

HEALTH WEALTH CAREER

2015 EMPLOYEE BENEFIT SURVEY

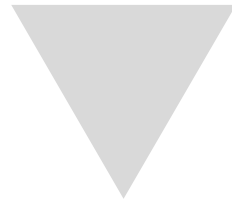
RESULTS

JUNE 15, 2015

Presenter

Kristin Henshaw
Lindsey Downes

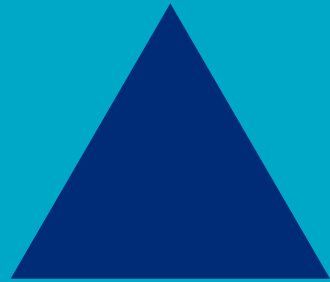
Richmond



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- Project Overview
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- Summary of Responses
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PROJECT OVERVIEW



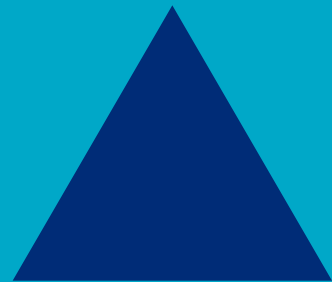
PROJECT OVERVIEW

- The AUI Benefits Survey was developed using questions generated by AUI & NRAO Human Resources staff and adjusted as needed throughout the process
- The primary objectives of this survey were to understand employee knowledge level, satisfaction with current benefits, and gauge interest in additional benefit offerings.
- The survey was made available online through Survey Monkey.
- 44% of eligible employees participated in the survey (222 employees, of approximately 510 benefits eligible employees)

EXECUTIVE SUMMARY

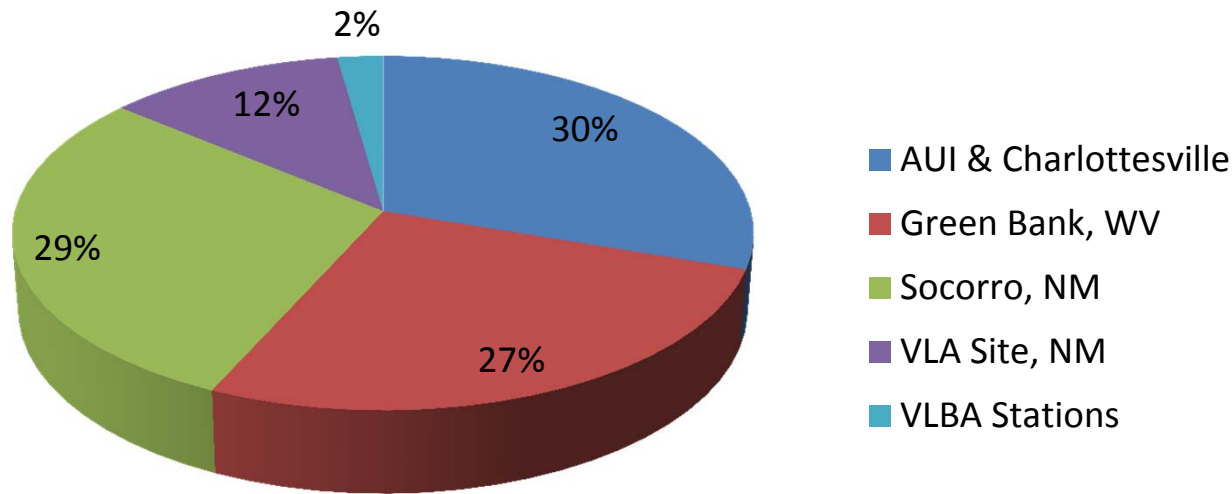
- Overall employees were satisfied with the quality and competitiveness of their benefits
- There may be an opportunity for increased communication of the Employee Education Assistance Program as half of respondents were interested in some form of formal education
- Overall benefit education seemed to be high. Areas for education improvement may include:
 - Telemedicine use
 - EAP use
 - HSA usage
 - Vision plan allowances
 - Wellness, gym, on-site class reimbursements
- General communications opportunities exist with the Socorro population
- There was low interest in a medical or dependent care FSA
- Responses to questions related to voluntary benefits support the current marketing strategy
- Most of the respondents were aware of or frequently use the HR webpage

PARTICIPANT PROFILE



RESPONDENT PROFILE

PARTICIPANT DEMOGRAPHICS



Answer Options	Response Count	Response Percent
AUI & Charlottesville	67	30%
Socorro, NM	65	29%
Green Bank, WV	59	27%
VLA Site, NM	26	12%
VLBA Stations	5	2%

- The percentage of completed responses dropped 18% from 2013. **Note:** the 2013 survey was a “climate” survey, not benefits specific.
- As in 2013, most of the participants are from the Charlottesville location, followed very closely by Socorro
- The employees with the largest representation are in the 55-64 age group, followed closely by the 45-54 age group
- The gender of the respondents was distributed evenly between male and female, although a majority of your employee population is male.
 - Gender was not analyzed on the 2013 survey

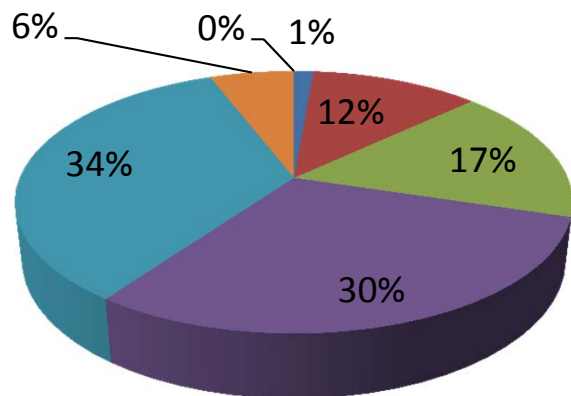
RESPONDENT PROFILE

PARTICIPANT DEMOGRAPHICS (CONTINUED)

Age

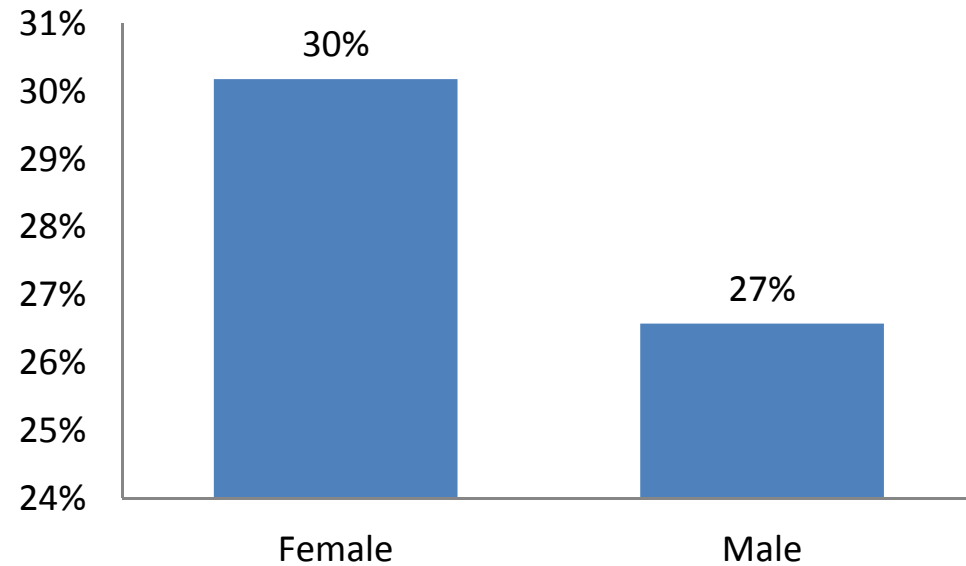
Answer Options	Response Count	Response Percent
18-24	3	1%
25-34	26	12%
35-44	37	17%
45-54	67	30%
55-64	76	34%
65-74	13	6%
75+	0	0%

■ 18-24 ■ 25-34 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65-74 ■ 75+



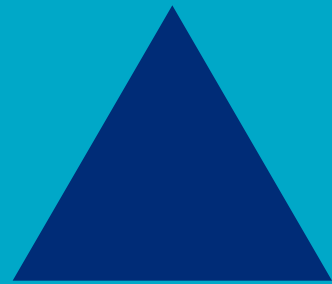
Gender

Answer Options	Response Count	Response Percent
Female	67	30%
Male	59	27%



No responses were required, so respondents could skip questions. This accounts for the difference in number of respondents, vs. number completing individual questions.

SUMMARY OF RESPONSES

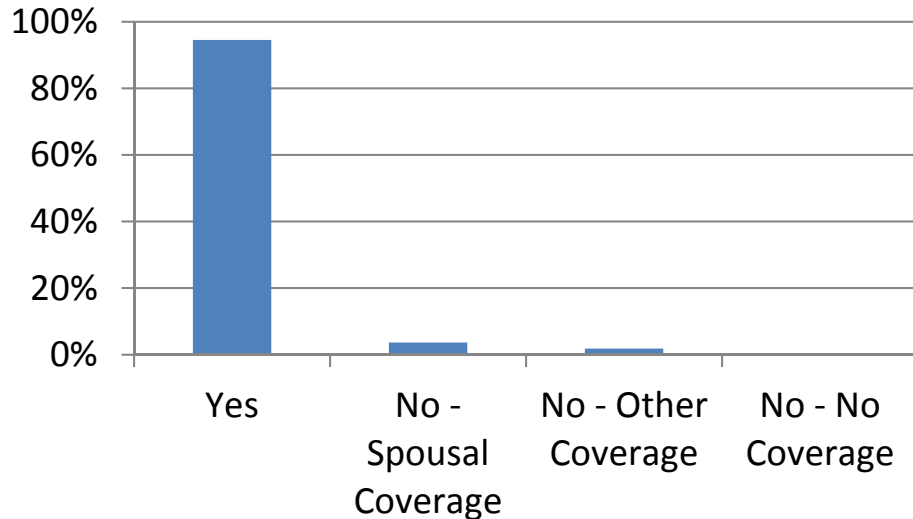


RESPONDENT PROFILE PLAN PARTICIPATION

Health Plan

Are you participating in the AUI health plan?

Answer Options	Response Count	Response Percent
Yes	208	95%
No - Spousal Coverage	8	4%
No - Other Coverage	4	2%
No - No Coverage	0	0%

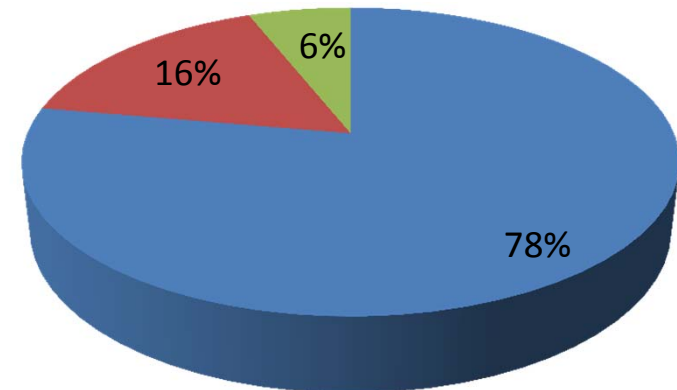


Dental Plan

Are you participating in the AUI dental plan?

Answer Options	Response Count	Response Percent
Yes, Comprehensive	168	78%
Yes, Basic	35	16%
No	13	6%

■ Yes, Comprehensive ■ Yes, Basic ■ No



**Note percentages are calculated out of total employees who responded to the question; non-responses were not counted

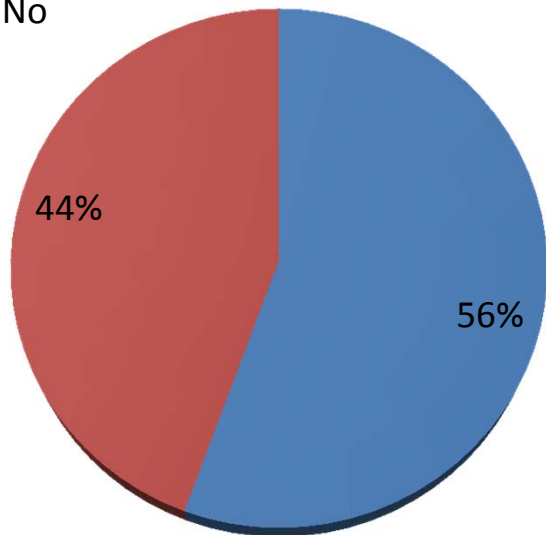
RESPONDENT PROFILE PLAN PARTICIPATION

Vision Plan

Are you participating in the AUI vision plan?

Answer Options	Response Count	Response Percent
Yes	120	56%
No	96	44%

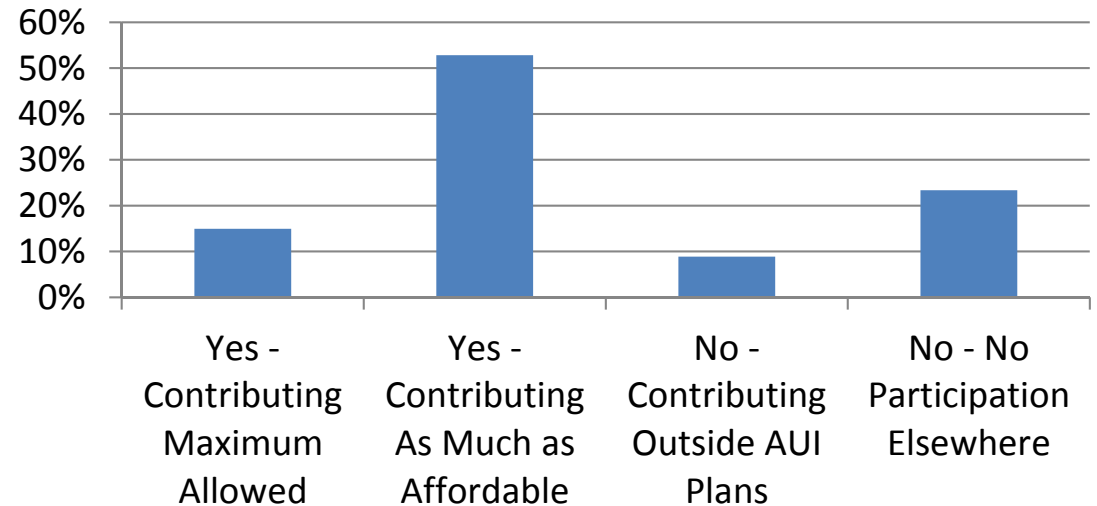
■ Yes ■ No



Voluntary Retirement Plan

Are you participating in the voluntary retirement plan? (403b)

Answer Options	Response Count	Response Percent
Yes - Contributing Maximum Allowed	32	15%
Yes - Contributing As Much as Affordable	113	53%
No - Contributing Outside AUI Plans	19	9%
No - No Participation Elsewhere	50	23%



**Note percentages are calculated out of total employees who responded to the question, non-responses were not counted

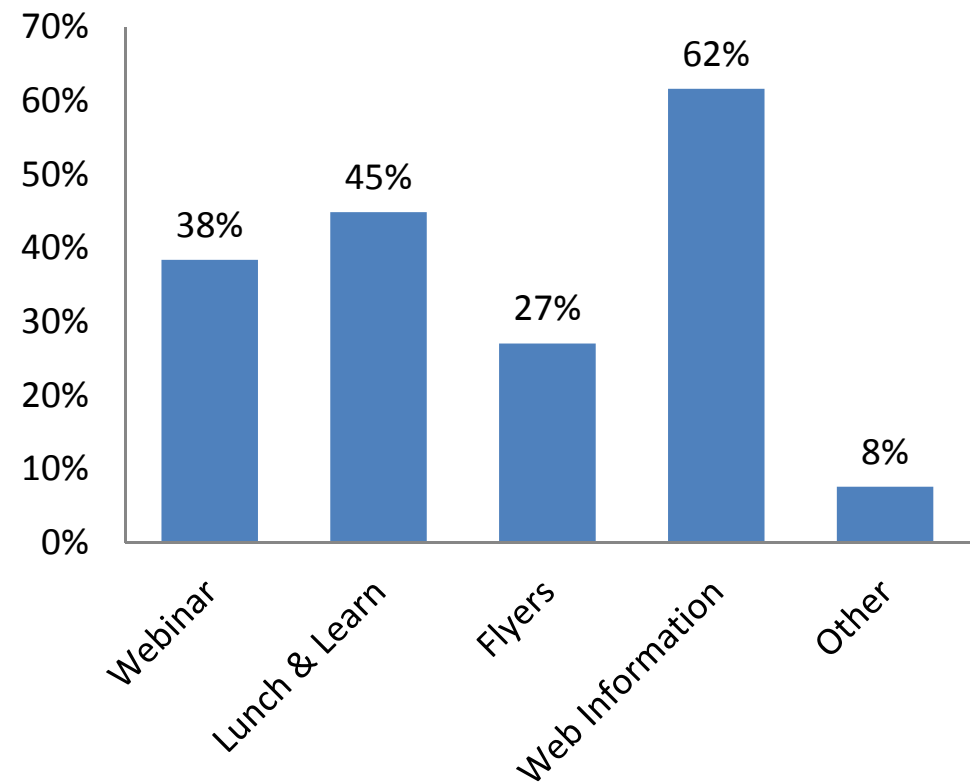
SUMMARY OF RESPONSES

BENEFITS EDUCATION

Please rank which subjects below you would like more information on, with 1 being the most important

Rank	Topic of Interest
1	Retirement Readiness
2	Back Care
3	Exercising Away from a Gym
4	Heart Attack & Stroke
5	Healthy Cooking
6	Diabetes Prevention
7	Stressbusters
8	New Approach to Nutrition
9	Nutritional Myths
10	Investing in HSAs
11	25 Tips Weight Loss
12	Keys to Long Term Weight Loss

Please check how you wish to learn additional information regarding benefits (check all that apply).

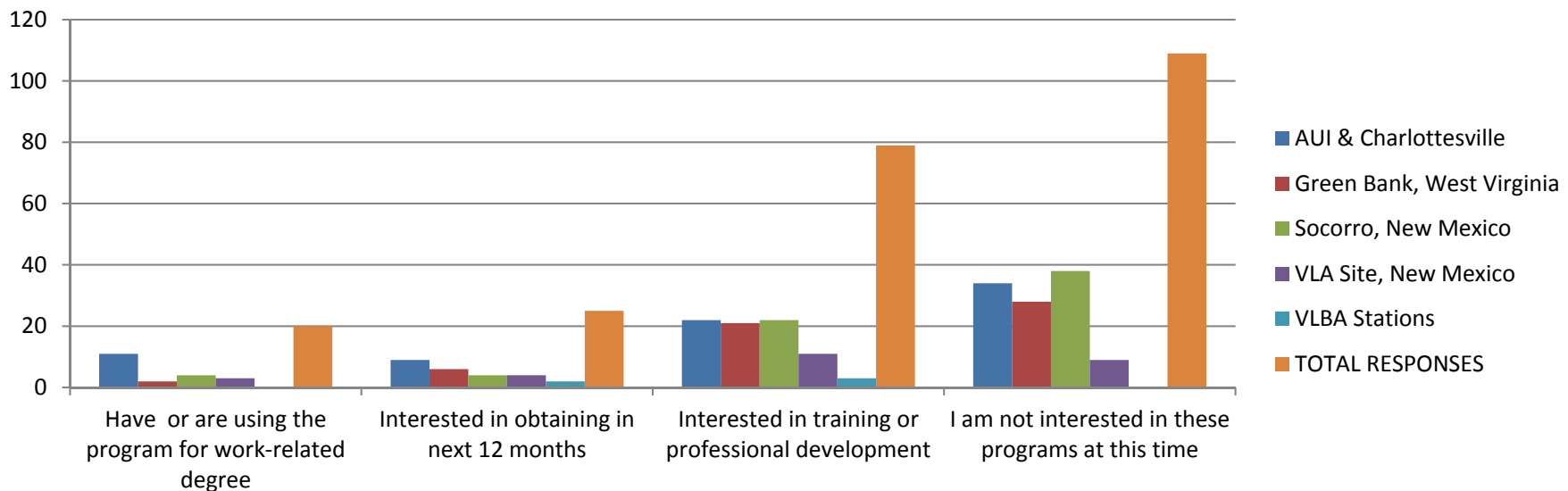


**Note percentages are calculated out of total employees who responded to the question, non-responses were not counted

SUMMARY OF RESPONSES

EMPLOYEE EDUCATION ASSISTANCE PROGRAM

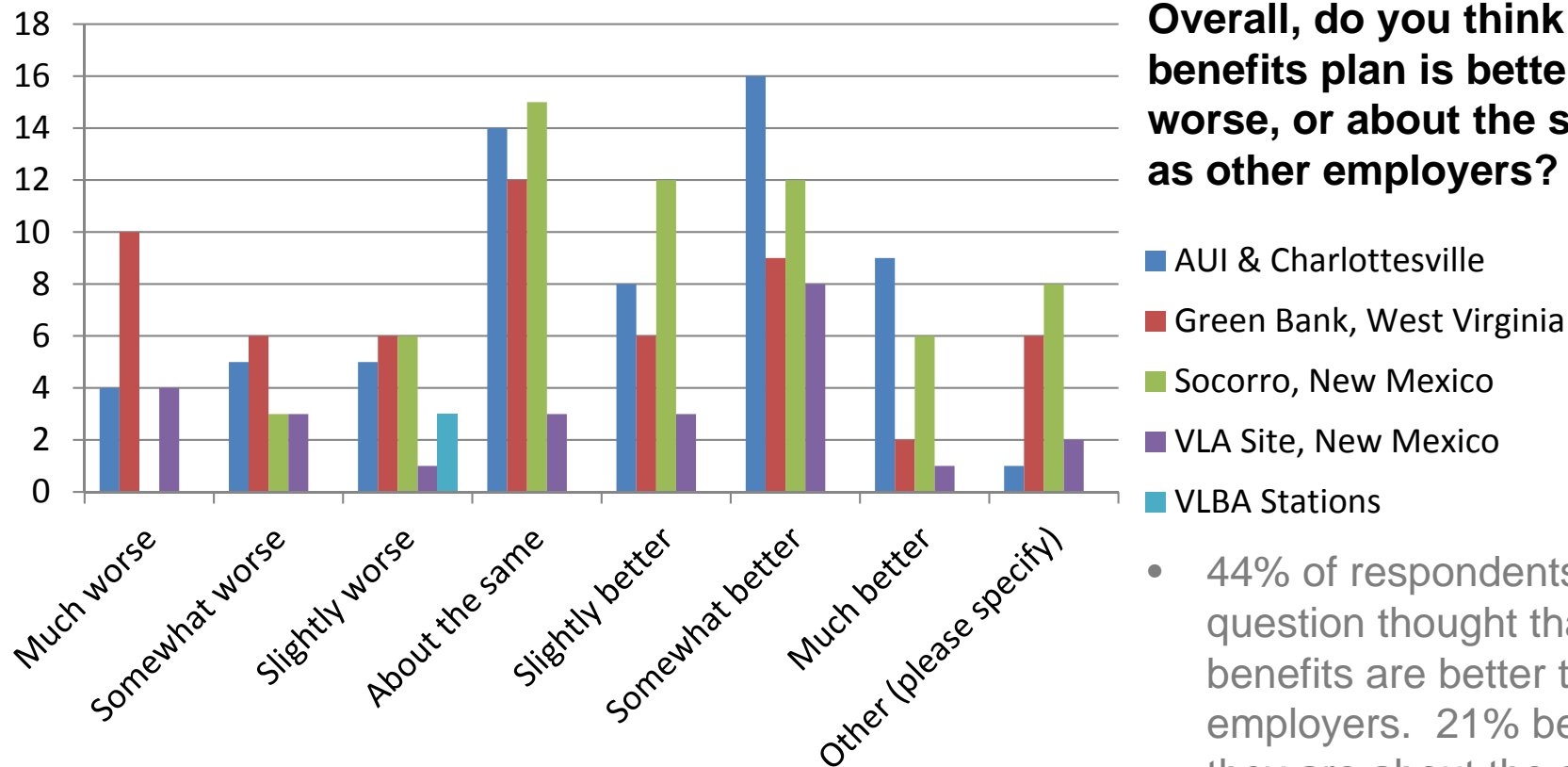
	Have or are using the program for work-related degree	Interested in obtaining in next 12 months	Interested in training or professional development	I am not interested in these programs at this time
AUI & Charlottesville	11	9	22	34
Green Bank, West Virginia	2	6	21	28
Socorro, New Mexico	4	4	22	38
VLA Site, New Mexico	3	4	11	9
VLBA Stations	0	2	3	0
TOTAL RESPONSES	20	25	79	109



**Note respondents were asked to check all that apply, therefore multiple selections may have been made by a single respondent. Non-responses were not counted.

SUMMARY OF RESPONSES

SATISFACTION- COMPARED TO OTHER EMPLOYERS



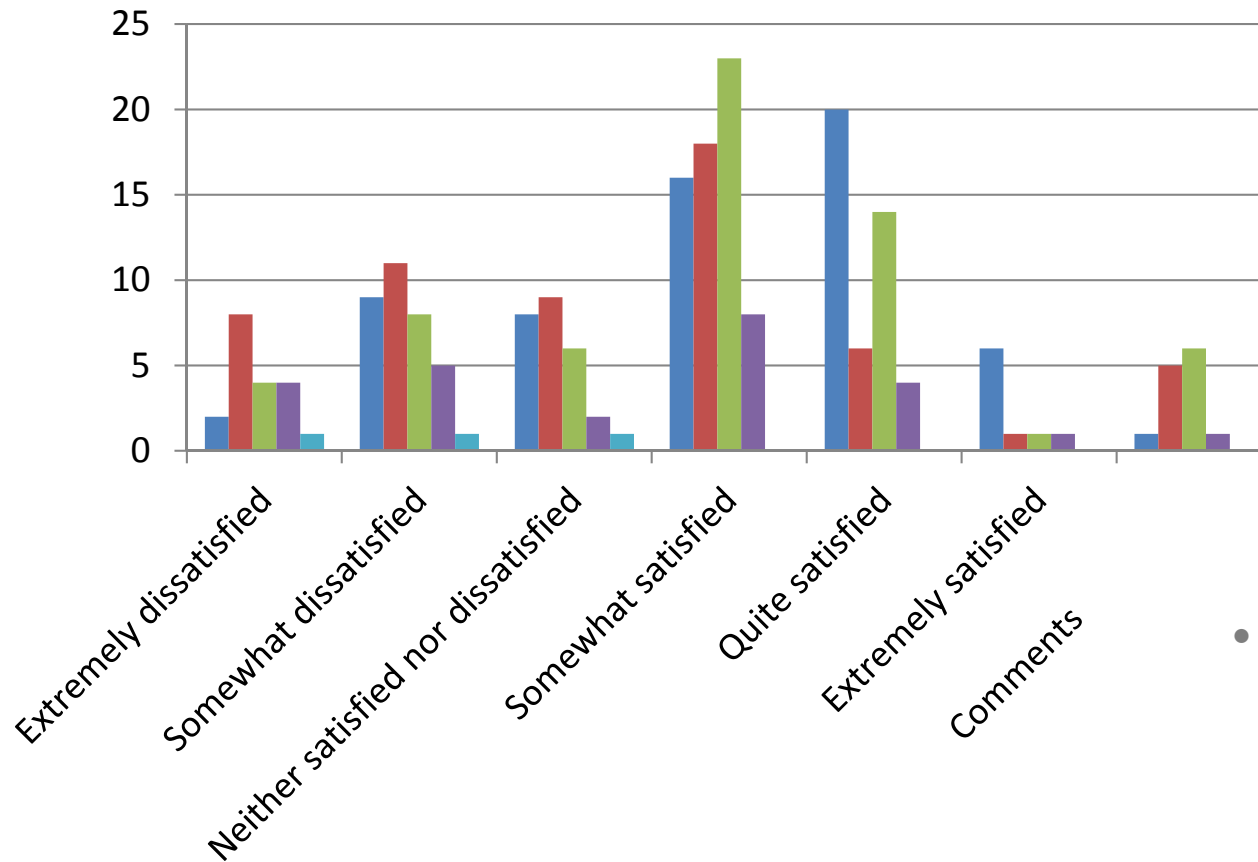
Overall, do you think AUI's benefits plan is better, worse, or about the same as other employers?

- 44% of respondents to this question thought that AUI's benefits are better than other employers. 21% believe that they are about the same.
- The majority of those who thought it was much worse are from Green Bank.

**Note non-responses were not counted

SUMMARY OF RESPONSES

SATISFACTION- OVERALL NRAO BENEFITS



Overall, how satisfied are you with AUI's employee benefits?

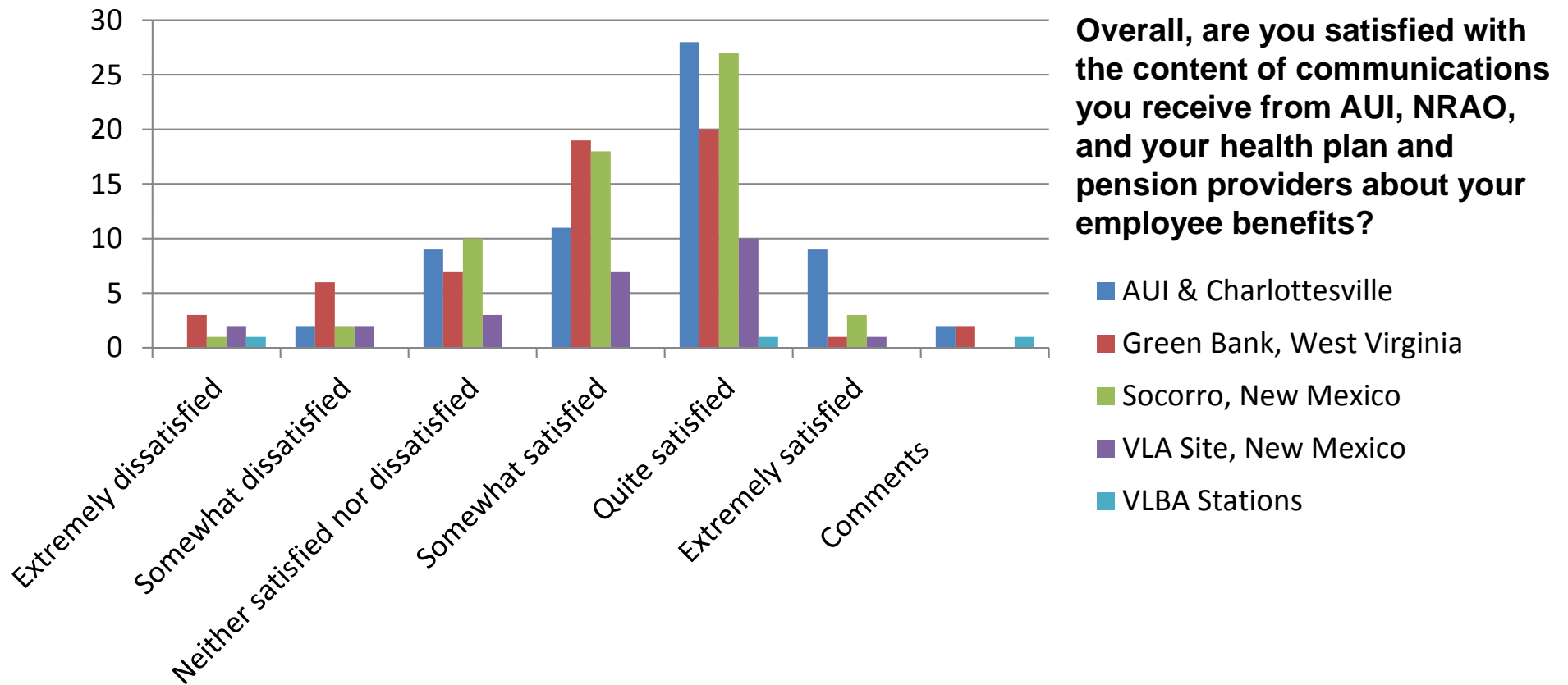
- AUI & Charlottesville
- Green Bank, West Virginia
- Socorro, New Mexico
- VLA Site, New Mexico
- VLBA Stations

- 45% of employees fall into a category identified as satisfied (somewhat, quite or extremely), while 13% fall into the neither satisfied nor dissatisfied category.
- The majority of those that were most dissatisfied were in Green Bank.

**Note non-responses were not counted

SUMMARY OF RESPONSES

SATISFACTION- COMMUNICATIONS CONTENT

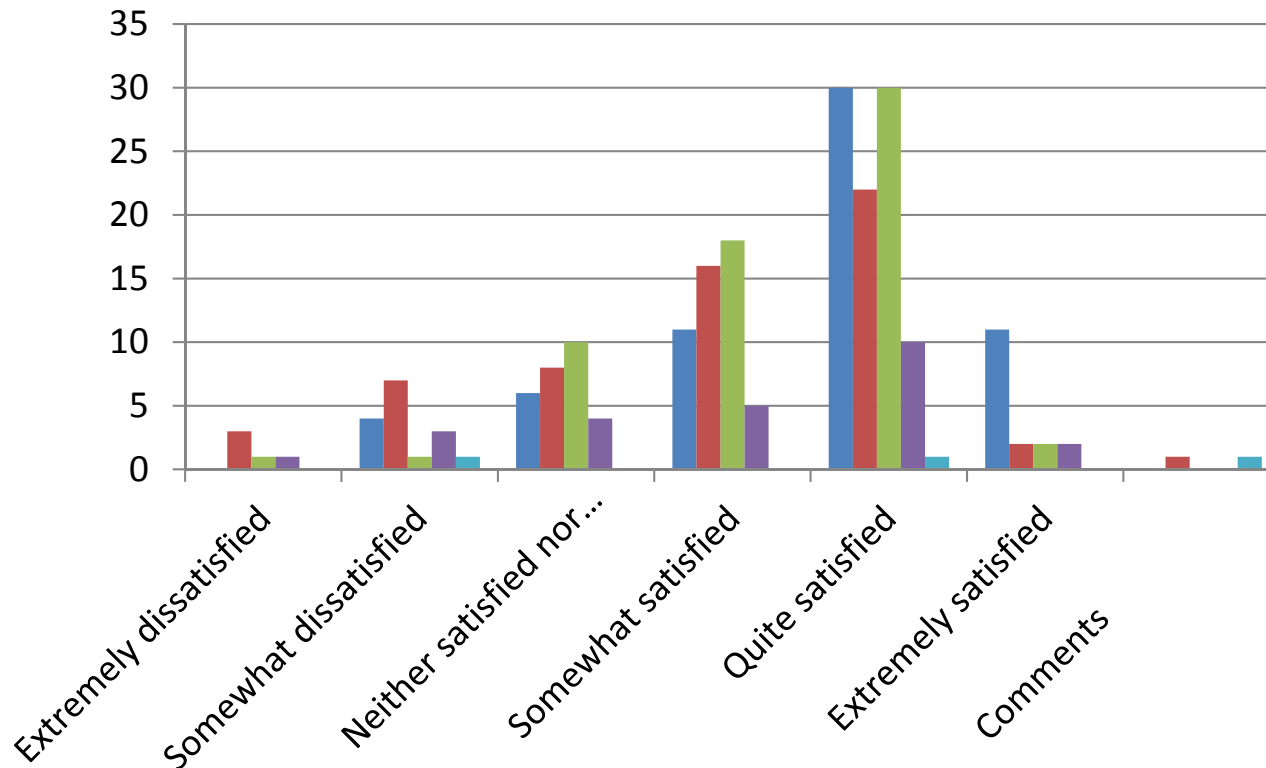


- The most respondents, 41%, were quite satisfied with the content of communication from AUI & NRAO. Those that were most dissatisfied were respondents in Green Bank.

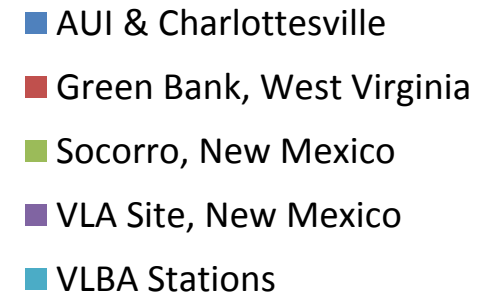
**Note non-responses were not counted

SUMMARY OF RESPONSES

SATISFACTION- COMMUNICATIONS DELIVERY



Overall, are you satisfied with the delivery of communications you receive from AUI, NRAO, and your health plan and pension providers about your employee benefits?

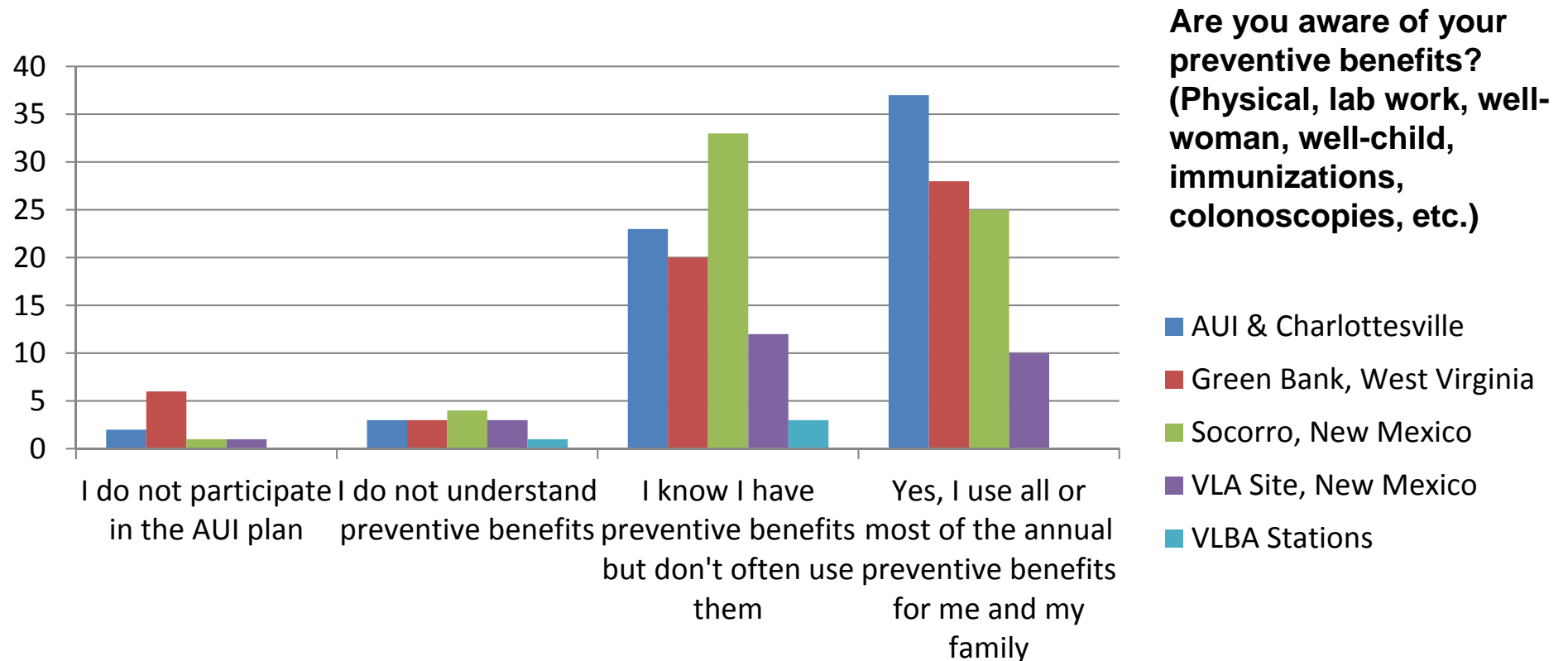


- 44% of respondents were quite satisfied followed by 24% being somewhat satisfied. Those that were least satisfied were respondents in Green Bank.

**Note non-responses were not counted

SUMMARY OF RESPONSES

MEDICAL – PREVENTIVE BENEFITS AWARENESS

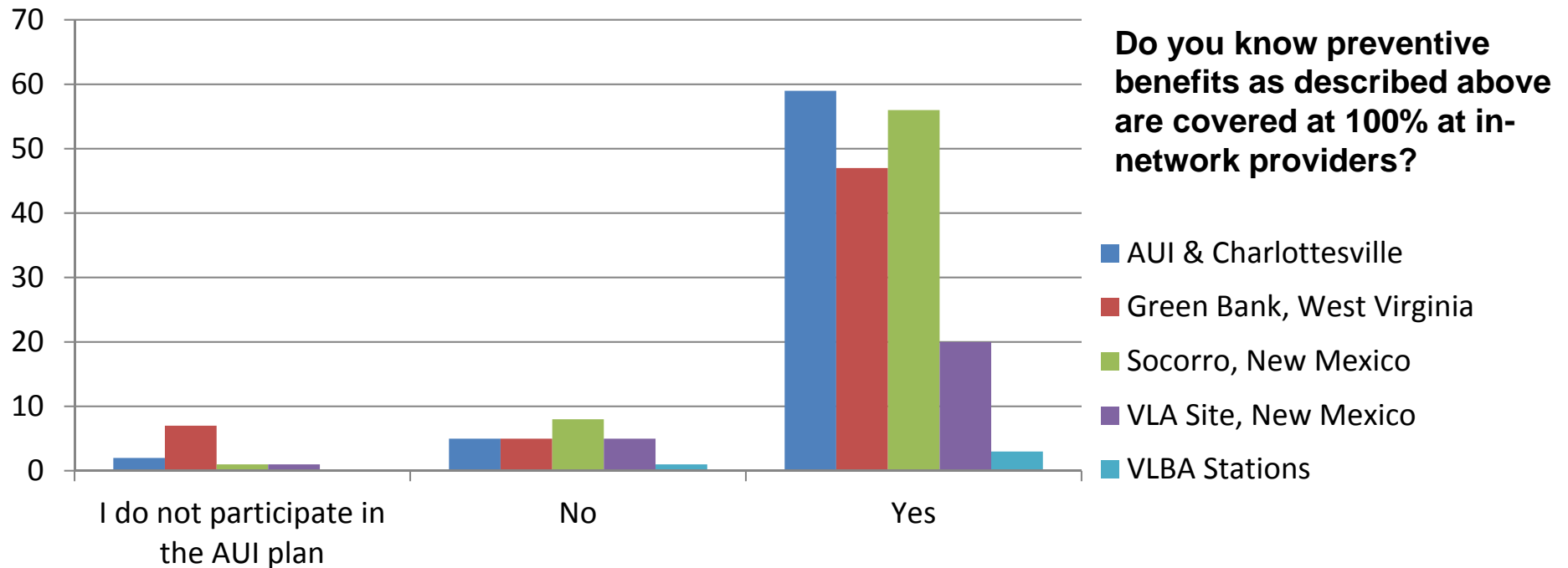


- 46% of respondents know and use the benefits, 42% know and don't use them often. The largest number of respondents who do not understand the benefits are in Socorro.

**Note non-responses were not counted

SUMMARY OF RESPONSES

MEDICAL – PREVENTIVE BENEFITS COVERAGE

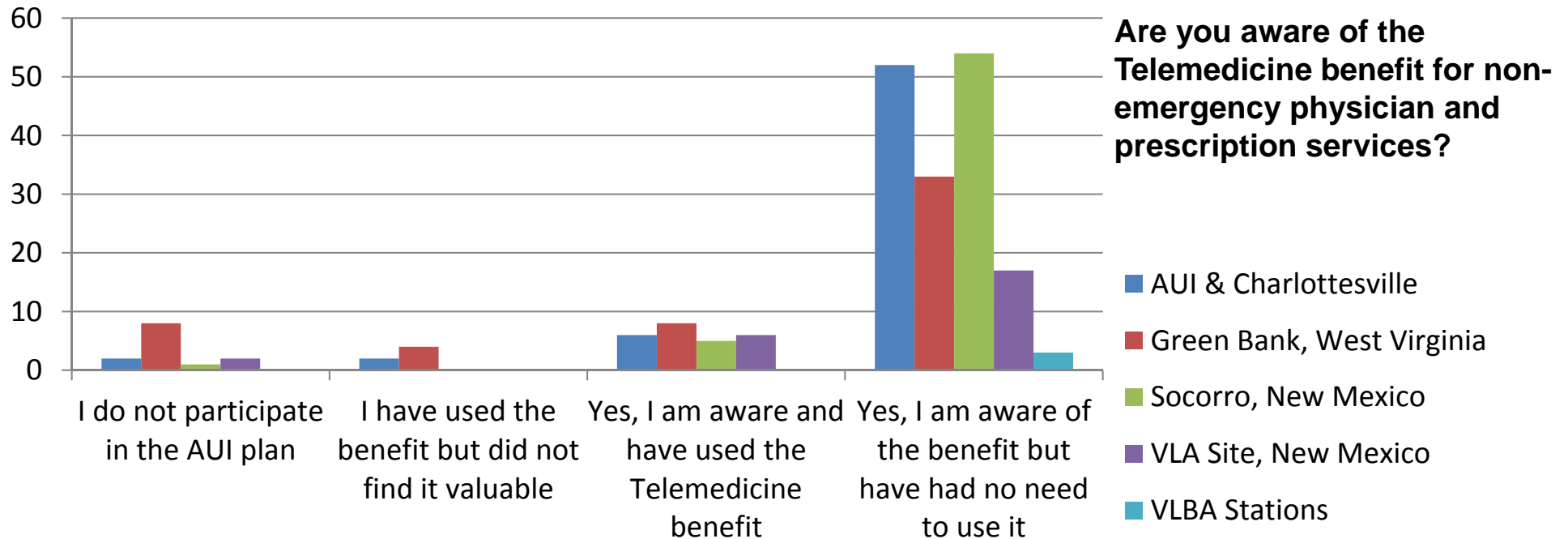


- 84% of respondents understand preventive benefits are covered at 100%. The majority of those who do not know are located in Socorro.

**Note non-responses were not counted

SUMMARY OF RESPONSES

MEDICAL – TELEMEDICINE

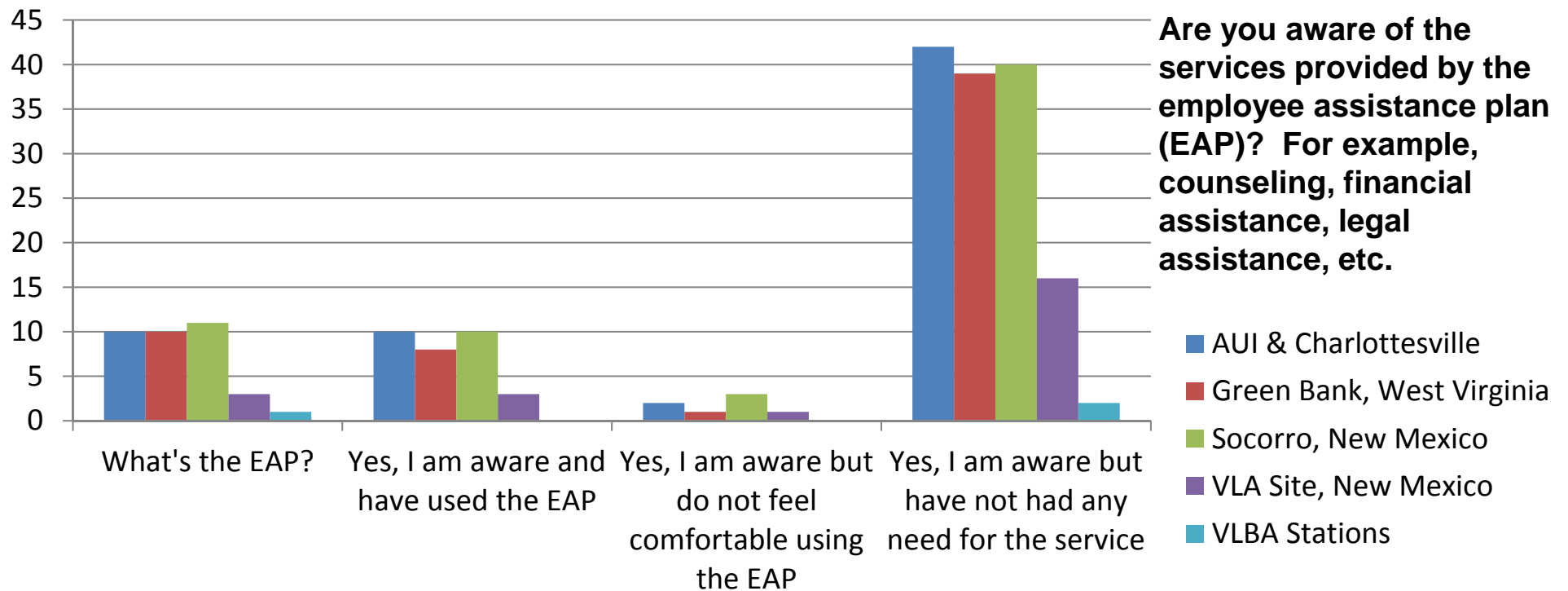


- Only 12% are aware and have used it, while 78% are aware of the benefit and have not used it.
- Respondents who did not find it useful are located in Charlottesville and Green Bank.

**Note non-responses were not counted

SUMMARY OF RESPONSES

EMPLOYEE ASSISTANCE PROGRAM

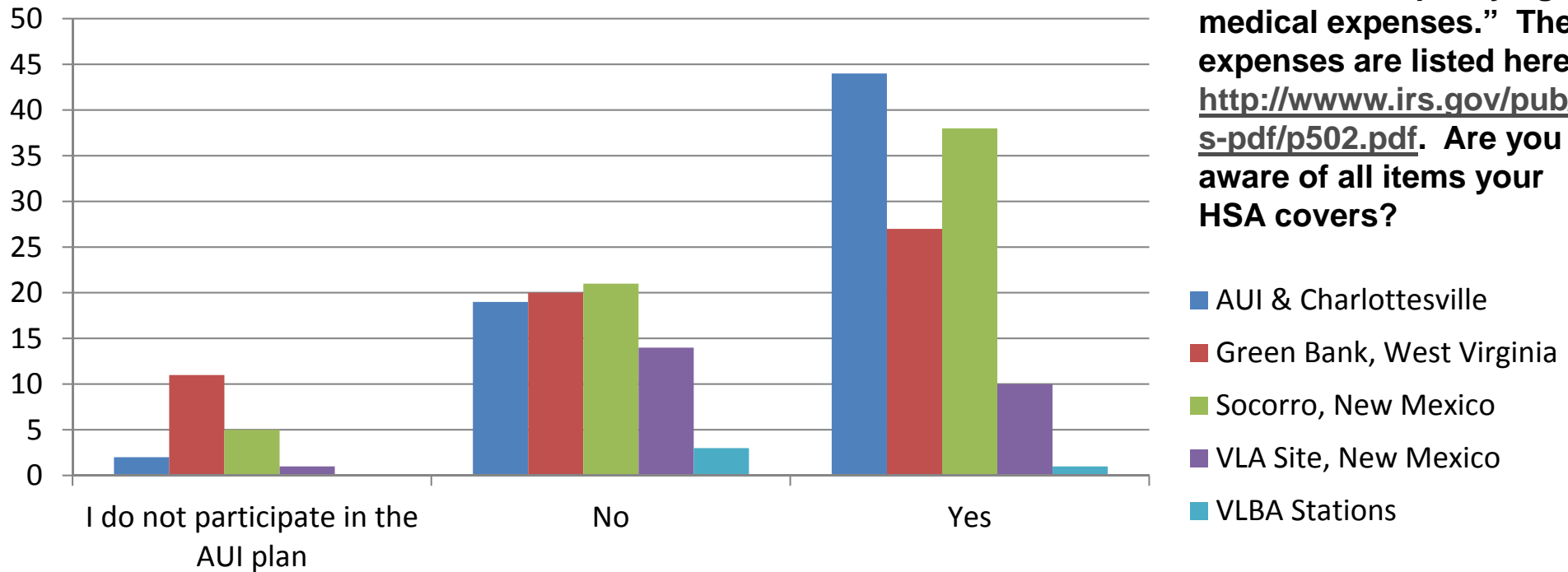


- Only 14% are aware and have used it, while 65% are aware of the benefit and have not used it.
- Respondents who do not feel comfortable using the benefit are primarily in Socorro. There are also individuals in Socorro that do not understand the EAP.

**Note non-responses were not counted

SUMMARY OF RESPONSES

HEALTH SAVINGS ACCOUNT – COVERED EXPENSES



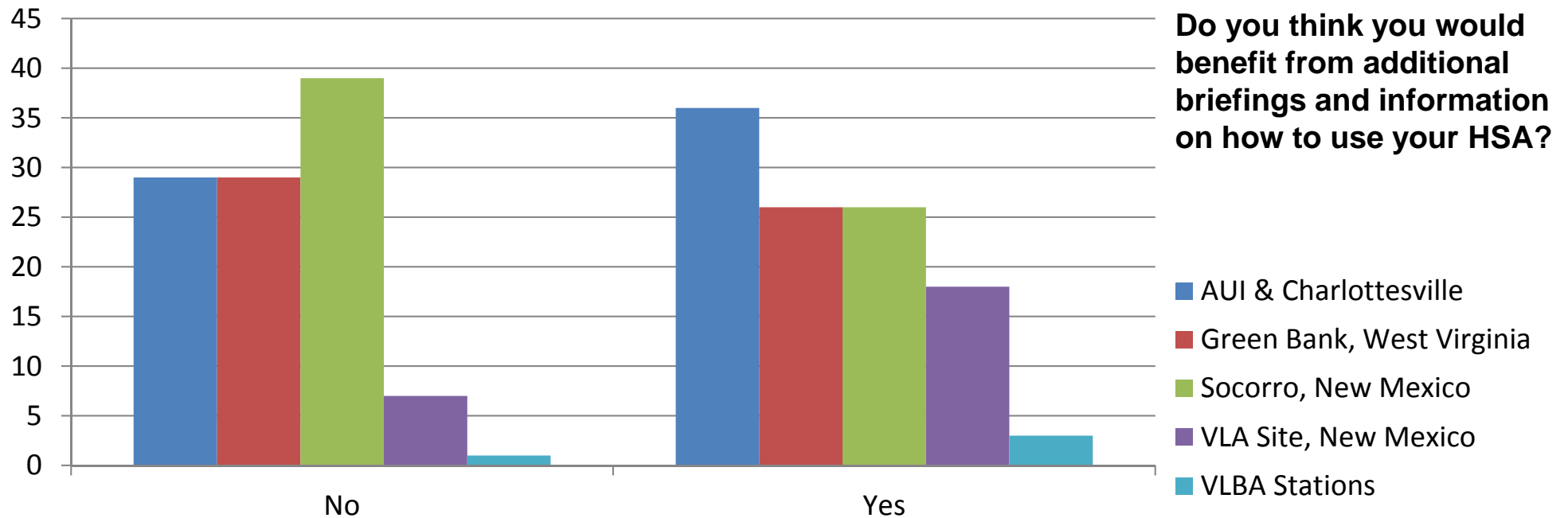
HSA's cover "qualifying medical expenses." These expenses are listed here: <http://www.irs.gov/pub/irs-pdf/p502.pdf>. Are you aware of all items your HSA covers?

- 55% of respondents are aware of the covered expenses. 35% of respondents did not know and there may be an opportunity for continued and targeted education surrounding this topic.

**Note non-responses were not counted

SUMMARY OF RESPONSES

HEALTH SAVINGS ACCOUNT – EDUCATION

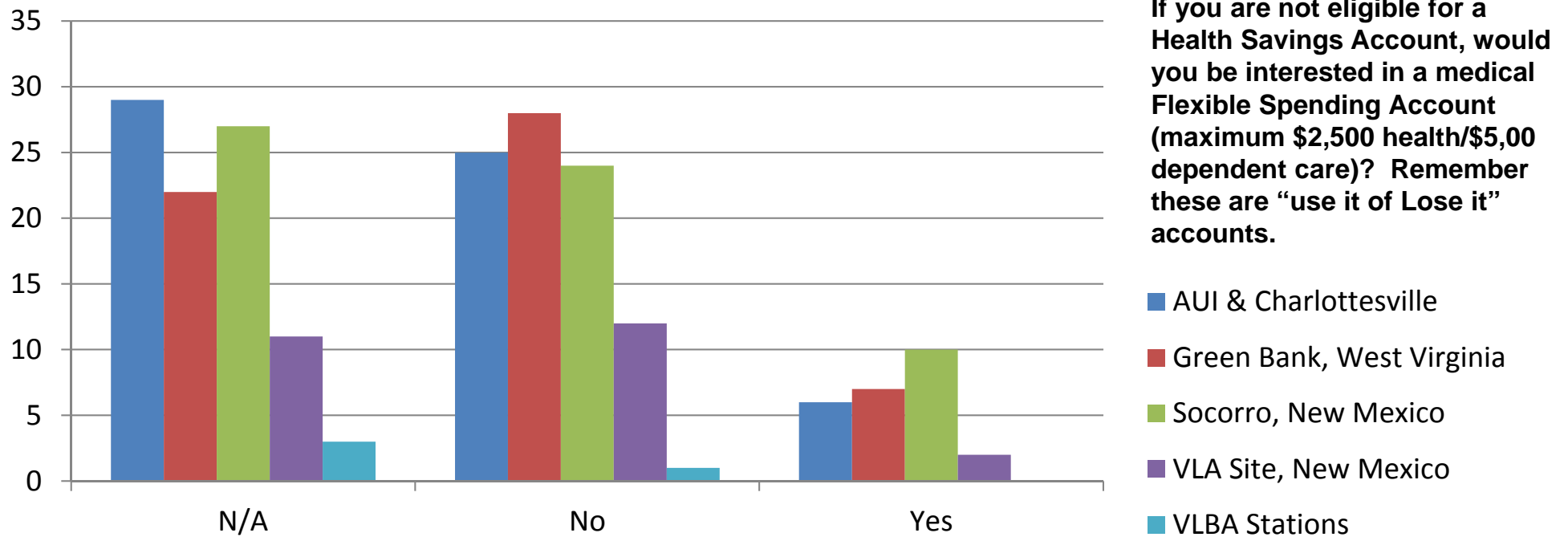


- Additional education desire was split evenly between yes and no for all respondents. More people in Charlottesville would like more information than not, Green Bank was split evenly, while more people in Socorro did not wish to receive further education.

**Note non-responses were not counted

SUMMARY OF RESPONSES

HEALTH SAVINGS ACCOUNT – MEDICAL FSA

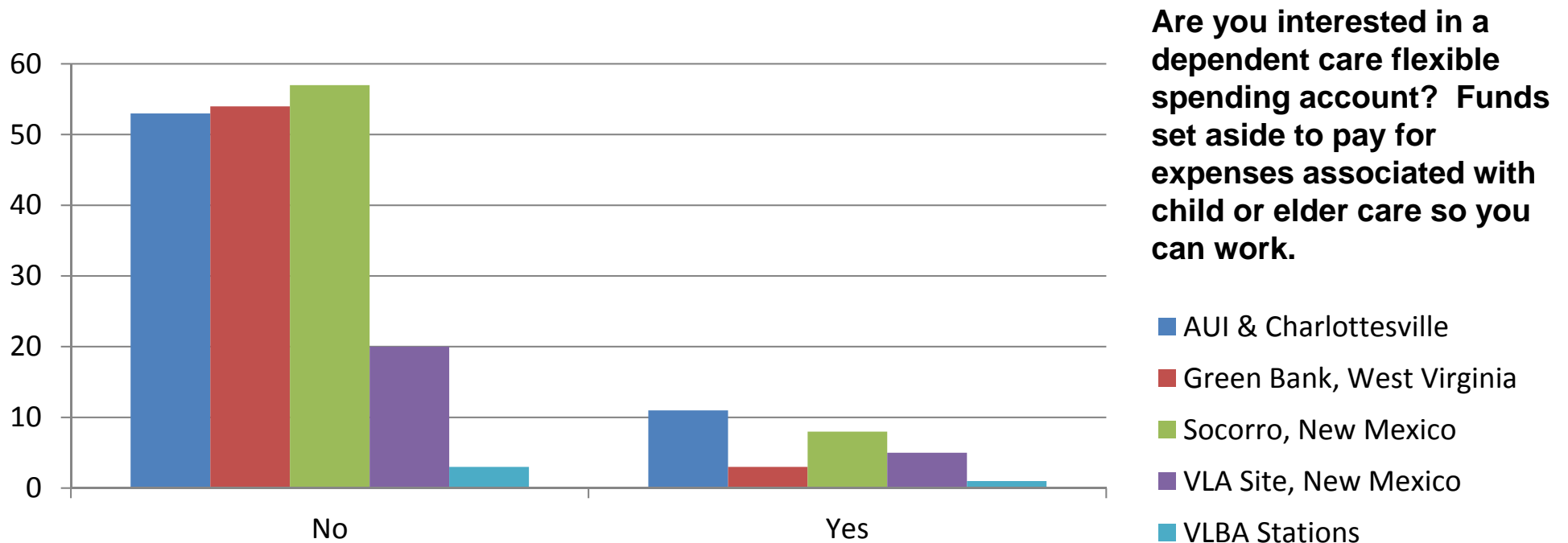


- Only 12% of respondents were interested. 88% selected the response not interested or not applicable. Of that 88%, respondents were evenly distributed in their answers of “No” or “N/A.”

**Note non-responses were not counted

SUMMARY OF RESPONSES

HEALTH SAVINGS ACCOUNT-DEPENDENT CARE FSA

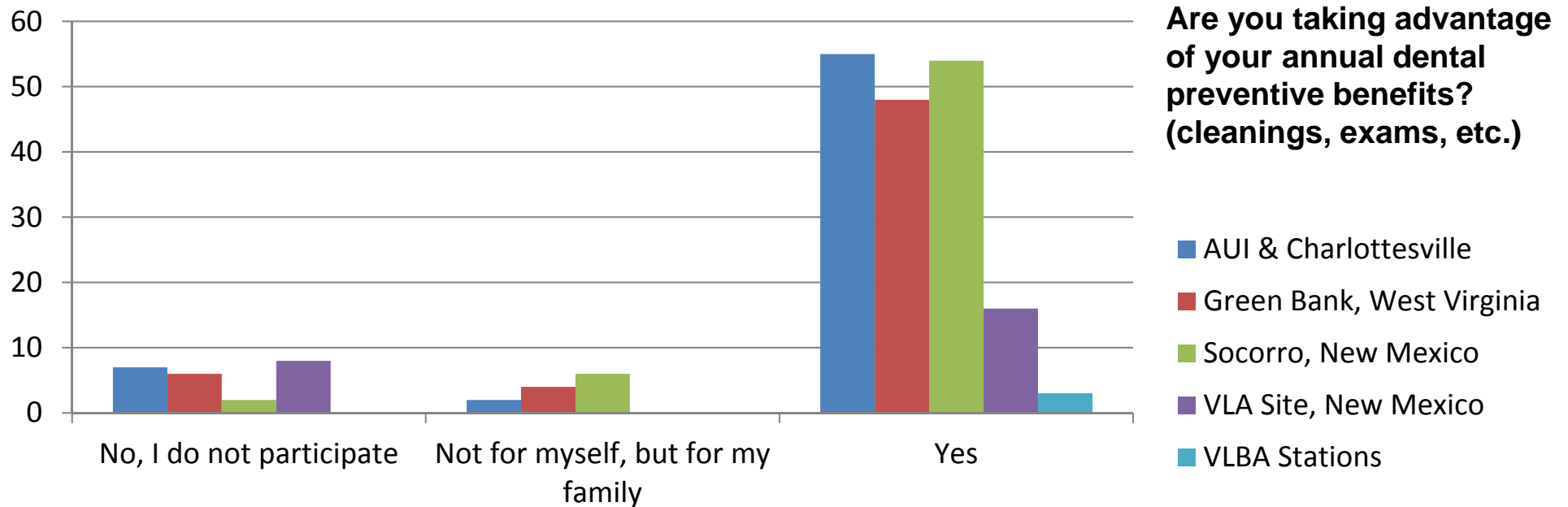


- A majority of respondents, 87%, were not interested in a dependent care FSA offering.

**Note non-responses were not counted

SUMMARY OF RESPONSES

DENTAL – PREVENTIVE BENEFITS

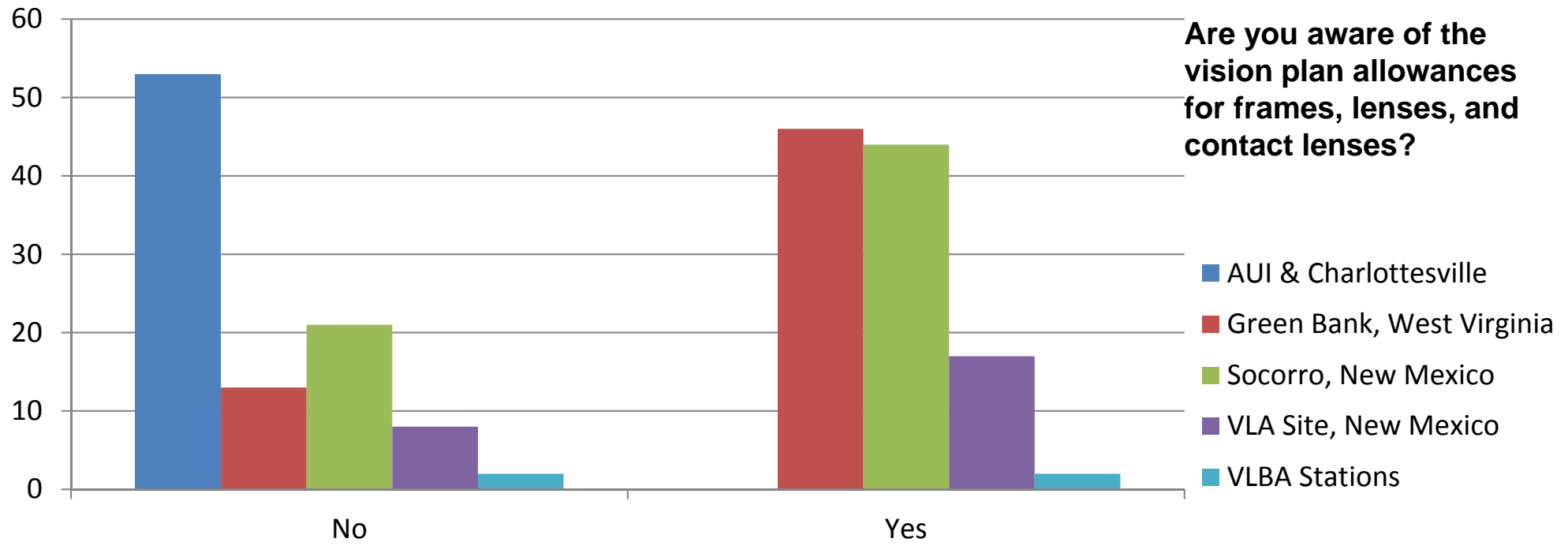


- 83% of respondents are using their annual dental preventive benefits.

**Note non-responses were not counted

SUMMARY OF RESPONSES

VISION – PLAN ALLOWANCES

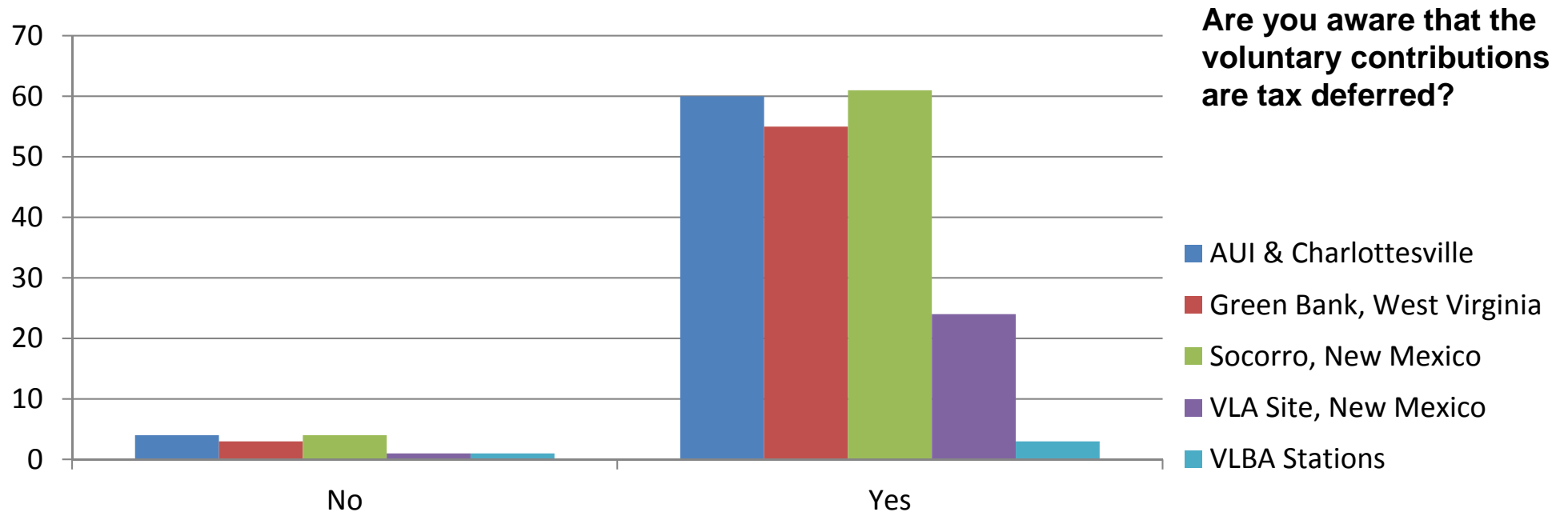


- 75% of respondents are aware of their vision benefits. Those that were not aware are primarily from Charlottesville.

**Note non-responses were not counted

SUMMARY OF RESPONSES

RETIREMENT PLANS – TAX DEFERRAL

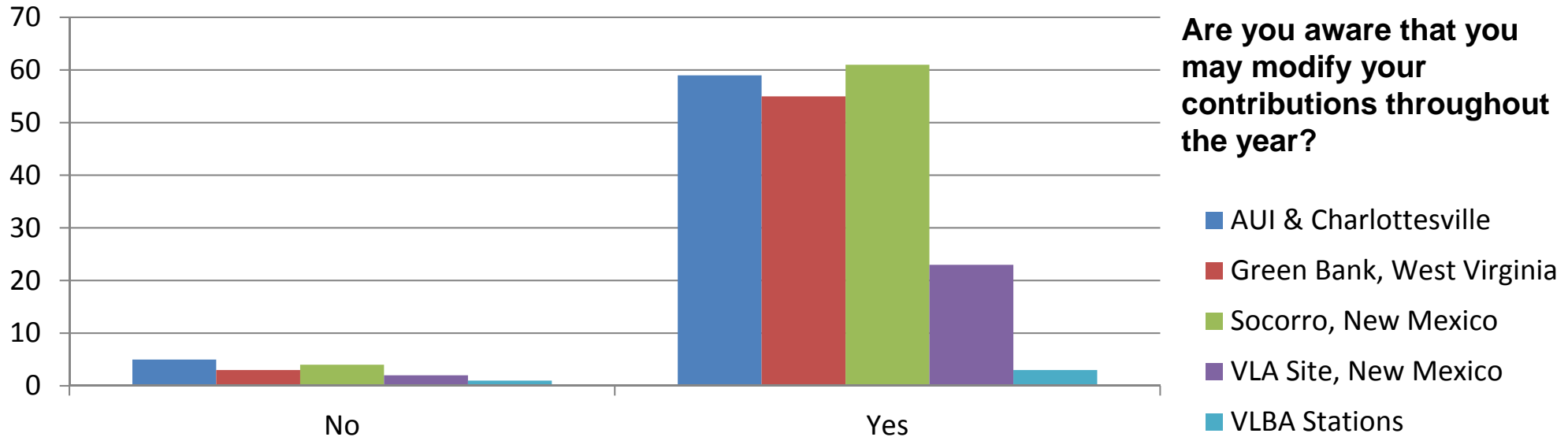


- 94% of respondents are aware that voluntary contributions are tax deferred.

**Note non-responses were not counted

SUMMARY OF RESPONSES

RETIREMENT PLANS – MID-YEAR MODIFICATIONS

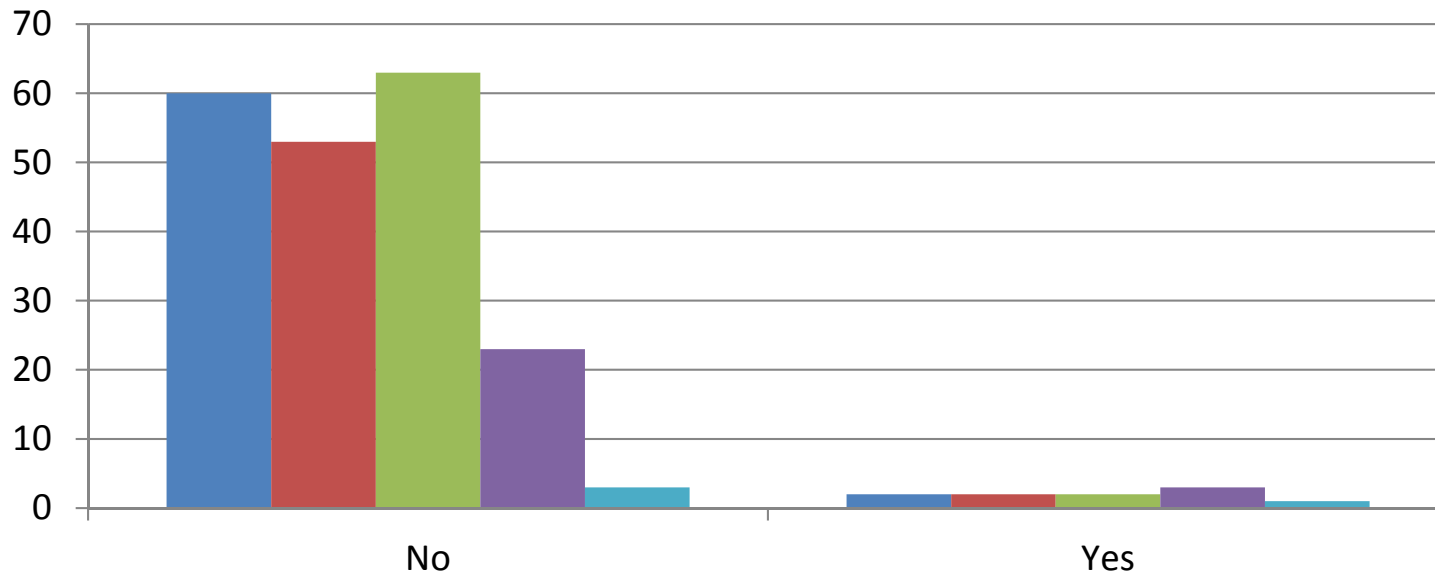


- 93% of respondents were aware that they may make changes to their contributions throughout the year.

**Note non-responses were not counted

SUMMARY OF RESPONSES

RETIREMENT PLANS – ADDITIONAL INFORMATION



Would you like additional information on how to start a 403b account? (If yes, please provide your contact information below)

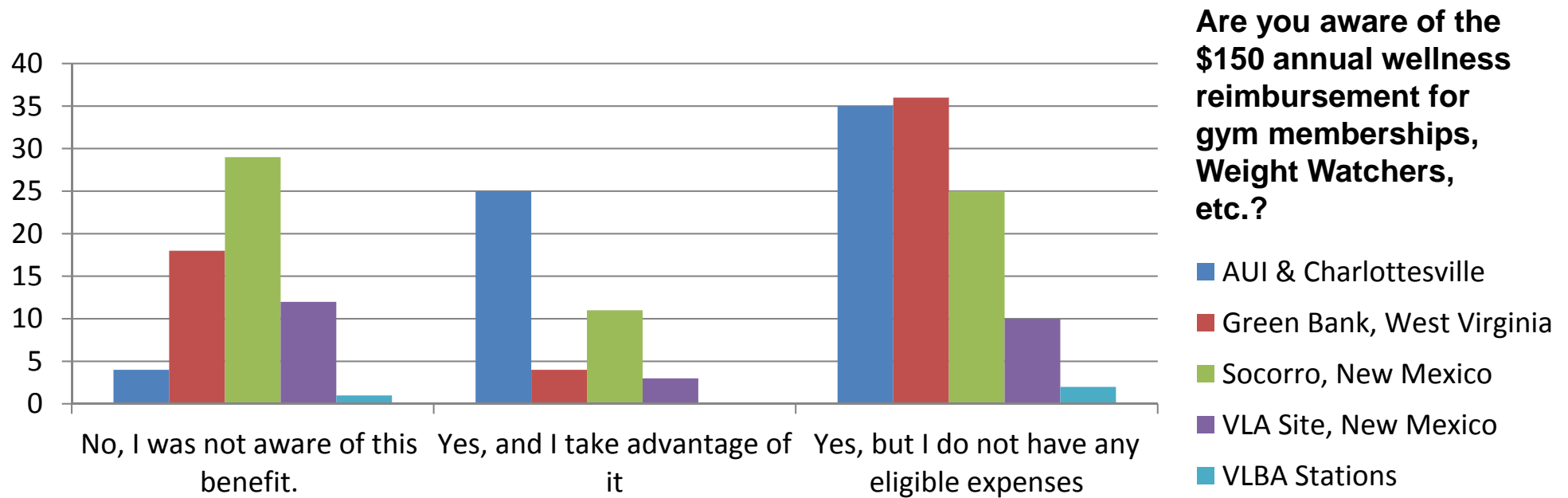
- AUI & Charlottesville
- Green Bank, West Virginia
- Socorro, New Mexico
- VLA Site, New Mexico
- VLBA Stations

- 95% of respondents were not interested in additional information on how to begin a 403b account.

**Note non-responses were not counted

SUMMARY OF RESPONSES

WELLNESS – REIMBURSEMENT AWARENESS

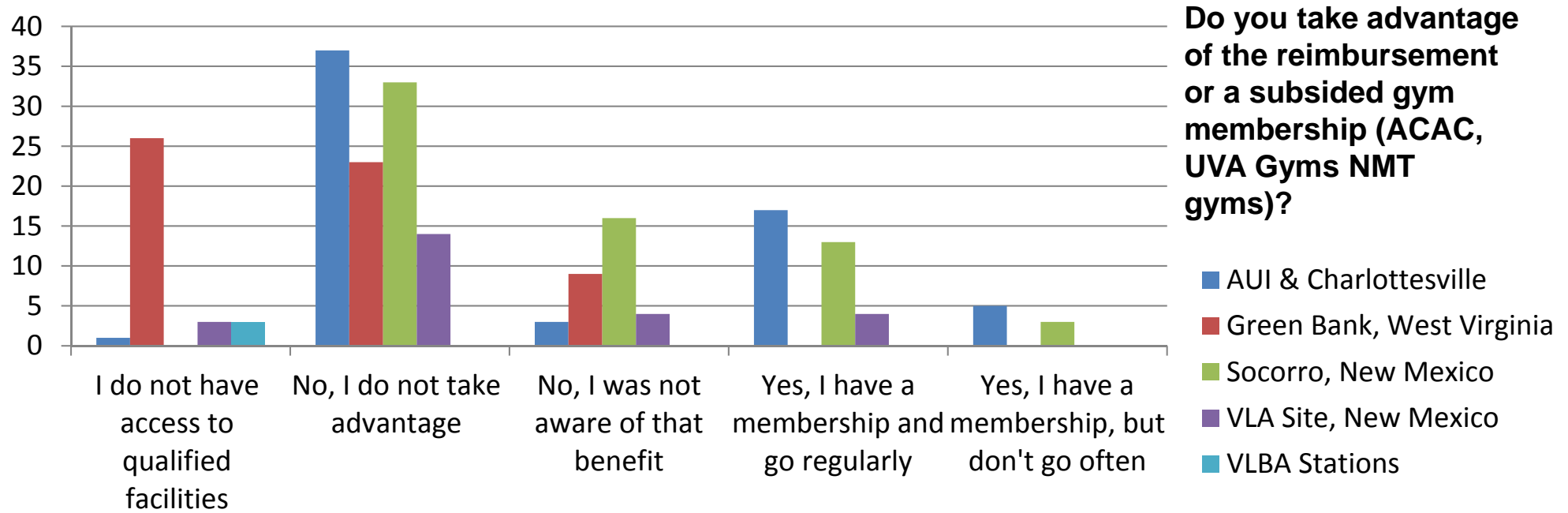


- 50% of respondents were aware of the benefit and do not have any eligible expenses
- 20% are aware and take advantage, while 30% were not aware.
- Most of the respondents that were unaware of this benefit are located in Socorro.

**Note non-responses were not counted

SUMMARY OF RESPONSES

WELLNESS – REIMBURSEMENT PARTICIPATION

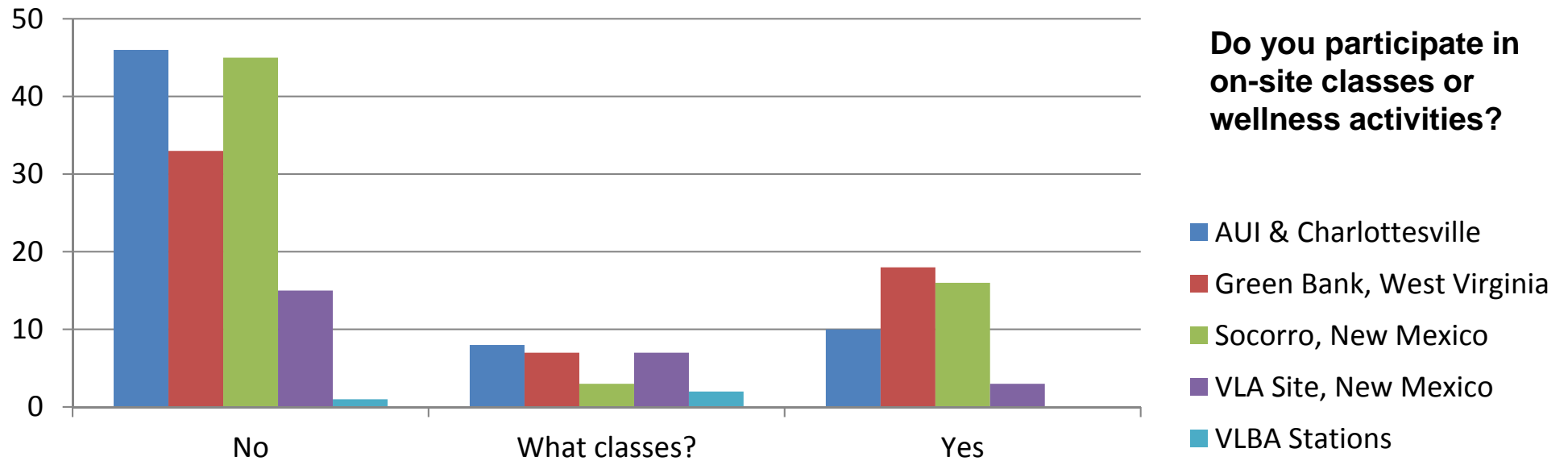


- 34% of respondents take advantage of the benefit, while only 20% that take advantage do not go regularly.
- 50% do not take advantage, and the remaining respondents are evenly distributed between not having access, and not being aware of the benefit.

**Note non-responses were not counted

SUMMARY OF RESPONSES

WELLNESS – ON-SITE CLASS PARTICIPATION



- 66% of respondents do not participate in the on-site classes, 22% do participate, and 12% do not know about the classes.

**Note non-responses were not counted

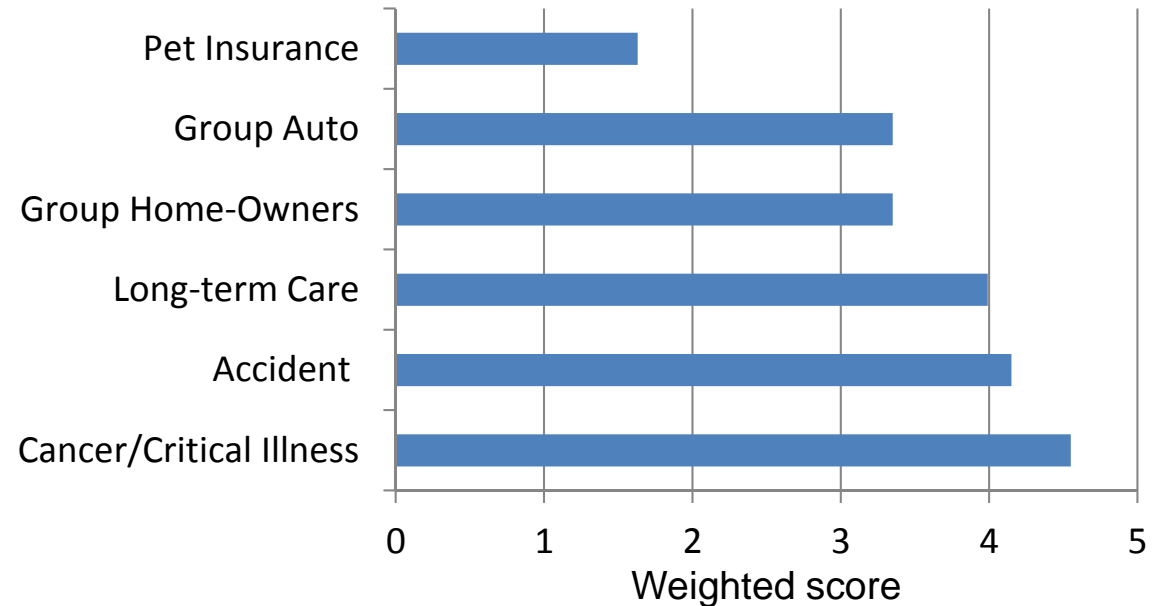
SUMMARY OF RESPONSES

VOLUNTARY BENEFITS

We are considering adding additional voluntary, employee paid benefits to our offerings. Please rank the below benefits based on your interest level. These premiums would be payroll deducted, at group rates.

Rank	Topic
1	Cancer/Critical Illness
2	Accident
3	Long-term Care
4	Group Home-Owners
5	Group Auto
6	Pet Insurance

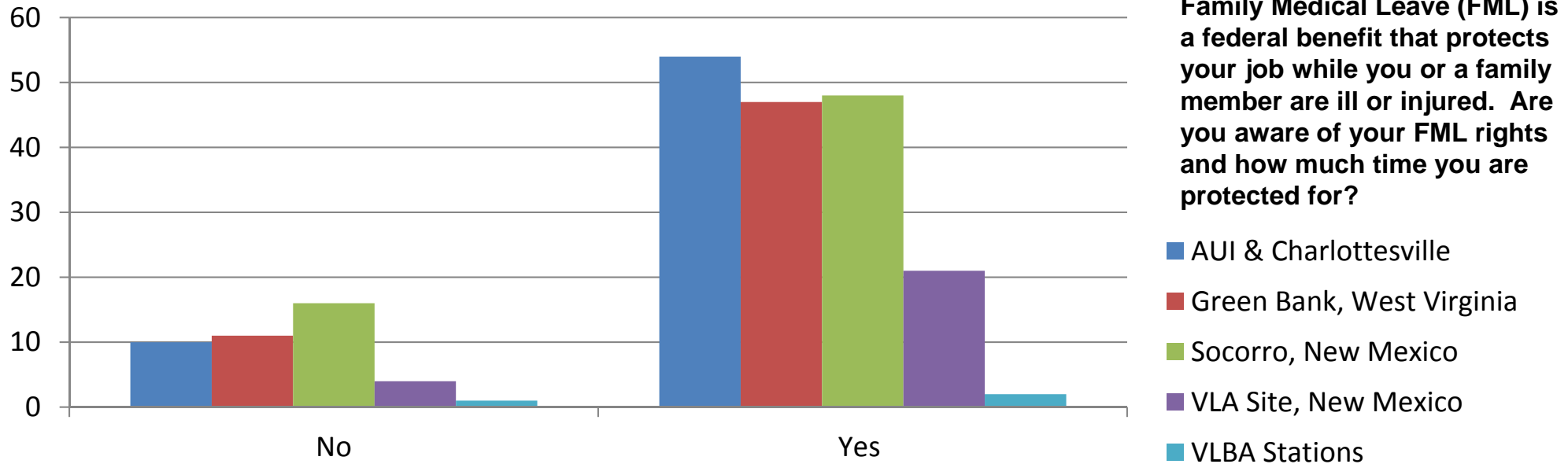
- The top three coverages are included in the current voluntary benefits marketing. While the bottom three will be examined, they are not considered high priority marketing objectives.



**Note non-responses were not counted. Scores were assigned a score based on the rank individual respondents selected for each option.

SUMMARY OF RESPONSES

EMPLOYEE LEAVE – FMLA AWARENESS

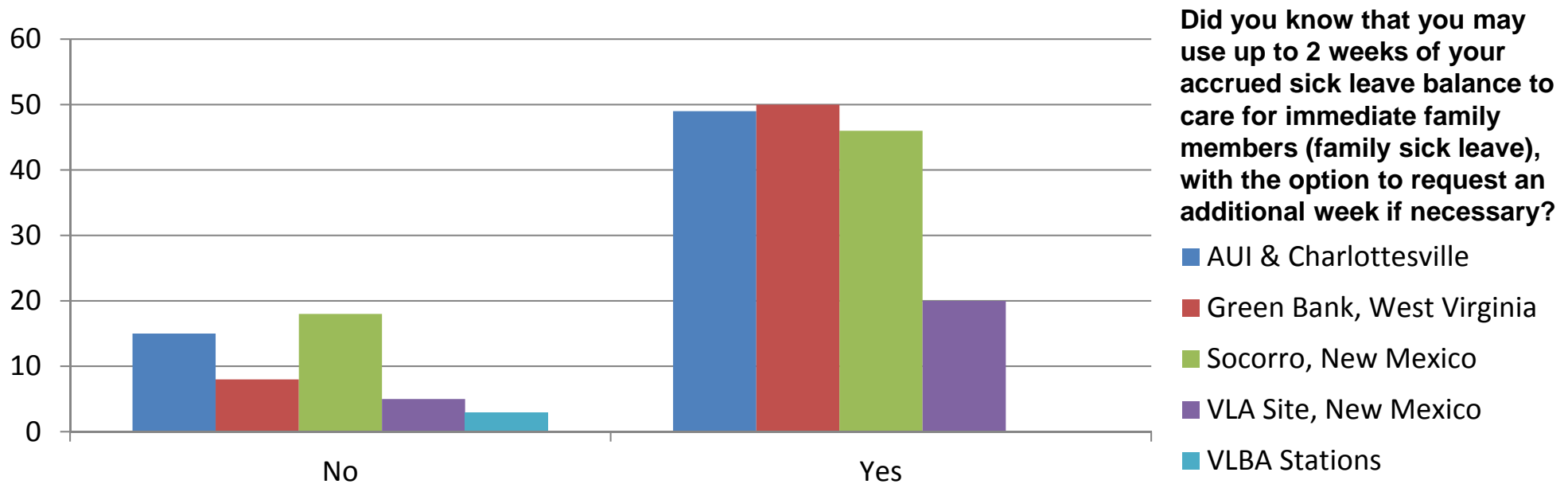


- 80% are aware of FMLA rights and time protected, while 20% are not.

**Note non-responses were not counted

SUMMARY OF RESPONSES

EMPLOYEE LEAVE – FAMILY CARE

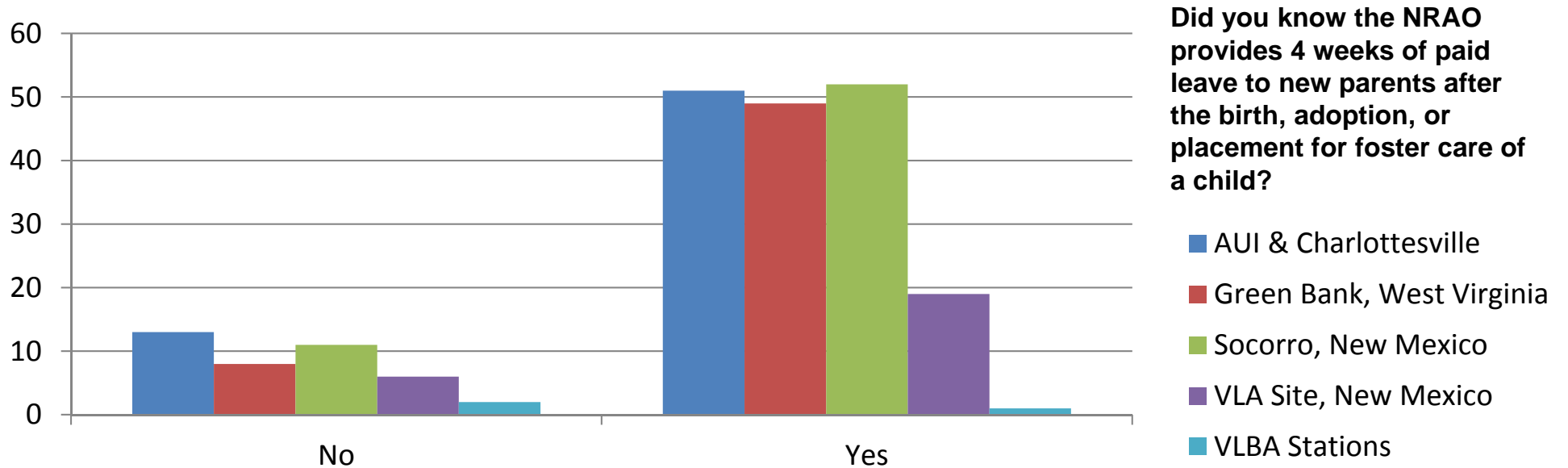


- 77% of respondents are aware of their family care options, 33% were not.

**Note non-responses were not counted

SUMMARY OF RESPONSES

EMPLOYEE LEAVE – PARENTAL LEAVE

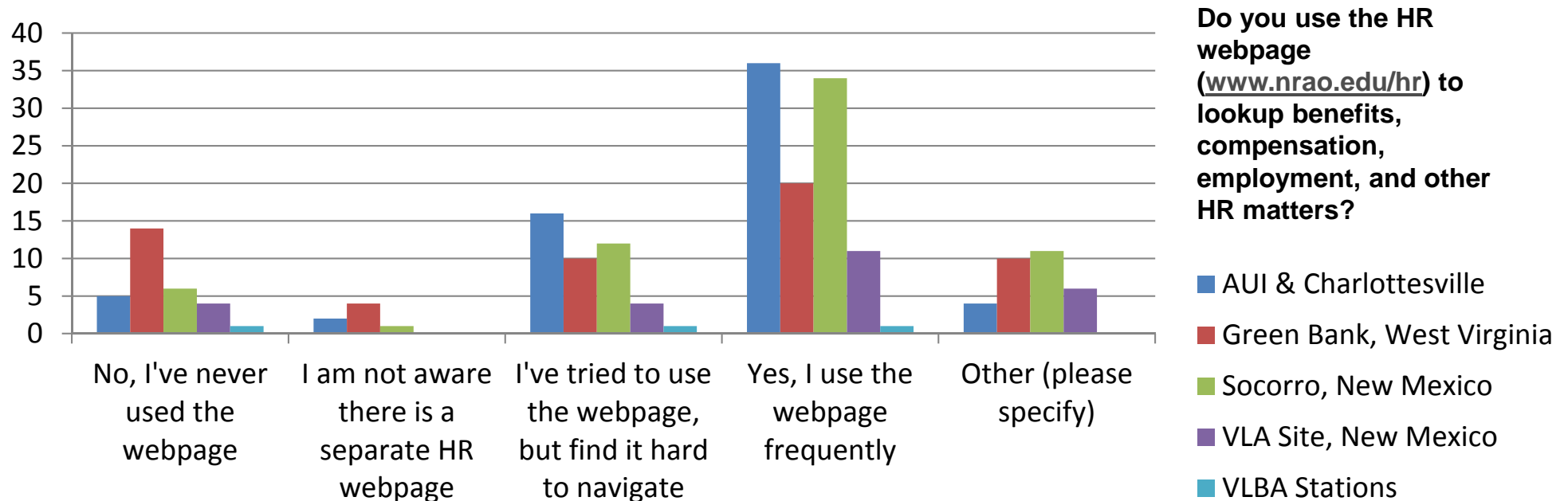


- 77% of respondents were aware of this benefit provided by NRAO.

**Note non-responses were not counted

SUMMARY OF RESPONSES

HR WEBPAGE USE



- 15% of the respondents had comments that did not fall into one of the four categories (these are explored in the supplemental comments document). Of the 85% that did fall into one of the four major categories, 56% use the webpage frequently, 25% have tried to use it and found it difficult to navigate, 16% have never used the webpage, and only 4% were not aware that there was a separate HR webpage.

**Note non-responses were not counted

MAKE  **MERCER**
TOMORROW,
TODAY