

TITLE & SETTLEMENT SERVICES INDUSTRY COMPENSATION INDEX



Title & Settlement Services Industry Compensation Index

This guide describes how to get started with the Online Survey Tool.

View the following pages for illustrated descriptions of how to enter data, view comparisons and run personalized, dynamic reports.

 Profile <ul style="list-style-type: none">Company ProfileCompany Demographics <p><i>5 of 24 questions answered</i></p>	 Compensation <ul style="list-style-type: none">Positions ListStaff Position DetailsSales Staff Details <p><i>2 of 13 questions answered</i></p>
 Benefits <ul style="list-style-type: none">Benefits OverviewHealth CareRetirement Savings and PlanningPaid Leave <p><i>0 of 24 questions answered</i></p>	 Key Performance Measures <ul style="list-style-type: none">View My Results

All users will access the site from ALTA's website.

For information, support and questions regarding the survey, visit the **Support** Page or contact support at: compensation@alta.org

Your Home Page

5 Current Account: ALTA Non-Member

Welcome Message | My Account | Support | Logout

4

1 My Company Compare Companies Reports & Charts

2

3

Click on the sections in each area below to enter Company data.
For users reporting data for multiple locations, check the "Current Account" listed above before getting started.
[Download Survey Questions \(Excel Format\)](#) | [View User's Guide](#)

Profile
▲ Company Profile
✓ Company Demographics
30 of 31 questions answered

Compensation
✓ Positions List
✓ Staff Position Details
✓ Sales Staff Details
28 of 28 questions answered

Benefits
✓ Benefits Overview
✓ Health Care
✓ Retirement Savings and Planning
✓ Paid Leave
31 of 31 questions answered

Key Performance Measures
● View My Results

Feedback Section
○ Feedback and Comments
0 of 22 questions answered

Unanswered required questions: 1
Overall Survey Completion: 79%.
All required questions must be answered to qualify for access to results.

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- 1 The survey is divided into 3 sections. “**My Company**” is where you will do all your data entry. When results are available, they will be accessed through the “**Compare Companies**” and “**Reports & Charts**” tabs.
- 2 Status icons next to each subcategory indicate your progress and warn you when you have missed a required question or when you have a numeric value outside of the expected range.
- 3 Your overall survey progress can be tracked through the progress bar & messaging at the bottom of the page.
- 4 Use the **Support** link to access support documentation and contact information.
- 5 If you have access to multiple accounts use the dropdown at the top left to switch between accounts.

Entering Your Data

- As you enter data, the entry box turns green, indicating that new data has been provided and must be saved by clicking the **Save** or **Save & Next** button at the bottom of every page.
- To abandon or discard newly entered data, click **Cancel**.
- Any required questions are noted with a large, red asterisk *****.

>> Number of Full Time Equivalent (FTE) Employees *****

One full-time equivalent (FTE) equals one individual who works 40 hours per week, two individuals who each work 20 hours per week, etc.

>> Total Operating Revenue *****

Example

- Some questions have the option of checking **n/a**, indicating that the question does not apply to you. Selecting **n/a** counts towards your overall survey progress.

>> If you indicated "Other", please specify. n/a

Example

- Some numeric questions are set with expected answer ranges. If you enter a value outside of the expected range, you will see a warning sign appear. You will be able to save this data, but it will be flagged as being out of the expected range.

>> % of Support Provided By In House Staff

Example

Value should not exceed 100%. n/a

110%

Compensation Data Collection

The compensation section is set up to make it easy to answer the same series of questions for multiple positions.

On the **Select Positions** tab:

- Select the positions for which you will be reporting, then click **Save & Next** to answer questions for each position you selected.

The screenshot shows the 'Select Positions' tab of the 'Human Resources: Compensation Details' form. At the top, there are two tabs: 'Select Positions' (active) and 'Compensation Details'. Below the tabs is a dark header with the text: 'Human Resources: Select Positions. Select the positions employed by your district. Click here for a list of position descriptions. Details will be entered on the next tab for each position selected.' Below this, there is a section titled '>> Human Resources Positions' with a large 'Example' watermark. A list of four positions is shown with checkboxes: 'Safety & Risk Manager/Officer', 'Human Resources Manager', 'Human Resources Specialist/Analyst', and 'Safety Coordinator'. At the bottom, there are three buttons: 'Save', 'Cancel', and 'Save & Next >'. The 'Save & Next >' button is highlighted with an orange box.

On the **Compensation Details** tab:

- The dropdown box displays the position(s) you selected on the previous page.
- Answer the questions for the position displayed.
- Click **Save & Next** at the bottom of the page to save your answers and move to the next position in the list.
- Continue in this manner until you have answered all the questions for every position in the dropdown box.
- Review your answers for any position by selecting it in the dropdown list at any time.
- When you have answered all the questions, click **Save & Next** to continue with the survey.
- If at any time you wish to clear the data for a position, simply return to the list of positions, uncheck that position, and click **Save** at the bottom of the page, clearing all data previously entered for that position.

The screenshot shows the 'Compensation Details' tab of the 'Human Resources: Compensation Details' form. At the top, there are two tabs: 'Select Positions' and 'Compensation Details' (active). Below the tabs is a dark header with the text: 'Human Resources: Compensation Details'. Below this, there is a dropdown menu with 'Safety & Risk Manager/Offic' selected. Below the dropdown, there is a section titled 'Annual Salary' with the text: 'Please report salary information for Full-Time Equivalent (FTE) employees only. Do not include employer paid taxes or fringe benefits. If position is hourly, please calculate pay as annual salary. Click here for help calculating this rate.' Below this, there are three questions: 'Annual Base Salary: Minimum', 'Annual Base Salary: Maximum', and 'Annual Base Salary: Actual'. Each question has a text input field and a dollar sign. Below the salary questions, there is a section titled 'Position Details' with two questions: 'Number of FTEs in this Position' and 'Years in Position'. Each question has a text input field. At the bottom, there are three buttons: 'Save', 'Cancel', and 'Save & Next >'. The 'Save & Next >' button is highlighted with an orange box.

Accessing Results When Available

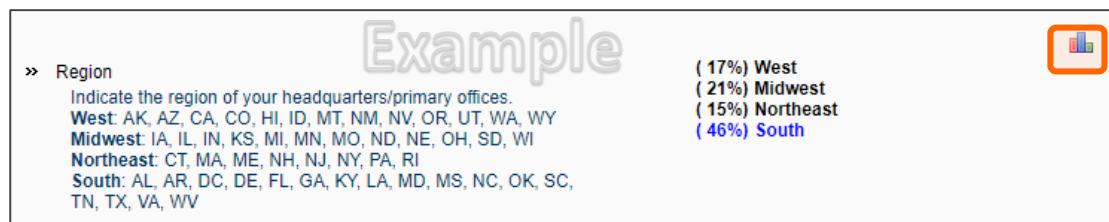
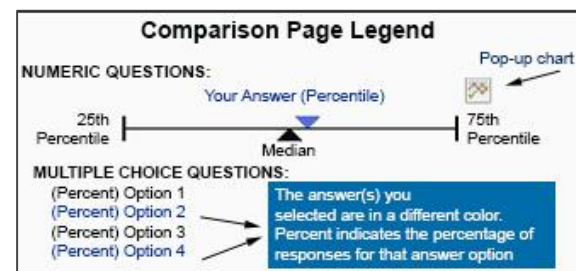
When released, results will be available once enough data has been collected –
Access to results is based on participation (or a purchase).

Non-members and non-participants may be required to purchase access to survey results.

- Results are available in two formats – question by question comparisons and personal, dynamic reports.
 - **Question Comparisons:** Accessed from the 2nd tab on your home page, question by question comparisons allow you to see how you compare to other participants for every question in the survey.
 - **Reports:** Accessed from the 3rd tab on your home page, personalized, dynamic reports provide you with a collection of results information presented in either chart or table format.
- To ensure data anonymity, all results are aggregated and a minimum of 5 data points is required, even when filters are applied.
 - Numeric results are presented in quartiles, values that divide a list of numbers into quarters:
 - 25th Percentile/first quartile: 25% of the data fall below this percentile.
 - 50th Percentile/median: The median represents the middle number where 50% of answers are lower and 50% are higher.
 - 75th Percentile/third quartile: 75% of the data fall below this percentile.
 - Multiple Choice results are reported with the percentage of answers associated with each response option for that question.
 - Unless a chart is presenting multiple pieces of data (such as in a pie chart), your responses will be presented in a different color.

Compare Companies - Question by Question Comparisons

- From **Compare Companies** tab, click on any question group or sub-group to view your response compared to the **aggregate** results.
- Click on the icon to the right of each question to view the data in a chart, which can then be saved as either PDF or PPT.



Using Filters

Filters allow you to drill down and compare your answers to a subset of **aggregate** respondents. All results continue to be aggregated with a minimum of 5 data points, even when filters are applied.

- Click **Edit** to activate the filters.

The screenshot shows a filter configuration window. At the top right, there is an 'Edit' button. Below it, a table lists filter types: 'Filter', 'Numeric Filter', 'Multiple Select Filter', and 'Single Select Filter'. The 'Value' column shows 'Any' for the first three and 'Any' for the last. The main area shows a 'Numeric Filter' with a slider from 0 to 50M. Below the slider is a 'Multiple Select Filter' with three options: 'Any', 'Answer 1', and 'Answer 2', all of which are checked. At the bottom, there is a 'Single Select Filter' with a dropdown menu set to 'Any'. In the top right corner of the main area, there are 'Done' and 'Clear' buttons.

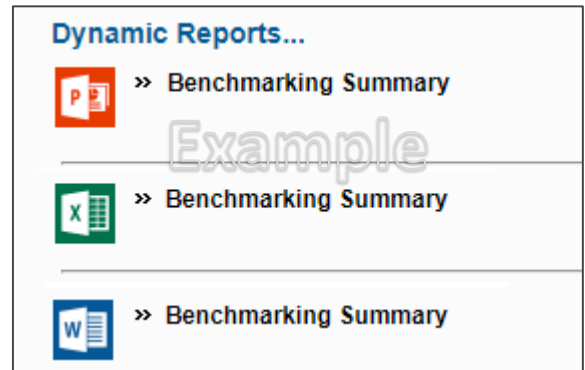
- **Numeric filters:** Click **Add** to activate sliders.
Use slide bar to set a numeric range by moving the blue squares or enter a number in boxes.
- **Single-select filters (if available):** Choose one answer from the drop down menu.
- **Multi-select filters (if available):** Check the items you wish to include.
- **NOTE: Any** indicates that the filter is **NOT** applied. To include all accounts that answered the question, select the full range of data in a numeric filter and select check all answer options in a multiple choice filter.
- Watch the filter message change as you select filters. A warning message will display when you have filtered too far to return results.
- If your filters do not return enough responses, change your filter settings by:
 - Widening the range of a numeric filter.
 - Turning off a numeric filter by clicking the **X**.
 - Returning a multiple choice filter to **Any**.
 - Click **Clear** to start over and select different filter options.
- When you have the filter settings you desire, click **Done** to close the filter area.

The screenshot shows the filter configuration window with the 'Edit' button highlighted. Below it, a table lists filter types: 'Filter', 'Numeric Filter', 'Multiple Select Filter', and 'Single Select Filter'. The 'Value' column shows 'Any' for the first three and 'Any' for the last. The main area shows a 'Numeric Filter' with a slider from 0 to 50M. Below the slider is a 'Multiple Select Filter' with three options: 'Any', 'Answer 1', and 'Answer 2', all of which are checked. At the bottom, there is a 'Single Select Filter' with a dropdown menu set to 'Any'. In the top right corner of the main area, there are 'Done' and 'Clear' buttons. In the bottom right corner, there is a 'Save As Favorite...' button and a '(Filter Help)' link.

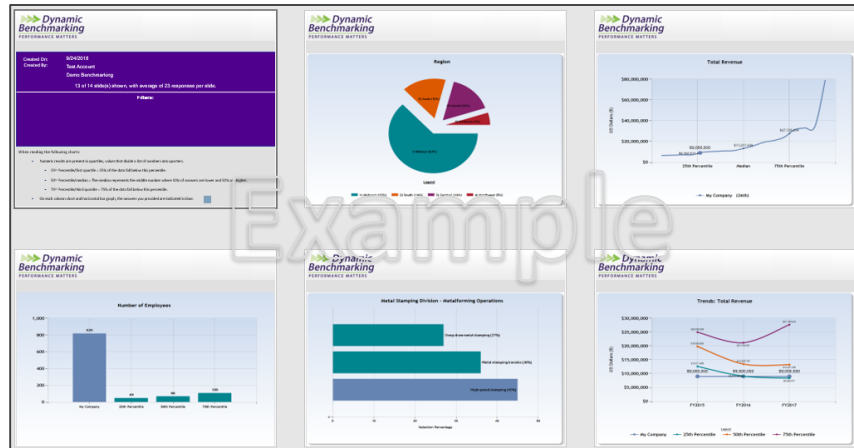
- Once you have found a filter setting that works for you, save it as a filter favorite to easily use again.
- Filters will carry forward onto subsequent compare pages as well as the reports page, until they are cleared.

Personalized, Dynamic Reports

- From your reports tab, click on a report name to download your personalized report.
 - PowerPoint** reports display data in charts and graphs, including year-over-year and multi-year trend charts.
 - Excel** reports display data in spreadsheet format.
 - Word** reports display data in tables with summary details.



- Use filters to get the most out of your results.
- Filters applied to question by question comparisons will carry forward into reports until they are cleared.



How Data is Displayed in Multi-Year Trend Charts – When Available

Trend chart reporting follows the minimum number of accounts and data points required by the platform to display results:

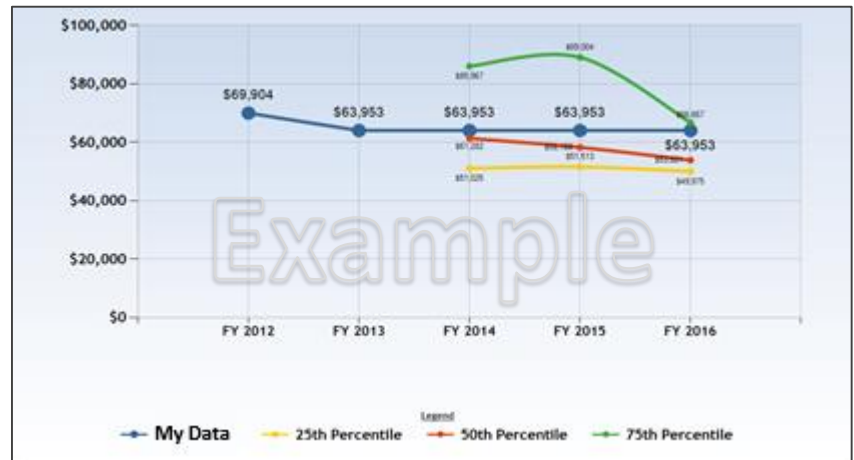
- Five (5)** accounts must meet the filter criteria set for EACH trend year.
- Five (5)** data points are required for EACH trend year.

In the example shown:

- The minimum number of accounts (**5**) was met to display the trend report.
- The minimum number of accounts (**5**) was NOT met for years FY2012 and FY2013. Therefore, no trend values/dots are shown for FY2012 or FY2013 on the chart.
- The minimum number of data points (**5**) WAS met for FY2014, FY2015 and FY2016, and trend values/dots are displayed for these years.

*If there is not enough data for a **specific year**, that year will not display a trend value/dot.*

If the first or last year do not have enough data points, then the trend line will not be drawn to that year.



Managing Your Account

From the “My Account” page, you can: (link located at the top right of the screen)

- Review the Terms of Use, Privacy Policy, and Cookie Policy

General Help

All current browser versions are fully supported as follows (older versions of browsers may work but will not provide the best experience):

- Use the recommended browser settings for security and cookie settings. Cookies must be enabled to support the logging in process.
- Internet Explorer 11 - support for IE is going to be phased out when Windows 7 is no longer supported by Microsoft.
- Microsoft Edge – browser that comes with Windows 10.
- Chrome/Firefox/Safari – these browsers auto-update so the latest version should be used.