

## NHRS MEMBER SATISFACTION SURVEY SUMMARY

Q4 Fiscal Year 2018

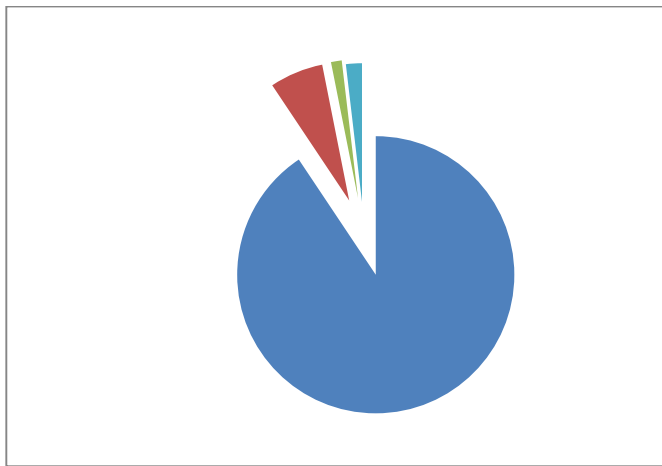
### Overview

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	90.6% (145 responses)
■ Somewhat Satisfied	6.2% (10 responses)
■ Neutral	1.3% (2 response)
■ Somewhat Dissatisfied	0.0% (0 responses)
■ Very Dissatisfied	1.9% (3 responses)

<b>Question:</b> How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	79.1%	12.4%	6.2%	1.5%	0.8%
Email	80.6%	10.8%	6.4%	1.1%	1.1%
Initial contact with representative	93.2%	4.5%	2.3%	0.0%	0.0%

<b>Question:</b> 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	94.1%	3.3%	0.0%	1.3%	1.3%
Knowledge	94.9%	2.6%	0.6%	1.3%	0.6%
Clarity of verbal explanation	94.2%	4.0%	0.6%	0.6%	0.6%
Clarity of written materials	88.8%	5.3%	2.0%	2.6%	1.3%

#### Response rates for individual surveys

Appointments: 409 sent / 119 returned / 29.1%	Withdrawal / Rollover: 247 sent / 25 returned / 10.1%
Estimates: 271 sent / 33 returned / 12.2%	Service Credit: 44 sent / 11 returned / 25.0%

## Retirees

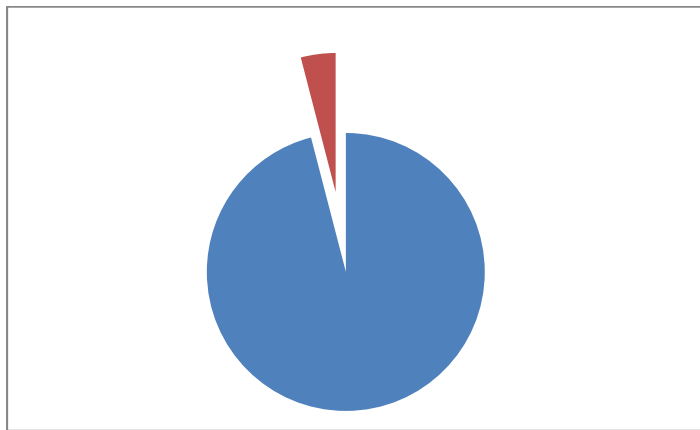
One universal survey is provided to retirees who have an interaction (either in person or by phone) with NHRS.

The top retiree interactions for the quarter are:

- (1) 1099R or W-4P – 26.58%;
- (2) questions regarding benefit – 19.62%;
- (3) other – 12.66%;
- (4) income verification – 11.71%;
- (5) direct deposit – 11.39%;
- (6) name/address change – 6.65%;
- (7) death/survivor benefits – 6.33%;
- (8) option or beneficiary change – 5.02%;
- (9) gainful occupation reporting – 0.95%

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### Overall Satisfaction



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

Very Satisfied	96.0% (238 responses)
Somewhat Satisfied	4.0% (10 responses)
Neutral	0.0% (0 responses)
Somewhat Dissatisfied	0.0% (0 responses)
Very Dissatisfied	0.0% (0 responses)

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<b>Question:</b> How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	89.4%	7.2%	2.1%	0.0%	1.3%
Email	90.7%	5.6%	3.7%	0.0%	0.0%
Reception upon arrival	100.0%	0.0%	0.0%	0.0%	0.0%

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<b>Question:</b> 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%	2.4%	0.0%	0.0%	0.0%
Knowledge	98.3%	1.7%	0.0%	0.0%	0.0%
Clarity of verbal explanation	98.2%	0.9%	0.9%	0.0%	0.0%
Clarity of written materials	91.3%	4.7%	1.6%	2.4%	0.0%

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Response Rate: 422 sent /257 returned / 60.9%

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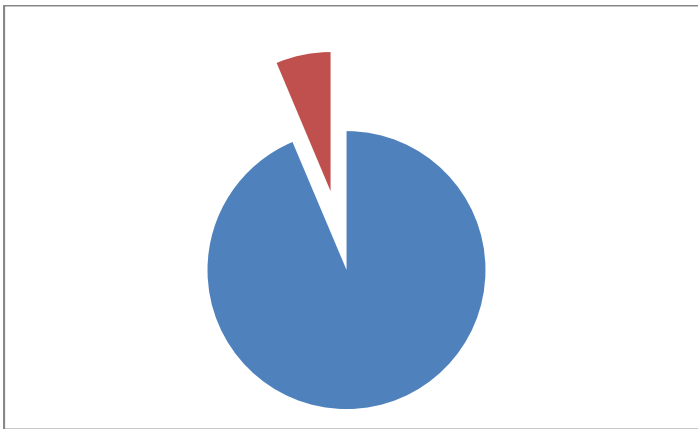
## Telephone Surveys

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.

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### Overall Satisfaction



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

■ Positive	93.7% (59 responses)
■ Neutral	6.3% (4 responses)
■ Negative	0.0% (0 responses)

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Response rate: 110 calls made / 63 responses/ 57.3%

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