STATE OF WISCONSIN
Department of Employee Trust Funds
Eric O. Stanchfield
SECRETARY

801 W Badger Road
PO Box 7931
Madison WI 53707-7931

1-877-533-5020 (toll free)
Fax (608) 267-4549
TTY (608) 267-0676
http://etf.wi.gov

CORRESPONDENCE MEMORANDUM

DATE: February 26, 2004

TO: Julie Reneau, Administrator,
Division of Retirement Services

FROM: Anne Boudreau, Director
Member Services Bureau

SUBJECT: 2003 Customer Service Survey

A customer service survey was conducted in the Member Services Bureau from November 2003 through February 2004. Participants who visited the Madison or Milwaukee office were asked to complete the 38-question survey. Considering the length of the survey, the response rate of 64% was greater than expected.

Approximately two-thirds of the respondents (62%) visited an ETF office because they scheduled an appointment to meet one-on-one with a benefits counselor. These meetings usually last one hour. Counselors use that time to explain the various options on the member's retirement estimates, how to complete the form, information about insurance coverage, and an overview of the application process.

Slightly more than one-third of respondents (38%) visited an ETF office without a scheduled appointment, but with the desire to meet with a benefits counselor. Of this group, 94% reported wait times of less than 30 minutes, while 6% reported waits of 30 – 60 minutes.

Members who had received a retirement estimate and packet of information prior to their visit (87%) were asked if the material was understandable. Of that group, 92% said that they understood their retirement estimates. The other 8% reported some difficulty. Primarily, the confusion was caused by lack of understanding retirement options, not necessarily a problem with the forms. No feedback was offered as to how the information might be improved, nor did we specifically solicit this information. It should, however, be an area of focus when next we survey our members.

Access to the Internet and use of the ETF Internet site were also topics of the survey. More than 80% of visitors said that they have Internet access and nearly 70% have visited the ETF Internet site. Of those who did visit the ETF site, 55% said that they had used the retirement estimate calculator. Ninety percent of those who did use the calculator reported that they were comfortable or very comfortable with it.

Members provided a great deal of qualitative information. Nearly all of the comments were compliments about specific counselors, or about their satisfaction with the Department as a whole. Based on these comments and on the quantitative measures of specific survey questions, visitors to either ETF office have been very satisfied. These overall results mirror the equally strong results from the customer service survey conducted in mid-2000.

Reviewed and approved by Julie Reneau,
Administrator, Division of Retirement Services.

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Signature Date

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