

NHRS MEMBER SATISFACTION SURVEY SUMMARY

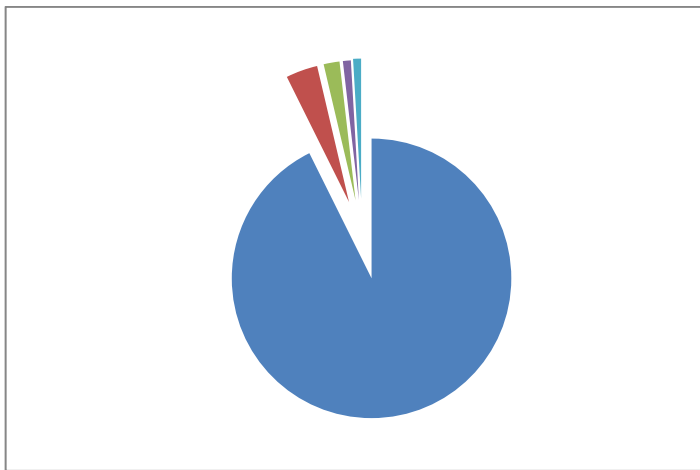
Q2 Fiscal Year 2020

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:



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

■ Very Satisfied	87.42% (132 responses)
■ Somewhat Satisfied	5.96% (9 responses)
■ Neutral	2.65% (4 responses)
■ Somewhat Dissatisfied	1.32% (2 responses)
■ Very Dissatisfied	2.65% (4 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	73.04%	13.48%	11.24%	1.12%	1.12%
Email	82.05%	6.42%	8.97%	1.28%	1.28%
Initial contact with representative	87.74%	8.49%	1.89%	0.94%	0.94%

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	94.18%	0.97%	3.88%	0.00%	0.97%
Knowledge	91.59%	2.80%	3.74%	0.00%	1.87%
Clarity of verbal explanation	89.62%	3.77%	4.72%	0.00%	1.89%
Clarity of written materials	89.52%	2.86%	4.76%	0.00%	2.86%

Appointments: 252 sent/ 83 returned / 32.94%	Withdrawal / Rollover: 214 sent / 20 returned / 9.35%
Estimates: 398 sent / 45 returned / 11.31%	Service Credit: 70 sent / 4 returned / 5.71%

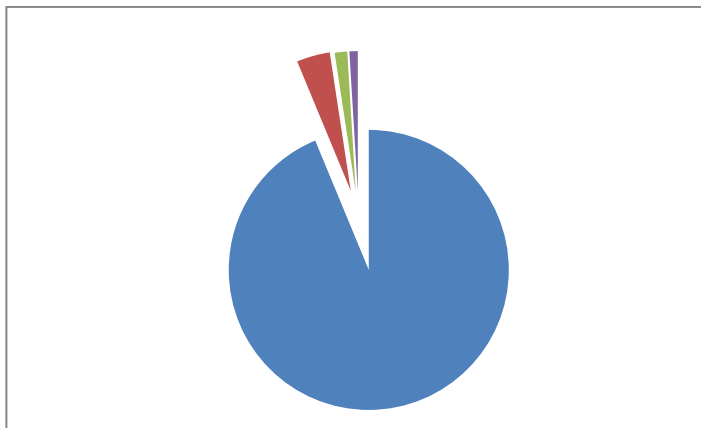
Retirees

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 – 22.01%
- (2) other – 20.06%
- (3) name/address change – 15.53%
- (4) income verification– 11.97%
- (5) direct deposit – 11.33%
- (6) death/survivor benefits – 7.77%
- (7) option or beneficiary change – 6.15%
- (8) 1099R or W-4P – 5.18%
- (9) gainful occupation – 0.00%

Overall Satisfaction



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

Very Satisfied	93.75% (195 responses)
Somewhat Satisfied	3.85% (8 responses)
Neutral	1.44% (3 responses)
Somewhat Dissatisfied	0.96% (2 responses)
Very Dissatisfied	0.00% (0 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	84.34%	8.08%	6.57%	1.01%	0.00%
Email	93.18%	6.82%	0.00%	0.00%	0.00%
Reception upon arrival	95.92%	4.08%	0.00%	0.00%	0.00%

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	97.60%	1.92%	0.48%	0.00%	0.00%
Knowledge	95.36%	3.61%	1.03%	0.00%	0.00%
Clarity of verbal explanation	96.79%	3.21%	0.00%	0.00%	0.00%
Clarity of written materials	93.91%	4.35%	1.74%	0.00%	0.00%

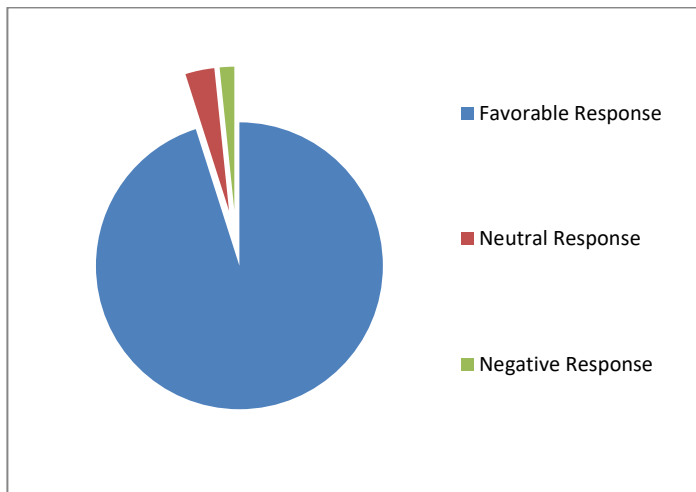
Response Rate: 637sent /213 returned / 33.44%

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 or called NHRS are selected at random and provided to the Executive Director.

The Executive Director, in turn, contacts or attempts to contact each member on the list 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	95.1% (58 responses)
■ Neutral	3.3% (2 responses)
■ Negative	1.6% (1 response)

Response rate: 130 calls made / 61 responses/ 46.9%
