

NHRS MEMBER SATISFACTION SURVEY SUMMARY

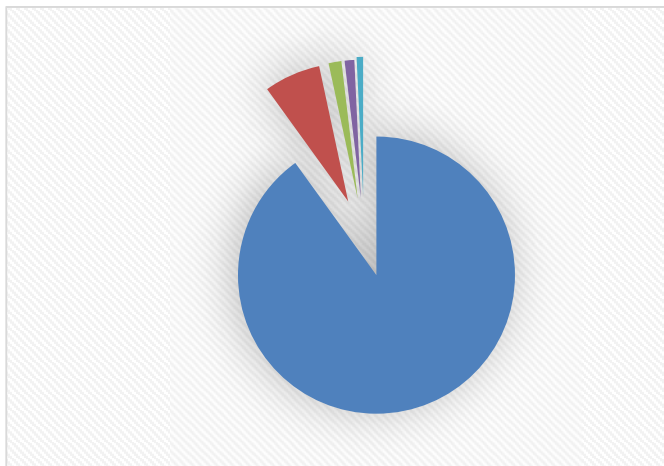
Fiscal Year 2019

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	90.0% (479 responses)
Somewhat Satisfied	6.6% (35 responses)
Neutral	1.5% (8 responses)
Somewhat Dissatisfied	1.1% (6 responses)
Very Dissatisfied	0.8% (4 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	77.5%	11.5%	8.6%	1.7%	0.7%
Email	77.2%	9.4%	11.8%	1.2%	0.4%
Initial contact with representative	91.7%	5.3%	1.5%	1.3%	0.2%

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	96.5%	2.0%	1.2%	0.3%	0.0%
Knowledge	96.5%	1.5%	1.0%	0.3%	0.7%
Clarity of verbal explanation	95.2%	2.8%	1.0%	0.5%	0.5%
Clarity of written materials	93.0%	3.6%	2.0%	0.7%	0.7%

Appointments: 1390 sent / 437 returned / 31.4%	Withdrawal / Rollover: 1161 sent / 67 returned / 5.8%
Estimates: 1049 sent / 127 returned / 12.1%	Service Credit: 252 sent / 13 returned / 5.2%

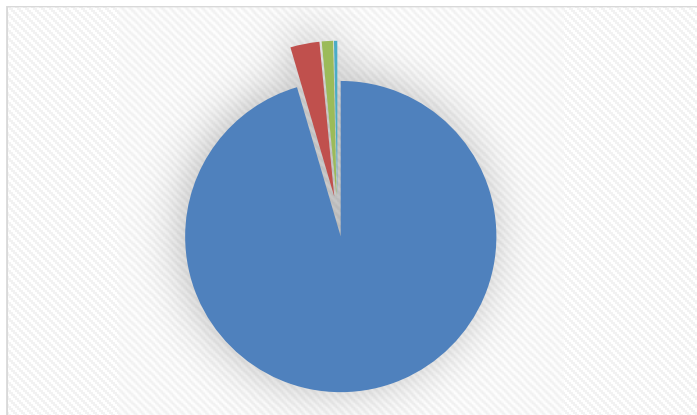
Retirees

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 fiscal year are:

- (1) questions regarding benefit – 21.74%
- (2) other – 14.61%
- (3) 1099R or W-4P – 14.13%
- (4) income verification– 12.80%
- (5) direct deposit – 11.59%
- (5) name/address change – 11.59%
- (6) death/survivor benefits – 8.45%
- (7) option or beneficiary change – 5.02%
- (8) gainful occupation – 0.48%

Overall Satisfaction



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

Very Satisfied	95.5% (568 responses)
Somewhat Satisfied	3.0% (18 responses)
Neutral	1.2% (7 responses)
Somewhat Dissatisfied	0.0% (0 responses)
Very Dissatisfied	0.3% (2 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	90.4%	6.6%	2.1%	0.5%	0.4%
Email	89.0%	4.4%	6.6%	0.0%	0.0%
Reception upon arrival	100.0%	0.0%	0.0%	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	97.8%	1.5%	0.7%	0.0%	0.0%
Knowledge	98.0%	1.7%	0.3%	0.0%	0.0%
Clarity of verbal explanation	96.0%	2.4%	1.3%	0.3%	0.0%
Clarity of written materials	95.7%	3.0%	1.3%	0.0%	0.0%

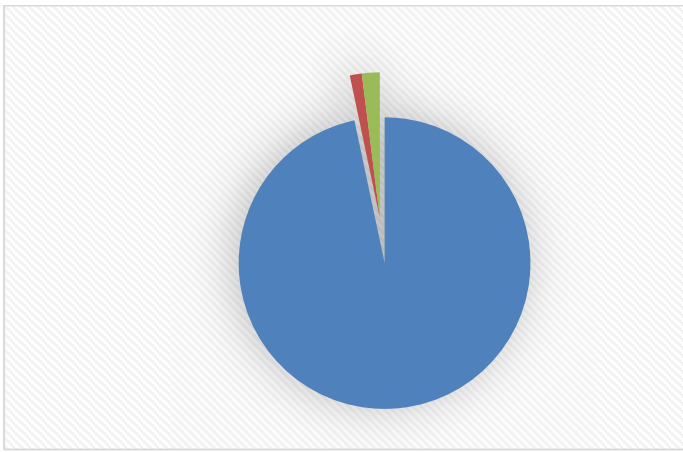
Response Rate: 2097 sent /831 returned / 39.6%

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 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	96.7% (146 responses)
■ Neutral	1.3% (2 responses)
■ Negative	2.0% (3 responses)

Response rate: 470 calls made / 199 responses/ 42.3%
