

# **Purdue Open-Enrollment 2023**

**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

February 2, 2023



## Table of Contents

	<b>Page Numbers</b>
<b>Methods</b>	3
<b>Campus Specific Results</b>	
- West Lafayette	4-9
- Fort Wayne	10-14
- Northwest	15-18
- Extension/Other	19-22
<b>All-Campus Results</b>	
- Bundles/Partnerships	23
- LiveHealth Online and Telephonic Coaching	23
- Mental Wellness	24-25
- Annual Physicals	25
- New Questions 2022 (e.g., stress, health plan utilization)	26-30
<b>Summary of Results</b>	31-33

## **Methods**

In late 2022 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 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 50.08 (SD = 12.1). The majority of surveys were completed by employees from the West Lafayette campus (82.3%), followed by Northwest (7.6%), Fort Wayne (5.7%), Extension (3.0%), and Other (1.4%). 45.3% indicated working fully on-site, 14.3% fully remote, 9.3% hybrid (75% remote / 25% on-site), 9.3% hybrid (25% remote / 75% on-site), 5% hybrid (50/50), and 16.7% not responding to their work location.

Participants were members of the following employee groups: professional (29.1%), administrative and operational support (25%), faculty (13.7%), management (8.8%), police, fire, and skilled trades (1.0%), executive (0.9%), and other (4.9%), with 16.6% not responding to an employee group. 55.2% identified as female, and 23.9% as male, with 20.5% 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=1087)

	<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	4.2%	34.0%	40.3%	15.6%	5.9%
Benefits Statement – mailed home	9.3%	26.3%	34.1%	20.5%	9.8%
Benefits Website	5.0%	38.4%	44.8%	10.4%	1.5%
Benefits Videos	8.5%	16.2%	11.3%	53.9%	10.1%
Purdue Today Articles	9.0%	35.9%	29.4%	21.2%	4.5%
Virtual Presentations	8.4%	12.0%	10.5%	58.3%	10.7%
Weekly Benefits Emails	8.8%	39.2%	30.1%	17.7%	4.2%

### Attitudes Surrounding Benefits Information (n=1067)

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2022 Mean	2021 Mean	2020 Mean	2019 Mean	2018 Mean
HR Provides me with easy to understand information surrounding benefits offerings	3.9%	3.6%	10.2%	11.7%	24.0%	37.2%	9.4%	4.98	5.07	5.01	4.77	4.68
I feel knowledgeable about all the benefits Purdue offers	4.6%	6.0%	10.4%	10.2%	30.7%	30.2%	7.9%	4.79	4.96	4.87	4.68	4.66
I know where to go to find benefits information	3.1%	5.7%	8.5%	7.9%	24.9%	35.2%	14.7%	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	5.3%	6.7%	10.3%	11.2%	26.1%	31.6%	8.7%	4.76	4.83	4.72	4.62	4.51
HR could do a better job helping me understand all benefits offerings	3.8%	14.9%	10.9%	28.0%	21.6%	11.9%	8.9%	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 2023 Benefits (n=1153)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	16.2%	13.3%
15-30 minutes	29.4%	36.1%
30-45 minutes	23.0%	27.6%
45-60 minutes	14.2%	12.2%
> 60 minutes	17.2%	10.8%

**Benefitplace App Usage (n=1105)**

Yes	No	Unaware of App
3.7%	50.4%	45.9%

**Usefulness of Benefitplace App (n=41)**

	Frequency	Percent
Extremely Useless	4	9.8%
Moderately Useless	1	2.4%
Slightly Useless	6	14.6%
Neither Useful Nor Useless	5	12.2%
Slightly Useful	7	17.1%
Moderately Useful	10	24.4%
Extremely Useful	8	19.5%

*Note.* Only includes data from employees who used the Benefitplace app (n=41).

**Did you contact HR about your benefits in the past 12 months? (n=991)**

- Yes = 37.7%

- No = 62.3%

**How soon question answered after contacting HR (n=359)**

	Frequency	Percent
Same day	103	28.7%
Next day	78	21.7%
2 days later	70	19.5%
3 days later	36	10.0%
4 days later	14	3.9%
5 days later	6	1.7%
6 days later	1	0.3%
7 days later	8	2.2%
Longer than 7 days	28	7.8%
Never received an answer	15	4.2%

**Getting my questions answered from HR was a(n) experience. (n=369)**

	2022 Percentage	2022 Frequency	2021 Percentage	2021 Frequency
Difficult (1)	10.3%	38	5.3%	19
2	5.4%	20	6.6%	24
3	9.8%	36	4.7%	17
4	14.1%	52	11.9%	43
5	11.7%	43	9.1%	33
6	24.7%	91	28.0%	101
Easy (7)	24.1%	89	34.3%	124

*Note.* **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=1062)**

Terrible (1)	5.2%	Too Expensive (1)	8.6%	Not Comprehens. (1)	6.4%	Unfair (1)	5.7%	Extremely Complicated (1)	5.7%
2	5.4%	2	9.7%	2	5.8%	2	5.2%	2	5.7%
3	10.0%	3	12.5%	3	9.2%	3	9.1%	3	13.5%
4	18.5%	4	20.6%	4	23.0%	4	23.3%	4	22.4%
5	25.7%	5	19.9%	5	21.1%	5	18.8%	5	22.8%
6	24.5%	6	17.8%	6	22.4%	6	21.9%	6	19.5%
Excellent (7)	10.5%	A Great Value (7)	11.1%	Comprehens. (7)	12.1%	Fair (7)	16.1%	Not at all Complicated (7)	10.4%
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=988)**

2022-23		2021-22		2020-21		2019-20		2018-19		2017-18	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
88.1%	11.9%	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=979)**

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2022 Mean	2021 Mean	2020 Mean	2019 Mean	2018 Mean	2017 Mean
I am aware of the CHL	4.8%	2.6%	92.5%	6.19	6.33	6.31	6.37	6.35	6.30
I know where the CHL is located	11.1%	3.5%	85.5%	5.90	6.01	6.03	6.18	6.15	6.06
I know all the services the CHL offers	20.6%	11.6%	67.8%	4.94	4.88	4.81	4.78	4.72	4.68
The CHL is a great place to seek medical care	21.4%	36.4%	42.3%	4.44	4.50	4.46	4.46	4.11	4.41
It's convenient to seek medical care at the CHL	30.3%	29.0%	40.7%	4.23	4.40	4.35	4.48	4.28	4.47
It's easy to make an appointment at the CHL	21.9%	38.4%	39.7%	4.38	4.53	4.47	4.48	4.33	4.50
I can get an appointment quickly with a provider at the CHL	23.0%	44.3%	32.7%	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=977)**

**2022 Mean = 4.72 (2021 Mean = 4.79; 2020 Mean = 4.71; 2019 Mean = 4.64; 2018 Mean = 4.33; 2017 Mean = 4.64)**

	2022 %	2022 Freq.	2021 %	2021 Freq.	2020 %	2020 Freq.	2019 %	2019 Freq.	2018 %	2018 Freq.	2017 %	2017 Freq.
Negative (1)	6.7%	65	4.6%	50	6.3%	89	6.7%	82	9.6%	112	5.2%	106
2	5.9%	58	5.7%	62	5.9%	83	7.6%	92	10.3%	121	5.8%	118
3	7.2%	70	8.2%	90	7.6%	106	8.6%	105	8.9%	104	7.3%	148
4	29.3%	286	29.1%	319	28.4%	398	25.7%	312	25.4%	298	31.6%	644
5	12.7%	124	13.0%	143	13.3%	187	13.8%	168	14.3%	167	16.2%	331
6	16.9%	165	18.8%	206	19.2%	269	18.2%	221	17.4%	204	19.3%	393
Positive (7)	21.4%	209	20.6%	226	19.3%	271	19.4%	236	14.1%	165	14.6%	298

**CHL Knowledge (n=994)**

	Employees can establish a PCP at CHL		
	Yes	No	I don't know
<b>2022-23</b>	55.9%	2.5%	41.5%
<b>2021-22</b>	54.9%	1.1%	44.0%
<b>2020-21</b>	53.5%	2.8%	43.7%
<b>2019-20</b>	57.4%	3.9%	38.7%
<b>2018-19</b>	52.7%	3.4%	43.9%
<b>2017-18</b>	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	310	5.61	1.627	16.96	982	<.001
No prior appt	674	3.90	1.396			
		Convenient to seek medical care at CHL				
	N	Mean	SD	t	df	p
Yes prior appt	309	5.83	1.528	21.54	977	<.001
No prior appt	670	3.49	1.602			
		Easy to make an appointment at CHL				
	N	Mean	SD	t	df	p
Yes prior appt	311	5.59	1.577	17.82	978	<.001
No prior appt	669	3.82	1.390			
		Can get appointment quickly at CHL				
	N	Mean	SD	t	df	p
Yes prior appt	309	5.12	1.771	13.84	974	<.001
No prior appt	667	3.72	1.300			
		Overall attitude toward the CHL				
	N	Mean	SD	t	df	p
Yes prior appt	307	5.89	1.538	15.74	973	<.001
No prior appt	668	4.18	1.595			

*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=963)**

- Never Graduated High School = 0.5%
- High School / GED = 17.0%
- 2-year degree = 9.1%
- 4-year degree = 30.5%
- Graduate degree = 42.8%

### **Employee Group: (n=961)**

- Executive = 1.1%
- Management = 11.0%
- Professional = 35.0%
- Administrative and Operational Support = 30.6%
- Police, Fire, and Skilled Trades = 0.8%
- Faculty = 15.3%
- Other = 6.1%

### **Gender: (n=958)**

- Male = 29.6%
- Female = 65.8%
- Transgender = 0.0%
- Other = 0.4%
- Prefer Not to Specify = 4.2%

### **Ethnicity/Race: (n=955)**

- White = 83.6%
- Black or African American = 2.2%
- Latinx = 2.6%
- Asian = 4.3%
- Native American = 0.2%
- Pacific Islander = 0.0%
- Other = 1.6%
- Prefer not to answer = 5.5%

### **Age: (n=928)**

- Mean = 49.84 years
- Range = 21-88

### **Work Location: (n=961)**

- Fully on-site = 53.6%
- Fully remote = 18.2%
- Hybrid (75% Remote / 25% On-site) = 11.7%
- Hybrid (50 /50) = 6.3%
- Hybrid (25% Remote / 75% On-site) = 10.2%

## Fort Wayne Campus

### Usefulness of HR Tools to Help People with Benefits Enrollment (n=77)

	<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	5.2%	20.8%	48.1%	24.7%	1.3%
Benefits Statement – mailed home	11.5%	24.4%	37.2%	19.2%	7.7%
Benefits Website	7.6%	27.8%	48.1%	13.9%	2.5%
Benefits Videos	6.4%	6.4%	16.7%	64.1%	6.4%
Purdue Today Articles	9.0%	35.9%	25.6%	24.4%	5.1%
Virtual Presentations	7.7%	11.5%	16.7%	57.7%	6.4%
Weekly Benefits Emails	10.1%	48.1%	29.1%	11.4%	1.3%

### Attitudes Surrounding Benefits Information (n=78)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2022 Mean	2021 Mean	2020 Mean	2019 Mean	2018 Mean
HR Provides me with easy to understand information surrounding benefits offerings	10.3%	6.4%	83.3%	5.41	5.19	4.90	4.72	4.74
I feel knowledgeable about all the benefits Purdue offers	11.5%	7.7%	80.7%	5.26	5.11	4.81	4.84	4.87
I know where to go to find benefits information	11.5%	5.1%	83.3%	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	17.9%	3.8%	78.2%	5.15	5.13	4.86	4.87	4.76
HR could do a better job helping me understand all benefits offerings	42.3%	29.5%	28.3%	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 2023 Benefits (n=80)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	17.5%	21.3%
15-30 minutes	28.7%	35.0%
30-45 minutes	22.5%	23.8%
45-60 minutes	17.5%	10.0%
> 60 minutes	13.8%	10.0%

**Benefitplace App Usage (n=79)**

Yes	No	Unaware of App
6.3%	50.6%	43.0%

**Usefulness of Benefitplace App (n=5)**

	Frequency	Percent
Extremely Useless	1	20.0%
Moderately Useless	0	0
Slightly Useless	0	0
Neither Useful Nor Useless	1	20.0%
Slightly Useful	0	0
Moderately Useful	2	40.0%
Extremely Useful	1	20.0%

*Note.* Only includes data from employees who used the Benefitplace app (n=5).

**Did you contact HR about your benefits in the past 12 months? (n=74)**

- Yes = 59.5%

- No = 40.5%

**How soon question answered after contacting HR (n=44)**

	Frequency	Percent
Same day	29	65.9%
Next day	5	11.4%
2 days later	3	6.8%
3 days later	1	2.3%
4 days later	2	4.5%
5 days later	0	0.0%
6 days later	0	0.0%
7 days later	1	2.3%
Longer than 7 days	2	4.5%
Never received an answer	1	2.3%

**Getting my questions answered from HR was a(n) \_\_\_\_\_ experience. (n=44)**

	Percentage	Frequency
Difficult (1)	2.3%	1
2	2.3%	1
3	2.3%	1
4	11.4%	5
5	4.5%	2
6	15.9%	7
Easy (7)	61.4%	27

Note. **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=74)**

Terrible (1)	5.3%	Too Expensive (1)	9.2%	Not Comprehens. (1)	5.4%	Unfair (1)	6.8%	Extremely Complicated (1)	7.9%
2	2.7%	2	2.6%	2	5.4%	2	1.4%	2	2.6%
3	4.0%	3	5.3%	3	5.4%	3	5.4%	3	7.9%
4	12.0%	4	15.8%	4	14.9%	4	17.6%	4	17.1%
5	18.7%	5	25.0%	5	13.5%	5	14.9%	5	23.7%
6	34.7%	6	18.4%	6	32.4%	6	25.7%	6	26.3%
Excellent (7)	22.7%	A Great Value (7)	23.7%	Comprehens. (7)	23.0%	Fair (7)	28.4%	Not at all Complicated (7)	14.5%
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  $p < .001$ .

**I currently have an established Primary Care Provider (n=73)**

2022-23		2021-22		2020-21		2019-20		2018-19		2017-18	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
89.0%	11.0%	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=74)**

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2022 Mean	2021 Mean
I am aware of the CHC	2.7%	0.0%	97.3%	6.23	6.29
I know where the CHC is located	8.1%	2.7%	89.2%	6.03	5.87
I know all the services the CHC offers	28.4%	10.8%	60.8%	4.61	4.52
The CHC is a great place to seek medical care	13.5%	40.5%	46.0%	4.65	4.66
It's convenient to seek medical care at the CHC	20.3%	36.5%	43.3%	4.53	4.78
It's easy to make an appointment at the CHC	9.5%	45.9%	44.6%	4.76	4.81
I can get an appointment quickly with a provider at the CHC	8.1%	59.5%	32.5%	4.50	4.69

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

**Overall Attitude toward CHC (n=74)**

**2022 Mean = 5.11 (SD=1.58); 2021 Mean = 5.40 (SD=1.61)**

	2022 %	2022 Freq.	2021 %	2021 Freq.
Negative (1)	1.4%	1	3.8%	3
2	4.1%	3	0.0%	0
3	6.8%	5	2.6%	2
4	31.1%	23	32.1%	25
5	12.2%	9	6.4%	5
6	16.2%	12	17.9%	14
Positive (7)	28.4%	21	37.2%	29

**CHC Knowledge (n=74)**

	Employees can establish a PCP at CHC		
	Yes	No	I don't know
<b>2022-23</b>	21.6%	8.1%	70.3%
<b>2021-22</b>	24.1%	3.8%	72.2%

**Visited the CHC in the last 12 months (n=74)**

- Yes; n=13 (17.6%)

- No; n=61 (82.4%)

## **Demographics**

### **Highest Education: (n=73)**

- Never Graduated High School = 0.0%
- High School / GED = 16.4%
- 2-year degree = 9.6%
- 4-year degree = 35.6%
- Graduate degree = 38.4%

### **Employee Group: (n=71)**

- Executive = 1.4%
- Management = 11.3%
- Professional = 25.4%
- Administrative and Operational Support = 32.4%
- Police, Fire, and Skilled Trades = 4.2%
- Faculty = 22.5%
- Other = 2.8%

### **Gender: (n=70)**

- Male = 31.4%
- Female = 61.4%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 7.1%

### **Ethnicity/Race: (n=70)**

- White = 82.9%
- Black or African American = 2.9%
- Latinx = 2.9%
- Asian = 0.0%
- Native American = 0.0%
- Pacific Islander = 0.0%
- Other = 1.4%
- Prefer not to answer = 10.0%

### **Age: (n=65)**

- Mean = 51.32 years
- Range = 25-69

### **Work Location: (n=961)**

- Fully on-site = 63.8%
- Fully remote = 4.3%
- Hybrid (75% Remote / 25% On-site) = 7.2%
- Hybrid (50 /50) = 4.3%
- Hybrid (25% Remote / 75% On-site) = 20.3%

## Northwest Campus

### Usefulness of HR Tools to Help People with Benefits Enrollment (n=97)

	<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%	26.3%	50.5%	17.2%	4.0%
Benefits Statement – mailed home	4.0%	19.0%	56.0%	17.0%	4.0%
Benefits Website	3.1%	28.9%	61.9%	5.2%	1.0%
Benefits Videos	4.0%	12.1%	24.2%	53.5%	6.1%
Purdue Today Articles	3.1%	29.6%	26.5%	34.7%	6.1%
Virtual Presentations	1.0%	9.1%	29.3%	54.5%	6.1%
Benefits Emails	2.1%	39.2%	43.3%	12.4%	3.1%

### Attitudes Surrounding Benefits Information (n=98)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2022 Mean	2021 Mean	2020 Mean	2019 Mean	2018 Mean
HR Provides me with easy to understand information surrounding benefits offerings	9.1%	4.0%	86.8%	5.80	5.77	5.72	5.40	5.28
I feel knowledgeable about all the benefits Purdue offers	8.1%	5.1%	86.9%	5.60	5.52	5.54	5.11	5.08
I know where to go to find benefits information	10.1%	3.0%	86.8%	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	12.2%	3.1%	84.7%	5.59	5.48	5.24	5.08	4.99
HR could do a better job helping me understand all benefits offerings	63.6%	16.2%	20.3%	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 2023 Benefits (n=106)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	11.3%	16.0%
15-30 minutes	39.6%	41.5%
30-45 minutes	20.8%	29.2%
45-60 minutes	13.2%	8.5%
> 60 minutes	15.1%	4.7%

**Benefitplace App Usage (n=101)**

Yes	No	Unaware of App
2.0%	56.4%	41.6%

**Usefulness of Benefitplace App (n=1)**

	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.

**Did you contact HR about your benefits in the past 12 months? (n=91)**

- Yes = 57.1%

- No = 42.9%

**How soon question answered after contacting HR (n=52)**

	Frequency	Percent
Same day	35	67.3%
Next day	9	17.3%
2 days later	5	9.6%
3 days later	2	3.8%
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	1	1.9%



**Getting my questions answered from HR was a(n) \_\_\_\_\_ experience. (n=52)**

	Percentage	Frequency
Difficult (1)	0.0%	0
2	1.9%	1
3	1.9%	1
4	5.8%	3
5	7.7%	4
6	7.7%	4
Easy (7)	75.0%	39

Note. **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=97)**

		Too Expensive (1)		Not Comprehens. (1)		Unfair (1)		Extremely Complicated (1)	
Terrible (1)	4.0%	2	7.1%	2	4.1%	2	4.1%	2	4.0%
2	3.0%	3	9.2%	3	2.0%	3	5.2%	3	3.0%
3	2.0%	4	9.2%	4	5.1%	4	3.1%	4	5.1%
4	21.2%	5	18.4%	5	15.3%	5	18.6%	5	22.2%
5	15.2%	6	15.3%	6	16.3%	6	13.4%	6	21.2%
6	32.3%	A Great Value (7)	18.4%	6	28.6%	6	28.9%	6	20.2%
Excellent (7)	22.2%		22.4%	Comprehens. (7)	28.6%	Fair (7)	26.8%	Not at all Complicated (7)	24.2%
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=87)**

2022-23		2021-22		2020-21		2019-20		2018-19		2017-18	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
92.0%	8.0%	84.5%	15.5%	89.8%	10.2%	84.7%	15.3%	84.4%	15.6%	88.0%	12.0%

## **Demographics**

### **Highest Education: (n=84)**

- Never Graduated High School = 0.0%
- High School / GED = 14.3%
- 2-year degree = 9.5%
- 4-year degree = 23.8%
- Graduate degree = 52.4%

### **Employee Group: (n=84)**

- Executive = 1.2%
- Management = 10.7%
- Professional = 28.6%
- Administrative and Operational Support = 29.8%
- Police, Fire, and Skilled Trades = 2.4%
- Faculty = 25.0%
- Other = 2.4%

### **Gender: (n=86)**

- Male = 23.3%
- Female = 66.3%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 10.5%

### **Ethnicity/Race: (n=85)**

- White = 65.9%
- Black or African American = 8.2%
- Latinx = 8.2%
- Asian = 1.2%
- Native American = 0.0%
- Pacific Islander = 0.0%
- Other = 1.2%
- Prefer not to answer = 15.3%

### **Age: (n=83)**

- Mean = 55.51 years
- Range = 31-100

### **Work Location: (n=84)**

- Fully on-site = 58.3%
- Fully remote = 3.6%
- Hybrid (75% Remote / 25% On-site) = 14.3%
- Hybrid (50 /50) = 4.8%
- Hybrid (25% Remote / 75% On-site) = 19.0%

## Extension / Other Campuses

### Usefulness of HR Tools to Help People with Benefits Enrollment (n=60)

	<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	1.7%	25.0%	48.3%	18.3%	6.7%
Benefits Statement – mailed home	5.0%	30.0%	35.0%	16.7%	13.3%
Benefits Website	1.7%	40.0%	50.0%	8.3%	0.0%
Benefits Videos	1.7%	26.7%	13.3%	50.0%	8.3%
Purdue Today Articles	6.7%	38.3%	16.7%	31.7%	6.7%
Virtual Presentations	3.4%	3.4%	11.9%	67.8%	13.6%
Benefits Emails	1.7%	50.8%	22.0%	20.3%	5.1%

### Attitudes Surrounding Benefits Information (n=90)

	Strongly Disagree, Disagree, or Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree, Agree, or Strongly Agree	2022 Mean	2021 Mean	2020 Mean	2019 Mean	2018 Mean
HR Provides me with easy to understand information surrounding benefits offerings	6.9%	6.9%	86.1%	5.52	5.42	5.57	5.17	5.47
I feel knowledgeable about all the benefits Purdue offers	12.1%	8.6%	79.3%	5.00	5.03	5.17	4.98	5.10
I know where to go to find benefits information	15.5%	1.7%	82.8%	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	12.1%	6.9%	81.1%	5.14	4.93	5.00	4.88	4.97
HR could do a better job helping me understand all benefits offerings	37.9%	13.8%	48.3%	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 2023 Benefits (n=62)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	9.7%	11.3%
15-30 minutes	30.6%	45.2%
30-45 minutes	33.9%	24.2%
45-60 minutes	14.5%	9.7%
> 60 minutes	11.3%	9.7%

**Benefitplace App Usage (n=60)**

Yes	No	Unaware of App
3.3%	51.7%	45.0%

**Usefulness of Benefitplace App (n=2)**

	Frequency	Percent
Extremely Useless	0	0.0%
Moderately Useless	0	0.0%
Slightly Useless	0	0.0%
Neither Useful Nor Useless	1	50.0%
Slightly Useful	0	0.0%
Moderately Useful	0	0.0%
Extremely Useful	1	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=54)**

- Yes = 44.4%

- No = 55.6%

**How soon question answered after contacting HR (n=24)**

	Frequency	Percent
Same day	7	29.2%
Next day	8	33.3%
2 days later	5	20.8%
3 days later	1	4.2%
4 days later	0	0.0%
5 days later	0	0.0%
6 days later	0	0.0%
7 days later	1	4.2%
Longer than 7 days	1	4.2%
Never received an answer	1	4.2%

**Getting my questions answered from HR was a(n) \_\_\_\_\_ experience. (n=24)**

	Percentage	Frequency
Difficult (1)	8.3%	2
2	0.0%	0
3	8.3%	2
4	8.3%	2
5	8.3%	2
6	20.8%	5
Easy (7)	45.8%	11

Note. **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=97)**

Terrible (1)	1.7%	Too Expensive (1)	0.0%	Not Comprehens. (1)	0.0%	Unfair (1)	0.0%	Extremely Complicated (1)	0.0%
2	0.0%	2	0.0%	2	1.7%	2	1.7%	2	5.0%
3	3.4%	3	11.7%	3	10.0%	3	1.7%	3	6.7%
4	20.3%	4	20.0%	4	13.3%	4	20.0%	4	26.7%
5	11.9%	5	15.0%	5	13.3%	5	13.3%	5	15.0%
6	40.7%	6	28.3%	6	41.7%	6	36.7%	6	28.3%
Excellent (7)	22.0%	A Great Value (7)	25.0%	Comprehens. (7)	20.0%	Fair (7)	26.7%	Not at all Complicated (7)	18.3%
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

\*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=54)**

2022-23		2021-22		2020-21		2019-20		2018-19		2017-18	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
100.0%	0.0%	91.1%	8.9%	92.2%	7.8%	86.2%	13.8%	91.7%	8.3%	84.4%	15.6%

## **Demographics**

### **Highest Education: (n=54)**

- Never Graduated High School = 0.0%
- High School / GED = 7.4%
- 2-year degree = 5.6%
- 4-year degree = 29.6%
- Graduate degree = 57.4%

### **Employee Group: (n=54)**

- Executive = 0.0%
- Management = 1.9%
- Professional = 55.6%
- Administrative and Operational Support = 16.7%
- Police, Fire, and Skilled Trades = 1.9%
- Faculty = 13.0%
- Other = 11.1%

### **Gender: (n=54)**

- Male = 16.7%
- Female = 83.3%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 0.0%

### **Ethnicity/Race: (n=54)**

- White = 92.6%
- Black or African American = 3.7%
- Latinx = 0.0%
- Asian = 0.0%
- Native American = 0.0%
- Pacific Islander = 0.0%
- Other = 1.9%
- Prefer not to answer = 1.9%

### **Age: (n=54)**

- Mean = 44.46 years
- Range = 22-76

### **Work Location: (n=54)**

- Fully on-site = 50.0%
- Fully remote = 37.0%
- Hybrid (75% Remote / 25% On-site) = 3.7%
- Hybrid (50 /50) = 3.7%
- Hybrid (25% Remote / 75% On-site) = 5.6%

## All Campus Results

### Bundles/Partnerships Awareness/Utilization

Bundle/Partnership	Aware of Partnership 2022		Have Utilized Partnership	Overall N
	<u>Yes</u>	<u>No</u>	<u>Yes</u>	
HealthSync	61.9%	38.1%	19.2%	1242
Rx Savings Solutions	66.9%	33.1%	12.8%	1242
Total Hip/Knee Replacement (Franciscan)	42.8%	57.2%	2.0%	1242
Imaging (Franciscan)	43.2%	56.8%	11.4%	1242
Labs	64.9%	35.1%	28.6%	1239
Physical Therapy (ATI)	41.4%	58.6%	7.0%	1235

### LiveHealth Online and Telephonic Coaching (n=1210)

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
<b>2022-23</b>	5.9%	51.6%	42.6%	3.3%	56.8%	39.9%
<b>2021-22</b>	5.4%	53.6%	41.0%	2.9%	56.7%	40.3%
<b>2020-21</b>	9.2%	60.4%	30.4%	4.6%	66.7%	28.8%
<b>2019-20</b>	5.9%	64.0%	30.1%	0.2%	68.8%	31.0%
<b>2018-19</b>	4.6%	68.9%	26.5%	1.0%	71.0%	28.0%

### Areas of telephonic coaching utilized (n=40)

	Frequency	Percent
Dietitian	12	30.0%
Health and Wellness Coaching	24	60.0%
Pharmacy	3	7.5%
Tobacco Cessation	1	2.5%

**Mental Wellness Perceptions (n=992)**

	<b>Comparison 2018-present</b>			
	Had poor mental wellness 15+ of last 30 days	Had poor mental wellness 5+ of last 30 days	Mean # days	Median # days
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 6.01 days (median = 3 days). 16.3% of employees indicated that they experienced poor mental wellness on 15 or more of the last 30 days.

**Feeling Cared For at Work (n=1192)**

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.

<b>My boss cares about me as a person</b>		<b>Someone at work cares about me as a person</b>	
Strongly disagree (1)	4.8%	Strongly disagree (1)	2.3%
Disagree (2)	2.8%	Disagree (2)	1.2%
Somewhat disagree (3)	3.9%	Somewhat disagree (3)	1.6%
Neither agree nor disagree (4)	7.2%	Neither agree nor disagree (4)	5.1%
Somewhat agree (5)	13.4%	Somewhat agree (5)	11.2%
Agree (6)	28.8%	Agree (6)	33.6%
Strongly agree (7)	39.1%	Strongly agree (7)	45.1%
<b>2022 Mean</b>	5.64	<b>2022 Mean</b>	6.02
<b>2021 Mean</b>	5.64	<b>2021 Mean</b>	6.06
<b>2020 Mean</b>	5.63	<b>2020 Mean</b>	6.05
<b>2019 Mean</b>	5.42	<b>2019 Mean</b>	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 2022		Have Utilized Resource	Overall N
	Yes	No	Yes	
<u>Employee Assistance Program</u>				
- SupportLinc (WL, Ext, Other)	52.8%	47.2%	8.2%	1013
- Bowen Center (FW)	81.9%	18.1%	11.1%	72
- New Avenues (NW)	75.0%	25.0%	9.1%	88
LiveHealth Online Psychology & Psychiatry	29.6%	70.4%	1.9%	1171
myStrength by Anthem	14.9%	85.1%	2.2%	1166
Purdue Psychology Treatment and Research Clinics*	25.2%	74.8%	0.9%	956
Behavioral Health Counseling at the CHL	47.4%	52.6%	5.6%	1170
Mental Health Resources page on HR's Website	40.6%	59.4%	3.6%	1168

\* This question was only asked of West Lafayette employees

### Annual Physicals (n=1204)

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 = 87.6% (n=1055)
- No = 12.4% (n=149)

#### **Why didn't you get an annual physical during these last 12 months? (n=149)**

- Covid-19 Concerns = 16.8% (n=25)
- Didn't have time = 33.6% (n=50)
- Couldn't get a convenient appointment = 22.1% (n=33)
- Couldn't get time off work = 6.7% (n=10)
- Other = 40.3% (n=60)

If employees indicated "other" – they could type-in a reason. Some of the more common reasons provided were: they were already receiving treatment for an ailment and felt they didn't need to, don't like visiting physicians when not ill, not having a PCP, and the cost.

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, personal/paid time off, easier access/auto scheduling them, "if it was free" "if it didn't cost me over a \$20 copay."

## Added Items (2022)

A series of new items were added to the survey this year via recommendations from the faculty compensation and benefits committee. Questions were generally related to employees' perceptions of vendors, their usage of the health insurance plans, and stress/complications related to health benefits Purdue provides.

### 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=1,304) 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=4.60, SD=1.61). The frequency table of all responses is below:

		Freq.
Extremely Complicated (1)	5.4%	71
2	5.3%	69
3	12.2%	159
4	22.2%	290
5	22.5%	293
6	20.3%	265
Not at all Complicated (7)	12.0%	157

### 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 (38.6%).

#### Maximum Out-of-Pocket:

Approximately half of employees who responded did not know the percentage of the maximum out-of-pocket they reached this past year (47.9%).

Frequency tables for both questions can be found below:

	Percentage of Deductible reached (n=1,243)	Percentage of maximum out-of- pocket reached (n=1,240)
I don't know	38.6%	47.9%
0%	6.7%	8.5%
10%	5.8%	6.9%
20%	4.8%	3.9%
30%	2.7%	2.7%

40%	1.9%	1.9%
50%	2.9%	2.5%
60%	2.3%	2.0%
70%	2.3%	1.8%
80%	2.7%	3.5%
90%	2.0%	3.0%
100%	27.2%	15.5%

### PPO Alternative

Employees (n=1,243) were then asked their thoughts on the possibility of a PPO alternative by being asked this question: “What would your interest be if Purdue were to have a medical plan that has a lower deductible and higher premium than current plans – and is specific in directing you on where you can go for your healthcare?” Employees could then rate between 1=not at all interested to 7=extremely interested. The mean value fell below the mid-point of the scale (M=3.31, SD=2.015). The frequency table is below:

		Freq.
Not at all interested (1)	29.9%	372
2	13.0%	162
3	8.1%	101
4	19.8%	246
5	11.8%	147
6	8.8%	109
Extremely interested (7)	8.5%	106

### 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	1.8%	2.2%	1.4%	37.9%	56.7%	1202
HSA Bank	3.9%	18.8%	66.4%	9.5%	1.4%	1242
Anthem	7.0%	29.0%	54.7%	8.5%	0.8%	1233
CVS Caremark	8.5%	18.9%	33.3%	33.5%	5.7%	1218
Delta Dental	9.3%	25.3%	45.9%	18.0%	1.5%	1234
Fidelity	2.1%	23.2%	53.0%	19.5%	2.2%	1230
ATI Onsite Worksite Solutions	0.8%	3.1%	5.4%	46.2%	44.4%	1218
Securian	1.7%	5.8%	3.5%	48.8%	40.2%	1214
VSP	2.8%	15.7%	54.5%	17.4%	9.5%	1233
Guardian	0.7%	4.5%	2.9%	46.8%	45.0%	1219

### Stress related to Health Benefits

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 experienced stress related to the Purdue health plan this past year.”

The mean score (M=4.07, SD=1.93) did not differ from the mid-point of the scale. The frequency of responses can be found below:

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2022 Mean
I have experienced stress related to the Purdue health plan this past year (n=1,193)	11.1% (n=133)	18.8% (n=224)	5.4% (n=65)	20.3% (n=242)	18.7% (n=223)	11.8% (n=165)	13.8% (n=165)	4.07

An open-ended item asked people to indicate “what areas related to the Purdue health plan have been stressful for you this past year (if any).” Over 600 employees typed-in a response. These responses were forwarded to the benefits team for review.

### The “perfect” health insurance plan

Over 600 employees also responded to an open-ended question asking them to design the “perfect” Purdue health insurance plan. These responses were also forwarded to the benefits team for review.

### Hours devoted to navigating health plan benefits in past 12 months

Employees (n=1,183) 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	364	30.8%
1 hour	281	23.8%
2 hours	181	15.3%
3 hours	77	6.5%
4 hours	76	6.4%
5 hours	32	2.7%
6 hours	42	3.6%
7 hours	10	.8%
8 hours	46	3.9%
more than 8 hours	74	6.3%

### 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 (n=1,201)		Foregone Care (n=1,194)	
Yes	No	Yes	No
43.5% (n=523)	56.5% (n=678)	36.3% (n=434)	63.7% (n=760)

### Alternative Options to Save Money

Employees (n=1,195) 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: 30.5% (n=364)
- No: 11.0% (n=132)
- Never checked: 58.5% (n=699)

### Benefit Income Tier's Relationship to Perceptions/Stress of Benefits

Employees in the higher income tier 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: <b>terrible (1) --- excellent (7)</b>					
	N	Mean	SD	t	df	p
Below \$48,000	401	5.10	1.476	4.16	1134	<.001
Above \$48,000	735	4.69	1.639			
	Health Benefits are: <b>too expensive (1) --- a great value (7)</b>					
	N	Mean	SD	t	df	p
Below \$48,000	404	4.78	1.728	4.74	1139	<.001
Above \$48,000	737	4.26	1.799			
	Health Benefits are: <b>unfair (1) --- fair (7)</b>					
	N	Mean	SD	t	df	p
Below \$48,000	396	5.04	1.609	2.52	1128	.012
Above \$48,000	734	4.78	1.699			
	Health Benefits are: <b>extremely complicated (1) --- not at all complicated (7)</b>					
	N	Mean	SD	t	df	p
Below \$48,000	402	4.78	1.669	2.35	1137	.019
Above \$48,000	737	4.55	1.588			
	I have <b>experienced stress</b> related to the Purdue health plan (1=strongly disagree; 7=strongly agree)					
	N	Mean	SD	t	df	p
Below \$48,000	415	3.90	1.835	2.20	1142	.028
Above \$48,000	729	4.16	1.977			

### 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=1,169)	under a very tight deadline (n=1,157)
Never	1.0% (n=12)	3.2% (n=37)
Sometimes	20.4% (n=238)	35.3% (n=408)
About half the time	26.1% (n=305)	25.7% (n=297)
Most of the time	38.2% (n=447)	26.0% (n=301)
Always	14.3% (n=167)	9.9% (n=114)

### Overall Health and Work Intensity

One item asked employees (n=1,191) 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=5.48, SD=1.26).

Employees’ self-reported level of work intensity was then compared to their overall health utilizing ANOVA. Indicating “always” working under a very tight deadline was related to a significantly lower level of self-reported overall health than those reporting other frequencies of working under very tight deadlines (see mean values below).

Freq. of working under a very tight deadline	Mean Overall Health	SD	N
Never	5.70 <sub>a</sub>	1.175	37
Sometimes	5.64 <sub>a</sub>	1.081	402
About half the time	5.55 <sub>a</sub>	1.132	293
Most of the time	5.40 <sub>a</sub>	1.370	298
Always	4.89 <sub>b</sub>	1.587	114

**Note:** Means with different subscripts differ at  $p < .05$

## 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.

However, attitudes toward benefits communication saw a slight dip from last year, and are consistent with attitudes from 2020 (see chart top right).

### Beliefs/Perceptions of Purdue Benefits

Beliefs and perceptions of the value of the benefits themselves also show a slight decrease from last year (see chart bottom right).

### Benefitplace App

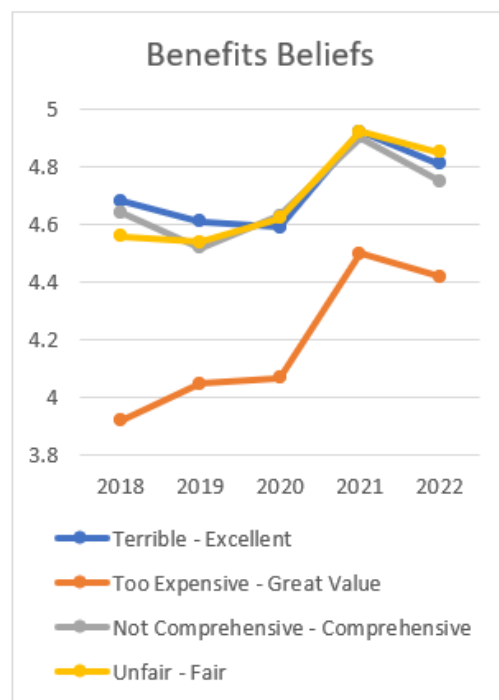
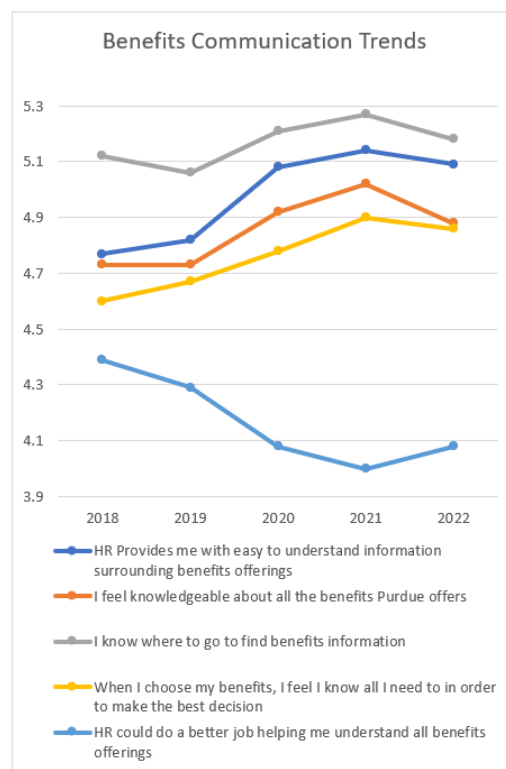
When looking at results from all campuses, a large number of employees still either did not use (51%) or were not aware (45.3%) of the Benefitplace app when enrolling in their benefits.

### Contacting HR

Employees at West Lafayette and Northwest indicated a lower level of ease (compared to last year) in getting their questions answered by HR.

### 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 previous years, about 41% of employees were unaware that a person could establish a primary care provider at the CHL.

### **Campus Health Center (Fort Wayne)**

For the second year, attitudes were again gathered for the Campus Health Center (CHC) located at Fort Wayne. The overall attitude toward the CHC dipped a bit (Mean 2022 = 5.11 vs. Mean 2021 = 5.40). Additionally, still more than three-quarters of those surveyed (78.4%) did not know that a person could establish a primary care provider at the CHC.

### **Bundles/Partnerships**

Also, for the second year, employee awareness of various partnerships/bundles was assessed. Awareness of these partnerships increased slightly from last year, with the largest increases in awareness being hip/knee replacement, imaging, and physical therapy (see below).

Bundle/Partnership	Aware of Partnership 2022		Aware of Partnership 2021	
	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>
HealthSync	61.9%	38.1%	60.9%	39.1%
Rx Savings Solutions	66.9%	33.1%	66.1%	33.9%
Total Hip/Knee Replacement (Franciscan)	42.8%	57.2%	37.1%	62.8%
Imaging (Franciscan)	43.2%	56.8%	38.1%	61.9%
Labs	64.9%	35.1%	63.2%	36.8%
Physical Therapy (ATI)	41.4%	58.6%	33.9%	66.1%

### **LiveHealth Online and Telephonic Coaching**

A similar percentage of employees (compared to last year) were unaware of LiveHealth Online (LHO) and Telephonic Coaching (about 40% for each).

### **Mental Wellness Resource Awareness**

Many employees indicated they were aware of the Employee Assistance Program, as well as Behavioral Health Counseling at the CHL. However, awareness of some resources dipped slightly compared to last year (e.g., awareness of the mental health resources website).

Mental Wellness Resource	Aware of Resource 2022		Aware of Resource 2021	
	<u>Yes</u>	<u>No</u>	<u>Yes</u>	<u>No</u>
<u>Employee Assistance Program</u> - SupportLinc (WL, Ext, Other)	52.8%	47.2%	57.5%	42.5%



- Bowen Center (FW)	81.9%	18.1%	83.8%	16.3%
- New Avenues (NW)	75.0%	25.0%	73.3%	26.7%
LiveHealth Online Psychology & Psychiatry	29.6%	70.4%	31.6%	68.4%
myStrength by Anthem	14.9%	85.1%	10.0%	81.0%
Purdue Psychology Treatment and Research Clinics*	25.2%	74.8%	30.5%	69.5%
Behavioral Health Counseling at the CHL	47.4%	52.6%	50.9%	49.1%
Mental Health Resources page on HR's Website	40.6%	59.4%	46.6%	53.4%

## Physicals

About 12% of those surveyed indicated they did not get an annual physical within the last 12 months. Of those, time constraints, and inability to get a convenient appointment, were the most prevalent reasons for not obtaining an annual physical.

## Stress Related to Health Benefits and Relationship to Costs

About 44% of employees indicated some degree of stress related to the Purdue health benefits this past year. Those who indicated they delayed, or foregone, healthcare this past year due to cost concerns indicated a greater degree of stress (on a scale of 1-7) than those who did not.

	I experienced <b>stress</b> related to the Purdue health plan this past year 1=strongly disagree; 7=strongly agree					
	N	Mean	SD	t	df	p
<b>Delayed</b> care because of cost						
Yes	514	4.89	1.797	13.78	1180	<.001
No	668	3.44	1.787			
	I experienced <b>stress</b> related to the Purdue health plan this past year 1=strongly disagree; 7=strongly agree					
	N	Mean	SD	t	df	p
<b>Foregone</b> care because of cost						
Yes	429	4.96	1.81	12.73	1175	<.001
No	748	3.56	1.81			