2014 PACE Membership Survey Summary & Results

Prepared March 4, 2015

EXECUTIVE SUMMARY

The following report summarizes the results of the 2014 Property and Casualty Coverage for Education (PACE) Membership Survey, an opinion survey conducted by the Oregon School Boards Association (OSBA). The survey targeted all 267 PACE member entities from around the state of Oregon, with the purpose of assessing those individual member entities' perceptions of the services they receive through PACE.

Researchers administered this survey online between Sept. 30 and Nov. 3, 2014. The data for this report originate from 74 completed questionnaires.
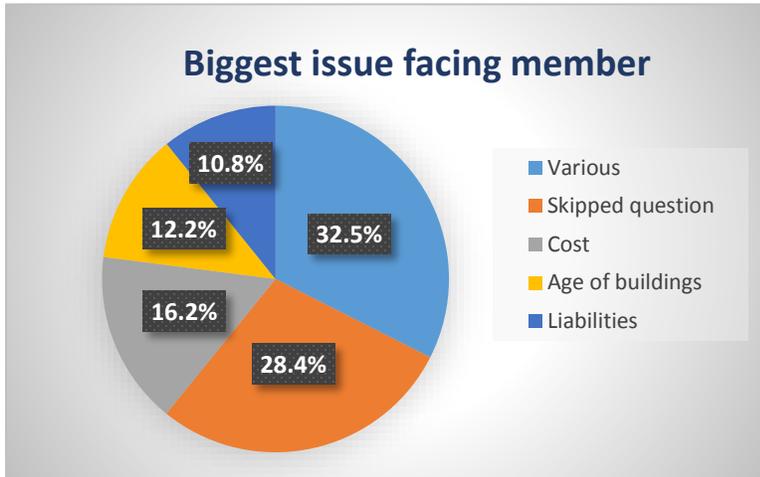
SURVEY HIGHLIGHTS & RESULTS

Most respondents (86.5%) believe that PACE is valuable to their organization, and a large majority of respondents (90.6%) stated they were satisfied with being part of PACE. Of respondents, most (90.5%) said they had used PACE services in the 2013-14 school year. Additionally, 94.4% were aware PACE is the largest property and casualty risk pool for public education in Oregon.

The majority of respondents agree PACE staff members they have interacted with are responsive (78.5%), professional (90.1%), polite (88.9%), knowledgeable (80.0%), efficient (85.5%) and handle follow-up issues well (83.9%).

Aware PACE returned $1.22 mil. in member equity over past 4 yrs

- Yes — 60.8%
- No — 35.1%
- Skipped question — 4.1%

The survey included a series of opinion-oriented questions, in which respondents used a Likert-type (numeric) scale to rate their level of satisfaction with various PACE service teams. Results came back positive about all three: 81.1% reported satisfaction with the PACE claims team, 79.7% reported satisfaction with the PACE loss control
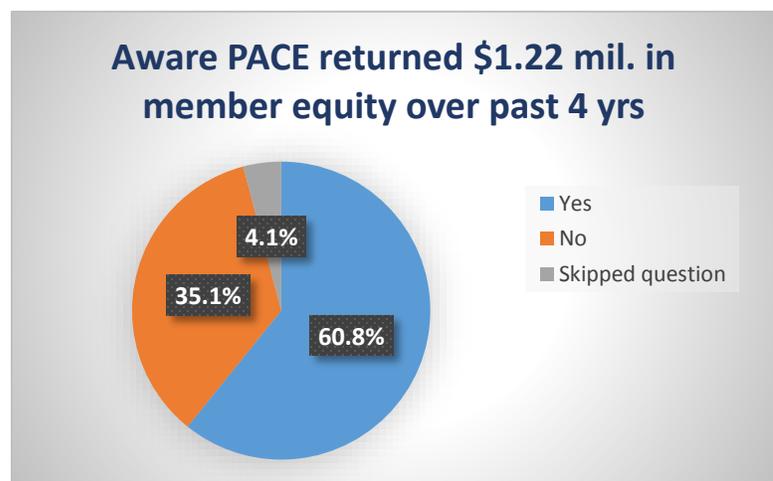
team, and 63.5% reported satisfaction with the PACE pre-loss legal team (24.4% do not use pre-loss services or are not familiar with the service).

Biggest issue facing member

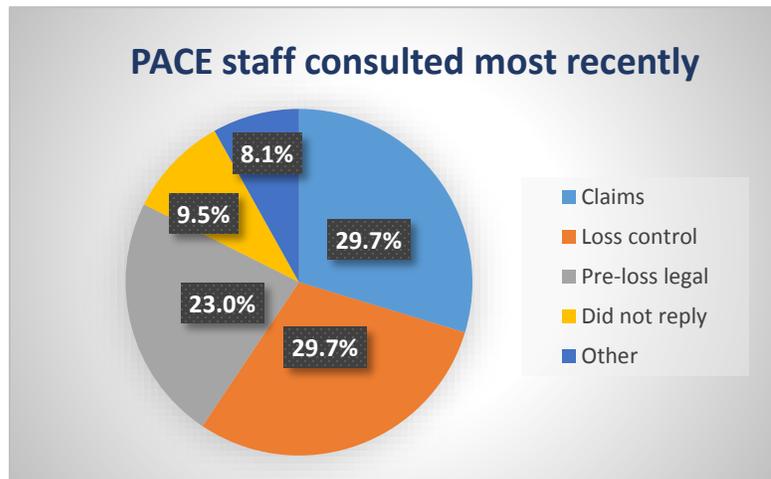|	
Various	32.5%
Skipped question	28.4%
Cost	16.2%
Age of buildings	12.2%
Liabilities	10.8%

When asked what the biggest issue facing their district, ESD, community college or charter school currently is, respondents self-reported the following top three issues:

- cost of insurance (16.2%)
- age of buildings (12.2%)
- threat of liabilities (10.8%)

Respondents also noted that they had most recently interacted with claims (29.7%) and loss control (29.7%) staff members.

Almost eighty-five percent of respondents were aware that PACE offers a 5% discount on general liabilities premiums for the 2015-16 school year for member districts that meet the requirements in the PACE Boundary Invasion Toolkit.

PACE staff consulted most recently

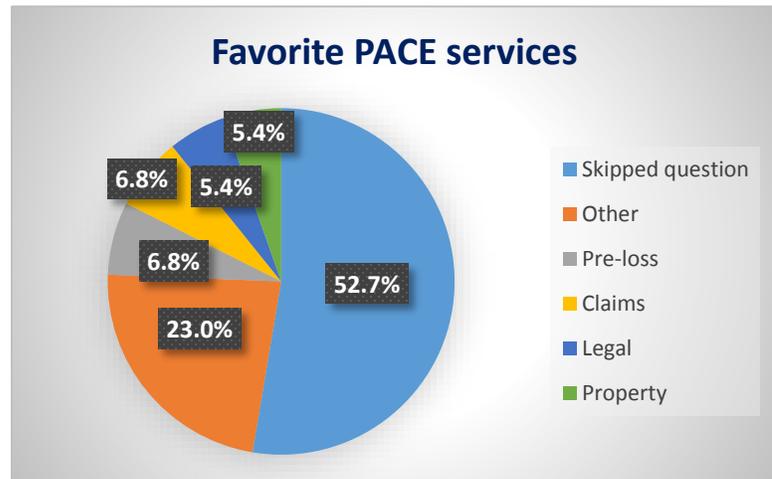|	
Claims	29.7%
Loss control	29.7%
Pre-loss legal	23.0%
Did not reply	9.5%
Other	8.1%

Eighty-five percent of respondents did not attend PACE Day or skipped the question (thus their attendance status is unknown). Of the respondents who reported as not attending PACE Day, over half (55.1%) said they did not attend because of a schedule conflict. Respondents listed relevance of the topics as the most important consideration in choosing whether or not they will attend PACE Day.
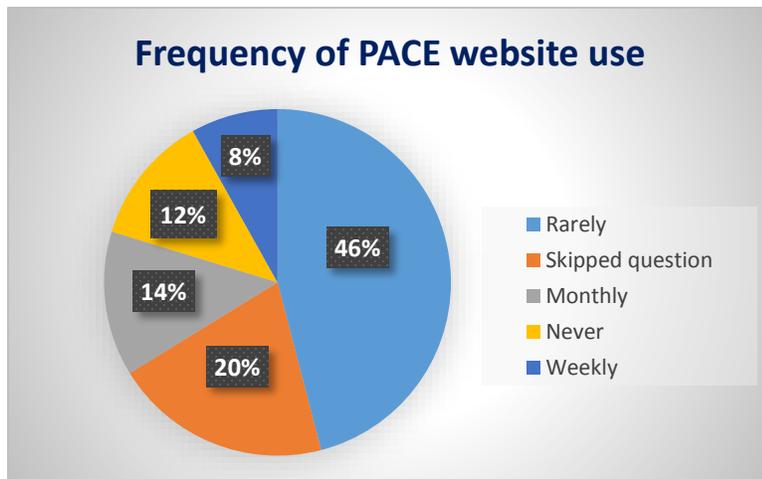
Words used most frequently by respondents to describe PACE include "helpful" (10 times), "professional" (10 times), "knowledgeable" (7 times) and "responsive" (7 times).

Respondents listed pre-loss and claims to be the most useful PACE services, followed by legal and property.

Approximately half (51.4%) of the survey respondents were aware of discounted rates for background checks and drug screenings.

Favorite PACE services

- Skipped question — 52.7%
- Other — 23.0%
- Pre-loss — 6.8%
- Claims — 6.8%
- Legal — 5.4%
- Property — 5.4%

Out of the 15 free SafeSchools training sessions available to PACE members, Oregon Child Abuse and Oregon Sexual Conduct were considered most important, with Sexual Harassment training reported as third in importance.

Frequency of PACE website use

- Rarely — 46%
- Skipped question — 20%
- Monthly — 14%
- Never — 12%
- Weekly — 8%

Additionally, over half of the respondents (58.0%) report they rarely or never use the PACE website.

Email and face-to-face interactions are still the most valued forms of communication, according to respondents.

NOTE: Other questions and their answers have been omitted from this report because their high margin of non-response error made the answers too limited to derive any conclusions.

METHODOLOGY

OSBA/SDAO staff met to review previous years' surveys and agreed upon the questions used in this survey. Subsequently, the proposed survey was approved by the PACE Board of Trustees.

Communications staff from OSBA used Survey Monkey to create a 39-question online survey instrument. This survey was then emailed to each PACE member entity for their access via a

unique URL. While the survey was open, between Sept. 30 and Nov. 3, 2014, reminder emails were sent weekly to those who had not yet completed the survey. This report pulls data from the 74 completed survey instruments.

Of the 74 surveys that inform this report, 62 draw from school districts, ESDs or charter schools, 4 were completed by community college members and 8 are unknown, as the respondents skipped the qualifying question.

LIMITATIONS

The non-response rate for this batch of surveys was approximately 12.6%, due to a large number of skipped questions across multiple surveys. Additionally, 74 completed surveys do not provide enough data to make generalizations about the entire population of PACE members. In order to achieve statistically sound results, the survey would require a minimum of 158 completed survey instruments.

FUTURE CONSIDERATIONS

In order to increase response rate and minimize respondent fatigue, PACE staff recommend a revision to future PACE member surveys. Some specific areas of focus will be on creating a survey instrument that follows quantitative methodology, contains fewer (20-25) questions and is made up of simpler questions. To better understand the data and get a feel for the respondents' answers, PACE staff will also plan to add in specific demographic questions, such as the size of the member entity (range of ADM) as well as the type of member entity (SD, ESD, charter, community college).

Based on the results from this survey, PACE will continue efforts to advance its marketing of PACE trainings and services through email, as well as continue to send staff into the field for face-to-face interactions with its membership. With the addition of new PACE marketing personnel, increased content will be posted to the PACE website, accompanied by marketing, which will increase PACE member usage of the website.