

STATISTICAL ABSTRACT
MURA Member Survey: Fall 2018

University of Missouri Retirees Association (MURA)
Ad Hoc Survey Committee:

Kay Barbee, Betsy Garrett, Art Jago (chair), Ina Linville, and Dick Otto

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Date: 01-16-2019

Summary and Recommendations

A survey was sent to the approximately 1,000 members of the University of Missouri Retirees Association (MURA) in the Fall of 2018. 313 responses were received. Of retirees, 45 percent identified themselves as former faculty; 55 percent as former staff.

Of four organizational objectives, 80 percent of respondents ranked as most important the expectation that MURA will “advocate for the interests / benefits of retirees.” The spokesperson / communication role was ranked second in importance; providing educational / social activities was ranked third in importance.

There was greater member participation in the breakfast series than in other MURA activities, perhaps because the series offers multiple opportunities to attend. 31 percent of respondents reported that they did not participate in any formal MURA activities in the last two years. (It is noteworthy that 10 percent of respondents reported that they lived more than 100 miles from Columbia.) All formal activities were seen as valuable, with the monthly breakfasts and the annual business meeting perceived as most valuable. Respondents were generous in their suggestions for future breakfast series speakers. With the exception of short one-time lectures / discussions, there was not a demonstrable appetite for additional formal activities in categories specified in the survey. Nonetheless, respondents did make suggestions that would appeal to them individually.

Regarding communication with members, respondents found more value in the newsletters and the email updates than in the MURA website and, especially with older retirees, the Facebook page. Former MU staff found more value in MURA communications than did former faculty members.

Members were generally satisfied with their retirement benefits, particularly their health plans. Recent retirees (i.e., after 2015) were significantly more satisfied with the amount of their pension benefits than earlier retirees (i.e., before 2002).

Conclusions and Recommendations:

1. *Retiree Benefits.* MURA members are satisfied with their health and pension benefits. However, they are also concerned about the lack of cost-of-living adjustments and uncertainty surrounding any future health plan changes. Members count on MURA to be there to advocate for retirees.
2. *Programming and Communications.* Current communications and programs/meetings are well-received by MURA members. Live streaming of events are appreciated by those living a distance from Columbia. Respondents offer specific programming recommendations for the MURA Program Committee.
3. *Promotion and Education.* Most MURA members learned of the organization from existing members. There needs to be more promotion and education about MURA to those who are nearing retirement and those recently retired. Reaching out to new retirees and insuring inclusiveness are important organizational activities.
4. *Concurrence.* With only a few exceptions, retired staff and retired faculty respond similarly to survey questions. MURA goals and activities appeal equally to these primary subgroups of members.

Demographics and Survey Characteristics

Response Rate:

An invitation to participate (Appendix A) was sent by email to 732 MURA members. Additionally, an alternative invitation to participate by means of accessing a web address was sent to approximately 185 members who receive their MURA newsletters by US mail rather than email.

313 responses were received for a response rate of 34 percent. The online questionnaire is reprinted in Appendix B.

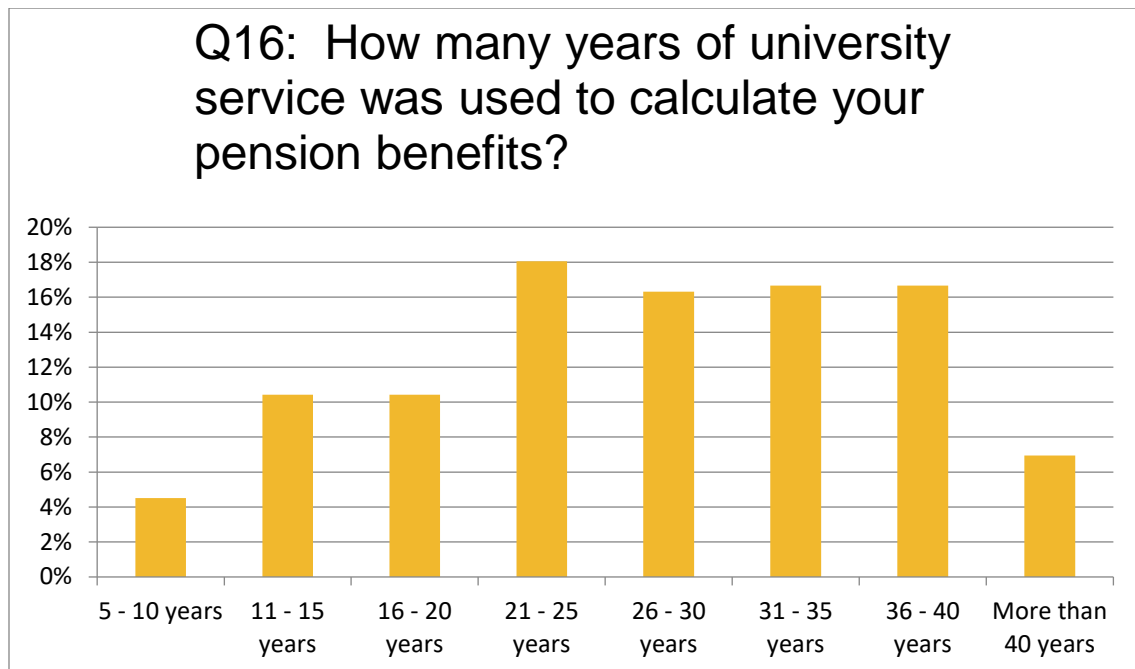
Respondent Characteristics:

91% identified themselves as university retirees. 6% were spouses and 2% were active employees. 47% were male; 53% were female.

45% were faculty when retired; 55% were staff.

Median year of retirement: 2012

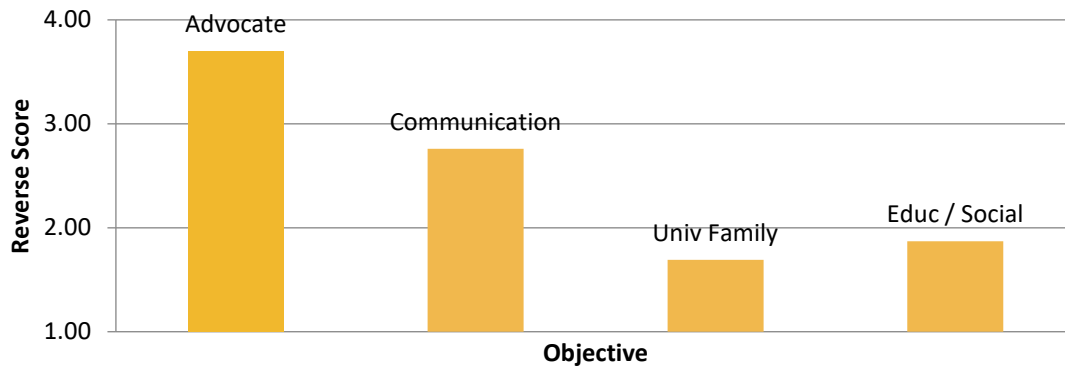
77% live in Columbia. An additional 10% are within 25 miles of Columbia. Another 10% live more than 100 miles from Columbia.



Fixed Response Questions

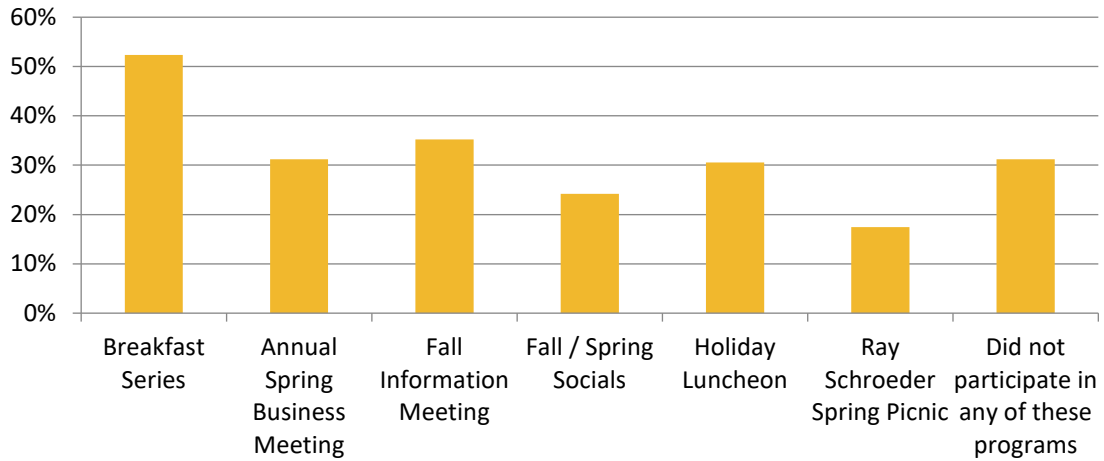
Q3: MURA has the following objectives, all of which are important. However, if you had to rank them from most (#1) to the least (#4) importance to you as a member, how would you respond (1 is most important):

...



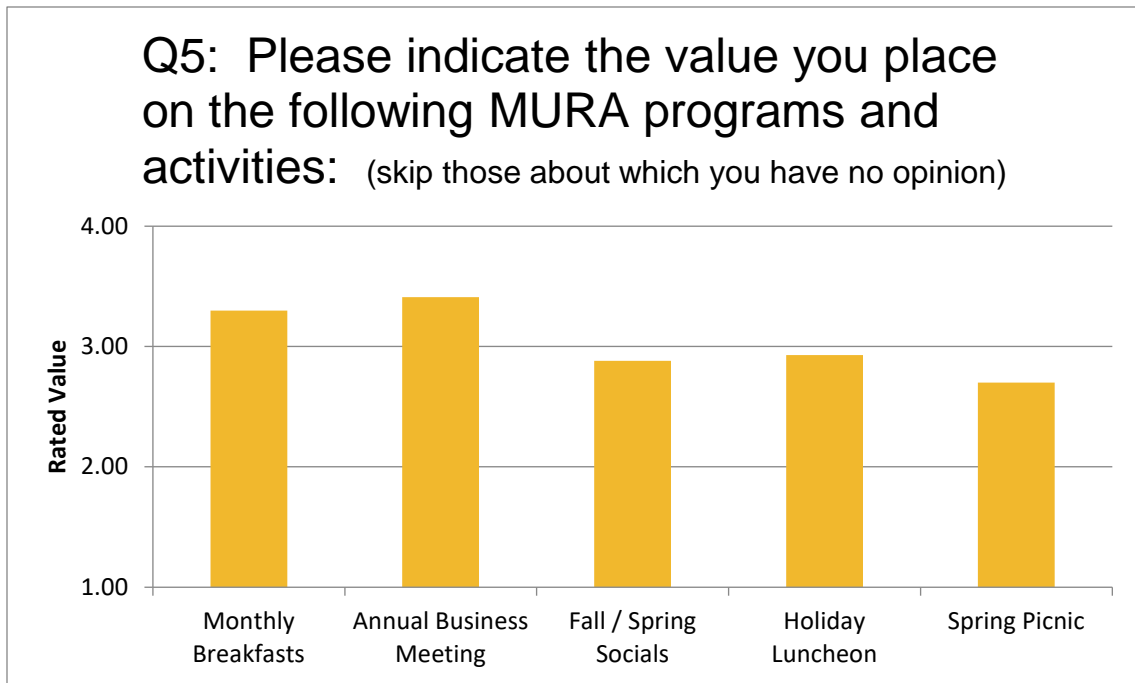
Objective	1	2	3	4	Reverse Score
To Advocate for the Interests / Benefits of Retirees	80%	14%	4%	2%	3.70
To Serve as a Retiree Spokesperson / Channel of Communication with MU / UM and Others	13%	59%	19%	9%	2.76
To Be a Contributing Component of the University Family	4%	10%	36%	49%	1.69
To Provide Educational and Social Activities for Retirees	5%	17%	38%	40%	1.87
	Respondents:				297

**Q4: In which MURA activities did you participate in the last two years?
(check all that apply)**



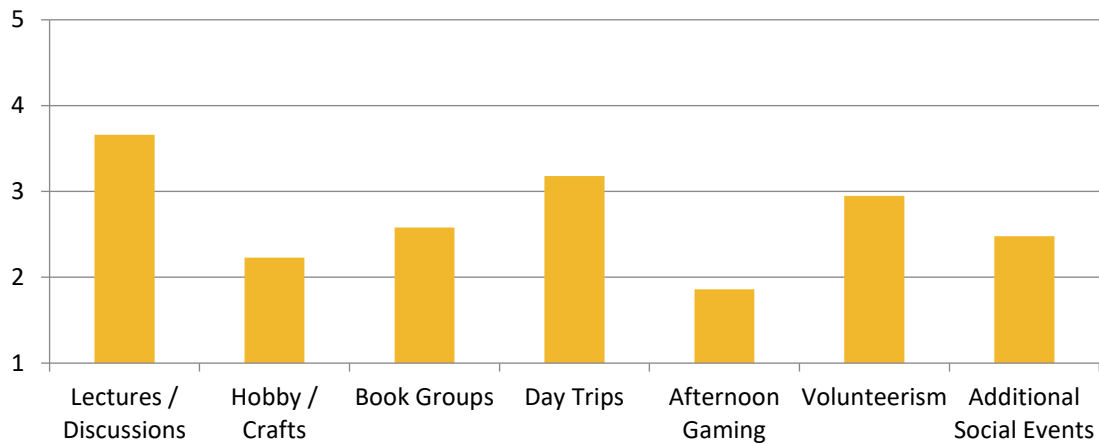
Activities Attended:	Responses	
Breakfast Series	52%	156
Annual Spring Business Meeting	31%	93
Fall Information Meeting	35%	105
Fall / Spring Socials	24%	72
Holiday Luncheon	31%	91
Ray Schroeder Spring Picnic	17%	52
Did not participate in any of these programs	31%	93
Respondents:	298	

Q5: Please indicate the value you place on the following MURA programs and activities: (skip those about which you have no opinion)



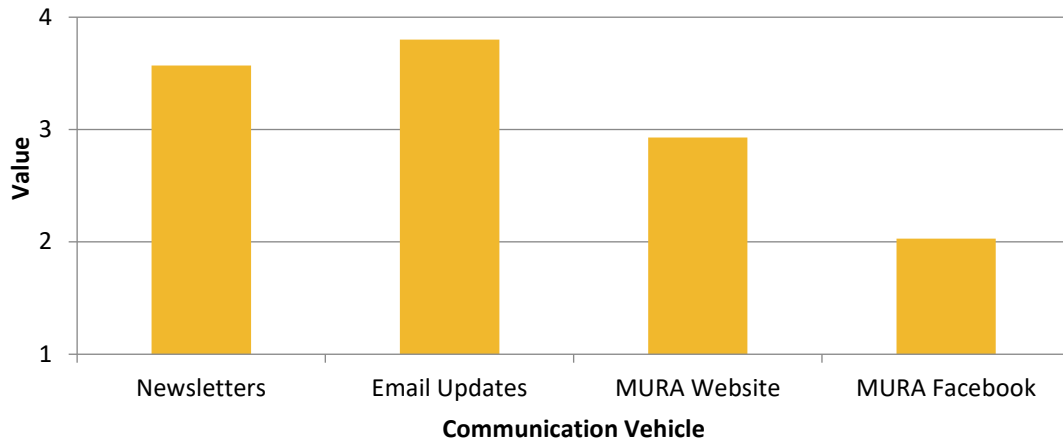
Activity	How Valuable?				Raters	Score
	Very	Somewhat	Not So	Not At All		
Monthly Breakfasts	46%	43%	7%	4%	260	3.30
Annual Business Meeting	54%	35%	9%	2%	234	3.41
Fall / Spring Socials	21%	52%	21%	6%	239	2.88
Holiday Luncheon	28%	43%	22%	6%	231	2.93
Spring Picnic	17%	45%	28%	9%	225	2.70
Respondents:					271	

Q7: Below are some types of educational or social programs that MURA might sponsor. Some of these might require a reasonable fee to offset expenses. How interested do you think you might be in each of these?



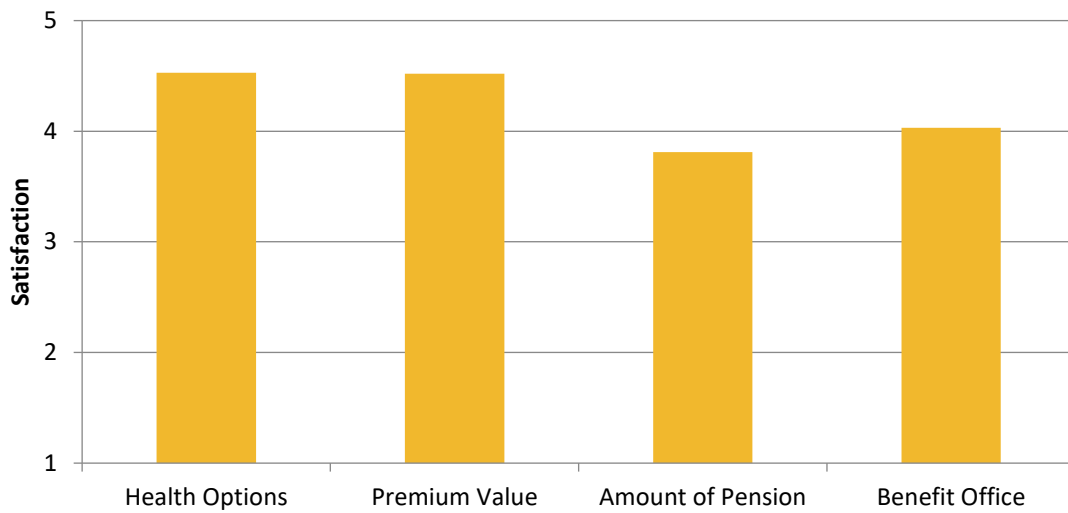
Activity	How Interested?:					Raters	Score
	Extremely	Very	Somewhat	Not So	Not at All		
Short / One-Time Lectures / Discussions	20%	40%	32%	3%	5%	277	3.66
Hobby / Craft Groups	3%	11%	23%	33%	30%	265	2.23
Specialized Book Groups	4%	12%	40%	25%	18%	265	2.58
Day Trips	12%	26%	39%	14%	10%	272	3.18
Afternoon Gaming	2%	6%	14%	31%	47%	264	1.86
Opportunities for Volunteerism	6%	23%	42%	18%	11%	271	2.95
Additional Social Events	3%	11%	38%	30%	19%	254	2.48
Respondents:						283	

Q8: MURA uses a variety of ways to communicate with members. How valuable are each of these to you?



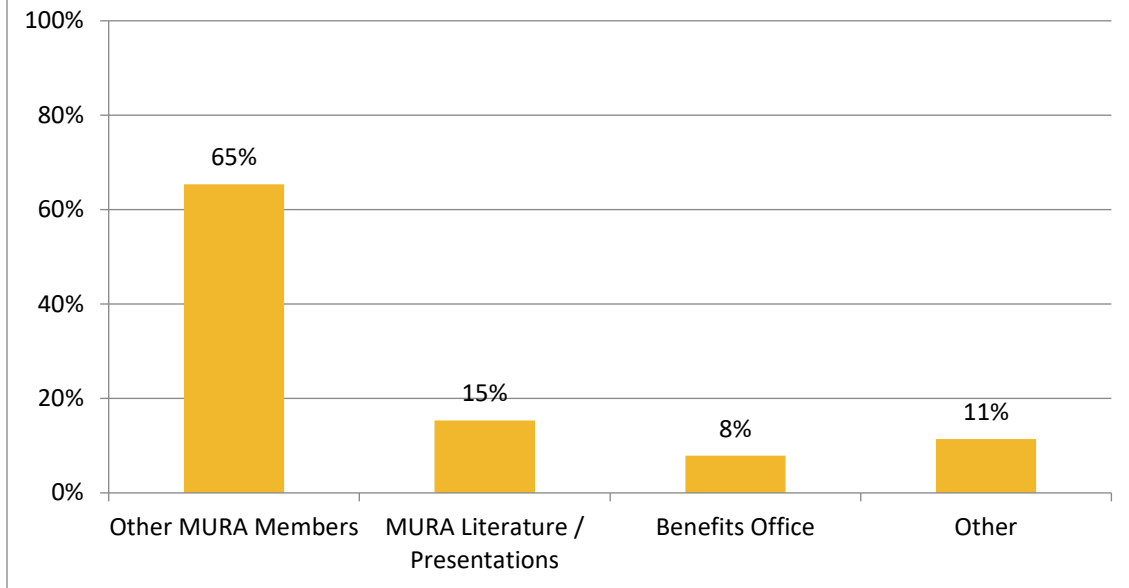
Activity	How Valuable?:				Raters	Score
	Very	Somewhat	Not So	Not At All		
Newsletters	65%	29%	5%	1%	287	3.57
Email Updates	82%	17%	0%	1%	297	3.80
MURA Website	28%	42%	26%	4%	271	2.93
MURA Facebook	9%	20%	35%	36%	261	2.03
Respondents:					298	

Q12, Q13, Q15, Q17: Level of your satisfaction with health benefit options, value you receive for health premiums, amount of your pension benefits, and inteactions with the benefits office...



Item	How Satisfied?:					Raters	Score
	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied		
Health Benefit Options	62.54%	30.93%	4.47%	1.03%	1.03%	291	4.53
Health Premium Value	63.23%	28.87%	5.50%	1.72%	0.69%	291	4.52
Amount of Pension Benefit	21.35%	52.67%	14.59%	8.54%	2.85%	281	3.81
Interactions with Benefit Office	32.75%	44.95%	16.72%	3.83%	1.74%	287	4.03
Respondents:						283	

Q23: How did you learn about MURA?



Responses by Faculty / Staff Classification

	Faculty	Staff	
Number of Survey Responses	126	155	
Means:			Comment:
Q3: Import Advocacy ¹	3.66	3.73	Not a Significant Difference
Q3: Import Communication	2.79	2.77	Not a Significant Difference
Q3: Import University Family	1.64	1.73	Not a Significant Difference
Q3: Import Ed & Social Activities	1.98	1.77	Not a Significant Difference
Q5: Value Breakfasts ²	3.21	3.34	*** See Note Below ***
Q5: Value Business Meeting	3.37	3.43	Not a Significant Difference
Q5: Value Bi-Annual Socials	2.78	2.96	Not a Significant Difference
Q5: Value Holiday Lunch	2.79	3.02	Not a Significant Difference
Q5: Value Picnic	2.62	2.73	Not a Significant Difference
Q7: Interest Lectures ³	3.62	3.70	Not a Significant Difference
Q7: Interest Hobby Groups	2.09	2.34	Not a Significant Difference
Q7: Interest Book Groups	2.64	2.55	Not a Significant Difference
Q7: Interest Day Trips	3.11	3.26	Not a Significant Difference
Q7: Interest Gaming	1.76	1.98	Not a Significant Difference
Q7: Interest Volunteering	3.04	2.88	Not a Significant Difference
Q7: Interest Social Events	2.32	2.61	Staff Significantly More Interested
Q8: Value Newsletters ²	3.48	3.66	Staff Significantly Sees More Value
Q8: Value Emails	3.74	3.85	Staff Significantly Sees More Value
Q8: Value Website	2.80	3.01	Staff Significantly Sees More Value
Q8: Value Facebook	1.90	2.18	Staff Significantly Sees More Value
Q12: Satisfaction Health Options ³	4.48	4.58	Not a Significant Difference
Q13: Satisfaction Health Premiums	4.50	4.54	Not a Significant Difference
Q15: Satisfaction Pension \$'s	3.69	3.92	Not a Significant Difference
Q17: Satisfaction Benefits Office	4.00	4.05	Not a Significant Difference
Q21: Year of Retirement	2008	2010	Not a Significant Difference

¹ 4-Point Rank (reverse scored)

² 4-Point Rating

³ 5-Point Rating

Note: Significant Gender by Retiree Classification Interaction, specifically

Male Faculty Retirees More Interested in Breakfasts than Male Staff Retirees;

Female Faculty Retirees Less Interested in Breakfasts than Female Staff Retirees

(Female Staff Retirees display most interest in Breakfasts)

Recent vs. Earlier Retirees

	Recent	Earlier
Number of Survey Responses	69	61
Means:		
Q5: Value Bi-Annual Socials ²	3.09	2.53
Q5: Value Picnic	2.95	2.54
Q7: Interest Lectures ³	3.75	3.21
Q7: Interest Hobby Groups	2.52	1.94
Q7: Interest Book Groups	2.74	2.25
Q7: Interest Volunteering	3.25	2.48
Q7: Interest Social Events	2.77	2.11
Q8: Value Facebook ²	2.46	1.86
Q15: Satisfaction with Pension Amount ³	3.84	3.33

¹ 4-Point Rank (reverse scored)

² 4-Point Rating

³ 5-Point Rating

Note: Recent Retirees 2016-2018 (Quartile 1); Earlier Retirees 1985-2001 (Quartile

4) Non-significant differences not shown

Appendix A: Cover Email

From: jago@missouri.edu via [SurveyMonkey](#)
To: [Jago, Arthur G.](#)
Subject: MURA Member Survey
Date: Monday, November 5, 2018 9:26:11 AM

MURA Member Survey

MU Retirees Association (MURA) members,

MURA's Board of Directors is asking all of its members to complete a short survey designed to gather opinions regarding the organization's ability to meet its objectives and to serve your needs. This confidential survey will take about 10 minutes of your time and will provide us with valuable information to help us design future educational programs, social activities, and services as well as to help us focus our interactions with the larger UM/MU community. Once the data is analyzed, we will share key findings with MURA members via our newsletter and other communication tools. We may also share some of the findings with the Association of Retirement Organizations in Higher Education (AROE) of which MURA is a member.

This survey is completely voluntary and you can end your participation at any time. You can also skip any questions that you wish. No personally identifying information is requested and no identifying information will be associated with your individual answers. If you have questions about your rights as a survey participant, or are dissatisfied at any time with any aspect of this survey, you may contact - anonymously, if you wish - the University of Missouri Institutional Review Board by phone at (573) 882-3181 or by email at irb@missouri.edu.

To begin the survey simply press the "button" below. This will open your Internet browser and take you to the survey. If you interrupt the survey you can restart it (at question #1) through this email. Your responses are recorded only when you press the "DONE" button at the end of the survey.

Before you start, I wish to thank the MURA ad hoc committee that designed and drafted this questionnaire: Kay Barbee, Betsy Garrett, Art Jago (chair), Ina Linville, and Dick Otto. Should you have any questions at all about this survey please do not hesitate to contact either me (turnerlj@missouri.edu) or Art Jago (jago@missouri.edu).

Thank you for helping make MURA responsive to its members.

Sincerely,

Linda "Jo" Turner, President
MURA

[Begin Survey](#)

Please do not forward this email as its survey link is unique to you.
[Privacy](#) | [Unsubscribe](#)

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Appendix B: Survey Instrument

MURA Member Survey

Please answer all questions that you can and about which you feel comfortable in responding. Skip any question for which you have no basis for an opinion or if you wish not to share that information with MURA. No identifying information is requested. Only aggregated responses will be available to MURA.

1. Please check one:

- University Retiree Active Employee
- Retiree Spouse
- Other (please specify)

2. Gender:

- Male
- Female

3. MURA has the following objectives, all of which are important. However, if you had to rank them from most (#1) to the least (#4) importance to you as a member, how would you respond (1 is most important):

<input type="text"/>	To Advocate for the Interests / Benefits of Retirees
<input type="text"/>	To Serve as a Retiree Spokesperson / Channel of Communication with MU / UM and Others
<input type="text"/>	To Be a Contributing Component of the University Family
<input type="text"/>	To Provide Educational and Social Activities for Retirees

4. In which MURA activities did you participate in the last two years?

(check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Breakfast Series | <input type="checkbox"/> Holiday Luncheon |
| <input type="checkbox"/> Annual Spring Business Meeting | <input type="checkbox"/> Ray Schroeder Spring Picnic |
| <input type="checkbox"/> Fall Information Meeting | <input type="checkbox"/> Did not participate in any of these programs |
| <input type="checkbox"/> Fall / Spring Socials | |

5. Please indicate the value you place on the following MURA programs and activities:

(skip those about which you have no opinion)

	Very Valuable	Somewhat Valuable	Not So Valuable	Not At All Valuable
Monthly Breakfasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Annual Business Meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fall / Spring Socials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Holiday Luncheon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spring Picnic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please suggest any speakers or presenters that MURA might recruit for programs in the future:

7. Below are some types of educational or social programs that MURA might sponsor. Some of these might require a reasonable fee to offset expenses. How interested do you think you might be in each of these?

	Extremely Interested	Very Interested	Somewhat Interested	Not So Interested	Not At All Interested
Short / One-Time Lectures / Discussions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hobby / Craft Groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Specialized Book Groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Day Trips	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afternoon Gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunities for Volunteerism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Additional Social Events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please list topics, programs, or activities that you would like MURA to offer (please be as specific as possible):

8. MURA uses a variety of ways to communicate with members. How valuable are each of these to you?

	Very Valuable	Somewhat Valuable	Not So Valuable	Not At All Valuable
Newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email Updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MURA Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MURA Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. What can MURA do to improve communication with members?

10. How can MURA help current/active university employees transition to retirement?

11. What can MURA do better?

*THE FOLLOWING QUESTIONS ARE ABOUT YOUR
GENERAL EXPERIENCE WITH THE
UM SYSTEM IN RETIREMENT*

12. How satisfied are you with the health benefitoptions made available to you by the UM System Benefits Office?

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. How satisfied are you with the value you receive for the health benefit premiums that you pay?

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Please provide any specific comments you have about the options and about the value of the health benefits available to you.

15. How satisfied are you with the amount of your pension benefits as determined by the UM Board of Curators?

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. How many years of university service was used to calculate your pension benefits?

- | | |
|-------------------------------------|--|
| <input type="radio"/> 5 - 10 years | <input type="radio"/> 26 - 30 years |
| <input type="radio"/> 11 - 15 years | <input type="radio"/> 31 - 35 years |
| <input type="radio"/> 16 - 20 years | <input type="radio"/> 36 - 40 years |
| <input type="radio"/> 21 - 25 years | <input type="radio"/> More than 40 years |

17. How satisfied are you with your interactions with the UM benefits office (e.g., staff, website, resources, etc.)?

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Additional comments about UM benefits.

***IF YOU ARE A RETIREE, PLEASE TELL
US A LITTLE ABOUT YOURSELF
(we are not asking you to identify yourself)***

19. Where is your primary residence for the year?

- | | |
|---|--|
| <input type="radio"/> Columbia, MO | <input type="radio"/> 51 - 100 miles from Columbia |
| <input type="radio"/> Within 25 miles of Columbia | <input type="radio"/> Greater than 100 miles from Columbia |
| <input type="radio"/> 26 - 50 miles from Columbia | |

20. Please choose the category which best describes your last position before you retired:

- | | |
|---|--|
| <input type="radio"/> Office and Administrative Staff | <input type="radio"/> Educational Support Staff |
| <input type="radio"/> Service / Maintenance Staff | <input type="radio"/> Non-Tenure Track Faculty |
| <input type="radio"/> Research Staff | <input type="radio"/> Tenured / Tenure Track Faculty |
| <input type="radio"/> Other (please specify) | |

21. Approximate year of retirement from full-time MU employment:

22. How did you learn about MURA?

- | | |
|---|---------------------------------------|
| <input type="radio"/> Other MURA Members | <input type="radio"/> Benefits Office |
| <input type="radio"/> MURA Literature / Presentations | |
| <input type="radio"/> Other (please specify) | |

**MURA Thanks You For Participating In This Survey!
Your Thoughts, Opinions and Involvement are Important.**

MURA also wishes to remind you that if you have questions about your specific, individual retirement benefits, you should contact the UM Benefits "My Total Rewards" office at (573) 882-2146.