

# 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