Robust survey

MARRIOTT

Marriott Benefits Satisfaction Survey

September 10, 2025

About this document

This manuscript contains second-draft copy for a Marriott Benefits Satisfaction Survey that will be sent to Marriott employees. The final deliverable will be an interactive HTML tool that allows users to answer a series of multiple-choice questions and provide open-ended feedback.

**Survey window dates: 10/27/25 – 11/14/25**

**Notes for developer:**

* Survey will be accessed via SSO. The SSO will supply data that should be recorded with each survey entry:
* Alight will write a date/time stamp with each survey submission.
* Survey results are not captured until the survey is submitted (after the last question). Incomplete surveys are not recorded.
* If a user submits more than one survey, only the most recent survey results will be used. Alight filters the final report to capture only the latest responses.

**Survey Access:**

Users can access the survey via:

* A recommendation tile\* on the home page of mHUB
* The AE landing page
* A link on the Enrollment Confirmation page

\*Can be visible to anyone who has submitted AE choices – or visible to all (Marriott option)

**Reporting**

The following data elements will be captured to be used in the reporting:

* DUD
* Employee Class

**Initial Marriott Goals:**

1. Gauge how satisfied employees are with the benefits they currently receive from Marriott.
2. Identify whether associates understand the benefits available to them, including how to access and use them.
3. Uncover areas of confusion or lack of awareness that may be affecting benefit utilization.
4. Discover which benefits employees feel are missing or inadequate.

# Landing Page

[BANNER]

**Welcome!**

[INTRO COPY]

Marriott is committed to supporting your wellbeing—please take a few minutes to share your thoughts in the benefits associate survey. While taking the survey, keep the following benefits top-of-mind; medical, dental, vision, income protection, wellness support programs, work + life support, time off + leave benefits. Your voice matters and will help shape the future of our programs and offerings.

**Instructions**

* Choose the answer that best represents your opinion.
* Do not use the Back and Forward buttons at the top of your browser window.
* When you’re finished, click *Submit Survey* at the bottom of the final survey page.
* Your responses are **confidential**. Survey responses go directly to the Alight Solutions team, who will report only aggregated results back to Marriott.

Thank you in advance for your time and input!

[BUTTON] Begin [LINK to Q1]

[insert Marriott Benefits logo jpg/png name here]

Developer notes:

* User may select only one option.
* If a second option is selected, the first option they chose must automatically “unselect.”
* Progress bar will display at the bottom of each screen with a scale of 0% to 100%.

[FOOTER items for survey question pages as follows:

* [Insert information icon png/jpg name here] [LINK to Instructions popover]
* [Progress bar with scale of 0-100; percentage documented within script for each page]
* [Insert Marriott Benefits logo png/jpg name here]

**Q1. Overall, how satisfied are you with the benefits currently offered by Marriott?**

* Extremely Dissatisfied [Set Response 1 = 1]
* Dissatisfied [Set Response 1 = 2]
* Slightly Dissatisfied [Set Response 1 = 3]
* Slightly Satisfied [Set Response 1 = 4]
* Satisfied [Set Response 1 = 5]
* Extremely Satisfied [Set Response 1 = 6]

[Insert arrow icon png/jpg name here] [LINK to Q2; does not become active until a selection is made]

[Progress bar: X%]

Developer notes:

* User may select only one option.
* If a second option is selected, the first option they chose must automatically “unselect.”
* Progress bar will display at the bottom of each screen with a scale of 0% to 100%.

**Q2. Please indicate the level to which you agree with these statements about Marriott benefits. *(Select one response for each.)***

I have a good understanding of my overall benefit programs and offerings.

* Strongly Disagree [Set Response 2a = 1]
* Disagree [Set Response 2a = 2]
* Slightly Disagree [Set Response 2a = 3]
* Slightly Agree [Set Response 2a = 4]
* Agree [Set Response 2a = 5]
* Strongly Agree [Set Response 2a = 6]

It’s easy to find the information needed to make the most of your benefits.

* Strongly Disagree [Set Response 2b = 1]
* Disagree [Set Response 2b = 2]
* Slightly Disagree [Set Response 2b = 3]
* Slightly Agree [Set Response 2b = 4]
* Agree [Set Response 2b = 5]
* Strongly Agree [Set Response 2b = 6]

[Insert arrow icon png/jpg name here] [LINK to Q3; does not become active until selections for all questions are made]

**Q3. Please rate your satisfaction with the following aspects of Marriott’s medical plan(s):**

**Provider network options** (Doctors, hospitals, clinics, and other health care providers that are covered under your plan.)

* Very Satisfied [Set Response 3a = 5]
* Satisfied [Set Response 3a = 4]
* Neutral [Set Response 3a = 3]
* Dissatisfied [Set Response 3a = 2]
* Very Dissatisfied [Set Response 3a = 1]
* N/A [Set Response 3a = 0]

**Cost of premiums** (Your paycheck contributions)

* Very Satisfied [Set Response 3b = 5]
* Satisfied [Set Response 3b = 4]
* Neutral [Set Response 3b = 3]
* Dissatisfied [Set Response 3b = 2]
* Very Dissatisfied [Set Response 3b = 1]
* N/A [Set Response 3b = 0]

**Copays and deductibles** (The out-of-pocket costs you pay for medical services, such as fixed fees for doctor visits and the amount you must pay before your insurance begins covering expenses.)

* Very Satisfied [Set Response 3c = 5]
* Satisfied [Set Response 3c = 4]
* Neutral [Set Response 3c = 3]
* Dissatisfied [Set Response 3c = 2]
* Very Dissatisfied [Set Response 3c = 1]
* N/A [Set Response 3c = 0]

**Ease of accessing care** (How simple and convenient it is to find, schedule, and receive medical services when you need them.)

* Very Satisfied [Set Response 3d = 5]
* Satisfied [Set Response 3d = 4]
* Neutral [Set Response 3d = 3]
* Dissatisfied [Set Response 3d = 2]
* Very Dissatisfied [Set Response 3d = 1]
* N/A [Set Response 3d = 0]

**Telehealth services** (Virtual visits with doctors or health care providers, allowing you to access care remotely by phone or video from the comfort of your home.)

* Very Satisfied [Set Response 3e = 5]
* Satisfied [Set Response 3e = 4]
* Neutral [Set Response 3e = 3]
* Dissatisfied [Set Response 3e = 2]
* Very Dissatisfied [Set Response 3e = 1]
* N/A [Set Response 3e = 0]

**Prescription drug coverage** (Access to medications through your health plan, including costs, pharmacy options, and availability of generic or brand-name drugs.)

* Very Satisfied [Set Response 3f = 5]
* Satisfied [Set Response 3f = 4]
* Neutral [Set Response 3f = 3]
* Dissatisfied [Set Response 3f = 2]
* Very Dissatisfied [Set Response 3f = 1]

N/A [Set Response 3f = 0]

[Insert arrow icon png/jpg name here] [LINK to Q4; does not become active until selections for all questions are made]

[Progress bar: X%]

Developer notes:

* User may select only one option.
* If a second option is selected, the first option they chose must automatically “unselect.”
* Progress bar will display at the bottom of each screen with a scale of 0% to 100%.

**Q4. How would you rate the following benefits?**

**Life Insurance**

* Very Satisfied [Set Response 4a = 5]
* Satisfied [Set Response 4a = 4]
* Neutral [Set Response 4a = 3]
* Dissatisfied [Set Response 4a = 2]
* Very Dissatisfied [Set Response 4a = 1]
* N/A [Set Response 4a = 0]

**Disability Insurance** (Short-term/long-term)

* Very Satisfied [Set Response 4b = 5]
* Satisfied [Set Response 4b = 4]
* Neutral [Set Response 4b = 3]
* Dissatisfied [Set Response 4b = 2]
* Very Dissatisfied [Set Response 4b = 1]
* N/A [Set Response 4b = 0]

**Spending Accounts** (FSA/HSA/DCSA)

* Very Satisfied [Set Response 4c = 5]
* Satisfied [Set Response 4c = 4]
* Neutral [Set Response 4c = 3]
* Dissatisfied [Set Response 4c = 2]
* Very Dissatisfied [Set Response 4c = 1]
* N/A [Set Response 4c = 0]

**Wellness Programs** (e.g., mental health, weight loss, and diabetes)

* Very Satisfied [Set Response 4d = 5]
* Satisfied [Set Response 4d = 4]
* Neutral [Set Response 4d = 3]
* Dissatisfied [Set Response 4d = 2]
* Very Dissatisfied [Set Response 4d = 1]
* N/A [Set Response 4d = 0]

[Insert arrow icon png/jpg name here] [LINK to Q5; does not become active until a selection is made]

[Progress bar: X%]

Developer notes:

* User may select only one option.
* If a second option is selected, the first option they chose must automatically “unselect.”
* Progress bar will display at the bottom of each screen with a scale of 0% to 100%.

**Q5. When it comes to understanding my benefits—what’s available, how to use them, and where to find details—the information I receive is:**

* Not Enough [Set Response 5 = 1]
* Just Right [Set Response 5 = 2]
* Too Much [Set Response 5 = 3]

[Insert arrow icon png/jpg name here] [LINK to Q6; does not become active until a selection is made]

[Progress bar: X%]

Developer notes:

* Text fields to left of options allow users to type numbers 1-3.
  + Fields default to blank
  + Fields must only allow whole values of 1, 2 or 3.
  + A user may not enter more than one of each ranking (e.g., only one item can be ranked #1).
* Progress bar will display at the bottom of each screen with a scale of 0% to 100%.

**Q6. What are your preferred ways to receive information about Marriott’s benefits throughout the year? Please rank the following channels by typing 1 for your top choice, 2 for your second, and so on until you have ranked them all:**

* mHUB [Set Response 6a = user-entered value or 0 (if blank)]
* DLZ [Set Response 6b = user-entered value or 0 (if blank)]
* MGS [Set Response 6c = user-entered value or 0 (if blank)]
* Email [Set Response 6d = user-entered value or 0 (if blank)]
* Digital/printed flyers [Set Response 6e = user-entered value or 0 (if blank)]
* Mail sent to home address [Set Response 6f = user-entered value or 0 (if blank)]
* Text message notifications [Set Response 6g = user-entered value or 0 (if blank)]
* Mobile app [Set Response 6h = user-entered value or 0 (if blank)]
* Webinars hosted by the Benefits team or vendors [Set Response 6i = user-entered value or 0 (if blank)]
* Manager/supervisor-led discussions [Set Response 6j = user-entered value or 0 (if blank)]

[Insert arrow icon png/jpg name here] [LINK to Q7; does not become active until 3 entries are made. On click:

* Validate that entries are blank, 1, 2 or 3 (only).
* Validate that there is just one of each value (e.g., only one “1”).
* If either condition is not met, display: “Please adjust your inputs. Rank your top 3 items only (by entering a 1, 2 or 3).”]
* If all conditions are met, complete link to Q7.]

[Progress bar: X%]

Developer notes:

* Text fields to left of options allow users to type numbers 1-5.
  + Fields default to blank
  + Fields must only allow whole values of 1, 2, 3, 4 or 5.
  + A user may not enter more than one of each ranking (e.g., only one item can be ranked #1).
* If the user enters more than 5 entries, display an error message: "Please rank your top 5 items only (by entering a 1, 2, 3, 4 or 5)."
* Progress bar will display at the bottom of each screen with a scale of 0% to 100%.

**Q7. Your priorities help shape our benefits and programs—Please rank the following by typing 1 for the most meaningful to you, 2 for the second most meaningful to you, 3 for the third most meaningful to you, and so on until you have ranked them all:**

* Health Care (e.g., medical, dental, and vision) [Set Response 7a = user-entered value or 0 (if blank)]
* Life Insurance and Disability [Set Response 7b = user-entered value or 0 (if blank)]
* Employee Stock Purchase Plan [Set Response 7c = user-entered value or 0 (if blank)]
* Retirement [Set Response 7d = user-entered value or 0 (if blank)]
* Paid Time Off [Set Response 7e = user-entered value or 0 (if blank)]
* Discounts on Travel and Purchases [Set Response 7f = user-entered value or 0 (if blank)]
* Weight Management Support [Set Response 7g = user-entered value or 0 (if blank)]
* Diabetes Support [Set Response 7h = user-entered value or 0 (if blank)]
* Mental Wellbeing Resources (e.g., counseling sessions, stress management resources, and app-based therapy) [Set Response 7i = user-entered value or 0 (if blank)]
* Tuition Reimbursement [Set Response 7j = user-entered value or 0 (if blank)]
* Family Planning Resources (e.g., adoption assistance, fertility coverage, and other family planning tools) [Set Response 7k = user-entered value or 0 (if blank)]
* Child and Elder Care Resources [Set Response 7l = user-entered value or 0 (if blank)]

[Insert arrow icon png/jpg name here] [LINK to Q8; does not become active until 5 ranking entries are made. The text entry field is OPTIONAL and does not need to be completed. On click:

* Validate that entries are blank, 1, 2, 3, 4 or 5 (only).
* Validate that there is just one of each value (e.g., only one “1”).
* If either condition is not met, display: “Please adjust your inputs. Rank your top 5 items only (by entering a 1, 2, 3, 4 or 5).”
* If all conditions are met, complete link to Q8.]

[Progress bar: X%]

Developer notes:

* Optional text entry field.
* Progress bar will display at the bottom of each screen with a scale of 0% to 100%.

**Q8. What aspects of Marriott’s benefits and programs have been most helpful to you, and what improvements or additions would make them even more valuable?** (Limit 500 characters)

[Text entry field up to 500 characters, with no default/prompt text.] [Set Response 8 = user-entered text]

**Note:** Your responses will be completely confidential. No individual identifying information will be shared with Marriott.

Please click on the *Submit Survey*button to finalize your survey.

[Button] Submit Survey [LINK to Thank you; write survey responses to database. Text entry field is OPTIONAL; they may submit survey without completing.]

[Progress bar: 100%]

# Thank you

Thank you!

[Footer with Marriott Benefits logo only – no Instructions popover or progress bar]

# Instructions popover (x to close)

**Instructions**

* Choose the answer that best represents your opinion.
* Do not use the Back and Forward buttons at the top of your browser window.
* When you’re finished, click *Submit Survey* at the bottom of the final survey page.
* Your responses are confidential. Survey responses go directly to the Alight Solutions research team, who will report only aggregated results back to Marriott.