

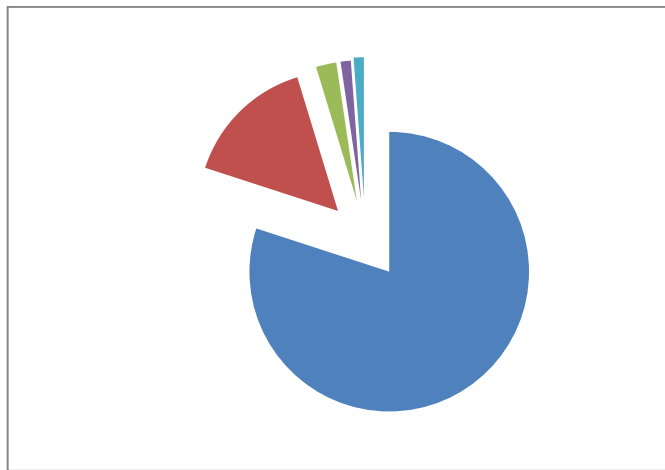
NHRS MEMBER SATISFACTION SURVEY SUMMARY
Fiscal Year 2022

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 76.61% (190 responses)
- Somewhat Satisfied 16.93% (42 responses)
- Neutral 3.23% (8 responses)
- Somewhat Dissatisfied 2.42% (6 responses)
- Very Dissatisfied 0.81% (2 responses)

Question: How satisfied are you with the following?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Phone system	74.19%	4.84%	12.90%	4.84%	3.23%
Email	76.79%	14.29%	7.14%	1.78%	0.00%
Initial contact with representative	84.93%	9.59%	5.48%	0.00%	0.00%

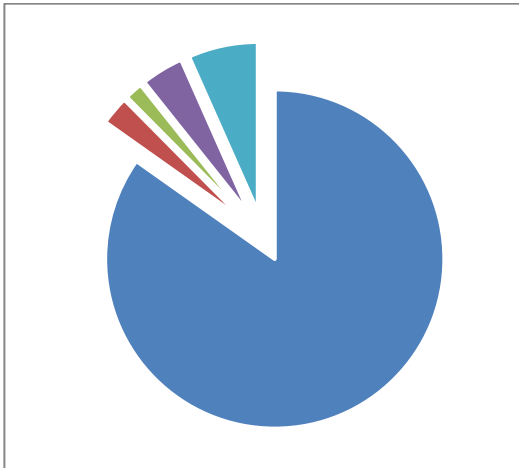
Question: How satisfied are you with the service provided by the NHRS representative who assisted you?	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied
Friendliness / Professionalism / Courtesy	91.06%	2.98%	2.98%	0.00%	2.98%
Knowledge	90.91%	4.54%	3.03%	0.00%	1.52%
Clarity of verbal explanation	89.06%	6.25%	3.13%	0.00%	1.56%
Clarity of written materials	82.46%	7.02%	8.77%	1.75%	0.00%

Appointments: 282 sent / 2 returned / 0.71%	Withdrawal / Rollover: 826 sent / 59 returned / 7.14%
Estimates: 2017 sent / 198 returned / 9.82%	Service Credit: 167 sent / 19 returned / 11.38%

Contact Center

The contact center opened in December 2020 to transform member services operations to better meet the needs of our stakeholders. Callers reaching the contact center include active members and retirees. 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.

Overall Satisfaction



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

■ Very Satisfied	84.80% (982 responses)
■ Somewhat Satisfied	2.76% (32 responses)
■ Neutral	1.73% (20 responses)
■ Somewhat Dissatisfied	4.06% (47 responses)
■ Very Dissatisfied	6.65% (77 responses)

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

Yes	No
67.83%	32.17%

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

Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied*	Very Dissatisfied*
96.22%	1.41%	0.96%	0.18%	1.23%

Response Rate: 31,638 calls received / 1,209 surveys completed / 3.82%

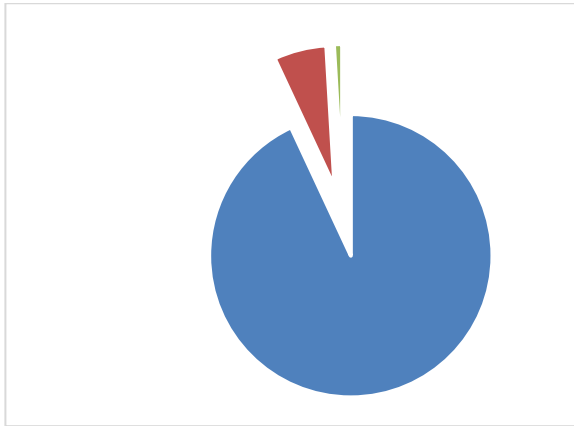
* Contact center management reviews all 'somewhat dissatisfied' and 'very dissatisfied' calls to understand whether members were truly dissatisfied with their service or if they simply selected an incorrect response option. Since calls are recorded, every call in these two categories are listened to and a report is issued. These reports will be used to determine if our survey options need to be modified and also serve as a training tool for our contact center representatives.

ED Telephone Surveys

In October 2021, the Executive Director resumed making calls to stakeholders to inquire about their level of satisfaction with NHRS. These calls had been discontinued in March 2020 at the onset of Covid-19. 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	93.1% (201 responses)
■ Neutral	6.0% (13 responses)
■ Negative	1.0% (2 responses)

Response rate: 390 calls made / 213 responses/ 54.6%
