

**Office of Human Resources Flexible Spending Account Program Survey
Fall 2009**

OVERALL RESPONSE RATE: 455 out of 1,050 employees (43.3%)

In which Flexible Spending Accounts do you participate?

Response	N	Percent
Dependent Care	15	3.3%
Health Care	395	87.2%
Both Health and Dependent Care	43	9.5%
Total	453	100.0%

What are your current pledge amounts (in dollars)?

Response	Average
Dependent Care	\$2,983
Health Care	\$1,196

Do you submit claims using the paper form?

Response	N	Percent
Yes	200	44.2%
No	253	55.8%
Total	453	100.0%

Do you typically fax or mail your claim form and receipts?

Response	N	Percent
Fax	110	55.6%
Mail	88	44.4%
Total	198	100.0%

Do you use the online claim entry option available on the Ceridian website?

Response	N	Percent
Yes	91	20.1%
No	361	79.9%
Total	452	100.0%

After printing the claim entries, do you fax or mail your receipts with the claim?

Response	N	Percent
Fax	59	67.8%
Mail	28	32.2%
Total	87	100.0%

Do you receive direct reimbursement through your bank account?

Response	N	Percent
Yes	134	30.2%
No	309	69.8%
Total	443	100.0%

Please rate your overall satisfaction with this method of reimbursement.

Response	N	Percent
1-Not at all satisfied	11	8.4%
2	6	4.6%
3	8	6.1%
4	7	5.3%
5	17	13.0%
6	14	10.7%
7	9	6.9%
8	18	13.7%
9	16	12.2%
10-Extremely satisfied	25	19.1%
Total	131	100.0%

Mean Score: 6.45

Have you established an online account to manage your FSA account with Ceridian?

Response	N	Percent
Yes	227	51.5%
No	214	48.5%
Total	441	100.0%

Please rate your overall satisfaction with your online account.

Response	N	Percent
1-Not at all satisfied	10	4.6%
2	12	5.5%
3	14	6.4%
4	11	5.0%
5	36	16.4%
6	23	10.5%
7	34	15.5%
8	32	14.6%
9	22	10.0%
10-Extremely satisfied	25	11.4%
Total	219	100.0%

Mean Score: 6.30

Do you use your Benefit Card?

Response	N	Percent
Yes	390	88.0%
No	53	12.0%
Total	443	100.0%

Where do you use the card? (Please check all that apply.)

Response	N	Percent ¹
Pharmacy	347	76.3%
Mail Order Pharmacy	75	16.5%
Doctor	333	73.2%
Dentist	187	41.1%
Vision Care	220	48.4%
Discount Dept. Store (Wal-Mart, Target)	61	13.4%
Physical Therapist	33	7.3%
Orthodontist	22	4.8%
Other	50	11.0%

Please rate your overall satisfaction with your use of the Benefit Card and any required follow-up.

Response	N	Percent
1-Not at all satisfied	43	11.2%
2	35	9.1%
3	34	8.9%
4	16	4.2%
5	27	7.0%
6	32	8.4%
7	51	13.3%
8	41	10.7%
9	44	11.5%
10-Extremely satisfied	60	15.7%
Total	383	100.0%

Mean Score: 5.97

¹ Please note that percentages will not total to 100 due to the fact that the respondents were asked to check all that apply. Percentage is computed by dividing the number of respondents selecting a particular option by the total number of respondents taking the survey (Total=455).

How likely would you be to re-enroll in the FSA plan if the University did not offer the Benefit Card?

Response	N	Percent
Likely	322	73.0%
Somewhat likely	40	9.1%
Neutral	38	8.6%
Somewhat unlikely	21	4.8%
Unlikely	20	4.5%
Total	441	100.0%

Have you contacted Ceridian Customer Service in the course of this plan year?

Response	N	Percent
Yes	296	66.8%
No	147	33.2%
Total	443	100.0%

What was your overall satisfaction with the service you received?-Mail

Response	N	Percent
1-Not at all satisfied	34	20.2%
2	20	11.9%
3	21	12.5%
4	6	3.6%
5	23	13.7%
6	12	7.1%
7	10	6.0%
8	19	11.3%
9	10	6.0%
10-Extremely satisfied	13	7.7%
Total	168	100.0%

Mean Score: 4.70

What was your overall satisfaction with the service you received?-Phone

Response	N	Percent
1-Not at all satisfied	39	15.5%
2	23	9.2%
3	19	7.6%
4	11	4.4%
5	26	10.4%
6	10	4.0%
7	21	8.4%
8	44	17.5%
9	34	13.5%
10-Extremely satisfied	24	9.6%
Total	251	100.0%

Mean Score: 5.66

What was your overall satisfaction with the service you received?-Email

Response	N	Percent
1-Not at all satisfied	25	22.5%
2	11	9.9%
3	5	4.5%
4	5	4.5%
5	20	18.0%
6	5	4.5%
7	6	5.4%
8	18	16.2%
9	5	4.5%
10-Extremely satisfied	11	9.9%
Total	111	100.0%

Mean Score: 4.98

Have you received any correspondence from Ceridian during this plan year?

Response	N	Percent
Yes	368	84.6%
No	67	15.4%
Total	435	100.0%

What was the nature of the correspondence? (Please check all that apply.)

Response	N	Percent ²
Request for receipts	298	65.5%
Letter of denial	145	31.9%
Card deactivation	61	13.4%
Account balance information	62	13.6%

The Office of Human Resources website provides information about Flexible Spending Accounts and the Benefits Card. Have you used this resource?

Response	N	Percent
Yes	299	68.3%
No	139	31.7%
Total	438	100.0%

What was your overall satisfaction with the HR website information?

Response	N	Percent
1-Not at all satisfied	4	1.4%
2	2	0.7%
3	5	1.7%
4	11	3.8%
5	30	10.4%
6	34	11.8%
7	61	21.1%
8	74	25.6%
9	38	13.1%
10-Extremely satisfied	30	10.4%
Total	289	100.0%

Mean Score: 7.20

² Please note that percentages will not total to 100 due to the fact that the respondents were asked to check all that apply. Percentage is computed by dividing the number of respondents selecting a particular option by the total number of respondents taking the survey (Total=455).

Did you attend an information session held by Human Resources prior to electing to participate in the FSA program for 2009?

Response	N	Percent
Yes	143	32.7%
No	294	67.3%
Total	437	100.0%

Was the information presented helpful?

Response	N	Percent
1-Not at all helpful	0	0.0%
2	3	2.2%
3	5	3.6%
4	4	2.9%
5	13	9.4%
6	8	5.8%
7	26	18.7%
8	36	25.9%
9	22	15.8%
10-Extremely helpful	22	15.8%
Total	139	100.0%

Mean Score: 7.47