UNI P&S Benefits Survey 2013

March 14, 2013

Prepared by Eric Lukens on behalf of the

Salary and Fringe Benefits Committee of the Professional and Scientific Council

Committee Members: Eric Lukens (Chair), Michael Bobeldyk, Christopher Conklin, Matthew Copp, Nadia Korobova, Nevin Nolte, Paula VanZee, and Cindy Webb
Background
The Salary and Fringe Benefits committee of the P&S Council performs surveys to UNI staff every couple of years to gather information from P&S staff on their perceptions and needs in regards to the benefits UNI provides them. This survey is also used to determine new or changed benefits that the P&S council could pursue on behalf of their constituents.

Employee Benefits Survey
This year the survey was provided to all P&S staff that are considered voting members and also to P&S annual staff members in one combined survey that started on January 16, 2013 and concluded on January 31, 2013. The survey was announced via email to eligible participants on January 16, 2013, and again on January 28, 2013.

The survey was written by the Salary and Fringe Benefits Committee with the assistance of the entire P&S Council and input from Human Resources. Human Resources specifically requested questions regarding communications methods, times for information sessions, and the Employee Assistance Program.

This survey was divided into multiple sections. The first set of questions focused on the importance and satisfaction of those benefits already provided to UNI P&S staff members. The next set of questions asked about overall benefits satisfaction and understanding of those benefits. The third section focused on preferred communications regarding benefits and other HR communications. The fourth asked specific questions regarding certain benefits. The final section focused on comments.

This survey requested P&S Staff provide comments after major questions and many comments were provided. These comments provide valuable insight not adequately reflected in the aggregate numbers.

Summary of Results
The survey was completed by 190 of the 629 eligible participants resulting in approximately 30% return. The estimated margin of error of the survey is approximately 6%. The previous 2011 survey had a 40% return. The 2011 survey was able to be announced in UNI Online, while the 2013 survey was not due to changes in UNI’s communication procedures. Additionally, the 2011 survey asked specific questions about the budget reduction process which may have attracted more participants.

Overall, employees are satisfied with university-provided benefits. Satisfaction with health insurance benefits has remained high as well. However, a noteworthy shift in health insurance satisfaction has occurred. In 2011, 80% of employees were very satisfied with their health insurance. In 2013 this reduced to 58%. In 2011, health insurance plan offerings were changed taking effect after the 2011 survey. This is the only correlation known to the Salary and Fringe Benefits Committee and no data on causation is available at this time.

![Health Insurance Satisfaction 2011 and 2013](image)
Dissatisfaction with the dental plans continues at levels similar to the 2011 survey. Approximately 20% are dissatisfied with dental insurance. However, dissatisfaction with the dental plans does not appear to be increasing. Comments indicate dissatisfaction with out-of-pocket costs for non-preventative care, the benefit maximum, and the cost of the family plan compared to the benefits of enrolling in the family dental plan.

Overall, employees are satisfied with the university-offered voluntary benefits. Significant levels of dissatisfaction were found with the vision insurance (21% dissatisfied or very dissatisfied) and with the current employee wellness program (15%). Vision insurance comments were mostly focused on the perceived lack of local providers and view that the plan was not a good value.

Generally, employees are satisfied with their university-provided financial benefits. Significant levels of dissatisfaction occur with wages (37% dissatisfied or very dissatisfied) and professional development (17%). Comments on professional development were primarily focused on the lack of funding, resources, and/or time necessary to complete professional development.

Comments indicate dissatisfaction regarding wages covers the following themes:

- Unequal pay for the same work across the regents, divisions, departments, and even sometimes within departments.
- New, less-experienced hires coming in at higher salaries than existing employees.
- Lack of transparency on the distribution of raises.
- Inability to move out of the lowest pay quartile.
- Higher pay found in the private sector.

Despite some levels of dissatisfaction, only 7 survey respondents felt UNI’s benefits were worse than those offered by other employers.

Employees were asked some questions about the best way to receive information about their benefits. Employees expressed clear preference (97%) to email communication. Differences between the other forms of communication were statistically insignificant, with the exception of a lack of preference for webinars. Respondents also slightly preferred having information sessions and webinars Tuesday through Thursday. Preferences on time of day for information sessions and webinars only showed a slight preference for 10-12 AM and 1-3 PM.
Approximately 4 out of 5 respondents would be interested in receiving discounts on health insurance premium for participation in specific wellness related activities offered through the employee wellness program.

Comments
The survey included multiple opportunities for open-ended comments. Concern with low or inequitable wages, dental benefits, vision insurance, employee wellness, WRC or other exercise facility access, professional development, and funeral leave received the most written comments. Details follow for comments not already summarized.

Employees expressed a desire for free or reduced cost access to exercise facilities. This may be able to be combined with other employee wellness initiatives. Other comments on Employee Wellness highlighted a desire for more wellness-related classes or sessions in addition to exercise facility access.

Funeral leave comments were concerned with the limited leave time provided via policy for close family members. Other concerns focused on those that were not married or for the death of close friends.

Recommendations
The P&S Council, with the help of the University, should strive to provide information on the following topics to P&S Staff:

- Dental plan benefits compared to those of other local employers.
- Vision plan benefits compared to those of other local employers.
- A list of discount eyeglass providers that accept UNI’s vision insurance for materials and examples of potential costs for materials that are achievable under UNI’s plan. Distribute a reminder that employees do not need to fill their eyeglass prescription at their eye doctor’s facilities.
- Lists of existing employee wellness programs and initiatives.
- Using the raw survey results as a guide, provide additional details to P&S staff on benefits they may not be familiar with, such as life insurance and long-term disability.
- An explanation of the sick leave conversion process’s rules and procedures, including the reasoning behind the 3 to 1 ratio.
- Information on existing funeral leave benefits.

The P&S Council should request information on the feasibility of implementing the following and follow-up with the university where appropriate:

- Receiving the guidelines provided to divisions or departments on the distribution of salary increases.
- The feasibility of an additional dental plan option with better benefits and an appropriately higher monthly charge to the employee.
- An official study on wages for the same job duties within the university to see if salaries are equitable across the university and appropriately reward years of service.
- Receiving discounts on health insurance premiums for participation in specific wellness-related activities offered through the employee wellness program.
- A change in policy that allows for extended funeral leave utilizing vacation or sick leave for the deaths of household members, spouses, children, and parents to be guaranteed and/or not subject to just their immediate supervisor’s approval. Perhaps allowing Human Resources to set criteria to determine that the employee’s bereavement would prevent them from completing their job duties in a satisfactory manner, and allowing up to an additional week of leave.
- A change in policy that allows for funeral leave for close friends.
Raw Survey Results
The aggregate raw survey results as outputted by the MyUNiverse survey tool follow. The views and opinions expressed within these survey results are those of the individual participants and do not imply endorsement by the University of Northern Iowa, P&S Staff as a whole, the Salary and Fringe Benefits Committee, or the Professional and Scientific Council.

Comments believed to be able to easily identify an individual have been redacted. Some comments lose their context when viewed in the aggregate form. Where necessary, details regarding those comments are provided to show context. The committee utilized the full results showing individual surveys to determine context.

A few comments make statements regarding alleged discrimination. Those particular surveys were provided to the Office of Compliance and Equity Management via an email to equity@uni.edu on February 12, 2013 at 2:29 PM.

Lastly, some comments appear in gray highlighting, however because of limitations of the survey tools, comments do not appropriately alternate with and without highlighting.
1. **How satisfied are you with each of these university-provided benefits?**

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Not enrolled</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Insurance</td>
<td>2 (1.1%)</td>
<td>0 (0.0%)</td>
<td>2 (1.1%)</td>
<td>75 (39.5%)</td>
<td>111 (58.4%)</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>7 (3.7%)</td>
<td>7 (3.7%)</td>
<td>32 (16.8%)</td>
<td>104 (54.7%)</td>
<td>40 (21.1%)</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>12 (6.3%)</td>
<td>2 (1.1%)</td>
<td>11 (5.8%)</td>
<td>122 (64.2%)</td>
<td>43 (22.6%)</td>
</tr>
<tr>
<td>Long Term Disability</td>
<td>37 (19.5%)</td>
<td>1 (0.5%)</td>
<td>5 (2.6%)</td>
<td>110 (57.9%)</td>
<td>37 (19.5%)</td>
</tr>
</tbody>
</table>

Total Responses: 190

2. **How satisfied are you with each of these university-offered voluntary benefits?**

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Not enrolled</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vision Insurance</td>
<td>80 (42.1%)</td>
<td>9 (4.7%)</td>
<td>31 (16.3%)</td>
<td>55 (28.9%)</td>
<td>15 (7.9%)</td>
</tr>
<tr>
<td>Voluntary Term Life Insurance</td>
<td>98 (51.6%)</td>
<td>2 (1.1%)</td>
<td>2 (1.1%)</td>
<td>71 (37.4%)</td>
<td>17 (8.9%)</td>
</tr>
<tr>
<td>Long Term Care Insurance</td>
<td>129 (67.9%)</td>
<td>0 (0.0%)</td>
<td>2 (1.1%)</td>
<td>50 (26.3%)</td>
<td>9 (4.7%)</td>
</tr>
<tr>
<td>Flexible Spending Account</td>
<td>76 (40.0%)</td>
<td>4 (2.1%)</td>
<td>5 (2.6%)</td>
<td>69 (36.3%)</td>
<td>36 (18.9%)</td>
</tr>
<tr>
<td>Employee Wellness Program</td>
<td>86 (45.3%)</td>
<td>8 (4.2%)</td>
<td>21 (11.1%)</td>
<td>56 (29.5%)</td>
<td>19 (10.0%)</td>
</tr>
</tbody>
</table>

Total Responses: 190

3. **How satisfied are you with each of these university-provided financial benefits?**
Not applicable Very Dissatisfied Dissatisfied Satisfied Very Satisfied

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Not applicable</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages</td>
<td>0 (0.0%)</td>
<td>16 (8.4%)</td>
<td>55 (28.9%)</td>
<td>96 (50.5%)</td>
<td>23 (12.1%)</td>
</tr>
<tr>
<td>Retirement Plan Options</td>
<td>7 (3.7%)</td>
<td>5 (2.6%)</td>
<td>5 (2.6%)</td>
<td>120 (63.2%)</td>
<td>53 (27.9%)</td>
</tr>
<tr>
<td>Professional Development</td>
<td>17 (8.9%)</td>
<td>6 (3.2%)</td>
<td>26 (13.7%)</td>
<td>126 (66.3%)</td>
<td>15 (7.9%)</td>
</tr>
<tr>
<td>Staff Tuition Reimbursement Program</td>
<td>77 (40.5%)</td>
<td>4 (2.1%)</td>
<td>10 (5.3%)</td>
<td>73 (38.4%)</td>
<td>26 (13.7%)</td>
</tr>
</tbody>
</table>

Total Responses: 190

4. **If you have chosen very dissatisfied or dissatisfied for a benefit on this page, please provide feedback on why you are dissatisfied. Answers that could identify an individual will be kept confidential.**

Employees should be able to enroll tuition free without institutional subsidy.

Wage differences between ITS directors and many of those who work within the departments are extreme and unfair.

Life insurance - the reduction in the benefit amount. Long term disability - the length of time it takes to be at the full benefit amount.

I do not feel the employee wellness program is very robust. I am happy to receive a free flu shot each year, but fitness services and the WRC are high priced. It is much more cost effective for a couple to join the Cedar Falls rec, rather than each join the UNI WRC (even with my spouse being an alum).

It is unfortunate that our wages are not comparable to other institutions our size and status. I think we lose quality people because they can earn considerably more in other sectors and even other universities. Also directors are not allowed the discretionary ability to provide larger merit based raises.

The employee wellness program has some good programs... however, I think the option for discounted passes to work out would mean more would take advantage. Working 8-5 and having a family is hard to balance with a workout... and since the pass is expensive, I am unable to utilize my lunch hour to do this (and going to the Cedar Falls Rec Center is not an option because of day care).

2 - It's difficult for employees to understand the vision insurance benefit.

Coverage for a family of 5 is not enough.

Wellness programs should be free. Dental insurance pretty much only covers routine checkups. Not very useful.

DI consistently pay hundreds of dollars out of pocket each year. I could make more money doing what I do in the corporate world. In the past, the benefits and atmosphere at the university is what kept me here. I feel both have deteriorated.

It seems as though there is not money set aside for staff professional development within my department.

Lack of professional development opportunities and employee wellness program opportunities.

I wish people interested in the Staff Tuition Reimbursement Program didn't have to enroll in a degree program.

Individual courses can be VERY beneficial.

Not paid enough for what is expected.

It just seems that we are getting more and more taken away.

UNI could do more to encourage or support certifications (not needing to take vacation when testing).

Vision insurance costs more than just paying for my glasses straight up. UNI does not have a professional development program beyond the required harassment training. We need a comprehensive campus plan that offers opportunities to improve skills such as using social media in our positions, bringing in speakers such as Tinto for workshops. Office professional development funding varies greatly for off-campus opportunities.

It would be helpful if dental insurance could cover problems that are the result of health issues and inherent in the individual even if they take good care of their teeth.

Our raises often don't cover the cost of living increases. Also the starting salary goes up higher than what raises do. It would be better to quit and then get rehired for more money.
Life insurance is more affordable on my own rather than through UNI. I wouldn't mind having an option for a high deductible HSA - something that might be affordable in the event I leave UNI and would like to take the insurance with me. Dental is OK - but nothing to marvel over. Professional development - opportunities don't appear (on the surface anyway) to offer much value. UNI should take a serious look at paying for folks presenting research at conferences. I had an opportunity to present but had to turn it down because I could not afford the travel costs. This, I believe, would be a good PR investment for UNI. Staff tuition reimbursement program - I have used this and thought it was a great way to promote continuing education among UNI staff. However, just as I was wrapping up my MA degree, the program became more cumbersome (e.g., more forms to fill out, more justification requirements for pursuing a graduate degree, less than 100% reimbursement). Seems like the intent of the new requirements was to deter enrollment rather than encourage it. Also got stuck paying for fees that absolutely provided no benefit (e.g., health fees).

Vision insurance - I do not believe that the current policy is comprehensive enough for me to enroll. Flexible spending account - $20 for the debit card is a rip-off. Wages - although I have been here almost 20 years, I feel that my wages do not reflect this. Someone can start tomorrow in my same position and make about the same money. It's about time we received a large raise. Professional development - no opportunities for department to cover professional membership dues and I have not been able to attend an advising conference for over 10 years (unless I want to pay for it myself.)

The university needs to be competitive in their wages to keep quality employees. When will administration look at what women are making compared to men, wage discrimination is flourishing and no one is willing to make a move.

Wages for [redacted] is much lower than other Regent Iowa Universities and Cedar Valley.

Wages here stagnate for many. For those in the bottom quarter, the regular raises move at about the same pace as the "minimum" salary. The only chance for those people to earn more is to threaten to leave and see if they can get more, or to switch divisions in the university, as I did a few years back.

It is hard to see new entries into the merit level with less responsibilities and job requirements be paid more. Being here for 5 years and having a person here for 18 months make more is discouraging. Wonder if going merit isn't a smarter choice.

The dental insurance is only of benefit if you only need your teeth to be cleaned. As a person gets older, more dental treatment is needed in the form of cavities, root canals, and crowns. I have paid SO much money out of pocket to the dentist, endodontist and oral surgeon. I would be willing to pay more if the coverage could be better. It's very stressful to have so much out of pocket per year when we have insurance. I'm glad we have a vision plan, but it would be nice if the coverage were better, particularly when everyone in the family wears glasses. However, this concern is quite small compared with my dissatisfaction with the dental plan. Our pay goes up very little which adds to the stress of paying more dental bills.

If we have these, I did not know about them. I think it would help to boost awareness. I also think free usage of the wellness facilities would be a nice benefit.

I looked into the vision insurance when it was initially offered and it seemed like the premiums plus the additional amount you'd pay for products or services didn't really indicate much savings. I haven't looked at it since I'm not aware if it has changed. As for wages, it seems unfair that someone that has started after me may be getting as much as or in some cases more pay than me because of a base increase that happened after I started. It seems unclear to me how someone can advance into a different quartile.

Level of life insurance provided is too low.

I don't think our dental and vision plans are very good. They don't cover much. For example, my gums are wearing away at the base of a few of my teeth. Our plan only covers silver "fillings". WHAT?? Who wants silver patches on the front of their teeth near the gum line.

The EAP may be fantastic. I am looking more broadly at employee wellness as it relates to use of the WRS. It would be interesting to discuss an option of a reduced healthcare premium to offset WRS membership.

Vision insurance is not worth the cost. Tuition reimbursement is cumbersome to apply for and not knowing the amount you will recieve makes it less then appealing

It seems like the staff tuition reimbursement requirements have been a moving target and also becoming more strict in the past few years. This is an unfortunate trend that makes the benefit less useful in reality. There is almost no opportunity for any real salary increase based on merit or performance. Yet when confronted with an employee who has an outside job offer, suddenly funds are available to compete with the outside offer. I realize the University operates differently than the private sector and it's not a fair comparison, but perhaps every 5 years of service there should be an opportunity for an increase more than the standard across the board "merit" increase.

It's so frustrating to see white colleagues at my level or lower (less education and experience) who make so much more than me. How is this racism allowed to continue?

I just feel that at a college of higher learning that equal pay for equal work would be implemented and monitored. Not so sure what retirement options we are speaking of. Phased or TIAA cref or what.

When I went through orientation at UNI I did NOT understand the that once I picked a retirement program I would not be allowed to switch programs. I have now been with a program I did not want and am never allowed to switch to a more applicable program for financial security. This does NOT seem fair. What can I do about
What life insurance? What wellness program?

I had looked at switching insurances due to cost increase, but was disappointed with the other 2 options. the HMO you are only covered in 2 states except for emergencies. Well that is fine unless you go in for possible fracture and diagnosed with sprain or if you have 104 temp and diagnosed with virus. Then these potentially won't be covered because they are not an emergency. Another example would be strep. So if you are not in iowa or SD you are not covered to urgent care for this? The other option is much more expensive. I expected to be some increase in cost as my insurance is very good but this was a huge increase because not only is the max out of pocket much higher but prescriptions don't count towards that and that can add up to a lot for extra monthly cost the issue I have with wages is that we haven't had a cost of living raise consistently and I realize this is due to budget issues, but then I thought that I had read that the state gave raises to the presidents. If this is true this is disappointing to me. I had heard it was due to a great job due to all the budget cuts. Well everyone else at the university has been working with these cuts also. These are one of the highest pd employees. They are not suffering near as much as some others on campus not earning as much who these lack of cost of living raises impact significantly. We are willing to do our part, but if this was true I feel this was wrong to do in light of the fact that may others didn't get this especially when the lack of the raise doesn't impact them in the same way it does others who don't make as much wish we would have health savings account. It is very hard to predict your health and possible expenditures. Most of it is unpredictable. Therefore the flex spending account for health purposes is hard to utilize very well vs a savings account where you can have money set aside to pay for those unpredictable expenses with tax deferred money.

The wages are rapidly falling behind what the private sector is paying for many of our positions. It is becoming more difficult to hire and retain quality staff. What staff we do keep generally do not receive much professional development. Development has been virtually impossible for me to obtain due to increased work loads and shrinking S&S.

Wages - Raises are not based on merit as much as they should be or could be. Retirement Plan - I would love to see more non TIAA CREF fund options. Their products perform poorly versus much of the competition in the no-load space. I like the American Fund choices we have, but would like to see more of them. Employee Wellness - We have a wonderful rec center, but staff fees prohibitive for me to use it. Could those fees be reduced?

Salaries for IT personnel at UNI lag behind the University of Iowa by at least ten to fifteen thousand dollars. Although I agree that salaries can be slightly lower here based on cost of living, the gap should not be that wide and that is why we have a steady stream of good employees leaving to go to the University of Iowa.

I still pay quite a bit out-of-pocket for eyeglasses, contacts, etc.

Pay is low. I take into account that my benefits are great, but I took a $6500 pay cut from my last position. I am back at a pay that I had nearly 5 years ago.

Compared to counterparts at U of Iowa and ISU our salaries are quite low.

I chose dissatisfied in wages and professional development, I feel they go hand in hand. There is no motivation for employees to 'make a difference' or work above and beyond because there is too little amount of money (in my quartile anyways) one can receive for a performance raise.

Wages are not competitive and hence i have observed brain drain by employees to greener pastures. UNI should hence address staff retention.

Dental Plan have O.K. coverage for preventive care, but very limited coverage for such items as braces, dentures, dental transplants, etc. Would like to see professional development opportunities for P&S staff at least annually on the UNI campus.

Wages could always be better We need an early retirement option

there is no early retirement option

wages are increasing at a minimum rate, no wonder uni p&s employees, even good ones, are constantly looking elsewhere

Vision insurance has limited providers

No central funding is provided to pay for professional development, so it's the first thing on the copping block when cuts come around this department. And Staff Tuition is very challenging timing wise. You have little chance of starting mid-year because it is all setup to be distributed in July for the entire fiscal year. Plus it too has been cut back, which is unfortunate. One of the priorities of an educational institution should be the further education of its employees.

Access to the WRC should be free for staff.

Salaries are not equitable across divisions and I have been here for 17 yrs. and still am not out of my first quartile. When brought to a supervisors attention, I was told I started out in a different department underpaid and that I usually get the half percent held by our department as an equity adjustment A half percent is not going to get me to the midpoint of my matrix and an equity adjustment needs done. I have had one, but it still did not get me out of the first quartile. I have been in this department for almost 7 yrs. My yearly reviews have always been excellent.
Making less than half the average wage for profession in outside community
Vision Insurance - not included as part of health insurance Wages - frustrated with slow raise rate
My dental insurance max benefit is $600 a year which is totally ridiculous when it comes to dental costs. I would like the vision insurance to be a university provided benefit. In five years, my salary has barely moved and I came in with years of experience. I make a very similar amount to a person who started a couple of years after me with barely any experience. Frustrating. Especially with the cost of living in Cedar Falls. Lack of funding in our office for Professional Development unless we want to pay our own travel and hotel expenses which I cannot afford.
Employee Wellness could be so much more than it currently is. With more resources (human and financial), there is major opportunity for growth, which would enrich productivity and quality of life for staff and faculty, which in turn impacts the broader campus community.
I would like vision insurance to apply to more providers. I don't think the University's wages are competitive with other employers in the area.
2. There should be a wellness program that offers facility use at a reduced cost for program participants and adequate break time should be written into work policies to allow sufficient time for a valid workout or exercise session during lunch break time. (More than just 1 hour between 11 a.m. and 1 p.m.)

Staff tuition reimbursement should be replaced by a new benefit that simply lets staff and family members take courses at no cost. This would make things simpler and more efficient for everyone. In addition, any such program should not require permission months in advance.
I was disappointed that the staff tuition reimbursement program changed recently. When credits were 100% covered, I was more likely to participate and continue my education. Now that those credits may not be completely funded, I haven't enrolled.
WRC should be completely free for UNI faculty & staff
When compared to my peers within my division and across the Regents institutions, I feel as if my salary is significantly lower, even though I've received excellent performance appraisals every year. While I love my job, having a lower salary means that I'd be more likely to leave should the right opportunity come along.
My wages are in the 15th percentile for my job within Colleges, Universities and Professional schools nationwide. I would provide a link to the Bureau of Labor statistics page to illustrate this, but colons and slashes don't appear to be valid characters in this box.
The dental coverage does not pay for much compared to the cost of insurance. I often wonder if I would be better off cancelling dental coverage and paying expenses on my own.
Employees with less responsibilities are being paid more in my department.
Very dissatisfied with dental insurance because other than routine care, only 50% is covered. If anyone needs something expensive, like oral surgery or braces, the out-of-pocket expense can be very high, & the benefit for the year can also be reached. I would like the percentage covered & the maximum benefit higher.

ASIFlex has not been very responsive. I submitted my claim for 2012 expenses, was notified by email it could not be processed and to go online where I learned only that my claim was on "HOLD" and to call. After 3 phone messages this week, I still do not have a response from ASIFlex. Very poor customer service, in my opinion.
Starting wage for position was low but promise of raises were given to make up for lower wage. Always receive top rating performance reviews, but raise is always dependent on some formula or allowable % determined by others - not based on performance. Not much incentive to excel at the job if there's no reward for going above and beyond.
With the amount of hours put in during very heavy weeks of the year, I would be much better off as merit instead of P&S. I would actually have some form of protection against the ever increasing workload. Regarding professional development - I was denied reimbursement in a professional organization that provides good development opportunities for its members. I suppose I understand this is because of budget cuts. Really, the big issue is amount of labor put in vs amount of personal life that suffers as a result. Were the salary higher, it wouldn't be as big a deal, OR if there were actually comp time available as a choice I think I might be happier. But comp time is almost never ever ever given. This is frustrating. Especially when you work very hard to do your best job possible and then aren't allowed down time without using personal days or vacation time.
Employee Wellness Program-One change I would like to see is the availability of massage services. The current hours of 8-5 are not ideal for those employees who also work 8-5. I would love to take advantage of massage services on campus, however, I do not have time to go during the day. I do not want to go over the lunch hours and return to work with lotion and oil in my hair and on my skin. I have received a few massages from the current massage therapist and think she does a fantastic job. It would be nice if there were some evening and weekend hours offered so that all faculty, staff, and students have the option to use the services. Another change I would like to see is the reduction in the cost of a membership to the WRC. I would be interested in using the work-out facilities, however, the cost to do so does not work for my family. Wages-Although UNI employees receive outstanding benefits, I do not think we receive competitive wages. I was hired at the minimum for my pay grade, without the ability to negotiate salary. My degree is higher than the required degree
stated in the job description, but that did not appear to determine my salary.

The vision insurance cost vs. benefit is not a large value. I may come out a few dollars ahead. The way it is applied at various retailers is a bit of a frustration, as often times one cannot use the insurance coinciding with special deals in the store. I am thinking of cancelling this.

Flex spending become more difficult to use. We have a Wellness Program? Use of Development really dependent upon where one works. Staff Tuition Reimbursement requires a fair amount of planning ahead, and there are not a lot of classes offered at UNI that are beneficial to many P&S positions

Even with a masters degree in my field I still have an income low enough to qualify my child for free and reduced lunch.

Our great health plan we keep have to pay more and more. It really should cost less but we've got to keep the administration from using it as a rainy day fund. Vision is only available with some plans (not good). Life insurance plans a too high. Dental insurance could be better.

Delta Dental provides poor coverage. Premiums are most expensive than paying directly for services unless you have major dental work.

People in similar positions to mine (who have been here only a few years, vs. my 15 years) make lots more money than I do. I don't like that my department sets my salary, instead of having common salaries across the university.

Dental insurance provides a very small benefit compared to health insurance when anything more than routine care is needed. Vision insurance on the surface sounds very nice, but by the time you add in the real cost of glasses, the amount you pay annually combined with the cost of the glasses comes out to be a wash. I've un-enrolled in Vision coverage this year and will be paying out of my FlexSpending account instead. This should provide a much higher level of savings. Professional development opportunities specific to my field are rarely offered. UNI provides a variety of other development options (mostly about diversity), but when it comes to helping me become better at my job and feeling like I've grown professionally, it's entirely up to me and my departmental budget. I'd like to see more assistance from the University on providing training opportunities.

The vision insurance is not enough. I am underpaid according to what my colleagues make in other student services offices around campus according to my MA degree, years of service and all of the responsibilities my Director asks me to do. I think UNI should offer more options to park our 403B money in. A good option would be Vanguard or T Rowe Price.

I am dissatisfied with employee wellness. I think that membership to the wellness center should be further discounted to those who frequently use it-- I've heard the U of I has such a plan. I also was very disappointed that the fees for family usage jumped significantly. I always felt it was a nice perk to be able to bring my kids to the WRC a few weekends during the year without incurring fees. We do not go often enough for me to justify $50 per family member. This change in fees led our family to join the CF Rec Center. Finally, I didn't see any information about blood chemistry profiles this fall-- are they still doing those? I always really appreciated that they traveled to my building once a semester and didn't see that this fall.

Rates to include spouse on dental ins are too high. My wages are not where they should be compared to others in my field and others here at UNI

Would like to participate at the WRC but feel it is too expensive and I can't bring my family or husband on any given day.

The university has very little in the way of intentional professional development for its people. Our administrative leaders don't seem to recognize (or have time to address) that investment in the long-term advancement and success would help contribute to an improved sense of morale, something we desperately need here. Why do so many feel they have to leave UNI in order to grow?

Our dental and vision insurance are pretty paltry, but our medical insurance makes up for it. I know we can't have it all!

As an institution, we ought to be ashamed of the dental plan offered.

I realize UNI's health care had not changed in many years so I understood the need for the change a year or two ago. However, do the minimal salary increases I've seen over the past years I more or less felt forced to select the lower cost option. Before I could justify the lower wage because of the outstanding benefits. That is much harder to do now.

Is there any way P&S could get the same sick leave pay out the state employees get to use sick leave to pay insurance after retirement?

I wish there were more opportunities for Professional Development. Budgets are tight so professional development usually gets reduced.

The company that administers the flexible spending accounts has terrible customer service and slow response times. I would really like to see the university go away from the flex spending plans and move to a health savings plan option.

I would like to see hearing aids covered under health insurance. I would like to see more competitive wages similar to the private sector.

Employee Wellness--Would like to see decreased or no cost for employees asa weel as class times which are more conducive to employee schedules ie)530pm Vision insurance--Have tried using this insurance and found it was not even accepted at Eye Care Associates. Wages--Would like to see salary increase to at least keep up
with the cost of inflation. The wages are not equitable for employees doing similar work at UNI or comparable positions at other regent entities.

Understandably the university had to make tough financial decisions. With a highly satisfied review receiving only a 2% raise year after year, this does not cover the increase of health premiums going up or even cost of living. So in reality, a loss in monthly compensation occurs. I realized part of this is supervisor and budget allotment but it is frustrating, do you well at your job and you are not appreciate in the financial side. Dental and vision insurance do not pay much. Wages are below market level for comparable positions. The wage base for starting salary is considerable lower for the amount of work that is required for the position. FSA - Due to being paid monthly, FSA payments are also delayed. For new employees, if benefits begin in the first month, FSA Health expenses incurred in the first month should be reimbursable.

Total Responses: 97

5. Which benefits are most important to you? Rank the following benefit plans in order of importance, with number 1 being most important and number 5 being least important.

<table>
<thead>
<tr>
<th>Benefit Plan</th>
<th>Avg Rank</th>
<th>Min Rank</th>
<th>Max Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Insurance</td>
<td>1.1/5</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>3.1/5</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>3.8/5</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Long Term Disability Insurance</td>
<td>4.4/5</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Retirement Plan Options</td>
<td>2.6/5</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>

Total Responses: 190

6. How satisfied are you with each of these other university-provided benefits?

<table>
<thead>
<tr>
<th>Benefit Plan</th>
<th>Not applicable</th>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacation &amp; Personal Days</td>
<td>4 (2.1%)</td>
<td>4 (2.1%)</td>
<td>5 (2.6%)</td>
<td>68 (35.8%)</td>
<td>109 (57.4%)</td>
</tr>
<tr>
<td>Sick Leave Days</td>
<td>3 (1.6%)</td>
<td>1 (0.5%)</td>
<td>3 (1.6%)</td>
<td>77 (40.5%)</td>
<td>106 (55.8%)</td>
</tr>
<tr>
<td>Sick Leave to Vacation Conversion</td>
<td>14 (7.4%)</td>
<td>2 (1.1%)</td>
<td>14 (7.4%)</td>
<td>82 (43.2%)</td>
<td>78 (41.1%)</td>
</tr>
<tr>
<td>Family Caregiving Leave</td>
<td>23 (12.1%)</td>
<td>2 (1.1%)</td>
<td>5 (2.6%)</td>
<td>90 (47.4%)</td>
<td>70 (36.8%)</td>
</tr>
<tr>
<td>Funeral Leave</td>
<td>17 (8.9%)</td>
<td>2 (1.1%)</td>
<td>7 (3.7%)</td>
<td>104 (54.7%)</td>
<td>60 (31.6%)</td>
</tr>
</tbody>
</table>

Total Responses: 190

7. If you have chosen very dissatisfied or dissatisfied for a benefit in the previous question, please provide feedback on why you are dissatisfied. Answers that could identify an individual will be kept confidential.
Sick Leave to Vacation conversion should be changed to 1 for 2 instead of 1 for 3 right now. Family Caregiving Leave should allow for addition use of sick leave time to take care of family. 5 days per year is too low for a large family to only use that each year. Funeral Leave time should be extended for the death of a close family member (spouse, parent or child). This is a major loss and should have additional time available to it. Vacation accrues very slowly for less than 12-month staff. All types of leave are deducted from sick leave, which can consume it very quickly. And staff are forced to use sick leave or vacation time even if the University has closed offices due to inclement weather. That policy makes little sense.

why is there a limit on the number of family caregiving days? I earned the sick time. Why do you get to determine how many of those days I use to care for sick kids? I would bring a doctor's note or other proof if it would help you trust that I'm truly home to take care of my family. I shouldn't be limited to how many sick hours can apply to family caregiving.

For question 5 - you do realize that the answers you receive will depend on the age and health of an individual. Ranking is not a very good choice for this question.

When the university made the decision to close classes for the full week of Thanksgiving, faculty were essentially given three additional days off. Nothing was done to even try to give P & S staff any new benefit.

Sick leave conversion should be paid for when leaving. More than 2k. Funeral leave for family is not long enough.

I wish the conversion was 6 hours of vacation for every 8 hours of sick leave. There are some staff that never take a sick day and I feel this would be a better way to reward them. Or it would be nice to have vacation paid out if elected to. I have more vacation than I can use and could definitely use the money more. Could it be treated like comp time for merit staff?

We only get 2 hours of vacation or personal time a month. If I need a day (as I did when my son was in the Army), I have to take it unpaid. The conversion rate is unfair and may encourage unethical decision making claiming to be sick when there is a personal need to have a day off. Not paying for time when you must take a child to the Dr. for scheduled appointment only discourages well Dr. visits and increases the risk of children becoming sick.

Not sure what you mean by retirement plan options in question 5. There's more than enough mutual fund retirement choices through TIAA-CREF.

Vacation--of course I would like to accumulate more vacation time.

I don't think funeral leave should come from an employee's sick leave.

Sick leave should convert directly to vacation leave without any loss of time. 1 hour should convert to 1 hour, not a fraction of an hour.

I feel on the funeral leave it shouldn't have to come from either sick time or vacation.

Staff who work a 12 month appointment deserve to have more vacation accrual.

If I understand the policy correctly, funeral leave is deducted from our vacation leave. Also, you are allowed very little paid time off for the death of a spouse or child.

I would like to see a higher reward for being healthy! I would appreciate being able to convert 2 unused sick days in for 1 vacation day at the end of each year.

I only receive 1 vacation day per yr as 9 mo employee. Employees should receive more vacation for years worked. Your system encourages people to take sick days. PTO system is much better. On my sick leave conversion, if I take 1 hr sick time for a med appt, I lose my 3 hr of sick leave conversion. Your system discourages people from keeping health maintenance appts.

It may sound crazy, but single people often are at a disadvantage when it comes to things like Funeral Leave. We don't get days off when friends (who may be family to us) are ill or die...and I know this would be hard to figure out...but it does seem to be a bit discriminatory as it is now.

Funeral leave - not enough time for immediate family (spouse, child, parent). Sick leave to vacation - could be sooner if LTD was sooner than 90 days.

I marked dissatisfied for Family Caregiving Leave because it is a bit confusing to understand. Some descriptions of this make it sound as though employees are automatically given 40 hours per year on top of sick days earned, but this is not the case. I would recommend reaching out to various departments on campus and further explaining this benefit.

conversion rules are not very user-friendly

Vacation and sick time benefits are outstanding. I really appreciate them. Thank you for the opportunity to take this survey.

Funeral leaves are a bit short and a bit narrow. A longer grieving period would allow the employee to return better able to work. Likewise the current definitions do not allow for the broader definitions of family that are part of todays world.

there should be paid time off and you use either when you are sick or for vacation time.

Sick leave should convert at 1 to 1. It costs the university the same amount if I am out sick or on vacation reward employees for not using sick leave.

I don't have the time to take vacation
Whether sick or not, those days should be allowed to be taken in full. As a previous temp employee recently hired full and pregnant I’m dissatisfied that I can’t take a full paid maternity leave because vacation or sick time is not built up.

Not enough time for immediate family members especially when they are out of state.

8. Please choose the best answer for each of the following:

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall, I am satisfied with my current university-provided benefits (Health, Dental, Life, &amp; Long Term Disability)</td>
<td>0 (0.0%)</td>
<td>5 (2.6%)</td>
<td>114 (60.0%)</td>
<td>71 (37.4%)</td>
</tr>
<tr>
<td>Overall, I am satisfied with my current university-provided financial benefits (Wages, Retirement Plan, Professional Development &amp; Staff Tuition Reimbursement Program)</td>
<td>5 (2.6%)</td>
<td>42 (22.1%)</td>
<td>104 (54.7%)</td>
<td>39 (20.5%)</td>
</tr>
<tr>
<td>Overall, I am satisfied with my current other UNI benefits (Vacation &amp; Personal days, Sick, Sick Leave Conversion, Family Caregiving Leave &amp; Funeral Leave)</td>
<td>0 (0.0%)</td>
<td>8 (4.2%)</td>
<td>102 (53.7%)</td>
<td>80 (42.1%)</td>
</tr>
<tr>
<td>I know where to find information about my UNI benefits</td>
<td>0 (0.0%)</td>
<td>8 (4.2%)</td>
<td>93 (48.9%)</td>
<td>89 (46.8%)</td>
</tr>
</tbody>
</table>

9. If you have chosen strongly disagree or disagree for a statement on the preceding question, please provide feedback on why you disagree with the statement. Answers that could identify an individual will be kept confidential.

I've worked at the university since 2000. My wages are not any higher than they were in 2006. There are a lot of times when benefits like the Delta Dental discount for vision materials isn't publicized. I don't go on MyUNIverse daily to see what is new so often there are things that are missed. Another one is the cell phone discount for UNI employees, didn't know about it until years after I started working here.

I feel very fortunate to be eligible for the UNI Health plan. Although it is very expensive, I feel the long-term benefit of having access to such a good policy is worth the current cost. I would love to see a reduced rate for a couple only (rather than having to pay an entire family rate).

I am happy with my Wage. But when I see "Others" who do little or nothing but get paid more (or at all) it diminishes how I see my value.

My pay is not inline with our other two state schools (which I understand because of size, yet I am in charge of more areas than my counterparts), or our peers.

The benefits are better than most employers but the wage is much worse.

We clearly need better dental coverage. I've spoken with many people and no one ever disagrees. I think P & S staff with credentials similar to faculty should receive higher pay. There is such a HUGE discrepancy between P & S and faculty here. In some cases it makes sense, but in some cases, P & S have even more credentials, degrees, etc. - which are required for the job, but don't seem to mean much.

See responses on previous page.

As stated in the previous question the dissatisfaction and inequity in wages.

I am dissatisfied that wages are not competitive.

I would like to see pay tied more strongly to merit than it currently is. A catch up for the recent run of low to no wage increases from recent years would also be a great thing.

Just low pay.

please see previous page

I am making wages that I feel are below what my peers on campus receive annually.

Same reason I noticed on a previous page.
I would like to see an increase in salary to at least keep up with the cost of inflation.

Unclear what I signed up for with life insurance, if any, over 15 years ago.

Wage increases have been poor to modest since I started working here. Its unfortunate timing, but more could be done to make things equitable on wage increases. One year one person in my department got most of the increase, and the rest of us got basically nothing.

I am unhappy with the lack of transparency in how salary increases are awarded.

Only dissatisfaction with wages is that the salary matrix is only a loose suggestion. Individual departments can ignore years of service and other factors and grossly underpay a staff member if they choose to. The process for rectifying such a situation can be as impossible as a department head wants to make it.

I have detailed this on page one.

Again, I believe the starting pay scale for the position of [redacted] should be reviewed.

Please see previous notes. Pay should reflect experience and ability to do job.

We tend to share information passively— not really good enough. Because of this we can find the information when it is too late and we already need it. I think many of the health plan withholding options are this way.

I would like to see a way that you could be given a raise or promotion because of your capabilities. At previous organizations, I had a goal to work towards so that I knew where I stood in order to receive a raise or promotion. It would be nice to have something similar so you can feel that you are working towards something. This incentive would also be a tool to help build professional development for those people who do wish to continue to move onwards and upwards.

Merit employees receive pay step increases and fiscal year increases. Their increases are often greater than P&S pay increases.

Not enough is available for professional development in my department. PD is expensive, but a wonderful investment in your staff.

Years of service should count for more than it does!

Wages are poor compared with outside community. Again needs to be one lump sum for paid time off. Employee chooses for vacation or sick time.

See my previous comment on wages.

I addressed these concerns in the previous sections.

Low wages are the biggest concern. Professional development not encouraged - promoted - in my department for P&S.

I started my position about five years ago- the amount I started at five years ago was average, but today is below average. People with the same pay grade as me are starting five thousand or more higher because that is now the 'average', but with the little amount of raises we get, I am now below the average. It is not fair someone starting five years after me in the same position and qualifications is starting at five thousand more than I make CURRENTLY, simply because this is now the average - than maybe I should be bumped to the average as well??

Wages are below average of Cedar Valley and other equivalent position at Iowa Regent Schools. [redacted]

Staff tuition reimbursement should be extended to children, who should be allowed to attend at a reduced rate.

Wages are not competitive with other Regent institutions.

As mentioned earlier, the wages vs amount of time spent working is the real issue.

It's so difficult to feel valued here when so many resources are poured into the wages and professional development of young UNI graduates. Why hire people of color with such great experience if you are not going to treat us the same way?

Financial benefits do not seem to be equally applicable dependent upon where one works HR web site is not that easy to navigate.

10. Overall, how do you feel UNI's benefits compare to those offered by other employers?

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much better</td>
<td>25.3%</td>
</tr>
<tr>
<td>Better</td>
<td>47.4%</td>
</tr>
<tr>
<td>Same</td>
<td>15.8%</td>
</tr>
<tr>
<td>Worse</td>
<td>3.7%</td>
</tr>
<tr>
<td>Much Worse</td>
<td>0.0%</td>
</tr>
<tr>
<td>Uncertain or Don't Know</td>
<td>7.9%</td>
</tr>
</tbody>
</table>

Total Responses: 39

11. How do you prefer to receive communication about your university benefits? Please pick the three methods you would prefer the most.
### Percentage Responses

<table>
<thead>
<tr>
<th>Method</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>97.4%</td>
<td>185</td>
</tr>
<tr>
<td>Flyer sent to my home address</td>
<td>25.8%</td>
<td>49</td>
</tr>
<tr>
<td>Flyer sent to my work address</td>
<td>31.1%</td>
<td>59</td>
</tr>
<tr>
<td>Inside UNI (Formerly UNI Online)</td>
<td>35.8%</td>
<td>68</td>
</tr>
<tr>
<td>Human Resources or Benefits website</td>
<td>29.5%</td>
<td>56</td>
</tr>
<tr>
<td>Information Sessions</td>
<td>27.9%</td>
<td>53</td>
</tr>
<tr>
<td>Webinars</td>
<td>11.1%</td>
<td>21</td>
</tr>
</tbody>
</table>

**Total Responses:** 190

### Question 12.
**What day of the week generally works best for you to attend information sessions or webinars?**

<table>
<thead>
<tr>
<th>Day</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>29.3%</td>
<td>54</td>
</tr>
<tr>
<td>Tuesday</td>
<td>44.6%</td>
<td>82</td>
</tr>
<tr>
<td>Wednesday</td>
<td>46.7%</td>
<td>86</td>
</tr>
<tr>
<td>Thursday</td>
<td>48.4%</td>
<td>89</td>
</tr>
<tr>
<td>Friday</td>
<td>34.8%</td>
<td>64</td>
</tr>
<tr>
<td>I'm not interested in Information Sessions or Webinars</td>
<td>13.6%</td>
<td>25</td>
</tr>
</tbody>
</table>

**Total Responses:** 184

### Question 13.
**What time of the day generally work best for you to attend information sessions or webinars?**

<table>
<thead>
<tr>
<th>Time</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>6-8 AM</td>
<td>4.8%</td>
<td>9</td>
</tr>
<tr>
<td>8-10 AM</td>
<td>34.9%</td>
<td>65</td>
</tr>
<tr>
<td>10-12 AM</td>
<td>44.1%</td>
<td>82</td>
</tr>
<tr>
<td>Noon hour</td>
<td>19.9%</td>
<td>37</td>
</tr>
<tr>
<td>1-3 PM</td>
<td>41.4%</td>
<td>77</td>
</tr>
<tr>
<td>3-5 PM</td>
<td>34.9%</td>
<td>65</td>
</tr>
<tr>
<td>5-8 PM</td>
<td>3.8%</td>
<td>7</td>
</tr>
<tr>
<td>I'm not interested in Information Sessions or Webinars</td>
<td>11.8%</td>
<td>22</td>
</tr>
</tbody>
</table>

**Total Responses:** 186

### Question 14.
**Additional health and dental plans were added in August 2011 for P&S employees. How satisfied are you with the health and dental plan options that are available?**

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Applicable</td>
<td>25.0%</td>
<td>47</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>1.1%</td>
<td>2</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>11.7%</td>
<td>22</td>
</tr>
<tr>
<td>Satisfied</td>
<td>47.3%</td>
<td>89</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>14.9%</td>
<td>28</td>
</tr>
</tbody>
</table>

**Total Responses:** 188

### Question 15.
**The university introduced the Roth option as another way to contribute to your Tax-Deferred Annuity Plan with TIAA-CREF. Are you familiar with the benefits of making Roth contributions?**

<table>
<thead>
<tr>
<th>Familiarity</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>60.1%</td>
<td>113</td>
</tr>
<tr>
<td>No</td>
<td>39.9%</td>
<td>75</td>
</tr>
</tbody>
</table>

**Total Responses:** 188

### Question 16.
**ASI Flex began administering the Flexible Spending Account in January 2012. If you participate in the FSA plan, how satisfied are you with their services?**

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not applicable</td>
<td>49.2%</td>
<td>91</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>1.6%</td>
<td>3</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4.3%</td>
<td>8</td>
</tr>
<tr>
<td>Satisfied</td>
<td>32.4%</td>
<td>60</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>12.4%</td>
<td>23</td>
</tr>
</tbody>
</table>

**Total Responses:** 185

### Question 17.
**Have you utilized the Employee Assistance Program (EAP) services currently provided by Allen Hospital?**
18. How satisfied are you with the Employee Assistance Program (EAP) services provided by Allen Hospital?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>3.2%</td>
<td>1</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>9.7%</td>
<td>3</td>
</tr>
<tr>
<td>Satisfied</td>
<td>41.9%</td>
<td>13</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>45.2%</td>
<td>14</td>
</tr>
</tbody>
</table>

Total Responses: 31

19. Please provide any comments you may have about the Employee Assistance Program (EAP) services currently provided by Allen Hospital.

They were fantastic! Helped me learn new tools to deal with anxiety without medications.
I had one bad experience with a particular counselor, but other counseling sessions went well. Haven't utilized the service in a couple years. Glad it's available.
The staff there were very professional and personable. I felt very respected there and the assistance that I received was very helpful. It allowed me to continue to work through a very difficult time.
It's nice to have this service.
I am very appreciative of this benefit. Other life stressors can impact job performance and it's nice to know that there is a place I can go to talk through some of these concerns. It is nice that this service is open to spouses, too. Plus, the availability of evening hours are great. Please continue to offer this service!
Several family members have talked with EAP staff and found it very beneficial.
An excellent service
I found EAP to be extremely helpful. I had good results and feel safe and comfortable attending EAP. Thank you very much for this benefit.
Important.
Didn't really provide much help.
thank you!
Used this about 7 yrs. ago when my son was having some personal difficulties and it was helpful for him.
A more convenient location or more location options would be beneficial.
Excellent services...keep them

Total Responses: 14

20. How well do you currently understand your benefits? (5 being very well, and 1 being not at all)

<table>
<thead>
<tr>
<th>Ranking</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(0.5%)</td>
<td>(1.6%)</td>
<td>(27.7%)</td>
<td>(52.1%)</td>
<td>(18.1%)</td>
</tr>
</tbody>
</table>

Total Responses: 188

21. Would you be interested in a cafeteria-style of benefit options? In a cafeteria-style benefit system, employees receive a pool of benefit dollars and can use those dollars to purchase benefits from a menu of benefit options.

<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>37.2%</td>
<td>70</td>
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<tr>
<td>No</td>
<td>62.8%</td>
<td>118</td>
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</tbody>
</table>

Total Responses: 188

22. Would you be interested in receiving an opt-out benefit in lieu of receiving a particular benefit? For example, if covered under a spouse/partner’s health insurance, elect to receive a cash payout in lieu of university-provided health insurance.
23. UNI offers an employee wellness program to all employees. Are you interested in receiving discounts on your health insurance premium for participation in specific wellness related activities offered through the employee wellness program?

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>52.4%</td>
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<tr>
<td>No</td>
<td>47.6%</td>
</tr>
<tr>
<td><strong>Total Responses:</strong></td>
<td><strong>189</strong></td>
</tr>
</tbody>
</table>

24. Please provide any additional comments on how the university could improve the employee benefit options or how they could better meet your needs. Answers that could identify an individual will be kept confidential.

As I plan to retire shortly and plan on keeping my BCBS future premiums are a concern
I really am interested in discount options on my health insurance or a discount on a pass for myself (and family...) for the WRC. Health is very important to me and I don't mind paying for a workout class...but it would be great if the facilities were at a discount due to the cost of a pass. What I get paid versus the cost versus my health is a hard to balance!

We have it very good - Some don't think so, simply because they don't know what it like in the real world?
If there was a discount on your insurance for utilizing wellness services then it should be more than the cost for utilizing wellness services on-campus at least.
I believe that the amount paid for insurance should depend upon the number of people receiving the insurance. So if you have 2 adults and 1 child on your plan, you would pay less than someone who has 2 adults and 2 children.
Better, easier, & more affordable access to the WRC for employees AND their families. Reduced WRC membership. Possibly a loyalty program where the price goes down each semester or academic year.
I would only be interested in a "cafeteria style" benefits program if the availability of coverage was at least equal to or better than that which we already have. Often times when changes occur in coverage the benefit decreases. Such as the new health coverage we now have, as opposed to the benefits available prior to 2011.
Free use of WRC and fitness classes. Free parking or lower yearly parking fees.
I'm very worried by the words of the Governor that we will have to pay ever increasing amounts to our healthcare, this is very troublesome because it is already a significant portion of my income and more would be a great hardship. Dental plans that provide more coverage would be great. Don't generally have 50 percent of the charges lying around when an unexpected cavity or other work shows up.
more opportunities for professional development
Have HR ask us. They THINK they know, but usually they add stuff without consulting.
I would like to suggest parking fees as part of the cafeteria plan.
Opt out is a very good idea.
Employees that are extremely healthy and physically fit and exercise several times per week should receive a discount on health insurance. It would be nice to get to attend Wellness classes for free, perhaps 2 class sessions per week as a minimum.
I would like to see greater coverage for eye care. For those who need it, it is an essential benefit. It should cover a larger portion of the cost than it does right now.
P&S retirement plans should be permanent, rather a different offer every couple years. Some save much more for retirement than others. It is impossible to calculate WHEN a person could afford to retire, because the retirement "offer" is constantly changing. Funding for an individual's retirement should not be financially tied to their dept.
Difficult for younger professionals who are just starting their first real job to understand everything Human Resources and Benefits has to offer. A lot of information thrown at you in small amount of time.
Benefits are quite reasonable,except for Dental. Lower premiums should be available for preventive care.
More convenient and affordable fitness facility option geared at staff vs. students.
Benefit reduction from Employee Wellness Program should extend to other gyms, etc., not just the programs offered through UNI. The WRC does not have very flexible hours, especially over breaks where they are often closed. For someone who goes 3-4 times week, that's not convenient at all.
The dental insurance is very poor with very limited benefits and coverage. Please provide more options even if at higher contribution rates.
Discounts on health care by participation in a wellness program would be a wonderful addition to what we have.
Very dissatisfied with not having my ASIFlex debit card already
I love the UNI benefits and appreciate we have them.
The dental plan doesn't cover routine flouride treatments.
Provide access to the wellness center for staff free of charge.
Provide WRC Family hours 7 days a week. If my kids are not keeping fit at the wrc they are more likely to have bad health. This can end up costing the University more $$ in Clinic visits by the family. Make all employees WRC fees waived and only charge for family participation.
I am sticking with the UNI Health plan because the new health options do not work for me. However, this leaves me with a TERRIBLE dental plan.
I would like to have the option of a single plan, single plus one person (such as spouse) or family.
One of the things that I have really enjoyed are the short webinars on various benefits. If I have a question about a certain benefit, I like to have the ability to look up previous presentations and walk through them as I can better understand the materials as opposed to just reading a short blurb about it on a website. As a supervisor, I wish I had more training on the benefits my staff can use (i.e. Family Caregiving Leave, FMLA, Funeral Leave, EAP, work comp) and wish that there was some sort of supervisor tool-kit that covered some of these big benefit items that I should be aware of and how they affect me as a supervisor.
I feel those in the UNI Health Plan are being forced to switch to other health plans by continuing to increase the rate for this plan. Is the significant increase in this plan necessary? Are the funds going into and out of each plan recorded correctly to accurately determine the cost of each plan? Are funds moved between each plan to balance or fund each other? I don't like the fact we can't choose Dental Plan II unless we switch health plans.
Provide more explanation of how wage increases work.
Vacation, sick leave time should be as good as Merit if not better.
Continue offering the Staff Tuition Grant, and offer some tuition benefit for spouses and dependent children.
thank you for all you do!
employees should receive discounts for WRC programs, athletic, arts, music events
I really appreciate you asking the questions on page 8.
Pay an equal amount for each employee's benefits. Don't contribute more towards insurance just because they are married or have kids.
I want UNI to look at how Hawkeye Community College gives out to EVERYONE the SAME amount of money each month to be spent on health, dental, etc. Currently at UNI, families are given more monthly benefits than single employees and that should be corrected immediately. Why does UNI cover employees who are married or have children and give them additional monies for health insurance? Ex. Everyone should be given $1200 a month to be put toward benefits and if that is not all used a refund check should be issued monthly back to the UNI employee. Again, please see Hawkeye's current way of doing this!
Please do not make changes without offering opportunities to talk about how they will affect us. For example, a cafeteria plan...could it affect some of us negatively? Is there a chance the dollars we would have available for a cafeteria plan would result in less benefits $ in the end than what we have now?
Morale would be significantly boosted if comp time were legitimately recognized and utilized. I take great pride in my work and do my best to provide quality. But time with my family is also very very important to me, not to mention the recharging of your energy when you are able to have some down time after having put in lots of time.
A change made to our retirement plan that would allow early withdrawals in case of life changes or emergency would be excellent.
I think awareness is the big one. I haven't kept up with much of this since I first went through it when I was hired. Much of the info in my uni gets overlooked because it gets burried in info that is not applicable to us.

Total Responses: 44

25. Are there additional benefit options you are interested in?

Free parking
Hearing and vision screening (free)
Flexible hours or work from home one day a week
I would love it if employees were able to get discounts to events at the GBC, perhaps similar to those that students receive.
I have worked for several organizations outside of higher ed. I am very impressed with the overall compensation and benefit package.
AFLAC or similar program.
Free bus system use for all employees to reduce parking demand and promote environmental responsibility and Blue Zones goals.
Employee Wellness Program— I would love to see more mini sessions on health and wellness offered to UNI employees on various topics, specifically nutrition and how to improve your diet.

A dental plan that provides orthodontic care for adults.

The teaching of weight management classes at UNI is limited to one perspective from one person. Could reimbursement be provided for other reputable weight management programs?

Tuition reimbursement for children of staff members

Reduced tuition rate for dependent children

Parking.

Paid time off model instead of separate vacation and sick balances.

Tuition assistance or reduced rate for dependent children.

Better vision and dental plans. Dental needs to cover more.

Anything wellness related would be nice.

Short-term disability (maternity-leave) after one full year of service

No

Dedicated staff fitness center free of charge.

No. We should focus on keeping what we have.

Legal services benefit

Free or discounted tuition for dependents. Free access to the wellness center. Free parking pass.

Vacation pay out

Would be nice to periodically have a discount available for employees at athletic events or GBPAC events.

WRC membership should be free for all employees. People who don’t regularly exercise would be much more inclined to use the services if a WRC “pass” was included in their benefits as a university employee.

Legal services

Wellness classes and workshops (stress mgmt. Yoga Thai Chi, meditation offered at the Union (mid-campus location) throughout the week for employees.

Vision insurance becoming employer provided.

I think UNI benefits are very good.

Early Retirement Incentive Program beginning at age 57.

Health savings account instead of flex spending account

Tuition discounts for spouses, partners and dependents.

Extending benefits to other family members in addition to spouse and children.

Eye care

Pet insurance

cafeteria plans, wellness incentives, and making these benefit options available through partnership agreements with all Regents institutions, so those of us living in the Ames or ICity area can participate!

Stop charging for parking. Write it off as part of our benefits. Stop charging for the wellness center.

Any opportunities to get proactive health tests for a reasonable cost is appreciated.

Maternity Leave.

I wish vision insurance were covered by the University, not an option for us to purchase.

I would like free use of the WRC, and I am interested in vision insurance.

Total Responses: 42

26. The Salary and Fringe Benefits Committee will categorize answers, follow-up with university administration on the most requested items, and report findings back to the P&S Council and P&S staff.

Are there any other comments you would like to provide to the P&S Salary and Fringe Benefits Committee or the P&S Council? Answers that could identify an individual will be kept confidential.

For 30 years it has been suggested that raises be distributed by dollar amount rather than percentages. If this could ever come about, the gap between the highest paid and the lowest would not continue to grow. An employee making 30K appreciates a dollar for more that someone making 100K - and needs the dollar more too!!!!

It’s discouraging when wage increases don’t keep pace with increased benefit costs. I think the university has done a good job managing our benefit package and providing options. On a personal level, it feels like I never get ahead from year to year.

Who administered this study for the Council?

I’m hoping another organization
on-campus got the work instead of an outside consultant, company, etc. We should be supporting our own programs when we can.

Thanks for you work on this, hope it makes an impact.

Employee Wellness Program-I appreciate the opportunity to obtain free flu shots as well as the blood profile screening. I have not taken advantage of the profile screening since I accepted my current position, however, I utilized this service as a student and paid to have my blood tested. Offering this service right on campus is great. I thought UNI employees are offered it free of charge once a year (but since I haven't used it yet, I am not for certain), however, I would still take advantage of the service if I had to pay $20 out-of-pocket. Please continue to provide the blood profile screenings.

I sought employment at UNI primarily because of the benefits. I could make a better salary elsewhere and I see the benefits as compensation for accepting less salary. I do not want to have the benefits cut or eliminated.

Inform staff on how they advance within their pay grade - go from minimum to 1st Quartile to midpoint etc.

Appreciate the good work done by the P&S Council. Thanks!

Tuition assistance or reduced rate for dependent children is identified as a priority year after year my P&S members and surveys, yet the council never moves on it. This appears to be a great benefit to employees with little impact on the University. I suggest a survey on how many P&S employees would take advantage of such a benefit, it's impact, and present it.

I am concerned that more of the costs of benefits will be pushed to the employee in order to save the state money.

The Council needs to be more of an advocate for P&S employees. Sometimes it appears the Council is more aligned with the administration rather than the employees. Take more of a collective bargaining position.

Thank you for your work on this project!

WE at the do not fit in with the typical P&S employee. Our job is very different than most P&S positions and we feel that our concerns are not addressed through the usual channels.

Faculty and staff at UNI have a overall excellent benefit plans that are superior to many local employers. Those that think they aren't superior should do some research. The entitlement by some is hard to hear.

Could you please communicate these findings not only to the P & S Council, but P & S staff as a whole?

This survey tool has a number of failings. On top of that, it is much too long and has too many "required" responses. I strongly consider abandoning the survey rather than continue.

Overall I think we have fantastic benefits and I feel lucky to have the health insurance coverage at such a high level for my family.

More equitable salaries. With the pay matrix and classification it is frustrating that it takes years from hire date to even move out of the first section of the matrix, this could be department head or supervisor, I am unclear. Generally, the benefits are excellent. My salary is not comparable to my counterparts at U of Iowa and ISU even though we're all under the BOR.

State salary increases that do not exceed inflation or catch up to inflation (over 3 year periods) should not be lowered to provide merit increases for a few.

Please continue to give out raises as much as possible. I have considered getting a second job due to high cost of living and a salary that barely stretches through the month. And I have Masters Degree student loans to get paid back. Very disappointing.

Thank you for your time and effort. Having worked other places in the Cedar Valley, UNI offers a good benefit package. I appreciate it.

ASI Flex Spending started out rough, but they've gotten better. Initially I wasn't impressed with their service but I think it's better now.

I am still critical of the practice of letting each Division decide how the allocation for merit and across-the-board increases are handed out. The Council should not be so quick to make proposals regarding the split. I would like to have more discussion with Administration about that process so there is more consistancy across divisions. I am looking for a more transparent process.

Just an idea for the next survey, could we allow more characters in the text boxes (such as colons, semicolons, and slashes)? It was frustrating to me and others completing the survey to finish writing our thoughts only to find out that we needed to scroll through the text box again to find the offending character.

I am concerned that allowing the Division to decide the split would give an advantage to those who have not had to rely on significant use of their medical insurance. I have had to call on mine a lot over the years due to significant health issues and I am worried that many would not understand the stress it would place on those with more health problems if we didn't have good medical insurance.
My position requires the use of a cell phone, however, the reimbursement given by my department is only $17 monthly. The UNI policy does not address how much of the cost of a device should be paid by a department, but I think arbitrarily assigning an amount as appropriate for an entire department is not reasonable. On this survey it would be nice to have an unknown option on some of the answers. I can't say I am satisfied or dis-satisfied on some because I really don't know what we are offered anymore.

Total Responses: 34