

## NHRS MEMBER SATISFACTION SURVEY SUMMARY

Q3 Fiscal Year 2021

### 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. 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	80.00% (16 responses)
Somewhat Satisfied	0.00% (0 responses)
Neutral	15.00% (3 responses)
Somewhat Dissatisfied	0.00% (0 responses)
Very Dissatisfied	5.00% (1 response)

<b>Question:</b> How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	87.50%	0.00%	12.50%	0.00%	0.00%
Email	100.00%	0.00%	0.00%	0.00%	0.00%
Initial contact with representative	77.78%	11.11%	0.00%	0.00%	11.11%

<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	87.50%	0.00%	12.50%	0.00%	0.00%
Knowledge	90.00%	10.00%	0.00%	0.00%	0.00%
Clarity of verbal explanation	100.00%	0.00%	0.00%	0.00%	0.00%
Clarity of written materials	100.00%	0.00%	0.00%	0.00%	0.00%

Appointments: 79 sent / 0 returned / 0.00%	Withdrawal / Rollover: 137 sent / 7 returned / 5.11%
Estimates: 496 sent / 30 returned / 6.05%	Service Credit: 18 sent / 1 returned / 5.56%

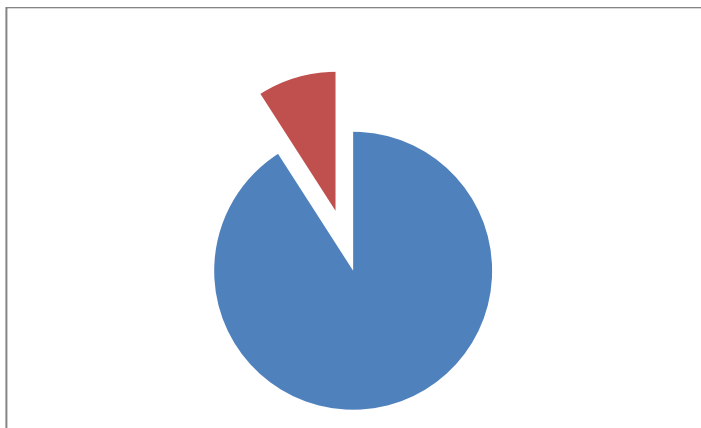
## Retirees

One universal survey was provided to retirees who had an interaction (either in person or by phone) with NHRS. These surveys were eliminated with the launch of the contact center when a brief three question survey was added to the end of calls. Although no surveys were sent during the quarter, below are the results of surveys sent in the previous quarter, but received in this quarter.

The top retiree interactions for the quarter were:

- (1) direct deposit – 29.82%
- (2) name/address change – 26.32%
- (3) death/survivor benefits – 22.81%
- (4) 1099R or W-4P – 12.28%
- (5) other – 5.26%
- (6) income verification– 3.51%

### Overall Satisfaction



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

Very Satisfied	90.91% (50 responses)
Somewhat Satisfied	9.09% (5 responses)
Neutral	0.00% (0 responses)
Somewhat Dissatisfied	0.00% (0 responses)
Very Dissatisfied	0.00% (0 responses)

<b>Question:</b> How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	78.95%	14.03%	7.02%	0.00%	0.00%
Email	90.00%	10.00%	0.00%	0.00%	0.00%
Reception upon arrival	58.33%	8.34%	33.33%	0.00%	0.00%

<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	96.36%	3.64%	0.00%	0.00%	0.00%
Knowledge	92.45%	5.66%	1.89%	0.00%	0.00%
Clarity of verbal explanation	95.92%	4.08%	0.00%	0.00%	0.00%
Clarity of written materials	93.55%	6.45%	0.00%	0.00%	0.00%

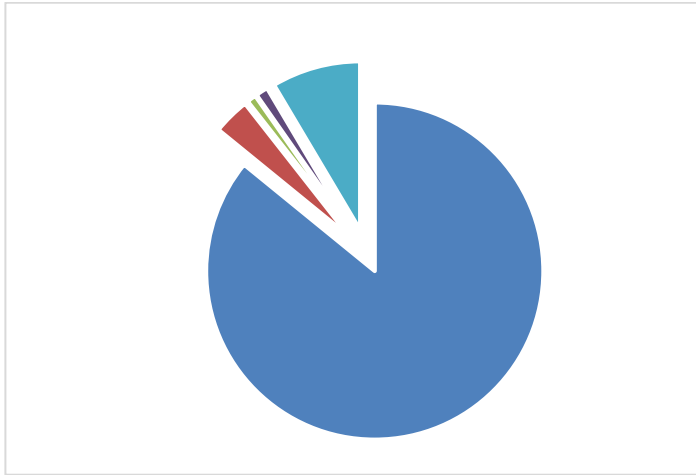
Response Rate: 0 sent /57 returned / 0.00%

## Contact Center

The contact center opened in December 2020 to transform member services operations to better meet the needs of our stakeholders. Callers are offered the option to stay on the line after their call is finished to complete a brief, three (3) question survey. The following summary provides a high-level overview of the results for this survey.

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### Overall Satisfaction



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

Very Satisfied	85.88% (292 responses)
Somewhat Satisfied	3.53% (12 responses)
Neutral	0.88% (3 responses)
Somewhat Dissatisfied	1.18% (4 responses)
Very Dissatisfied	8.53% (29 responses)

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**Question:** Was this the first time you contact NHRS about this issue?

Yes	No
68.22%	31.78%

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**Question:** Overall, how satisfied are you with the service provided by the representative who assisted you?

Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
96.03%	1.13%	0.57%	0.00%	2.27%

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Response Rate: 8,006 calls received /390 surveys completed / 4.87%

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