Health and Dental Benefits Survey Summary

- The Health and Dental Benefits Survey was conducted on paper and electronically in November 2011 among 687 employees who are eligible for health and dental benefits through the College’s insurance.

- The survey was conducted anonymously and voluntarily among employees who attended one of 43 individual or group information sessions held across campus. A total of 70 employees, or 10% of the benefits-eligible population, who attended an information session completed the survey there.

- In order to obtain the best representation of the full college community's feedback regarding this important transition, a Qualtrics survey was sent electronically to encourage non-attendees to participate as well. After the initial survey period of two days, and additional five days were added and two additional reminder messages were sent out. The survey was available for a total of seven days. A total of 248 employees, or 36% of the eligible population, submitted the online survey.

  - Using the most conservative estimate, which includes only the respondents to the electronic survey, 86% of employees responded that they comfortable with Aetna.
  - Among the most informed respondent group—which is the 10% of employees who took advantage of the opportunities to attend the information sessions, to ask questions, and to speak with the Aetna representatives—98.6% are comfortable with Aetna.
  - Combining the two groups yields a blended rate of 89% of employees who are comfortable with the changeover to Aetna.
  - The overall group total response rate (written and online) was 46.3%. One can reasonably assume that the 54% of employees who did not take advantage of the multiple opportunities to communicate feedback do not have significant concerns.

- In each survey, respondents were given the opportunity to indicate reasons for unease with each provider (Aetna or Delta), and also the ability to request a specific follow-up from each carrier. Each concern was reviewed by and responded to directly, as appropriate, by Human Resources. Each survey also provided the opportunity for respondents to provide general feedback about the carriers or the process.

**Health Plan Provider**

- Overall, almost nine out of ten respondents (89.0%) report that they are comfortable with Aetna managing their health plan at Marist.
- The results show that nearly all respondents (98.6%) who attended the information sessions are comfortable with Aetna managing their health plan at Marist.
- Among employees who responded electronically, while they may not have gotten as much information as session attendees, their comfort level is still clearly favorable at 86.3%.

**Dental Plan Provider**
MARIST
Office of Institutional Research and Planning

- Overall, nine out of ten respondents (90.2%) also report that they are comfortable with Delta managing their dental plan at Marist.
- Almost all respondents (97.1%) who attended the information sessions are comfortable with Delta managing their dental plan at Marist.
- Similar to the health plan results, among the employees who responded electronically and who therefore may have less information, the comfort level with the dental plan is clearly favorable at 88.2%.

<table>
<thead>
<tr>
<th>AS OF 11/28/2011 6:00 p.m.</th>
<th>Live survey completed after information session (paper)</th>
<th>Survey link emailed to employees (electronic)</th>
<th>TOTAL COMBINED SURVEY RESULTS*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>#</td>
<td>%</td>
<td>#</td>
</tr>
<tr>
<td>I am comfortable with Aetna managing the health plan at Marist.</td>
<td>69 (70)</td>
<td>98.6%</td>
<td>214 (248)</td>
</tr>
<tr>
<td>I am comfortable with Delta managing the dental plan at Marist.</td>
<td>68 (70)</td>
<td>97.1%</td>
<td>216 (245)</td>
</tr>
</tbody>
</table>

Validity of the Data

**Electronic Survey**

Of the 687 eligible employees, 248 (36%) responded to the electronic survey, or over one-third of all employees. Statistically speaking, this is a solid, projectable response rate. We can say with a high degree of confidence (95%) that the 86.3% who are comfortable with Aetna is projectable to all eligible employees, give or take 3.4 percentage points. (The actual results among all eligible employees would be 82.9%-89.7%.)

**Combined Results of Electronic and Paper Surveys**

When the results of the electronic and paper surveys are combined, assuming no overlap, the results hold even greater statistical reliability. The combined response from 318 employees represents nearly half (46%) of all eligible employees. We can be even more confident (at the same 95% confidence level) that the 89% that report that they are comfortable with Aetna would be accurate within 2.5% for the entire group of 687 eligible employees. (The actual results among all eligible employees would be 86.5%-91.5%.)

Regarding the response to Delta Dental, the statistical findings are similar to the Aetna results.