

2003 ETF CUSTOMER SERVICE SURVEY RESULTS

	Madison	Milwaukee	Both Offices
Total surveys distributed	222	109	331
Total surveys returned	160	52	212
Rate of return	72%	48%	64%

Scheduled Appointments	62%
Un-scheduled Visits (Walk-in)	38%

General Visitor Questions

How many miles did you travel to visit our office?

< 25	25 - 50	50 - 100	> 100
48%	17%	21%	14%

How would you rate your knowledge of the WRS prior to your visit?

	Very Knowledgeable	Somewhat knowledgeable	Not at all knowledgeable
	27%	60%	13%

Have you ever visited an ETF office before?

No	Once	Twice	3 or more times
65%	21%	9%	6%

How satisfied were you with the outcome of your most recent visit?

Satisfied		Dissatisfied	
Very	Somewhat	Very	Somewhat
95%	5%	0%	0%

Did the benefit specialist you met with answer all of your questions?

Yes	No
100%	0%

Scheduled Appointments

Overall, how would you rate the service you received when scheduling an appointment?

Excellent	Good	Fair	Poor
82%	16%	1%	0%

How soon after you contacted ETF was your appointment scheduled?

< 3 weeks	3 - 6 weeks	6 - 8 weeks	> 8 weeks
31%	48%	18%	3%

Did you feel this was a reasonable wait time?

Yes	No
94%	6%

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Walk-in Visitors (No scheduled appointment)

How long did you wait before seeing a benefits specialist? (*in minutes*)

< 30	30 - 45	45 - 60	> 60
94%	4%	2%	0%

Did you feel this was a reasonable wait?

Yes	No
100%	0%

Retirement Benefit Estimates

Did you receive retirement benefit estimates prior to visiting ETF?

Yes	No
87%	13%

Was your retirement estimate easy to understand?

Yes	No
92%	8%

Most frequently read brochures:

Choosing an Annuity Option

Information for Retirees

Internet Use

Do you have Internet access?

Yes	No
81%	19%

Have you ever visited the ETF web site?

Yes	No
67%	33%

Have you used the WRS retirement benefits calculator?

Yes	No
55%	45%

If "Yes," how comfortable are you with using this calculator?

Expert	Just OK	Not comfortable
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30%	59%	11%
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