



**4. Last year (2006), did you receive health care benefits through Northwestern?**

	<b>Response Percent</b>	<b>Response Total</b>
<b>Yes</b>	<b>90.90%</b>	<b>844</b>
No	9.10%	85
<b>Total Respondents</b>		<b>929</b>

**5. This year (2007), are you receiving health care benefits through Northwestern?**

	<b>Response Percent</b>	<b>Response Total</b>
<b>Yes</b>	<b>91.80%</b>	<b>853</b>
No	8.20%	76
<b>Total Respondents</b>		<b>929</b>

**6. How have your 2007 health care benefits differed from your 2006 benefits? (Check all that apply)**

	<b>Response Percent</b>	<b>Response Total</b>
Chose PPO	14.76%	137
Chose HMO	5.96%	55
Chose different PPO	13.04%	121
Chose different HMO	13.69%	127
Changed FSA or HSA participation	15.95%	148
Changed coverage tier	13.36%	124
<b>No change</b>	<b>35.67%</b>	<b>331</b>
Changed dental or vision coverage	1.72%	16
No longer receive health care benefits from NU	0.97%	9
Not applicable	2.91%	27
<b>Total Respondents</b>		<b>928</b>

**7. If you chose a different coverage tier this year, how will the change impact you financially? (Select only one)**

	<b>Response Percent</b>	<b>Response Total</b>
Overall cost will be lower	11.73%	109
Overall cost will be higher	23.36%	217
Overall cost will be unaffected	3.34%	31
I don't know yet	14.75%	137
<b>Not applicable</b>	<b>44.46%</b>	<b>413</b>
Other (please specify)	2.37%	22
<b>Total Respondents</b>		<b>929</b>

**8. If you changed your health care plan, why? (Check all that apply)**

	<b>Response Percent</b>	<b>Response Total</b>
Dissatisfied with 2006 health care plan	3%	28
HMO or PPO from 2006 is not offered this year	14.76%	137
Too expensive to keep my 2006 health care plan	8.40%	78
Want to pay less for coverage	11.96%	111
Health care needs are different (lesser or greater) this year	5.50%	51
Keep or gain access to preferred physicians/hospitals	12.50%	116
Better coverage outside NU	0.86%	8
Changed coverage tier	0.86%	8
Wanted Health Spending Account	0.86%	8
Change in PPO options	0.54%	5
<b>I did not change health care plans</b>	<b>52.05%</b>	<b>483</b>
Other (please specify)	9.27%	86
<b>Total Respondents</b>		<b>928</b>

**9. If you waived participation this year, why? (Check all that apply)**

	<b>Response Percent</b>	<b>Response Total</b>
Coverage was too costly	2.60%	24
Health care plans do not meet my needs	0.60%	6
Alternative coverage through my spouse/partner is better	7.44%	69
Access to preferred physicians/hospitals not available	0.40%	4
<b>I did not waive participation</b>	<b>91.38%</b>	<b>848</b>
Other (please specify)	0.86%	8
<b>Total Respondents</b>		<b>928</b>

**10. If you chose coverage through Northwestern for the first time, why? (Check all that apply)**

	<b>Response Percent</b>	<b>Response Total</b>
Newly hired at the University	3.57%	33
Alternative coverage (e.g. through spouse/partner) is not available	0.80%	7
Northwestern's	0.50%	5
Northwestern's	1.20%	11
Coverage was more affordable	0.90%	8
<b>I did not choose coverage for the first time</b>	<b>93.75%</b>	<b>870</b>
Other (please specify)	0.43%	4
<b>Total Respondents</b>		<b>928</b>

**11. What factors are most important to you when choosing a health care plan? (Select only 3)**

	<b>Response Percent</b>	<b>Response Total</b>
Overall affordability	73%	675
<b>Keeping or gaining access to preferred physicians/hospitals</b>	<b>79.63%</b>	<b>739</b>
Reputation of insurance company	24.20%	225
Quality of customer service	33.90%	315
Convenience of use	41.30%	383
Comprehensive/quality coverage	1.72%	16
Mental Health coverage	0.32%	3
Other (please specify)	2.48%	23
<b>Total Respondents</b>		<b>928</b>

**12. Overall, how would you rate your satisfaction with your Open Enrollment experience? (1 = extremely dissatisfied; 6 = extremely satisfied)**

	<b>Response Percent</b>	<b>Response Total</b>
1	4.10%	38
2	8.50%	78
3	11.50%	106
4	25.60%	236
<b>5</b>	<b>33.40%</b>	<b>308</b>
6	16.80%	155
<b>Total Respondents</b>		<b>921</b>

**13. How could Open Enrollment be improved in the future? (Check all that apply)**

	<b>Response Percent</b>	<b>Response Total</b>
Make the enrollment period longer	12.84%	118
Make the enrollment period shorter	1.74%	16
Allow enrollment on paper, as well as online	14.25%	131
<b>Communicate complete benefits cost information before Open Enrollment begins</b>	<b>48.75%</b>	<b>448</b>
Increase availability of in-person assistance and advice	37.32%	343
Send more frequent reminders to enroll	3.70%	34
Communicate all benefits information by e-mail or the web information	17.52%	161
No improvements needed	4.35%	40
Improve quality of available help	21.87%	201
Improve quality of available help	1.63%	15
Send fewer print materials	1.41%	13
Specific improvements for website	3.37%	31
Provide more specific coverage/plan details	4.03%	37
Other (please specify)	13.17%	121
<b>Total Respondents</b>		<b>919</b>

**14. Did you go online to complete the Open Enrollment process?**

	<b>Response Percent</b>	<b>Response Total</b>
<b>Yes</b>	<b>98.20%</b>	<b>904</b>
No	1.80%	17
<b>Total Respondents</b>		<b>921</b>



**18. If you used the following online toolkits, how helpful were they? (1=not helpful; 6=very helpful)**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>Not applicable</b>	<b>Response Average</b>
"People Like Me"	13% (121)	7% (68)	7% (61)	10% (93)	11% (102)	9% (79)	<b>43% (396)</b>	<b>3.43</b>
Health care expense calculator	5% (47)	4% (35)	5% (50)	10% (94)	17% (155)	14% (128)	<b>45% (411)</b>	<b>4.29</b>
FSA or HSA estimator	4% (35)	2% (23)	5% (47)	8% (78)	11% (102)	8% (74)	<b>61% (561)</b>	<b>4.14</b>
Plan comparison tool	3% (31)	3% (27)	7% (62)	11% (103)	21% (191)	21% (191)	<b>34% (316)</b>	<b>4.6</b>
<b>Total Respondents</b>								<b>919</b>

**19. Were your health care dependents and other beneficiaries listed accurately in your online benefits profile?**

	<b>Response Percent</b>	<b>Response Total</b>
<b>Yes</b>	<b>55.30%</b>	<b>509</b>
No	11.10%	102
Not applicable	33.70%	310
<b>Total Respondents</b>		<b>921</b>

**20. If you chose an HMO, did you have difficulty locating your Primary Care Physician's medical group number?**

	<b>Response Percent</b>	<b>Response Total</b>
Yes	14.70%	133
No	26.20%	237
<b>Not applicable</b>	<b>59.20%</b>	<b>536</b>
<b>Total Respondents</b>		<b>906</b>

**21. When you enrolled, about how long did it take you to enter and submit your selections online?**

	<b>Response Percent</b>	<b>Response Total</b>
Less than 15 minutes	24.20%	223
<b>15 - 30 minutes</b>	<b>39.20%</b>	<b>361</b>
More than 30 minutes, but less than 1 hour	20.60%	190
1 or more hours	6.90%	64
I cannot remember	6.80%	63
Not applicable	2.20%	20
<b>Total Respondents</b>		<b>921</b>

**22. Did you receive a summary of your Open Enrollment selections by mail?**

	<b>Response Percent</b>	<b>Response Total</b>
<b>Yes</b>	<b>84.70%</b>	<b>780</b>
Yes, but the information was inaccurate	7.90%	73
No	7.40%	68
<b>Total Respondents</b>		<b>921</b>

**23. Take this opportunity to comment freely on any aspect of last fall's Open Enrollment.**

<b>Total Respondents</b>	<b>474</b>
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**24. Please check all that apply to you.**

	<b>Response Percent</b>	<b>Response Total</b>
Staff	79.60%	723
Faculty	21.10%	192
Exempt (salaried)	64.90%	589
Nonexempt (paid hourly)	30.50%	277
Full-time	94.30%	856
Part-Time	4.60%	42
Based on the Chicago campus	36.10%	328
Based on Evanston campus	62.80%	570
Male	35.40%	321
Female	63.70%	578
African-American	7.60%	69
Asian/Pacific Islander	8.30%	75
Caucasian	71.70%	651
Latino/a	3%	27
Native American	0.40%	4
Mixed Race	1.30%	12
Single with no children	33.92%	308
Single with child(ren)	5.84%	53
Married or with Domestic Partner	27.42%	249
Married or with Domestic Partner with child(ren)	29.41%	267
Divorced	0.11%	1
Widowed	0.22%	2
Other (please specify)	0.55%	5
<b>Total Respondents</b>		<b>908</b>

**25. When were you born?**

	<b>Response Percent</b>	<b>Response Total</b>
1939 or before	2.30%	20
1940-49	15.30%	135
1950-59	25.50%	226
1960-69	21%	186
<b>1970-79</b>	<b>27.30%</b>	<b>242</b>
1980-89	8.60%	76
1990 or after	0%	0
<b>Total Respondents</b>		<b>885</b>

**26. Your 2006 Northwestern earnings**

	<b>Response Percent</b>	<b>Response Total</b>
\$40,000 or less	31.50%	273
<b>\$40,001 - \$70,000</b>	<b>41.60%</b>	<b>361</b>
\$70,001 - \$120,000	19.10%	166
\$120,001 or more	7.70%	67
<b>Total Respondents</b>		<b>867</b>

**27. Length of service at Northwestern**

	<b>Response Percent</b>	<b>Response Total</b>
<b>0-5 years</b>	<b>49.20%</b>	<b>442</b>
6-10 years	19.80%	178
11-15 years	8.90%	80
16-20 years	8%	72
21 or more years	14.10%	127
<b>Total Respondents</b>		<b>899</b>

**28. Where do you work?**

	<b>Response Percent</b>	<b>Response Total</b>
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Administration and Planning	0.70%	6
Alumni Relations and Development	3.40%	29
Athletics	1.90%	16
Budget Office, Controller & Auditing	1.10%	9
Change Management	1.10%	9
Facilities Management	2.30%	20
<b>Feinberg School of Medicine</b>	<b>27.37%</b>	<b>234</b>
Finance & Controller	0.90%	8
Human Resources	1.50%	13
Kellogg School of Management	4.90%	42
McCormick School of Engineering	7.50%	64
Medill School of Journalism	1.52%	13
NU Information Technology	3.39%	29
Office of Research	3.50%	30
Office of Senior VP for Business and Finance	0.10%	1
Office of the President	0%	0
Office of the Provost	1.50%	13
School of Communication	4.20%	36
School of Continuing Studies	1.50%	13
School of Education and Social Policy	1.60%	14
School of Law	3.39%	29
School of Music	1.10%	9
Student Affairs	2.80%	24
The Graduate School	0.10%	1
Undergraduate Admissions	0.35%	3
University Enrollment	0.35%	3
University Library	5.85%	50
University Police	0.58%	5
University Registrar	0.23%	2
University Relations	1.17%	10
University Services	0.70%	6
Weinberg College of Arts and Sciences	13.22%	113
Other (please specify)	2%	15
<b>Total Respondents</b>		<b>855</b>