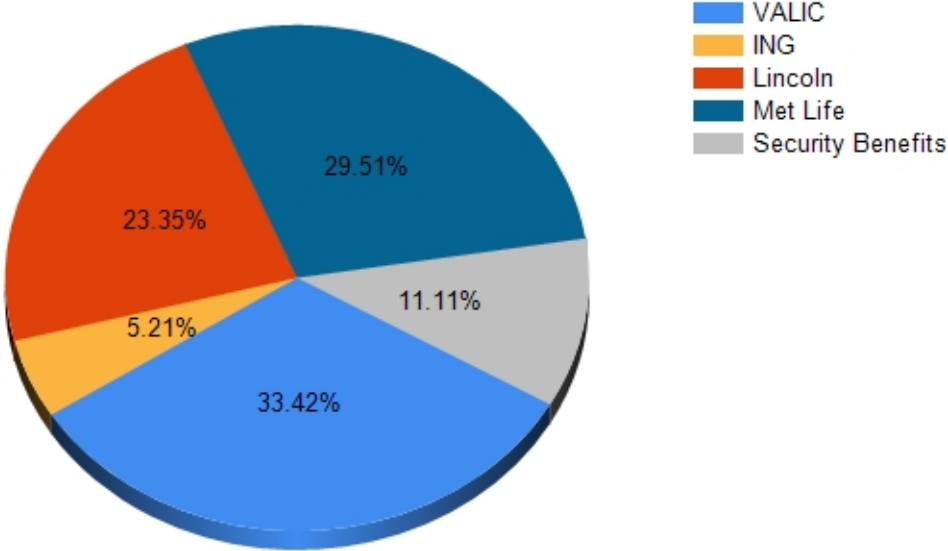


**General Overview Results**

403(b) Plan 2010 Employee Survey

**1. Which vendor currently holds your BCPS 403(b) account?  
(1152 Responses)**



2. Please rate your satisfaction level with your current vendor  
(1166 Responses)

	Poor	Fair	Good	Excellent	N/A
Enrollment process	28 (2.40%)	119 (10.21%)	532 (45.63%)	454 (38.94%)	34 (2.92%)
Enrollment materials	23 (1.97%)	137 (11.75%)	553 (47.43%)	414 (35.51%)	40 (3.43%)
Investment choices	28 (2.40%)	177 (15.18%)	585 (50.17%)	348 (29.85%)	29 (2.49%)
Web site	34 (2.92%)	135 (11.58%)	393 (33.70%)	223 (19.13%)	382 (32.76%)
Customer service	98 (8.40%)	228 (19.55%)	391 (33.53%)	397 (34.05%)	53 (4.55%)
Overall satisfaction	58 (4.97%)	214 (18.35%)	534 (45.80%)	355 (30.45%)	6 (0.51%)

3. Would you be interested in any of the following changes to the 403(b) program?  
(1166 Responses)

	Yes	No	Don't know
Your account managed by a professional for a reasonable fee	229 (19.64%)	650 (55.75%)	288 (24.70%)
Adding a Guaranteed Income for Life option for a reasonable fee	400 (34.31%)	374 (32.08%)	393 (33.70%)
Adding a 403(b) Roth option	572 (49.06%)	191 (16.38%)	404 (34.65%)
More financial information education	795 (68.18%)	230 (19.73%)	142 (12.18%)