Purdue Open-Enrollment 2021

Survey Results of Purdue Employees conducted by Human Resources

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Executive Summary

This report contains results of a survey of 1,778 Purdue employees regarding perceptions of the benefits offered by Purdue Human Resources and the benefits open enrollment process. The findings indicate that employees value several of the benefits that are offered, but are also concerned about changes regarding the cost and coverage of benefits. Employees' perceptions of benefits information are generally positive and have increased this year compared to the last two years, indicating that they feel more knowledgeable about benefits information. Yet, their perceptions of the benefits themselves have remained relatively steady over the last few years. In general, there is a positive trend regarding contacting HR, as employees are reporting faster response times and greater satisfaction with their experiences contacting HR over time. Regarding the Center for Healthy Living, while perceptions of knowledge of the CHL, attitudes on the quality or value of the CHL, and perceptions of the ease of getting and making appointments have remained fairly stable in recent years, employees' overall perceptions of the CHL increased this year compared to the overall perceptions indicated in previous years.

Concerning the 2021 open enrollment process, many employees thought the process went smoothly, and expressed appreciation and praise regarding benefits information they received and their interactions with the benefits team. Yet, there also appeared to be a lack of knowledge regarding the Benefitfocus tool, and some concerns with benefits communication and trouble understanding benefits information among certain employees.

Recommendations from the data, which are listed at the end of this report, are as follows:

1. Promote usage of the Benefitfocus app when enrolling in benefits.

2. Provide a glossary of benefits terms and example benefits scenarios on the website.

3. Promote utilization of mental wellness resources.

4. Encourage engaging in preventive care for those who delayed seeking care due to COVID-19, and encourage the use of LiveHealth Online and Telephonic Coaching.

5. Continue to promote improvements to the CHL.

6. Share information comparing Purdue benefits to benefits from peer institutions.

If you have any questions regarding the analyses of these data, please feel free to contact us.

Sincerely,

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Purpose and Methods

In late 2020 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 1,800 employees completed all or most of the survey that assessed their attitudes toward Purdue HR benefits, perceptions of benefits knowledge and communication, and the open-enrollment process. Employees at the West Lafayette campus provided their perceptions of the Center for Healthy Living. Questions were also asked about mental wellness, contacting HR, what Purdue could do to make employees healthier, establishing a primary care provider, and whether employees delayed seeking care due to the COVID-19 pandemic. The findings in this report can be used to determine how benefits communication may be enhanced going forward.

Participants

The average age of employees surveyed was 49.19 (SD = 11.96). The majority of surveys were completed by employees from the West Lafayette campus (82.0%), followed by Northwest (6.8%), Fort Wayne (6.1%), Extension (3.9%), and Other (1.2%).

Participants were members of the following employee groups: professional (33.7%), administrative and operational support (29.0%), faculty (18.0%), management (10.2%), police, fire, and skilled trades (2.1%), executive (.7%), and other (6.3%). 60.7% identified as female, and 33.1% as male.

Results

For ease of understanding, many of the results will be reported based on the employment location of the participants. The report will conclude with general results, open-ended responses, and benefits communication recommendations.

West Lafayette Campus

Usefulness of HR Tools to Help People with Benefits Enrollment (*n=1449*)

	Not Useful	Somewhat Useful	Very Useful	Did not use	Not Aware of Tool
Weekly Benefits Emails	9.9%	46.9%	29.0%	11.0%	3.2%
Home Mailed Benefits Statement	6.8%	30.8%	38.3%	17.3%	6.8%
Purdue Today Articles	8.3%	44.9%	31.6%	13.6%	1.7%
Virtual Presentations	6.1%	20.8%	18.6%	45.1%	9.4%
One-on-One Virtual Meetings	3.9%	2.9%	5.1%	74.3%	13.7%
Benefits Website	5.3%	37.7%	49.8%	6.2%	1.0%

Attitudes Surrounding Benefits Information (*n=1451*)

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2020 Mean	2019 Mean	2018 Mean	2017 Mean
HR Provides me with easy to understand information surrounding benefits offerings	2.9%	5.1%	8.8%	11.5%	24.7%	37.2%	9.7%	5.01	4.77	4.68	5.19
I feel knowledgeable about all the benefits Purdue offers	3.1%	7.0%	9.1%	9.1%	32.0%	31.5%	8.1%	4.87	4.68	4.66	4.93
I know where to go to find benefits information	2.7%	5.2%	8.4%	6.9%	26.4%	35.5%	14.8%	5.15	5.00	5.06	5.34
When I choose my benefits, I feel I know all I need to in order to make the best decision	5.2%	7.3%	11.1%	9.7%	28.6%	29.4%	8.6%	4.72	4.62	4.51	4.93
HR could do a better job helping me understand all benefits offerings	3.9%	16.1%	9.7%	28.5%	20.7%	13.1%	8.0%	4.18	4.34	4.46	4.10

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

Time Reviewing and Completing 2021 Benefits (*n=1452*)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	7.3%	9.1%
15-30 minutes	21.7%	32.2%
30-45 minutes	20.8%	27.4%
45-60 minutes	19.1%	18.5%
> 60 minutes	31.1%	12.6%

Benefitfocus App Usage (*n=1452*)

Yes	No	Unaware of App
16.2%	44.9%	38.9%

Usefulness of Benefitfocus App (*n=233*)

	Frequency	Percent
Extremely Useless	15	6.4%
Moderately Useless	15	6.4%
Slightly Useless	16	6.9%
Neither Useful Nor Useless	18	7.7%
Slightly Useful	33	14.2%
Moderately Useful	91	39.1%
Extremely Useful	45	19.3%

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

Ease of Enrollment Compared to last year (*n=1456*)

- Easier = 23.2%
- Harder = 18.6%
- Same = 55.6%
- No comparison/not here last year = 2.5%

Did you contact HR about your benefits in the past 12 months? (*n=1393*)

- Yes = 37.0%
- No = 63.0%

How soon question answered after contacting HR (*n=492*)
2020 Mean = 2.09 days (2019 Mean = 3.16 days; 2018 Mean = 3.29 days)

	Frequency	Percent
Same day	150	30.5%
Next day	150	30.5%
2 days later	74	15.0%
3 days later	28	5.7%
4 days later	14	2.8%
5 days later	9	1.8%
6 days later	0	0.0%
7 days later	9	1.8%
Longer than 7 days	38	7.7%
Never received an answer	20	4.1%

Getting my questions answered from HR was a(n) _____ experience. (*n=506*)

	Percentage	Frequency
Difficult (1)	9.1%	46
2	5.9%	30
3	4.9%	25
4	12.6%	64
5	16.0%	81
6	24.1%	122
Easy (7)	27.3%	138

Getting my questions answered from HR was a(n) __ experience

2018: 4.58; 2019: 4.31; 2020: 5.02

Note. 2020 Mean = 5.02 (2019 Mean = 4.31; 2018 Mean = 4.58). 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=1420*)

Terrible (1)	6.7%	Too Expensive (1)	11.1%	Not Comprehensive (1)	7.3%	Unfair (1)	7.5%
2	7.1%	2	11.5%	2	7.4%	2	6.5%
3	9.4%	3	13.9%	3	8.6%	3	10.0%
4	22.0%	4	24.2%	4	21.8%	4	23.9%
5	22.4%	5	17.7%	5	20.7%	5	17.4%
6	23.1%	6	13.9%	6	22.9%	6	20.8%
Excellent (7)	9.1%	A Great Value (7)	7.8%	Comprehensive (7)	11.3%	Fair (7)	13.9%
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=1386*)

2020-2021		2019-2020		2018-2019		2017-2018	
Yes	No	Yes	No	Yes	No	Yes	No
86.4%	13.6%	87.9%	12.1%	86.2%	13.8%	76.8%	23.2%

Delayed Seeking Preventive/Primary Care due to COVID-19 (*n=1380*)
- Yes = 43.8%
- No = 56.2%

Center for Healthy Living Attitudes (*n=1411*)

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2020 Mean	2019 Mean	2018 Mean	2017 Mean
I am aware of the CHL	.8%	.8%	1.1%	1.7%	5.8%	39.5%	50.3%	6.31	6.37	6.35	6.30
I know where the CHL is located	3.3%	3.6%	2.3%	2.3%	3.9%	35.2%	49.3%	6.03	6.18	6.15	6.06
I know all the services the CHL offers	3.6%	9.7%	10.1%	9.7%	26.5%	26.3%	14.2%	4.81	4.78	4.72	4.68
The CHL is a great place to seek medical care	6.6%	7.2%	7.3%	33.3%	15.8%	18.0%	11.8%	4.46	4.46	4.11	4.41
It's convenient to seek medical care at the CHL	9.0%	11.7%	8.3%	25.5%	12.9%	17.3%	15.3%	4.35	4.48	4.28	4.47
It's easy to make an appointment at the CHL	7.0%	6.8%	7.8%	35.2%	11.3%	18.6%	13.4%	4.47	4.48	4.33	4.50
I can get an appointment quickly with a provider at the CHL	8.2%	9.3%	7.9%	39.4%	12.2%	14.4%	8.6%	4.16	4.20	4.12	4.23

Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree. One-sample *t*-tests found these mean values to be significantly above the scale's midpoint at *p*<.001.

Overall Attitude toward CHL (*n=1403*)
2020 Mean = 4.71 (2019 Mean = 4.64; 2018 Mean = 4.33; 2017 Mean = 4.64)

	2020 Percent	2020 Frequency	2019 Percent	2019 Frequency	2018 Percent	2018 Frequency	2017 Percent	2017 Frequency
Negative (1)	6.3%	89	6.7%	82	9.6%	112	5.2%	106
2	5.9%	83	7.6%	92	10.3%	121	5.8%	118
3	7.6%	106	8.6%	105	8.9%	104	7.3%	148
4	28.4%	398	25.7%	312	25.4%	298	31.6%	644
5	13.3%	187	13.8%	168	14.3%	167	16.2%	331
6	19.2%	269	18.2%	221	17.4%	204	19.3%	393
Positive (7)	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. Yet, the overall attitude toward the CHL for this year is higher than in previous years.

CHL Knowledge (*n=1412*)

	2020-2021			2019-2020			2018-2019			2017-2018		
	Yes	No	I don't know	Yes	No	I don't know	Yes	No	I don't know	Yes	No	I don't know
Can establish a PCP at CHL	53.5%	2.8%	43.7%	57.4%	3.9%	38.7%	52.7%	3.4%	43.9%	41.6%	3.3%	55.0%

Demographics

Highest Education: (*n=1368*)
- Never Graduated High School = .1%
- High School / GED = 17.5%
- 2-year degree = 11.3%
- 4-year degree = 29.2%
- Graduate degree = 41.8%

Employee Group: (*n=1369*)
- Executive = .6%
- Management = 10.0%
- Professional = 33.9%
- Administrative and Operational Support = 29.7%
- Police, Fire, and Skilled Trades = 2.3%
- Faculty = 17.4%
- Other = 6.1%

Gender: (*n=1367*)
- Male = 33.4%
- Female = 60.3%
- Transgender = 0.3%
- Other = 0.2%
- Prefer Not to Specify = 5.8%

Ethnicity/Race: (*n=1367*)
- Caucasian = 83.4%
- African American = 1.2%
- Hispanic = 2.0%
- Asian = 4.1%
- Native American = 0.1%
- Pacific Islander = 0.0%
- Other = 1.0%
- Prefer not to answer = 8.3%

Age: (*n=1332*)
- Mean = 48.78 years
- Range = 22-86

Fort Wayne 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*
Weekly Benefits Emails	18.3%	42.3%	30.8%	6.7%	1.9%
Home Mailed Benefits Statement	11.4%	24.8%	41.9%	15.2%	6.7%
Purdue Today Articles	14.4%	46.2%	17.3%	22.1%	0.0%
Virtual Presentations	9.5%	18.1%	22.9%	48.6%	1.0%
One-on-One Virtual Meetings	9.6%	1.0%	8.7%	78.8%	1.9%
Benefits Website	9.4%	28.3%	53.8%	8.5%	0.0%

Attitudes Surrounding Benefits Information (*n=108*)

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2020 Mean	2019 Mean	2018 Mean	2017 Mean
HR Provides me with easy to understand information surrounding benefits offerings	7.4%	3.7%	8.3%	6.5%	26.9%	40.7%	6.5%	4.90	4.72	4.74	5.19
I feel knowledgeable about all the benefits Purdue offers	6.5%	6.5%	8.3%	6.5%	29.6%	36.1%	6.5%	4.81	4.84	4.87	4.90
I know where to go to find benefits information	4.6%	7.4%	5.6%	5.6%	21.3%	39.8%	15.7%	5.14	5.13	5.10	5.26
When I choose my benefits, I feel I know all I need to in order to make the best decision	6.5%	5.6%	9.3%	10.2%	20.4%	38.9%	9.3%	4.86	4.87	4.76	5.01
HR could do a better job helping me understand all benefits offerings	4.6%	19.4%	11.1%	28.7%	16.7%	11.1%	8.3%	4.00	4.34	4.33	4.04

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

Time Reviewing and Completing 2021 Benefits (*n=108*)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	6.5%	10.2%
15-30 minutes	26.9%	35.2%
30-45 minutes	22.2%	26.9%
45-60 minutes	17.6%	16.7%
> 60 minutes	26.9%	11.1%

Benefitfocus App Usage (*n=108*)

Yes	No	Unaware of App
14.8%	31.5%	53.7%

Usefulness of Benefitfocus App (*n=16*)

	Frequency	Percent
Extremely Useless	1	6.3%
Moderately Useless	1	6.3%
Slightly Useless	0	0.0%
Neither Useful Nor Useless	1	6.3%
Slightly Useful	4	25.0%
Moderately Useful	5	31.3%
Extremely Useful	4	25.0%

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

Ease of Enrollment Compared to last year (*n=108*)
- Easier = 24.1%
- Harder = 24.1%
- Same = 50.0%
- No comparison/not here last year = 1.9%

Did you contact HR about your benefits in the past 12 months? (*n=105*)
- Yes = 46.7%
- No = 53.3%

How soon question answered after contacting HR (*n=48*)
2020 Mean = 1.29 days (2019 Mean = 2.14 days; 2018 Mean = 3.09 days)

	Frequency	Percent
Same day	15	31.3%
Next day	23	47.9%
2 days later	6	12.5%
3 days later	0	0.0%
4 days later	1	2.1%
5 days later	1	2.1%
6 days later	0	0.0%
7 days later	0	0.0%
Longer than 7 days	0	0.0%
Never received an answer	2	4.2%

Getting my questions answered from HR was a(n) _____ experience. (*n=49*)

	Percentage	Frequency
Difficult (1)	2.0%	1
2	4.1%	2
3	8.2%	4
4	12.2%	6
5	8.2%	4
6	22.4%	11
Easy (7)	42.9%	21

Getting my questions answered from HR was a(n) __ experience

4.67 (2018), 4.62 (2019), 5.59 (2020)
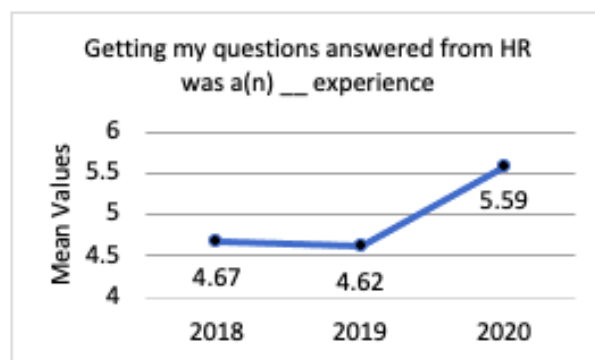
Note. 2020 Mean = 5.59 (2019 Mean = 4.62; 2018 Mean = 4.67). A one-sample *t*-test found the 2020 mean value to be significantly above the scale's midpoint at $p<.001$.

Health Benefits Purdue Provides are… (*n=107*)

Terrible (1)	7.5%	Too Expensive (1)	15.1%	Not Comprehensive (1)	9.4%	Unfair (1)	7.6%
2	10.3%	2	10.4%	2	4.7%	2	6.7%
3	7.5%	3	7.5%	3	11.3%	3	6.7%
4	15.0%	4	17.9%	4	15.1%	4	16.2%
5	19.6%	5	18.9%	5	16.0%	5	18.1%
6	27.1%	6	20.8%	6	33.0%	6	28.6%
Excellent (7)	13.1%	A Great Value (7)	9.4%	Comprehensive (7)	10.4%	Fair (7)	16.2%
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=104*)

2020-2021		2019-2020		2018-2019		2017-2018	
Yes	No	Yes	No	Yes	No	Yes	No
91.3%	8.7%	82.7%	17.3%	86.1%	13.9%	80.4%	19.6%

Delayed Seeking Preventive/Primary Care due to COVID-19 (*n=104*)

- Yes = 49.0%
- No = 51.0%

Demographics

Highest Education: (*n=101*)
- Never Graduated High School = 0.0%
- High School / GED = 9.9%
- 2-year degree = 9.9%
- 4-year degree = 27.7%
- Graduate degree = 52.5%

Employee Group: (*n=102*)
- Executive = 1.0%
- Management = 9.8%
- Professional = 29.4%
- Administrative and Operational Support = 30.4%
- Police, Fire, and Skilled Trades = 2.0%
- Faculty = 23.5%
- Other = 3.9%

Gender: (*n=103*)
- Male = 36.9%
- Female = 55.3%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 7.8%

Ethnicity/Race: (*n=102*)
- Caucasian = 78.4%
- African American = 3.9%
- Asian = 3.9%
- Hispanic = 2.0%
- Native American = 0.0%
- Pacific Islander = 0.0%
- Other = 2.9%
- Prefer not to answer = 8.8%

Age: (*n=98*)
- Mean = 50.54 years
- Range = 24-72

Northwest Campus

Usefulness of HR Tools to Help People with Benefits Enrollment (*n=118*)

	Not Useful	*Somewhat Useful*	*Very Useful*	*Did not use*	*Not Aware of Tool*
Weekly Benefits Emails	8.5%	42.7%	41.0%	7.7%	0.0%
Home Mailed Benefits Statement	4.2%	28.8%	50.0%	11.9%	5.1%
Purdue Today Articles	12.9%	33.6%	28.4%	24.1%	0.9%
Virtual Presentations	3.4%	14.5%	34.2%	42.7%	5.1%
One-on-One Virtual Meetings	6.0%	0.9%	28.2%	59.0%	6.0%
Benefits Website	4.3%	29.9%	56.4%	9.4%	0.0%

Attitudes Surrounding Benefits Information (*n=119*)

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2020 Mean	2019 Mean	2018 Mean	2017 Mean
HR Provides me with easy to understand information surrounding benefits offerings	0.8%	1.7%	5.0%	6.7%	15.1%	43.7%	26.9%	5.72	5.40	5.28	5.62
I feel knowledgeable about all the benefits Purdue offers	0.8%	2.5%	5.0%	7.6%	19.3%	47.1%	17.6%	5.54	5.11	5.08	5.25
I know where to go to find benefits information	1.7%	3.4%	3.4%	5.9%	13.6%	43.2%	28.8%	5.71	5.64	5.58	5.68
When I choose my benefits, I feel I know all I need to in order to make the best decision	3.4%	5.9%	5.9%	6.8%	20.3%	41.5%	16.1%	5.24	5.08	4.99	5.28
HR could do a better job helping me understand all benefits offerings	16.1%	27.1%	14.4%	19.5%	13.6%	4.2%	5.1%	3.20	3.58	3.66	3.74

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

Time Reviewing and Completing 2021 Benefits (*n=119*)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	1.7%	5.9%
15-30 minutes	14.3%	40.3%
30-45 minutes	19.3%	26.9%
45-60 minutes	24.4%	16.0%
> 60 minutes	40.3%	10.9%

Benefitfocus App Usage (*n=119*)

Yes	No	Unaware of App
16.8%	45.4%	37.8%

Usefulness of Benefitfocus App (*n=20*)

	Frequency	Percent
Extremely Useless	2	10.0%
Moderately Useless	1	5.0%
Slightly Useless	0	0.0%
Neither Useful Nor Useless	4	20.0%
Slightly Useful	1	5.0%
Moderately Useful	7	35.0%
Extremely Useful	5	25.0%

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

Ease of Enrollment Compared to last year (*n=119*)
- Easier = 24.4%
- Harder = 13.4%
- Same = 58.8%
- No comparison/not here last year = 3.4%

Have you ever contacted HR about your benefits? (*n=120*)
- Yes = 64.2%
- No = 35.8%

How soon question answered after contacting HR (*n=76*)
2020 Mean = .68 days (2019 Mean = .59 days; 2018 Mean = 2.06 days)

	Frequency	Percent
Same day	45	59.2%
Next day	23	30.3%
2 days later	4	5.3%
3 days later	0	0.0%
4 days later	1	1.3%
5 days later	2	2.6%
6 days later	0	0.0%
7 days later	1	1.3%
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=76*)

	Percentage	Frequency
Difficult (1)	2.6%	2
2	0.0%	0
3	0.0%	0
4	6.6%	5
5	3.9%	3
6	14.5%	11
Easy (7)	72.4%	55

Note. 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=116*)

Terrible (1)	1.7%	Too Expensive (1)	7.0%	Not Comprehensive (1)	3.4%	Unfair (1)	9.5%
2	7.8%	2	11.3%	2	6.0%	2	6.0%
3	11.3%	3	14.8%	3	9.5%	3	11.2%
4	18.3%	4	14.8%	4	13.8%	4	18.1%
5	16.5%	5	17.4%	5	20.7%	5	13.8%
6	23.5%	6	17.4%	6	25.9%	6	19.8%
Excellent (7)	20.9%	A Great Value (7)	17.4%	Comprehensive (7)	20.7%	Fair (7)	21.6%
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=118*)

2020-2021		2019-2020		2018-2019		2017-2018	
Yes	No	Yes	No	Yes	No	Yes	No
89.8%	10.2%	84.7%	15.3%	84.4%	15.6%	88.0%	12.0%

Delayed Seeking Preventive/Primary Care due to COVID-19 (*n=116*)

- Yes = 42.2%
- No = 57.8%

Demographics

Highest Education: (*n=117*)
- Never Graduated High School = 0.9%
- High School / GED = 7.7%
- 2-year degree = 12.8%
- 4-year degree = 20.5%
- Graduate degree = 58.1%

Employee Group: (*n=118*)
- Executive = 0.8%
- Management = 16.1%
- Professional = 22.0%
- Administrative and Operational Support = 26.3%
- Police, Fire, and Skilled Trades = 2.5%
- Faculty = 24.6%
- Other = 7.6%

Gender: (*n=115*)
- Male = 35.7%
- Female = 59.1%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 5.2%

Ethnicity/Race: (*n=117*)
- Caucasian = 74.4%
- African American = 5.1%
- Hispanic = 5.1%
- Asian = 0.0%
- Native American = 0.0%
- Pacific Islander = 0.0%
- Other = 1.7%
- Prefer not to answer = 13.7%

Age: (*n=114*)
- Mean = 54.13 years
- Range = 25-83

Extension / Other Campuses

Usefulness of HR Tools to Help People with Benefits Enrollment (*n=91*)

	Not Useful	*Somewhat Useful*	*Very Useful*	*Did not use*	*Not Aware of Tool*
Weekly Benefits Emails	5.5%	46.2%	35.2%	11.0%	2.2%
Home Mailed Benefits Statement	2.2%	25.3%	57.1%	12.1%	3.3%
Purdue Today Articles	7.7%	42.9%	33.0%	14.3%	2.2%
Virtual Presentations	3.4%	20.2%	20.2%	49.4%	6.7%
One-on-One Virtual Meetings	3.3%	2.2%	5.6%	77.8%	11.1%
Benefits Website	1.1%	23.1%	73.6%	2.2%	0.0%

Attitudes Surrounding Benefits Information (*n=90*)

	Strongly Disagree	Disagree	Somewhat Disagree	Neither Agree nor Disagree	Somewhat Agree	Agree	Strongly Agree	2020 Mean	2019 Mean	2018 Mean	2017 Mean
HR Provides me with easy to understand information surrounding benefits offerings	0.0%	2.2%	3.3%	11.1%	18.9%	47.8%	16.7%	5.57	5.17	5.47	5.34
I feel knowledgeable about all the benefits Purdue offers	1.1%	4.4%	8.9%	10.0%	20.0%	48.9%	6.7%	5.17	4.98	5.10	4.89
I know where to go to find benefits information	1.1%	1.1%	3.3%	4.4%	32.2%	37.8%	20.0%	5.59	5.33	5.36	5.35
When I choose my benefits, I feel I know all I need to in order to make the best decision	2.2%	2.2%	14.4%	8.9%	26.7%	37.8%	7.8%	5.00	4.88	4.97	4.99
HR could do a better job helping me understand all benefits offerings	3.4%	21.3%	14.6%	31.5%	16.9%	10.1%	2.2%	3.76	4.23	4.31	4.21

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

Time Reviewing and Completing 2021 Benefits (*n=91*)

	Time Reviewing Benefits	Time Completing Benefits
< 15 minutes	3.3%	9.9%
15-30 minutes	11.1%	25.3%
30-45 minutes	33.3%	31.9%
45-60 minutes	25.6%	20.9%
> 60 minutes	26.7%	12.1%

Benefitfocus App Usage (*n=91*)

Yes	No	Unaware of App
15.4%	37.4%	47.3%

Usefulness of Benefitfocus App (*n=14*)

	Frequency	Percent
Extremely Useless	0	0.0%
Moderately Useless	0	0.0%
Slightly Useless	1	7.1%
Neither Useful Nor Useless	2	14.3%
Slightly Useful	2	14.3%
Moderately Useful	4	28.6%
Extremely Useful	5	35.7%

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

Ease of Enrollment Compared to last year (*n=91*)
- Easier = 31.9%
- Harder = 2.2%
- Same = 63.7%
- No comparison/not here last year = 2.2%

Have you ever contacted HR about your benefits? (*n=90*)
- Yes = 30.0%
- No = 70.0%

How soon question answered after contacting HR (*n=25*)
2020 Mean = 2.48 days (2019 Mean = 2.65 days; 2018 Mean = 3.27 days)

	Frequency	Percent
Same day	6	24.0%
Next day	8	32.0%
2 days later	3	12.0%
3 days later	3	12.0%
4 days later	1	4.0%
5 days later	0	0.0%
6 days later	0	0.0%
7 days later	0	0.0%
Longer than 7 days	1	4.0%
Never received an answer	3	12.0%

Getting my questions answered from HR was a(n) _____ experience. (*n=27*)

	Percentage	Frequency
Difficult (1)	7.4%	2
2	18.5%	5
3	7.4%	2
4	3.7%	1
5	7.4%	2
6	22.2%	6
Easy (7)	33.3%	9

Getting my questions answered from HR was a(n) __ experience

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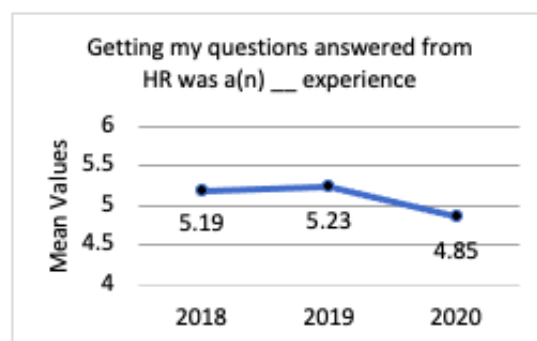
Note. 2020 Mean = 4.85 (2019 Mean = 5.23; 2018 Mean = 5.19).

Health Benefits Purdue Provides are… (*n=90*)

Terrible (1)	2.3%	Too Expensive (1)	4.4%	Not Comprehensive (1)	2.3%	Unfair (1)	3.5%
2	1.1%	2	2.2%	2	3.4%	2	2.3%
3	4.6%	3	12.2%	3	1.1%	3	7.0%
4	16.1%	4	23.3%	4	12.6%	4	8.1%
5	32.2%	5	27.8%	5	33.3%	5	24.4%
6	27.6%	6	12.2%	6	29.9%	6	25.6%
Excellent (7)	16.1%	A Great Value (7)	17.8%	Comprehensive (7)	17.2%	Fair (7)	29.1%
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*)

2020-2021		2019-2020		2018-2019		2017-2018	
Yes	No	Yes	No	Yes	No	Yes	No
92.2%	7.8%	86.2%	13.8%	91.7%	8.3%	84.4%	15.6%

Delayed Seeking Preventive/Primary Care due to COVID-19 (*n=90*)
- Yes = 44.4%
- No = 55.6%

Demographics

Highest Education: (*n=89*)
- Never Graduated High School = 1.1%
- High School / GED = 9.0%
- 2-year degree = 6.7%
- 4-year degree = 19.1%
- Graduate degree = 64.0%

Employee Group: (*n=90*)
- Executive = 1.1%
- Management = 6.7%
- Professional = 48.9%
- Administrative and Operational Support = 21.1%
- Police, Fire, and Skilled Trades = 0.0%
- Faculty = 12.2%
- Other =10.0%

Gender: (*n=88*)
- Male = 21.6%
- Female = 73.9%
- Transgender = 0.0%
- Other = 0.0%
- Prefer Not to Specify = 4.5%

Ethnicity/Race: (*n=88*)
- Caucasian = 81.8%
- African American = 3.4%
- Asian = 0.0%
- Hispanic = 2.3%
- Native American = 1.1%
- Pacific Islander = 1.1%
- Other = 1.1%
- Prefer not to answer = 9.1%

Age: (*n=85*)
- Mean = 47.33 years
- Range = 22-69

Summary of Individual Campus Results

Benefits Communication

Across all campuses employees found the benefits website and the home mailed benefits statement to be the most useful form of communication sent regarding open enrollment.

Attitudes Regarding Benefits Information

In general, across all campuses, attitudes regarding benefits information are higher this year compared to the last couple of years, in which there was a drop in attitudes after 2017. This is encouraging because it indicates a positive trend such that employees perceive that they better understand benefits information. These trends are formatted as line graphs in the Appendix.

Benefitfocus App

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

Contacting HR

When contacting HR, employees at the West Lafayette and Fort Wayne campuses indicated that they had their questions answered quicker and more to their satisfaction in the last year compared to previous years. At Purdue Northwest and for employees in the Extension/Other category, the response time and satisfaction remained at somewhat similar levels to years past, but the numbers still indicate an overall fast response time and employee satisfaction with contacting HR.

Perceptions of Purdue Benefits

Regarding perceptions of the value of the benefits themselves, they seem to remain relatively stable over time among employees at all campuses.

Delay in Seeking Primary Care due to COVID-19

Though not a majority of employees, many employees (over 40%) at each campus indicated that they delayed seeking primary care due to the COVID-19 pandemic.

Establishing a PCP

At the West Lafayette campus, the rate for having an established primary care provider has remained steady after increasing two years ago. However, for the other campuses, more employees indicated they have an established PCP in the last year compared to results from previous years, especially compared to last year.

Center for Healthy Living

West Lafayette participants' perceptions of knowledge of the CHL, the value of the CHL, and the ease or difficulty of getting and scheduling an appointment have remained somewhat similar in recent years. However, their overall attitudes toward the CHL increased this year compared to their attitudes in the last few years, suggesting a positive trend. This trend is formatted as a line graph in the Appendix.

All Campus Results

LiveHealth Online and Telephonic Coaching (*n=1731*)

Utilization of LiveHealth Online and Telephonic Coaching within last 12 months

	LHO 2020	Telephonic 2020	LHO 2019	Telephonic 2019	LHO 2018	Telephonic 2018
Yes	9.2%	4.6%	5.9%	.2%	4.6%	1.0%
No	60.4%	66.7%	64.0%	68.8%	68.9%	71.0%
I am unaware of LHO or Telephonic	30.4%	28.8%	30.1%	31.0%	26.5%	28.0%

Areas of telephonic coaching utilized (*n=75*)

	Frequency	Percent
Dietitian	13	17.3%
Health and Wellness Coaching	53	70.7%
Pharmacy	5	6.7%
Tobacco Cessation	4	5.3%

Consistent with the results from previous years, a majority of participants did not utilize LiveHealth Online or Telephonic Coaching in the past year, and many employees are not aware of either service.

Mental Wellness Perceptions (*n=1363*)

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

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 7.34 days (median = 4 days). 21.6% of employees indicated that they experienced poor mental wellness on 15 or more of the last 30 days. Nearly half of participants (48.5%) indicated they had poor mental wellness on 5 or more of the past 30 days. Participants indicated they experienced poor mental wellness more frequently compared to the last two years, which could be related to the COVID-19 pandemic.

Percent of employees who had poor mental wellness on 5/15 or more of last 30 days

- 5 or more days
- 15 or more days

5 or more days: 2018 = 40%, 2019 = 43.10%, 2020 = 48.50%

15 or more days: 2018 = 15%, 2019 = 18.70%, 2020 = 21.60%

Mean # days had poor mental wellness of the last 30 days

2018 = 5.81, 2019 = 6.42, 2020 = 7.34
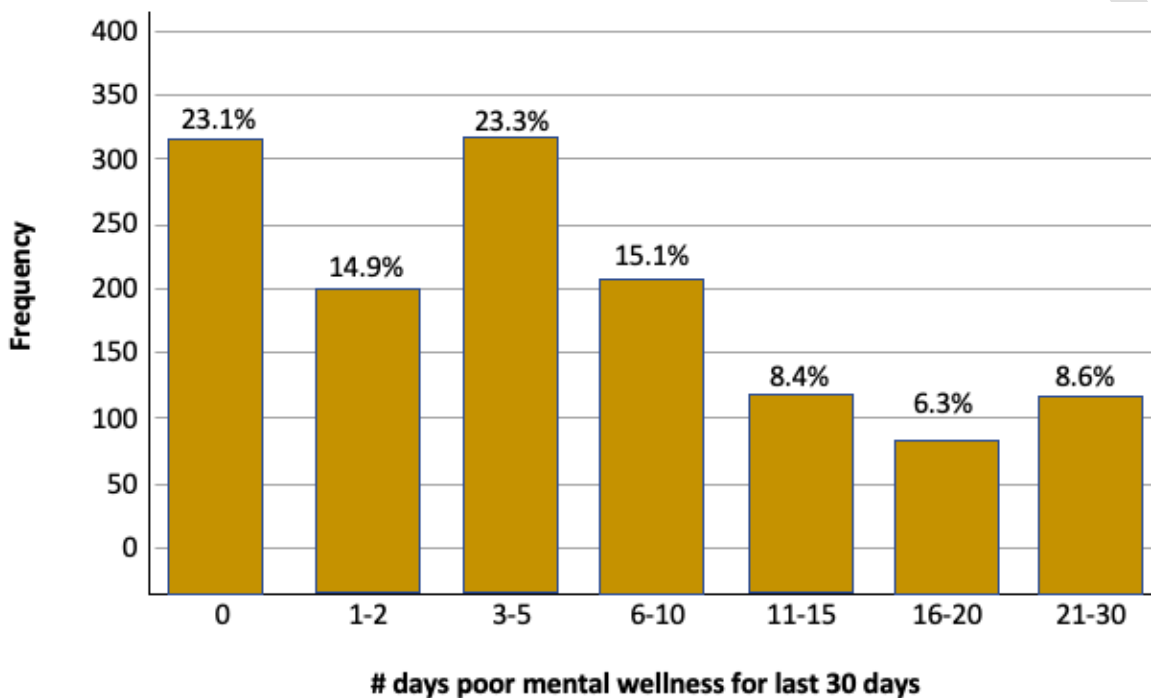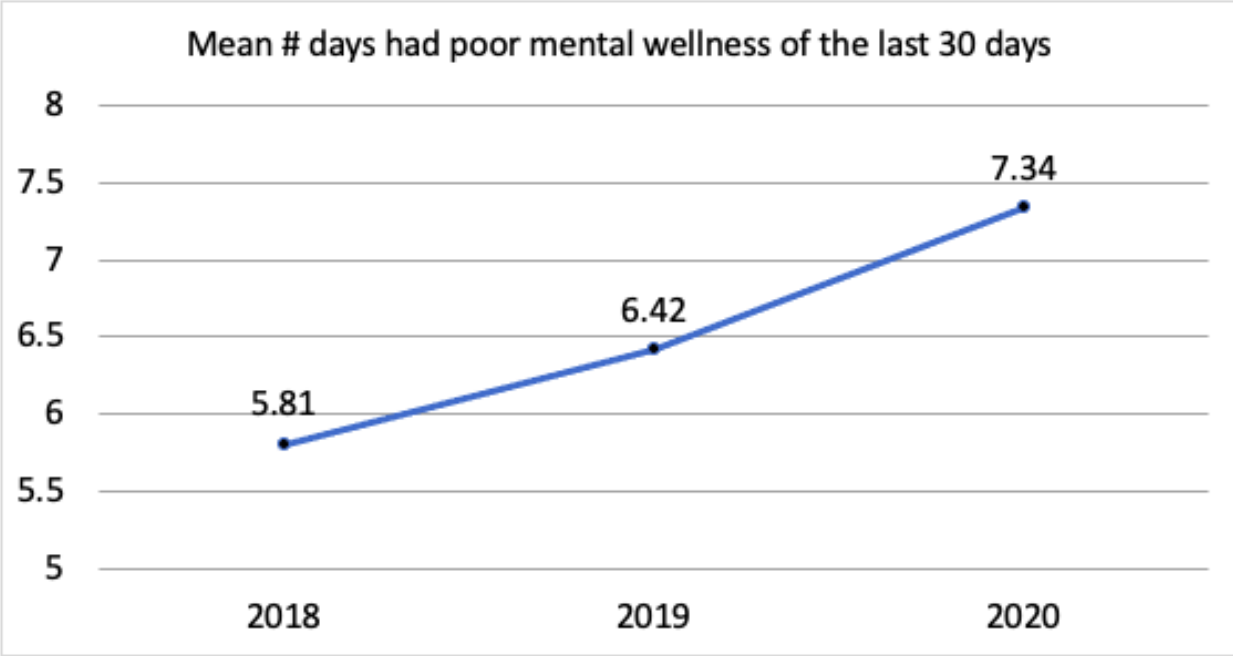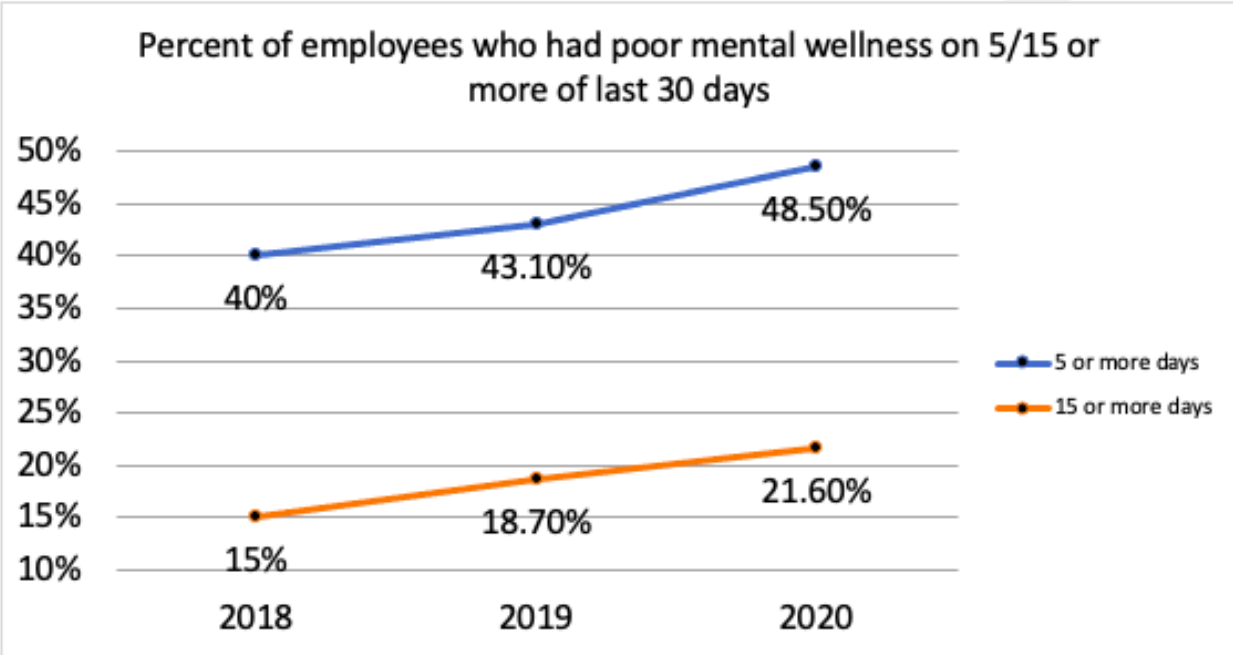
Feeling Cared For at Work (*n=1687*)

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)	3.2%	Strongly disagree (1)	1.5%
Disagree (2)	3.9%	Disagree (2)	1.7%
Somewhat disagree (3)	4.6%	Somewhat disagree (3)	1.4%
Neither agree nor disagree (4)	7.6%	Neither agree nor disagree (4)	4.9%
Somewhat agree (5)	12.2%	Somewhat agree (5)	9.5%
Agree (6)	33.0%	Agree (6)	38.2%
Strongly agree (7)	35.5%	Strongly agree (7)	42.9%
2020 Mean	5.63	**2020 Mean**	6.05
2019 Mean	5.42	**2019 Mean**	6.02

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

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, similar to last year.

Mental Wellness Resource	Aware of Resource 2020		Have Utilized Resource 2020		Aware of Resource 2019		Have Utilized Resource 2019	
	Yes	No	Yes	No	Yes	No	Yes	No
Employee Assistance Program	70.8%	29.2%	13.2%	86.8%	67.5%	32.5%	13.9%	86.1%
LiveHealth Online Psychology & Psychiatry	35.2%	64.8%	1.3%	98.7%	26.4%	73.6%	1.0%	99.0%
myStrength by Anthem	19.7%	80.3%	3.4%	96.6%	14.3%	85.7%	2.3%	97.7%
Purdue Psychology Treatment and Research Clinics*	34.7%	65.3%	1.5%	98.5%	29.2%	70.8%	2.1%	97.9%

* This question was only asked of West Lafayette employees (N=1368).

Comments About Open Enrollment (*n=786*)

About 44% of employees who completed the survey provided comments regarding their experience with the 2021 benefits open enrollment process. The seven most common themes from the responses are listed below.

Good experience. Many employees indicated that they had positive experiences with the benefits open enrollment process, such as the process being smooth, easier than other years, or that they liked being able to compare benefits from last year to this year. For instance, "Overall, I thought the process was super easy. I found it beneficial to be able to compare my current plan and options to the new year offerings. I appreciate that Purdue works hard to keep employee costs as low as possible;" and "The process was much easier this year than the last 2-3." Some of them commented that they appreciated the benefits communication, whether it was the mailer that was sent out, talking to someone in HR to get help, attending a virtual session to learn more about benefits, or just receiving reminders. Sample comments representing this part of the theme are: "HR did a good job with the virtual presentations;" and "Receiving the guide mailed to my home made the process of enrolling and deciding what to choose for the upcoming year so much easier." Other responses indicating that employees were pleased with the process of enrolling in benefits are:

- "Even with the pandemic, it was easy to talk with someone on the phone and make an appointment to talk with people in your walk-in lab. And everyone I dealt with was very virtuous and understanding. I very much appreciated that."
- "Great support from PNW HR."
- "I am grateful for the benefits offered and appreciate the cost savings associated with my salary range and the many options available to me. The tool most helpful was the compare of last year to this year."
- "I like the constant reminders leading up to the start of open enrollment."
- "I liked the virtual meetings discussing the options and would like to see these continue in the future."
- "I must say that, after almost 20 years at Purdue, this year's benefits sign-up portal was hands down the best."
- "The process itself was well-communicated, and easy to follow. Great job, Benefits Team!"

Concerns regarding cost/quality of benefits. Among some of the faculty and staff who completed the survey, they expressed frustration because benefits such as health insurance increased in cost and/or decreased in coverage. For instance, "Costs continue to rise, you continue to chip away at our benefits and ignore employee feedback;" and "Health insurance choices got more expensive but coverage decreased." Some of them mentioned that this seemed to be a trend that has been occurring for the past few years. For example, "I know rising healthcare costs are an issue everywhere, and I appreciate Purdue trying to give us options, but at the same time, benefits was always the one thing that was strong at Purdue and I feel like they decline a little every year;" and "...we all know the elephant in the room is the consistent loss of benefits that has been occurring in the past six years and now we are all in a high deductible plan as was probably the intention in the first place." An increase in premiums and deductibles were frequently mentioned regarding specific cost concerns. For instance, "I was disappointed with the increase premiums and deductible amount for new plans." More comments representing this category are as follows:

- "Benefits have really gone down over time. Purdue used to be known for having amazing benefits and was a great draw to working at this particular university and I feel I can't say that. I'm also paying more money for the same exact plan. The deductible rates are also ridiculous. I will say that I had better coverage as grad student at a different university."
- "Every year it seems like the benefits go down and/or the prices go up. I understand health costs are rising, but in talking with colleagues at other institutions it seems like their health care is significantly better. Specifically, they can get insurance where the deductibles and out-of-pocket maximums are less. I love Purdue, but when looking at total compensation, I'm afraid Purdue will start losing out on the best job candidates if the benefits continue to be reduced."
- "I don't mind going to an HSA plan but the deductibles are so high. If you're only going to offer HSA plans you could negotiate lower deductibles. All the health plans are emergency insurance plans with cash that covers 2 doctor's visits a year. The prescription plan is good but the health insurance is terrible and not comparable to other large universities."
- "I was very surprised at just how much the cost increased. For the same plan I have this year I would have to pay more than double."
- "My biggest objection is the deductible...For someone making $10/hour they have to work 2.5 month to pay it off. Thus they do not go to the Dr. when needed."
- "Overall things were very similar to last year but the Health Insurance was greatly reduced in quality. Premiums went up and value went down to the employee, though Purdue costs declined, so where did the extra money go? No raises this year so actually worse off than last year."
- "With no raises and the cost of this pandemic the steep raise in our insurance cost was most disheartening."

Trouble understanding or wanting more benefits information. For some employee participants, they expressed that some benefits information is difficult to comprehend, or that they wanted more information about a specific benefit. Sample comments are: "Benefits are so complicated...nearly impossible for the average staff to understand;" and "The information to understand prescription coverage was lacking." Others mentioned that they struggled to determine whether or not they made good decisions regarding their benefits. For example, "I still struggle with some of the options and whether I need them or not. I know staff cannot make the decision for me, but having more insights into the benefits and what type of people, at what age, typically need each benefit would be helpful." Additional remarks included:

- "Could we have a calculator to help us identify what plan makes the most sense for us? Trying to pick between plans from last year to plans this year wasn't great. As I was reviewing the charts I felt like there wasn't a plan comparable to the one I had before. I suggest more example of individuals and what they would pay under the various plans. Also, we have 3 different levels of preferred providers: 'health sync', 'in-network', and 'Out of network'. Do these pools of money connect with each other? How are Health sync and in-network different?"
- "I liked the virtual presentation, but it was hard to decipher some of the offerings & reading on your own can sometimes seem like 'Greek to me'. I realize I could've called for a one-on-one appt but I didn't make the effort so that's my problem."
- "I thought that it went smoothly, although it would help to understand the difference between FSA and HSA, as we signed up for both last year, and really should have only signed up for HSA."
- "It wasn't clear to me what 'HealthSync' was when I was filling out the form. I may have missed an earlier reference in communications...I had a good guess what it meant, but I would have liked confirmation clearly stated the first time the term appeared in the online form."
- "Sometimes I feel like signing up for benefits is like learning a new language. It's hard to digest all of this information within the short time period. Perhaps highlight programs, vocabulary, etc. throughout the year so folks are constantly thinking about their coverage."
- "The communication about documentation needed for enrolling a spouse and children was too limited (not mentioned on the enrollment site or in the open enrollment guide) and not clear. I and several people I know asked HR about that and we received different answers. I *think* the correct answer is that documentation was only required if you are adding someone who was not previously insured. However, I don't know for sure."
- "The complexity of our current benefits system makes it almost impossible to complete open enrollment without multiple questions for HR staff. This significantly slowed down my ability to enroll this year."

Concerns regarding specific changes to benefits. Multiple respondents indicated that they were upset about a particular benefit that had changed over the last few to several years

or the fact that insurance plans change from year to year. Common benefits concerns mentioned

included the spousal fee, getting rid of the PPO plan, and complaints about the Healthy Boiler

program or HSA account. Sample comments are: "I am hoping we can maintain the same

medical insurance providers for a few years rather than switching almost every year. I also hope

the plans stay the same for next year so we can just review what we had this year and either stay

the same with one click or opt to make changes in an area rather than reupping each area one by

one;" and "Not a fan of the lack of a PPO." Other comments consisted of suggestions for

modifications to benefits that could occur in the future. For instance, "Hearing aids ought to be

covered. I find this a really big omission;" and "I wish faculty retirees had access to the Center

for Healthy Living. When we retire we have to search on our own for a new primary care

physician and health provider services." Further comments from participants representing this

theme are:

- "Find a better dental plan for employees. There are better plans out there."
- "I am not a fan of the spousal fee that is incurred when covering a spouse who does not work for Purdue. If I chose not to cover my spouse under Purdue insurance, that means we would not have the same doctors."
- "I feel taking away the Purdue health plan is unfair and wrong especially to these over 50 now we are forced to use an HSA plan with no money in it at a time in our lives when we are having more health issues! Purdue should have contributed more money for anyone over 50."
- "I think the main problem with enrollment isn't the process, it's that the plans change every year, and there are too many tiers and networks. Despite carefully asking if things are in-network, I had a major problem this year with something in tier 2 that I thought was tier 1, and that impacts the deductible. Please just stick with something for a while -- I know you want to find great deals, but it gets so confusing to use your own insurance that it's exhausting. When people with university degrees struggle with this...that should tell you something. I try hard to read up and educate myself, but when there are constant changes, it's difficult to keep up with them."
- "Offer gift cards/time off/etc... for challenges completed. People are money motivated and would be more willing to do the challenges if there were rewards. Which means more people getting healthy and spending less on healthcare costs which means less money out of pocket for Purdue."
- "Streamline the process for getting $350/in your HSA for annual physicals. Don't feel that the doctor or I should have to fill out paperwork to prove this because you have this information from our medical claims. It's too much of a hassle and the doctors do not want to fill out the paperwork. Go back to just providing those funds in the employees' HSA accounts."

Glitches with benefits enrollment or issues with the benefits website. For some

participants, they encountered technological glitches when completing their open enrollment.

Some mentioned an issue specifically with enrolling in critical illness insurance. Sample comments are: "Got kicked out halfway through the process and had to go back in to complete;" and "One of the benefits had a glitch and would not allow me to elect it, then I missed the deadline. I believe it was critical illness, but however it was not made public knowledge the error was in the system." Several employees indicated that they had issues with confirmation of benefits enrollment. For example, "I entered my selection and saved my selection; I did not submit! Yet, I got an email saying I have successfully submitted?! System glitch?" and "The website had a few glitches when I was enrolling and kicked me off when I thought I was finishing up. I logged out and back in and it said I had completed it even though I had not selected the completed button. I also did not receive an email confirmation." Finally, some participants were frustrated that the website was not updated, or perceived the website was not user friendly. Example responses are: "A very confusing benefits web site. Complete waste of time to read it due to contradictory, and useless statements. It should have been very simple;" and "Fix broken links and remove misleading instructions prior to open enrollment. It is very frustrating to try and link somewhere or use a tool in the process of enrolling only to have things not be as the instructions say they will." Other responses from this category include:

- "Anthem's website is very cumbersome and I couldn't find how to research prescriptions or Doctors that were in network."
- "At some point down the page there was a glitch where I was unable to add spouse and it wouldn't let me past that point. HR did make a work around at the 11th hour. I was able to complete enrollment on time. Then there was confusion at the end of enrollment, on the page it said completed, but the confirmation email that I usually get never came to confirm that. After all the dust settled it's all good, but there were some tense moments as the deadline neared."
- "Here is the problem: The website purdue.edu/benefits was not updated this year with all of the information. I found that I had to create excel spreadsheets to best determine the difference between different cost options and find the break even point. I think more comprehensive description on the website would be very, very useful (options, step by step, etc.)"
- "In addition, when you are in the system to select which plan the menu on the left side of the screen goes away. Trying to navigate and get back to various section was horrible."
- "Please find a new vendor for this software. It gets worse every year. It crashed at least 4 times on my first attempt. I came back a few days later to complete my enrollment and it finally worked. I'm an engineer and am in front of a computer at least 12 hours a day and I find this software absolutely horrible to navigate. I feel so sorry for those who are not computer savvy."

- "The website itself is awful. There were things I wanted to go back to check and ended up having to re-enter things. Some places it was not immediately clear whether benefits were set up for just me or included family members. Other places I felt like I had to click through several steps that were redundant. It's not at all intuitive or easy to navigate."

Frustration with benefits communication. Among some participants they perceived that it was either difficult for them to obtain assistance from HR during the benefits open enrollment process, or that they had other issues regarding communication. Sample responses are: "Did not receive timely responses to emailed questions;" and "I felt like this year there was huge lack of communication concerning benefits." Additional comments representing this theme include:

- "After talking with other staff/faculty, it appears that the communication wasn't clear and many missed the deadline. HR automatically enrolled these people into the 'smokers' plan, which is completely wrong & unfair. In the past, you would roll our enrollment to the same plan or equivalent plan, but their care of their employees' health has lowered so much that they will purposely make the decision to not do this, but enroll employees into the worst plan to save money. And when employees reached out, the responses from HR was horrific and rude. This just shows how bad Purdue has gotten, and how little they care for their employees."
- "HR staff are wonderful in helping to understand, just hard to get a hold of them due to being so busy."
- "I had to call HR twice because the online information did not answer my questions. Once HR had no idea how to help me and I had to figure it out on my own and the second time, HR was helpful but I was on hold for 20 minutes. Both questions should have been answered in online materials."
- "I sent several questions to HR via email while filling out the benefits but never got a reply."
- "I was unable to attend any of the virtual sessions, and when I've attended one-on-one help in the past, I found it unhelpful. It would have been nice to have a recording of a virtual session to watch. If a recording existed, I couldn't find it."
- "My husband and I both work for Purdue and will be retiring next calendar year. Both of us tried to get an individual appointment to discuss our situation but there was either NO RESPONSE or very delayed response in getting back to us. When the person finally responded to me, she then had no time to meet with me. This is extremely frustrating. I could not get my questions answered and have been very frustrated in the process."

Difficult to compare plans from year to year. Finally, for several employees, they wanted to be able to see last year's and this year's benefits side by side as opposed to having to toggle back and forth between screens, making it easier to compare this year's selections with last year's selections. For example, "It would have been nice to had side-by-side comparisons rather than having to go out to a different screen, review last years, come back to the original

screen. There was too much bouncing back and forth. Even my wife who is a health care worker

asked who designed the system;" and "When completing the benefits form, it would be nice to

be able to see the current and new information side by side." Other responses from this category

are:

- "Comparing current health plan to the new health plans was harder than it should have been."
- "Could have used better comparison of benefits between the years (i.e., 2020-2021). The information was findable but would have preferred a clear side by side comparison."
- "Every time I want to compare to my previous package, I have to open a new window. Sometimes, when closing that, I don't always end up where I started. Also, if I make a change for the new year and save as a draft. When I go back and try to re-compare, it now shows the new choice, not the previous year's. Since I didn't submit it, why should it be listed as 'current'? List by the year, so I actually KNOW which package I am comparing, instead of listing 'current' and 'new'".
- "I liked the ability to compare with information and costs last year, but some of the sections did not show the information I wanted to compare. I had to pull an old printout to cross-compare."
- "The tool got clunkier. We should be able to open a side-by-side window of last year's enrollment for comparison, rather than clicking each section. Shouldn't have to click edit to see details and then start over when click cancel. Purdue could have provided a better comparison to last year's insurance. When the question was asked during a virtual college presentation, we were told that wasn't possible. That's unacceptable."
- "The website didn't have a split screen to see what was selected in 2020 for 2021 options."

Opinions Toward the Center for Healthy Living (*n=747*)

About 51% of West Lafayette employee participants answered the question asking about their opinions toward the Center for Healthy Living. Perceptions of the CHL ranged from positive to negative, aligning with findings from previous years. Seven of the most common themes regarding what employees think about the CHL are listed below.

Generic good opinions. Participants commonly gave generic praise for the CHL by saying that it is excellent or good, that they have had a good experience, have heard good things from others, or that they think the idea of the CHL is great. For instance, "A really nice perk;" and "Good experiences each time." Other comments representing this theme include:

- "Fantastic benefit to Purdue employees and their families."
- "I am very happy that it is there to serve us."
- "I enjoy CHL and I have seen the improvement with 1-to-1 health. I use this as my primary care provider."
- "I have heard good things about it but never personally used it."
- "It is a great resource for employees."
- "They provide a great service to Purdue employees."

Bad experience or heard of bad experiences from others. For many participants they indicated that they had a bad experience when visiting the CHL in the past. For example, "After several attempts at using CHL, my family gave up a long time ago. Our experience was unanswered and/or unreturned phone calls; terrible wait times; rude employees;" and "The blood draws for labs is the only good thing about the center and they messed that up once my doctor never received the report and I had to do all the leg work to make that happen." Common negative experiences mentioned include unfriendly staff or unreturned calls, difficulty sharing health records with other health care providers or systems, and the fact that the CHL does not treat pregnant women. For other participants they heard negative opinions of the CHL from other employees and have often decided not to visit as a result. Sample comments are: "CHL dropped all my medical coverage the minute I became pregnant. If this is the preferred provider by

Purdue, then dropping coverage for a protected class of people seems discriminatory;" and

"Don't know a lot about it, have heard it's a hassle to get services and that some services are

second rate." Additional remarks that align with this theme are as follows:

- "Do not like to use because any records are not shared easily with my primary care provider. I can go online with my primary care provider and review past and current test results and do comparisons. I am not aware of such a tool being available with the Center for Healthy Living."
- "Have never used it, and I have not heard good things about it from others. Thus, I stayed away."
- "I had a horrible experience there in 2014 and changed my primary care provider to IU Health. Then, I decided that the CHL probably couldn't mess up a travel clinic, so I went there for vaccinations before international travel in about 2017. They tried to give me someone else's vaccinations, and her name wasn't even close to my name. I will never go there again."
- "I have had really negative experiences with the Center for Healthy Living ever since they combined and got rid of Dr. Cooper. The doctors are mean and unprofessional, the NP's are rushed and overworked. The only time I go here is for bloodwork every so often, and even that I've gotten away from. When I first started at Purdue the Center for Healthy Living was top notch and I felt I received great care. Now I won't return after my last experiences."
- "I was pregnant last year and it was not clear they did not serve pregnant women until they kicked me out (literally). Probably they should have mentioned that."
- "The reputation on campus for the Center is not good. Also, there is some fear that you will run into people you know while you are there. I don't really like that, I want it to be somewhat anonymous."
- "Very bad experience with provider in the past. Hard to want to reconnect there."

Difficult to get an appointment. Among many employee participants, they commented

that when they have tried to get an appointment that the CHL is often booked for weeks out,

suggesting poor availability. Example comments for this theme include: "Not the easiest place to

make an appt;" and "You can never get in this place. I stopped trying. Too small for Purdue I

guess." Other responses suggesting that it is challenging to get an appointment include:

- "Annual Check Ups hard to schedule. My appointment was canceled by CFHL and the next available appointment was two months out."
- "I appreciate the location and services but if you don't call at 7a when they open you're unable to get same day or even next day sick appointments. Last time I had strep I called and asked for an appt and they offered me one two weeks out...I ended up going to Med express and paying much more but I at least got same day care."
- "My only complaint is that when I'm sick I can't get an appointment quickly. I was sick in January with the worst flu I'd had in years and no appointments were available for at least a week. I went instead to my local urgent care and was seen within an hour."
- "The schedule is so booked up it is practically impossible to get an appointment. Unless it is drastically expanded, it will not be a practical option for most employees on Purdue's campus."
- "Too difficult to get a sick visit without a long wait time - days, weeks, etc. I would use if it was more available. I've stopped even trying to get appointments because it's always a hassle."
- "When you call for a same-day sick appointment and it takes two months to get an appointment, that is not helpful."

Positive perceptions of staff and providers. Many participants indicated that they have positive perceptions of the CHL health care providers and/or staff, such as the staff being nice or professional, and providers engaging in high quality care. Sample comments include: "My experience at the center has been great. The staff and medical personnel have always been thorough, respectful, and addressed any questions or concerns I have had;" and "Staff is helpful and takes time to listen." Additional comments are as follows:

- "I have a primary care physician there who has been very helpful and communicative."
- "I love the CHL. They have provided fantastic care and Dr. Kimberly Porter is the absolute best and really supportive doctor I've had in quite a while. She's hard to get an appointment with because of her new role, but she is worth waiting for to work with."
- "I really enjoy the friendliness and professionalism of the staff."
- "Positive. The doctor who examined me was friendly, helpful, knowledgeable and thorough. I preferred him over the other local physician I have used in the past. I plan to switch to the CHL physician as my PCP."
- "The Center for Healthy Living is a great concept for Purdue University. My Primary Care Physician is at CHL. I have also met with other doctors/nurse practitioners at CHL and they always treat me with respect. They care. They have also seemed knowledgeable about the costs associated with care at CHL and other facilities."
- "We love our current providers at CHL and the support staff are professional, kind and helpful."

Concerns regarding healthcare providers. A desire for more providers or less provider turnover was mentioned by some participants. For instance, "An additional provider would be beneficial;" and "High turnover in staff. I had a provider there but she left." Others mentioned that they perceived that the providers at the CHL gave poor quality care, or that they wanted to see a physician or female provider as opposed to other providers. For example, "Every time I have used the CFHL, my diagnosis has been incorrect;" and "Have seen 2 of the dr's. On both occasions I have had to seek further medical advice." More responses from this theme include:

- "Also, If you want us to establish primary care there, then you need to find a way to keep turnover lower and bring in more PCs. That was why I left CHL and established with a PC outside of CHL."
- "CHL is a nice resource although I haven't found any of the current doctors to be great choices for me. I used to see Dr Cooper and she left the practice. There are no women doctors on staff either, many prefer female doctors."
- "Doctors change too frequently so there is no consistency."
- "I am happy to go there for blood work and flu shots. I would be hesitant to see a provider for any other concerns. I guess I feel like it wouldn't be as good as seeing my provider in the community."

- "It needs to be properly staffed so that employees can get in to see the providers when needed."
- "The providers (MDs) at this clinic do not inspire confidence that they are well trained in primary care (family medicine, peds), and are not gender diverse."

Will not change from outside healthcare provider. Among some employees, they indicated that they have an established healthcare provider that they choose to visit instead of visiting the CHL. This response was mentioned regarding primary care providers and/or specialists. Sample responses associated with this theme are: "Already have a primary doctor that I go to and don't want to make the changes;" and "I see specialists at IU Health, so the Center for Healthy Living is not convenient or applicable to me." Other responses indicating employees do not want to visit the CHL because they do not want to change providers include:

- "As my health situation requires specialists for my care, I choose to stay within the health network my specialists are in for ease of accessing records and coordinating care in a timely manner."
- "Don't and won't use it. I prefer to stick with my doctors that I have had for years."
- "I already have an established doctor and am reluctant to start over with someone new."
- "I don't use. It is probably excellent for students, but for employees, especially with existing health conditions, it is important to go to our own doctors and facilities, with which many of us have long-term relationships."
- "Since I have my primary care physician off campus for a very long time, I do not want to switch to a CHL doctor."
- "Too close to Purdue and prefer my own doctor."

Convenient. Several employees used the word "convenient" to describe the CHL, especially in explaining that it is close to campus and easy for them to get to. Example responses representing this theme are: "Easy to use, easy access location;" and "Great to have on campus, convenient." Other responses from this theme are as follows:

- "A convenient place to seek medical care, have labs done, get a physical/flu shot/etc."
- "Convenient and potentially a valuable resource if the university can find and stay with one service provider."
- "I like that it is close to work if I need to go."
- "It's convenient and makes it easier for me to take care of general health needs."
- "I really like the convenience of having my PCP be near campus. It's nice to have the labs there, too, so I can go in on the way to work. :)"
- "The convenience of the service, and the way Center for Healthy Living integrates in with the Healthy Boiler Program is excellent."
- "The location is convenient, and there is always parking available, which is nice."

What could Purdue do to help you be healthy? (*n=633*)

About 36% of employees provided a response indicating things Purdue could do to assist

them in being healthy. Participants most frequently mentioned support for mental health,

exercise, and flexible work schedules, though some commented that Purdue does not need to do

anything to help. Seven of the most common themes for this question are mentioned below.

Support for mental health. Employees most commonly expressed that they would like

more resources related to mental health, whether that be mental health days off from work, more

benefits associated with mental health, or more affordable access to mental health benefits. For

instance, "Allow more than 6 visits a year with the counselor even if there is a charge to the

employee;" and "Improve mental health access and insurance coverage. Not just apps to suggest

that we should somehow 'grit it out.' Real care." Other employees indicated that they would like

training for their supervisors because interactions with them cause the employees stress. For

example, "Better supervisor training and mentoring so they are aware of their impact (both

positive and negative) on the staff they supervise. Ongoing recognition that employees are

struggling and doing their best;" and "Have supervisors show support and acknowledge the

stress of this year." Other comments representing this theme include:

- "Allow us to use sick time for mental health reasons."
- "Expressing the importance of mental health and pushing people to utilize these resources without feeling like they will be buried in work."
- "Hold abusive supervisors accountable! Purdue HR seems to take the view that the supervisor is always right and blameless for problems, and the employee is always wrong and at fault for all problems. I have in the past encountered one or two supervisors who fit this description...Anyone in a supervisory capacity at Purdue should be required to take yearly mandatory training in how to relate to their staff in an effective and humane way, and how to train new employees. It isn't fair to blame the employee for problems that arise because their training has been spotty and inadequate to the requirements of the job."
- "Improving services in the area of mental health are tough. A lot of money needs to be spent to do it right. If Purdue wants to support their employees in the area of mental health and well-being, they need to spend the money on the facilities, staffing and programming. If not, spend our dollars on giving employees more support through outside vendors by keeping co-pays low and creating seamless connectivity. Right now it feels like Purdue has one foot in the game and one foot out."
- "I was able to utilize therapist with previous insurance but this next year is going to be hard as I will have to meet out of pocket, etc before using. I will not use programs like employee assistance

program that is tied to work. We need to use our own therapist you may say they are private but I do not trust that and would like to use my own."

- "Needed mental health care and it's very difficult to find anyone who is taking new patients. Purdue Pysch departments are booked for over a year for services I need for my son and no one else in the area provides these services (or isn't taking new patients)."
- "Offer time off for mental health days. Things have been hard this year due to COVID."
- "Personally, I am fine. I do know others who have a lot of difficulties with their supervisors and don't feel that they have support, which greatly affects their mental health. More outreach/a better system for alleviating issues with supervisors may be helpful."

Gym membership, access to exercise facility or exercise equipment, or exercise classes. As has been requested in years past, some participants would like discounts or reimbursement for gym memberships including the CoRec, or access to exercise classes. Example comments associated with this category include: "Being off campus, it would be nice to have access to closer health/gym facilities such as PNW or Purdue Ft Wayne or even a local gym discount;" and "Reduce the cost of the co-rec." Additional responses from this theme are:

- "Discount CoRec memberships for employees! I can't believe we have to pay the same amount as anyone in the public. Most universities I know of either cover all or at least half the cost for employees."
- "I think a 90 second video showing desk exercises or stretches sent to your inbox every 30 minutes would be a good thing to remind us to stretch, lengthen our backs, stretch our necks or fingers, reposition our hips, etc. would be a good idea."
- "Join a workout group virtually or some type of wellness communities."
- "Most jobs at Purdue are sedentary. I know most are currently working from home, but Purdue could offer foot exercise bikes, standing desks, or something like that to help us stay active when working in our offices."
- "Offer adequate free, easily accessible exercise facilities that are not student-oriented, or support the cost of local gym memberships."
- "Perhaps a greater discount off Rec Center membership or a discount at a chain of gyms could be a consideration. Or inexpensive fitness classes just for staff/faculty right before work (7am) or right after work (5:15pm) spread around campus instead of just at the rec center."
- "Purdue should work with local gyms to provide the employees with a discount in their effort to live a healthier life style."

Purdue does not need to do anything. There were two main categories of responses making up this theme. Some employees believed Purdue is doing a great job with their offerings, and there is nothing else that needs to be added. For instance, "I feel they do a great job;" and "They currently do a fabulous job." Other employees indicated that the believe Purdue does not need to do anything to help employees be healthy because it is the responsibility of the individual

employee as opposed to their employer, or that the employee is already healthy and does not

need to do anymore. Sample responses representing this part of the theme are: "For me to be a

healthier person is not necessarily a Purdue problem as much as it is an individual problem that

will hopefully work out in time;" and "I don't consider it the responsibility of my employer to be

involved in my personal health other than providing access to health benefits."

- "I am fairly healthy and self sufficient but thanks for caring."
- "I don't think Purdue can, it is up to the individual to choose exercising, healthy eating, etc."
- "Nothing - my health and wellness should be my responsibility to manage. If I need help, I should seek the programs to better equip me for challenging times."
- "Purdue has provided good options. It is up to the employee to utilize those options as needed."
- "That's pretty much all on me. I think Purdue does an excellent job of providing extensive opportunities for people to get the help they need."
- "The desire to be healthy has to be an internal choice made by each individual. I believe that Purdue has gone over and above in trying to entice faculty & staff to live healthier lifestyles, to eat healthier meals, and to also focus on mental health. The challenges have been fun to think about, although I have not participated in many. Overall, I think Purdue has demonstrated a real commitment to helping its employees have a balanced, quality life."

Flexible work schedule and location. Due to the COVID-19 pandemic, some employees

have been able to work from home and have more flexible work hours. Several of these

employees indicated that they would like to continue to have a flexible work schedule even after

the pandemic. For instance, "Continue the work from home as we eventually move out of the

COVID-19 pandemic." Others mentioned that a more flexible work schedule would be helpful

for work/life balance, or that there is a need to change Purdue's culture so that there is not an

expectation that one is supposed to work constantly. A sample comment includes: "Make

work/life balance more than just a slogan that supervisors say while acting the opposite and

make it a value for the entire Purdue system with documented evidence on websites similar to

other institutions such as Notre Dame. Hold supervisors accountable for helping their staff

monitor their work/life balance. Additionally, have information in Purdue Today related to

mental health and work/life balance activities." Lastly, employees mentioned wanting more time

off, whether vacation time or sick time. For example, "More time off" and "Offer more PTO, especially sick time. Make it easier to take unpaid time off if that is impossible." Other comments from this theme are:

- "Allow more and continued work from home or flexible schedule opportunities. :) It saves money and time commuting, saves the environment by using less fuel, allows a little time to get out for walks rather than driving and sitting all day, buy fewer clothes, eat out less, all are healthier choices."
- "Change the culture so that 24/7 work cycles are discouraged and we have a holistic system for promoting and tenuring faculty. I literally work ALL THE TIME. I work nights. I work weekends. I feel a great deal of pressure to always be on. I have a never-ending flow of email. During crisis time (all the time) offer support for our families. I am dealing with a crushing load of family care and of my Purdue work--all from my home. Purdue could set up tutoring centers for our kids; nursing students could help with elder check in. We have the capacity and ability to be a cradle-to-grave institution. Support students more so that as a faculty person I don't feel I have to assume so much responsibility for checking in on students and monitoring their well being...Post-pandemic, allow us more flexibility in scheduling work-from-home versus work-from-office."
- "Continue to improve work/life balance."
- "Flexible work schedules and teleworking should continue after Covid. We should focus more on the work getting done than on when and where and how long it takes. Flexibility reduces stress and gives people the ability to better address their needs in the moment, rather than having to compartmentalize their stress until there's a better time to address it."
- "In my particular role at Purdue there isn't really a good time to take time off (taking time off simply means longer days either before or after doing so) and I am not allowed to have any flexible hours as our unit is open 8-noon, 1-5 each business day (even in a normal semester, pre-pandemic). Especially in working from home these days, it would be great to have more flexibility in my working hours to be able to get better sleep, to go exercise at a time where I don't feel mentally or physically drained, and to improve my mental health as working from home has increased my hours worked per week and subsequently, stress."
- "Not sure of the solution, but maybe offer mental health days in pay status? Or just increase vacation and sick leave hours?"
- "Promote work from home as much as possible. The greater amount of stress, personally, is derived from the thought of being on campus."

Improvements to health insurance. Participants indicated they had concerns with medical insurance that they wanted to be addressed such as having increased coverage. For example, "Better Health Insurance - I hesitate to visit the doctor or seek medical attention due to the high costs and lack of protection;" and "Make insurance more affordable so I feel like I can go to a Dr. without spending a lot of money on out of pocket expenses. Lower deductibles. Better plan choices." Additional comments representative of this category include:

- "Actually provide health insurance that covers my health care needs not just emergency or catastrophic medical needs. I regularly put off medical care because of the high cost. My doctor recently thought I had breast cancer due to the results of my annual screening and pushed me to

have a 3d scan. It cost $1000. Insurance paid half. So I had to pay $500 to find out that I do not have cancer with insurance. This is preventative care but not all covered. Who has an extra $500 laying around?"

- "Expand insurance coverage, especially preventative coverage without drastically increasing our premiums and deductibles!!!"
- "Have preventative screenings and treatments paid for by insurance."
- "I am very concerned about the move to all high deductible plans. I feel like I lost a huge amount of benefit by having such a high deductible and now having to pay for medicines. The amount of HSA money has not changed and would have been nice to either increase the Healthy Boiler amounts or Purdue amounts of HSA deposit for the lowest deductible plan."
- "Not charge so much for insurance. If I have a lower deductible, I'm more likely to go to the doctor. If I know I will be paying a lot, I will not be as likely to seek medical treatment."
- "Provide better health coverage. Each year my pay does not match the cost of living increase and the health coverage eats away at more and more of what little is left. I don't think Purdue understands that not everyone makes more than a survival wage and it is hard to eat healthy and take care of yourself when there are not wages left to do so. And, the more out of pocket we pay for our doctor appointments means we will not go to the doctor even for the things that would help with prevention in the long run."
- "Stop reducing the benefits coverage and raising costs. The top plan coverage for 2021 is the same as the middle plan from 2020. However, the costs doubled."

Decrease workload and hire more employees. Some employees believe that Purdue could help them be healthier by lessening their workload, not overworking them, and hiring new employees in order to help decrease the workload. Example comments illustrating this theme include: "Allow us to hire more staff! We are EXTREMELY understaffed and overworked and burning out quickly;" and "Lower expectations of work load, especially during this pandemic. It is difficult to balance home and work life when you are always at home." Other responses associated with this theme are as follows:

- "Don't work staff over capacity month after month especially during a pandemic. We hear about faculty and student needs around stress but it seems no one cares for professional staff's stresses."
- "Hire more people so that we are not doing the job of 2-3 people with limited resources."
- "More reasonable work loads."
- "Not reduce my team down to two people and then expect the same work and level of quality as a team of 5 or 6. And heap on responsibilities that other teams are unable to take on because they are too thin as well."
- "Purdue could show they care by actually acknowledging the additional work adopted by faculty this year rather than just sending "good job" video messages. It feels like a slap in the face when staff are offered additional vacation days, but faculty have been working non-stop all semester. Not only has this severely affected my mental health but also my productivity, and it seems like Purdue's expectations for faculty productivity have remained unchanged."
- "Quit taking away resources while ramping up the workload. I thrive at up to 60-hour work weeks. I haven't been able to get down to 60-hour weeks for several years."
- "Stop dumping more and more work on us, without any sort of compensation. At this point, there is no blood left to squeeze from the stones."

Pay us more money. Several participants indicated that Purdue could help them be healthier by paying them more money or giving them raises. For example, "Give me a raise;" and "Pay more." Additional comments suggesting Purdue could pay employees more include:

- "Be certain that meritorious raises or cost of living increments are provided to avoid the rising cost of benefits being shifted to employees outpacing current salary and wages. Otherwise, we take home less each year."
- "Every employee needs to feel valued. Fair and equitable raises to all employees should happen every year that the President receives a raise and is offered a bonus. "Merit" raises should be above and beyond annual raises. There is nothing more threatening to my mental and physical health than to feel that my discipline or my efforts as a scholar and an educator are not valued by the Dean of my college or by the President of the university."
- "Pay me more and decrease health care costs. This is a major source of stress, particularly during a pandemic. Couple this with the costs I am incurring due to working at home, and I feel like debt is swallowing me. Purdue has not done enough to acknowledge the work of staff, especially in the last 8-9 months. And sometimes words are hollow. It's nice to be liked. It's better to be paid."
- "Pay us more: The best medicine is eating healthy and regularly exercising - these things are expensive on the salary I make."
- "Raise tuition like it should've been years ago, and stop making the employees pay for the differences in loss of benefits, such as insurance and raise. It is to the point we can't get people to apply for jobs, due to the cut in wages. So we are forced to pick-up the slack and overload ourselves."

Key Recommendations

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

1. **Promote usage of the Benefitfocus app for comparing benefit selections from year to year when completing benefits open enrollment.**

   Among employees at all campuses, usage of the Benefitfocus app only ranged from approximately 15-17%, indicating that the vast majority of employees did not use the app or were not aware of it in the first place. Additionally, some employees expressed that it would be nice to compare benefits options from year to year, or that it was nice to be able to compare benefits options from last year using the app. Therefore, the benefits team could encourage employees to use the Benefitfocus app when completing the benefits open enrollment process in the future.

2. **Provide a glossary of benefits terminology and sample benefits scenarios on the benefits website.**

   This year many employees indicated that they had trouble understanding benefits information, claiming that the information was confusing or seemed like another language. One employee provided a suggestion for how to inform them about benefits, by sending information describing benefits lingo. They stated, "Perhaps highlight programs, vocabulary, etc. throughout the year so folks are constantly thinking about their coverage." The benefits team could include a glossary defining benefits terminology that could be included with benefits information that is sent out, and/or put on the benefits website. Grace would be happy to help create a glossary of benefits terminology.

   Some employees also brought up a concern that it was difficult to understand when to use particular benefits or what the purposes of particular benefits are, which influences their ability to make good decisions regarding benefits. A few participants with this concern suggested that HR could provide examples or scenarios of different hypothetical situations that would allow them to understand which benefits are useful for which situations. For instance, "I would prefer a better breakdown for what each item is and general knowledge about when you might choose that coverage. I think examples would be helpful. An example being something like 'if you plan to get braces for yourself or your kid within the next year, this coverage may better suit those plans'. As a young person, I am not sure what half of the options mean and how they might apply to my situation." Thus, HR could consider adding a glossary and/or scenarios explaining why certain benefits are useful for particular employees to the benefits website.

3. **Promote utilization of mental health resources.**

   Similar to findings from previous years, though many employees indicate that they struggle with mental health, at the same time they seem to be unaware of many 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. Given the fact that stress levels may be higher for some employees due to the COVID-19 pandemic, there is even more reason to

promote these resources. Consequently, providing employees with information about these resources may be beneficial for their mental health.

4. **Encourage employees to seek preventive care and take advantage of LiveHealth Online and Telephonic Coaching.**

   Across all campuses, a large percentage of participants (above 40% at each campus) indicated that they decided to delay seeking preventive care over the last year due to the COVID-19 pandemic. Because engaging in preventive care can have such a positive impact on their overall health and assist with catching serious health issues early, employees could be sent information about the importance of continuing to seek primary care. This is especially important as the COVID-19 pandemic is (hopefully) going to come to a close, and employees may be more willing to seek care at that time.

   Due to the COVID-19 pandemic, and the fact that so many employees have decided to delay seeking primary care, one might think that more of them would utilize remote options for visiting with a healthcare provider. However, usage of LiveHealth Online and telephonic coaching in the last year remained low. Specifically, less than 10% of participants used LiveHealth Online and less than 5% used telephonic coaching. If employees are still wanting to avoid seeking healthcare in person due to the pandemic, it makes sense to promote usage of these remote care options as the pandemic continues into the near future.
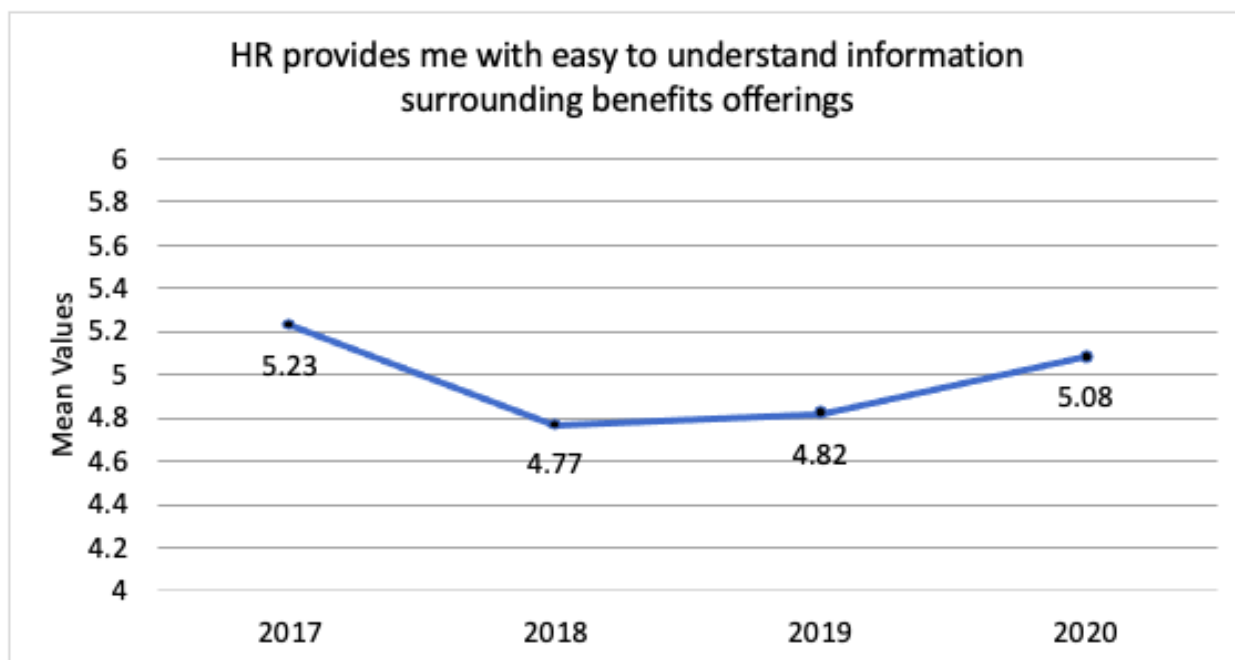
5. **Continue to promote the CHL and improvements.**

   Though positive changes were made to the CHL within the last few years and the overall perception among employees is increasing over time, more specific attitudes and knowledge have remained steady over the years. Additionally, while many employees mentioned positive perceptions in the qualitative responses, others still have lingering negative perceptions from bad experiences or hearing of negative experiences from others. Thus, HR can continue to promote the changes to the CHL and/or use testimonials from employees who have had recent positive experiences.

6. **Share information comparing Purdue benefits to benefits from other similar institutions to showcase the value of Purdue benefits.**
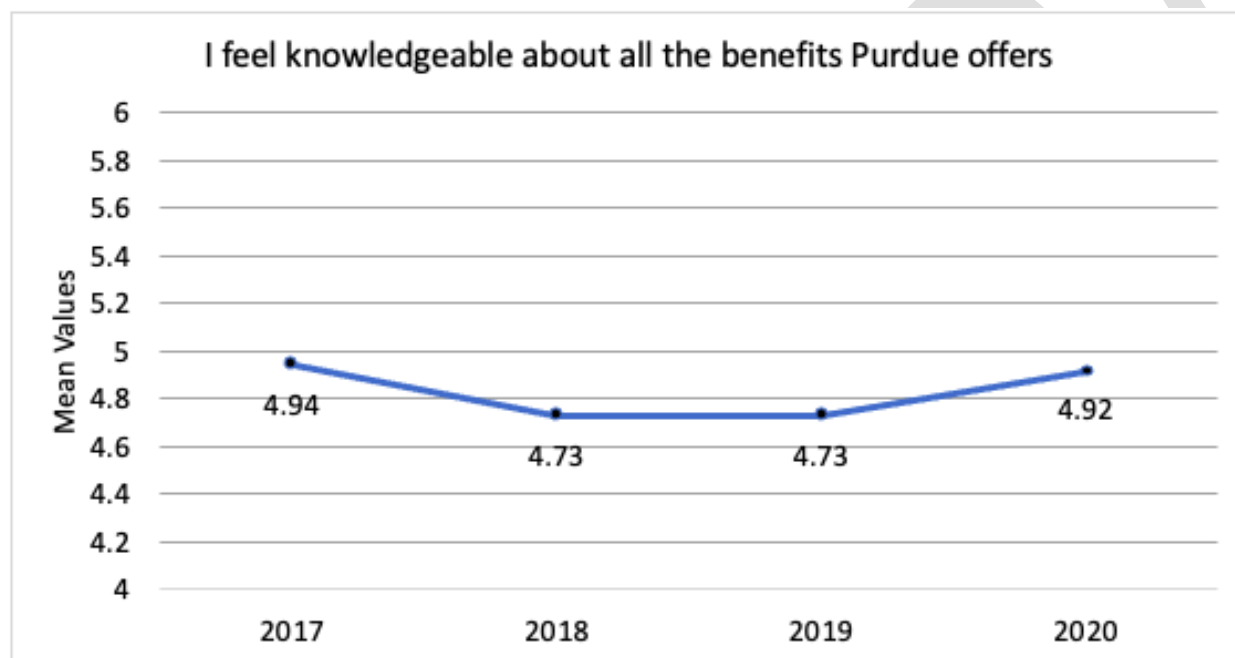
   When responding to the question asking about comments regarding the open enrollment process, several employees mentioned they believe that Purdue benefits are of less quality than benefits offered by peer universities. For example, one employee stated, "Compared to peer institutions (other universities, not local corporations) our health insurance is a joke." If there is data comparing Purdue benefits to benefits at other universities, such as Big 10 universities, this data could be shared with employees in order to address potential misperceptions and help all Purdue faculty and staff recognize the value of the benefits they are offered at Purdue.
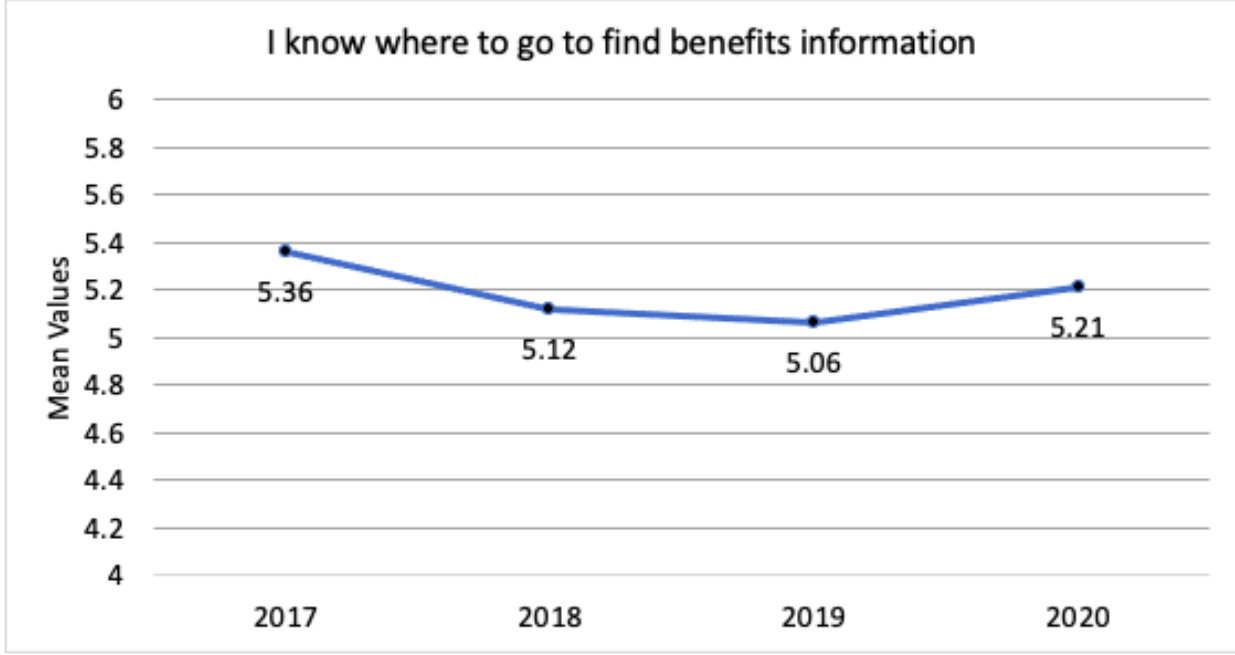
Appendix – Trends Over Time

HR provides me with easy to understand information surrounding benefits offerings

Mean Values (2017–2020): 5.23, 4.77, 4.82, 5.08

Note. This graph shows averages based on employees at all Purdue campuses.
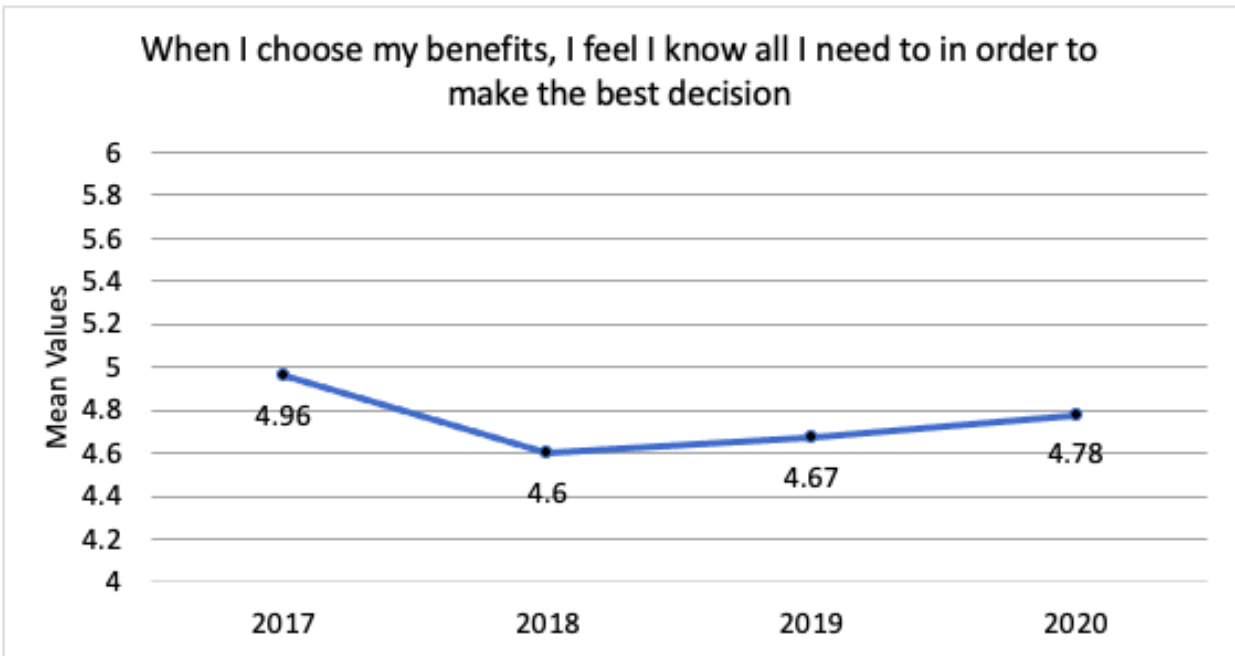*Note*. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

I feel knowledgeable about all the benefits Purdue offers

Mean Values (2017–2020): 4.94, 4.73, 4.73, 4.92

Note. This graph shows averages based on employees at all Purdue campuses.
Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

I know where to go to find benefits information

Note. This graph shows averages based on employees at all Purdue campuses.
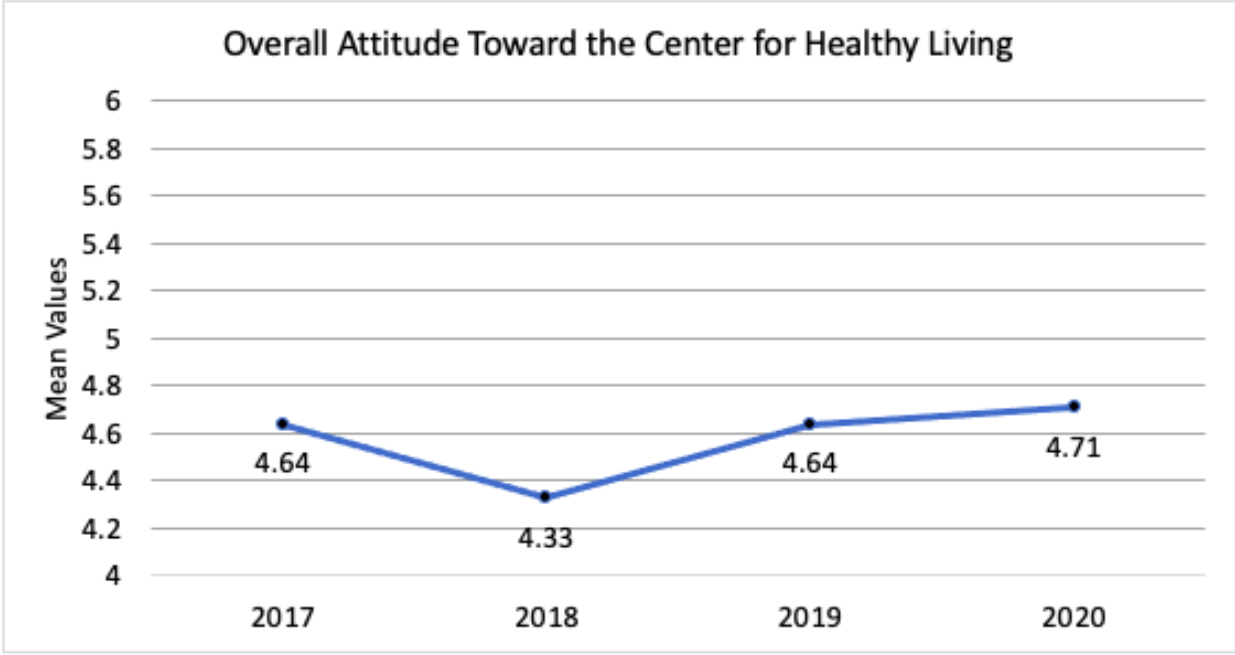*Note*. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

When I choose my benefits, I feel I know all I need to in order to make the best decision

Note. This graph shows averages based on employees at all Purdue campuses.
Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

HR could do a better job helping me understand all benefits offerings

Note. This graph shows averages based on employees at all Purdue campuses.
Note. All items were measured on a scale from 1 = strongly disagree to 7 = strongly agree.

Overall Attitude Toward the Center for Healthy Living

Note. All items were measured on a scale from 1 = negative to 7 = positive.