

**Public Employees Benefits Board Open Enrollment Survey  
Ci3 Instrument**

CATI ON

SQN right  
REVIEW CtrlR

Q:HELLO1

T:  
Hello, May I please speak with \_\_\_\_\_ ?  
PROBE IF R ANSWERS PHONE WITH NAME: Is this \_\_\_\_\_ ?

1-->R ON PHONE  
CTRL-END-->WRONG NUMBER, R NOT AVAILABLE, ETC.

t14:

Hello, may I please speak with \_\_\_\_\_ ?  
(Hello,) this is \_\_\_\_\_ calling from the University of Oregon Survey  
Research Laboratory. I'm calling back to finish the survey we previously  
started.

1-->R ON LINE  
CTRL-END-->R UNAVAILABLE

I:  
key 1

Q:HELLO2

T:  
  
(Hello,) this is \_\_\_\_\_ calling for the Public Employees Benefits Board from  
the University of Oregon Survey Research Laboratory. PEBB has asked us to  
conduct a survey of state employees to find out how they can improve their  
open enrollment procedures (that occur each Fall). I want to assure you that  
this survey is completely confidential and voluntary, and all state employees  
randomly chosen for this study are being asked to take fifteen minutes to  
answer the survey questions. Agencies have been notified and encouraged  
to help employees participate Do you have any questions before we begin?

1 YES  
CTRL-END NO: ARRANGE CALLBACK.

I:  
key 1

Q:YEARS

T:  
  
To begin, (I need to ask) how many years have you been employed by  
the State of Oregon (altogether)?

NOTE: "ALTOGETHER" MEANS INCLUSIVE OF EMPLOYMENT GAPS.

ENTER EXACT YEARS, NO DECIMALS, 0-60  
0 = LESS THAN 1 YEAR --> SKIPTO NEWSLET  
60 = 60 OR MORE YEARS

PLEASE TYPE THE EXACT NUMBER BELOW, 1-60

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
qal noqal  
num 0 99 2 0 24 10  
cmdi RecNum "RecordNumber"  
cmdi raceth "raceth" 1  
cmdi gender "gender" 1  
cmdi agency "agency" 1  
if (ans = 0) skipto NEWSLET  
if (ans > 60)  
  if (ans < 97) reask  
endif

Q:ENROLL1  
T:

(Thank you.) Each October, PEBB sends all State employees a paper packet of open enrollment materials for health insurance, dental insurance, life insurance, and other benefits. PEBB supplements this information with group meetings and articles in its monthly newsletter. I need to find out how carefully you read through these materials. Do you study the entire package, (do you) read only what you need to read, (do you) skim or glance over it, or (do you) not look at the materials at all?

1 STUDY ENTIRE PACKAGE --> SKIPTO ENROLL2  
2 ONLY WHAT NEEDED --> SKIPTO ENROLL2  
3 SKIM/ GLANCE OVER  
4 NOT LOOK AT

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9  
If (ans <3) skipto ENROLL2

Q:ENROLL1A  
T:

Does someone else in your household handle decisions for open enrollment benefits?

IF YES: What is that person's relation to you?

PROBE: I don't need that person's name (just their relation to you).

1 NO, R HANDLES DECISIONS --> SKIPTO ENROLL2  
2 SPOUSE/PARTNER HANDLES DECISIONS  
3 OTHER --> SPECIFY

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-3, 7-9  
if (ans = 1) skipto ENROLL2  
oth 3 13 5 16 70

Q:ENROLL1B

T:

How involved are you in your household's open enrollment benefits decisions - a great deal, some, a little, or not at all?

1 A GREAT DEAL --> SKIPTO NEWSLET  
2 SOME --> SKIPTO NEWSLET  
3 A LITTLE --> SKIPTO NEWSLET  
4 NOT AT ALL --> SKIPTO NEWSLET

7 REFUSED--> SKIPTO NEWSLET  
8 DON'T KNOW--> SKIPTO NEWSLET  
9 NO ANSWER--> SKIPTO NEWSLET

I:  
key 1-4, 7-9  
skipto NEWSLET

Q:ENROLL2

T:

In making your decisions about benefits, how helpful are the printed open enrollment materials - very helpful, somewhat helpful, or not helpful?

1 VERY HELPFUL --> SKIPTO ENROLL3  
2 SOMEWHAT HELPFUL --> SKIPTO ENROLL3  
3 NOT HELPFUL  
4 (IF VOLUNTEERED) IT VARIES

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9  
If (ans < 3) skipto ENROLL3  
If (ans > 3) skipto ENROLL3

Q:ENROLL2A

T:

What could PEBB do to make the open enrollment materials more helpful to you?

OPEN-ENDED

PLEASE TYPE IN EXACT RESPONSE BELOW

I:

opn 10 5 24 70

Q:ENROLL3

T:

How thorough are the (open enrollment) materials  
(in making decisions about benefits) -  
very thorough, somewhat thorough, or not thorough?

1 VERY THOROUGH

2 SOMEWHAT THOROUGH

3 NOT THOROUGH

4 (IF VOLUNTEERED) TOO THOROUGH

5 (IF VOLUNTEERED) IT VARIES

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-5, 7-9

Q:MEETING

T:

Have you ever attended one of PEBB's informational meetings  
(during open enrollment or about changes in benefits)?  
PROBE: even part of a meeting (for any length of time)?

1 YES

2 NO --> SKIPTO MEETING4

7 REFUSED--> SKIPTO MEETING4

8 DON'T KNOW--> SKIPTO MEETING4

9 NO ANSWER--> SKIPTO MEETING4

I:

key 1-2, 7-9

if (ans > 1) skipto MEETING4

Q:MEETING1

T:

How helpful was the (most recent) meeting you attended,  
(in making decisions about benefits)?

(Was it) very helpful, somewhat helpful, or not helpful?

- 1 VERY HELPFUL
- 2 SOMEWHAT HELPFUL
- 3 NOT HELPFUL
- 4 (IF VOLUNTEERED) IT VARIED

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
key 1-4, 7-9

Q:MEETING2  
T:

How thorough was the information presented at that (most recent) meeting?  
(Was it) very thorough, somewhat thorough, or not thorough?

- 1 VERY THOROUGH --> SKIPTO MEETING4
- 2 SOMEWHAT THOROUGH --> SKIPTO MEETING4
- 3 NOT THOROUGH --> SKIPTO MEETING4
- 4 (IF VOLUNTEERED) TOO THOROUGH --> SKIPTO MEETING4
- 5 (IF VOLUNTEERED) IT VARIED --> SKIPTO MEETING4

- 7 REFUSED--> SKIPTO MEETING4
- 8 DON'T KNOW--> SKIPTO MEETING4
- 9 NO ANSWER--> SKIPTO MEETING4

I:  
key 1-5, 7-9  
skipto MEETING4

Q:MEETING3  
T:

How could (it/the information) have been more thorough?  
PROBE: What was not well covered?

OPEN-ENDED

PLEASE TYPE IN EXACT RESPONSE BELOW

I:  
opn 10 5 24 70

Q:MEETING4  
T:

How difficult is it for you to attend a one-hour open enrollment meeting  
(sponsored by PEBB)? (Is it) very difficult, somewhat difficult,  
or not difficult?

- 1 VERY DIFFICULT

2 SOMEWHAT DIFFICULT  
3 NOT DIFFICULT  
4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9

Q:MEETING5  
T:

Would you be more likely to attend (an open enrollment information meeting)  
if it was part of a regularly scheduled meeting at your work site?  
PROBE: during your work hours.

1 YES  
2 NO  
3 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-3, 7-9

Q:NEWSLET  
T:

Do you ever receive PEBB's monthly newsletter?

1 YES  
2 NO --> SKIPTO INFO1  
3 (IF VOLUNTEERED) SOMETIMES

7 REFUSED--> SKIPTO INFO1  
8 DON'T KNOW/ NOT SURE--> SKIPTO INFO1  
9 NO ANSWER--> SKIPTO INFO1

I:  
key 1-3, 7-9  
if (ans = 2) skipto INFO1  
if (ans >3) skipto INFO1

Q:NEWSLET1  
T:

Do you read (it/ PEBB's monthly newsletter)?

1 YES  
2 NO --> SKIPTO INFO1  
3 (IF VOLUNTEERED) SOMETIMES

7 REFUSED--> SKIPTO INFO1  
8 DON'T KNOW--> SKIPTO INFO1  
9 NO ANSWER--> SKIPTO INFO1

I:  
key 1-3, 7-9  
if (ans = 2) skipto INFO1  
if (ans >3) skipto INFO1

Q:NEWSLET2  
T:

How carefully do you read (it/ PEBB's monthly newsletter)?  
Do you study every issue, (do you) read only what you need to,  
or (do you) skim or glance over it?

1 STUDY ENTIRE  
2 ONLY WHAT NEEDED  
3 SKIM/ GLANCE OVER  
4 (IF VOLUNTEERED) IT VARIES

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9

Q:NEWSLET3  
T:

How helpful is (it/ PEBB's monthly newsletter) to your benefits decisions?  
(Is it) very helpful, somewhat helpful, or not helpful?

1 VERY HELPFUL  
2 SOMEWHAT HELPFUL  
3 NOT HELPFUL  
4 (IF VOLUNTEERED) IT VARIES

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9

Q:INFO1  
T:

PEBB is considering different ways of delivering information about benefits during open enrollment. I am going to read a list of these different modes (of receiving information (about benefits, during open enrollment)). For each one, I need you to tell me if you would like it a great deal, some,

or not at all. The first one is: getting the full open enrollment information packet from a World Wide Website.

PROBE: Would you like this (mode of getting benefits information) a great deal, some, or not at all?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT AT ALL
- 4 (IF VOLUNTEERED) IT DEPENDS

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

key 1-4, 7-9

jump1 = 0

if (ans = 1) jump1 = jump1 + 1

Q:INFO2

T:

What about getting open enrollment (benefits) information on video?

PROBE: Would you like this (mode of getting benefits information) a great deal, some, or not at all?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT AT ALL
- 4 (IF VOLUNTEERED) IT DEPENDS

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

key 1-4, 7-9

if (ans = 1) jump1 = jump1 + 1

Q:INFO3

T:

What about (getting (it / open enrollment benefits information)) on CD-ROM?

PROBE: A CD-ROM is a compact disk.

PROBE: Would you like this (mode of getting benefits information) a great deal, some, or not at all?

- 1 A GREAT DEAL
- 2 SOME
- 3 NOT AT ALL
- 4 (IF VOLUNTEERED) IT DEPENDS



7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9  
if (ans = 1) jump1 = jump1 + 1

Q:INFO4  
T:

(What about) (getting (it / open enrollment benefits information))  
in group meetings?  
PROBE: Would you like this (mode of getting benefits information)  
a great deal, some, or not at all?

1 A GREAT DEAL  
2 SOME  
3 NOT AT ALL  
4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9  
if (ans =1) jump1 = jump1 + 1

Q:INFO5  
T:

(What about) (getting (it / open enrollment benefits information))  
by telephone, using interactive voice response, at no charge to you  
(for long distance)?

PROBE: This means that you could dial a telephone number  
and press a button to get information about the options you  
are interested in.

PROBE: Would you like this (mode of getting benefits information)  
a great deal, some, or not at all?

1 A GREAT DEAL  
2 SOME  
3 NOT AT ALL  
4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

key 1-4, 7-9  
if (ans =1) jump1 = jump1 + 1

Q:INFO6  
T:

(What about) (getting (it / open enrollment benefits information))  
in the monthly newsletter (from PEBB)?

PROBE: Would you like this (mode of getting benefits information)  
a great deal, some, or not at all?

1 A GREAT DEAL  
2 SOME  
3 NOT AT ALL  
4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9  
if (ans =1) jump1 = jump1 + 1

Q:INFO7  
T:

(What about) (getting (it / open enrollment benefits information))  
on cable access television?

PROBE: Would you like this (mode of getting benefits information)  
a great deal, some, or not at all?

1 A GREAT DEAL  
2 SOME  
3 NOT AT ALL  
4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9  
if (ans =1) jump1 = jump1 + 1

Q:INFO8  
T:

(What about) (getting (it / open enrollment benefits information))  
in face-to-face, personal meetings?

PROBE: Would you like this (mode of getting benefits information)  
a great deal, some, or not at all?

1 A GREAT DEAL  
2 SOME  
3 NOT AT ALL  
4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9  
if (ans =1) jump1 = jump1 + 1

Q: INFO9  
T:

(What about) (getting open enrollment benefits information)  
in personal telephone calls?

PROBE: at no charge to you (for long distance).  
PROBE: (Would you like this) (mode of getting benefits information)  
a great deal, some, or not at all?

1 A GREAT DEAL  
2 SOME  
3 NOT AT ALL  
4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-4, 7-9  
if (ans =1) jump1 = jump1 + 1

Q:INFO10  
T:

How much do you like the current mode by which PEBB sends benefits information  
during open enrollment to State employees (in a paper packet, supplemented with  
group meetings and articles in its monthly newsletter).

PROBE: (Do you like this) (mode of getting benefits information)  
a great deal, some, or not at all?

1 A GREAT DEAL --> SKIPTO INFO11  
2 SOME --> SKIPTO INFO11  
3 NOT AT ALL  
4 (IF VOLUNTEERED) IT VARIES

7 REFUSED--> SKIPTO INFO11  
8 DON'T KNOW--> SKIPTO INFO11  
9 NO ANSWER--> SKIPTO INFO11

I:

key 1-4, 7-9

if (ans = 1) jump1 = jump1 + 1

if (ans < 3) skipto INFO11

if (ans > 4) skipto INFO11

Q:INFO10A

T:

What do you not like (about this combined mode of getting benefits information during open enrollment)?

PROBE: Is there anything else?

OPEN-ENDED

PLEASE TYPE IN EXACT RESPONSE BELOW

I:

opn 10 5 24 70

Q:INFO11

T:

If you could receive only printed materials that you personally select (instead of the entire paper packet), how much would you like that option?

PROBE: (Would you like this) (mode of getting benefits information) a great deal, some, or not at all?

1 A GREAT DEAL

2 SOME

3 NOT AT ALL

4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-4, 7-9

if (ans = 1) jump1 = jump1 + 1

Q:INFO12

T:

In the previous questions you said that you liked the following modes of receiving benefits information (during open enrollment) a "great deal".

Which \*one\* of these would you prefer most?

PROBE: Imagine that you had to choose just one.

(I'll ask you about combinations in just a moment.)

PROBE FROM HIGHLIGHTED LIST, ROTATING ORDER

12 OTHER (SPECIFY)

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

if (jump1 < 2) skipto INFO14

IF (INFO1 = 1) SHOW "1 WORLD WIDE WEB" 10 1 70 GRN

IF (INFO2 = 1) SHOW "2 VIDEO" 11 1 70 GRN

IF (INFO3 = 1) SHOW "3 CD-ROM" 12 1 70 GRN

IF (INFO4 = 1) SHOW "4 GROUP MEETINGS" 13 1 70 GRN

IF (INFO5 = 1) SHOW "5 TELEPHONE USING INTERACTIVE VOICE RESPONSE" 14 1 70 GRN

IF (INFO6 = 1) SHOW "6 MONTHLY NEWSLETTER" 15 1 70 GRN

IF (INFO7 = 1) SHOW "7 CABLE ACCESS TV" 16 1 70 GRN

IF (INFO8 = 1) SHOW "8 FACE-TO-FACE MEETINGS" 17 1 70 GRN

IF (INFO9 = 1) SHOW "9 PERSONAL TELEPHONE CALLS" 18 1 70 GRN

IF (INFO10 = 1) SHOW "10 PAPER PACKET, GROUP MEETINGS, NEWSLETTER" 19 1 70 GRN

IF (INFO11 = 1) SHOW "11 PERSONALLY SELECTED PRINTED MATERIALS" 20 1 70 GRN

NUM 1 99 2 0 25 25

oth 12 17 5 20 60

IF (ans > 12)

IF (ans < 97) REASK

endif

IF (ans > 11) skipto INFO14

Q:INFO12A

T:

Why do you prefer this

(mode of receiving benefits information (during open enrollment))?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 10 5 24 70

Q:INFO13

T:

Which mode of receiving benefits information would you prefer second most (during open enrollment)?

PROBE: Imagine that you had to choose just one for second best. (I'll ask you about combinations in just a moment.)

PROBE FROM HIGHLIGHTED LIST, ROTATING ORDER

12 OTHER (SPECIFY)  
97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:

if (jump1 = 2) skipto INFO14

IF (INFO1 = 1) SHOW "1 WORLD WIDE WEB" 10 1 70 GRN

IF (INFO2 = 1) SHOW "2 VIDEO" 11 1 70 GRN

IF (INFO3 = 1) SHOW "3 CD-ROM" 12 1 70 GRN

IF (INFO4 = 1) SHOW "4 GROUP MEETINGS" 13 1 70 GRN

IF (INFO5 = 1) SHOW "5 TELEPHONE USING INTERACTIVE VOICE RESPONSE" 14 1 70 GRN

IF (INFO6 = 1) SHOW "6 MONTHLY NEWSLETTER" 15 1 70 GRN

IF (INFO7 = 1) SHOW "7 CABLE ACCESS TV" 16 1 70 GRN

IF (INFO8 = 1) SHOW "8 FACE-TO-FACE MEETINGS" 17 1 70 GRN

IF (INFO9 = 1) SHOW "9 PERSONAL TELEPHONE CALLS" 18 1 70 GRN

IF (INFO10 = 1) SHOW "10 PAPER PACKET, GROUP MEETINGS, NEWSLETTER" 19 1 70 GRN

IF (INFO11 = 1) SHOW "11 PERSONALLY SELECTED PRINTED MATERIALS" 20 1 70 GRN

IF (INFO12 = 1) SHOW " " 10 1 70 BLU

IF (INFO12 = 2) SHOW " " 11 1 70 BLU

IF (INFO12 = 3) SHOW " " 12 1 70 BLU

IF (INFO12 = 4) SHOW " " 13 1 70 BLU

IF (INFO12 = 5) SHOW " " 14 1 70 BLU

IF (INFO12 = 6) SHOW " " 15 1 70 BLU

IF (INFO12 = 7) SHOW " " 16 1 70 BLU

IF (INFO12 = 8) SHOW " " 17 1 70 BLU

IF (INFO12 = 9) SHOW " " 18 1 70 BLU

IF (INFO12 = 10) SHOW " " 19 1 70 BLU

IF (INFO12 = 11) SHOW " " 20 1 70 BLU

NUM 1 99 2 0 25 25

oth 12 17 5 20 60

IF (ans > 12)

IF (ans < 97) REASK

endif

IF (ans > 11) skipto INFO14

Q:INFO14

T:

Would you prefer to have a combination of modes of receiving benefits information (during open enrollment), instead of just one?

1 YES

2 NO --> SKIPTO NEWENR1

7 REFUSED--> SKIPTO NEWENR1

8 DON'T KNOW--> SKIPTO NEWENR1

9 NO ANSWER--> SKIPTO NEWENR1

I:

key 1-2, 7-9

if (ans >1) skipto NEWENR1

Q:INFO14A

T:

What combination would you prefer, and why?

PROBE: Why do you prefer that combination?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 10 5 24 70

Q:NEWENR1

T:

After you receive benefits information during open enrollment, you decide which benefits options you prefer, then fill out paperwork to enroll in your selections. PEBB is considering different ways for State employees to enroll in benefits. Thinking about the list of different modes we just went through, which one would you prefer most for benefits enrollment (during open enrollment)?

PROBE: Imagine that you had to choose just one.

(I'll ask you about combinations in just a moment.)

PROBE: Do not include video, cable access TV, or monthly newsletters, because there is no easy way, as yet, to record your selections interactively.

PROBE FROM LIST, ROTATING ORDER

1 WORLD WIDE WEB

2 CD-ROM

3 PAPER AND PENCIL AT GROUP MEETINGS

4 TELEPHONE USING INTERACTIVE VOICE RESPONSE

5 FACE-TO-FACE MEETINGS

6 PERSONAL TELEPHONE CALLS

7 CURRENT PAPER PACKET

8 PERSONALLY SELECTED PRINTED MATERIALS

9 (IF VOLUNTEERED) OTHER --> SPECIFY

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 25 25

oth 9 15 5 20 60

if (ans > 9)

if (ans < 97) reask

endif

if (ans > 96) skipto NEWENR2

Q:NEWENR1A

T:

Why do you prefer this

(mode most for benefits enrollment (during open enrollment))?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 10 5 24 70

Q:NEWENR2

T:

Which mode of enrolling for benefits would you prefer second most

(during open enrollment)?

PROBE: Imagine that you had to choose just one for second best.

(I'll ask you about combinations in just a moment.)

PROBE: Do not include video, cable access TV, or monthly newsletters,  
because there is no easy way, as yet, to record your selections interactively.

PROBE FROM LIST, ROTATING ORDER

1 WORLD WIDE WEB

2 CD-ROM

3 PAPER AND PENCIL AT GROUP MEETINGS

4 TELEPHONE USING INTERACTIVE VOICE RESPONSE

5 FACE-TO-FACE MEETINGS

6 PERSONAL TELEPHONE CALLS

7 CURRENT PAPER PACKET

8 PERSONALLY SELECTED PRINTED MATERIALS

9 (IF VOLUNTEERED) OTHER --> SPECIFY

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 25 25

oth 9 15 5 20 60

if (ans > 12)



if (ans < 97) reask  
endif

Q:NEWENR3

T:

Would you prefer to see a combination of modes to enroll for benefits,  
instead of just one?

1 YES

2 NO --> SKIPTO CHANGE1

7 REFUSED--> SKIPTO CHANGE1

8 DON'T KNOW--> SKIPTO CHANGE1

9 NO ANSWER--> SKIPTO CHANGE1

I:

key 1-2, 7-9

if (ans > 1) skipto CHANGE1

Q:NEWENR3A

T:

What combination would you prefer (for benefits enrollment), and why?

PROBE: Why do you prefer that combination?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 10 5 24 70

Q:CHANGE1

T:

Sometimes employees need to get information about possible changes to  
their benefits package in the middle of the year (for example, because of  
changes in family status (due to birth, death, marriage, or divorce)).

If you needed mid-year information about benefits changes, what mode  
would you prefer to get it?

PROBE FROM LIST, ROTATING ORDER

1 WORLD WIDE WEB

2 VIDEO

3 CD-ROM

4 GROUP MEETINGS

5 TELEPHONE USING INTERACTIVE VOICE RESPONSE

6 MONTHLY NEWSLETTER

7 CABLE ACCESS TV

8 FACE-TO-FACE MEETINGS

9 PERSONAL TELEPHONE CALLS

10 CURRENT PAPER PACKET, GROUP MEETINGS, AND NEWSLETTER

11 PERSONALLY SELECTED PRINTED MATERIALS

12 (IF VOLUNTEERED) OTHER --> SPECIFY

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
num 1 99 2 0 25 25  
oth 12 15 5 20 60  
if (ans > 12)  
if (ans < 97) reask  
endif

Q:CHANGE2

T:

If you actually needed to make changes to your benefits package mid-year (for example, because of birth, death, marriage, or divorce), how would you prefer to make those changes?

PROBE: Do not include video, cable access TV, or the monthly newsletters, because there is no easy way, as yet, to record your selections interactively.

PROBE FROM LIST, ROTATING ORDER

1 WORLD WIDE WEB  
2 CD-ROM  
3 PAPER AND PENCIL AT GROUP MEETINGS  
4 TELEPHONE USING INTERACTIVE VOICE RESPONSE  
5 FACE-TO-FACE MEETINGS  
6 PERSONAL TELEPHONE CALLS  
7 CURRENT PAPER PACKET  
8 PERSONALLY SELECTED PRINTED MATERIALS  
9 (IF VOLUNTEERED) OTHER --> SPECIFY

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
num 1 99 2 0 25 25  
oth 9 15 5 20 60  
if (ans > 12)  
if (ans < 97) reask  
endif

Q:CHANGE3

T:

How many years ago did you last make a family status change (because of birth, death, marriage, or divorce)?

OPEN-ENDED YEARS, 0-60

0 = THIS YEAR  
60 = 60 OR MORE YEARS AGO  
96 = NEVER

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
num 0 99 2 0 24 10  
if (ans > 60)  
  if (ans < 96) REASK  
endif

Q:INFO15  
T:

Currently, where do you go when you have questions or need information about your State employee benefits?

PROBE: Who do you call or ask (when you have questions)?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:  
opn 10 5 24 70

Q:PREFER1  
T:

Would you prefer to receive your open enrollment benefits information at home or at work?

1 HOME  
2 WORK  
3 (IF VOLUNTEERED) OTHER --> SPECIFY

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-3, 7-9  
oth 3 15 5 20 60

Q:PREFER2  
T:

Would you prefer to complete your benefits enrollment forms at home or at work?  
PROBE: If (it / completing the paperwork was allowed) during work hours, which would you prefer?

1 HOME  
2 WORK

3 (IF VOLUNTEERED) OTHER --> SPECIFY

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-3, 7-9  
oth 3 15 5 20 60

Q:WWW1  
T:

Do you have any concerns about enrolling for benefits on the Internet  
or World Wide Web?

1 YES  
2 NO --> SKIPTO WWW2

7 REFUSED--> SKIPTO WWW2  
8 DON'T KNOW--> SKIPTO WWW2  
9 NO ANSWER--> SKIPTO WWW2

I:  
key 1-2, 7-9  
if (ans > 1) skipto WWW2

Q:WWW1A  
T:

What are (those/your concerns)?

PROBE: Is there anything else?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:  
opn 10 5 24 70

Q:WWW2  
T:

Do you have access to the Internet and World Wide Web on your job?

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-2, 7-9

Q:COMPUT1

T:

Do you have a personal computer in your home?

NOTE: WORKING COMPUTER ONLY

1 YES

2 NO ---> SKIPTO COMSKIL

7 REFUSED---> SKIPTO COMSKIL

8 DON'T KNOW---> SKIPTO COMSKIL

9 NO ANSWER---> SKIPTO COMSKIL

I:

key 1-2,7-9

if (ans > 1) skipto COMSKIL

Q:COMPUT2

T:

Is your computer capable of reading a CD-ROM?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-2, 7-9

Q:WWW3

T:

Can you use your home computer for electronic mail or to connect to the World Wide Web or the Internet?

1 YES

2 NO --> SKIPTO COMSKIL

3 (IF VOLUNTEERED) YES, BUT NEVER HAVE USED IT

7 REFUSED--> SKIPTO COMSKIL

8 DON'T KNOW--> SKIPTO COMSKIL

9 NO ANSWER--> SKIPTO COMSKIL

I:

key 1-3, 7-9

if (ans = 2) skipto COMSKIL

if (ans > 3) skipto COMSKIL

Q:MODEM1

T:

What kind of modem do you have (in your home) - telephone, cable, or DSL?

1 TELEPHONE MODEM  
2 CABLE MODEM --> SKIPTO COMSKIL  
3 DSL (DIGITAL SUBSCRIBER LINE) --> SKIPTO COMSKIL

7 REFUSED--> SKIPTO COMSKIL  
8 DON'T KNOW--> SKIPTO COMSKIL  
9 NO ANSWER--> SKIPTO COMSKIL

I:  
key 1-3, 7-9  
if (ans >1) skipto COMSKIL

Q:MODEM2  
T:

What is your (telephone) modem's speed?

PROBE: What is the speed of your Internet connection?  
PROBE FROM LIST

1 14.4K  
2 28.8K  
3 56K  
4 V90  
5 DSL (DIRECT NETWORK CONNECTION)  
6 ISDN (DIRECT NETWORK CONNECTION)  
7 CABLE  
8 SATELLITE

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
num 1 99 2 0 22 10

Q:COMSKIL  
T:

Do you know how to use a computer to create or edit documents or graphics,  
or to analyze data?

1 YES  
2 IF VOLUNTEERED: YES, A LITTLE  
3 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-3, 7-9

Q:TV  
T:

Do you have a television in your home?

NOTE: WORKING TV ONLY

1 YES

2 NO --> SKIPTO AGE

7 REFUSED--> SKIPTO AGE

8 DON'T KNOW--> SKIPTO AGE

9 NO ANSWER--> SKIPTO AGE

I:

key 1-2, 7-9

if (ans > 1) skipto AGE

Q:TV1

T:

Do you have cable (for your television(s))?

1 YES

2 NO --> SKIPTO TV2

7 REFUSED--> SKIPTO TV2

8 DON'T KNOW--> SKIPTO TV2

9 NO ANSWER--> SKIPTO TV2

I:

key 1-2, 7-9

if (ans >1) skipto TV2

Q:TV1A

T:

Do you have a hard wire cable into your house,  
or is it wireless (by any type of dish, like a satellite dish)?

1 HARD WIRE

2 WIRELESS

3 (IF VOLUNTEERED) BOTH

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-3, 7-9

Q:TV2

T:

Do you have a VCR (to go with your TV) (for watching videos)?

NOTE: WORKING VCR ONLY

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
key 1-3, 7-9

Q:AGE

T:

Now I need to ask some questions about you. How old are you?  
OPEN-ENDED, ENTER EXACT AGE 18-96

96 AGE 96 OR GREATER

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
num 18 99 2 0 16 10

Q:HHNUM

T:

How many people live in your home, half-time or more,  
at this point in time, including yourself?

NOTE: INCLUDE EVERYONE WHO USUALLY LIVES THERE HALF TIME OR MORE,  
INCLUDING: FAMILY, BOARDERS, ROOMMATES, FOSTER CHILDREN,  
LIVE-IN EMPLOYEES, NEWBORN BABIES STILL IN THE HOSPITAL,  
PERSONS WITH NO OTHER HOME WHO STAY THERE, CHILDREN AT  
BOARDING SCHOOL, PERSONS TEMPORARILY AWAY (ON BUSINESS,  
VACATION, MILITARY SERVICE, OR IN A GENERAL HOSPITAL).

ENTER EXACT NUMBER 01-20

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

IF 1, SKIPTO COUNTY

I:  
num 1 99 2 0 24 10  
if (ans > 20)  
  if (ans < 97) REASK  
endif  
if (ans = 1) skipto COUNTY



Q:HHKIDS

T:

How many children age 17 and younger live in your home?

NOTE: INCLUDE CHILDREN OF NON-CUSTODIAL PARENTS  
IF THEY VISIT FREQUENTLY.

ENTER EXACT NUMBER, ZERO TO SIX OR MORE  
6 SIX OR MORE

I:

num 0 99 2 0 24 10

Q:COUNTY

T:

What county do you live in (in Oregon)?

1 BAKER	13 HARNEY	25 MORROW
2 BENTON	14 HOOD RIVER	26 MULTNOMAH
3 CLACKAMAS	15 JACKSON	27 POLK
4 CLATSOP	16 JEFFERSON	28 SHERMAN
5 COLUMBIA	17 JOSEPHINE	29 TILLAMOOK
6 COOS	18 KLAMATH	30 UMATILLA
7 CROOK	19 LAKE	31 UNION
8 CURRY	20 LANE	32 WALLOWA
9 DESCHUTES	21 LINCOLN	33 WASCO
10 DOUGLAS	22 LINN	34 WASHINGTON
11 GILLIAM	23 MALHEUR	35 WHEELER
12 GRANT	24 MARION	36 YAMHILL

93 CLARK COUNTY WASHINGTON

94 ELSEWHERE IN WASHINGTON

95 IDAHO

96 OTHER OUT-OF-STATE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 25 10

if (ans >36)

if (ans <93) reask

endif

Q:EDUC

T:

What is the highest level of education you have completed?

PROBE FROM LIST

1 0-8 YEARS, NO GED

2 8-12 YEARS, NO HIGH SCHOOL DIPLOMA OR GED

3 HIGH SCHOOL DIPLOMA OR GED

- 4 SOME COLLEGE, NO DEGREE
- 5 ASSOCIATE'S DEGREE (AA, AS)
- 6 BACHELORS DEGREE (BA, BS, AB)
- 7 MASTERS DEGREE (MA, MS, MBA)
- 8 DOCTORATE OR PROFESSIONAL DEGREE (PHD, JD, EDD, MD, DDS)
- 9 OTHER (SPECIFY)

- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

I:  
num 1 99 2 0 25 10  
oth 9 15 5 20 60  
if (ans > 9)  
  if (ans < 97) reask  
endif

Q:UNION  
T:

Is your job covered by a union contract?  
NOTE: R DOES NOT NEED TO BE A UNION MEMBER.

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
key 1-2, 7-9

Q:KNOW1  
T:

I need to end the survey by asking if you know about some options at PEBB.  
Have you heard about long-term care insurance?

PROBE: Long-term care is insurance that pays for skilled nursing and assistance with activities of daily living.

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:  
key 1-2, 7-9

Q:KNOW2

T:

Have you heard about the three-tier prescription (medicine) plan?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-2, 7-9

Q:KNOW3

T:

PEBB has certain processes that it has to follow to make changes to employees' benefits plans, how would you rate your understanding of these processes--excellent, good, fair, or poor?

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-4, 7-9

Q:KNOW4

T:

How much do you \*care\* about the processes by which PEBB makes changes (to State employees' benefits plans) - (do you care) a lot, some, a little, or not at all?

1 A LOT

2 SOME

3 A LITTLE

4 NOT AT ALL

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-4, 7-9

Q:ENDING1

T:

That is the end of the survey. Is there anything you would like to add about how you receive benefits information or how you enroll for benefits?

OPEN-ENDED

PLEASE TYPE IN EXACT RESPONSE BELOW

I:  
opn 10 5 24 70

Q:ENDING2  
T:

(Thank you.) On behalf of the Public Employees Benefits Board, I'd like to thank you sincerely for your time and opinions on these questions. Good-bye.

PRESS 1

I:  
key 1

Q:INTID  
T:

INTERVIEWER: KEY YOUR INTERVIEWER ID

I:  
num 1 999 3 0 5 3  
if (ans > 700) reask

Q:INTOBS  
T:

INTERVIEWER: ENTER YOUR OBSERVATIONS FOR THIS INTERVIEW (OPTIONAL)

I:  
opn 10 10 20 70 m n  
cpl  
dispos = 26  
endquest

Q:NOQAL  
T:

Dummy qualify command loop-all respondents \*should\* be prequalified

I:  
key  
ctrlend