

NHRS MEMBER SATISFACTION SURVEY SUMMARY

Q3 Fiscal Year 2017

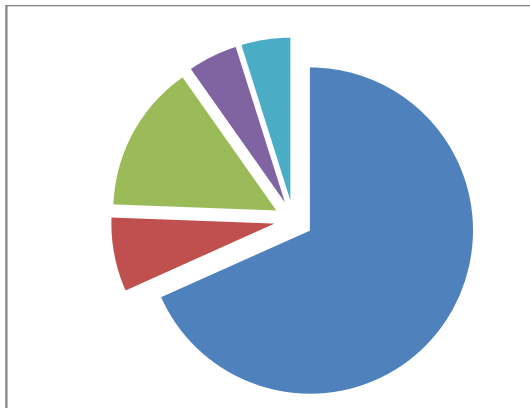
Overview

NHRS has been utilizing member satisfaction surveys since July 2013. The following summary provides a high-level overview of key survey results for Member Services and from weekly telephone surveys of randomly selected stakeholders by the Executive Director. Negative comments are identified when responses are received, and in keeping with our mission to provide superior service, managers reach out to anyone who had an unsatisfactory experience and provided their name and/or contact information.

Active Members

Separate surveys are provided to members who are involved in the following interactions: (1) appointment with a benefits specialist; (2) request for a written pension estimate; (3) withdrawal or rollover of accumulated contributions; or (4) purchase of service credit. There are several common questions on each survey, and the responses to all of the common questions are aggregated below:

Overall Satisfaction



Question: Overall, how satisfied are you with your experience?

Very Satisfied	82.0% (82 responses)
Somewhat Satisfied	7.0% (7 responses)
Neutral	6.0% (6 responses)
Somewhat Dissatisfied	2.0% (2 responses)
Very Dissatisfied	3.0% (3 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	69.0%	14.1%	15.5%	0.0%	1.4%
Email	67.3%	18.4%	14.3%	0.0%	0.0%
Initial contact with representative	86.8%	7.2%	2.4%	2.4%	1.2%

Question: How satisfied are you with the service provided by the NHRS representative who assisted you?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Friendliness / Professionalism / Courtesy	84.7%	8.2%	1.2%	3.5%	2.4%
Knowledge	88.2%	4.7%	5.9%	1.2%	0.0%
Clarity of verbal explanation	82.1%	7.1%	6.0%	0.0%	4.8%
Clarity of written materials	82.5%	8.7%	7.5%	0.0%	1.2%

Response rates for individual surveys

Appointments: 272 sent / 61 returned / 22.4%	Withdrawal / Rollover: 232 sent / 20 returned / 8.6%
Estimates: 180 sent / 16 returned / 8.9%	Service Credit: 66 sent / 5 returned / 7.6%

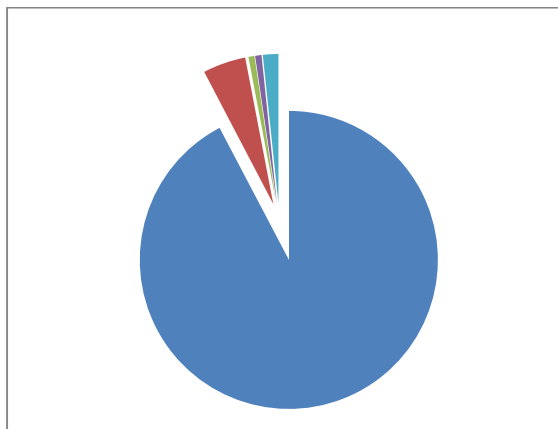
Retirees

One universal survey is provided to retirees who have an interaction (either in person or by phone) with NHRS.

The top retiree interactions for the quarter are:

- (1) questions regarding benefit – 23.71%;
- (2) 1099R or W-4P – 15.26%;
- (2) other – 15.26%;
- (3) name/address change – 12.53%;
- (4) income verification – 11.44%;
- (5) direct deposit – 10.63%;
- (6) death/survivor benefits – 7.36%;
- (7) option or beneficiary changes – 3.81%;

Overall Satisfaction



Question: Overall, how satisfied are you with your experience?

■ Very Satisfied	92.3% (276 responses)
■ Somewhat Satisfied	4.6% (14 responses)
■ Neutral	0.7% (2 responses)
■ Somewhat Dissatisfied	0.7% (2 responses)
■ Very Dissatisfied	1.7% (5 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	88.9%	5.4%	3.6%	0.0%	2.1%
Email	85.2%	3.7%	9.3%	0.0%	1.8%
Reception upon arrival	96.9%	0.0%	3.1%	0.0%	0.0%

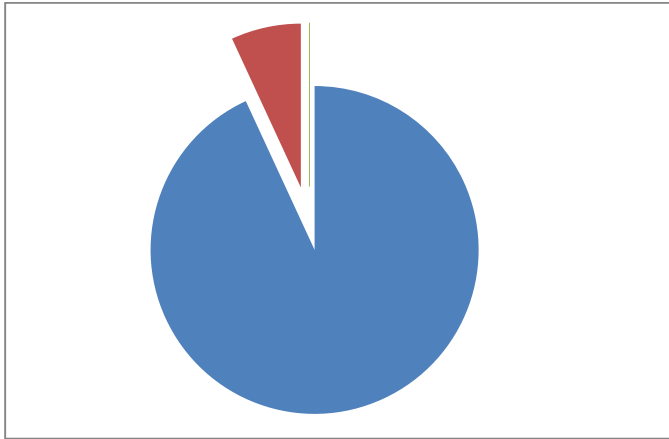
Question: How satisfied are you with the service provided by the NHRS representative who assisted you?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Friendliness / Professionalism / Courtesy	98.3%	1.0%	0.7%	0.0%	0.0%
Knowledge	94.1%	2.9%	0.0%	0.7%	2.2%
Clarity of verbal explanation	93.9%	2.3%	0.4%	1.1%	2.3%
Clarity of written materials	92.4%	4.5%	0.0%	2.3%	0.8%

Response Rate: 1155 sent / 306 returned / 26.5%

Telephone Surveys

The Executive Director contacts stakeholders via telephone to inquire about their level of satisfaction with NHRS. On a weekly basis, a list of ten (10) members who have visited NHRS, called NHRS, or attended an education session held by NHRS' Public Information Office (PIO) are selected at random and provided to the Executive Director. The Executive Director, in turn, contacts or attempts to contact each member to inquire about their satisfaction with the service received. Below are the results for the quarter.

Overall Satisfaction



Question: "I am calling to see if you are happy with the service you received from our staff."

■ Positive	93.1% (54 responses)
■ Neutral	6.9% (4 responses)
■ Negative	0.0% (0 responses)

Response rate: 120 calls made / 58 responses/ 48.3%
