

**NHRS MEMBER SATISFACTION SURVEY SUMMARY**  
**Q4 Fiscal Year 2017**

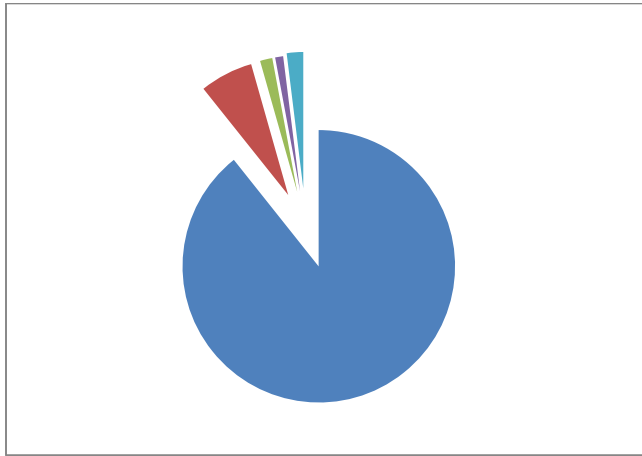
**Overview**

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 89.3% (183 responses)
- Somewhat Satisfied 6.3% (13 responses)
- Neutral 1.5% (3 responses)
- Somewhat Dissatisfied 1.0% (2 responses)
- Very Dissatisfied 1.9% (4 responses)

<b>Question:</b> How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	76.6%	12.8%	9.2%	1.4%	0.0%
Email	84.4%	11.0%	3.7%	0.9%	0.0%
Initial contact with representative	94.0%	3.6%	1.8%	0.0%	0.6%

<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	95.8%	1.8%	1.8%	0.0%	0.6%
Knowledge	97.6%	0.0%	1.8%	0.0%	0.6%
Clarity of verbal explanation	95.9%	0.0%	2.3%	0.6%	1.2%
Clarity of written materials	92.1%	4.3%	2.4%	0.6%	0.6%

**Response rates for individual surveys**

Appointments: 516 sent / 141 returned / 27.3%	Withdrawal / Rollover: 271 sent / 28 returned / 10.3%
Estimates: 191 sent / 34 returned / 17.8%	Service Credit: 55 sent / 3 returned / 5.4%

## Retirees

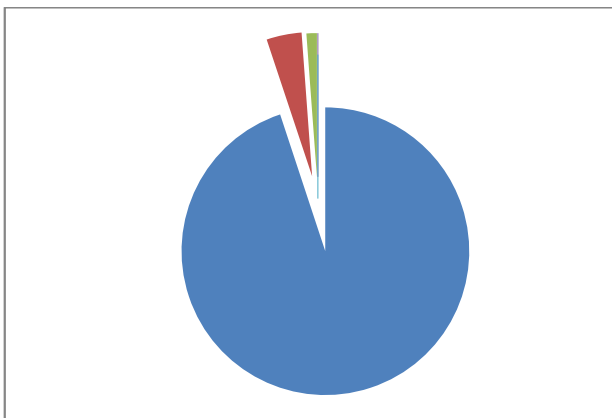
One universal survey is provided to retirees who have an interaction (either in person or by phone) with NHRS.

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%;

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### Overall Satisfaction



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

■ Very Satisfied	94.9% (242 responses)
■ Somewhat Satisfied	3.9% (10 responses)
■ Neutral	1.2% (3 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	86.5%	9.4%	1.6%	0.0%	2.5%
Email	85.8%	7.1%	7.1%	0.0%	0.0%
Reception upon arrival	92.6%	5.6%	0.0%	1.8%	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	98.4%	1.6%	0.0%	0.0%	0.0%
Knowledge	97.7%	2.3%	0.0%	0.0%	0.0%
Clarity of verbal explanation	96.1%	3.9%	0.0%	0.0%	0.0%
Clarity of written materials	92.0%	5.6%	0.8%	1.6%	0.0%

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Response Rate: 805 sent /262 returned / 32.5%

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## Telephone Surveys

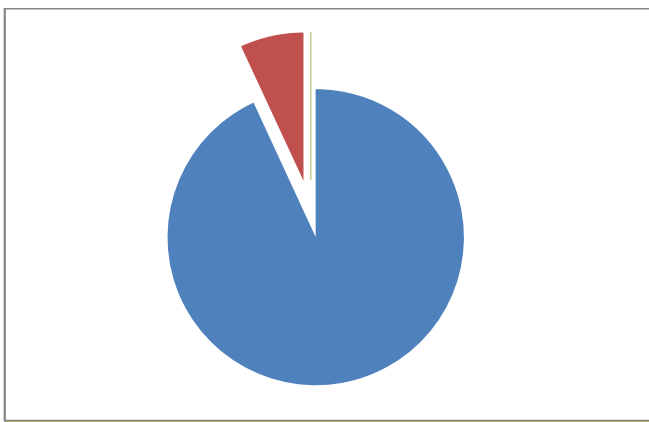
The Executive Director contacts stakeholders via telephone to inquire about their level of satisfaction with NHRS. On a weekly basis, a list of ten (10) members who have visited NHRS, called NHRS, or attended an education session held by NHRS' Public Information Office (PIO) are selected at random and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

In late June, the Executive Director began conducting employer outreach to determine the level of satisfaction employers have with NHRS. A list of five (5) employers who have been in contact with either the Employer Account Representative or the Employer Contribution & Reconciliation Specialist are added to the Executive Director's call list each week for a combined total of fifteen (15) calls.

The Executive Director, in turn, contacts or attempts to contact each member or employer 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	94.3% (66 responses)
■ Neutral	5.7% (4 responses)
■ Negative	0.0% (0 responses)

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Response rate: 135 calls made / 70 responses/ 51.8%

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