%	47.6%	22.0%	3.7%
Benefits Statement – mailed home	9.8%	29.3%	32.9%	19.5%	8.5%
Benefits Website	11.1%	30.9%	46.9%	11.1%	0.0%
Benefits Videos	13.4%	14.6%	11.0%	57.3%	3.7%
Purdue Today Articles	8.6%	37.0%	24.7%	25.9%	3.7%
Virtual Presentations	12.3%	7.4%	21.0%	56.8%	2.5%
Benefits Emails	2.5%	42.0%	30.9%	19.8%	4.9%

Attitudes Surrounding Benefits Information (*n=80*)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2021 Mean	2020 Mean	2019 Mean	2018 Mean
HR Provides me with easy to understand information surrounding benefits offerings	16.3%	8.8%	75.1%	5.19	4.90	4.72	4.74
I feel knowledgeable about all the benefits Purdue offers	13.8%	10.0%	76.3%	5.11	4.81	4.84	4.87
I know where to go to find benefits information	12.6%	3.8%	83.7%	5.41	5.14	5.13	5.10
When I choose my benefits, I feel I know all I need to in order to make the best decision	17.6%	7.5%	75.1%	5.13	4.86	4.87	4.76
HR could do a better job helping me understand all benefits offerings	33.8%	28.7%	37.6%	3.98	4.00	4.34	4.33

Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

Time Reviewing and Completing 2022 Benefits (*n=82*)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	19.5%	18.3%
15-30 minutes	20.7%	31.7%
30-45 minutes	22.0%	28.0%
45-60 minutes	15.9%	12.2%
> 60 minutes	22.0%	9.8%

Benefitplace App Usage (*n=82*)

Yes	No	Unaware of App
0.0%	52.4%	47.6%

Did you contact HR about your benefits in the past 12 months? (*n=80*)
- Yes = 46.3%
- No = 53.8%

How soon question answered after contacting HR (*n=35*)

	Frequency	Percent
Same day	14	40.0%
Next day	11	13.4%
2 days later	6	17.1%
3 days later	2	5.7%
4 days later	0	0.0%
5 days later	0	0.0%
6 days later	0	0.0%
7 days later	0	0.0%
Longer than 7 days	0	0.0%
Never received an answer	2	5.7%

Getting my questions answered from HR was a(n) _____ experience. (*n=36*)

	Percentage	Frequency
Difficult (1)	5.6%	2
2	8.3%	3
3	2.8%	1
4	11.1%	4
5	16.7%	6
6	16.7%	6
Easy (7)	38.9%	14

Note. 2021 Mean = 5.31 (2020 Mean = 5.59; 2019 Mean = 4.62; 2018 Mean = 4.67).

Health Benefits Purdue Provides are… (*n=79*)

Terrible (1)	2.5%	Too Expensive (1)	7.6%	Not Comprehensive (1)	8.9%	Unfair (1)	5.1%
2	7.6%	2	7.6%	2	5.1%	2	8.9%
3	7.6%	3	10.1%	3	3.8%	3	7.6%
4	24.1%	4	19.0%	4	25.3%	4	21.5%
5	16.5%	5	17.7%	5	16.5%	5	12.7%
6	21.5%	6	17.7%	6	16.5%	6	16.5%
Excellent (7)	20.3%	A Great Value (7)	20.3%	Comprehensive (7)	24.1%	Fair (7)	27.8%
2021 Mean	4.90*		4.66*		4.81*		4.89*
2020 Mean:	4.63*		4.15		4.64*		4.81*
2019 Mean:	4.76*		4.31		4.63*		4.76*
2018 Mean:	4.86*		4.11		4.89*		4.90*

Note. An * indicates one-sample *t*-tests found these mean values to be significantly above the scale's midpoint at $p \leq .001$.

I currently have an established Primary Care Provider (*n=80*)

2021-22		2020-21		2019-20		2018-19		2017-18	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
91.3%	8.8%	91.3%	8.7%	82.7%	17.3%	86.1%	13.9%	80.4%	19.6%

Campus Health Center (CHC) Attitudes (*n=79*)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2021 Mean
I am aware of the CHC	2.5%	1.3%	96.2%	6.29
I know where the CHC is located	12.9%	1.3%	84.6%	5.87
I know all the services the CHC offers	29.1%	10.1%	60.7%	4.52
The CHC is a great place to seek medical care	11.4%	40.5%	48.1%	4.66
It's convenient to seek medical care at the CHC	15.2%	32.9%	52.0%	4.78
It's easy to make an appointment at the CHC	11.4%	45.6%	43.1%	4.81
I can get an appointment quickly with a provider at the CHC	11.5%	47.4%	41.0%	4.69

Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

Overall Attitude toward CHC (*n=82*)
2021 Mean = 5.40 (SD=1.61)

	2021 %	2021 Freq.
Negative (1)	3.8%	3
2	0.0%	0
3	2.6%	2
4	32.1%	25
5	6.4%	5
6	17.9%	14
Positive (7)	37.2%	29

CHC Knowledge (*n=79*)

	Employees can establish a PCP at CHC		
	Yes	No	I don't know
2021-22	24.1%	3.8%	72.2%

Visited the CHC in the last 12 months (*n=80*)
- Yes; n=13 (16.3%)
- No; n=67 (83.8%)

Demographics

Highest Education: (*n=77*)
- Never Graduated High School = 0.0%
- High School / GED = 15.6%
- 2-year degree = 13.0%
- 4-year degree = 32.5%
- Graduate degree = 39.0%

Employee Group: (*n=77*)
- Executive = 2.6%
- Management = 11.7%
- Professional = 28.6%
- Administrative and Operational Support = 39.0%
- Police, Fire, and Skilled Trades = 2.6%
- Faculty = 14.3%
- Other = 1.3%

Gender: (*n=77*)
- Male = 32.5%
- Female = 64.9%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 2.6%

Ethnicity/Race: (*n=77*)
- White = 80.5%
- Black or African American = 3.9%
- Latinx = 1.3%
- Asian = 5.2%
- Native American = 1.3%
- Pacific Islander = 1.3%
- Other = 1.3%
- Prefer not to answer = 5.2%

Age: (*n=71*)
- Mean = 49.15 years
- Range = 24-74

Work Location: (*n=77*)
- Fully on-campus = 71.4%
- Fully remote = 1.3%
- Hybrid = 27.3%

Northwest Campus

Usefulness of HR Tools to Help People with Benefits Enrollment (*n=106*)

	Not Useful	Somewhat Useful	Very Useful	Did not use	Not Aware of Tool
Open-enrollment guide found online	0.9%	26.2%	52.3%	17.8%	2.8%
Benefits Statement – mailed home	5.7%	17.0%	55.7%	14.2%	7.5%
Benefits Website	3.7%	33.6%	48.6%	14.0%	0.0%
Benefits Videos	4.8%	17.1%	21.0%	53.3%	3.8%
Purdue Today Articles	5.7%	44.3%	17.9%	29.2%	2.8%
Virtual Presentations	1.9%	10.4%	34.9%	49.1%	3.8%
Benefits Emails	0.9%	35.8%	49.1%	12.3%	1.9%

Attitudes Surrounding Benefits Information (*n=105*)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2021 Mean	2020 Mean	2019 Mean	2018 Mean
HR Provides me with easy to understand information surrounding benefits offerings	8.7%	6.7%	84.8%	5.77	5.72	5.40	5.28
I feel knowledgeable about all the benefits Purdue offers	8.6%	6.7%	84.8%	5.52	5.54	5.11	5.08
I know where to go to find benefits information	6.7%	5.7%	87.6%	5.79	5.71	5.64	5.58
When I choose my benefits, I feel I know all I need to in order to make the best decision	8.6%	5.7%	85.7%	5.48	5.24	5.08	4.99
HR could do a better job helping me understand all benefits offerings	47.6%	27.6%	24.8%	3.32	3.20	3.58	3.66

Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

Time Reviewing and Completing 2022 Benefits (*n=107*)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	5.6%	10.3%
15-30 minutes	34.6%	37.4%
30-45 minutes	24.3%	29.0%
45-60 minutes	15.0%	17.8%
> 60 minutes	20.6%	5.6%

Benefitplace App Usage (*n=107*)

Yes	No	Unaware of App
0.9%	64.5%	34.6%

Usefulness of <u>Benefitplace</u> App (*n=1*)

	Frequency	Percent
Extremely Useless	0	0.0%
Moderately Useless	1	100.0%
Slightly Useless	0	0.0%
Neither Useful Nor Useless	0	0.0%
Slightly Useful	0	0.0%
Moderately Useful	0	0.0%
Extremely Useful	0	0.0%

Note. Only includes data from employees who used the Benefitplace app.

Did you contact HR about your benefits in the past 12 months? (*n=103*)
- Yes = 60.2%
- No = 39.8%

How soon question answered after contacting HR (*n=58*)

	Frequency	Percent
Same day	44	75.9%
Next day	10	17.2%
2 days later	2	3.4%
3 days later	1	1.7%
4 days later	0	0.0%
5 days later	1	1.7%
6 days later	0	0.0%
7 days later	0	0.0%
Longer than 7 days	0	0.0%
Never received an answer	0	0.0%

Getting my questions answered from HR was a(n) _____ experience. (*n=62*)

	Percentage	Frequency
Difficult (1)	0.0%	0
2	0.0%	0
3	3.2%	2
4	1.6%	1
5	3.2%	2
6	17.7%	11
Easy (7)	74.2%	46

Note. 2021 Mean = 6.58 (2020 Mean = 6.42; 2019 Mean = 6.37; 2018 Mean = 5.96). A one-sample *t*-test found the 2020 mean value to be significantly above the scale's midpoint at *p*<.001.

Health Benefits Purdue Provides are… (*n=102*)

Terrible (1)	2.0%	Too Expensive (1)	7.8%	Not Comprehensive (1)	2.9%	Unfair (1)	5.8%
2	2.0%	2	3.9%	2	4.9%	2	1.9%
3	2.9%	3	3.9%	3	4.9%	3	2.9%
4	18.6%	4	23.3%	4	17.6%	4	19.2%
5	21.6%	5	16.5%	5	17.6%	5	17.3%
6	31.4%	6	22.3%	6	26.5%	6	24.0%
Excellent (7)	21.6%	A Great Value (7)	22.3%	Comprehensive (7)	25.5%	Fair (7)	28.8%
2021 Mean:	5.36*		4.93*		5.24*		5.28*
2020 Mean:	4.94*		4.46		5.03*		4.66*
2019 Mean:	4.79*		4.22		4.74*		4.61*
2018 Mean:	5.23*		4.23		5.18*		5.10*

Note. An * indicates one-sample *t*-tests found these mean values to be significantly above the scale's midpoint at *p*<.001.

I currently have an established Primary Care Provider (*n=103*)

2021-22		2020-21		2019-20		2018-19		2017-18	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
84.5%	15.5%	89.8%	10.2%	84.7%	15.3%	84.4%	15.6%	88.0%	12.0%

<u>Demographics</u>

Highest Education: (*n=97*)
- Never Graduated High School = 0.0%
- High School / GED = 13.4%
- 2-year degree = 9.3%
- 4-year degree = 27.8%
- Graduate degree = 49.5%

Employee Group: (*n=96*)
- Executive = 1.0%
- Management = 9.4%
- Professional = 27.1%
- Administrative and Operational Support = 31.3%
- Police, Fire, and Skilled Trades = 6.3%
- Faculty = 22.9%
- Other = 2.1%

Gender: (*n=97*)
- Male = 28.9%
- Female = 68.0%
- Transgender = 0.0%
- Other = 1.0%
- Prefer Not to Specify = 2.1%

Ethnicity/Race: (*n=97*)
- White = 74.2%
- Black or African American = 4.1%
- Latinx = 8.2%
- Asian = 1.0%
- Native American = 0.0%
- Pacific Islander = 1.0%
- Other = 3.1%
- Prefer not to answer = 8.2%

Age: (*n=93*)
- Mean = 52.48 years
- Range = 25-84

Work Location: (*n=95*)
- Fully on-campus = 61.1%
- Fully remote = 4.2%
- Hybrid = 34.7%

Extension / Other Campuses

Usefulness of HR Tools to Help People with Benefits Enrollment (*n=90*)

	Not Useful	*Somewhat Useful*	*Very Useful*	*Did not use*	*Not Aware of Tool*
Open-enrollment guide found online	2.2%	28.9%	46.7%	17.8%	4.4%
Benefits Statement – mailed home	6.7%	16.7%	43.3%	13.3%	20.0%
Benefits Website	2.2%	33.7%	50.6%	10.1%	3.4%
Benefits Videos	7.8%	18.9%	15.6%	47.8%	10.0%
Purdue Today Articles	3.3%	34.4%	24.4%	30.0%	7.8%
Virtual Presentations	7.8%	16.7%	14.4%	46.7%	14.4%
Benefits Emails	3.3%	34.4%	35.6%	18.9%	7.8%

Attitudes Surrounding Benefits Information (*n=90*)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2021 Mean	2020 Mean	2019 Mean	2018 Mean
HR Provides me with easy to understand information surrounding benefits offerings	10.0%	6.7%	83.3%	5.42	5.57	5.17	5.47
I feel knowledgeable about all the benefits Purdue offers	12.2%	7.8%	80.0%	5.03	5.17	4.98	5.10
I know where to go to find benefits information	14.4%	7.8%	77.8%	5.18	5.59	5.33	5.36
When I choose my benefits, I feel I know all I need to in order to make the best decision	15.6%	10.0%	74.4%	4.93	5.00	4.88	4.97
HR could do a better job helping me understand all benefits offerings	28.9%	31.1%	40.0%	4.06	3.76	4.23	4.31

Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

Time Reviewing and Completing 2022 Benefits (*n=90*)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	10.0%	11.1%
15-30 minutes	26.7%	32.2%
30-45 minutes	15.6%	28.9%
45-60 minutes	22.2%	12.2%
> 60 minutes	25.6%	15.6%

<u>Benefitplace App Usage (*n=90*)</u>

Yes	No	Unaware of App
2.2%	48.9%	48.9%

<u>Usefulness of Benefitplace App</u> (*n=2*)

	Frequency	Percent
Extremely Useless	0	0.0%
Moderately Useless	0	0.0%
Slightly Useless	0	0.0%
Neither Useful Nor Useless	0	0.0%
Slightly Useful	1	50.0%
Moderately Useful	1	50.0%
Extremely Useful	0	0.0%

Note. Only includes data from employees who used the Benefitplace app.

<u>Did you contact HR about your benefits in the past 12 months? (*n=90*)</u>
- Yes = 42.2%
- No = 57.8%

<u>How soon question answered after contacting HR (*n=35*)</u>

	Frequency	Percent
Same day	16	45.7%
Next day	10	28.6%
2 days later	4	11.4%
3 days later	0	0.0%
4 days later	1	2.9%
5 days later	1	2.9%
6 days later	0	0.0%
7 days later	0	0.0%
Longer than 7 days	1	2.9%
Never received an answer	2	5.7%

Getting my questions answered from HR was a(n) _____ experience. (*n=38*)

	Percentage	Frequency
Difficult (1)	10.5%	4
2	0.0%	0
3	7.9%	3
4	7.9%	3
5	13.2%	5
6	31.6%	12
Easy (7)	28.9%	11

Note. 2021 Mean = 5.24 (2020 Mean = 4.85; 2019 Mean = 5.23; 2018 Mean = 5.19).

Health Benefits Purdue Provides are… (*n=88*)

Terrible (1)	4.5%	Too Expensive (1)	3.4%	Not Comprehensive (1)	5.7%	Unfair (1)	4.6%
2	1.1%	2	4.5%	2	0.0%	2	2.3%
3	1.1%	3	7.9%	3	4.6%	3	4.6%
4	11.4%	4	18.0%	4	12.6%	4	11.5%
5	27.3%	5	27.0%	5	25.3%	5	20.7%
6	35.2%	6	24.7%	6	33.3%	6	36.8%
Excellent (7)	19.3%	A Great Value (7)	14.6%	Comprehensive (7)	18.4%	Fair (7)	19.5%
2021 Mean	5.39		4.93		5.25		5.30
2020 Mean:	5.22		4.76		5.30		5.41
2019 Mean:	5.20		4.57		5.23		5.24
2018 Mean:	5.31		4.57		5.30		5.32

Note. One-sample *t*-tests found these mean values to be significantly above the scale's midpoint at $p<.01$.

I currently have an established Primary Care Provider (*n=90*)

2021-22		2020-21		2019-20		2018-19		2017-18	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
91.1%	8.9%	92.2%	7.8%	86.2%	13.8%	91.7%	8.3%	84.4%	15.6%

Demographics

Highest Education: (*n=89*)
- Never Graduated High School = 0.0%
- High School / GED = 12.4%
- 2-year degree = 7.9%
- 4-year degree = 20.2%
- Graduate degree = 59.6%

Employee Group: (*n=89*)
- Executive = 1.1%
- Management = 4.5%
- Professional = 43.8%
- Administrative and Operational Support = 11.2%
- Police, Fire, and Skilled Trades = 1.1%
- Faculty = 11.2%
- Other =27.0%

Gender: (*n=89*)
- Male = 23.6%
- Female = 75.3%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 1.1%

Ethnicity/Race: (*n=88*)
- White = 85.2%
- Black or African American = 3.4%
- Latinx = 3.4%
- Asian = 1.1%
- Native American = 0.0%
- Pacific Islander = 0.0%
- Other = 3.4%
- Prefer not to answer = 3.4%

Age: (*n=88*)
- Mean = 47.84 years
- Range = 23.67

Work Location: (*n=85*)
- Fully on-campus = 15.3%
- Fully remote = 58.8%
- Hybrid = 25.9%

All Campus Results

Bundles/Partnerships

New this year, a series of questions were asked to investigate employees' awareness of various unique bundles/partnerships Purdue has.

Bundle/Partnership	Aware of Partnership 2021		Have Utilized Partnership	Overall N
	Yes	No	Yes	
HealthSync	60.9%	39.1%	17.6%	1382
Rx Savings Solutions	66.1%	33.9%	12.9%	1379
Total Hip/Knee Replacement	37.1%	62.8%	1.4%	1383
Imaging	38.1%	61.9%	10.2%	1377
Labs	63.2%	36.8%	28.4%	1384
Physical Therapy	33.9%	66.1%	5.2%	1374

LiveHealth Online and Telephonic Coaching (*n=1373*)

Utilization of LiveHealth Online for acute medical care, and Telephonic Coaching, within last 12 months

	Utilized LHO			Utilized Telephonic Coaching		
	Yes	No	I am Unaware	Yes	No	I am Unaware
2021-22	5.4%	53.6%	41.0%	2.9%	56.7%	40.3%
2020-21	9.2%	60.4%	30.4%	4.6%	66.7%	28.8%
2019-20	5.9%	64.0%	30.1%	0.2%	68.8%	31.0%
2018-19	4.6%	68.9%	26.5%	1.0%	71.0%	28.0%

Areas of telephonic coaching utilized (*n=39*)

	Frequency	Percent
Dietitian	6	15.4%
Health and Wellness Coaching	30	76.9%
Pharmacy	2	5.1%
Tobacco Cessation	1	2.6%

Mental Wellness Perceptions (*n=1079*)

	2018/2019/2020/2021 Comparison			
	Had poor mental wellness 15+ of last 30 days	Had poor mental wellness 5+ of last 30 days	Mean # days	Median # days
2021	19.5%	46.3%	6.83	4
2020	21.6%	48.5%	7.34	4
2019	18.7%	43.1%	6.42	3
2018	15%	40%	5.81	3

One item asked about how many days over the last 30 days was employees' mental wellness not good on a scale from 0-30 days. The mean value was 6.83 days (median = 4 days). 19.5% of employees indicated that they experienced poor mental wellness on 15 or more of the last 30 days. Nearly half of participants (46.3%) indicated they had poor mental wellness on 5 or more of the past 30 days.

Feeling Cared For at Work (*n=1360*)

Participants were asked to indicate the degree to which they believe their boss cares about them as a person, and the degree to which they believe someone at work cares about them as a person on a scale from 1 = strongly disagree to 7 = strongly agree. Overall participants believe there are people at work who care about them.

My boss cares about me as a person		**Someone at work cares about me as a person**	
Strongly disagree (1)	3.5%	Strongly disagree (1)	1.0%
Disagree (2)	3.6%	Disagree (2)	1.3%
Somewhat disagree (3)	3.9%	Somewhat disagree (3)	2.1%
Neither agree nor disagree (4)	7.9%	Neither agree nor disagree (4)	5.4%
Somewhat agree (5)	12.4%	Somewhat agree (5)	9.9%
Agree (6)	33.0%	Agree (6)	37.1%
Strongly agree (7)	35.7%	Strongly agree (7)	43.2%
2021 Mean	5.64	**2021 Mean**	6.06
2020 Mean	5.63	**2020 Mean**	6.05
2019 Mean	5.42	**2019 Mean**	6.02

<u>Awareness/Utilization of Mental Wellness Resources (*n=1678*)</u>

Though many participants indicated that they commonly experience poor mental wellness, when participants were asked which Purdue mental wellness resources they were aware of and utilized, many participants were not aware of and/or were not utilizing the resources offered by Purdue, which was similar to last year.

Mental Wellness Resource	Aware of Resource 2021		Have Utilized Resource	Overall N
	Yes	No	Yes	
Employee Assistance Program				
- SupportLinc (WL, Ext, Other)	57.5%	42.5%	9.1%	1159
- Bowen Center (FW)	83.8%	16.3%	13.8%	80
- New Avenues (NW)	73.3%	26.7%	14.9%	101
LiveHealth Online Psychology & Psychiatry	31.6%	68.4%	1.3%	1347
myStrength by Anthem	10.0%	81.0%	3.1%	1346
Purdue Psychology Treatment and Research Clinics*	30.5%	69.5%	1.2%	1072
Behavioral Health Counseling at the CHL	50.9%	49.1%	5.8%	1346
Mental Health Resources page on HR's Website	46.6%	53.4%	3.5%	1345

* This question was only asked of West Lafayette employees

<u>Annual Physicals (n=1367)</u>

Also new this year was a question asking employees if they received an annual physical within the last 12 months. If the employee did not, they were asked to provide a reason for not having a physical completed.

> **Did you get an annual physical within the last 12 months?**
>   - Yes = 81.7% (n=1117)
>   - No = 18.3% (n=250)
>
> **Why didn't you get an annual physical during these last 12 months? (n=250)**
>   - Covid-19 Concerns = 36.8%
>   - Didn't have time = 29.6%
>   - Couldn't get a convenient appointment = 11.6%
>   - Couldn't get time off work = 7.6%
>   - Other = 41.2%

If employees indicated "other" – they could type-in a reason. Some of the more common reasons provided were: they were young/healthy enough (e.g., didn't feel need to), forgot, and don't like going to doctor (or don't have a doctor).

Employees who didn't get a physical were also asked what would motivate them (or help them) to get an annual physical in the future. 108 (or 43% of those who didn't get a physical) provided a response. Common answers included motivations such as: nothing (I'm healthy/young), personal time off, more money, and needing to find a doctor. A few people also noted "if it was free."

Summary of Results

Benefits Communication

Across all campuses employees found the benefits website, online open-enrollment guide, weekly emails, Purdue Today articles, and the home-mailed benefits statements to be the most useful forms of communication regarding open enrollment.

Attitudes toward benefits communication also continued positive trends from 2018 (see chart top right).

Beliefs/Perceptions of Purdue Benefits

Beliefs and perceptions of the value of the benefits themselves show a slight increase from the previous years (see chart bottom right).

Benefitplace App

When looking at results from all campuses, a large majority of employees either did not use or were not aware of the Benefitplace app when enrolling in their benefits.

Contacting HR

Across all campuses – except Fort Wayne – employees indicated that getting their questions answered from HR was easier than the previous year.

Center for Healthy Living (West Lafayette)

Overall attitudes toward the CHL remain relatively unchanged from previous years. Although, those who have had a primary care visit there within the last 12 months have significantly more positive attitudes toward the CHL than those who have not sought care there within the past 12 months. Similar to last year, about 44% of employees were unaware that a person could establish a primary care provider at the CHL.

Benefits Communication Trends

- HR Provides me with easy to understand information surrounding benefits offerings
- I feel knowledgeable about all the benefits Purdue offers
- I know where to go to find benefits information
- When I choose my benefits, I feel I know all I need to in order to make the best decision
- HR could do a better job helping me understand all benefits offerings

Benefits Beliefs

- Terrible - Excellent
- Too Expensive - Great Value
- Not Comprehensive - Comprehensive
- Unfair - Fair

Campus Health Center (Fort Wayne)

For the first time, attitudes were gathered for the Campus Health Center (CHC) located at Fort Wayne. Overall, all mean values were above the midpoint of the scale ($p<.05$) indicating generally positive attitudes toward the CHC. However, nearly three-quarters of employees (76%) were unaware that a person could establish a primary care provider at the CHC.

Bundles/Partnerships

Also, for the first time, employee awareness of various partnerships/bundles was assessed. About two-thirds of employees are aware of HealthSync, RxSavings Solutions, and Lab-based partnerships. Lab-based partnerships were the most frequently utilized. Open-ended responses indicated some confusion though with these partnerships. For example:

> "There were many marketing names used throughout ("Benefitfocus," "HealthSync") that are meaningless and often not immediately defined. I spent a lot of my research time figuring out what these made-up terms referred to. In the future, please use logical terms, and use them consistently throughout all documentation -- or at least prominently display descriptions of these terms."

> "I am aware of Healthsync and RX Savings but participation in these two partnerships is still a little fuzzy even after attending the virtual presentation. I understand that it is necessary to enroll in RX Savings but how to use this is still a bit unclear. It is also unclear how to utilize Healthsync and monitor our amounts applied. It is also unclear how to compare coverage of a procedure between doctors/facilities. One comparison for a particular heart scan indicated that IU Health was the cheaper option even though it is repeatedly stated that such tests/imaging is supposed to be cheaper with the Franciscan network."

LiveHealth Online and Telephonic Coaching

More employees were unaware of LiveHealth Online (LHO) and Telephonic Coaching, than in previous years (about 40% for each). Only about 5% of those surveyed indicated using LHO for acute medical care, and 3% for telephonic coaching.

Mental Wellness & Resources

Many employees indicated they were aware of the Employee Assistance Program, as well as Behavioral Health Counseling at the CHL. Fewer employees were aware of other mental wellness resources Purdue offers (e.g., LiveHealth Online, myStrength, and Purdue Psychology Treatment and Research Clinics). The number of self-reported "poor mental wellness" days during the last 30 (Mean=6.83) was similar to the last two years.

Physicals

About 18% of those surveyed indicated they did not get an annual physical within the last 12 months. Of those, concerns regarding Covid, and time constraints, were the most prevalent reasons for not obtaining an annual physical.

<u>Key Recommendations</u>

Based on the responses provided in this year's open enrollment survey, some key themes emerged that could be addressed via communication efforts.

1. **Continue Emphasizing Annual Physicals are Free**

    A few employees indicated that they would be more likely to get an annual physical if they were free: (e.g., "if it were free [unsure if a physical is considered preventative care]). Another employee indicated that if Purdue offered pop-up clinics around campus – similar to vaccines – they would be more likely to obtain one.

    > "It would be nice if there was some sort of dedicated physical program (3-4 days long on campus), like they do with the blood work or flu shots. If they did some sort of program that was like, "we are doing physicals on campus everyday this week - sign up for an hour slot and get your physical" I would definitely go to that. It's difficult/time consuming to find a doctor that is covered by insurance and conveniently located, so if that was organized by campus and I knew I was getting covered care, I would be happy to get a physical."

2. **Promote Campus Clinics as a Place to Establish Primary Care**

    About 1-in-10 surveyed employees indicated they do not currently have an established primary care provider. About 44% of West Lafayette employees are unaware that primary care can be established at the CHL, and about three-quarters of those surveyed from Fort Wayne did not know primary care could be established at the CHC. Given that some employees have stated obtaining appointments at campus clinics can take a long time – communication may want to begin early in the new year to promote making an appointment at a campus clinic if employees want to utilize campus clinics as their established primary care locations.

3. **Communicate Uniqueness of Benefitplace App if Utilization is Desired**

    Of the 1,468 employees who answered, only 55 (3.7%) indicated that they used the Benefitplace App to help select their benefits, with about one-quarter of those indicating the app was slightly to extremely useless. If the Benefitplace App

offers information or tools that are different from what are offered online, this should be highlighted in future promotions.

4. **Continue promoting mental wellness resources**

Similar to findings from previous years, though many employees indicate that they struggle with mental wellness, many seem to be unaware of the mental health resources offered by Purdue and/or do not take advantage of those resources. For instance, less than 4% of participants indicated that they have used LiveHealth Online Psychology & Psychiatry, MyStrength by Anthem, or Purdue Psychology Treatment and Research Clinics. More than half of employees indicated they were not aware of HR's Mental Health Resources webpage, with only 3.5% having utilized the resource.

5. **Encourage telehealth (e.g., LiveHealth Online and Telephonic Coaching) as care options.**

Given concerns seeking care in a pandemic, and the time employees indicate it can sometimes take to obtain appointments, telehealth options should continue to be promoted. This year, about 40% of employees surveyed indicated they were unaware of LHO and Telephonic Coaching – the highest levels since this question was first asked in 2018.