

Benefits Enrollment Focus Group Questions

(Customized for the employer)

1. How important is the annual enrollment process to you?
 - a. Very important; I value the opportunity to make changes.
 - b. Somewhat important; I don't usually make changes.
 - c. Not very helpful; I don't participate.

2. Overall, how would you describe the experience of enrolling in your Benefits?
 - a. I found the enrollment process to be very easy.
 - b. I found the enrollment process to be easy.
 - c. I found the enrollment process to be difficult.
 - d. I found the enrollment process to be very difficult.

3. At this time, how well do you feel you understand your provided benefits?
 - a. Very well
 - b. Well
 - c. Not very well
 - d. Not at all

4. Do you feel confused about any of the benefits or choices available to you as an employee?
 - a. Yes
 - b. No

5. The information that I receive about employee benefits is easy to understand.
 - a. Strongly Agree
 - b. Agree
 - c. Not Sure
 - d. Disagree
 - e. Strongly Disagree

6. As a percentage of your total compensation, what percent represents the cost of your employer funded benefits?
 - a. 5%
 - b. 10%
 - c. 15%
 - d. 20%
 - e. 25%
 - f. 30% or more

7. How did you participate in the enrollment process?
 - a. Online
 - b. Enrollment Counselor
 - c. Both Enrollment Counselor and Online
 - d. Other
 - e. Did not participate

8. Did you read the benefits book and other enrollment materials you were provided?
 - a. Yes
 - b. No

9. How would you feel if ABC Company decides to no longer print the benefits booklet?
 - a. Good decision, this will save money and trees.
 - b. Bad decision, the printed booklet is an important source of information and a handy reference guide.
 - c. Fine, I would prefer to read about the benefits online.

10. Which of the following enrollment methods do you prefer?
 - a. Distribute written materials at my work location.
 - b. Thirty minute individual meeting with an enrollment counselor.
 - c. Provide information online.
 - d. Provide online short subject matter presentations.

11. Which method would you find least helpful?
 - a. Distribute written materials at my work location.
 - b. Thirty minute individual meeting with an enrollment counselor.
 - c. Provide information online.
 - d. Provide online short subject matter presentations.

12. If you have met with an enrollment counselor in the past, how would you rate the service you received?
 - a. Very Helpful
 - b. Somewhat helpful
 - c. Not helpful