



# Ohio Deferred Compensation Employer Satisfaction Research – Report

Fall 2024



# Purpose and Methodology

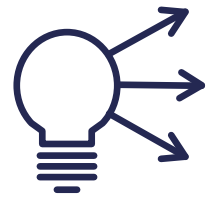
The purpose of this research is to measure participant satisfaction levels of the services provided by the TPA Nationwide Retirement Solutions (NRS). In addition to satisfaction with Ohio Deferred Compensation overall, satisfaction scores are measured for various program attributes along with two areas of service:

1. Telephone Service Center
2. Field Account Executive, including Coordination of Group Meetings

This report contains the data collected during the second half of the year 2023.

## Methodology

- Online survey (prior to Fall 2022, interviews were conducted via phone surveys)
- 320n interviews were completed



# Key Takeaways

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## NOTES ON CHANGE IN METHODOLOGY AND SURVEY

- **The current survey was administered online only.** This is a change from waves prior to 2022, where interviews were conducted via phone surveys.
- The 2022 survey implemented several changes: **survey question deletions, additions and editing to wording, however, there have been no changes to the 2023 - 2024 waves.**
- It is understood that **these changes could cause a break in trend**, however, after several waves, **satisfaction levels have mostly stayed the same or increased.**

## OVERALL SATISFACTION WITH OHIO DEFERRED COMPENSATION

- The **vast majority of employers remain satisfied with Ohio Deferred Compensation**, with the current level of satisfaction at 88%. The **level of dissatisfaction remains at 5% (4% in 2022, 2% in 2021)** with the current wave, although there was a 1% increase in those that are **very dissatisfied.**

## Key Takeaways (cont'd)

- When looking at comparisons between various breakouts of employers, we find the following:
  - **Type of employer:** Municipals showed no significantly higher satisfaction with ODC than schools.
  - **Status of offering other plans:** Employers who do **NOT** offer alternative deferred compensation plans to ODC **report higher overall satisfaction** (91%) than those that DO offer alternative plans (84%)
    - 85% of those whose employers **do not offer alternative plans** report being **very satisfied**.
- The **majority of employers (80%+) are satisfied with the various attributes regarding ODC's program.**
- The **Helpfulness of the information received** and the **Ability to understand the information given by ODC** continue to have the **highest levels of satisfaction.**

# Key Takeaways (cont'd)

## SATISFACTION WITH ODC'S TELEPHONE SERVICE CENTER

- Employers have **high levels of overall satisfaction with** Ohio Deferred Compensation's telephone **service center**. The current level of 95% is an **increase** from the previous wave (92%).
- The **level of dissatisfaction declined slightly to 4% from the previous wave (5%)**.
- When looking at service center attributes the **knowledge level of the rep** and the **professionalism of the rep** have the **highest levels of satisfaction (95%)**

## SATISFACTION WITH FIELD ACCOUNT EXECUTIVE

- Among employers who have communicated with a field account executive, **the overall level of helpfulness is viewed as high** (94%), a slight decrease vs 2023 (97%).
- **However**, current findings indicate that about two-thirds of employers (67%) **are currently satisfied overall** with the field account executive's **coordination of group meetings**. This is **slightly higher** than 2023 but there is a **large increase** in those that are **very satisfied**.

# Key Takeaways (cont'd)

## PROGRAM COMMUNICATION

- The **vast majority of employers** (91%) are **satisfied with the usefulness of the printed materials** that explain Ohio Deferred Compensation to employees. This is an **increase** from the previous year (88%).
- Employers were asked to rank the **helpfulness of three different tools in making employees aware of visits, group meetings or workshops/webinars**. **Emails** was chosen as the most **helpful** by the majority.
  - Emails (63%)
  - Flyers (26%)
  - Posters (11%)



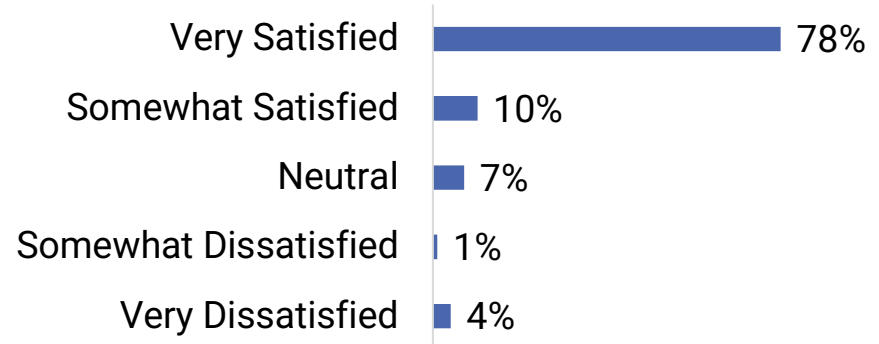
# Results



# Satisfaction with Ohio Deferred Compensation - OVERALL

The **vast majority of employers are satisfied** with Ohio Deferred Compensation, with the current level of satisfaction at 88%.

**Levels of satisfaction remain stable** and we saw an **increase** from those who were **somewhat satisfied** to now being **very satisfied**.



	2022		2023		2024	
Very Satisfied	75%	} 91%	75%	} 88%	78%	} 88%
Somewhat Satisfied	16%		13%		10%	
Neutral	5%		7%		7%	
Somewhat Dissatisfied	1%	} 4%	2%	} 5%	1%	} 5%
Very Dissatisfied	3%		3%		4%	

  indicates the percentage is significantly **higher/lower** than 2023, at the 95% confidence level.

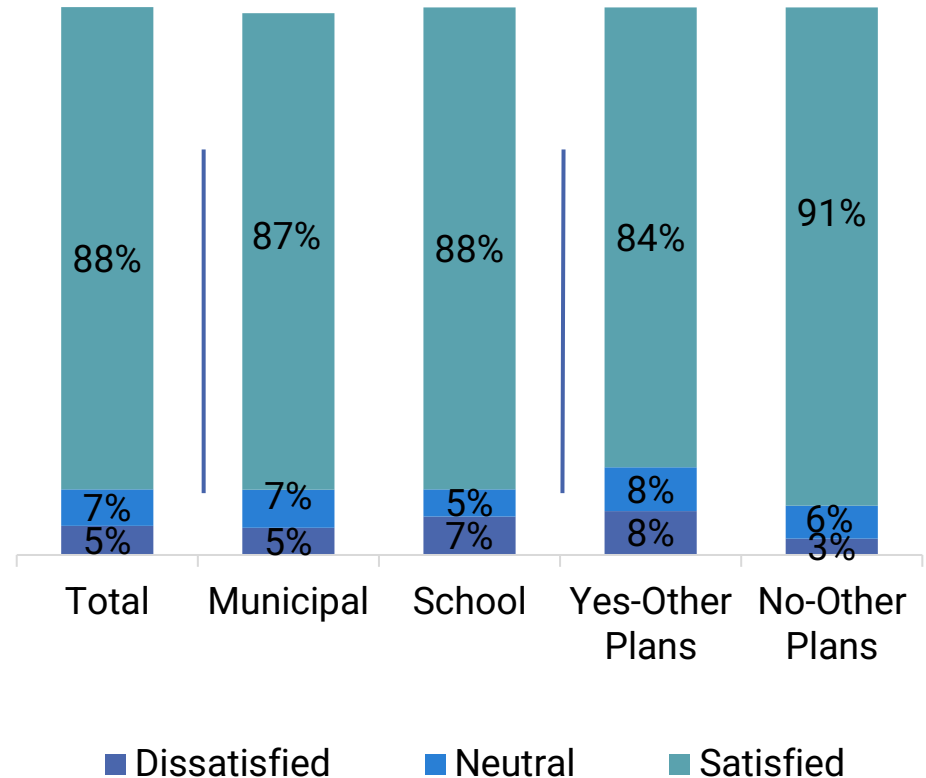
**Green/Red** font indicates the percentage is significantly **higher/lower** than 2022, at the 95% confidence level.

2022=382n 2023= 358n 2024= 320n

## Satisfaction with Ohio Deferred Compensation – OVERALL By Employment Status and Status of Offering of Other Plans

This chart shows the previous chart's results for 2024 broken out by employer type and status of offering other plans.

**There is no significant difference in level of satisfied respondents between comparison groups.**



*No statistical significance in difference between comparison groups*

*Total 2024=320n Municipal=179n School=113n Yes-Other=147n No-Other=144n*

# Satisfaction with ODC Program ATTRIBUTES

The vast majority of employers (80%+) are satisfied with the various attributes regarding ODC's program.

The **Helpfulness of the information received** and the **Ability to understand the information given by ODC** continue to have the highest level of satisfaction.

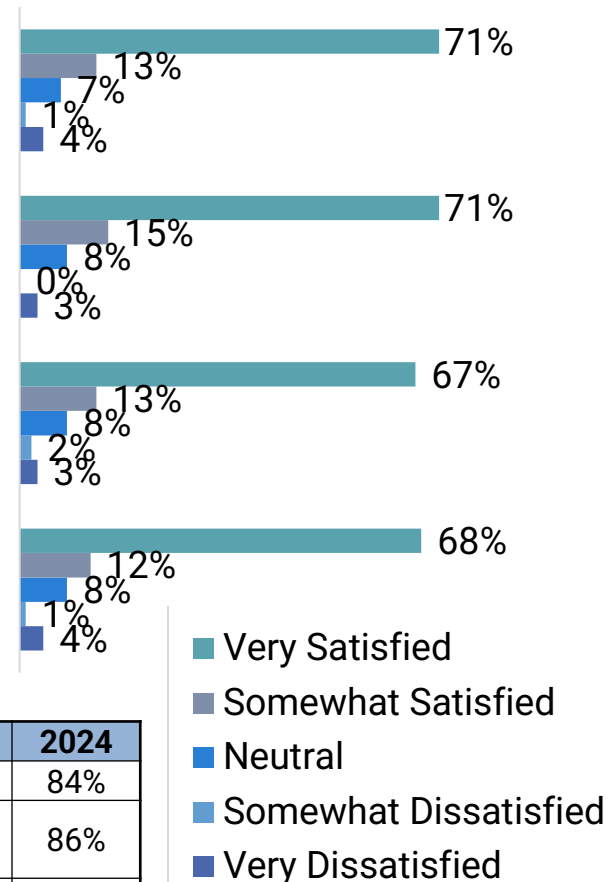
- **All attributes remain mostly in line with those levels in 2023**, although there was an **increase in satisfaction with the ability to have questions answered in a timely fashion**

Helpfulness of the information received

Ability to understand the information given by Ohio Deferred Compensation

Access to resources needed to find information

Ability to have questions answered and problems resolved in a timely fashion



Very / Somewhat Satisfied	2022	2023	2024
Helpfulness of the information received	89%	86%	84%
Ability to understand the information given by Ohio Deferred Compensation	89%	86%	86%
Access to resources needed to find information	84%	80%	80%
Ability to have questions answered and problems resolved in a timely fashion	80%	76%	80%

    indicates the percentage is significantly higher/lower than 2023, at the 95% confidence level.  
Green/Red font indicates the percentage is significantly higher/lower than 2022, at the 95% confidence level.

2022=382n 2023= 358n 2024 -320n

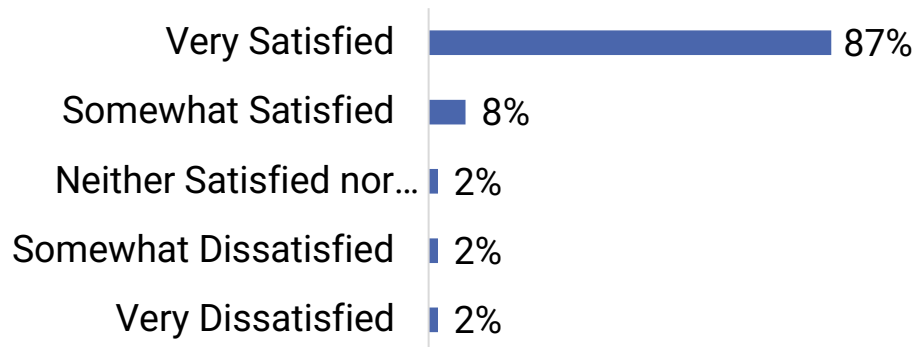
Please think about your communication with Ohio Deferred Compensation as a representative of the employer, rather than as a participant. Using a scale of 1-5 where 5 indicates "very satisfied" and 1 indicates "very dissatisfied" how would you rate your satisfaction with each of the following ...

# Overall Satisfaction with the SERVICE CENTER



Employers have **high levels of overall satisfaction with Ohio Deferred Compensation's telephone service center**. The current level is 95% and higher than 2023.

The level of those that are **very satisfied** rose **significantly** from 2023.

There are no statistically significant differences to note among the percentage of satisfied respondents with the service center between type of employer or status of offering other plans.



	2022		2023		2024	
Very Satisfied	79%	} 92%	71%	} 92%	87%	} 95%
Somewhat Satisfied	13%		22%		8%	
Neutral	3%		3%		2%	
Somewhat Dissatisfied	1%	} 3%	3%	} 5%	2%	} 5%
Very Dissatisfied	2%		3%		2%	

  indicates the percentage is significantly **higher/lower** than 2023, at the 95% confidence level.  
**Green/Red** font indicates the percentage is significantly **higher/lower** than 2022, at the 95% confidence level.

2022=86n 2023=79n 2024 61n

# Satisfaction with Service Center ATTRIBUTES

When looking at **satisfaction with various attributes regarding ODC's telephone service center**, the **Knowledge level of the rep** has the **highest levels of satisfaction**.

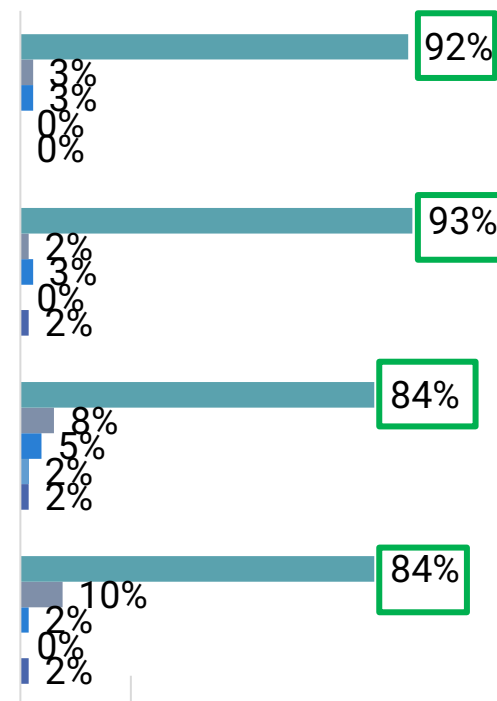
While the top-2 satisfaction levels remain consistent, there was a **significant shift** from those that were **somewhat satisfied** to now being **very satisfied** across every attribute.

The knowledge level of the representative

The professionalism of the representative

Ability to get corrections/resolutions on contributions

The speed at which your call was answered



- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

Very / Somewhat Satisfied	2022	2023	2024
The knowledge level of the representative	93%	95%	95%
The professionalism of the representative	93%	92%	95%
Ability to get corrections/resolutions on contributions	91%	92%	92%
The speed at which your call was answered	92%	91%	94%

No statistical significance in difference between years

2022=86n 2023=79n 2024 = 61n

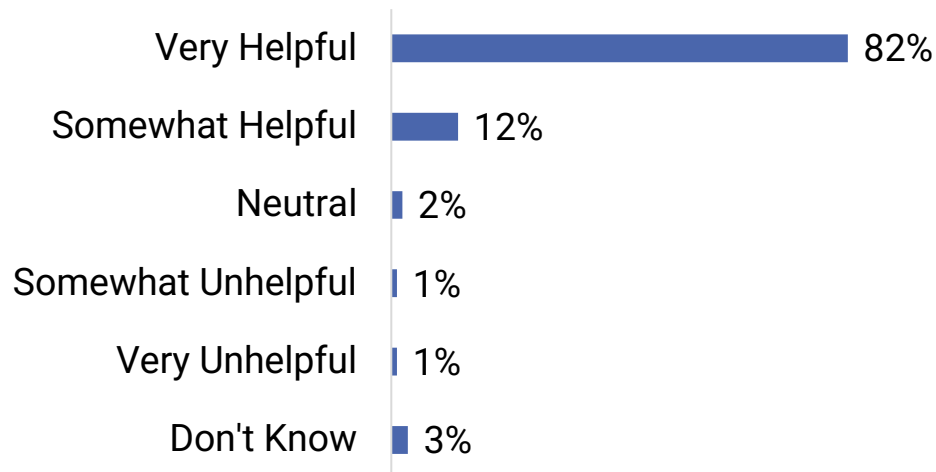
# Satisfaction with Service Center ATTRIBUTES - FIELD ACCOUNT EXECUTIVE

About **one-fourth** of employers report **communicating with an ODC field account executive semi-annually**, and the majority indicate less often:

Frequency of communicating with field account executive:

Weekly	0%
Monthly	6%
Semi-annually	26%
Annually	26%
Never	32%
Don't know	10%

Among those who have communicated with a field account executive, **satisfaction is high** (94%), a slight drop from 2023 but still higher than 2022.



	2022	2023	2024
Very Helpful	84%	86%	82%
Somewhat Helpful	6%	11%	12%
Neutral	4%	2%	2%
Somewhat Unhelpful	2%	1%	1%
Very Unhelpful	0%	0%	0%

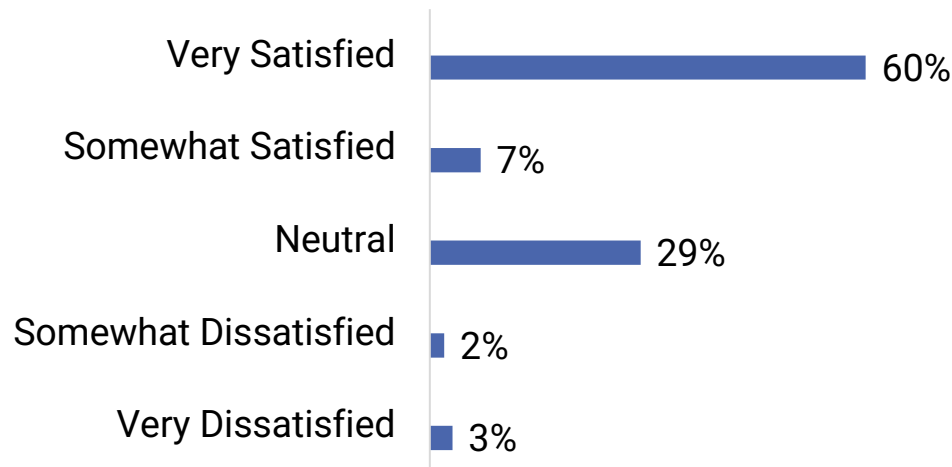
    indicates the percentage is significantly higher/lower than 2023, at the 95% confidence level.  
Green/Red font indicates the percentage is significantly higher/lower than 2022, at the 95% confidence level.

2022=172n 2023=200n 2024=185n

# Overall Satisfaction with the FIELD ACCOUNT EXEC - GROUP MEETINGS

**67% are currently satisfied overall with the field account executive's coordination of group meetings.**

- This is **significantly higher than 2023 but still directionally lower than 2022.**
- The percentage who are currently "**very satisfied**" (60%) is **significantly higher than 2023**
- The percentage who are **neutral** (neither satisfied nor dissatisfied – 29%) **remains consistent** with the 2023 wave.



**School Employees** saw a lower overall satisfaction (**52%**) than **Municipal Employees (68%)**. **School employees are significantly higher** to be neutral (37%).

	2022		2023		2024	
Very Satisfied	59%	} 72%	53%	} 65%	60%	} 67%
Somewhat Satisfied	13%		11%		7%	
Neutral	24%	} 3%	30%	} 6%	29%	} 4%
Somewhat Dissatisfied	1%		3%		2%	
Very Dissatisfied	3%		3%		2%	

60% indicates the percentage is significantly higher/lower than 2023, at the 95% confidence level.

Green/Red font indicates the percentage is significantly higher/lower than 2022, at the 95% confidence level.

2022=172n 2023=159n 2024=133n

# Satisfaction with Field Account Exec – Group Meeting ATTRIBUTES

Overall, there was **mostly improvements** from the prior year with **Communication tools** seeing the most **significant increase**.

**The Rep's ability to answer questions about the program** and the **professionalism of the rep** continue to be the **2 highest rated attributes**.

**Ease of arranging visits or group meetings** has seen a **decline** in 2 consecutive waves, although this last wave was **not statistically significant**.



Very / Somewhat Satisfied	2022	2023	2024
The professionalism of the representative	89%	85%	87%
Ease of arranging visits or group meetings	89%	85%	84%
Representative's ability to answer questions about the program	89%	85%	90%
Communication tools (posters, emails, etc.) provided by the representative to promote group meetings	85%	78%	86%
Feedback from your employees on the visits or group meetings	88%	78%	79%

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

    indicates the percentage is significantly higher/lower than 2023, at the 95% confidence level.

2022=172n 2023=159n 2024=133n





# Demographics

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## Gender

Male	15%
Female	79%
Prefer not to answer	6%

## Job Title/Position

Payroll Clerk	28%
Fiscal Officer	21%
Other (specify)	21%
Human Resource Manager	8%
Treasurer	5%
Administrator	7%
Finance Director	4%
Benefits Manager	3%
Office Manager	3%

## Are you, yourself, a participant in Ohio Deferred Compensation?

Yes	57%
No	43%

## Type of Employer/Organization

School K-12	35%
City	14%
Township	11%
County	13%
Other (specify)	9%
Library	8%
Village)	6%
State	4%
Hospital	0%
University/College	0%

## Length of Service in Position

Less than one year	5%
1 to 3 years	22%
4 to 10 years	31%
More than 10 years	41%

## Does Employer Offer Other Plans?

Yes	46%
No	45%
Don't Know	9%

Total Sample=320n