

2022 Member Engagement Survey Results

Item 4E – Employee Trust Funds Board


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Office of Communications



Informational item only

- No Board action is required.

Member Engagement Survey



Member Engagement Survey

This annual survey offers the Wisconsin Department of Employee Trust Funds (ETF) the important opportunity to incorporate your valuable feedback as we work to meet your needs. Thank you in advance for sharing your anonymous feedback.

1. How likely are you to recommend ETF as a great organization?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10

25%

Next

Responses

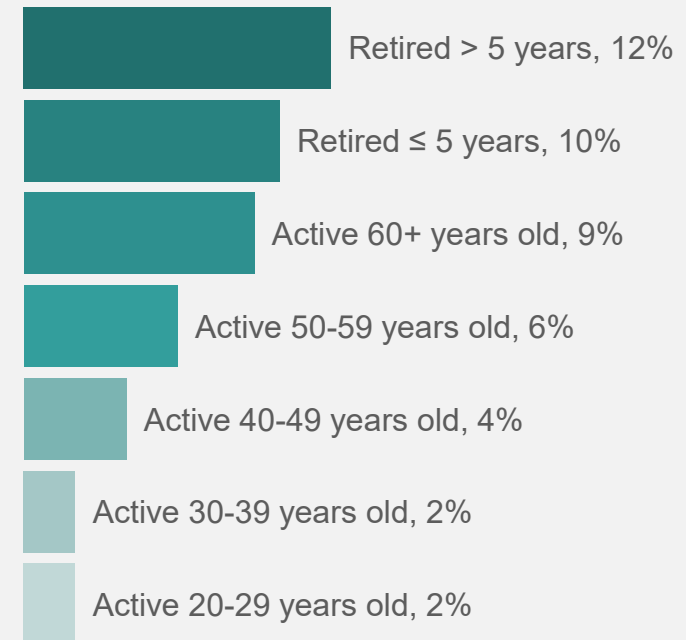


17,128
responses



9%
response rate

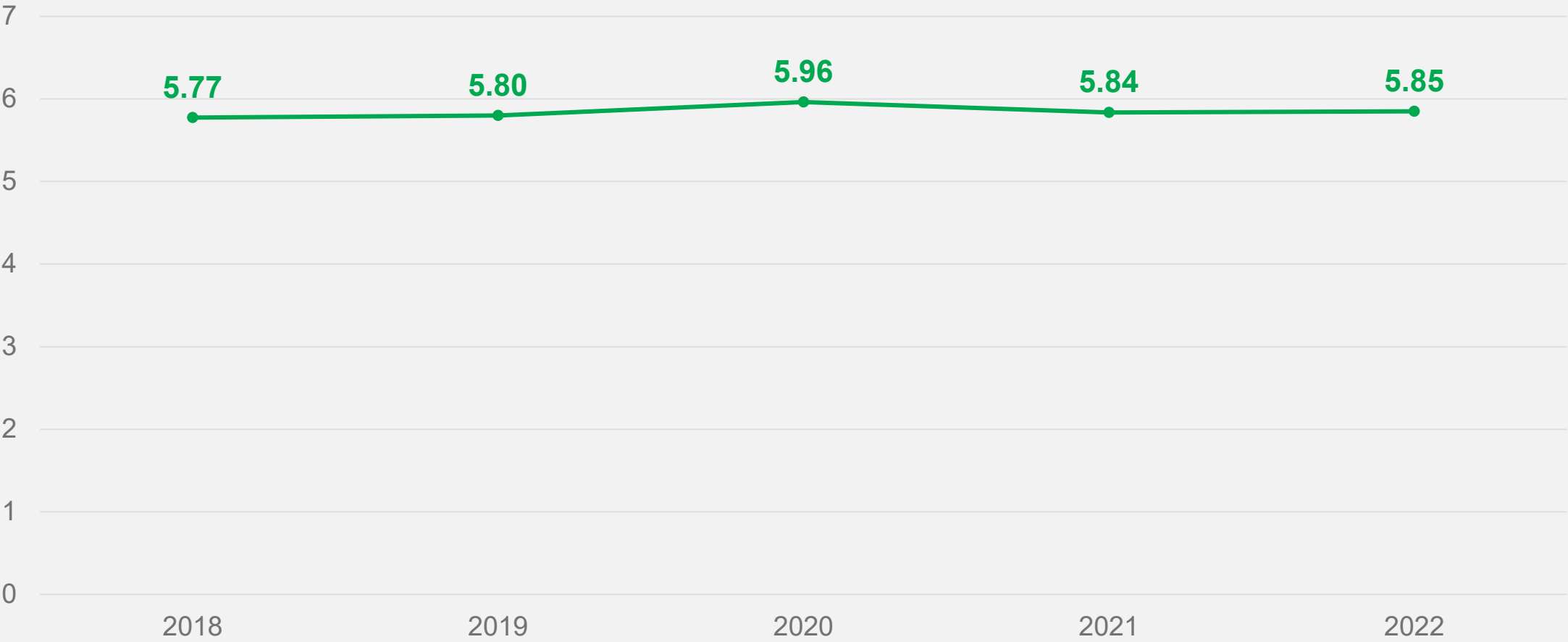
Response rate by group



Total Engagement Score

Total Engagement Score

Change Over Time



Change from 2021 to 2022

Compared to Peers



Total Engagement Score

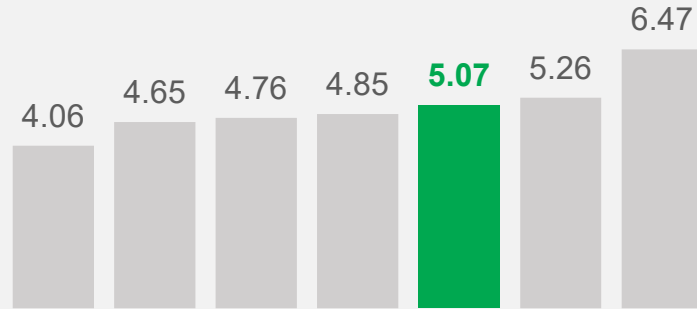
Compared to Peers



Engagement Score by Age Group

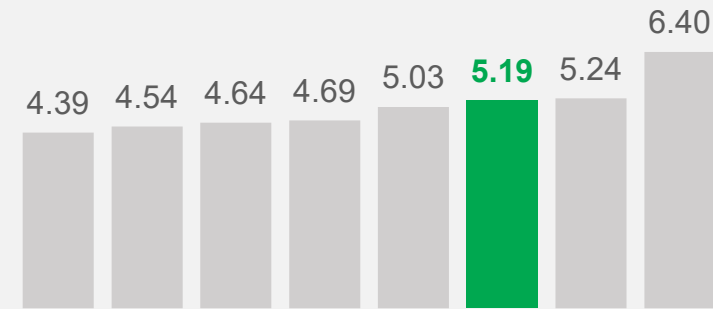
Compared to Peers

Active Members Ages 20 - 59

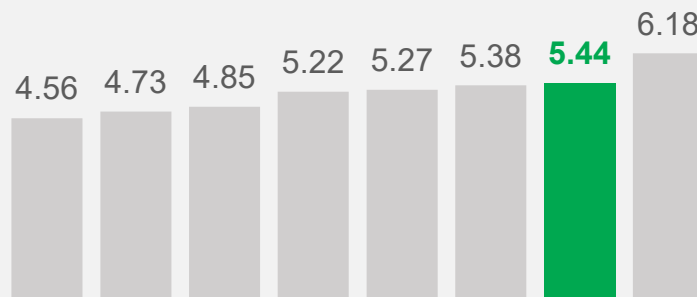


Active 20-29 years old

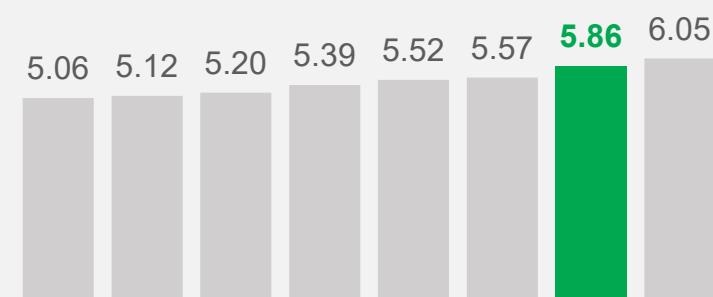
**one peer didn't get survey responses for this age group*



Active 30-39 years old



Active 40-49 years old



Active 50-59 years old

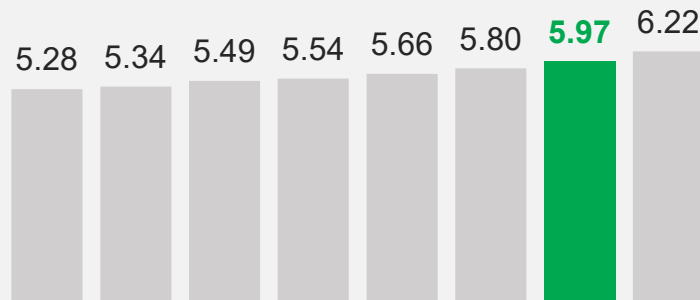
■ ETF ■ Peers



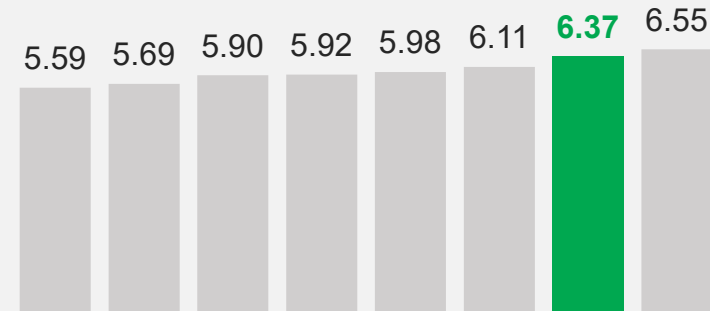
Engagement Score by Age Group

Compared to Peers

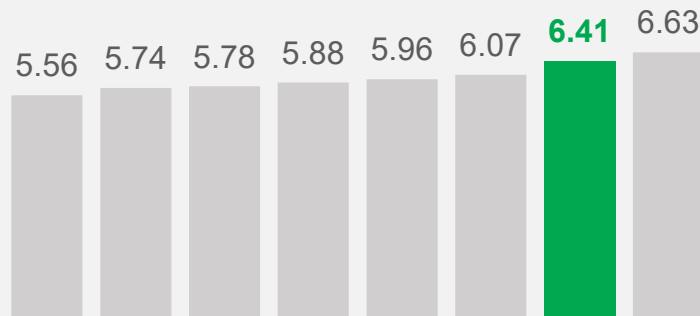
Active members 60 years and older, Retirees



Active 60+ years old



Retired Less Than 5 Years



Retired More than 5 Years

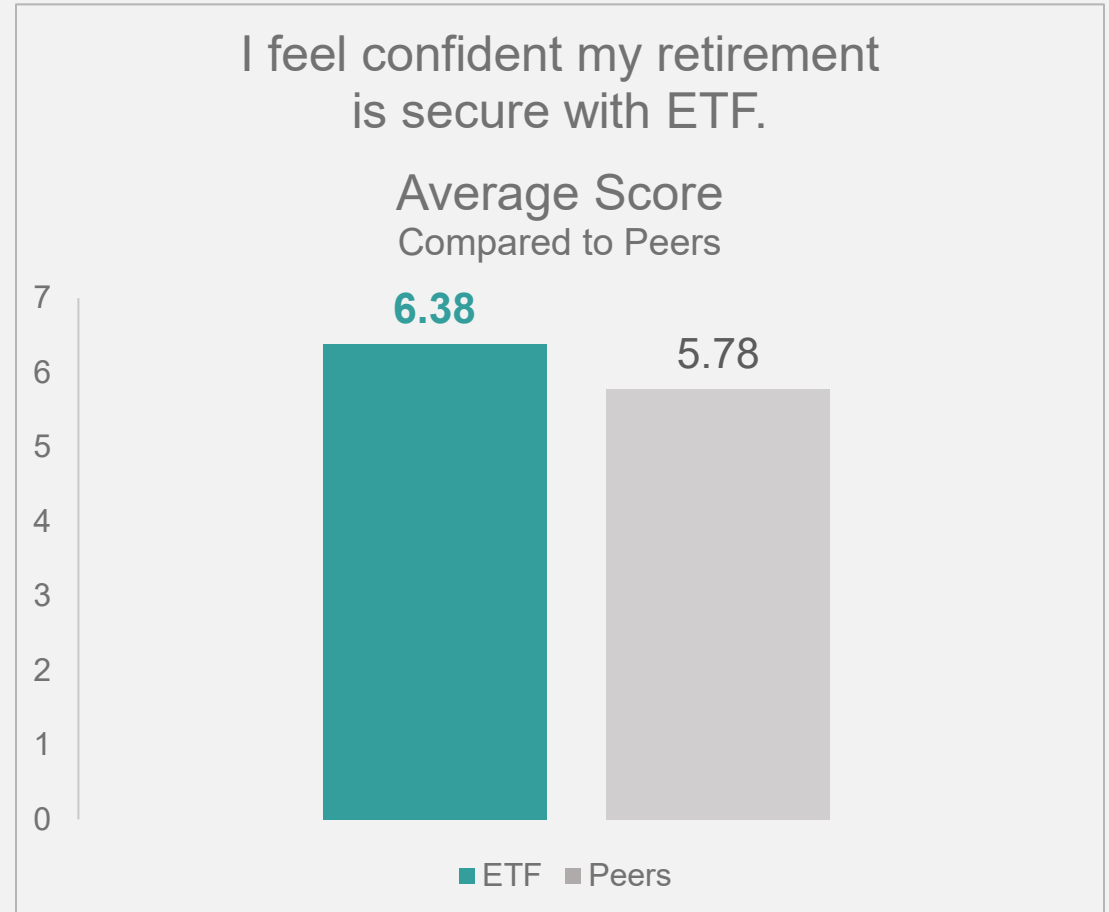
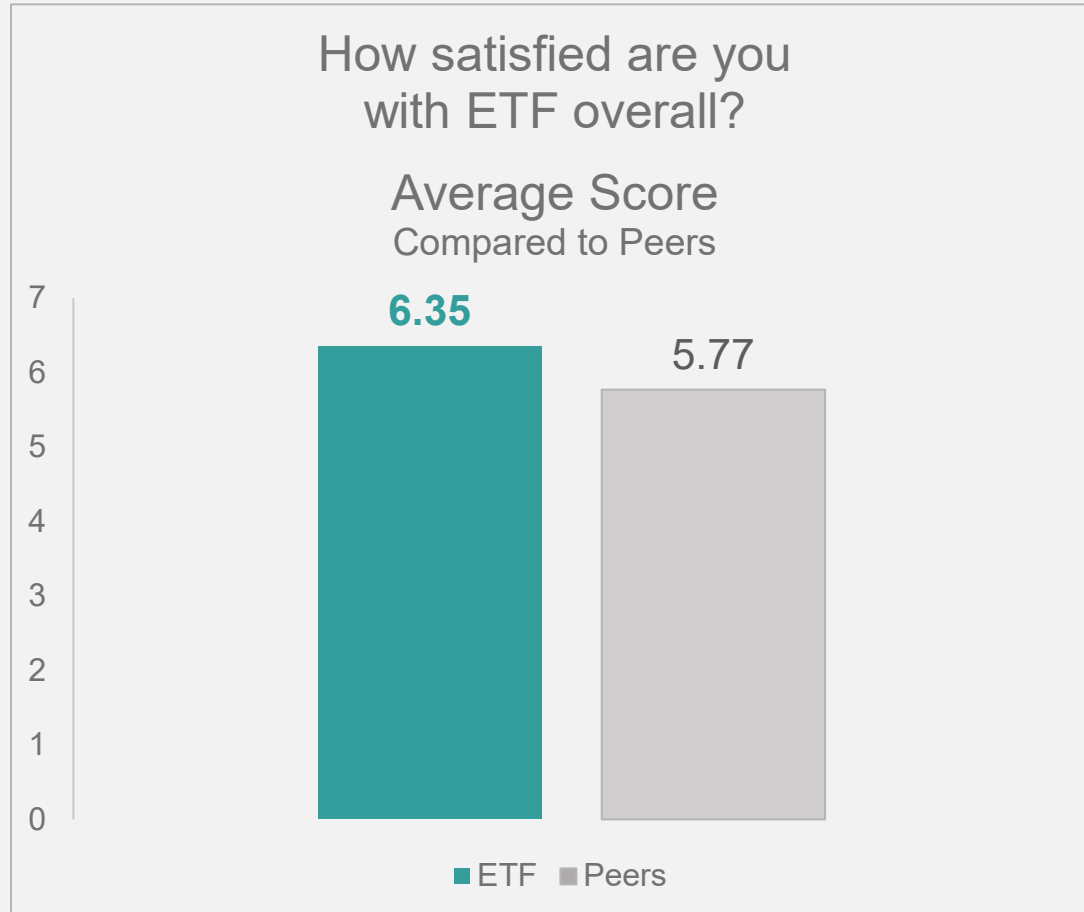
■ ETF ■ Peers

Score Breakdown by Required Question

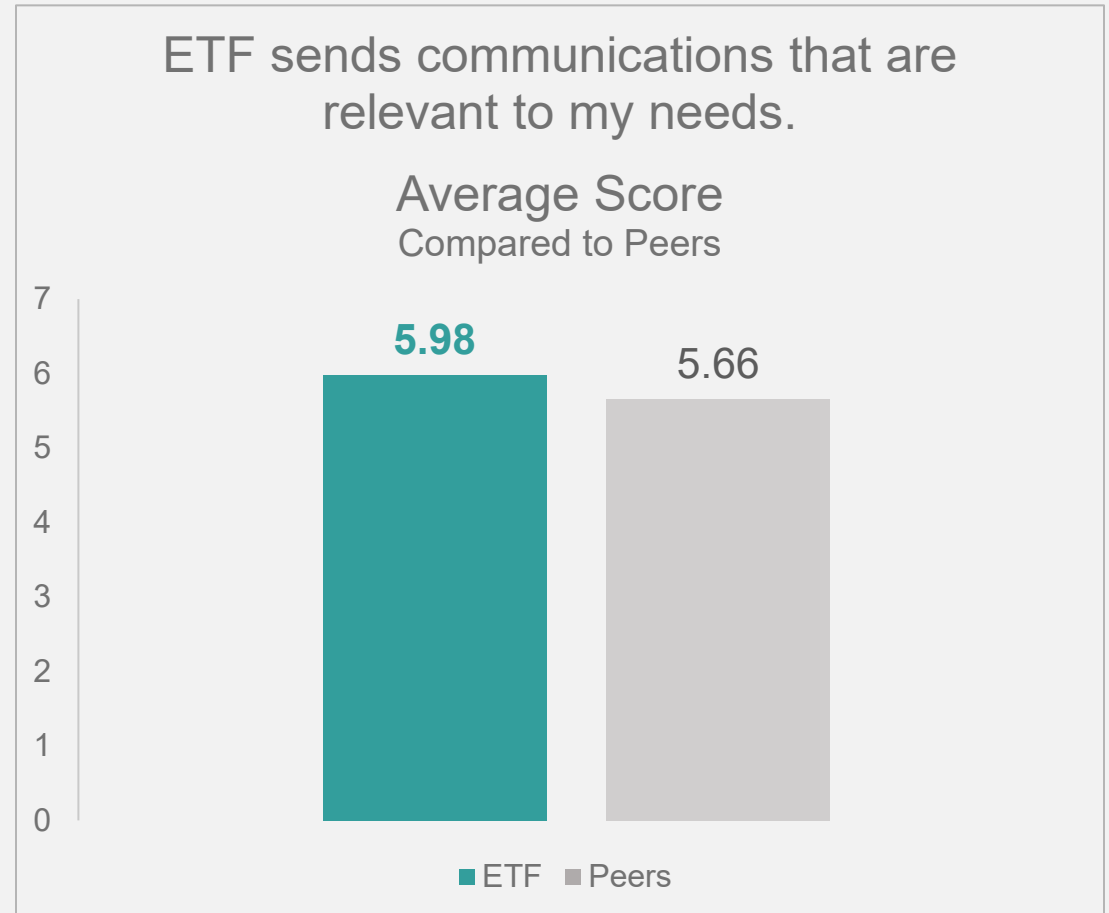
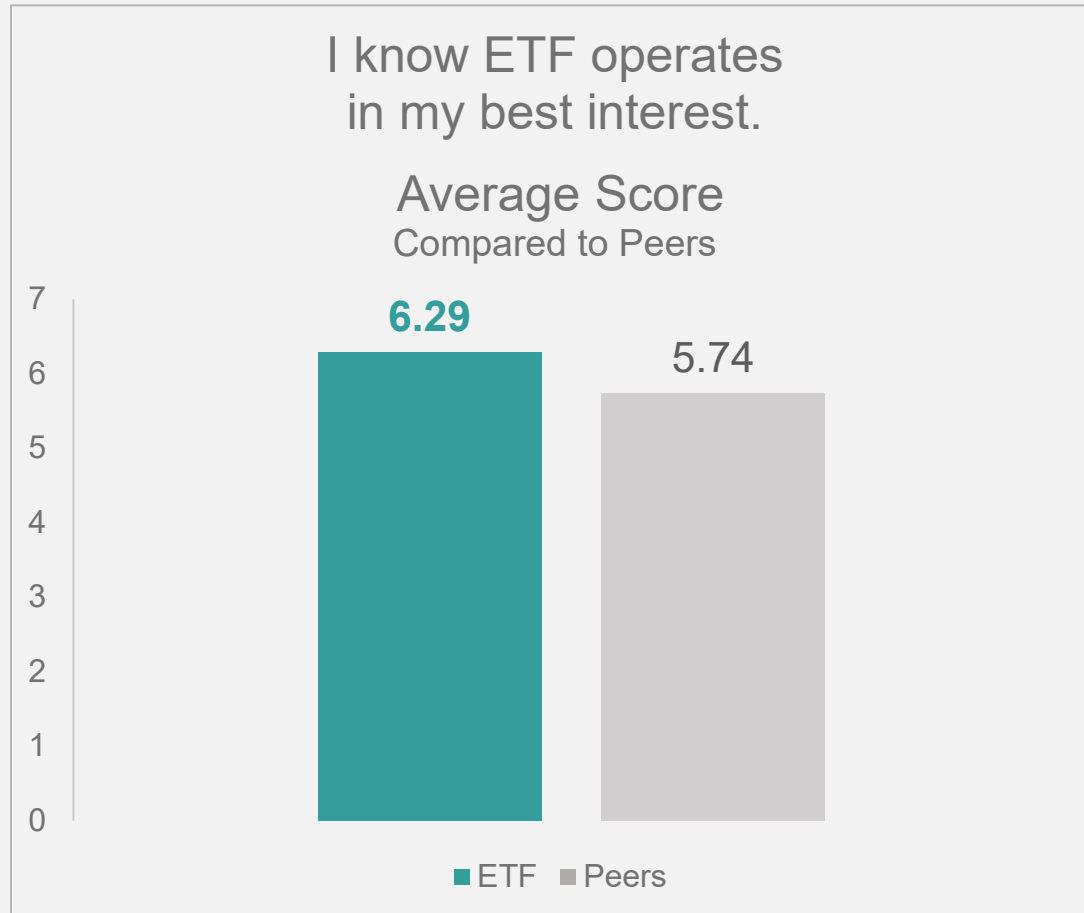
Required Questions

- How satisfied are you with ETF overall?
- I feel confident my retirement is secure with ETF.
- I know ETF operates in my best interest.
- ETF sends communications that are relevant to my needs.
- ETF acts ethically.

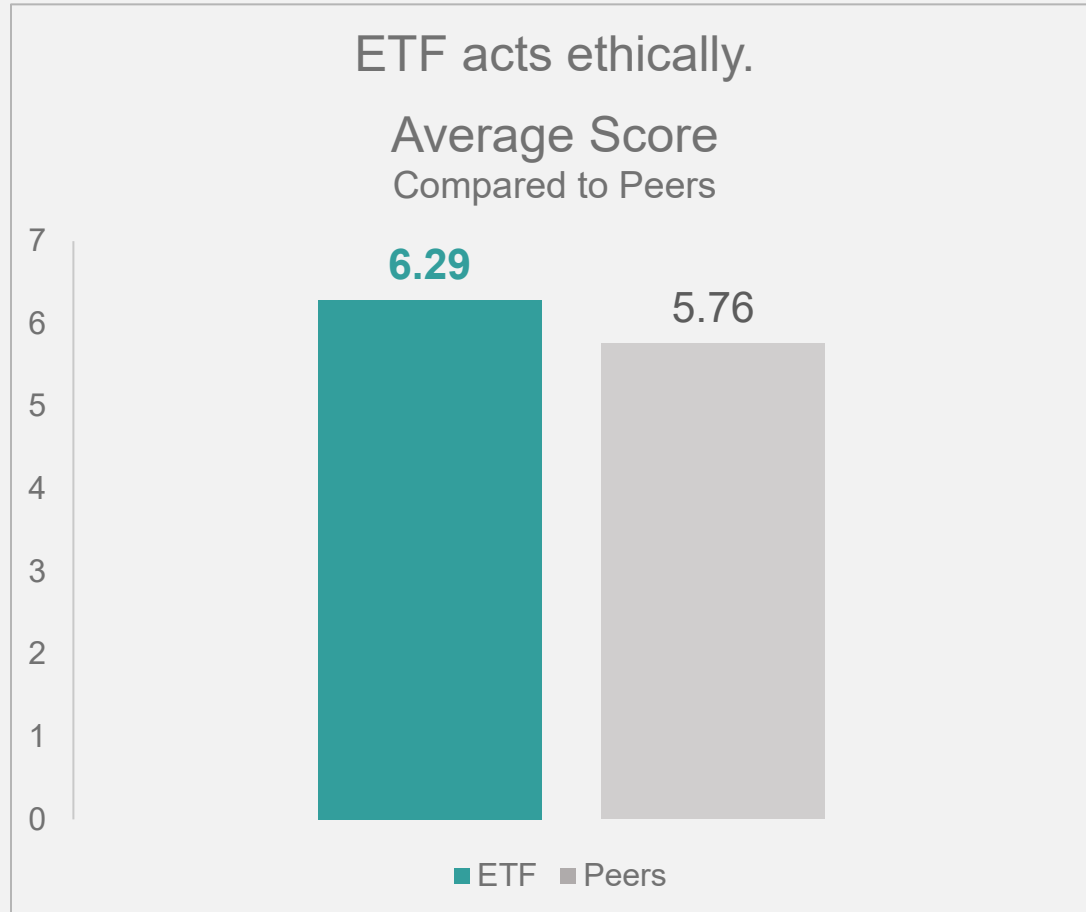
Satisfaction Overall and Retirement Security



Operates in Best Interest and Relevant Communications



ETF Ethics

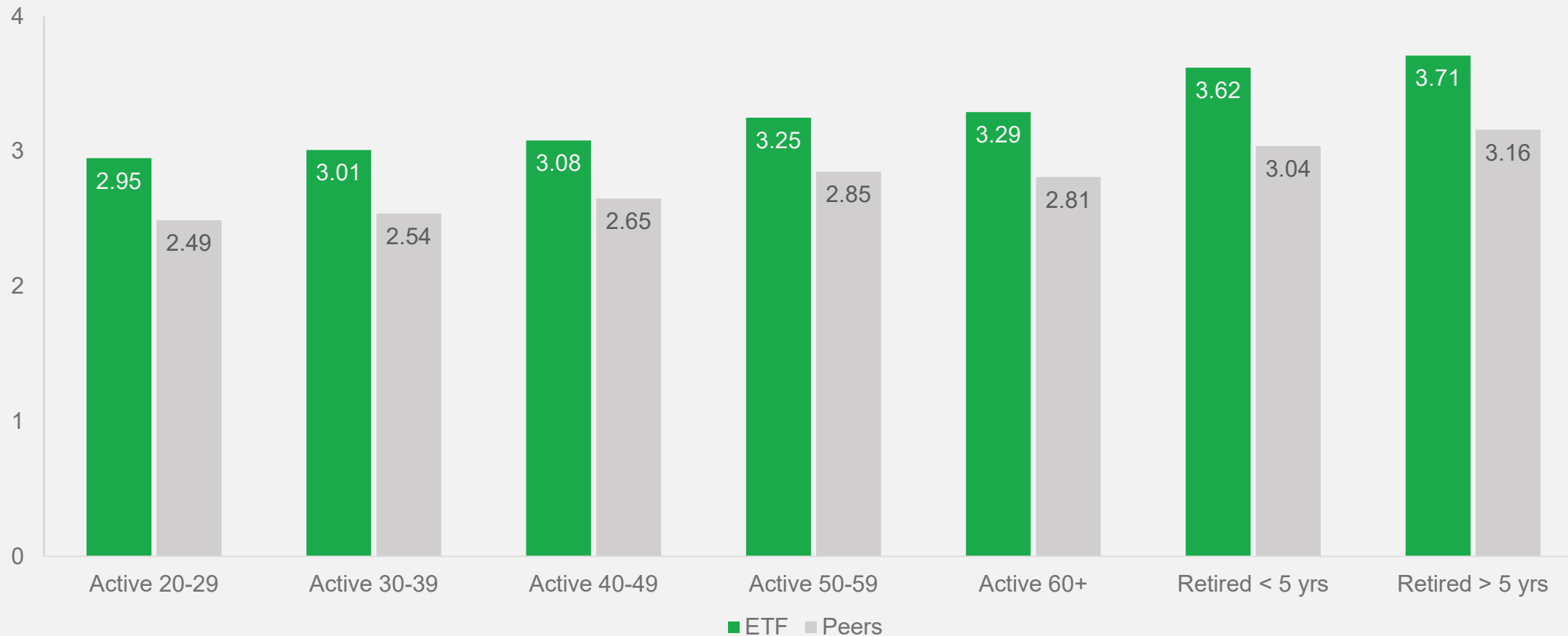


Score Breakdown by Optional Question

Optional Questions

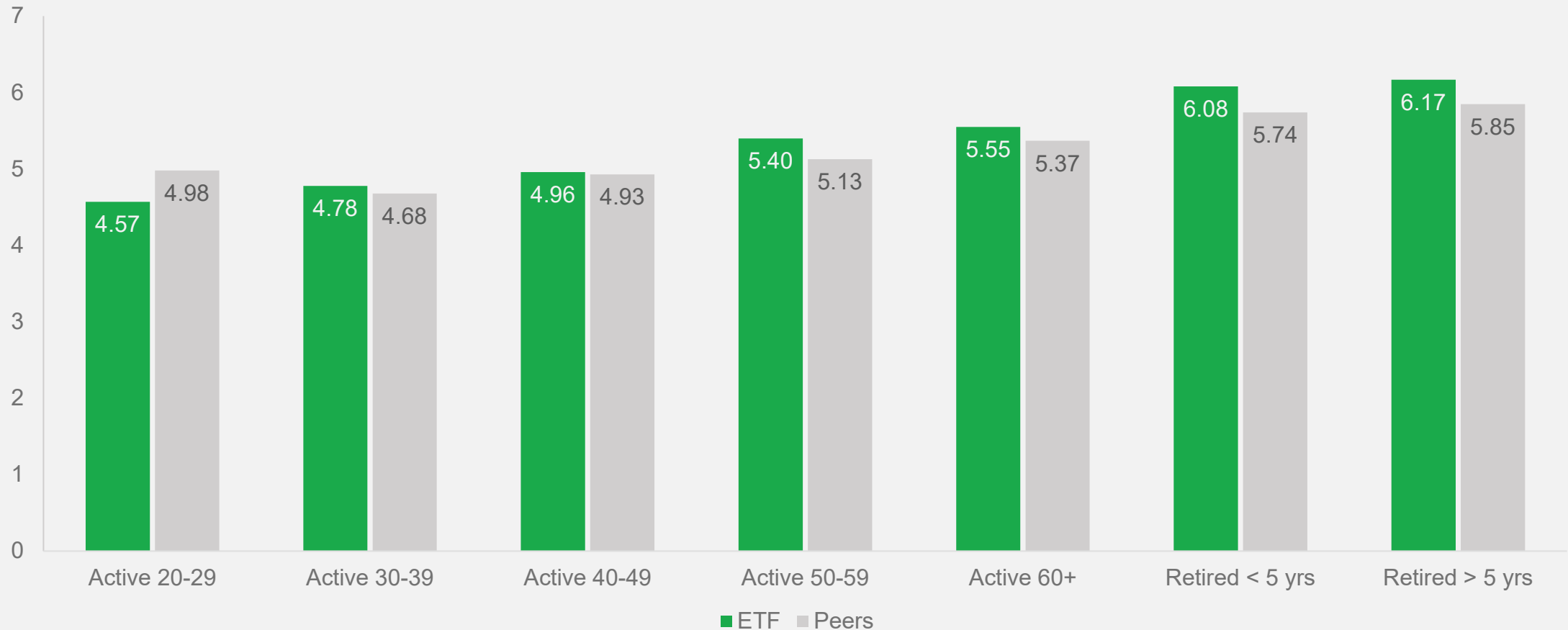
- I am confident that I will have enough money to live comfortably throughout my retirement years.
- Information provided by ETF is easy to understand.
- How likely are you to recommend ETF as a great organization?

I am confident that I will have enough money to live comfortably throughout my retirement years. (Rank 1 – 4)



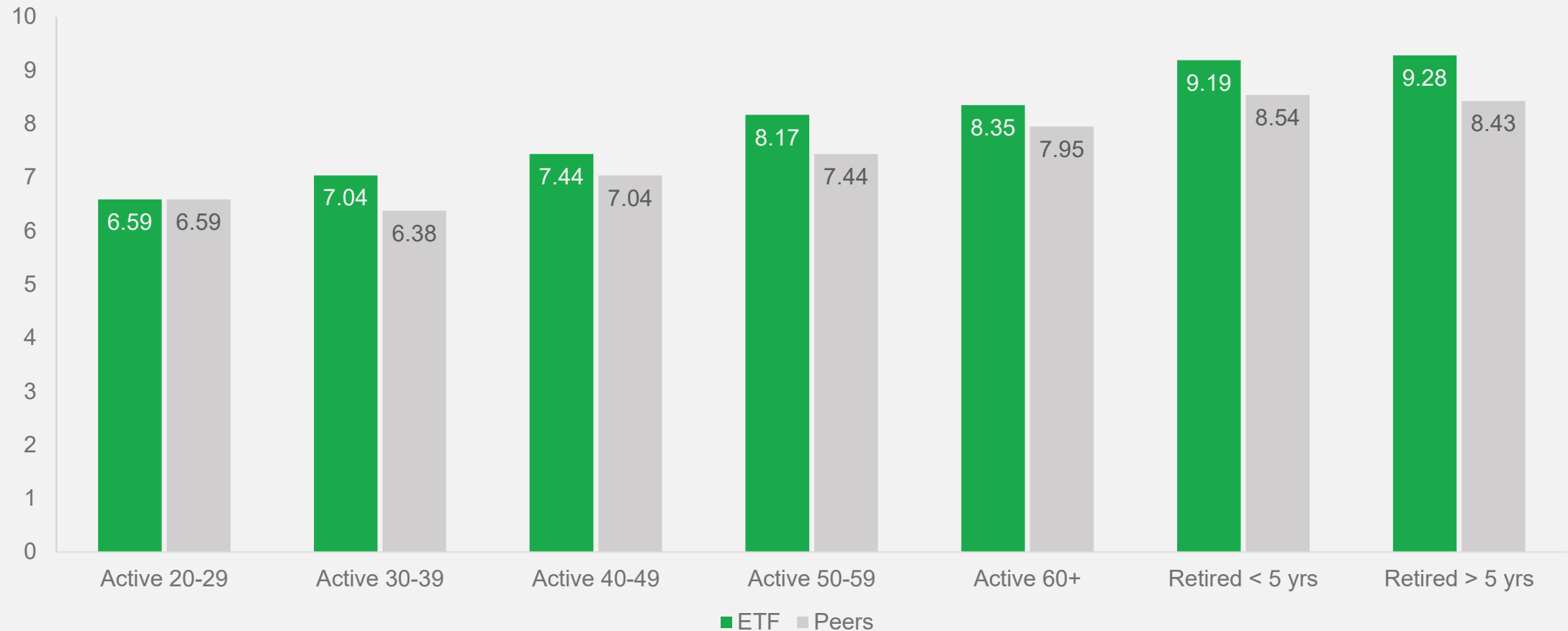
Information provided by ETF is easy to understand.

(Rank 1 – 7)



How likely are you to recommend ETF as a great organization?

(Rank 0 – 10)



Responses to Free-Response Question

Free-Response Question

- “What is the one thing that we can do differently to improve our score?”
- Presented if a member rated us 6 or lower for “How likely are you to recommend ETF as a great organization?”
- 1,011 responses

Top Response Categories

- **Online Access:**
 - Portal or app to manage benefits
 - Ability to monitor contributions and balances
- **Health Insurance:**
 - Limited provider networks
 - High cost of health insurance
- **Retirement Planning:**
 - Information to support financial stability in retirement
 - More tools to help plan

Top Response Categories (cont.)

- **Communication:**
 - More frequent communication about benefits
 - More transparency on how funds are invested
- **Website/User Experience:**
 - Make website easier to navigate and search for information
- **Expectations of ETF's Role:**
 - More about what ETF does and how they can help
 - Clarity about ETF's services and benefits

Similarities to 2021 Responses

- Online account access
- More frequent communications
- More transparency on investments

Differences from 2021

- Lack of awareness of what ETF does and how ETF can help
- Website navigation and search improvement
- More tools to manage their account and benefits

The background is a dark blue gradient with numerous out-of-focus light spots in shades of blue and purple, creating a bokeh effect.

Questions?

Thank you



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ETF E-mail Updates



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