

## ***Tuition Waiver Benefit Survey Report***

### Executive Summary

A survey of all benefit-eligible faculty, professional and classified staff was conducted in September 2023 to gauge employees' familiarity, past and future use, and overall satisfaction with the Tuition Fee Waiver Benefit program at Boise State University. In addition, respondents were asked to assess priorities the university should consider in making any improvements or modifications to the benefit, as well as evaluate potential cost structures if the University were to expand or enhance the benefit.

Institutional Effectiveness (IE) developed this survey in coordination with Human Resource Services (HRS) to gather information about employee usage and awareness of the benefit. HRS stated that the survey "followed discussions between the University and the Boise State University Professional Staff Association (PSA) related to future opportunities to best align the benefit with employee professional development needs."

Overall participation in the survey was strong<sup>1</sup>, as a total of 1,783 employees completed the survey, and a total of 536 open-ended comments were received. The overall response rate was 62% (margin of error +/- 1.4%, 95% CL). Results are presented where statistically significant differences were observed, though the strength of those differences may vary.

#### **Summary of Key Findings**

- Overall, 55.5% of respondents report using one or more of the benefits (personal, dependent, spousal); respondents indicate that the personal and dependent benefits are the most used, valued, and important compared to the spousal benefit. However, a higher percentage of faculty report having used the spousal benefit (21%) compared to classified (14%) and professional employees (18%).
- Overall, employees are generally **satisfied** with the program with 75% responding "satisfied" or "very satisfied"; female respondents are slightly more satisfied than male respondents (77% vs. 71%). Classified and professional staff are more satisfied (79% and 77% respectively) than faculty (66%), a greater proportion of whom have neutral feelings (26%).
- Ensuring all qualified employees can use the benefit—as well as expand the program to include self-supported, online and/or other types of programs/courses—are key points made across quantitative and open-ended data: Over half (55%) ranked "ensuring all qualified employees" as their first or second choice; a near majority (44%) indicated that ensuring access to all degree programs was their first or second choice.
- Keeping costs manageable is also important to some respondents, with approximately one-third making this consideration a first or second choice.

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<sup>1</sup> See response profile (Appendix I).

- Males, younger employees, and classified staff respondents are the most concerned about potential cost structure changes.
- Responses reflect where employees are in their lives: younger and classified employees utilize the personal benefit at higher rates, while middle-age employees are more likely to utilize the child/dependent benefit.
- Those who use a given benefit also assign higher importance to said benefit's role in their recruitment and retention at Boise State compared to those who did not use the benefits.
- Those who plan to use the personal benefit anticipate using it in a nearer time frame compared to those planning to use the child or spousal benefit.
- Classified staff (47%) are more likely than other employee types to say they will use the program in the next semester.
- Overall, respondents are concerned about potential cost increases, especially for the child/dependent benefit. Two-thirds say the current cost structure is "just right"; similar percentages find potential higher cost structures to be "too high."
- A large majority finds the potential self/spousal benefit cost structures below \$20/credit to be "just right"; 61-90% of respondents find higher cost structures to be "too high," and this percentage rises as the cost increases.

*Summary:* The Tuition Waiver Benefit is a valuable program at Boise State University, one that respondents say has attracted them to the university and for which they are staying. Employees indicate they are strongly interested in using the benefit in the future, especially the employee and child/dependent waivers, and in developing skills for a variety of future employment opportunities inside and outside of Boise State. The survey findings suggest an interest in seeing improvements made to the benefit, particularly as it relates to all degree programs, including those currently excluded (i.e., self-support programs), while keeping the program affordable.

# Tuition Fee Waiver Benefit Survey – Detailed Report

## Overall Familiarity & Satisfaction

Awareness of the tuition fee waiver benefit across employees is very strong, with just 1.2% of respondents indicating they have never heard of the Tuition Fee Waiver benefit. The depth of familiarity is associated with benefit usage; 93% of respondents who used one or more of the benefits reported that they are aware of at least some of the details or have the knowledge needed to use the benefit vs. just 56% of respondents who have not used any of the tuition fee waiver benefits.

Respondents who are most aware of the program are also the most satisfied. A majority (63%) of respondents that claim the highest level of program awareness are “very satisfied” and 70% of respondents that say they are aware enough about the program so as to attain additional information are either “very satisfied” (33%) or “satisfied” (37%). By contrast, (44%) of those who merely know it exists are neither dissatisfied nor satisfied about the program. There is at least a partial association between awareness of the program and satisfaction.

## Recruitment & Retention

### Recruitment to Boise State

Fifty-seven percent of respondents said the *child/dependent* benefit was “very important” or “important” in their accepting a position at Boise State; 55% said the same of the *personal* benefit and 44% did so for the *spousal/partner* benefit.

- The *personal benefit* was most important for the following groups:
  - Female respondents (59% said “important” or “very important” vs. 47% male respondents)
  - Younger respondents (79% of those under 30 years of age (YOA) and 63% of those between 30-39 YOA said “important” or “very important”)
  - Classified staff (70% vs. 60% professional staff and 37% faculty)
- Faculty rated *personal* use as less important relative to staff, but rated the *child/dependent* benefit as relatively more important in their recruitment with 48% indicating it was “very important” or “important.”
- Middle-aged respondents between 40 & 59 YOA assigned greater importance to the *child/dependent* benefit compared to other age groups (40-49: 67%; 50-59: 63%).
- *Spousal* benefits are somewhat more important to respondents younger than 50 YOA compared to those 50+.
- Strong proportions of those who use the benefit also indicate that it was important in their recruitment to Boise State.
  - Sixty-one percent of those who say they have used the *personal benefit* also say the benefit was “very important” to accepting their position, compared to only 19% of those who have not used the personal benefit.
  - Seventy-one percent of those who say they have used the *child/dependent* also say the benefit was “very important” to accepting their position, compared to 35% of those who have not used this benefit.

- Finally, 53% of those who have used the *spouse/partner* benefit say the benefit is “very important” to accepting their position, compared to 20% of those who have not used the spousal benefit.
- In all three cases, the differences between those who have and have not used the given benefit are statistically significant ( $p < .001$ ).

## Retention to Boise State

Fifty-four percent of respondents indicate the *personal* benefit is “very important” or “important” to their plans to remain employed at Boise State; 53% said the same of the *child/dependent* benefit; only 37% said so of the *spousal/partner* benefit. However, there are notable group differences, which are described below.

### *Personal benefit*

- Female respondents indicated higher importance (58%) relative to male respondents (47%).
- Sixty-four percent of classified staff and 59% of professional staff indicate this benefit is “important” or “very important” to remaining, compared to 38% of faculty.
- Respondents aged 39 and younger have higher proportions rating this benefit as “important” or “very important” - 81% of those under 30 and 63% of those 30-39 vs. 50% of ages 40-49, 45% of ages 50-59, and 34% of those 60+.
- Of those who say they actually have used this benefit (whether by itself or in combination with the other beneficiaries over time), 58% say it is “very important” for staying at Boise State, compared to 22% of those who have not used the personal benefit.

### *Child/dependent benefit*

- Higher proportions of respondents aged 40-49 rated this benefit as “important” or “very important” to their remaining at Boise State.
- Of those who have used this benefit, 54% say it is “very important” to remaining at Boise State compared to 34% of those who have not used this benefit.

### *Spouse/partner benefit*

- Respondents aged 39 and younger placed higher importance on this benefit relative to other age bands with 47% of those 30-39 and 43% of those <30 rating this as “very important” or “important” to their staying at Boise State.
- Of those who have used the *spousal/partner* benefit, 38% say it is “very important” for remaining at Boise State compared to 18% of those who have not used the spousal benefit.

For each of the three beneficiary types, the overall differences between those who have and have not used the benefit are statistically significant ( $p < .001$ ).

## Usage of the Program: Past

Overall, 39% of respondents say they have used the self-benefit, 18% have used the child/dependent benefit, and 18% also say they have used the spousal benefit. In addition, 55.5% of respondents used one or more of the programs; 39.5% report using one of the benefits; and 16% report using the benefit for two or three beneficiaries.

## Beneficiary Type

- Female respondents (44%) are more likely to use the *personal* benefit relative to males (32%).
- Male respondents (22%) are more likely to use the *spousal* benefit relative to females (16%).
- Classified staff report higher rates of *personal* use (55%) compared to professional staff (44%) and faculty (21%).
- Respondents 50-59 YOA (39%) and 60+ (34%) are more likely to indicate *child/dependent* use.
- Faculty are somewhat more likely to report *spousal* use (21%) relative to other employee types.

## Personal use: Importance to Goals

The top four most important factors in use of the personal tuition waiver are: completing a degree/program, exploring personal interests, gaining additional skills toward a job promotion related to a current role; and gaining additional skills toward a new position at Boise State. (Among those who responded “other,” the most common items are: importance in accepting or maintaining employment, gaining skills for promotion related to current roles, and supporting lifelong learning.)

- Classified (85%) and professional (80%) staff report similar levels of saying *completion of a degree or certificate program* is “important” or “very important,” higher than that for faculty (52%)
- Large majorities of classified staff (83%), professional staff (76%), and faculty (75%) find the benefit “important” or “very important” for pursuing *personal interests*. However, classified staff had a higher percentage of “very important” (63%) compared to 52% of faculty and 45% of professional staff.
- For *gaining current role-relevant skills*, professional staff report the highest importance (76% “important” or “very important”), faculty report the lowest (59% “important” or “very important”).
- In terms of gaining skills *related to a new position at Boise State*, 73% of classified staff and 67% of professional staff rating this as “important” or “very important” compared to 43% of faculty.

## Frequency of use (through Spring 2023)

Overall, enrolling for 1 to 3 semesters is the most common time-frame for benefit use, followed by 4 to 6 semesters. This same pattern holds for all beneficiary types.

## Credits Used (typical semester)

For *personal* benefit use, the average reported number of credits taken per semester is 1 to 3 (39%) or 4 to 6 credits (39%). Those using the *spousal* benefit more often report 4 to 6 credits (37%) per semester and equal portions of those taking 1-3 or 7-9 (32% each).

- Classified staff report the highest percentage of maximum tuition waiver use of 7-9 credits (29%) compared to 22% of professional staff and 13% of faculty.
- Respondents under 30 YOA are more likely to maximize the benefit compared to other age bands with 36% taking 7-9 credits vs. 23% of those 30-39, 22% of those 40-49, 13% of those 50-59, and 12% of respondents who are 60+.

*Spouse/partner* credit application is nearly evenly split among the three credit bands and there are no significant group differences by age, employee type or gender.

## Usage of the Program: Future

### Likelihood of Use

**Personal benefit**, 72% of all respondents indicated they are somewhat/very likely or definitely will use it.

- Female respondents (77%), those under 30 YOA (92%), and classified staff (79%) indicate higher likelihood of *personal* use relative to comparison groups.

**Child/dependent benefit**, 60% percent say they are somewhat/very likely or definitely will use it.

- Male respondents indicate a slightly higher likelihood (62%), as do those 40-49 YOA (77%) compared to their comparison groups.

**Spousal benefit**, 51% say they are somewhat/very likely or definitely will use it.

- Male respondents indicate somewhat higher planned use compared to female respondents (driven more by fewer male respondents saying they would definitely *not* use the benefit, 17% compared to 23% of female respondents).
- Those under 30 YOA (66%) evince a higher likelihood of planned use compared to older age bands.

There is little evidence of an association between satisfaction and future planned use of the benefit. Respondents appear to anticipate using the benefit regardless of their current levels of satisfaction.

### Timing

Those who said they are **at least** “somewhat likely” to use a given benefit were then asked *when* in the future the benefit is likely to be used. The most common time frame(s) for each beneficiary type was:

- *Personal*: “Within the next 1-2 academic years” (42%), followed by “next semester” (25%).
  - This masks a much higher percentage of classified staff (47%) who say “next semester” compared to only 24% of professional staff and 11% of faculty.
- *Child/dependent*: “Sometime beyond 5 years from now” (39%).
  - Faculty are more likely (24%) to say “3-5 years from now” compared to other employee types; one-quarter of classified staff say “Unsure/unknown”.
- *Spouse/partner*: “Within the next 1-2 academic years” (33%), followed by “unsure/unknown” (28%).
  - A sizable minority of each employee type —ranging from 24-39%—are “unsure/unknown”.

## Assessing Potential Changes

### Factors to Consider

Respondents were asked to rank the factors that should be considered if the University considers enhancements or improvements to the tuition fee waiver benefit. The factor receiving the most first-choice selections is “ensuring that all eligible employees can participate if they would like”; the category receiving the next highest proportion of first place selections is “ensuring that the waiver can apply to all degree programs.” The consideration of “containing the costs of the program for participating employees” most commonly ranked third, but approximately 20% of those who ranked this item ranked it second, reflecting concerns about potential cost increases. Among the approximately 101 respondents who ranked “Other” either 1<sup>st</sup> or 2<sup>nd</sup> choice, approximately a third desire enhanced simultaneous use of the benefit within families; another 14% wish to see the benefit enhanced monetarily; 13 percent wish to see it more widely

applicable to other institutions such as College of Western Idaho; and 10% want currently ineligible degree programs to be included under the benefit.

Table 1. Distribution of ranks within each consideration.

Consideration	% within each consideration giving indicated rank					
	1	2	3	4	5	6
Ensuring that all eligible employees can participate if they would like	31.46%	21.41%	18.18%	15.93%	10.24%	2.78%
Ensuring that the waiver can apply to all degree programs, including those currently excluded (i.e., self-support programs)	24.29%	20.12%	20.85%	19.06%	12.44%	3.24%
Containing the costs of the program for participating employees	11.76%	21.02%	25.64%	23.86%	15.47%	2.25%
Continued unlimited use of the waiver throughout the employee’s tenure at Boise State	18.13%	22.83%	19.99%	22.24%	14.69%	2.12%
Supporting employee release time for taking classes	4.70%	12.31%	14.16%	17.07%	44.47%	7.28%
Other	8.37%	2.24%	1.16%	0.83%	2.15%	85.25%

### Affordability: Personal/spousal Benefit

Respondents were asked to rate five potential cost structures on a per-credit basis “if Boise State was able to expand or enhance the tuition waiver benefit.”

A vast majority of all respondents indicate that both *less than \$10 per credit* (which includes the current cost of \$5/credit) and *\$10-19 per credit* are “just about right” (73% and 61%, respectively). Notably, a greater proportion of faculty indicated that the lower price points (<\$20 per credit) were too low.

A large majority of respondents also say that each of the higher cost per-credit bands (*\$20-29 per credit* or higher) would be “too high;” this majority increases in size monotonically as the cost step increases (range: 61%-91%).

A larger percentage of classified staff indicate that *\$10-19 per credit* is “too high” (47%) compared to the other two employee groups—a difference of approximately 20 percentage points. A majority of classified staff (78%) report that *\$20-29* is “too high”—a rate 17 percentage points higher than the next group, professional staff (61%), and 26 percentage points higher than faculty (52%). This suggests more financial constraints among classified staff.

### Affordability: Child/Dependent Benefit

Respondents were asked to rate three potential cost structures on a percentage basis if Boise State was able to expand or enhance the tuition waiver benefit.”

A majority of all respondents (64%) believed less than 40% of the regular applicable fees is “just about right”—this was the lowest band and includes the current cost, which is 35% of the regular applicable fees.

However, both of the two higher cost structures (40-44%; 45-50%) are assessed as “too high” by wide margins (63% and 75%, respectively). This held across all age bands, genders, and employee types.

## General feedback / comments: ideas for improving the program

Respondents were asked: “What are your top one to two ideas for improving the tuition waiver benefit?”

The largest group of comments (34%) mention the desire for the program to be expanded to cover a range of *online, self-support, and/or non-degree programs*; a small subset of these want the program to cover other miscellaneous courses and certifications that are not currently eligible.

The next largest set of comments (16%) discuss *increasing the benefit* in some fashion, such as covering all child/dependent tuition/fees or raising the cap on the number of credits to which the waiver is applied in a given semester.

The third most common theme (14%) emphasizes allowing *simultaneous use* across family members, particularly allowing multiple dependents to do so.

There is also an undercurrent of concern throughout the comments overall that cost increases (for whatever purposes) could undermine the ability to complete degrees, recruit staff/faculty, willingness to stay employed at Boise State, or send dependents to school at Boise State.

All of the comment themes are listed in the table below. (See Appendix II for an analysis of comment themes by employee type.)

Theme	%
Expand qualifying programs/courses	34
Increase the benefit	16
Simultaneous use	14
Bureaucratic hassles	8
Desired application of program at other institutions (e.g., CWI)	7
Sliding scale/more flexible cost structure(s)	7
Increase awareness of the benefit	6
Cover additional costs in the waiver	6
Miscellaneous	4
Ensure release time for taking classes	4
Make costs equitable across beneficiary types	4
Maintain the benefit program	3
Issues with tax obligations related to benefit use	2
Allow additional family member types to participate (e.g., grandchildren)	2
Contain the costs	2
Qualify additional staff (e.g., adjuncts)	2
Remove age restrictions (cap) for use	2
Be flexible in working with life circumstances	1



## Methodological Notes

*Skip logic.* Those who indicated they had never heard of the program (1.23%) were redirected to the section starting with the question regarding future likelihood of use.

*Rank ordering factors to consider.* The question about potential changes to the tuition waiver program was changed from drag-and-drop to radio button format two days after the initial survey deployment to conform to accessibility standards. We analyzed responses separately from the two question formats and ascertained that there was no evidence that the change substantially altered the pattern of responses. Because not all respondents ranked all of the items, we made a decision to present data only for the subset of respondents who provided rankings for 5 or 6 (out of 6) factors presented.

*Cost structure questions.* Survey administrators received a few concerns regarding the questions assessing potential cost structure changes; we analyzed the responses to these questions in several ways to ascertain if there are any particular subsets of respondents who might have had difficulty with the questions, but found no systemic patterns. Moreover, the distributions of responses as the cost steps increase behave as expected. As the potential cost structure increases, the percent of respondents indicating a given cost is “too high” consistently *increases* and those indicating “too low” decreases.

## Appendix I – Response Profile

Respondents who completed the survey were approximately the same as the employee population in terms of employee type and age band, as shown in the table below; however, males were underrepresented in the survey respondents.

Group	Invited <sup>i</sup>		Completed Surveys		Response Rate
	<i>n</i>	%	<i>n</i>	%	
<i>Employee Type</i>					
Classified	449	16%	255	14%	57%
Faculty	853	30%	502	28%	59%
Professional	1,554	54%	1,026	58%	66%
<i>Gender</i>					
Female	1,567	55%	1,081	60.6%	69%
Male	1,261	44%	690	38.7%	55%
Unknown or Not Reported	28	1%	12	0.7%	43%
<i>Age Band</i>					
Under 30	405	14%	217	12%	54%
30-39	725	25%	418	24%	58%
40-49	805	28%	553	31%	69%
50-59	614	22%	413	23%	67%
60+	307	11%	182	10%	59%
<b>Grand Total</b>	<b>2,856</b>	100%	<b>1,783</b>	100%	<b>62%</b> <b>MoE = +/- 1.4%</b>

i. Invitees whose emails bounced and who did not reach out to receive a survey link were removed from the response totals.

## Appendix II – Comment Analysis by Employee Type

Respondents were asked: “What are your top one to two ideas for improving the tuition waiver benefit?”

### *Classified staff (n = 71)*

The top four categories of suggested improvements are:

- *Expanding to the online/self-support programs (45%).*

“Extend the tuition waiver benefit to include Boise State's online-only degree programs...In my experience, it has been very frustrating to choose to accept a job offer from Boise State, over a higher-paying job, expecting the online-only degree programs to be covered by the tuition waiver, only to then find out that the program I wished to pursue wasn't covered by the tuition waiver while trying to register for classes this fall...Working as a full time employee 40+ hours a week leaves very little time for me to attend in person classes without being forced to spend more of my time away from my family in order to make up for time that I will miss due to classes being only available during work hours. Knowing what I know now about the tuition waiver program, I would not have accepted a job offer with Boise State for my current position.
- *Increasing the benefit (15%):*

“I would like to see the amount of credits eligible for the waiver go up to 12 per semester. Being a full-time student gives me more opportunities and helps me complete my degree faster.”
- *Ensuring release time (14%):*

“Hire managers that believe in education, continual learning and truly support growth for all. If your manager does not support the program for each employee personally, most likely they will make it very difficult for the employee to use this program personally.”
- *Reducing bureaucratic headaches (8.5%)*

“One of the main things I struggled with when using the fee waiver was not knowing where in the approval process my request was. It took me many emails to find out or to make sure my fee waiver was applied to my tuition on time before having to pay for my classes. If somehow the approval process could be tracked by the person submitting the waiver, this would create accessibility, whiteout [sic]having to send many emails to track it down. Perhaps, turning the request into a google form, where updates can happen automatically when the waiver is approved by someone. Or even a way to see in who's approval queue is next so we can reach out to that approver directly.”

### *Professional staff (n = 308)*

The top four categories of suggested improvements are:

- *Expanding to the online/self-support programs (43%).*

“Please open the waiver up to online programs. Remote Boise State employees who do not live within reasonable driving distance to the university are not able to make use of this benefit for themselves or likely their spouses/partners, although children/dependents could potentially move into the dorms. We would so appreciate the opportunity to make use of this amazing benefit. Thank you for your consideration!”

- *Allow simultaneous use of the benefit (12%)*  
 “More than one child should be able to use it at a time. I can see that being the case for adults because we are choosing to go back to school or something of that nature but traditional age college students are here for 4-6 years. That means that most families will have more than one college age kid at a time. This is a significant barrier to actually using this credit.”  
  
 “I believe that for each staff or faculty member employed by the university, there should be a tuition waiver available for that equal number of participants each year. For example, if both (2) spouses/partners are employed at Boise State, they should be allowed to have 2 dependents enrolled with the tuition waivers simultaneously.”
- *Bureaucratic hassles and headaches (10%)*  
 “The need to re-apply to use it every single semester is really silly. I understand the need to apply for the first use, but every single semester with very strict deadlines that result in high fees is unnecessary and, frankly, stupid. It should be automatically applied when an employee signs up for a class because we know who gets the benefit, it should not be that hard to pull the data in...There is nothing put on the form that is necessary, all of that information is in the system. If there needs to be a form it should only ask for name, ID number, and "will you be using the fee waiver benefit? Y/N." Everything else can be found in the system.”
- *Increase the benefit (10%)*  
 “Dependent fee waiver should cover more of the cost. Tuition waiver is considered a retention benefit, however, the 65% dependent waiver isn't enough to financially offset the opportunity cost of Boise State's below market wages. I'd like to see dependent tuition waiver be equal to spousal or employee waiver...Consider partial waiver for self support classes vs being on par with standard waiver. This way would still offer a benefit but not unfairly raise the cost of the standard waiver.”

### *Faculty (n = 157)*

The top four categories of suggested improvements are:

- *Increase the benefit (29%)*  
 “Provide full tuition reimbursement for Faculty dependents. Both of my previous institutions covered 100% of Tuition for dependents. The last thing the University should do is make tuition waiver cover less of dependents' tuition.”  
  
 “Eliminate the spousal tuition waiver and increase the child tuition waiver; that change would be MUCH more of a benefit to most employees at Boise State.”
- *Allow simultaneous use of the benefit (23%)*  
 “Allow more than one dependent family member to use the benefit at one time. This seems particularly appropriate for employees who have contributed to the university for long periods of time. Allowing the benefit to accrue to a second dependent family member for continued service (e.g., 10 or 15 years) would support retention of the best employees.”

“Employees are not able to have two children use the benefit at the same time (eg twins). If two employees are married two children should get the benefit (one per employee).”

- *Expanding to the online/self-support programs (12%)*

“1. Allow employees to use the tuition waiver benefit for online / self-support programs! Online programs are probably the most likely ones that FT employees would be interested in and yet we aren't eligible. This should definitely be reconsidered. I looked into the Masters of Social Work online degree program last year, but then stopped considering it when I learned I would have to pay 100% of the tuition costs...”

- *Allow/support use at other higher ed institutions (10%)*

“Other institutions provide reciprocal tuition benefits at other institutions for children/dependents. This would be an amazing benefit to Boise State faculty that is currently unavailable. Children do not want to study at the institution where their parent(s) work, and parents want their children to go elsewhere to experience more of the world.”

“My spouse was accepted to a U of I PhD program but U of I doesn't allow Boise State employee's spouses to use the benefit program at their university; strengthening partnerships with U of I so that my spouse could use that benefit would be amazing. Boise State doesn't offer the PhD program he would like to enroll in or else we would have stayed in house through Boise State. There are many programs like that where one university has the monopoly on a program which limits the benefits that myself, dependents, and spouses can utilize when the other university doesn't allow them to use the tuition benefit both ways like Boise State does with U of I dependents.”

# Appendix III - Tuition Fee Waiver Survey Instrument

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## Introduction

Q1.1 Thank you for participating in this survey, which has been sent to all benefit-eligible faculty and classified/professional staff at Boise State.

This survey asks you a number of questions about participation in the Tuition Fee Waiver program for yourself, your spouse/partner and/or child/dependent.

You will also be asked about the value of the program to you and how it fits into your future plans. Your responses will not be reported at an individual level, but instead rolled up into a summary report; your comments will be anonymized for analytical purposes.

This survey should take approximately **10 minutes or less** to complete.

Thank you in advance for your time.

Sincerely,

Bill Brady  
Chief Human Resources Officer

Annie Hightower, JD  
Associate Vice President for Finance and Administration

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Q1.2 What is your level of familiarity with the Boise State tuition waiver benefit?

- I'm knowledgeable about the tuition waiver process and costs such that I would know how to go about using the benefit (4)
- I'm aware of some of the details and/or would know where to find the information I need (3)
- I'm aware that the tuition waiver benefit exists (2)
- I have never heard of it before (1)

*Those who answer "I have never heard of it before" skip to the beginning of the next block (Prospective use)*

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Q1.3 How important was the availability of each of the following Tuition Fee Waivers in **accepting** your position as a benefit-eligible employee?

	Not at all important (1)	Somewhat important (2)	Important (3)	Very important (4)
Yourself (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A child/dependent (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A spouse/partner (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2.1 Have any of the following persons **ever** utilized a Tuition Fee Waiver at Boise State University?

	No (1)	Yes (2)
Yourself (1)	<input type="radio"/>	<input type="radio"/>
A child/dependent (2)	<input type="radio"/>	<input type="radio"/>
A spouse/partner (3)	<input type="radio"/>	<input type="radio"/>

*Display This Question:*

*If respondent said "Yes" to using the benefit for "Yourself"*

Q2.2 How important is your **personal** (individual) use of the tuition waiver benefit to each of the following?

	Not at all important (1)	Somewhat important (2)	Important (3)	Very important (4)
Completing a degree / certificate program (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gaining additional skills toward a job promotion related to my <b>current</b> role (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gaining additional skills toward a <b>new</b> position at Boise State (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gaining additional skills toward a new position / career <b>outside</b> of Boise State (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exploring topic(s) or area(s) related to my personal interests (i.e., for personal enrichment) (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please indicate (if applicable): (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If any of the beneficiary categories marked "Yes" in Q2.1

Q2.3 Including the Spring 2023 semester, please indicate below approximately how many **semesters in total** (including summers) the following people have utilized the Tuition Fee Waiver:

	1-3 (1)	4-6 (2)	7-9 (3)	10 or more (4)
Display This Choice: If personal use was "Yes" Yourself (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Display This Choice: If child/dependent use was "Yes" A child/dependent (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Display This Choice: If spouse/partner use was "Yes" A spouse/partner (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If either self or spouse/partner use was "yes"

Q2.4 In an **average semester**, how many **credits** have the following people applied the Tuition Fee Waiver to **when they have used it**?

	1-3 credits (1)	4-6 credits (2)	7-9 credits (3)
Display This Choice: If personal use was "Yes" Yourself (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Display This Choice: If spouse/partner use was "Yes" A spouse/partner (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2.6 **Overall**, how satisfied are you with the tuition waiver benefit that you have as part of your employment at Boise State?

- Very dissatisfied (1)
- Dissatisfied (2)
- Neither dissatisfied nor satisfied (3)
- Satisfied (4)
- Very satisfied (5)



Q3.1 Regardless of whether you or a family member are currently using or have used the tuition waiver benefit, how likely are you or a family member to use the benefit in the **future**?

	Definitely will not use it (1)	Very unlikely to use it (2)	Somewhat unlikely to use it (3)	Somewhat likely to use it (4)	Very likely to use it (5)	Definitely will use it (6)
Yourself (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A child/dependent (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A spouse/partner (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If answer to any beneficiary type in Q3.1 is 4, 5, or 6 (somewhat likely/very likely/definitely)

Q3.2 You indicated that the following person(s) are likely to use the tuition waiver benefit in the future. Please indicate **when** you think the following will utilize the benefit:

	Unsure/unknown (1)	Next semester (2)	Within the next 1-2 academic years (3)	3-5 years from now (4)	Sometime beyond 5 years from now (5)
Display This Choice: Yourself likelihood is somewhat likely/very likely/definitely Yourself (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Display This Choice: If child/dependent likelihood is somewhat likely/very likely/definitely A child/dependent (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Display This Choice: If spouse/partner likelihood is somewhat likely/very likely/definitely A spouse/partner (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.3 As part of your overall compensation package as a benefit-eligible employee, how important is each of the following Tuition Fee Waivers to your plans to **remain** employed at Boise State?

	Not at all important (1)	Somewhat important (2)	Important (3)	Very important (4)
For yourself (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For child/dependent (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For a spouse/partner (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4.1 As the University considers improvements or enhancements to the tuition waiver benefit, please rank the importance of each of the following factors (1 = highest; 6 = lowest).

- \_\_\_\_\_ Ensuring that all eligible employees can participate if they would like (1)
- \_\_\_\_\_ Ensuring that the waiver can apply to all degree programs, including those currently excluded (i.e., self-support programs) (2)
- \_\_\_\_\_ Containing the costs of the program for participating employees (3)
- \_\_\_\_\_ Continued unlimited use of the waiver throughout the employee’s tenure at Boise State (4)
- \_\_\_\_\_ Supporting employee release time for taking classes (5)
- \_\_\_\_\_ Other, please indicate (if applicable): (6)

Q4.2 The current Tuition Fee Waiver for employees and spouses/partners is **\$5.00 per credit hour**, plus a registration fee.

If Boise State was able to expand or enhance the tuition benefit, how would you rate the following fee structures in terms of affordability?

	Too low (1)	Just about right (2)	Too high (3)
Less than \$10 per credit (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
\$10-19 per credit (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
\$20-29 per credit (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
\$30-39 per credit (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
\$40-50 per credit (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4.3 The current Tuition Fee Waiver for children/dependents is **thirty-five percent (35%)** of the regular applicable resident (or non-resident) Educational Tuition and Fees, plus a registration fee.

If Boise State was able to expand or enhance the child/dependent tuition benefit, how would you rate the following fee structures in terms of affordability?

	Too low (1)	Just about right (2)	Too high (3)
Less than 40% of the regular applicable fees (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40-44% of the regular applicable fees (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45-50% of the regular applicable fees (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.1 Do you have ideas for improving the tuition waiver benefit?

- No (1)
- Yes (2)

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*Display This Question:*

*If Q5.1 = 2*

Q5.2 What are your one to two ideas for improving the tuition waiver benefit?

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End of Survey

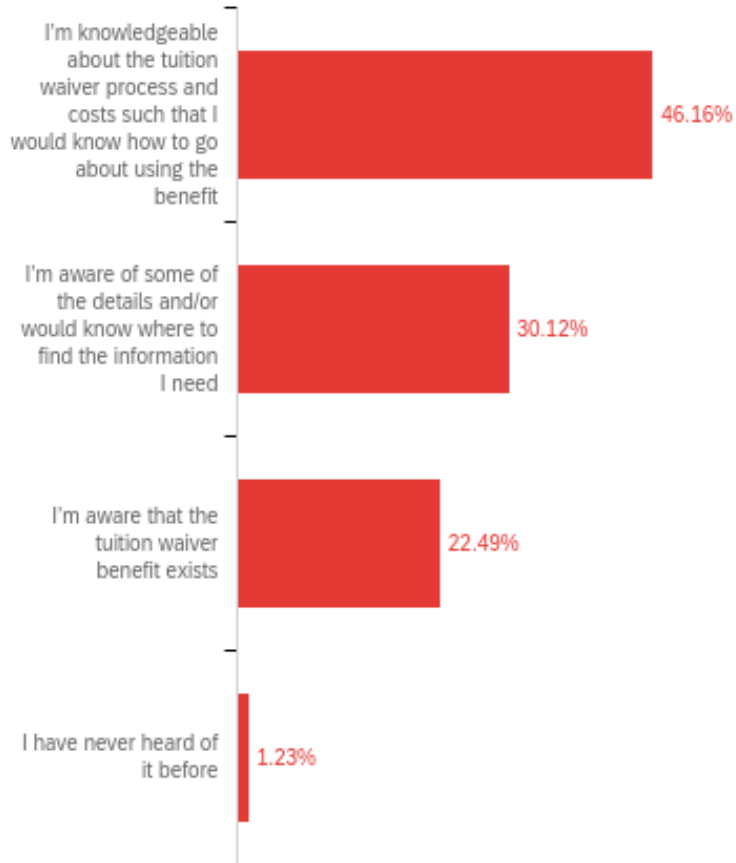
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## Appendix IV – Survey Results (Qualtrics)

Tuition Fee Waiver Survey – All Finished Responses

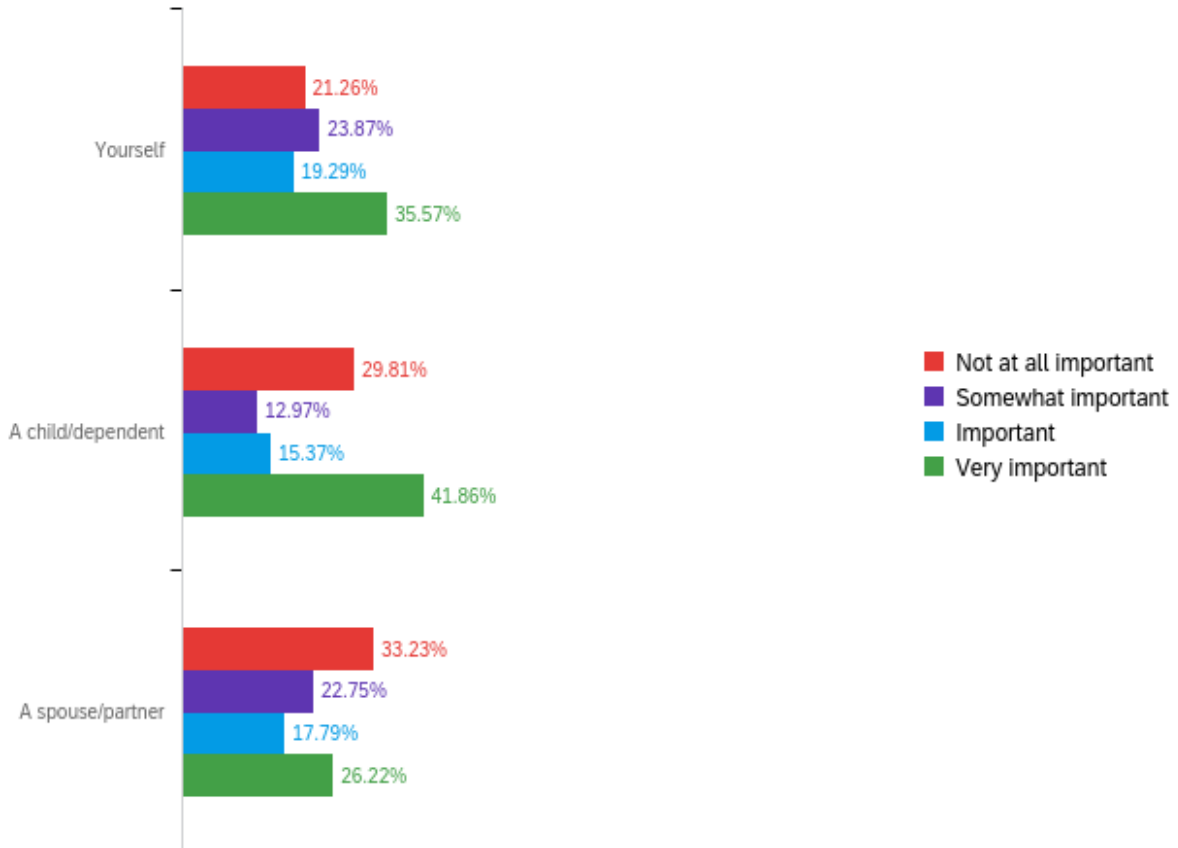
February 2, 2024 1:29 PM MST

### Q1.2 - What is your level of familiarity with the Boise State tuition waiver benefit?



#	Field	%	Count
1	I have never heard of it before	1.23%	22
2	I'm aware that the tuition waiver benefit exists	22.49%	401
3	I'm aware of some of the details and/or would know where to find the information I need	30.12%	537
4	I'm knowledgeable about the tuition waiver process and costs such that I would know how to go about using the benefit	46.16%	823
	Total	100%	1783

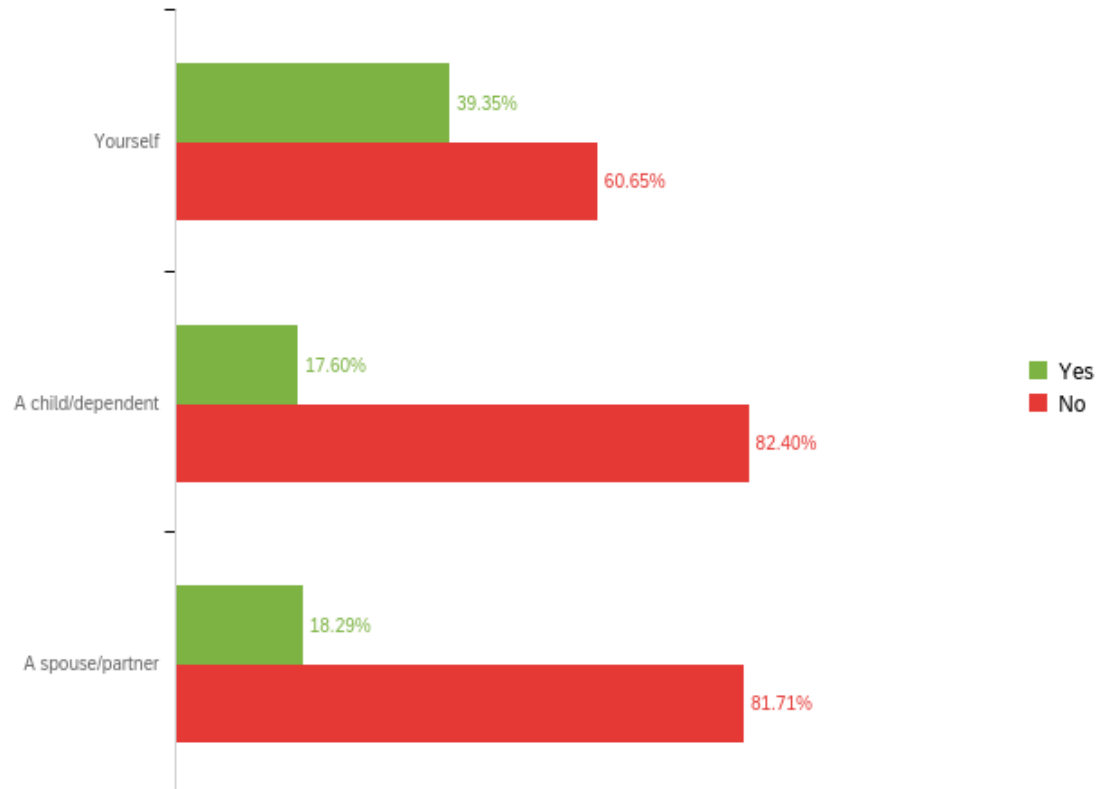
Q1.3 - How important was the availability of each of the following Tuition Fee Waivers in accepting your position as a benefit-eligible employee?



#	Field	Minimum	Maximum	Mean	Std Deviation	Count
1	Yourself	1.00	4.00	2.69	1.16	1726
2	A child/dependent	1.00	4.00	2.69	1.28	1627
3	A spouse/partner	1.00	4.00	2.37	1.19	1613

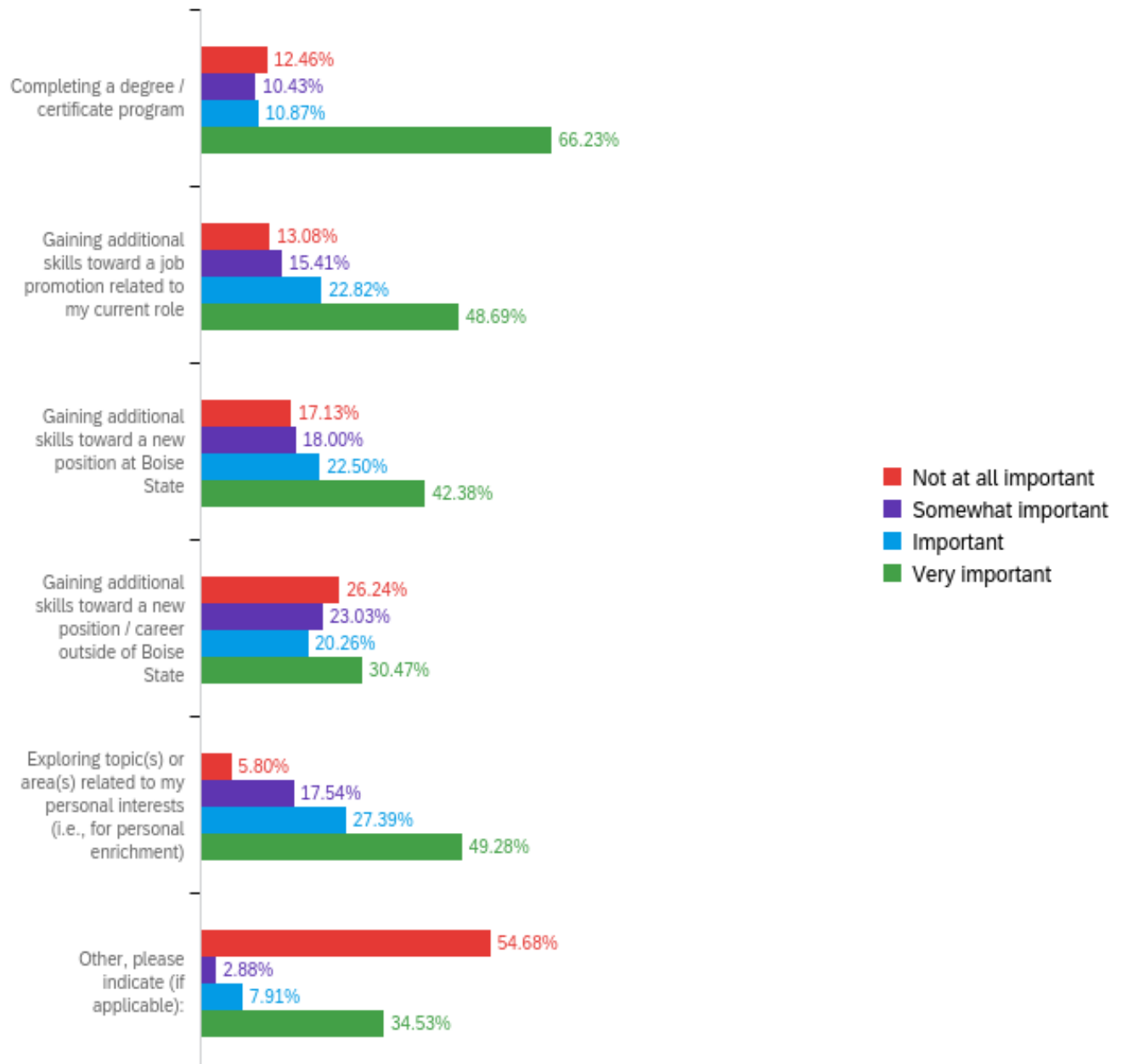
Field	Yourself		A child/dependent		A spouse/partner	
Not at all important	21.26%	367	29.81%	485	33.23%	536
Somewhat important	23.87%	412	12.97%	211	22.75%	367
Important	19.29%	333	15.37%	250	17.79%	287
Very important	35.57%	614	41.86%	681	26.22%	423
Total	Total	1726	Total	1627	Total	1613

## Q2.1 - Have any of the following persons ever utilized a Tuition Fee Waiver at Boise State University?



#	Field	No		Yes		Total
1	Yourself	60.65%	1068	39.35%	693	1761
2	A child/dependent	82.40%	1451	17.60%	310	1761
3	A spouse/partner	81.71%	1439	18.29%	322	1761

Q2.2 - How important is your personal (individual) use of the tuition waiver benefit to each of the following?

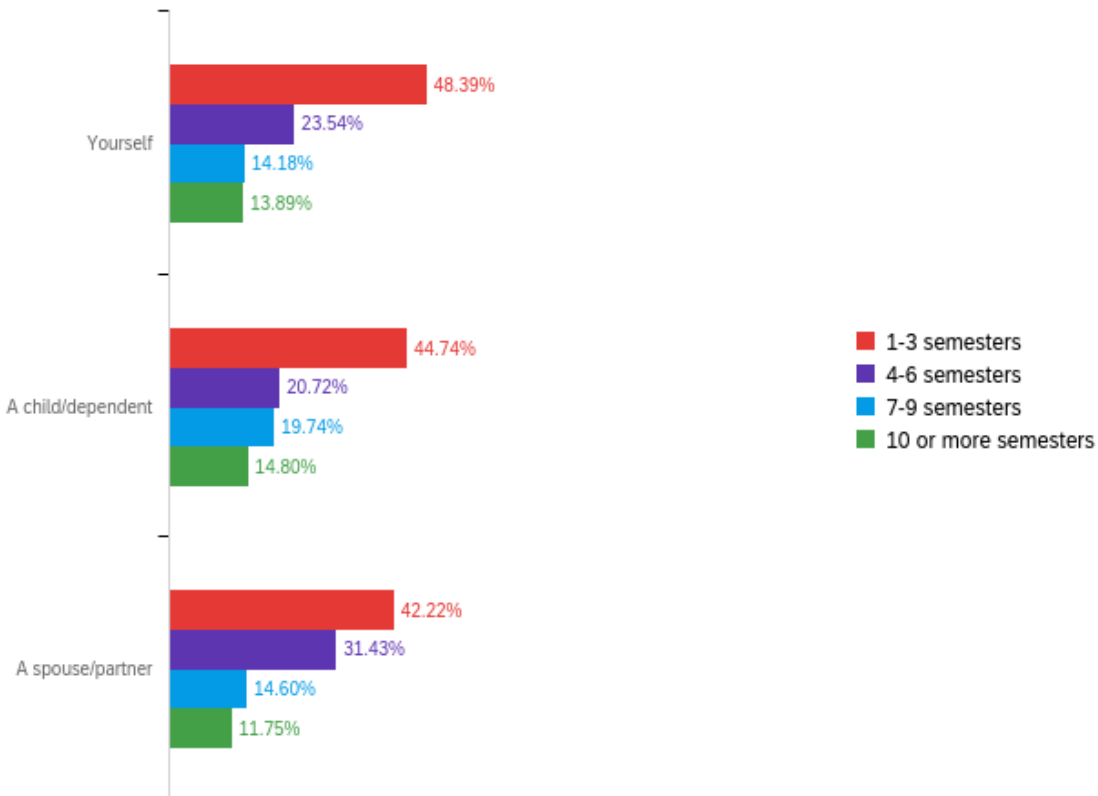


#	Field	Mean	Std Deviation	Count
6	Other, please indicate (if applicable):	2.22	1.40	139
4	Gaining additional skills toward a new position / career outside of Boise State	2.55	1.18	686
3	Gaining additional skills toward a new position at Boise State	2.90	1.13	689
2	Gaining additional skills toward a job promotion related to my current role	3.07	1.08	688
5	Exploring topic(s) or area(s) related to my personal interests (i.e., for personal enrichment)	3.20	0.93	690
1	Completing a degree / certificate program	3.31	1.08	690

Field	Completing a degree / certificate program		Gaining additional skills toward a job promotion related to my current role		Gaining additional skills toward a new position at Boise State		Gaining additional skills toward a new position / career outside of Boise State		Exploring topic(s) or area(s) related to my personal interests (i.e., for personal enrichment)		Other, please indicate (if applicable):	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Not at all important	12.46%	86	13.08%	90	17.13%	118	26.24%	180	5.80%	40	54.68%	76
Somewhat important	10.43%	72	15.41%	106	18.00%	124	23.03%	158	17.54%	121	2.88%	4
Important	10.87%	75	22.82%	157	22.50%	155	20.26%	139	27.39%	189	7.91%	11
Very important	66.23%	457	48.69%	335	42.38%	292	30.47%	209	49.28%	340	34.53%	48
Total	Total	690	Total	688	Total	689	Total	686	Total	690	Total	139

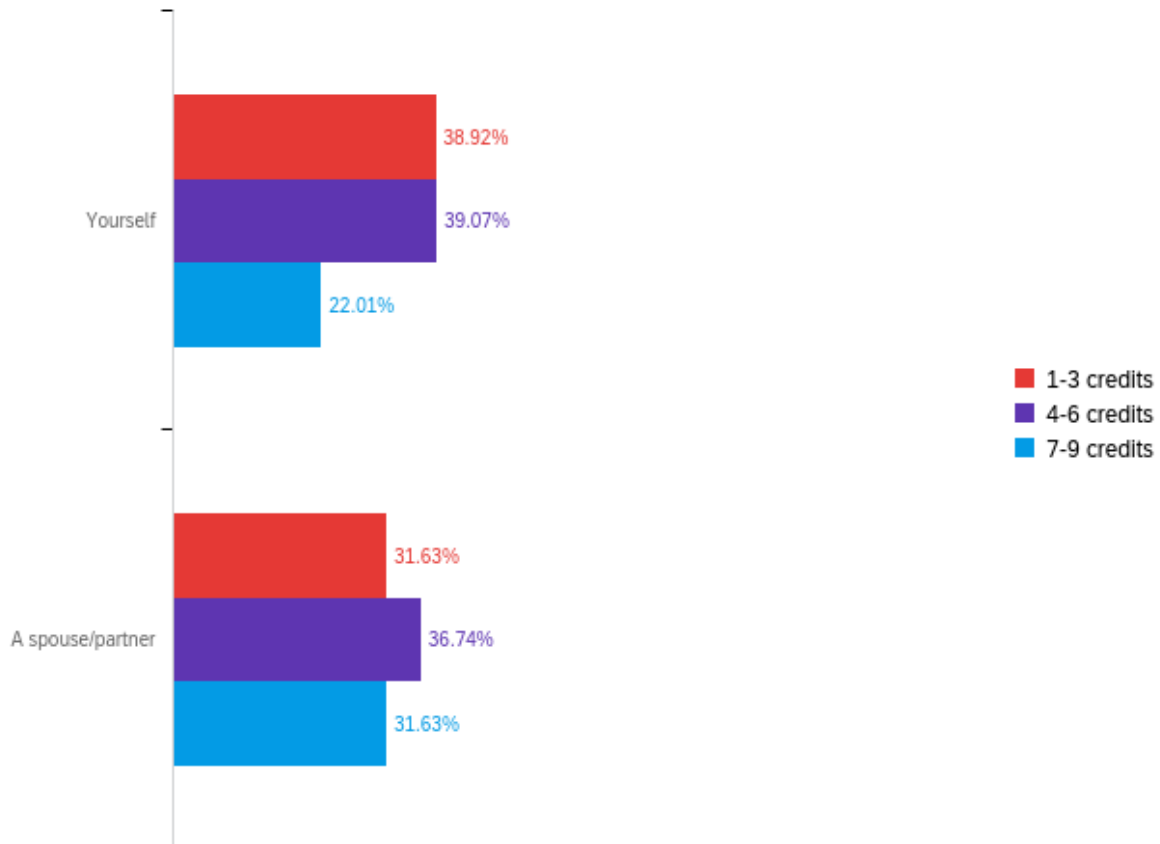


Q2.3 - Including the Spring 2023 semester, please indicate below approximately how many semesters in total (including summers) the following people have utilized the Tuition Fee Waiver:



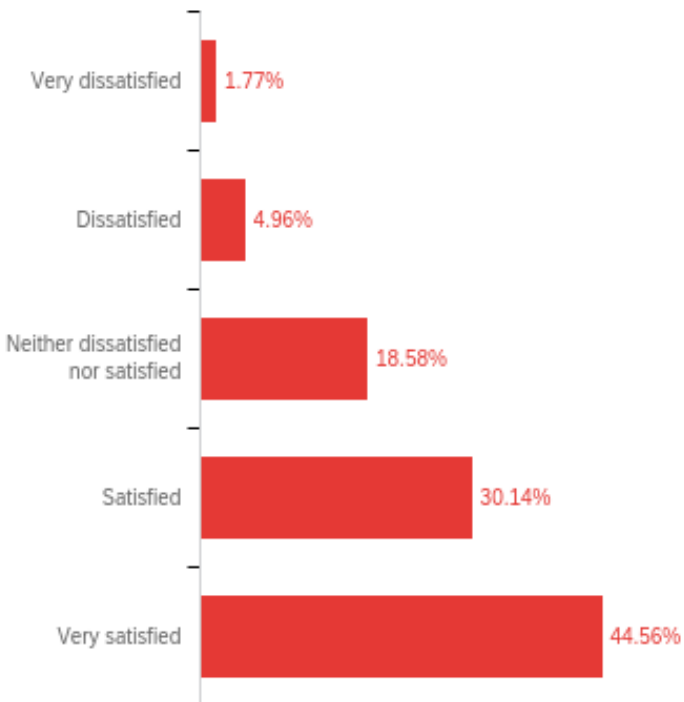
Field	Yourself		A child/dependent		A spouse/partner	
	Percentage	Count	Percentage	Count	Percentage	Count
1-3 semesters	48.39%	331	44.74%	136	42.22%	133
4-6 semesters	23.54%	161	20.72%	63	31.43%	99
7-9 semesters	14.18%	97	19.74%	60	14.60%	46
10 or more semesters	13.89%	95	14.80%	45	11.75%	37
Total	Total	684	Total	304	Total	315

Q2.4 - In an average semester, how many credits have the following people applied the Tuition Fee Waiver to when they have used it?



Field	Yourself		A spouse/partner	
	Percentage	Count	Percentage	Count
1-3 credits	38.92%	267	31.63%	99
4-6 credits	39.07%	268	36.74%	115
7-9 credits	22.01%	151	31.63%	99
Total	Total	686	Total	313

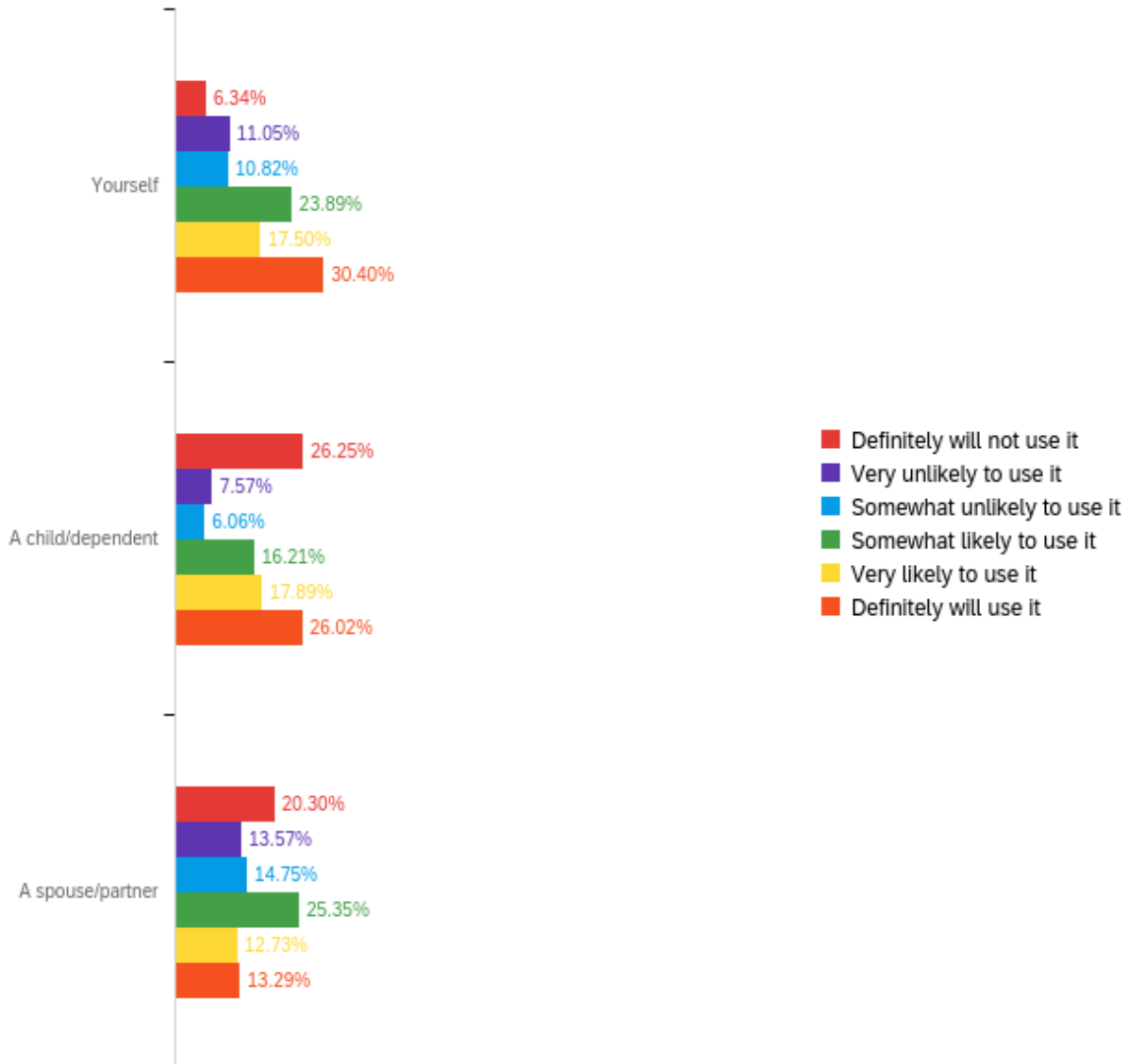
Q2.6 - Overall, how satisfied are you with the tuition waiver benefit that you have as part of your employment at Boise State?



#	Field	Minimum	Maximum	Mean	Std Deviation	Count
1	Overall, how satisfied are you with the tuition waiver benefit that you have as part of your employment at Boise State?	1.00	5.00	4.11	0.99	1755

#	Field	%	Count
1	Very dissatisfied	1.77%	31
2	Dissatisfied	4.96%	87
3	Neither dissatisfied nor satisfied	18.58%	326
4	Satisfied	30.14%	529
5	Very satisfied	44.56%	782
	Total	100%	1755

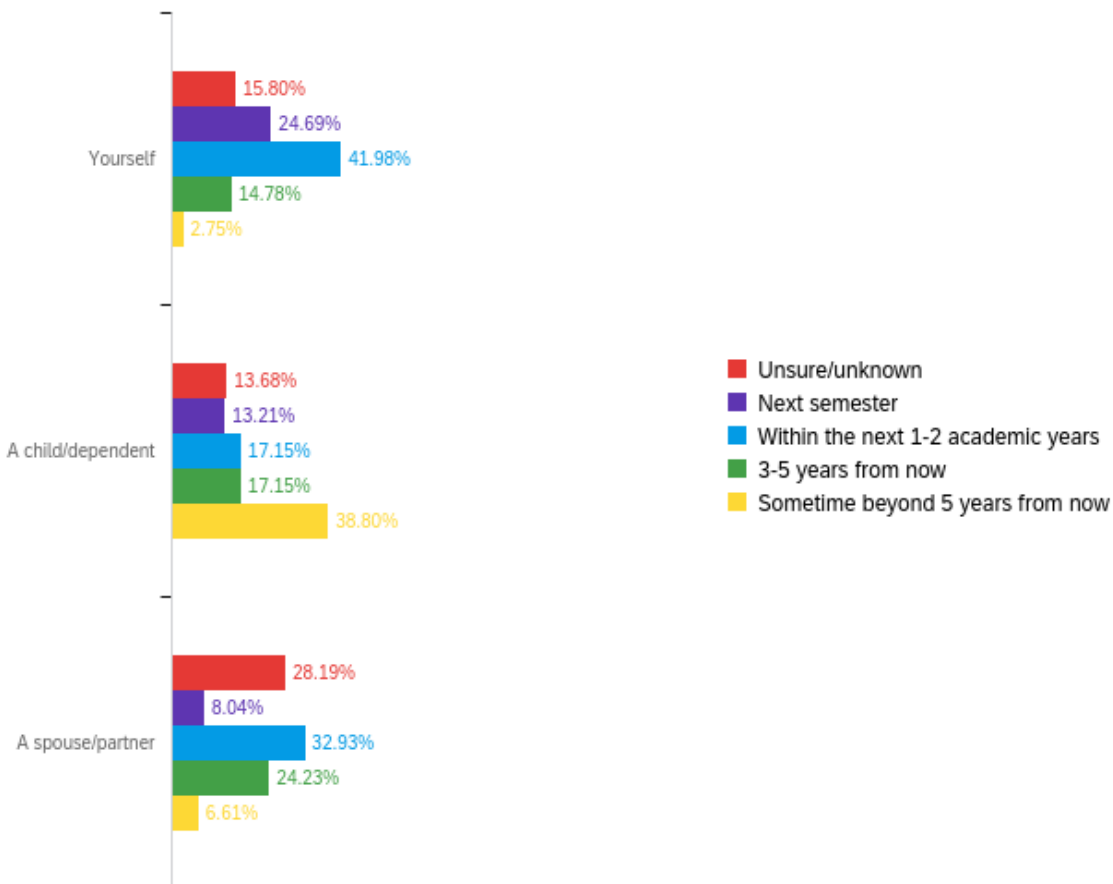
Q3.1 - Regardless of whether you or a family member are currently using or have used the tuition waiver benefit, how likely are you or a family member to use the benefit in the future?



#	Field	Mean	Std Deviation	Count
1	Yourself	4.26	1.56	1783
2	A child/dependent	3.70	1.96	1783
3	A spouse/partner	3.37	1.67	1783

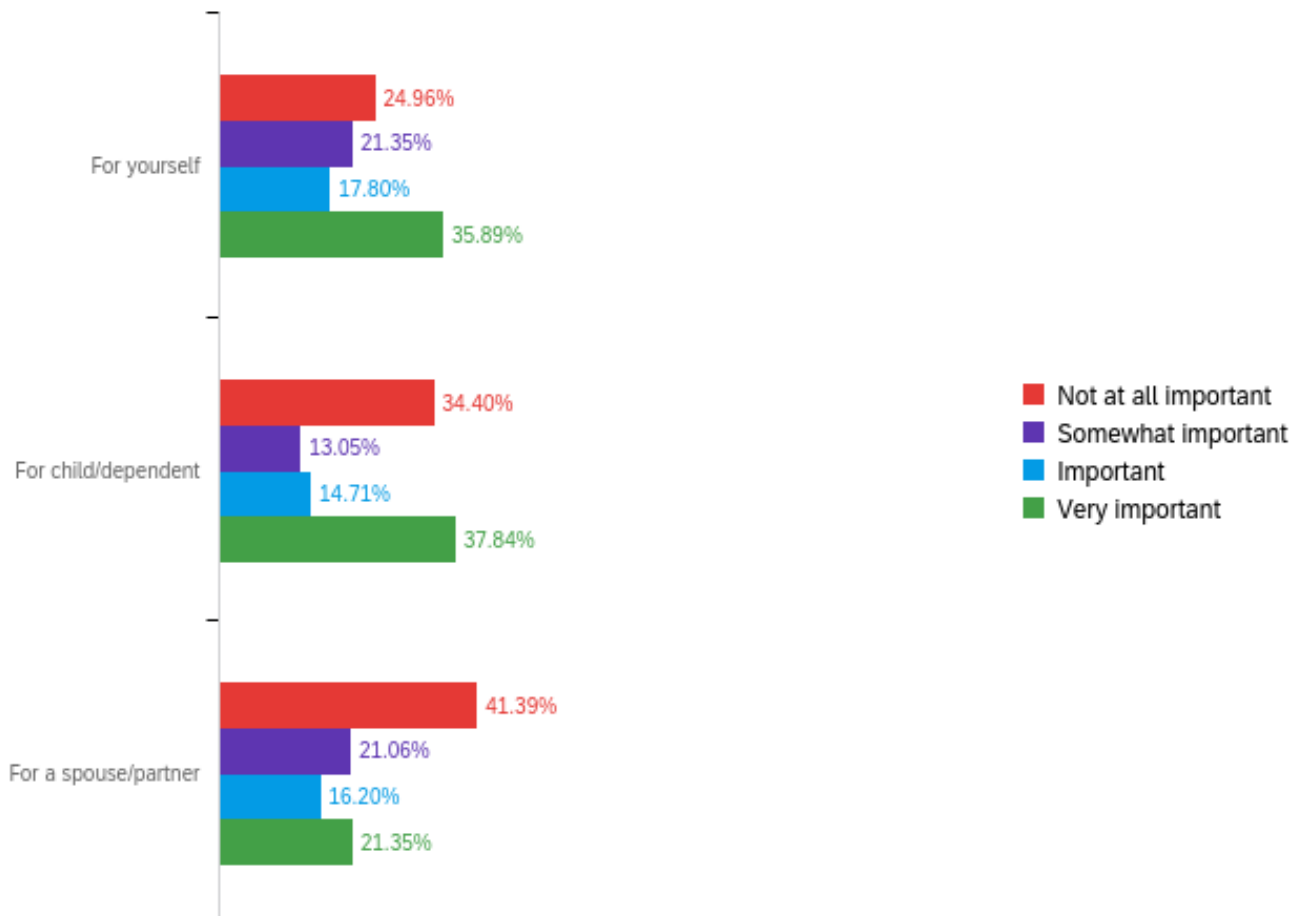
Field	Yourself		A child/dependent		A spouse/partner	
Definitely will not use it	6.34%	113	26.25%	468	20.30%	362
Very unlikely to use it	11.05%	197	7.57%	135	13.57%	242
Somewhat unlikely to use it	10.82%	193	6.06%	108	14.75%	263
Somewhat likely to use it	23.89%	426	16.21%	289	25.35%	452
Very likely to use it	17.50%	312	17.89%	319	12.73%	227
Definitely will use it	30.40%	542	26.02%	464	13.29%	237
Total	Total	1783	Total	1783	Total	1783

Q3.2 - You indicated that the following person(s) are likely to use the tuition waiver benefit in the future. Please indicate when you think the following will utilize the benefit:



Field	Yourself		A child/dependent		A spouse/partner	
	Percentage	Count	Percentage	Count	Percentage	Count
Unsure/unknown	15.80%	201	13.68%	146	28.19%	256
Next semester	24.69%	314	13.21%	141	8.04%	73
Within the next 1-2 academic years	41.98%	534	17.15%	183	32.93%	299
3-5 years from now	14.78%	188	17.15%	183	24.23%	220
Sometime beyond 5 years from now	2.75%	35	38.80%	414	6.61%	60
Total	Total	1272	Total	1067	Total	908

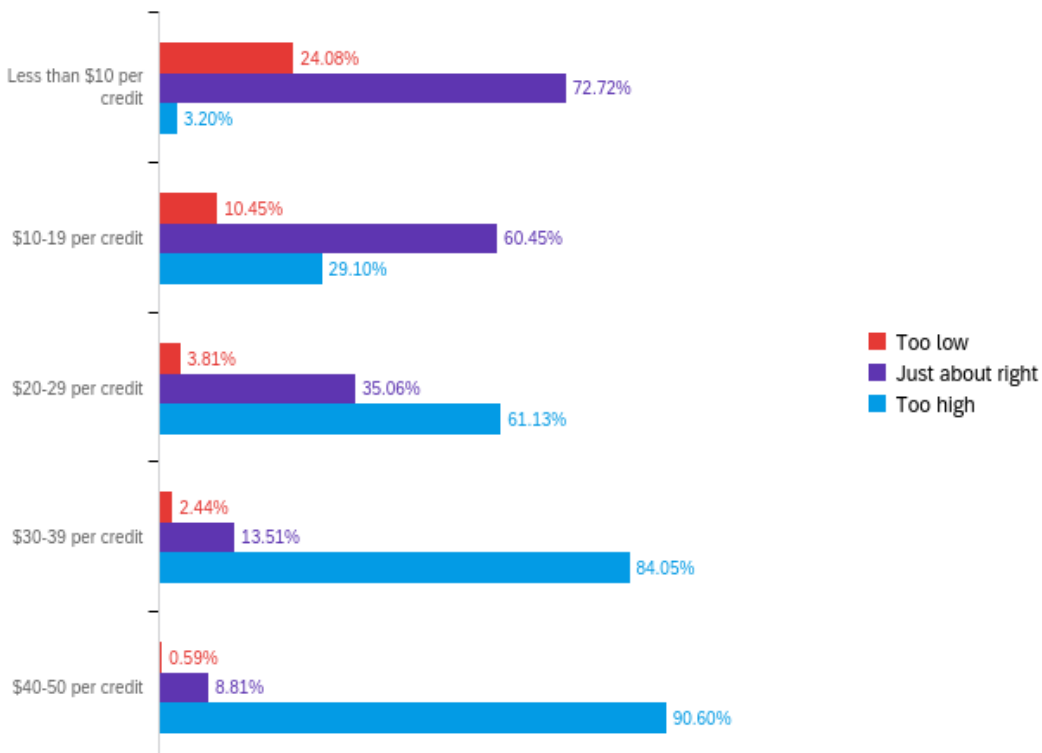
Q3.3 - As part of your overall compensation package as a benefit-eligible employee, how important is each of the following Tuition Fee Waivers to your plans to remain employed at Boise State?



#	Field	Minimum	Maximum	Mean	Std Deviation	Count
1	For yourself	1.00	4.00	2.65	1.20	1775
2	For child/dependent	1.00	4.00	2.56	1.30	1747
3	For a spouse/partner	1.00	4.00	2.18	1.18	1747

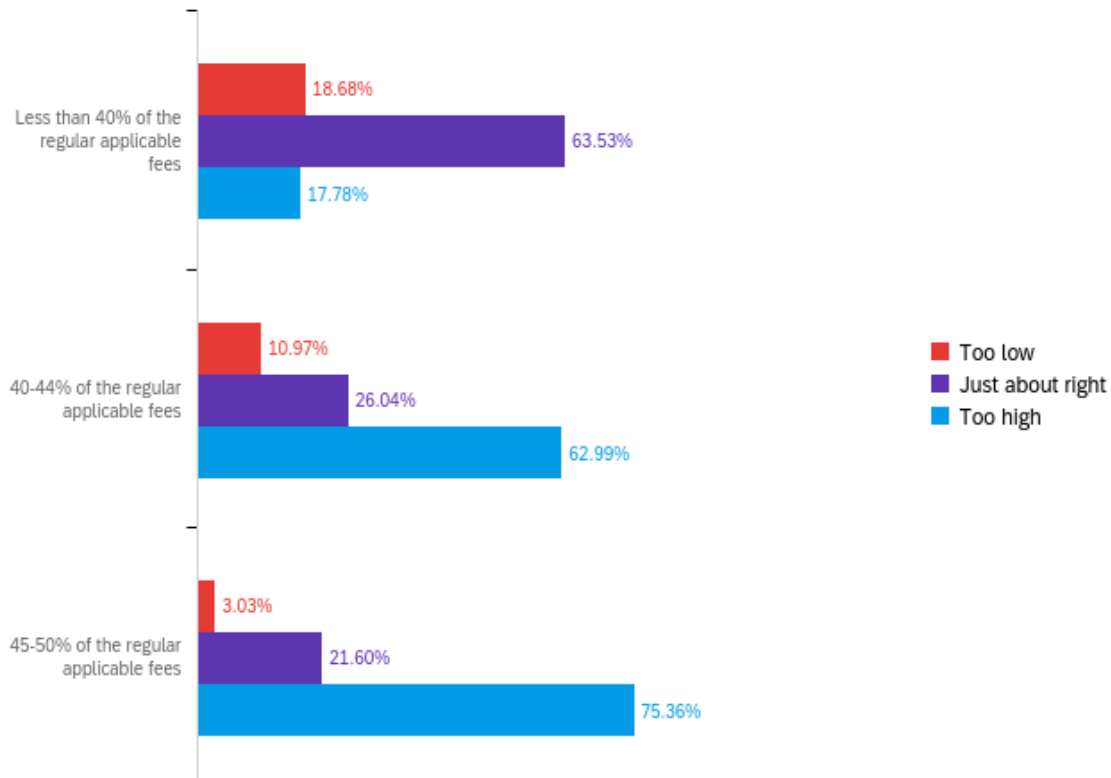
Field	For yourself		For child/dependent		For a spouse/partner	
Not at all important	24.96%	443	34.40%	601	41.39%	723
Somewhat important	21.35%	379	13.05%	228	21.06%	368
Important	17.80%	316	14.71%	257	16.20%	283
Very important	35.89%	637	37.84%	661	21.35%	373
Total	Total	1775	Total	1747	Total	1747

Q4.2 - The current Tuition Fee Waiver for employees and spouses/partners is \$5.00 per credit hour, plus a registration fee. If Boise State was able to expand or enhance the tuition benefit, how would you rate the following fee structures in terms of affordability?



#	Field	Too low		Just about right		Too high		Total
1	Less than \$10 per credit	24.08%	414	72.72%	1250	3.20%	55	1719
2	\$10-19 per credit	10.45%	177	60.45%	1024	29.10%	493	1694
3	\$20-29 per credit	3.81%	64	35.06%	589	61.13%	1027	1680
4	\$30-39 per credit	2.44%	41	13.51%	227	84.05%	1412	1680
5	\$40-50 per credit	0.59%	10	8.81%	149	90.60%	1532	1691

Q4.3 - The current Tuition Fee Waiver for children/dependents is thirty-five percent (35%) of the regular applicable resident (or non-resident) Educational Tuition and Fees, plus a registration fee. If Boise State was able to expand or enhance the child/dependent tuition benefit, how would you rate the following fee structures in terms of affordability?





#	Field	Too low		Just about right		Too high	
3	45-50% of the regular applicable fees	9.24%	50	19.33%	356	48.38%	1242
2	40-44% of the regular applicable fees	33.09%	179	23.07%	425	40.05%	1028
1	Less than 40% of the regular applicable fees	57.67%	312	57.60%	1061	11.57%	297
	Total	Total	541	Total	1842	Total	2567