

Survey of the Level of Satisfaction with Retirement Benefits Counseling:

Campus-Based vs.
Centralization (RASC)

UC Davis 2013-2014

History of the Survey

- Five campuses, five medical centers and one national laboratory opted for centralization of retirement benefits counseling in 2013
- The UC Davis Campus and Sacramento Campus were centralized in 2014
- UCOP HR discontinued the annual allocation of \$150,000 per campus to cover the cost of campus-based retirement benefits counseling
- Members of the UCDEA Emeriti Welfare Committee, Senate Emeriti Committee and Senate Faculty Welfare Committee expressed concerns about centralization
- At a November 2013 meeting with Bruno Nachtergaele, Susan Gilbert, Irene Horgan-Thompson, Lori Lubin, and Charles Hess, it was agreed to conduct a survey in the summer of 2014

History of the Survey (cont.)

- The survey would include faculty and staff who retired in 2013 under the campus-based Retirement Benefit Counseling and those who retired in 2014 under the UCOP centralized Retirement Administration Service Center (RASC)
- A Survey Committee, formed in July 2014, developed a questionnaire. Committee members were:
 - Susan Gilbert, Associate Vice Chancellor of Human Resources
 - Irene Horgan-Thompson, Executive Director, Total Compensation, HR
 - Gil Sebastian, Benefits Supervisor
 - Lori Lubin, Chair of the Faculty Welfare Committee
 - Charles Hess, Chair of the Senate Emeriti and UCDEA Emeriti Welfare Comm.
 - Sue Barnes, Director of the Retiree Center
- At the end of August 2014, the Retiree Center sent out 686 surveys by email and 647 by U.S. mail, for a total of 1333 surveys
- 366 surveys were returned (27% response rate)

Retirement Process Satisfaction Survey: 2013-2014

Congratulations on your retirement! Your participation is important to be sure we have a representative sample on which to base any recommendations for ways in which the process could be improved. We would appreciate your response to the survey within 10 days of its receipt.

Demographic Data

***1. Appointment Type:**

Academic Senate Faculty
Other Academic

Staff
Did not answer

***2. Location:**

Davis campus
Sacramento campus

Off-site location supported by UC Davis
Did not answer

3. Retirement Services provided by:

Davis campus Benefits Office
Sacramento campus (UCDHS) Benefits Office

UC Retirement Administration Service Center
(RASC)
Did not answer

4. Date Retired:

*** 5. Instructions: Please identify the most appropriate rating based on your specific experience to each of the questions below.**

Extremely Satisfied Satisfied Neutral Dissatisfied Extremely Dissatisfied

1. How satisfied were you with the overall retirement services you were provided?
2. How satisfied were you with the retirement information that was provided to you?
3. How satisfied were you with your interactions with the individual(s) who assisted you with your retirement counseling and process?
4. Prior to retirement, did you take the Retiree Center's Transitioning to Retirement classes (a five-week series offered each winter quarter)?

6. Please provide us with some specific reasons for your ratings or other suggestions you may have for improvement to our services? All feedback is welcomed.

Thank you for taking the time to complete this evaluation.

Done

The next slide presents a comparison between campus-based counseling (2013) and centralized counseling by the Retirement Administration Service Center (RASC, 2014).

Table 1 shows responses from faculty and staff who retired in 2013 and who received campus-based counseling at the Davis and Sacramento campuses.

Table 2 shows the responses from faculty and staff who retired in 2014 and who received counseling from the centralized Retirement Administration Service Center (RASC).

Comparison Between Campus-Based Counseling (2013) and Centralized Counseling (RASC, 2014)

Table 1

Answers from those who received retirement counseling from the Davis and Sacramento campuses - 2013

Instructions: Please identify the most appropriate rating based on your specific experience to each of the questions below.						
Answer Options	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Response Count
1. How satisfied were you with the overall retirement services you were provided?	58%	34%	3%	4%	1%	196
2. How satisfied were you with the retirement information that was provided to you?	58%	33%	4%	3%	2%	196
3. How satisfied were you with your interactions with the individual(s) who assisted you with your retirement counseling and process?	73%	18%	5%	4%	0%	195
<i>answered question</i>						195

Table 2

Answers from those who received retirement counseling from the RASC - 2014

Instructions: Please identify the most appropriate rating based on your specific experience to each of the questions below.						
Answer Options	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Response Count
1. How satisfied were you with the overall retirement services you were provided?	38%	34%	10%	12%	6%	152
2. How satisfied were you with the retirement information that was provided to you?	37%	38%	10%	12%	3%	152
3. How satisfied were you with your interactions with the individual(s) who assisted you with your retirement counseling and process?	49%	24%	13%	9%	5%	151
<i>answered question</i>						152

Seventeen respondents did not designate the location of their counseling, so their responses are not included in totals.

The next slide provides data that show increased satisfaction by respondents who attended retirement planning classes.

Table 3 shows the responses from faculty and staff who retired in 2013 and received campus-based counseling from the Davis and Sacramento campuses (note that this is the same as Table 1 on the previous slide).

Table 4 shows the responses from faculty and staff who retired in 2013, received campus-based counseling from the Davis and Sacramento campuses, *and* mentioned taking retirement planning classes.

Increased Satisfaction by Attending Retirement Planning Classes

Table 3

Answers from those who received retirement counseling from the Davis and Sacramento campuses - 2013

Instructions: Please identify the most appropriate rating based on your specific experience to each of the questions below.						
Answer Options	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Response Count
1. How satisfied were you with the overall retirement services you were provided?	58%	34%	3%	4%	1%	196
2. How satisfied were you with the retirement information that was provided to you?	58%	33%	4%	3%	2%	196
3. How satisfied were you with your interactions with the individual(s) who assisted you with your retirement counseling and process?	73%	18%	5%	4%	0%	195
<i>answered question</i>						195

Table 4

Answers from those who mentioned taking a retirement planning class in 2013

Instructions: Please identify the most appropriate rating based on your specific experience to each of the questions below.						
Answer Options	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Response Count
1. How satisfied were you with the overall retirement services you were provided?	77%	18%	5%	0%	0%	22
2. How satisfied were you with the retirement information that was provided to you?	77%	23%	0%	0%	0%	22
3. How satisfied were you with your interactions with the individual(s) who assisted you with your retirement counseling and process?	91%	5%	0%	4%	0%	22
<i>answered question</i>						22

Selected Comments from Survey

Respondents who had campus-based counseling

The transitioning workshops were excellent. *Being able to meet with the presenters, and later, the benefits staff, was key to a low stress level at retirement. It was significant to me to meet IN PERSON with staff to answer questions and provide guidance on decisions and paperwork.*

*Being able to meet **face to face** with the counselor, Gil Sebastian, was a very reassuring experience. **The process of retirement is a bit daunting** in many ways, and having a trusted person as a guide in the process was key to feeling comfortable in making all of these important life decisions.*

I was extremely pleased with the five-week workshop; *it was great preparation for retirement. I was also amazed at the level of assistance I received from the central office as I prepared to retire. I also appreciated receiving the retirement newsletter.*

*The services were very complete, well organized, and loaded with important tips as well as info specific for me. Frankly, I cannot imagine that the UCOP centralized approach provides all the needed information. The UCD Benefits Office staff were so knowledgeable and outstanding in the work they did for us. **I feel very fortunate that I was able to benefit from the campus-based retirement services.***

Selected Comments from Survey

Respondents who had RASC Counseling

***I took the Transition to Retirement classes. Without that, I feel that I would have been completely lost in the process.** The RASC service was efficient but didn't really offer much in the way of information. It works very well if you already have a pretty good idea of what is going on and what the options are.*

*I didn't really know how to go about the whole process, but **RASC contacted me** and made it fairly easy. It is hard to reach anyone by phone, but **email messages were answered within 3 days.** I appreciated all they did for me.*

*I was very concerned when I started the process since I wouldn't be face to face with anyone. My analyst was Alicia Armendariz. She answered all my questions and was so patient. **In the end, everything went smoothly.***

***All retirees should be offered the retirement class** – there were not enough classes offered. When I'd call Oakland to inquire about my retirement process, I was not always given up-to-date information. There needs to be more pre-retirement information provided. Retirees should have the opportunity to go over their specific questions and this was not done nor this information provided since the retirement services were moved to Oakland.*

Conclusions and Recommendations

- Although there is a significantly higher level of satisfaction with campus-based retirement benefits counseling over centralized counseling, the difference is not large enough to justify a return to campus-based counseling.
- Interactive retirement planning classes, such as the Retiree Center's Transition to Retirement classes, facilitate retirement benefit counseling and improve the level of satisfaction.
- More staff and faculty planning to retire should be made aware of the availability of the classes and should be encouraged to take them.
- It is recommended that a goal of 90% satisfaction for retirement benefits counseling should be set by the RASC.
- A provision should be made for some individual counseling on campus or help in working with the RASC.
- A request should be made to UCOP HR to provide an analysis of the value added by centralization of retirement benefits counseling.

Appendices

Appendix I – Responses from faculty and staff who retired in 2013, separated by campus: Davis versus Sacramento. Because the percentages from the two campuses were very similar, the responses were combined in Table 1 for the comparison with centralized counseling from the RASC.

Appendix II

- Response rate of faculty to the survey sent by email and U.S. Mail.
- Response rate by appointment type for 2013 campus-based counseling on the Davis and Sacramento campuses, and for 2014 centralized counseling from the RASC.

Appendix III – Cover letter sent to faculty and staff with the survey.

Appendix I

Answers from those who received retirement counseling from the Davis campus: 2013

Instructions: Please identify the most appropriate rating based on your specific experience to each of the questions below.						
Answer Options	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Response Count
1. How satisfied were you with the overall retirement services you were provided?	59%	33%	5%	2%	1%	111
2. How satisfied were you with the retirement information that was provided to you?	59%	31%	5%	4%	1%	111
3. How satisfied were you with your interactions with the individual(s) who assisted you with your retirement counseling and process?	72%	20%	5%	4%	0%	110
<i>answered question</i>						111

Answers from those who received retirement counseling from the Sacramento campus: 2013

Instructions: Please identify the most appropriate rating based on your specific experience to each of the questions below.						
Answer Options	Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied	Response Count
1. How satisfied were you with the overall retirement services you were provided?	55%	35%	1%	6%	2%	85
2. How satisfied were you with the retirement information that was provided to you?	56%	35%	2%	2%	4%	85
3. How satisfied were you with your interactions with the individual(s) who assisted you with your retirement counseling and process?	74%	16%	5%	4%	1%	85
<i>answered question</i>						85

Appendix II

Response Rate to Survey on the level of Satisfaction with Retirement Benefits Counseling

	Email:	U.S. mail:	Total:
Total number of surveys sent:	686	647	1333
Total number of surveys completed:	201	165	366
Response rate:	29%	24%	27%

Appointment Type: Davis Campus Counseling		
Answer Options	Response Percent	Response Count
Academic Senate Faculty	16.2%	18
Other Academic	17.1%	19
Staff	65.8%	73
Did not answer	0.9%	1
<i>answered question</i>		111
<i>skipped question</i>		0

Appointment Type: Sacramento Campus Counseling		
Answer Options	Response Percent	Response Count
Academic Senate Faculty	4.7%	4
Other Academic	0.0%	0
Staff	82.4%	70
Did not answer	12.9%	11
<i>answered question</i>		85
<i>skipped question</i>		0

Appointment Type: RASC Counseling		
Answer Options	Response Percent	Response Count
Academic Senate Faculty	6.7%	10
Other Academic	16.7%	25
Staff	71.3%	109
Did not answer	5.3%	8
<i>answered question</i>		152

Appendix III

Dear Retiree,

The Academic Senate Committee on Faculty Welfare, the Emeriti Committee and UC Davis Retiree Center, in cooperation with the Human Resources Department, are surveying faculty and staff who retired in 2013 and 2014. This brief survey is to determine your level of satisfaction with the retirement counseling services you received.

Your participation is important to us and we want to be sure we have a representative sample on which to base any recommendations for ways in which the process could be improved. We would appreciate your response to the survey within 10 days of its receipt.

Sincerely,

Irene Horgan-Thompson
Executive Director, Total Compensation, Human Resources

Lori Lubin
Chair, Faculty Welfare Committee

Charles Hess
Chair, Emeriti Committee

Sue Barnes
Director, Retiree Center