

Post-enrollment Surveys



Engaging employees during benefits enrollment

BCI's post-enrollment surveys provide employers with accurate, timely employee feedback on the enrollment process. Employers can provide input on the survey design by selecting from a list of questions. These surveys enable employers to make decisions about employee benefits and communications based on hard data.

Customer Value

BCI's quality standards:

- Ninety-nine percent of enrolled employees surveyed said their interview with a Benefit Counselor was handled in a professional manner.
- Ninety-eight percent of enrolled employees surveyed said their interview with a Benefit Counselor improved their benefit understanding.
- Ninety-nine percent of enrolled employees surveyed would recommend the counselor-assisted process again for next year.

Advantages

- Helps identify issues at the employee level
- Provides insight on opportunities for improvement
- Measures employee engagement
- Encourages confidential feedback and communication
- Identifies employee challenges (i.e., percentage of employees with regular access to the internet and email usage)
- Increases employee morale by placing value on feedback
- Provides strategic planning information for Human Resources and the executive committee

“ Asking employees about their benefit enrollment experience helps to reinforce the importance of employee benefits while showing that the company values employee feedback. ”

Delivery Options

- Call center Interactive Voice Response (IVR) survey
- Online self-guided survey
- Onsite ballot survey

Contact BCI's Marketing Department for more information on post-enrollment surveys.
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