

ModernThink
2018 UNC System Employee Engagement Survey
University of North Carolina-Chapel Hill
Benefit Satisfaction Report



| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
|----------------|-----------|---------|--------------|-------------------|

Average All Statements (1-17)

| | | | | | |
|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (4776) 3.56 | 15% | 43.7% | 27.6% | 10% | 3.8% |
| SAAO Tier 1 (14) 3.32 | 15.3% | 32.5% | 24.1% | 24.6% | 3.4% |
| SAAO Tier 2 (220) 3.67 | 17.3% | 46.2% | 25.4% | 7.9% | 3.1% |
| Faculty (1225) 3.58 | 19.6% | 38.8% | 26.1% | 10.9% | 4.5% |
| EHRA IRPS (697) 3.57 | 13.7% | 45.9% | 27.2% | 9.9% | 3.3% |
| SHRA Exempt (953) 3.51 | 12.2% | 44.9% | 28.4% | 10.6% | 3.9% |
| SHRA Non-exempt (1635) 3.56 | 13.2% | 45.5% | 28.5% | 9.4% | 3.4% |

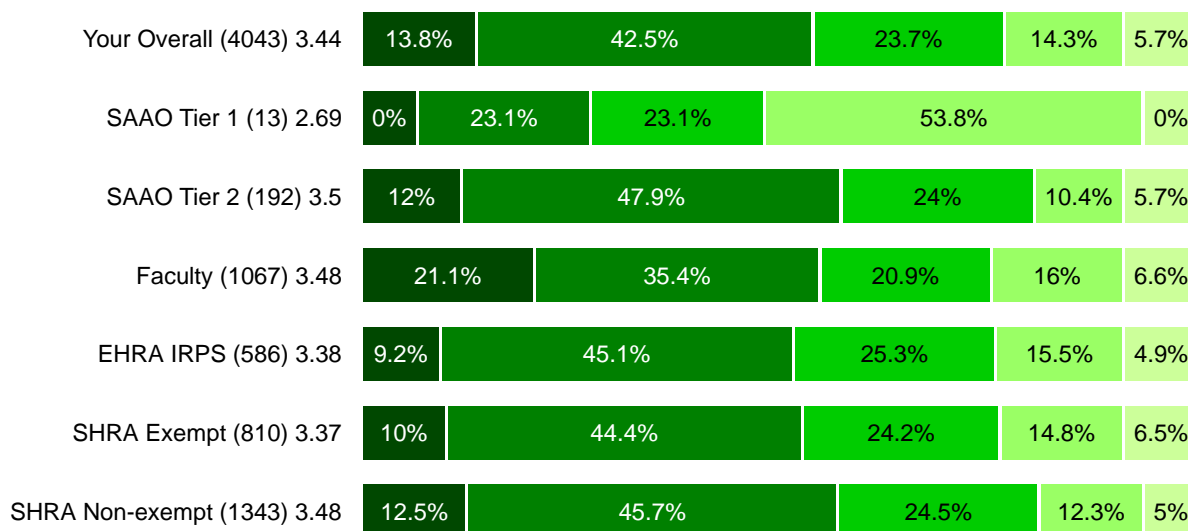
| | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
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1. Medical Insurance

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|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (4343) 3.39 | 15.7% | 40.5% | 18.1% | 18.1% | 7.6% |
| SAAO Tier 1 (14) 2.93 | 7.1% | 28.6% | 21.4% | 35.7% | 7.1% |
| SAAO Tier 2 (205) 3.34 | 11.7% | 43.4% | 19% | 18.5% | 7.3% |
| Faculty (1144) 3.48 | 26.4% | 31.6% | 15% | 17.7% | 9.4% |
| EHRA IRPS (633) 3.33 | 11.1% | 45% | 17.7% | 18.8% | 7.4% |
| SHRA Exempt (877) 3.27 | 10.1% | 42.6% | 18.9% | 20.3% | 8% |
| SHRA Non-exempt (1439) 3.41 | 13.1% | 44% | 20% | 16.7% | 6.2% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
|----------------|-----------|---------|--------------|-------------------|

2. Dental Insurance



| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
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3. Vision Insurance

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|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (3886) 3.59 | 14.8% | 46.7% | 24.8% | 9.9% | 3.8% |
| SAAO Tier 1 (11) 2.64 | 0% | 9.1% | 45.5% | 45.5% | 0% |
| SAAO Tier 2 (180) 3.53 | 12.8% | 46.7% | 26.7% | 8.9% | 5% |
| Faculty (1021) 3.55 | 20.3% | 38% | 23.9% | 12.5% | 5.3% |
| EHRA IRPS (557) 3.59 | 11.3% | 52.1% | 24.1% | 9.7% | 2.9% |
| SHRA Exempt (775) 3.55 | 11.7% | 49% | 25.8% | 9.7% | 3.7% |
| SHRA Non-exempt (1310) 3.65 | 14.1% | 50.2% | 24.9% | 7.9% | 2.8% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
|----------------|-----------|---------|--------------|-------------------|

4. Disability Benefits (Short-Term, Long-Term, and Supplemental)

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|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (3210) 3.58 | 12.3% | 43.1% | 36.9% | 5.5% | 2.1% |
| SAAO Tier 1 (13) 3.31 | 0% | 46.2% | 38.5% | 15.4% | 0% |
| SAAO Tier 2 (161) 3.63 | 11.2% | 47.2% | 36% | 4.3% | 1.2% |
| Faculty (892) 3.67 | 19.3% | 39.9% | 32% | 6.3% | 2.6% |
| EHRA IRPS (449) 3.54 | 8.5% | 46.8% | 37.4% | 5.3% | 2% |
| SHRA Exempt (650) 3.51 | 8.9% | 43.4% | 39.8% | 5.5% | 2.3% |
| SHRA Non-exempt (1016) 3.56 | 10.3% | 44% | 39% | 5% | 1.7% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
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5. Employee Assistance Program (EAP)

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|----------------------------|-------|-------|-------|------|-------|
| Your Overall (2529) 3.58 | 13.6% | 38.9% | 41.1% | 4.2% | 2.1% |
| SAAO Tier 1 (8) 3 | 0% | 25% | 62.5% | 0% | 12.5% |
| SAAO Tier 2 (124) 3.66 | 12.9% | 47.6% | 34.7% | 2.4% | 2.4% |
| Faculty (549) 3.63 | 20% | 33% | 39.2% | 5.6% | 2.2% |
| EHRA IRPS (360) 3.52 | 9.4% | 39.7% | 45.3% | 4.2% | 1.4% |
| SHRA Exempt (562) 3.56 | 12.5% | 39.3% | 42% | 4.4% | 1.8% |
| SHRA Non-exempt (897) 3.57 | 11.9% | 41.6% | 40.6% | 3.7% | 2.2% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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6. Life Insurance

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|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (3553) 3.64 | 12.5% | 48.1% | 32.5% | 5.1% | 1.9% |
| SAAO Tier 1 (13) 3.38 | 0% | 53.8% | 30.8% | 15.4% | 0% |
| SAAO Tier 2 (171) 3.56 | 10.5% | 49.7% | 27.5% | 9.4% | 2.9% |
| Faculty (908) 3.66 | 18% | 41.2% | 31.9% | 6.4% | 2.5% |
| EHRA IRPS (498) 3.58 | 8.4% | 48.8% | 36.5% | 4.6% | 1.6% |
| SHRA Exempt (751) 3.62 | 9.2% | 50.7% | 34.4% | 4.4% | 1.3% |
| SHRA Non-exempt (1183) 3.68 | 12.3% | 51% | 30.9% | 4.2% | 1.5% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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7. Post-retirement Medical Benefits

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|----------------------------|-------|-------|-------|-------|------|
| Your Overall (2545) 3.47 | 12.7% | 37.8% | 37.2% | 8.8% | 3.5% |
| SAAO Tier 1 (9) 3.33 | 22.2% | 11.1% | 44.4% | 22.2% | 0% |
| SAAO Tier 2 (125) 3.65 | 12.8% | 48.8% | 31.2% | 4.8% | 2.4% |
| Faculty (639) 3.47 | 17.7% | 31.5% | 35.4% | 10.8% | 4.7% |
| EHRA IRPS (352) 3.43 | 9.4% | 37.8% | 42.6% | 7.1% | 3.1% |
| SHRA Exempt (522) 3.43 | 10.3% | 39.5% | 36.4% | 10.7% | 3.1% |
| SHRA Non-exempt (869) 3.49 | 11.6% | 39.6% | 38% | 7.7% | 3.1% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
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8. Leave & Holidays (Vacation, Sick, Bonus, Community Service, etc.)

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|-----------------------------|-------|-------|-------|------|------|
| Your Overall (4320) 3.95 | 27.6% | 51.4% | 12% | 6.9% | 2.1% |
| SAAO Tier 1 (14) 4.29 | 35.7% | 57.1% | 7.1% | 0% | 0% |
| SAAO Tier 2 (214) 4.32 | 42.1% | 50.5% | 5.6% | 0.9% | 0.9% |
| Faculty (1025) 4.02 | 31.4% | 47.4% | 14.5% | 5% | 1.7% |
| EHRA IRPS (647) 4.19 | 37.6% | 49% | 8.8% | 3.9% | 0.8% |
| SHRA Exempt (895) 3.81 | 21.2% | 53.5% | 12.6% | 9.9% | 2.7% |
| SHRA Non-exempt (1494) 3.84 | 22.4% | 53.9% | 12.2% | 8.8% | 2.8% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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9. Retirement Savings (TSERS, ORP, 403(b), 401(k), 457)

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|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (4365) 3.83 | 19.1% | 53.2% | 20.3% | 5.9% | 1.5% |
| SAAO Tier 1 (14) 3.43 | 28.6% | 28.6% | 7.1% | 28.6% | 7.1% |
| SAAO Tier 2 (213) 4.01 | 27.2% | 54% | 12.2% | 5.6% | 0.9% |
| Faculty (1158) 3.87 | 25.6% | 46.4% | 19.8% | 6% | 2.3% |
| EHRA IRPS (640) 3.85 | 16.7% | 59.4% | 17.7% | 4.7% | 1.6% |
| SHRA Exempt (874) 3.82 | 17.3% | 54.8% | 21.2% | 6.1% | 0.7% |
| SHRA Non-exempt (1437) 3.76 | 14.8% | 55% | 22.7% | 6.2% | 1.3% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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10. Educational Assistance Programs (Tuition Waiver, Educational Leave, etc.)

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|----------------------------|-------|-------|-------|-------|-------|
| Your Overall (3370) 3.64 | 19.3% | 43.3% | 24.2% | 8.9% | 4.3% |
| SAAO Tier 1 (11) 2.36 | 9.1% | 9.1% | 18.2% | 36.4% | 27.3% |
| SAAO Tier 2 (169) 3.63 | 17.2% | 46.2% | 23.7% | 8.9% | 4.1% |
| Faculty (719) 3.32 | 17.8% | 29.9% | 28.9% | 13.6% | 9.7% |
| EHRA IRPS (504) 3.68 | 18.8% | 45.8% | 23% | 8.9% | 3.4% |
| SHRA Exempt (739) 3.71 | 18.8% | 47% | 23.4% | 8% | 2.8% |
| SHRA Non-exempt (1202) 3.8 | 21.1% | 48.3% | 22% | 6.5% | 2.2% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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11. Overall Satisfaction with Benefits

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|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (4454) 3.67 | 13.8% | 52.6% | 22.6% | 8.8% | 2.3% |
| SAAO Tier 1 (14) 3.07 | 7.1% | 28.6% | 28.6% | 35.7% | 0% |
| SAAO Tier 2 (213) 3.68 | 13.6% | 54.5% | 22.1% | 6.1% | 3.8% |
| Faculty (1165) 3.62 | 19.3% | 42.5% | 22.2% | 12.4% | 3.5% |
| EHRA IRPS (647) 3.7 | 11.1% | 57.3% | 23.5% | 6% | 2% |
| SHRA Exempt (894) 3.64 | 10.7% | 55% | 23.7% | 8.8% | 1.7% |
| SHRA Non-exempt (1490) 3.72 | 12.3% | 57.1% | 21.8% | 7.2% | 1.5% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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12. Professional/Career Development Programs

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|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (4171) 3.4 | 9.4% | 40.9% | 33.4% | 12.9% | 3.4% |
| SAAO Tier 1 (13) 3.38 | 7.7% | 46.2% | 23.1% | 23.1% | 0% |
| SAAO Tier 2 (204) 3.57 | 9.8% | 48% | 32.4% | 8.8% | 1% |
| Faculty (1079) 3.58 | 14.3% | 43.7% | 29.6% | 10.1% | 2.3% |
| EHRA IRPS (610) 3.36 | 7.7% | 40.3% | 35.1% | 13.8% | 3.1% |
| SHRA Exempt (867) 3.31 | 7.3% | 40.7% | 32.1% | 15.5% | 4.5% |
| SHRA Non-exempt (1373) 3.31 | 7.6% | 37.9% | 36.6% | 13.8% | 4.2% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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13. Tenure Clarity and Process

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|----------------------------|-------|-------|-------|-------|------|
| Your Overall (1851) 3.49 | 14.8% | 37% | 35.1% | 8.9% | 4.2% |
| SAAO Tier 1 (10) 3.9 | 30% | 50% | 0% | 20% | 0% |
| SAAO Tier 2 (42) 3.57 | 23.8% | 21.4% | 47.6% | 2.4% | 4.8% |
| Faculty (942) 3.58 | 19.2% | 40.9% | 24% | 10.8% | 5.1% |
| EHRA IRPS (123) 3.33 | 9.8% | 29.3% | 49.6% | 7.3% | 4.1% |
| SHRA Exempt (215) 3.38 | 9.3% | 33.5% | 46% | 7.9% | 3.3% |
| SHRA Non-exempt (493) 3.39 | 9.3% | 33.5% | 47.5% | 6.5% | 3.2% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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14. Wellness Programs

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|----------------------------|-------|-------|-------|------|------|
| Your Overall (3888) 3.45 | 8.3% | 40.4% | 41.5% | 7.5% | 2.2% |
| SAAO Tier 1 (12) 3.33 | 8.3% | 41.7% | 25% | 25% | 0% |
| SAAO Tier 2 (194) 3.46 | 11.9% | 37.1% | 39.7% | 8.2% | 3.1% |
| Faculty (993) 3.48 | 10.8% | 38.8% | 40.5% | 7.6% | 2.4% |
| EHRA IRPS (551) 3.39 | 6% | 39.7% | 43.9% | 8.3% | 2% |
| SHRA Exempt (806) 3.36 | 6% | 38% | 44.4% | 9.2% | 2.5% |
| SHRA Non-exempt (1303) 3.5 | 8.1% | 43.4% | 40.4% | 6.1% | 2% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
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15. Physical Work Space Conditions

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|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (4420) 3.38 | 12% | 41.7% | 24.8% | 15.4% | 6.2% |
| SAAO Tier 1 (14) 3.21 | 28.6% | 14.3% | 14.3% | 35.7% | 7.1% |
| SAAO Tier 2 (214) 3.68 | 19.6% | 46.3% | 20.6% | 9.8% | 3.7% |
| Faculty (1161) 3.31 | 12.8% | 37.5% | 25.3% | 16.6% | 7.8% |
| EHRA IRPS (642) 3.44 | 12.6% | 46.4% | 18.5% | 17.1% | 5.3% |
| SHRA Exempt (883) 3.32 | 9.7% | 42% | 26.4% | 14% | 7.8% |
| SHRA Non-exempt (1479) 3.39 | 11% | 42.1% | 26.8% | 15.4% | 4.7% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
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16. Flexible Work Arrangements (Telecommuting, Compressed Work Weeks, etc.)

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|-----------------------------|-------|-------|-------|-------|------|
| Your Overall (3962) 3.63 | 21.8% | 41% | 21% | 10.9% | 5.3% |
| SAAO Tier 1 (12) 4.25 | 50% | 33.3% | 8.3% | 8.3% | 0% |
| SAAO Tier 2 (201) 3.86 | 25.9% | 43.8% | 21.9% | 7.5% | 1% |
| Faculty (924) 3.85 | 26.1% | 45.5% | 19.3% | 6.3% | 2.9% |
| EHRA IRPS (610) 3.67 | 24.3% | 41% | 18% | 10.7% | 6.1% |
| SHRA Exempt (846) 3.56 | 20.6% | 41% | 19.3% | 12.4% | 6.7% |
| SHRA Non-exempt (1343) 3.47 | 17.9% | 38% | 23.6% | 13.8% | 6.6% |

| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
|----------------|-----------|---------|--------------|-------------------|
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17. Work/Life Balance Programs (Relocation Services, Discount Programs, Child Care Programs/Support, etc.)

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|----------------------------|-------|-------|-------|-------|------|
| Your Overall (3238) 3.28 | 10.1% | 31.7% | 39.7% | 13.6% | 5% |
| SAAO Tier 1 (8) 3.88 | 25% | 37.5% | 37.5% | 0% | 0% |
| SAAO Tier 2 (174) 3.44 | 15.5% | 32.2% | 37.4% | 10.9% | 4% |
| Faculty (831) 3.19 | 10.5% | 27.4% | 38.6% | 18.1% | 5.4% |
| EHRA IRPS (488) 3.3 | 9.4% | 34.2% | 36.9% | 15.6% | 3.9% |
| SHRA Exempt (673) 3.3 | 9.1% | 33.7% | 40.1% | 12% | 5.1% |
| SHRA Non-exempt (1041) 3.3 | 9.7% | 32.5% | 41.6% | 10.9% | 5.4% |