

NHRS MEMBER SATISFACTION SURVEY SUMMARY

Q1 Fiscal Year 2018

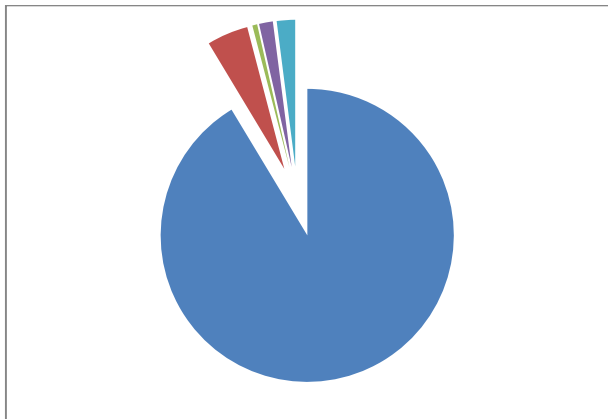
Overview

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	91.4% (180 responses)
Somewhat Satisfied	4.6% (9 responses)
Neutral	0.5% (1 response)
Somewhat Dissatisfied	1.5% (3 responses)
Very Dissatisfied	2.0% (4 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	72.4%	12.4%	11.4%	0.9%	2.9%
Email	70.8%	9.7%	16.7%	0.0%	2.8%
Initial contact with representative	90.8%	6.7%	1.7%	0.0%	0.8%

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	96.6%	0.9%	1.6%	0.0%	0.9%
Knowledge	93.3%	1.7%	0.0%	2.5%	2.5%
Clarity of verbal explanation	89.9%	5.9%	3.4%	0.8%	0.0%
Clarity of written materials	86.4%	9.3%	0.9%	1.7%	1.7%

Response rates for individual surveys

Appointments: 260 sent / 92 returned / 35.4%	Withdrawal / Rollover: 306 sent / 24 returned / 7.8%
Estimates: 218 sent / 27 returned / 12.7%	Service Credit: 66 sent / 5 returned / 7.6%

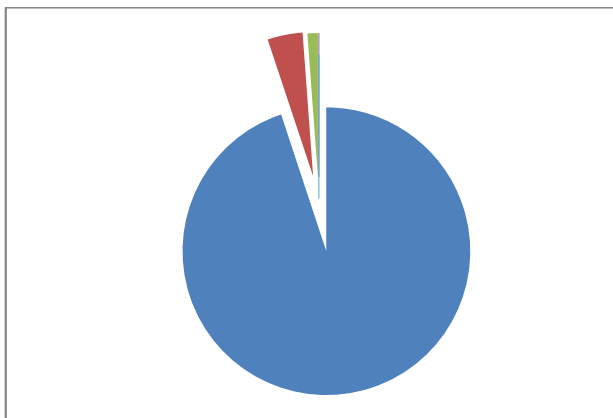
Retirees

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 – 22.46%;
- (2) direct deposit – 18.26%;
- (3) income verification – 14.22%;
- (4) name/address change – 13.57%;
- (5) other – 12.60%;
- (6) 1099R or W-4P – 7.75%;
- (7) death/survivor benefits – 6.62%;
- (8) option or beneficiary change – 4.52%.

Overall Satisfaction



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

■ Very Satisfied	94.2% (441 responses)
■ Somewhat Satisfied	3.2% (15 responses)
■ Neutral	1.7% (8 responses)
■ Somewhat Dissatisfied	0.0% (0 responses)
■ Very Dissatisfied	0.9% (4 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	86.6%	9.3%	2.7%	0.7%	0.7%
Email	86.3%	7.7%	6.0%	0.0%	0.0%
Reception upon arrival	89.0%	6.0%	5.0%	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	97.6%	1.3%	0.9%	0.0%	0.2%
Knowledge	95.6%	3.5%	0.7%	0.2%	0.0%
Clarity of verbal explanation	95.7%	2.4%	1.2%	0.7%	0.0%
Clarity of written materials	92.9%	2.1%	3.3%	0.0%	1.7%

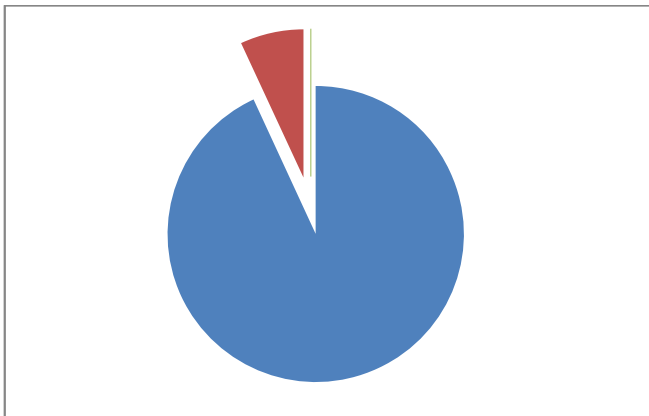
Response Rate: 668 sent /481 returned / 72.0%

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	91.4% (53 responses)
■ Neutral	5.2% (3 responses)
■ Negative	3.4% (2 responses)

Response rate: 130 calls made / 58 responses/ 44.6%
