

Ohio DC Employer Satisfaction Questionnaire

Data Entry # _____

Date _____

Minutes _____

Phone # _____

Thank you for participating in our survey! This short survey will ask for your input regarding your experience with Ohio Deferred Compensation. Your answers will be very helpful to Ohio Deferred Compensation Staff in continuing to improve their service levels for you and your employees, and will take about 8-10 minutes to complete.

Before beginning, please keep in mind that there are two separate offices for Ohio Deferred Compensation.

- One is the Service Center that hosts the toll-free customer service line and the account executives.
- The other is the administrative office that handles billing, payments, and communication.

Some of the questions will be about one or both of these two offices.

1. 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?

	5 – Very Satis fied	4 – Som ewha t Satis fied	3 – Neith er satisf ied nor dissa tisfie d	2 – Som ewha t dissa tisfie d	1 – Very dissa tisfie d	Don’t Know
Overall satisfaction with Ohio Deferred Compensation						
Helpfulness of the information received						
Access to resources needed to find information						
Ability to have questions answered and problems resolved in a timely fashion						
Ability to understand the information given by Ohio Deferred Compensation						

2. In times when you or an employee have an issue or a question that needs an answer, where do you go *first* to get the issue resolved or the question answered? **(Check only one)**

- 1 The telephone Service Center
- 2 Field Account Executives
- 3 Administrative Office
- 4 Website
- 5 Information Kit
- 6 Other printed material
- 7 Other _____ **(Skip to Q3)**
- 8 Have never had issues **(Skip to Q4)**
- 9 Don't know **(Skip to Q4)**

2a. On a scale of 1-5 where 5 indicates "very satisfied" and 1 indicates "very dissatisfied," how would you rate your satisfaction with that area on the ability to answer your question or resolve your issue?

Very satisfied 5 4 3 2 1 Very dissatisfied

3. Is there a second place you would go to get a question answered? **(Check only one – remove answer mentioned in Q2 from response list in Q3)**

- 1 The telephone Service Center
- 2 Field Account Executive
- 3 Administrative Office
- 4 Website
- 5 Information Kit
- 6 Other printed material
- 7 Other _____ **(Skip to Q4)**
- 8 None/Don't Know **(Skip to Q4)**

3a. On a scale of 1-5 where 5 indicates "very satisfied" and 1 indicates "very dissatisfied," how would you rate your satisfaction with that area on the ability to answer your question or resolve your issue?

Very satisfied 5 4 3 2 1 Very dissatisfied

4. Are you familiar with the printed educational and communication materials that explain Ohio Deferred Compensation to employees?

- 1 Yes (Continue)
- 2 No **(Skip to Q5)**

4a. Please rate your level of satisfaction with the usefulness of the printed materials that explain Ohio Deferred Compensation to employees. Would you say you are ...

- 5 Very Satisfied
- 4 Somewhat Satisfied
- 3 Neither Satisfied Nor Dissatisfied
- 2 Somewhat Dissatisfied
- 1 Very Dissatisfied
- 0 Don't know

What could be done to improve the usefulness of the printed materials?

5. Have you ever called the Service Center on behalf of your employees?

- 1 Yes (Continue)
- 2 No **(Skip to Q8)**
- 3 Don't know

6. Thinking about the times you have called the Service Center for any reason, and using a scale of 1-5 where 5 indicates "very satisfied" and 1 indicates "very dissatisfied," how would you rate your satisfaction with the Service Center for each of the following?

	5 – Very Satisfi ed	4 – Some what Satisfi ed	3 – Neither satisfie d nor dissati sfied	2 – Som ewh at diss atisfi ed	1 – Very diss atisfi ed	Don't know
Overall satisfaction with the Service Center						Never Called (Go to Q8)
The speed at which your call was answered						
The knowledge level of the representative						
The professionalism of the representative						
Ability to get corrections/resolutions on contributions						

7. **[Only if shaded box checked in Q6]** What could Ohio Deferred Compensation do to make you either "very" or "somewhat" satisfied with your overall experience with the Service Center? _____

8. How often would you say you communicate with an Ohio Deferred Compensation Field Account Executive?

- 1 Weekly
- 2 Monthly
- 3 Semi-annually
- 4 Annually

- 5 Never (**Skip to A1**)
- 6 Don't know (**Skip to QA1**)

8a. Thinking about the times you have communicated with a Field Account Executive, rate the helpfulness of these interactions. Would you say they are...

- 1 Very Helpful
 - 2 Somewhat Helpful
 - 3 Neither Helpful Nor Unhelpful
 - 4 Somewhat Unhelpful
 - 5 Very Unhelpful
 - 6 Don't know
- } Why are they helpful?
- } Why aren't they helpful?

A1. Ohio Deferred Compensation is working on the ability to automatically enroll new employees. Do you automatically enroll new employees in Ohio Deferred Compensation or do they need to sign up?

- 1 Yes, we auto-enroll new employees
- 2 No, employees must sign up
- 3 Unsure

A2. [Ask if A1= 1] In addition to the information provided by Ohio Deferred Compensation, do you inform employees to the fact that they will be auto-enrolled in Ohio Deferred Compensation? Select all that apply.

- 1 We inform the employee
- 2 We are not informing the employee
- 3 Unsure (anchor; exclusive)

A3. [Ask if A1= 1] What do you see as the benefits to utilizing auto-enrollment? Select all that apply. (*Randomize*)

- 1 Streamlines plan enrollment/simplifies the administrative work needed to onboard employees
- 2 Increases employee participation
- 3 Strengthens employee financial security
- 4 Other (please specify) _____ (Anchor)

A4. [Ask if A1= 2] Do you/your organization have an interest in utilizing auto-enrollment in the future?

- 1 ☒ Yes, we would be interested in utilizing auto-enrollment
- 2 ☐ Neutral
- 3 ☐ No, we would not be interested in utilizing auto-enrollment (Why not? _____)

A5. [Ask if A4=1] If your employer would be interested in utilizing auto-enrollment, please provide your contact information.

- 1 Employer Name:
- 2 Contact Name:
- 3 Phone number:
- 4 Email:

9. How important would you say it is for your new employees to learn about Ohio Deferred Compensation at a new employee orientation?

- 1 Very Important
- 2 Somewhat Important
- 3 Indifferent
- 4 Not Very Important
- 5 Not At All Important
- 6 Don't know

10. Do you, as an employer, currently offer an introduction to Ohio Deferred Compensation at your new employee orientation?

- 1 Yes
- 2 No (Why not? _____)
- 3 Don't know

11. Ohio Deferred Compensation offers a SMarT automatic increase feature that allows employees to sign up for automatic annual contribution increases as an easy way to enhance their savings. If Ohio Deferred Compensation provided you with forms, posters, and an email publicizing the SMarT Plan, how likely would you be to provide this information to employees?

- 1 Very Likely
 - 2 Somewhat Likely
 - 3 Neither Likely Nor Unlikely
 - 4 Somewhat Unlikely
 - 5 Very Unlikely
- } Why not? _____

PATH A

12. In your position, do you deal with the coordination of Ohio Deferred Compensation visits, group meetings, or workshops/webinars?

1 Yes **[Continue]** 2 No **[Skip to Q17]**

13. In dealing with Ohio Deferred Compensation Field Account Executives specifically related to the coordination of group meetings, how would you rate your satisfaction for each of the following? Use a scale of 1-5 where 5 indicates you are “very satisfied” and 1 indicates you are “very dissatisfied.”

	5 – Very Satis fied	4 – Som ewha t Satis fied	3 – Neith er satis fied nor diss atisfi ed	2 – Som ewha t diss atisfi ed	1 – Very diss atisfi ed	No Expe rience / Don’t know
Your overall satisfaction with the group meetings						
Ease of arranging visits or group meetings						
Communication tools (posters, emails, etc.) provided by the representative to promote group meetings						
The professionalism of the representative						
Representative’s ability to answer questions about the program						
Feedback from your employees on the visits or group meetings						

14. **[Only if shaded box checked in Q13]** What could Ohio Deferred Compensation do to make you either “very” or “somewhat” satisfied with your overall experience with the group meetings? _____

15. Please rank the helpfulness of each of the following tools in making employees aware of visits, group meetings or workshops/webinars. Please drag and drop the following tools to rank them from most helpful to least helpful in making employees aware. Place the most helpful at the top as “1” and the least helpful at the bottom as “3.” [PRG: Randomize order displayed]

1. Emails
2. Posters
3. Flyers

16. If there is something Ohio Deferred Compensation could do to increase participation in group meetings, what would that be? _____

PATH B

17. In your position, do you deal with payroll contributions?

- 1 Yes [**Continue**] 2 No [**Skip to Q21**]

18. Please rate your level of satisfaction with the usefulness of the change report and billing statement you have received from Ohio Deferred Compensation.

- 5 Very Satisfied
4 Somewhat Satisfied
3 Neither Satisfied Nor Dissatisfied
2 Somewhat Dissatisfied } What could be done to improve it?
1 Very Dissatisfied
0 Don't know

19. Do you submit your Ohio Deferred Compensation contributions and data electronically through the Ohio Business Gateway (the OBG)?

- Yes (Skip to Q21) No (Continue)

20. Do you submit other information, such as State or school district income tax withholdings, electronically through the OBG?

- Yes No

GENERAL QUESTIONS

21. As the employer, what are one or two things you like most about Ohio Deferred Compensation? _____

22. Is there anything Ohio Deferred Compensation could do to better serve you, as the employer? _____

23. Are you, yourself, a participant in Ohio Deferred Compensation?

- 1 YES
- 2 NO
- 3 Don't know

24. Does your employer offer *alternative* deferred compensation plans to Ohio Deferred Compensation?

- 1 YES
- 2 NO **[Skip to Q25]**
- 3 Don't know **[Skip to Q25]**

24a. In your opinion, what, if anything, makes *Ohio Deferred Compensation a better plan* than others offered by your employer? _____

24b. In your opinion, what plan features, if anything, make *the other plans your employer offers better* than Ohio Deferred Compensation? _____

25. Ohio Deferred Compensation is offering a Roth feature to all employers who complete a Roth Adoption agreement. If you believe your employer would be interested in providing this feature, please provide contact information and a representative will be in touch.

- 1 Employer Name:
- 2 Contact Name:
- 3 Phone number:
- 4 Email:

26. Which of the following best describes your job title?

- 1 Payroll Clerk
- 2 Benefits Manager
- 3 Office Manager
- 4 Administrator
- 5 Human Resource Manager
- 6 Fiscal Officer
- 7 Finance Director
- 8 Treasurer
- 9 Other (specify) _____

27. What is your length of service in that position?

- 1 Less than one year
- 2 1 to 3 years
- 3 4 to 10 years
- 4 More than 10 years

28. Which of the following best describes what type of employer your organization represents?

- 1 State
- 2 City
- 3 County
- 4 Township
- 5 Village
- 6 Library
- 7 Hospital
- 8 School K-12
- 9 University/College
- 10 Other (specify) _____

29 For demographic purposes, what is your gender?

- 1 Male
- 2 Female
- 3 Other
- 4 Prefer not to answer

Thank you for your time. Your input will be helpful to the Ohio Deferred Compensation staff in making improvements for you and your employees.