

Purdue Open-Enrollment 2024

Survey Results of Purdue Employees conducted by Human Resources

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Methods

In late 2023 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 900 employees completed parts 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 48.77 (SD = 11.96). The majority of surveys were completed by employees from the West Lafayette campus (85.6%), followed by Northwest (6.9%), Fort Wayne (2.8%), Extension (2.8%), and Other (1.9%). 48.8% indicated working fully on-site, 12.0% fully remote, 8.9% hybrid (75% remote / 25% on-site), 9.2% hybrid (25% remote / 75% on-site), 5.8% hybrid (50/50), and 15.3% not responding to their work location.

Participants were members of the following employee groups: professional (25.3%), administrative and operational support (24.5%), faculty (20.9%), management (7.8%), police, fire, and skilled trades (1.0%), executive (0.7%), and other (4.8%), with 15.0% not responding to an employee group. 56.8% identified as female, and 23.9% as male, with 18.7% not specifying.

Results

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

West Lafayette Campus

Usefulness of HR Tools to Help People with Benefits Enrollment (n=747)

	<i>Not Useful</i>	<i>Somewhat Useful</i>	<i>Very Useful</i>	<i>Did not use</i>	<i>Not Aware of Tool</i>
Open-enrollment guide found online	2.0%	32.0%	47.7%	14.2%	4.1%
Benefits Statement – mailed home	9.8%	26.1%	34.9%	19.7%	9.5%
Benefits Website	4.0%	35.4%	50.3%	8.8%	1.5%
Benefits Videos	8.0%	15.7%	13.7%	52.9%	9.8%
Purdue Today Articles	9.4%	33.6%	29.2%	22.6%	5.2%
Virtual Presentations	7.0%	12.2%	10.6%	59.7%	10.6%
Weekly Benefits Emails	9.7%	37.4%	31.7%	16.5%	4.7%
Benefits' Health Boiler Fair*	7.7%	10.4%	13.4%	55.6%	12.9%
Healthy Boiler Monthly Newsletter*	11.1%	37.8%	23.8%	21.4%	6.0%

*indicates first-time communication channel in 2023

Attitudes Surrounding Benefits Information (n=738)

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2023 Mean	2022	2021	2020	2019	2018
HR Provides me with easy to understand information surrounding benefits offerings	3.4%	5.3%	8.4%	11.5%	24.3%	36.6%	10.6%	5.00	4.98	5.07	5.01	4.77	4.68
I feel knowledgeable about all the benefits Purdue offers	3.4%	7.7%	9.1%	7.7%	31.8%	33.1%	7.2%	4.85	4.79	4.96	4.87	4.68	4.66
I know where to go to find benefits information	3.6%	5.7%	9.1%	6.4%	25.8%	36.5%	13.0%	5.06	5.10	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	3.2%	8.0%	9.1%	9.9%	26.1%	33.5%	10.3%	4.89	4.76	4.83	4.72	4.62	4.51
HR could do a better job helping me understand all benefits offerings	5.1%	16.1%	9.6%	26.2%	21.1%	14.6%	7.2%	4.15	4.20	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 2024 Benefits (n=768)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	15.1%	17.7%
15-30 minutes	29.4%	36.8%
30-45 minutes	22.6%	24.6%
45-60 minutes	17.6%	12.2%
> 60 minutes	15.3%	8.6%

Benefitplace App Usage (n=766)

	Yes	No	Unaware of App
2023	9.1% (n=70)	52.6%	38.3%
2022	3.7% (n=41)	50.4%	45.9%

Usefulness of Benefitplace App (n=70)

	Frequency	Percent
Extremely Useless	1	1.4%
Moderately Useless	6	8.6%
Slightly Useless	0	0.0%
Neither Useful Nor Useless	8	11.4%
Slightly Useful	12	17.1%
Moderately Useful	28	40.0%
Extremely Useful	15	21.4%

Note. Only includes data from employees who used the Benefitplace app (n=70).

Did you contact HR about your benefits in the past 12 months? (n=682)

- Yes = 29.8%
- No = 70.2%

How soon question answered after contacting HR (n=189)

	Frequency	Percent
Same day	62	32.8%
Next day	51	27.0%
2 days later	25	13.2%
3 days later	15	7.9%
4 days later	6	3.2%
5 days later	2	1.1%
6 days later	3	1.6%
7 days later	2	1.1%
Longer than 7 days	15	7.9%
Never received an answer	8	4.2%

Getting my questions answered from HR was a(n) experience. (n=200)

	2023 Percentage	2023 Frequency	2022 Percentage	2022 Frequency
Difficult (1)	12.5%	25	10.3%	38
2	5.5%	11	5.4%	20
3	8.0%	16	9.8%	36
4	10.0%	20	14.1%	52
5	12.0%	24	11.7%	43
6	19.0%	38	24.7%	91
Easy (7)	33.0%	66	24.1%	89

Note. **2023 Mean = 4.93:** (2022 Mean = 4.82; 2021 Mean = 5.34; 2020 Mean = 5.02; 2019 Mean = 4.31; 2018 Mean = 4.58). A one-sample *t*-test found the 2022 mean value to be significantly above the scale's midpoint at $p < .001$.

Health Benefits Purdue Provides are... (n=742)

Terrible (1)	4.2%	Too Expensive (1)	8.2%	Not Comprehens. (1)	8.0%	Unfair (1)	7.7%	Extremely Complicated (1)	5.2%
2	6.7%	2	11.2%	2	7.6%	2	5.3%	2	6.6%
3	11.2%	3	11.0%	3	8.5%	3	7.7%	3	12.9%
4	16.4%	4	22.2%	4	18.3%	4	22.5%	4	21.1%
5	25.5%	5	19.7%	5	22.0%	5	19.1%	5	20.6%
6	24.1%	6	16.8%	6	23.0%	6	21.3%	6	21.1%
Excellent (7)	12.0%	A Great Value (7)	10.9%	Comprehens. (7)	12.6%	Fair (7)	16.4%	Not at all Complicated (7)	12.4%
2023 Mean	4.72*		4.28*		4.58*		4.70*		4.58*
2022 Mean	4.70*		4.31*		4.62*		4.74*		4.51*
2021 Mean	4.85*		4.42*		4.85*		4.86*		N/A
2020 Mean:	4.52*		3.99		4.55*		4.55*		N/A
2019 Mean:	4.56*		3.99		4.46*		4.48*		N/A
2018 Mean:	4.57*		3.82*		4.51*		4.42*		N/A

*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=673)

	Yes	No
2023	87.4%	12.6%
2022	88.1%	11.9%
2021	88.5%	10.6%
2020	86.4%	13.6%
2019	87.9%	12.1%
2018	86.2%	13.8%
2017	76.8%	23.2%

Center for Healthy Living Attitudes (n=690)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2023 Mean	2022	2021	2020	2019	2018	2017
I am aware of the CHL	4.1%	3.1%	92.9%	6.29	6.19	6.33	6.31	6.37	6.35	6.30
I know where the CHL is located	10.6%	3.3%	86.0%	5.98	5.90	6.01	6.03	6.18	6.15	6.06
I know all the services the CHL offers	22.1%	11.5%	66.5%	4.92	4.94	4.88	4.81	4.78	4.72	4.68
The CHL is a great place to seek medical care	19.6%	35.6%	44.9%	4.58	4.44	4.50	4.46	4.46	4.11	4.41
It's convenient to seek medical care at the CHL	28.8%	26.7%	44.5%	4.43	4.23	4.40	4.35	4.48	4.28	4.47
It's easy to make an appointment at the CHL	20.8%	36.2%	43.1%	4.51	4.38	4.53	4.47	4.48	4.33	4.50
I can get an appointment quickly with a provider at the CHL	24.5%	42.0%	33.5%	4.14	4.16	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=677)

	Negative (1)	2	3	4	5	6	Positive (7)	
	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)	% (n)	Mean
2023	6.2% (42)	3.2% (22)	7.5% (51)	29.5% (200)	11.1% (75)	18.3% (124)	24.1% (163)	4.87
2022	6.7% (65)	5.9% (58)	7.2% (70)	29.3% (286)	12.7% (124)	16.9% (165)	21.4% (209)	4.72
2021	4.6% (50)	5.7% (62)	8.2% (90)	29.1% (319)	13.0% (143)	18.8% (206)	20.6% (226)	4.79
2020	6.3% (89)	5.9% (83)	7.6% (106)	28.4% (398)	13.3% (187)	19.2% (269)	19.3% (271)	4.71
2019	6.7% (82)	7.6% (92)	8.6% (105)	25.7% (312)	13.8% (168)	18.2% (221)	19.4% (236)	4.64
2018	9.6% (112)	10.3% (121)	8.9% (104)	25.4% (298)	14.3% (167)	17.4% (204)	14.1% (165)	4.33
2017	5.2% (106)	5.8% (118)	7.3% (148)	31.6% (644)	16.2% (331)	19.3% (393)	14.6% (298)	4.64

CHL Knowledge (n=685)

	Employees can establish a PCP at CHL		
	Yes	No	I don't know
2023-24	64.7%	2.0%	33.3%
2022-23	55.9%	2.5%	41.5%
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	243	5.74	1.52	15.00	684	<.001
No prior appt	443	3.96	1.46			
		Convenient to seek medical care at CHL				
	N	Mean	SD	t	df	p
Yes prior appt	246	5.89	1.50	18.37	688	<.001
No prior appt	444	3.62	1.59			
		Easy to make an appointment at CHL				
	N	Mean	SD	t	df	p
Yes prior appt	245	5.56	1.64	13.63	685	<.001
No prior appt	442	3.94	1.41			
		Can get appointment quickly at CHL				
	N	Mean	SD	t	df	p
Yes prior appt	245	4.86	1.80	9.25	684	<.001
No prior appt	441	3.75	1.32			
		Overall attitude toward the CHL				
	N	Mean	SD	t	df	p
Yes prior appt	240	5.96	1.38	13.64	673	<.001
No prior appt	435	4.27	1.62			

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=660)

- Never Graduated High School = 0.2%
- High School / GED = 18.0%
- 2-year degree = 8.6%
- 4-year degree = 25.3%
- Graduate degree = 47.9%

Employee Group: (n=661)

- Executive = 0.8%
- Management = 8.2%
- Professional = 29.2%
- Administrative and Operational Support = 29.0%
- Police, Fire, and Skilled Trades = 1.4%
- Faculty = 26.5%
- Other = 5.0%

Gender: (n=655)

- Male = 30.2%
- Female = 65.6%
- Transgender = 0.2%
- Other = 0.6%
- Prefer Not to Specify = 3.4%

Ethnicity/Race: (n=649)

- White = 82.7%
- Black or African American = 1.8%
- Latinx = 4.2%
- Asian = 4.3%
- Native American = 0.3%
- Pacific Islander = 0.0%
- Other = 2.3%
- Prefer not to answer = 4.3%

Age: (n=633)

- Mean = 48.3 years
- Range = 21-76

Work Location: (n=959)

- Fully on-site = 58.7%
- Fully remote = 14.4%
- Hybrid (75% Remote / 25% On-site) = 11.1%
- Hybrid (50 /50) = 6.5%
- Hybrid (25% Remote / 75% On-site) = 9.3%

Fort Wayne Campus

Usefulness of HR Tools to Help People with Benefits Enrollment (n=25)

	<i>Not Useful</i>	<i>Somewhat Useful</i>	<i>Very Useful</i>	<i>Did not use</i>	<i>Not Aware of Tool</i>
Open-enrollment guide found online	4.0%	32.0%	52.0%	4.0%	8.0%
Benefits Statement – mailed home	4.0%	36.0%	36.0%	12.0%	12.0%
Benefits Website	8.0%	28.0%	30.0%	0.0%	4.0%
Benefits Videos	8.3%	16.7%	29.2%	41.7%	4.2%
Purdue Today Articles	12.0%	40.0%	32.0%	12.0%	4.0%
Virtual Presentations	4.0%	8.0%	32.0%	48.0%	8.0%
Weekly Benefits Emails	4.0%	52.0%	36.0%	8.0%	0.0%
Benefits' Health Boiler Fair*	8.0%	8.0%	24.0%	44.0%	16.0%
Healthy Boiler Monthly Newsletter*	8.0%	44.0%	40.0%	4.0%	4.0%

*indicates first-time communication channel in 2023

Attitudes Surrounding Benefits Information (n=22)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2023 Mean	2022	2021	2020	2019	2018
HR Provides me with easy to understand information surrounding benefits offerings	13.6%	27.3%	59.1%	5.09	5.41	5.19	4.90	4.72	4.74
I feel knowledgeable about all the benefits Purdue offers	22.7%	9.1%	68.2%	5.00	5.26	5.11	4.81	4.84	4.87
I know where to go to find benefits information	9.1%	9.1%	81.8%	5.50	5.55	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	13.6%	13.6%	72.7%	5.27	5.15	5.13	4.86	4.87	4.76
HR could do a better job helping me understand all benefits offerings	31.8%	36.4%	31.8%	4.00	3.77	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 2024 Benefits (n=25)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	12.0%	16.0%
15-30 minutes	32.0%	44.0%
30-45 minutes	16.0%	24.0%
45-60 minutes	32.0%	8.0%
> 60 minutes	8.0%	8.0%

Benefitplace App Usage (n=25)

Yes	No	Unaware of App
8.0%	52.0%	40.0%

Usefulness of Benefitplace App (n=2)

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

Note. Only includes data from employees who used the Benefitplace app (n=2).

Did you contact HR about your benefits in the past 12 months? (n=22)

- Yes = 31.8%
- No = 68.2%

How soon question answered after contacting HR (n=6)

	Frequency	Percent
Same day	1	16.7%
Next day	4	66.7%
2 days later	0	0.0%
3 days later	1	16.7%
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	0	0.0%

Getting my questions answered from HR was a(n) _____ experience. (n=6)

	Percentage	Frequency
Difficult (1)	0.0%	0
2	0.0%	0
3	0.0%	0
4	0.0%	0
5	16.7%	1
6	50.0%	3
Easy (7)	33.3%	2

Note. 2023 Mean = 6.17 (2022 Mean = 6.07; 2021 Mean = 5.31; 2020 Mean = 5.59; 2019 Mean = 4.62; 2018 Mean = 4.67).

Health Benefits Purdue Provides are... (n=25)

Terrible (1)	4.0%	Too Expensive (1)	4.0%	Not Comprehens. (1)	4.0%	Unfair (1)	4.0%	Extremely Complicated (1)	8.0%
2	8.0%	2	8.0%	2	8.0%	2	4.0%	2	4.0%
3	4.0%	3	0.0%	3	4.0%	3	8.0%	3	4.0%
4	12.0%	4	12.0%	4	4.0%	4	8.0%	4	12.0%
5	20.0%	5	20.0%	5	20.0%	5	8.0%	5	24.0%
6	16.0%	6	28.0%	6	28.0%	6	32.0%	6	16.0%
Excellent (7)	36.0%	A Great Value (7)	28.0%	Comprehens. (7)	32.0%	Fair (7)	36.0%	Not at all Complicated (7)	32.0%
2023 Mean	5.28*		5.32*		5.40*		5.52*		5.16*
2022 Mean	5.31*		4.95*		5.15*		5.23*		4.83*
2021 Mean	4.90*		4.66*		4.81*		4.89*		N/A
2020 Mean:	4.63*		4.15		4.64*		4.81*		N/A
2019 Mean:	4.76*		4.31		4.63*		4.76*		N/A
2018 Mean:	4.86*		4.11		4.89*		4.90*		N/A

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

I currently have an established Primary Care Provider (n=25)

	Yes	No
2023	90.5%	9.5%
2022	89.0%	11.0%
2021	91.3%	8.8%
2020	91.3%	8.7%
2019	82.7%	17.3%
2018	86.1%	13.9%
2017	80.4%	19.6%

Demographics

Highest Education: (n=21)

- Never Graduated High School = 0.0%
- High School / GED = 9.5%
- 2-year degree = 0.0%
- 4-year degree = 33.3%
- Graduate degree = 57.1%

Employee Group: (n=21)

- Executive = 0.0%
- Management = 19.0%
- Professional = 38.1%
- Administrative and Operational Support = 38.1%
- Police, Fire, and Skilled Trades = 0.0%
- Faculty = 4.8%
- Other = 0.0%

Gender: (n=21)

- Male = 9.5%
- Female = 85.7%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 4.8%

Ethnicity/Race: (n=21)

- White = 85.7%
- Black or African American = 4.8%
- Latinx = 0.0%
- Asian = 9.5%
- Native American = 0.0%
- Pacific Islander = 0.0%
- Other = 0.0%
- Prefer not to answer = 0.0%

Age: (n=20)

- Mean = 49.6 years
- Range = 27-66

Work Location: (n=21)

- Fully on-site = 57.1%
- Fully remote = 4.8%
- Hybrid (75% Remote / 25% On-site) = 14.3%
- Hybrid (50 /50) = 0.0%
- Hybrid (25% Remote / 75% On-site) = 23.8%

Northwest Campus

Usefulness of HR Tools to Help People with Benefits Enrollment (n=61)

	<i>Not Useful</i>	<i>Somewhat Useful</i>	<i>Very Useful</i>	<i>Did not use</i>	<i>Not Aware of Tool</i>
Open-enrollment guide found online	1.6%	14.5%	59.7%	24.2%	0.0%
Benefits Statement – mailed home	6.6%	21.3%	47.5%	14.8%	9.8%
Benefits Website	0.0%	24.2%	62.9%	12.9%	0.0%
Benefits Videos	1.6%	18.0%	19.7%	49.2%	11.5%
Purdue Today Articles	6.6%	26.2%	21.3%	41.1%	4.9%
Virtual Presentations	3.2%	6.5%	37.1%	50.0%	3.2%
Weekly Benefits Emails	3.2%	37.1%	40.3%	16.1%	3.2%
Benefits' Health Boiler Fair*	3.2%	6.5%	16.1%	51.6%	22.6%
Healthy Boiler Monthly Newsletter*	4.8%	29.0%	35.5%	24.2%	6.5%

*indicates first-time communication channel in 2023

Attitudes Surrounding Benefits Information (n=58)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2023 Mean	2022	2021	2020	2019	2018
HR Provides me with easy to understand information surrounding benefits offerings	3.4%	6.9%	89.7%	5.95	5.80	5.77	5.72	5.40	5.28
I feel knowledgeable about all the benefits Purdue offers	10.3%	3.4%	86.1%	5.64	5.60	5.52	5.54	5.11	5.08
I know where to go to find benefits information	1.7%	5.2%	93.1%	6.00	5.70	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	5.2%	10.3%	84.6%	5.78	5.59	5.48	5.24	5.08	4.99
HR could do a better job helping me understand all benefits offerings	63.8%	17.2%	19.0%	2.91	3.10	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 2024 Benefits (n=62)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	19.4%	16.1%
15-30 minutes	24.2%	43.5%
30-45 minutes	29.0%	24.2%
45-60 minutes	16.1%	16.1%
> 60 minutes	11.3%	0.0%

Benefitplace App Usage (n=62)

Yes	No	Unaware of App
6.5%	62.9%	30.6%

Usefulness of Benefitplace App (n=4)

	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	0	0.0%
Moderately Useful	2	50.0%
Extremely Useful	2	50.0%

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

Did you contact HR about your benefits in the past 12 months? (n=49)

- Yes = 63.3%
- No = 36.7%

How soon question answered after contacting HR (n=31)

	Frequency	Percent
Same day	21	67.7%
Next day	9	29.0%
2 days later	1	3.2%
3 days later	0	0.8%
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	0	0.9%

Getting my questions answered from HR was a(n) _____ experience. (n=52)

	Percentage	Frequency
Difficult (1)	0.0%	0
2	0.0%	0
3	0.0%	0
4	0.0%	0
5	3.2%	1
6	16.1%	5
Easy (7)	80.6%	25

Note. **2023 Mean = 6.77** (2022 Mean = 6.42; 2021 Mean = 6.58; 2020 Mean = 6.42; 2019 Mean = 6.37; 2018 Mean = 5.96).

Health Benefits Purdue Provides are... (n=58)

Terrible (1)	0.0%	Too Expensive (1)	0.0%	Not Comprehens. (1)	1.7%	Unfair (1)	1.7%	Extremely Complicated (1)	0.0%
2	4.9%	2	8.2%	2	6.9%	2	3.4%	2	1.7%
3	3.3%	3	6.6%	3	5.2%	3	12.1%	3	8.6%
4	18.0%	4	21.3%	4	13.8%	4	15.5%	4	22.4%
5	11.5%	5	21.3%	5	15.5%	5	10.3%	5	15.5%
6	29.5%	6	19.7%	6	32.8%	6	24.1%	6	32.8%
Excellent (7)	32.8%	A Great Value (7)	23.0%	Comprehens. (7)	24.1%	Fair (7)	32.8%	Not at all Complicated (7)	19.0%
2023 Mean	5.56*		5.07*		5.29*		5.33*		5.26*
2022 Mean	5.26*		4.70*		5.38*		5.26*		5.11*
2021 Mean:	5.36*		4.93*		5.24*		5.28*		N/A
2020 Mean:	4.94*		4.46		5.03*		4.66*		N/A
2019 Mean:	4.79*		4.22		4.74*		4.61*		N/A
2018 Mean:	5.23*		4.23		5.18*		5.10*		N/A

*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=50)

	Yes	No
2023	92.0%	8.0%
2022	92.0%	8.0%
2021	84.5%	15.5%
2020	89.8%	10.2%
2019	84.7%	15.3%
2018	84.4%	15.6%
2017	88.0%	12.0%

Center for Healthy Living Attitudes (n=53)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2023 Mean
I am aware of the CHL	5.7%	3.8%	90.5%	5.98
I know where the CHL is located	9.4%	9.4%	81.1%	5.81
I know all the services the CHL offers	17.0%	11.3%	71.7%	5.23
The CHL is a great place to seek medical care	3.8%	39.6%	56.6%	5.08
It's convenient to seek medical care at the CHL	24.5%	20.8%	54.7%	4.72
It's easy to make an appointment at the CHL	9.4%	43.4%	47.2%	4.92
I can get an appointment quickly with a provider at the CHL	9.4%	49.1%	41.5%	4.87

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

Demographics

Highest Education: (n=49)

- Never Graduated High School = 0.0%
- High School / GED = 10.2%
- 2-year degree = 8.2%
- 4-year degree = 34.7%
- Graduate degree = 46.9%

Employee Group: (n=47)

- Executive = 2.1%
- Management = 21.3%
- Professional = 27.7%
- Administrative and Operational Support = 29.8%
- Police, Fire, and Skilled Trades = 0.0%
- Faculty = 19.1%
- Other = 0.0%

Gender: (n=49)

- Male = 22.4%
- Female = 67.3%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 10.2%

Ethnicity/Race: (n=49)

- White = 75.5%
- Black or African American = 4.1%
- Latinx = 2.0%
- Asian = 2.0%
- Native American = 0.0%
- Pacific Islander = 2.0%
- Other = 0.0%
- Prefer not to answer = 14.3%

Age: (n=47)

- Mean = 54.57 years
- Range = 37-83

Work Location: (n=49)

- Fully on-site = 67.3%
- Fully remote = 0.0%
- Hybrid (75% Remote / 25% On-site) = 4.1%
- Hybrid (50 /50) = 4.1%
- Hybrid (25% Remote / 75% On-site) = 24.5%

Extension / Other Campuses

Usefulness of HR Tools to Help People with Benefits Enrollment (n=42)

	<i>Not Useful</i>	<i>Somewhat Useful</i>	<i>Very Useful</i>	<i>Did not use</i>	<i>Not Aware of Tool</i>
Open-enrollment guide found online	0.0%	40.5%	45.2%	14.3%	0.0%
Benefits Statement – mailed home	4.8%	19.0%	38.1%	23.8%	14.3%
Benefits Website	0.0%	33.3%	61.9%	4.8%	0.0%
Benefits Videos	9.5%	16.7%	16.7%	47.6%	9.5%
Purdue Today Articles	11.9%	38.1%	21.4%	23.8%	4.8%
Virtual Presentations	7.1%	14.3%	16.7%	45.2%	16.7%
Weekly Benefits Emails	4.8%	45.2%	21.4%	16.7%	11.9%
Benefits' Health Boiler Fair*	4.8%	11.9%	11.9%	47.6%	23.8%
Healthy Boiler Monthly Newsletter*	9.5%	31.0%	23.8%	23.8%	11.9%

*indicates first-time communication channel in 2023

Attitudes Surrounding Benefits Information (n=38)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2023 Mean	2022	2021	2020	2019	2018
HR Provides me with easy to understand information surrounding benefits offerings	13.2%	15.8%	71.1%	5.24	5.52	5.42	5.57	5.17	5.47
I feel knowledgeable about all the benefits Purdue offers	13.2%	10.5%	76.3%	5.13	5.00	5.03	5.17	4.98	5.10
I know where to go to find benefits information	10.5%	13.2%	76.3%	5.29	5.21	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	10.5%	18.4%	71.1%	5.21	5.14	4.93	5.00	4.88	4.97
HR could do a better job helping me understand all benefits offerings	42.1%	23.7%	34.2%	3.61	4.14	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 2024 Benefits (n=42)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	7.1%	11.9%
15-30 minutes	28.6%	31.0%
30-45 minutes	19.0%	35.7%
45-60 minutes	19.0%	9.5%
> 60 minutes	26.2%	11.9%

Benefitplace App Usage (n=42)

Yes	No	Unaware of App
19.0%	52.4%	28.6%

Usefulness of Benefitplace App (n=8)

	Frequency	Percent
Extremely Useless	0	0.0%
Moderately Useless	1	12.5%
Slightly Useless	1	12.5%
Neither Useful Nor Useless	2	25.0%
Slightly Useful	1	12.5%
Moderately Useful	2	25.0%
Extremely Useful	1	12.5%

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

Did you contact HR about your benefits in the past 12 months? (n=36)

- Yes = 33.3%

- No = 66.7%

How soon question answered after contacting HR (n=12)

	Frequency	Percent
Same day	6	50.0%
Next day	3	25.0%
2 days later	1	8.3%
3 days later	1	8.3%
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	1	8.3%

Getting my questions answered from HR was a(n) _____ experience. (n=12)

	Percentage	Frequency
Difficult (1)	8.3%	1
2	0.0%	0
3	8.3%	1
4	0.0%	0
5	16.7%	2
6	33.3%	4
Easy (7)	33.3%	4

Note. **2023 Mean = 5.50** (2022 Mean = 5.54; 2021 Mean = 5.24; 2020 Mean = 4.85; 2019 Mean = 5.23; 2018 Mean = 5.19).

Health Benefits Purdue Provides are... (n=40)

Terrible (1)	5.0%	Too Expensive (1)	7.5%	Not Comprehens. (1)	7.3%	Unfair (1)	2.4%	Extremely Complicated (1)	7.3%
2	2.5%	2	5.0%	2	2.4%	2	2.4%	2	0.0%
3	0.0%	3	10.0%	3	2.4%	3	4.9%	3	4.9%
4	7.5%	4	10.0%	4	14.6%	4	12.2%	4	17.1%
5	25.0%	5	20.0%	5	22.0%	5	14.6%	5	19.5%
6	37.5%	6	22.5%	6	26.8%	6	31.7%	6	41.5%
Excellent (7)	22.5%	A Great Value (7)	25.0%	Comprehens. (7)	24.4%	Fair (7)	31.7%	Not at all Complicated (7)	9.8%
2022 Mean	5.48		4.97		5.20		5.56		5.05
2022 Mean	5.51		5.35		5.43		5.62		5.10
2021 Mean	5.39		4.93		5.25		5.30		N/A
2020 Mean:	5.22		4.76		5.30		5.41		N/A
2019 Mean:	5.20		4.57		5.23		5.24		N/A
2018 Mean:	5.31		4.57		5.30		5.32		N/A

I currently have an established Primary Care Provider (n=36)

	Yes	No
2023	94.4%	5.6%
2022	100.0%	0.0%
2021	91.1%	8.9%
2020	92.2%	7.8%
2019	86.2%	13.8%
2018	91.7%	8.3%
2017	84.4%	15.6%

Demographics

Highest Education: (n=35)

- Never Graduated High School = 0.0%
- High School / GED = 8.6%
- 2-year degree = 17.1%
- 4-year degree = 31.4%
- Graduate degree = 42.9%

Employee Group: (n=34)

- Executive = 0.0%
- Management = 5.9%
- Professional = 38.2%
- Administrative and Operational Support = 17.6%
- Police, Fire, and Skilled Trades = 0.0%
- Faculty = 8.8%
- Other = 29.4%

Gender: (n=35)

- Male = 11.4%
- Female = 82.9%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 5.7%

Ethnicity/Race: (n=35)

- White = 91.4%
- Black or African American = 2.9%
- Latinx = 0.0%
- Asian = 0.0%
- Native American = 0.0%
- Pacific Islander = 0.0%
- Other = 0.0%
- Prefer not to answer = 5.7%

Age: (n=35)

- Mean = 48.91 years
- Range = 28-68

Work Location: (n=32)

- Fully on-site = 18.8%
- Fully remote = 37.5%
- Hybrid (75% Remote / 25% On-site) = 6.3%
- Hybrid (50 /50) = 21.9%
- Hybrid (25% Remote / 75% On-site) = 15.6%

All Campus Results

Bundles/Partnerships Awareness/Utilization

Bundle/Partnership	Aware of Partnership 2023 N~814		Have Utilized Partnership Freq (n)	Experience %		
	<u>Yes</u>	<u>No</u>		<u>Negative</u>	<u>Neutral</u>	<u>Positive</u>
HealthSync	54.9%	45.1%	189	9.7%	43.2%	47.0%
Rx Savings Solutions	64.9%	35.1%	151	26.4%	34.7%	38.9%
Total Hip/Knee Replacement (Franciscan)	42.3%	57.7%	19	6.7%	13.3%	80.0%
Imaging (Franciscan)	46.8%	53.2%	138	11.2%	17.9%	70.9%
Labs	64.2%	35.8%	269	5.5%	22.7%	71.9%
Physical Therapy (ATI)	49.3%	50.7%	93	18.0%	20.2%	61.8%
Carrum Health	20.1%	79.9%	6	40.0%	20.0%	40.0%

LiveHealth Online and Telephonic Coaching (n=796)

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
2023-24	11.2%	55.3%	33.5%	4.3%	65.0%	30.8%
2022-23	5.9%	51.6%	42.6%	3.3%	56.8%	39.9%
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=33)

	Frequency	Percent
Dietitian	6	18.2%
Health and Wellness Coaching	20	60.6%
Pharmacy	7	21.2%
Tobacco Cessation	0	0.0%

Mental Wellness Perceptions (n=664)

	Comparison 2018-present			
	Had poor mental wellness 15+ of last 30 days	Had poor mental wellness 5+ of last 30 days	Mean # days	Median # days
2023	19.13%	43.98%	6.85	3
2022	16.3%	43.5%	6.01	3
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 6.85 days (median = 3 days). 19.13% of employees indicated that they experienced poor mental wellness on 15 or more of the last 30 days.

Feeling Cared For at Work (n=780)

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)	4.4%	Strongly disagree (1)	1.4%
Disagree (2)	3.6%	Disagree (2)	1.9%
Somewhat disagree (3)	3.1%	Somewhat disagree (3)	1.8%
Neither agree nor disagree (4)	7.9%	Neither agree nor disagree (4)	7.4%
Somewhat agree (5)	13.6%	Somewhat agree (5)	9.6%
Agree (6)	31.8%	Agree (6)	34.8%
Strongly agree (7)	35.6%	Strongly agree (7)	43.1%
2023 Mean	5.61	2023 Mean	5.99
2022 Mean	5.64	2022 Mean	6.02
2021 Mean	5.64	2021 Mean	6.06
2020 Mean	5.63	2020 Mean	6.05
2019 Mean	5.42	2019 Mean	6.02

Awareness/Utilization of Mental Wellness Resources

Similar to previous years, many participants were not aware of and/or were not utilizing the mental wellness resources offered by Purdue.

Mental Wellness Resource	Aware of Resource 2023		Have Utilized Resource	Overall N
	Yes	No	Yes (n)	
<u>Employee Assistance Program</u>				
- SupportLinc (WL, Ext, Other)	54.5%	45.5%	10.4% (73)	699
- Bowen Center (FW)	81.0%	19.0%	14.3% (3)	21
- New Avenues (NW)	82.7%	17.3%	17.3% (9)	52
LiveHealth Online Psychology & Psychiatry	33.1%	66.9%	2.1% (16)	771
Learn to Live by Anthem	14.2%	85.8%	0.26% (2)	772
Purdue Psychology Treatment and Research Clinics*	26.8%	73.2%	1.5% (10)	661
Behavioral Health Counseling at the CHL	53.4%	46.6%	6.4% (50)	776
Mental Health Resources page on HR's Website	46.2%	53.8%	4.8% (37)	773

* This question was only asked of West Lafayette employees

Annual Physicals (n=782)

Employees were asked 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 = 86.2% (n=674)
- No = 13.8% (n=108)

Why didn't you get an annual physical during these last 12 months? (n=108)

- Covid-19 Concerns = (n=2)
- Didn't have time = (n=43)
- Couldn't get a convenient appointment = (n=17)
- Couldn't get time off work = (n=6)
- Other = (n=52)

If employees indicated "other" – they could type-in a reason. Some of the more common reasons were: they were already receiving treatment for a different issue and felt they didn't need to, feel healthy, don't like visiting physicians, not having a PCP, and did not feel like it.

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. Common answers included: nothing, scheduling 3-4 months out isn't realistic, easier to get appointments in the clinic, or providers coming to workers.

Perception of how complicated health benefits provided are

A single-item (reported by campus above) asked employees to rate how complicated Purdue health benefits are (1=extremely complicated; 7 = not at all complicated).

In general, Purdue employees (n=867) tend to not find the health benefits complicated, with a mean value falling significantly above the mid-point of the scale utilizing a one-sample t-test (M=4.67, SD=1.64). The frequency table of all responses is below:

		Freq.
Extremely Complicated (1)	5.1%	44
2	5.9%	51
3	12.0%	104
4	20.8%	180
5	20.3%	176
6	22.7%	197
Not at all Complicated (7)	13.3%	115
2023 Mean = 4.67 (SD=1.64)		
2022 Mean = 4.60 (SD=1.61)		

Awareness of Health Plan Utilization

Two questions asked employees to indicate what percentage of their deductible and maximum-out-of-pocket they reached this past year – with the option to report if they did not know.

Deductible Utilization:

Approximately one-third of employees who responded did not know what percentage of their deductible they reached in the past year (2023 = 34.7%; 2022 = 38.6%).

Maximum Out-of-Pocket:

Approximately 2-in-5 employees who responded did not know the percentage of the maximum out-of-pocket they reached this past year (2023 = 43.0%; 2022 = 47.9%).

Frequency tables for both questions can be found below:

	Percentage of Deductible reached (n=842)	Percentage of maximum out-of- pocket reached (n=842)
I don't know	34.7%	43.0%
0%	5.2%	5.9%
10%	4.3%	6.4%
20%	5.2%	3.8%
30%	3.7%	3.4%
40%	2.3%	1.9%
50%	3.1%	2.9%
60%	1.8%	2.4%
70%	2.9%	2.6%
80%	3.2%	5.1%
90%	2.9%	4.2%
100%	30.9%	18.4%

Experiences with Vendors

Employees were then asked to rate their experience with various vendors they might come into contact with in utilizing their Purdue benefits. Results are in the table below.

	Negative	Neutral	Positive	No Experience	Not Aware of Vendor	n
Archimedes	2.6%	2.6%	1.7%	31.1%	61.9%	758
HSA Bank	5.4%	19.9%	60.9%	11.5%	2.2%	772
Anthem	8.6%	31.5%	50.7%	8.0%	1.2%	775
CVS Caremark	8.5%	24.5%	29.4%	31.7%	5.8%	772
Delta Dental	8.4%	25.6%	47.8%	16.9%	1.3%	776
Fidelity	2.5%	24.7%	51.7%	19.2%	1.9%	770
ATI Onsite Worksite Solutions	1.6%	4.3%	6.9%	43.6%	43.6%	768
Securian	0.7%	7.7%	2.4%	44.4%	44.8%	765
VSP	2.1%	14.0%	46.3%	22.5%	15.1%	769
Guardian	0.7%	6.8%	3.0%	44.5%	45.1%	767
Voya	1.2%	7.8%	8.9%	43.4%	38.7%	765

Difficulty with the Health Plan

A single item asked employees to rate their agreement on a 7-point Likert scale (1=strongly disagree, 7=strongly agree) to the following statement: “I have had difficulty understanding and/or working with the Purdue health plan this past year.”

The mean score (M=3.33, SD=1.74) fell statistically below the mid-point of the scale using a one-sample t-test. The frequency of responses can be found below:

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2023 Mean
I have had difficulty understanding and/or working with the Purdue health plan this past year (n=779)	13.9% (n=108)	29.8% (n=232)	9.5% (n=74)	22.3% (n=174)	11.3% (n=88)	7.4% (n=58)	5.8% (n=45)	3.33

An open-ended item asked people to indicate “what areas related to the Purdue health plan have been difficult to understand and/or work with this past year (if any).” Over 500 employees typed in a response. These responses were forwarded to the benefits team for review.

Hours devoted to navigating health plan benefits in past 12 months

Employees (n=769) were asked to estimate approximately how many hours they devoted to navigating their health benefits over the past 12 months, with options ranging from 0-8 hours. The majority of employees indicated 0-1 hour (see frequency chart below)

	n	Percentage
0 hours	259	33.7%
1 hour	160	20.8%
2 hours	125	16.3%
3 hours	43	5.6%
4 hours	37	4.8%
5 hours	20	2.6%
6 hours	29	3.8%
7 hours	5	0.7%
8 hours	42	5.5%
more than 8 hours	49	6.4%

Delaying and Foregoing Care because of Costs

Employees were asked, within the last year, if they had either ever delayed or foregone healthcare (beyond preventive care because it is no-cost) because of cost concerns. Results are below.

	Delayed Care		Foregone Care	
	Yes	No	Yes	No
2023	41.2% (n=320)	58.8% (n=457)	36.0% (n=280)	64.0% (n=497)
2022	43.5% (n=523)	56.5% (n=678)	36.3% (n=434)	63.7% (n=760)

Alternative Options to Save Money

Employees (n=775) were asked if they had ever found the cost of going through Anthem or CVS and their networks to be higher than utilizing a different option (e.g., GoodRx, direct patient billing, buying direct from manufacturers, etc).

- Yes: 33.8% (n=262)
- No: 11.9% (n=92)
- Never checked: 54.3% (n=421)

	Yes	No	Never Checked
2023	33.8% (n=262)	11.9% (n=92)	54.3% (n=421)
2022	30.5% (n=364)	11.0% (n=132)	58.5% (n=699)

Benefit Income Tier's Relationship to Perceptions of Benefits

Employees in the higher income tier generally indicated less positive perceptions of benefits than those in the lower benefits income tier when analyzing mean values utilizing an independent samples t-test.

	Health Benefits are: terrible (1) --- excellent (7)					
	N	Mean	SD	t	df	p
Below \$50,250	236	5.29	1.43	5.29	741	<.001
Above \$50,250	507	4.63	1.64			
	Health Benefits are: too expensive (1) --- a great value (7)					
	N	Mean	SD	t	df	p
Below \$50,250	239	4.79	1.78	4.63	744	<.001
Above \$50,250	507	4.16	1.73			
	Health Benefits are: unfair (1) --- fair (7)					
	N	Mean	SD	t	df	p
Below \$50,250	234	5.23	1.61	4.72	739	<.001
Above \$50,250	507	4.58	1.79			
	Health Benefits are: extremely complicated (1) --- not at all complicated (7)					
	N	Mean	SD	t	df	p
Below \$50,250	235	4.97	1.64	3.58	740	<.001
Above \$50,250	507	4.50	1.64			
	I have experienced difficulty navigating/understanding Purdue health plan (1=strongly disagree; 7=strongly agree)					
	N	Mean	SD	t	df	p
Below \$50,250	251	3.13	1.62	2.09	748	.037
Above \$50,250	499	3.41	1.79			

Work Intensity

Employees were asked how often they work: at a very fast pace, and under very tight deadlines.

	How often do you work...	
	at very fast pace (n=763)	under a very tight deadline (n=753)
Never	1.2% (n=9)	2.9% (n=22)
Sometimes	22.9% (n=175)	35.3% (n=266)
About half the time	25.3% (n=193)	25.8% (n=194)
Most of the time	38.4% (n=293)	26.3% (n=198)
Always	12.2% (n=93)	9.7% (n=73)

Overall Health

One item asked employees (n=780) to rate their overall health (i.e., "Overall I feel I am in good health") on a scale of 1=strongly disagree to 7=strongly agree. Employees indicated a mean value above the scale's midpoint (M=5.37, SD=1.33).

New Items (2023)

Healthy Boiler Incentive Awareness

Employees (n=847) were asked if they were aware of the Healthy Boiler Incentive program as a means to earn extra funds for their HSA account.

- Yes = 96.1% (n=814)
- No = 3.9% (n=33)

HSA Awareness and Attitudes

A series of items sought to assess employees' awareness of, knowledge of, and attitudes toward their HSAs (i.e., whether the funds are taxed, familiarity of how to spend funds, ease of spending funds, approved items to spend funds on).

Are HSA funds federally taxed? (N=848; n=783 with an HSA) This item asked: "I pay federal tax on the money I contribute to my HSA."

Of N=783 with an HSA (n=65 indicated not having an HSA)

- True = 9.07% (n=71)
- False = 69.86% (n=547)
- Unsure = 21.07% (n=165)

Familiarity of how to spend HSA funds: Those who indicated having an HSA (n=781) were asked how familiar they are with what they can spend their HSA funds on, using a scale of 1=not at all familiar to 7=Extremely familiar. Employees indicated a mean value above the scale's midpoint (M=5.27, SD=1.51). About one-in-four indicated a level of familiarity at-or-below, the scale's midpoint.

		Freq.
Not at all Familiar (1)	2.9%	23
2	3.7%	29
3	6.0%	47
4	11.4%	89
5	24.6%	192
6	29.1%	227
Extremely Familiar (7)	22.3%	174
2023 Mean = 5.27 (SD=1.51)		

Ease of making Purchases: Those who indicated having an HSA (n=768) were also asked to rate their level of agreement with the following statement: "I find it easy to make purchases using my HSA" on a scale of 1=Strongly Disagree to 7=Strongly Agree. Employees indicated a mean value above the scale's midpoint (M=5.09, SD=1.48). About one-in-three indicated a level of ease at-or-below, the scale's midpoint.

		Freq.
Strongly Disagree (1)	2.6%	20
Disagree (2)	4.3%	33
Somewhat Agree (3)	6.6%	51
Neither Agree nor Disagree (4)	19.1%	147
Somewhat Agree (5)	17.2%	132
Agree (6)	35.9%	276
Strongly Agree (7)	14.2%	109
2023 Mean = 5.09 (SD=1.48)		

Knowledge of Approved Items to Spend HSA-dollars on (n=767): Ten items were presented to employees, and they were asked to indicate if the item could be purchased with HSA funds (yes, no, unsure). All items on the list are HSA-eligible items. A composite score was then calculated – where 10 would equal a perfect score (i.e., the employee knew all ten items were HSA-eligible by indicating “yes”). The mean knowledge score was 4.72 (SD=3.48), and a median of 5.

	Percent	Freq.
0 correct	21.9%	168
1 correct	4.2%	32
2 correct	5.3%	41
3 correct	6.3%	48
4 correct	8.3%	64
5 correct	11.3%	87
6 correct	8.0%	61
7 correct	7.7%	59
8 correct	8.6%	66
9 correct	6.4%	49
10 correct	12.0%	92
2023 Mean = 4.72 (SD=3.48)		

Results for each item asked can be found below:

	Yes % (n)	No % (n)	Don't Know % (n)
Sunscreen	27.0% (206)	37.1% (283)	35.8% (273)
Tylenol/Advil/Aleve	65.1% (497)	16.5% (126)	18.3% (140)
Heating Pads	45.3% (345)	21.6% (164)	33.1% (252)
Band-Aids	46.8% (356)	25.8% (196)	27.4% (208)
Allergy Relief (e.g., Zyrtec, Claritin)	70.5% (539)	12.2% (93)	17.3% (132)
Antacid Tablets	53.0% (403)	20.3% (154)	26.7% (203)
First Aid Kit	46.2% (350)	23.6% (179)	30.2% (229)
Cold/Flu Relief (e.g., Mucinex, DayQuil)	64.2% (490)	15.3% (117)	20.4% (156)
Menstrual Care Products	33.7% (257)	27.7% (211)	38.7 (295)
Hand Sanitizer	22.8% (174)	33.4% (255)	43.8% (334)

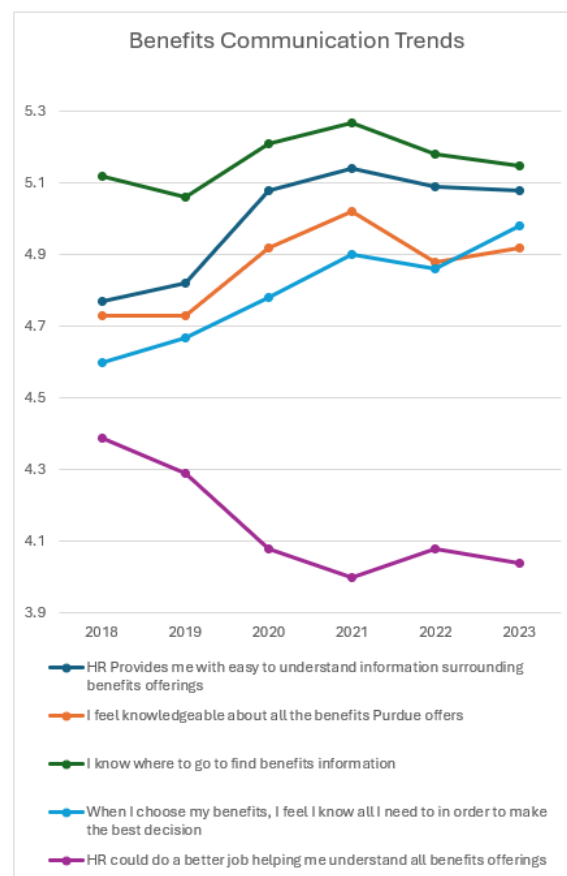
*Note: The question asked: Without Googling – please indicate whether you think you can use HSA funds to purchase the following 10 products.

Summary of Results

Benefits Communication

Similar to previous years, 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. Additionally, no form of assessed communications had greater than 15% of employees indicating not being aware of it.

Attitudes toward benefits communication are also fairly consistent with attitudes from the last four years (see chart top right).



Beliefs/Perceptions of Purdue Benefits

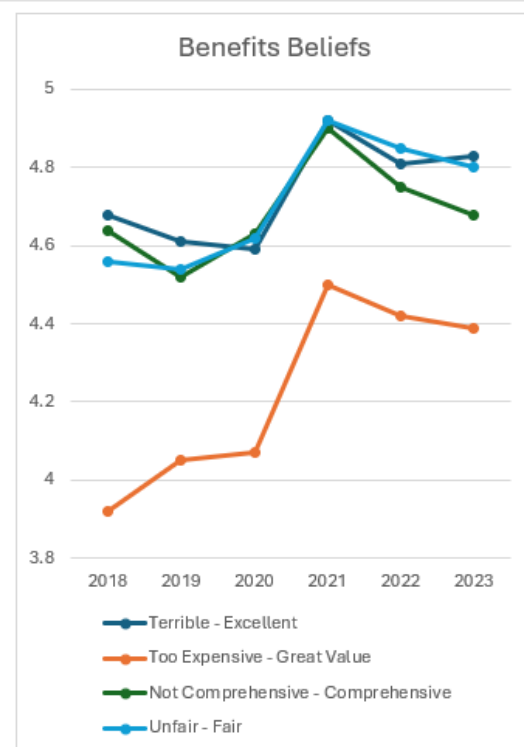
Beliefs and perceptions of the value of the benefits themselves also remain relatively similar to last year (see chart bottom right).

Benefitplace App

A much larger percentage of employees surveyed this year indicated being aware of the Benefitplace App (62.7% compared to 54.7% in 2022). Additionally, a greater percentage of employees surveyed indicated using the App this year (9.4%) compared to last year (3.7%).

Center for Healthy Living (West Lafayette)

Surveyed employees' overall attitude toward the CHL is the highest it has been since the question started being asked in 2017. Perceptions of convenience and ease



of seeking care there are also slightly higher compared to last year. As with previous years, 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. Also, employees' awareness that a person can establish a primary care provider at the CHL (64.7% of those surveyed) is the highest since this question started being asked in 2017.

Bundles/Partnerships

Also, for the third year, employee awareness of various partnerships/bundles was assessed. Awareness of HealthSync decreased slightly from last year, with the largest increase in awareness from last year being physical therapy (see below).

Bundle/Partnership	Aware of Partnership 2023		Aware of Partnership 2022		Aware of Partnership 2021	
	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>
HealthSync	54.9%	45.1%	61.9%	38.1%	60.9%	39.1%
Rx Savings Solutions	64.9%	35.1%	66.9%	33.1%	66.1%	33.9%
Total Hip/Knee Replacement (Franciscan)	42.3%	57.7%	42.8%	57.2%	37.1%	62.8%
Imaging (Franciscan)	46.8%	53.2%	43.2%	56.8%	38.1%	61.9%
Labs	64.2%	35.8%	64.9%	35.1%	63.2%	36.8%
Physical Therapy (ATI)	49.3%	50.7%	41.4%	58.6%	33.9%	66.1%
Carrum Health	20.1%	79.9%				

LiveHealth Online and Telephonic Coaching

Overall awareness of LiveHealth Online (LHO) and Telephonic Coaching increased from last year. Additionally, the percentage of those surveyed utilizing LHO nearly doubled from 5.9% in 2022, to 11.2% in 2023.

Mental Wellness Resource Awareness

Many employees indicated they were aware of the Employee Assistance Program, as well as Behavioral Health Counseling at the CHL. Additionally, awareness of many of these resources increased slightly from last year's percentages.

Mental Wellness Resource	Aware of Resource 2023		Aware of Resource 2022	
	Yes	No	Yes	No
<u>Employee Assistance Program</u>				
- SupportLinc (WL, Ext, Other)	54.5%	45.5%	52.8%	47.2%
- Bowen Center (FW)	81.0%	19.0%	81.9%	18.1%
- New Avenues (NW)	82.7%	17.3%	75.0%	25.0%
LiveHealth Online Psychology & Psychiatry	33.1%	66.9%	29.6%	70.4%
myStrength by Anthem	14.2%	85.8%	14.9%	85.1%
Purdue Psychology Treatment and Research Clinics*	26.8%	73.2%	25.2%	74.8%
Behavioral Health Counseling at the CHL	53.4%	46.6%	47.4%	52.6%
Mental Health Resources page on HR's Website	46.2%	53.8%	40.6%	59.4%

Healthy Boiler & HSA Awareness

For the first time, Healthy Boiler and HSA knowledge/awareness were assessed. While most employees surveyed (96.1%) are aware of Healthy Boiler to earn HSA dollars, a significant percentage of employees are unaware of how these dollars are taxed, or what they can be used to purchase. About 30% of employees with an HSA indicated not knowing that HSA funds are not federally taxed.

Additionally, about half of employees surveyed with an HSA were aware of fewer than half of the 10 items asked that could be purchased with HSA funds, with one-in-five answering zero of the items correctly. While 51.4% indicated a high degree of familiarity with what they could spend HSA funds on (indicating a 6 or 7 on the 7-point scale assessing familiarity), only 27% answered 8, 9, or all 10 of the products correctly. Employees had the least awareness that hand sanitizer (22.8%), sunscreen (27%), and menstrual care products (33.7%) could be purchased with HSA funds.