

MURA 2021 Member Survey: Statistical Abstract

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

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Date: 09-03-2021

Summary and Recommendations

A survey was sent to 718 members of the University of Missouri Retirees Association (MURA) in early August of 2021. 266 responses were received. Of retirees, 39 percent identified themselves as former faculty; 61 percent as former staff.

Of four organizational objectives, all were deemed important. Collectively, respondents rated as most important the expectation that MURA will “advocate for the interests / benefits of retirees.” The spokesperson / communication role was rated second in importance. To be a contributing member of the university community was rated third in importance. Providing educational / social activities was rated fourth in importance.

There was greater member participation in the UM System Town Halls (webinars) than in any other MURA activities. Next was participation in MURA’s monthly breakfast programs. 21 percent of respondents reported that they did not participate in any formal MURA activities in the last two years. (It is noteworthy that 14 percent of respondents reported that they lived more than 100 miles from Columbia.) All formal activities were seen as valuable, with the webinars and the annual business meeting perceived as most valuable. Respondents were generous in their suggestions for future breakfast series speakers. There was some expressed interest in additional virtual educational programming (Zoom meetings or webinars).

95% of respondents indicated they are vaccinated against Covid-19. Nonetheless, at the time of this survey in early August of 2021, 63% of respondents were “very” or “extremely” concerned about attending in-person MURA meetings if local infection rates are high or increasing.

MURA’s communications with members are highly valued. However, respondents found more value in the newsletters and the email updates than in the MURA website and the Facebook page. However, Facebook is more highly valued among more recent retirees, staff retirees, and women.

Members were generally satisfied with their retirement benefits, particularly their health plans. Recent retirees (i.e., after 2016) were significantly more satisfied with the amount of their pension benefits than earlier retirees (i.e., before 2005).

Conclusions and Recommendations:

1. *Retiree Benefits.* As was reported in a similar survey conducted in 2018, MURA members are satisfied with their health and pension benefits. The overall level of satisfaction is slightly higher this year. As was the case in the prior survey, MURA’s advocacy role is the most important of the organization’s objectives. Members count on MURA to be there to promote retirees’ interests.
2. *Programming and Communications.* Current communications and programs/meetings are well-received by MURA members. Respondents eagerly offer specific programming recommendations for the MURA Program Committee. Online programming is appreciated by members, especially those living a distance from Columbia. Women members see greater value in the programming activities of MURA than do men members.

3. *Promotion and Education.* Most MURA members learned of the organization from existing members although there is an uptick in learning of the organization from MURA literature and presentations. Rarely do members learn of MURA from the UM Benefits Office. 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. *Volunteerism.* Collectively, respondents report donating 519 hours per month to MU/UM departments, divisions, offices, activities, or events. Respondents also indicated an interest in knowing more about volunteer opportunities.
5. *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 718 MURA members. 266 responses were received for a response rate of 37 percent. The online questionnaire is reprinted in Appendix B.

Respondent Characteristics:

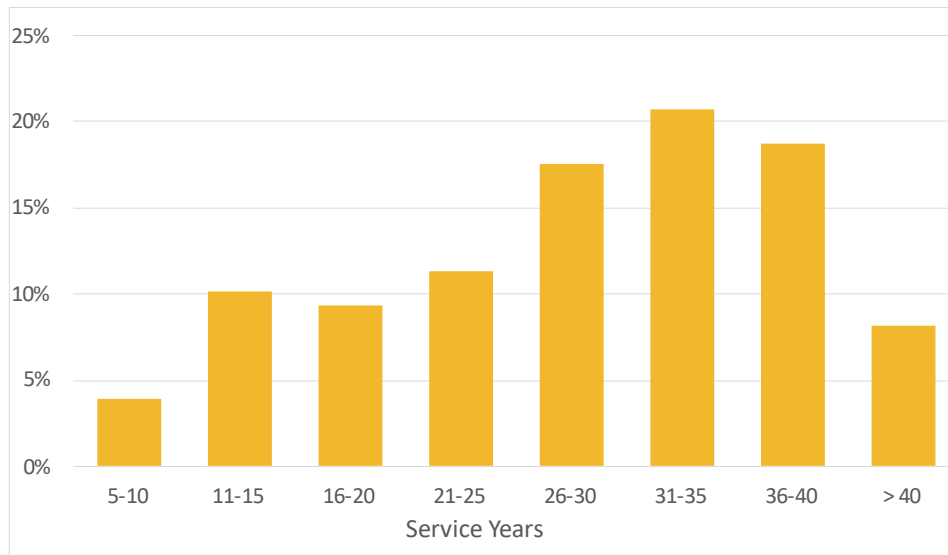
92% identified themselves as university retirees. 6% were retiree spouses and 1% were active employees. 40% were male; 59% were female.

39% were faculty when retired; 61% were staff.

Median year of retirement: 2013

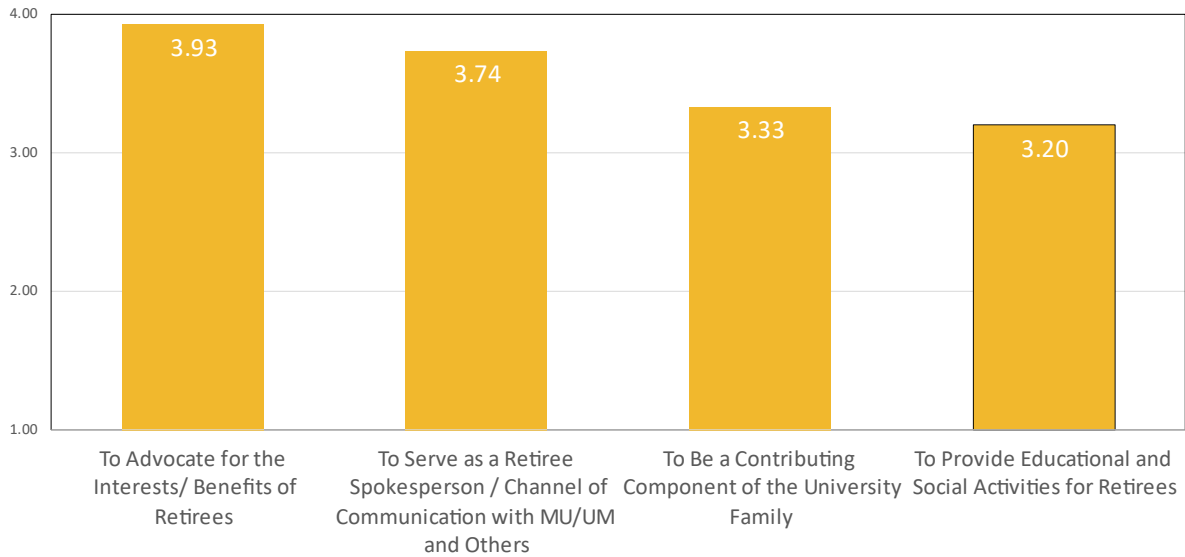
73% of respondents live in Columbia. An additional 9% are within 25 miles of Columbia. Another 14% live more than 100 miles from Columbia.

Q21: How many years of university service was used to calculate your pension benefits?



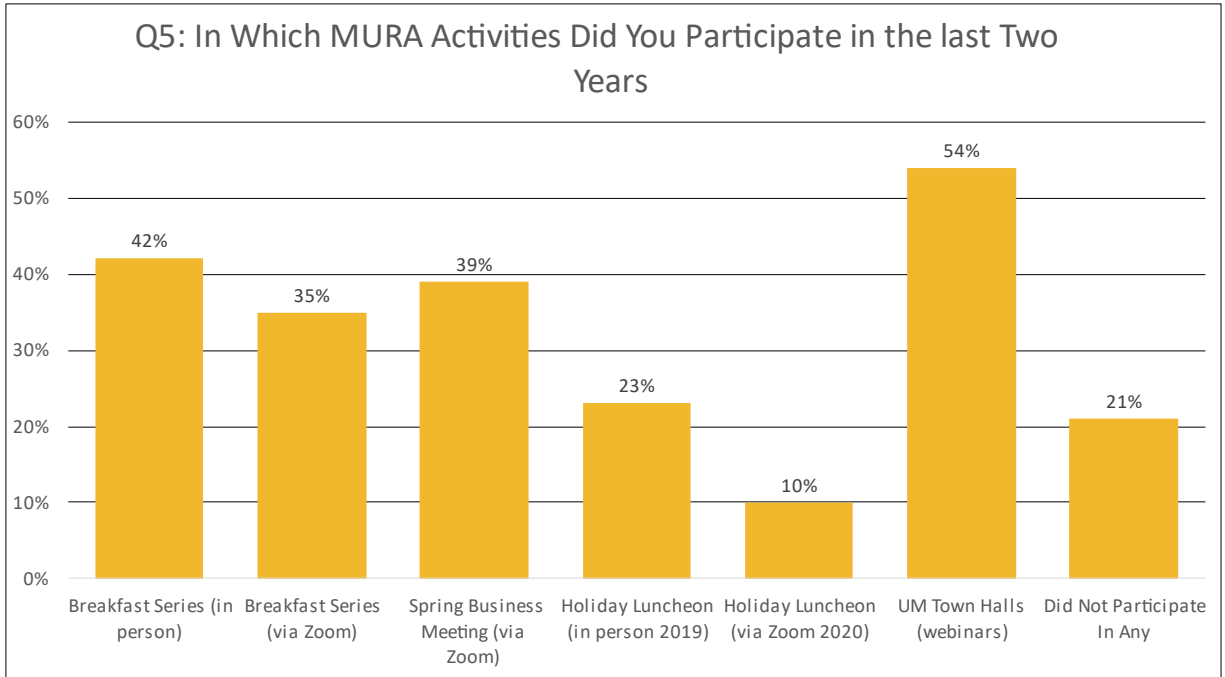
Fixed Response Questions

Q3: MURA has the following objectives. Please rate their importance to you as a member. (4 pnt scale: “Unimportant” to “Very Important”)



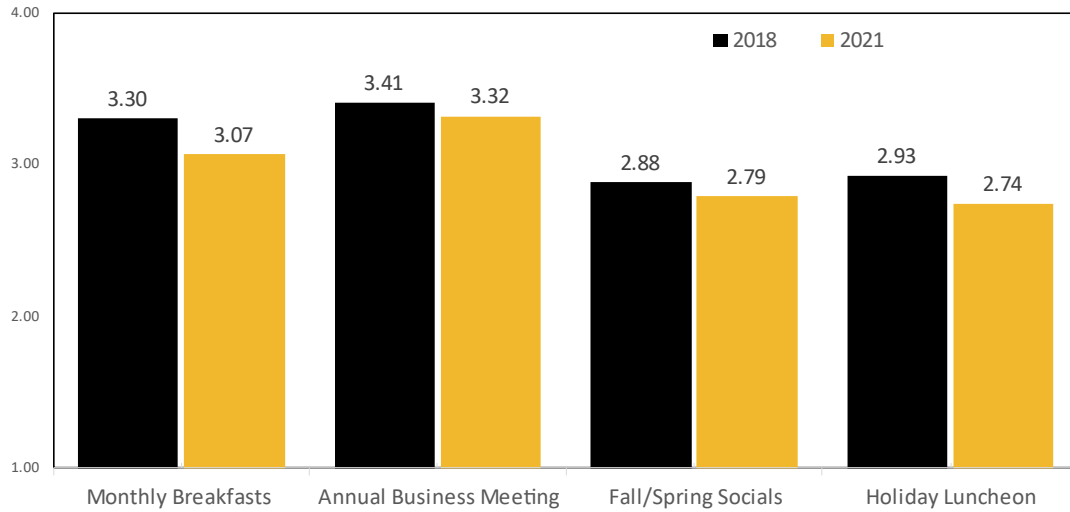
(This question was only asked, in this form, in the 2021 Survey)

Objective	4	3	2	1	Score
To Advocate for the Interests / Benefits of Retirees	93%	6%	<1%	0%	3.93
To Serve as a Retiree Spokesperson / Channel of Communication with MU / UM and Others	78%	19%	3%	<1%	3.74
To Be a Contributing Component of the University Family	44%	47%	8%	1%	3.33
To Provide Educational and Social Activities for Retirees	38%	47%	13%	2%	3.20
	Respondents:			265	



Activities Attended:	Responses	
Breakfast Series (in person)	42%	108
Breakfast Series (via Zoom)	35%	90
Annual Spring Business Meeting (via Zoom)	39%	101
Holiday Luncheon (in person 2019)	23%	59
Holiday Luncheon (via Zoom 2020)	10%	26
UM Town Halls (webinars)	54%	139
Did not participate in any of these programs	21%	54
Respondents:	258	

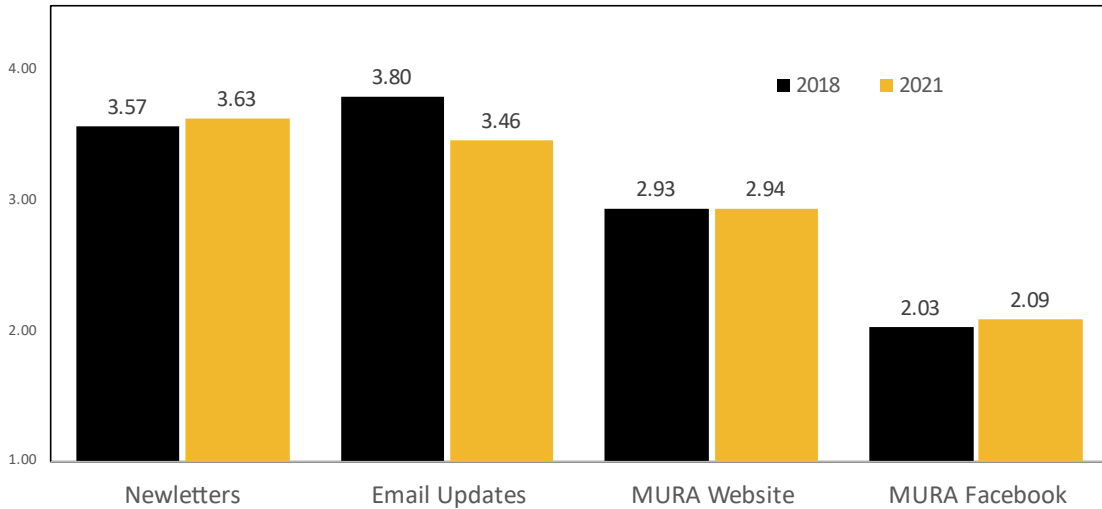
Q4: Please Indicate the Value You Place on the Following Programs and Activities (skip those of which you have no opinion)(4-pt scale)



Activity	How Valuable? (2021 Survey Only)				Raters	Score
	Very Valuable	Somewhat Valuable	Not So Valuable	Not At All Valuable		
Monthly Breakfasts	36%	43%	14%	8%	243	3.07
Annual Business Meeting	47%	39%	11%	2%	233	3.32
Fall / Spring Socials	17%	53%	22%	8%	232	2.79
Holiday Luncheon	16%	50%	25%	9%	233	2.74
UM Town Halls (webinars)*	59%	32%	8%	1%	250	3.49
Barbara's Zoom Picks *	14%	54%	24%	8%	237	2.76
Respondents:					256	

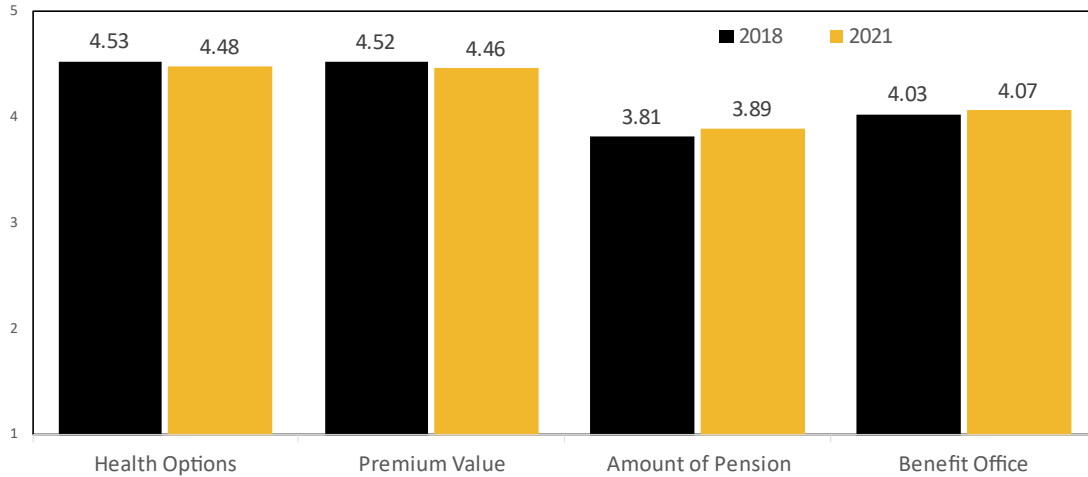
** Note: Only common events across 2018 and 2012 graphed above.

Q13: MURA Uses a Variety of Electronic Media to Communicate with Members. How valuable are Each of These to You? (4-pt scale)



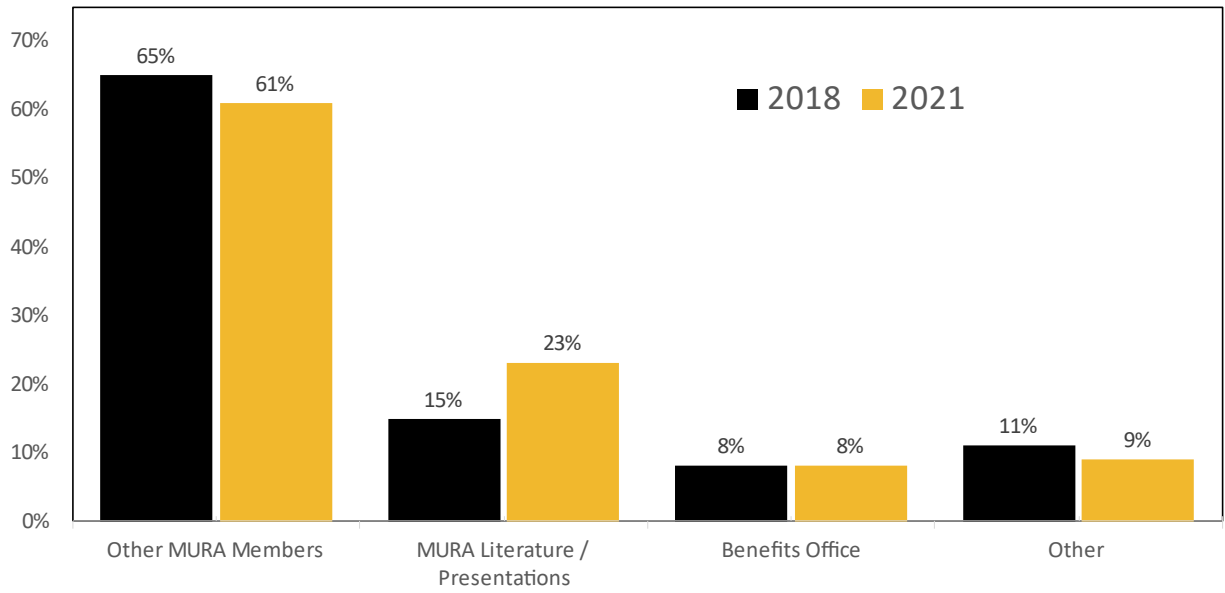
Communication Vehicle	How Valuable? (2021 Survey Only)				Raters	Score
	Very Valuable	Somewhat Valuable	Not so Valuable	Not At All Valuable		
Newsletters	66%	32%	2%	< 1%	257	3.63
Email Updates	55%	38%	6%	1%	255	3.46
MURA Website	23%	50%	24%	3%	245	2.94
MURA Facebook	7%	30%	29%	35%	239	2.09
Respondents:					259	

Q17, Q18, Q20, Q22: Level of your satisfaction with health benefit options, value you receive for health premiums, amount of your pension benefits, and interactions with the benefits office. (5-pnt scale)



Item	How Satisfied? (2021 Survey Only)					Raters	Score
	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied		
Health Benefit Options	60%	32%	5%	2%	1%	259	4.48
Health Premium Value	60%	31%	7%	1%	2%	256	4.46
Amount of Pension Benefit	26%	49%	17%	6%	3%	257	3.89
Interactions with Benefit Office	33%	46%	18%	2%	1%	259	4.07
Respondents:						259	

Q28: How Did You Learn About MURA?



Additional Unique Survey Questions

Q6: If given both options, would you prefer to attend monthly breakfasts in person (at a cost) or virtually (at a reduced cost):

In person	41%
Virtually	16 %
Equal Preference (either)	23%
Neither (unlikely to attend)	19%

Q7: How concerned are you about attending in-person breakfast meetings if Boone County Covid-19 cases are high or rising:

Extremely Concerned	31%
Very Concerned	32%
Somewhat concerned	25%
Not so concerned	7%
Not at all concerned	4%

Q8: Would you have an interest in paying for a "Semester Passport" of perhaps four in-person (and transferable) breakfast programs with one payment?

Yes	15%
Maybe	41%
No	45%

Q10: In addition to the monthly breakfasts would you like additional virtual educational programming (Zoom meetings or webinars) on topics of interest to members?

Definitely would	10%
Probably would	53%
Probably would not	35%
Definitely would not	2%

(Note: Although not fully reported here, additional analyses suggest that the greater distance from Columbia that members reside, the greater their interest in additional virtual programming.)

Q11: If you do have some interest in additional educational programming, what time of day would interest you the most (5-point interest scale):

Mornings	3.56
Afternoons	3.35
Evenings	2.28

Q27: Many retirees volunteer time to MU or UM departments, divisions, offices, activities, or events. If you volunteer time, please estimate the approximate number of hours in a month that you donate to the university:

Collective monthly hours: 519

Q28: Are you an alumnus of the University of Missouri (MU):

Yes	49%
No	51%

Q30: Are you vaccinated against Covid-19%

Yes	95%
No	0%
Prefer not to answer (or skipped)	5%

Responses by Faculty / Staff Classification

	Faculty	Staff	
Number of Survey Responses	97	150	
Means:			
Q3: Import Advocacy ¹	3.89	3.95	
Q3: Import Communication	3.67	3.79	
Q3: Import University Family	3.25	3.36	
Q3: Import Ed & Social Activities	3.14	3.22	
Q4: Value Breakfasts ¹	3.00	3.08	
Q4: Value Spring Meeting	3.20	3.37	
Q4: Value Socials	2.71	2.82	
Q4: Value Holiday Lunch	2.66	2.75	
Q4: Value Town Halls (webinars)	3.36	3.57	*
Q4: Barbara's Picks	2.67	2.78	
Q13: Value Newsletters ¹	3.60	3.66	
Q13: Value Emails	3.38	3.50	
Q13: Value Website	2.99	2.93	
Q13: Value Facebook	1.94	2.21	*
Q17: Satisfaction Health Options ²	4.38	4.55	
Q18: Satisfaction Health Premiums	4.35	4.54	
Q20: Satisfaction Pension \$'s	3.78	3.97	
Q22: Satisfaction Benefits Office	4.19	3.97	
Q25: Year of Retirement	2011	2011	

¹ 4-Point Rating

² 5- Point Rating

* Statistically significant difference

Recent vs. Earlier Retirees: Significant Differences

	Recent	Earlier
Number of Survey Responses	63	59
Q4: Value of Town Halls (webinars) ¹	3.67	3.29
Q13: Value Facebook	2.27	1.84
Q17: Satisfaction with Health Options ²	4.13	4.55
Q18: Satisfaction with Premiums ²	4.15	4.58
Q20: Satisfaction with Pension Amount ²	3.95	3.47

¹ 4-Point Rating

² 5-Point Rating

Note: Recent Retirees 2017-2021 (Quartile 1); Earlier Retirees 1985-2004 (Quartile 4) Non-significant differences not shown.

Gender Differences

	Men	Women	
Number of Survey Responses	107	156	
Means:			
Q3: Import Advocacy ¹	3.90	3.95	
Q3: Import Communication	3.73	3.76	
Q3: Import University Family	3.27	3.39	
Q3: Import Ed & Social Activities	3.08	3.31	*
Q4: Value Breakfasts ¹	2.90	3.21	*
Q4: Value Spring Meeting	3.10	3.49	*
Q4: Value Socials	2.62	2.93	*
Q4: Value Holiday Lunch	2.61	2.84	*
Q4: Value Town Halls (webinars)	3.31	3.63	*
Q4: Barbara's Picks	2.53	2.93	*
Q13: Value Newsletters ¹	3.56	3.69	
Q13: Value Emails	3.38	3.52	
Q13: Value Website	2.85	3.01	
Q13: Value Facebook	1.86	2.28	*
Q17: Satisfaction Health Options ²	4.35	4.60	*
Q18: Satisfaction Health Premiums	4.33	4.58	*
Q20: Satisfaction Pension \$'s	3.79	3.99	
Q22: Satisfaction Benefits Office	4.04	4.11	
Q25: Year of Retirement	2009	2012	*

¹ 4-Point Rating

² 5- Point Rating

* Statistically significant difference between groups. Otherwise not significant.

Appendix A: Email Invitation Letter

From: jago@missouri.edu via SurveyMonkey
To: [Jago, Arthur G.](#)
Subject: MURA Member Survey
Date: Tuesday, August 3, 2021 8:31:17 AM

MURA 2021 Member Survey

MU Retirees Association (MURA) members,

In 2018, MURA's Board of Directors asked all 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 provided us with valuable information to guide our programming and organizational decisions. We are again asking all of you to provide us with your opinions and attitudes, especially as we are still dealing with pandemic uncertainties.

As before, 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 are 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 (AROHE) 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 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 (from the beginning, at question #1) through this email – however, your previous responses will not have been saved. Your responses are recorded only when you press the "DONE" button at the end of the survey. After that, you cannot return to the survey.

Before you start, I wish to thank the MURA ad hoc committee that designed and drafted this questionnaire: Art Jago (chair), Nancy Johnson, Marjorie Sable, and Barbara Schneider. Should you have any questions at all about this survey please do not hesitate to contact either me (tofler@missouri.edu) or Art Jago (jago@missouri.edu).

Thank you for helping make MURA responsive to its members.

Sincerely,

Ruth Tofle, 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 2021 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 individual will be able to be identified through this survey. 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
- Prefer Not to Answer

3. MURA has the following objectives. Please rate their importance to you as a member:

	Very Important	Somewhat Important	Not So Important	Unimportant
To Advocate for the Interests /Benefits of Retirees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To Serve as a Retiree Spokesperson / Channel of Communication with MU / UM and others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To Be a Contributing Component of the University Family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To Provide Educational and Social Activities for Retirees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. 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 Spring 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"/>
UM-System Town Halls for Retirees (webinars)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Barbara's Picks" (Zoom event suggestions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

(check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Breakfast Series (in person) | <input type="checkbox"/> Holiday Luncheon (via Zoom 2020) |
| <input type="checkbox"/> Breakfast Series (via Zoom) | <input type="checkbox"/> UM System Town Halls for Retirees (webinars) |
| <input type="checkbox"/> Annual Spring Business Meeting (via Zoom either 2020 or 2021) | <input type="checkbox"/> Did not participate in any of these programs |
| <input type="checkbox"/> Holiday Luncheon (in person 2019) | |

6. If given both options, would you prefer to attend monthly breakfasts in person (at a cost) or virtually (at a reduced cost):

- In Person
- Virtually
- Equal Preference (either)
- Neither (unlikely to attend)

7. How concerned are you about attending in-person breakfast meetings if Boone County Covid-19 cases are high or rising:

- Extremely concerned
- Very concerned
- Somewhat concerned
- Not so concerned
- Not at all concerned

8. Would you have an interest in paying for a "Semester Passport" of perhaps four in-person (and transferable) breakfast programs with one payment?

- Yes
- Maybe
- No

9. Please suggest any speakers, presenters, or topics that MURA might include for breakfast programs in the future:

10. In addition to the monthly breakfasts would you like additional virtual educational programming (Zoom meetings or webinars) on topics of interest to members?

- Definitely would
- Probably would
- Probably would not
- Definitely would not

11. If you do have some interest in additional educational programming, what time of day would interest you most:

	High Interest	Moderate Interest	Neutral	Little Interest	No Interest
Mornings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Afternoons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evenings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Possible topics for these virtual presentations:

13. MURA uses a variety of electronic media to communicate with members. How valuable are each of these to you?

	Very Valuable	Somewhat Valuable	Not So Valuable	Not At All Valuable
Quarterly Newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bi-Weekly 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"/>

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

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

16. What can MURA do better?

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

17. How satisfied are you with the health benefit options 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"/>

18. 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

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

20. 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

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

5 - 10 years

26 - 30 years

11 - 15 years

31 - 35 years

16 - 20 years

36 - 40 years

21 - 25 years

More than 40 years

22. 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

23. 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)***

24. Where is your primary residence for the year?

- Columbia, MO
- Within 25 miles from Columbia
- 26 - 50 miles from Columbia
- 51 - 100 miles from Columbia
- Greater than 100 miles from Columbia

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

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

- Office and Administrative Staff
- Service / Maintenance Staff
- Research Staff
- Other (please specify)
- Educational Support Staff
- Non-Tenure Track Faculty
- Tenured / Tenure Track Faculty

27. Many retirees volunteer time to MU or UM departments, divisions, offices, activities, or events. If you volunteer time, please estimate the approximate number of hours in a month that you donate to the university and insert that number in the following box:

28. Are you an alumnus of the University of Missouri (MU):

- Yes
- No

29. How did you learn about MURA?

- Other MURA Members
- MURA Literature / Presentations
- Other (please specify)
- Benefits Office

30. Are you vaccinated against Covid-19?

- Yes
- No
- Prefer Not to Answer

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

Pressing "DONE" will take you to another Survey Monkey page and, perhaps, the opportunity to take another SurveyMonkey questionnaire. However, that survey will be unrelated to MURA. You can simply close your browser at that point. Your answers will be recorded.

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.