

Operations ACTIVITY REPORT

November 2020



Member Population

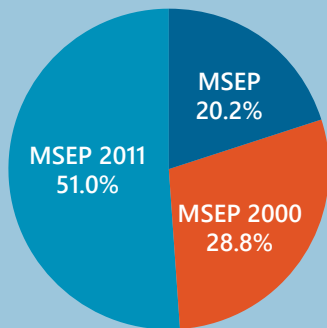
As of October 29, 2020

| | |
|---------------------------|---------|
| Active | 44,942 |
| Disabled | 628 |
| On leave | 194 |
| Inactive vested | 16,500 |
| Inactive not vested | 23,502 |
| Retired | 46,419 |
| Ex-spouse | 291 |
| Survivor | 4,488 |
| Total | 136,964 |

Source: YNEWCT 10/29/20

Active Members by Plan

As of October 29, 2020



MOSERS will strive to:

1. Ensure members and their beneficiaries receive high quality services from MOSERS staff;
2. Provide members and their beneficiaries with access to information about the benefits administered by MOSERS in a cost-effective and timely manner;
3. Ensure members and their beneficiaries receive updates that are individualized regarding plan changes and distributed effectively and efficiently;
4. Ensure benefit recipients receive their payments in a cost-effective and timely manner; and,
5. Ensure the security and accuracy of member records.



Fiscal Year 2019

Annual Benefits Scorecard

Pursuant to the monitoring and routine reporting requirements of the *MOSERS Governance Manual*, staff presents this annual report detailing implementation costs and customer service ratings for MOSERS benefits.

This report allows you to see how we are performing relative to our peer group. We have compiled peer data from the most recent publicly available peer systems' annual reports. Using annual reports as the data source creates a one-year lag in reporting. This report is based on FY19 data. The key takeaways are:

- Our administrative costs remain below our peer average
- Our service scores remain above average
- Our costs per member are at or below average in all three areas measured

Cost

As one of the smaller systems in our peer group, we do not enjoy the economies of scale available to larger systems. Nonetheless, with our FY19 Administrative Cost Per Member of **\$70**, our costs are **significantly less** than that of our peer average of \$85.

Our retiree population is growing each year, causing our member transactions and communications to increase. But this cost comparison information helps us gauge the reasonableness of our expenses and aids us in continuing to develop ways to improve our cost effectiveness.

Service

Excellent customer service is an expectation and a hallmark of MOSERS. In FY19, in all measures, our members give us an "A" grade. In comparison to other pension systems and financial service providers, MOSERS ranks high with a rating of 91 out of 100 in the American Customer Satisfaction Index (ACSI). In the actual retirement process, our members gave us an overall rating of 9.3 out of 10.

Among those who attended a PreRetirement Seminar, 97% reported they were somewhat satisfied to very satisfied with the content. Of the retirees who attended a Coffee Break seminar, 97% reported that they were somewhat satisfied to very satisfied with the content.

MOSERS benefit counselors had 3,003 in-person meetings with members in FY19 and 98% of these members responded they were somewhat satisfied to very satisfied with their overall experience. On average, members' wait time to see a counselor was less than one minute, while the duration of their appointments averaged 32 minutes. In addition to face-to-face meetings, our benefits staff handled 74,399 calls with members in FY19.

Remember to visit the Dashboard on the Board Website to view the latest data on MOSERS members and service levels.

Administrative Costs

Staff have analyzed the administrative costs of 19 peer systems with member populations and costs as outlined below:

| Overall Results Peer System Comparison Scores | | Total Membership | Admin. Cost Per Active + Retired | Admin. Cost Per Total Membership | Admin. Cost as % of Covered Payroll |
|--|--|---------------------|--|--|---|
| Missouri Systems | Missouri State Employees' Retirement System (MOSERS) | 133,320* | \$95.05 | \$69.55 | 0.46% |
| | MoDOT & Patrol Employees' Retirement System (MPERS) | 18,553 | 265.00 | 235.70 | 1.21 |
| | Missouri Local Government Employees Retirement System (LAGERS) | 67,595 | 136.04 | 120.26 | 0.48 |
| | Public School & Education Employee Retirement Systems of Missouri (PSRS/PEERS) | 278,323 | 83.79 | 67.18 | 0.29 |
| Out-of-State Systems | Delaware Public Employees' Retirement System | 79,980 | 86.30 | 81.17 | 0.29 |
| | Montana Public Employee Retirement Administration | 88,977 | 95.03 | 67.48 | 0.40 |
| | South Dakota Retirement System | 89,685 | 72.08 | 56.82 | 0.26 |
| | Arkansas Public Employees Retirement System | 99,370 | 174.42 | 148.33 | 0.76 |
| | New Hampshire Retirement System | 101,722 | 85.83 | 73.10 | 0.26 |
| | Wyoming Retirement System | 109,287 | 108.38 | 72.94 | 0.39 |
| | Oklahoma Public Employees Retirement Plan | 131,178 | 81.74 | 43.87 | 0.36 |
| | Minnesota State Retirement Plan | 134,225 | 104.72 | 82.30 | 0.31 |
| | Louisiana State Employees' Retirement System | 149,180 | 186.19 | 112.52 | 0.86 |
| | Maine Public Employees Retirement System | 156,016 | 142.45 | 89.76 | 0.55 |
| | Public Employees' Retirement System of Idaho | 160,489 | 71.09 | 53.43 | 0.25 |
| | State of New Mexico Educational Retirement Board | 161,533 | 63.98 | 43.73 | 0.25 |
| | State Employees' Retirement System of Illinois | 162,140 | 109.64 | 92.38 | 0.32 |
| | West Virginia Consolidated Public Retirement Board | 169,290 | 105.22 | 84.45 | 1.03 |
| | Kansas Public Employees Retirement System | 318,766 | 51.62 | 41.66 | 0.19 |
| Iowa Public Employee Retirement System | 368,292 | 53.02 | 42.62 | 0.19 | |
| Average with MOSERS | | 148,896 | 108.58 | 83.96 | 0.46 |
| Average without MOSERS | | 149,716 | 109.29 | 84.72 | 0.46 |

| Population & Cost Peer System Comparison Scores | Active Members | Retired Members | Total Membership | Administrative Cost Per Member | Cost as a Percentage of Payroll |
|--|-------------------|--------------------|---------------------|-----------------------------------|------------------------------------|
| Peer Range | 7,416 - 172,304 | 9,086 - 123,781 | 18,553 - 368,292 | \$42 - \$236 | 0.19 - \$1.21% |
| Peer Average | 63,301 | 51,142 | 149,716 | \$85 | 0.46% |
| MOSERS | 47,278 | 50,281 | 133,320* | \$70 | 0.46% |

* Total membership includes inactive-vested & inactive-nonvested members with contribution balances
 Source: The most recent CAFR available on the system's website as of September 2020

Customer Service

We use the following customer service surveys:

- Cobalt Retirement Process Satisfaction Survey
- Phone Customer Survey
- Post-Retirement Coffee Break
- PreRetirement Seminar Survey
- Member Appointment Survey
- Benefits U Survey

Cobalt Retirement Process Satisfaction Survey

The Cobalt survey measures member satisfaction with the MOSERS retirement process as compared to that in five other retirement systems as well as against customer satisfaction in other sectors. Cobalt uses the American Customer Satisfaction Index (ACSI) methodology, which is the “gold standard” for customer satisfaction metrics for both government and the private sector. This survey is sent to all new retirees who have a valid email address on file with MOSERS. We ask for feedback on staff, the retirement process, written & online information, and overall satisfaction.

| Overall Results Cobalt Retirement Process Satisfaction Survey Scores <i>On a scale of 1-10 (10 being the highest)</i> | FY18 | | | | | | FY19 | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| | MOSERS | Plan 1 | Plan 2 | Plan 3 | Plan 4 | Plan 5 | MOSERS | Plan 1 | Plan 2 | Plan 3 | Plan 4 | Plan 5 |
| Overall satisfaction | 9.3 | 9.6 | 9.5 | 9.2 | 9.6 | 9.0 | 9.3 | 9.5 | 9.5 | 9.2 | 9.6 | 9.4 |
| Compared to expectations | 9.0 | 9.4 | – | 8.9 | 9.3 | 8.6 | 9.0 | 9.3 | – | 8.9 | 9.3 | 9.1 |
| Compared to ideal | 9.1 | 9.5 | – | 9.1 | 9.4 | 8.7 | 9.2 | 9.5 | – | 9.1 | 9.4 | 9.2 |
| Staff knowledge | 9.6 | 9.7 | 9.6 | 9.6 | 9.8 | 9.5 | 9.5 | 9.7 | 9.5 | 9.6 | 9.7 | 9.6 |
| Staff organized | 9.6 | 9.7 | – | 9.5 | 9.8 | 9.4 | 9.5 | 9.7 | – | 9.5 | 9.7 | 9.6 |
| Staff answers | 9.6 | 9.7 | 9.7 | 9.5 | 9.8 | 9.5 | 9.6 | 9.7 | 9.7 | 9.5 | 9.7 | 9.6 |
| Staff responsiveness | 9.7 | 9.8 | – | 9.6 | 9.7 | 9.4 | 9.6 | 9.7 | – | 9.5 | 9.7 | 9.6 |
| Staff courtesy | 9.8 | 9.8 | 9.7 | 9.7 | 9.9 | 9.7 | 9.7 | 9.8 | 9.6 | 9.7 | 9.8 | 9.7 |
| Process clarity | 9.0 | 9.4 | 9.4 | 8.8 | 9.4 | 9.0 | 9.0 | 9.4 | 9.4 | 8.8 | 9.4 | 9.3 |
| Ease of reaching person | 9.4 | 9.6 | – | 9.1 | 9.5 | 9.2 | 9.3 | 9.6 | – | 9.1 | 9.5 | 9.4 |
| Accuracy | 9.5 | 9.7 | – | 9.4 | 9.6 | 9.3 | 9.5 | 9.7 | – | 9.3 | 9.6 | 9.5 |
| Response speed | 9.6 | 9.7 | 9.6 | 9.4 | 9.7 | 9.3 | 9.5 | 9.7 | 9.5 | 9.3 | 9.7 | 9.5 |
| Follow up | 9.6 | 9.6 | – | 9.3 | 9.6 | 9.2 | 9.4 | 9.7 | – | 9.2 | 9.5 | 9.4 |
| Written information clarity | 9.1 | 9.5 | 9.2 | 9.0 | 9.4 | 8.9 | 9.1 | 9.5 | 9.2 | 9.0 | 9.4 | 9.3 |
| Information relevance | 9.4 | 9.6 | 9.5 | 9.1 | 9.6 | 9.1 | 9.4 | 9.6 | 9.4 | 9.1 | 9.6 | 9.3 |
| Ease of getting information | 9.4 | 9.6 | – | 9.2 | 9.5 | 9.2 | 9.3 | 9.6 | – | 9.2 | 9.5 | 9.4 |
| Forms | 9.1 | 9.6 | – | 8.9 | 9.4 | 8.9 | 9.1 | 9.6 | – | 8.9 | 9.5 | 9.3 |
| Online information timely | 9.3 | 9.5 | – | 8.7 | 9.5 | 8.7 | 9.3 | 9.6 | – | 8.7 | 9.6 | 9.1 |
| Online information clarity | 9.1 | 9.4 | 9.0 | 8.6 | 9.5 | 8.7 | 9.1 | 9.5 | 8.9 | 8.5 | 9.5 | 9.0 |
| Online information relevance | 9.3 | 9.5 | 9.2 | 8.8 | 9.6 | 8.7 | 9.3 | 9.6 | 9.1 | 8.8 | 9.6 | 9.1 |
| Navigation | 9.0 | 9.2 | – | 8.4 | 9.3 | 8.4 | 9.0 | 9.3 | – | 8.4 | 9.3 | 9.0 |
| Finding forms | 9.1 | 9.2 | 8.9 | 8.6 | 9.4 | 8.7 | 9.1 | 9.4 | 8.9 | 8.6 | 9.4 | 9.0 |
| Online information transactions | 9.2 | 9.5 | 9.0 | – | 9.5 | 8.6 | 9.2 | 9.5 | 8.9 | – | 9.5 | 9.0 |
| Overall average | 9.3 | 9.6 | 9.4 | 9.1 | 9.6 | 9.0 | 9.3 | 9.6 | 9.3 | 9.1 | 9.5 | 9.3 |
| Quarters active | 4 | 2 | 4 | 4 | 1 | 4 | 4 | 2 | 4 | 4 | 1 | 4 |

| | | | | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|----|----|----|----|
| ACSI score <i>(Highest possible score = 100)</i> | 91 | 95 | 94 | 90 | 94 | 87 | 91 | 94 | 94 | 90 | 94 | 91 |
|---|----|----|----|----|----|----|----|----|----|----|----|----|

| MOSERS' Retiree Survey Response Rate | |
|--------------------------------------|-------|
| Number of new retirees | 2,735 |
| Number of emails sent | 1,982 |
| Response rate | 18.0% |

| Retirement Process Satisfaction Comparison Based on Seminar Attendance Scores <i>Did you attend a PreRetirement Seminar?</i> | FY18 | | FY19 | |
|---|------------|------------|------------|------------|
| | Yes | No | Yes | No |
| Overall satisfaction | 9.4 | 9.3 | 9.2 | 9.5 |
| Compared to expectations | 9.0 | 9.0 | 8.9 | 9.0 |
| Compared to ideal | 9.1 | 9.0 | 9.1 | 9.2 |
| Staff knowledge | 9.6 | 9.6 | 9.6 | 9.4 |
| Staff organized | 9.7 | 9.6 | 9.6 | 9.3 |
| Staff answers | 9.6 | 9.6 | 9.6 | 9.5 |
| Staff responsiveness | 9.7 | 9.7 | 9.6 | 9.7 |
| Staff courtesies | 9.8 | 9.8 | 9.7 | 9.7 |
| Process clarity | 9.1 | 8.9 | 8.9 | 9.3 |
| Ease of reaching person | 9.5 | 9.4 | 9.3 | 9.4 |
| Accuracy | 9.5 | 9.5 | 9.5 | 9.5 |
| Response speed | 9.6 | 9.6 | 9.6 | 9.5 |
| Follow up | 9.5 | 9.6 | 9.3 | 9.3 |
| Written information clarity | 9.2 | 9.0 | 9.1 | 9.1 |
| Information relevance | 9.4 | 9.4 | 9.4 | 9.4 |
| Ease of getting information | 9.4 | 9.3 | 9.3 | 9.5 |
| Forms | 9.2 | 9.0 | 9.0 | 9.4 |
| Online information timely | 9.4 | 9.1 | 9.2 | 9.3 |
| Online information clarity | 9.2 | 8.9 | 9.0 | 9.3 |
| Online information relevance | 9.4 | 9.1 | 9.3 | 9.4 |
| Navigation | 9.1 | 8.7 | 8.9 | 9.2 |
| Finding forms | 9.2 | 8.8 | 9.0 | 9.3 |
| Online information transactions | 9.3 | 9.1 | 9.1 | 9.4 |
| Overall average | 9.4 | 9.3 | 9.2 | 9.4 |
| Respondents | 230 | 123 | 208 | 89 |

On a scale of 1-10 (10 being the highest)

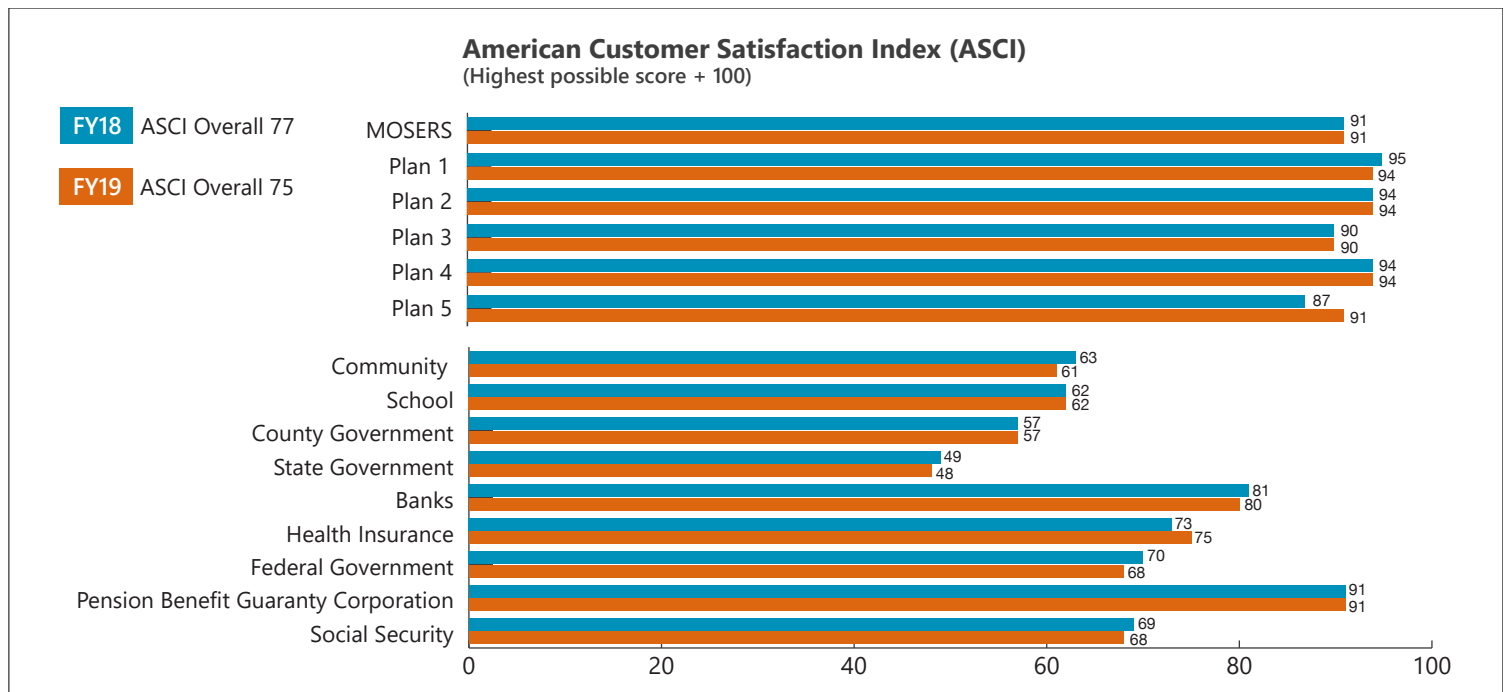
Why Do We Analyze Cost and Service?

In addition to fulfilling our governance policy requirement, we conduct this comparison:

- To improve our understanding of our business: Knowing how and why we are different from our peers helps us to better understand our business.
- To maintain and improve our service to members.
- To demonstrate our performance in the absence of competition: Benchmarking allows us to compare our costs and performance to that of our peers.
- To communicate performance: We present the results of this analysis to our members, staff, and board members.
- What gets measured gets managed: Without measures, it is difficult to assess where improvements or cost-effective strategies can be applied.



Comparisons Against Other Retirement Systems and Other Sectors



PreRetirement Seminar Survey

This survey measures the customer satisfaction of members attending a MOSERS PreRetirement Seminar. We send this email survey to all attendees who have a valid email address on file with us. We ask for members to evaluate:



- Seminar content
- Presenter's knowledge, delivery, and responsiveness
- Seminar materials
- The member's knowledge and confidence in making informed decisions about retirement after attending
- The registration process

| PreRetirement Seminar Survey Scores* | FY18 | | | FY19 | | |
|---|-------------------------|----------|----------------------------|-------------------------|----------|----------------------------|
| | Very-Somewhat Satisfied | Neutral | Somewhat-Very Dissatisfied | Very-Somewhat Satisfied | Neutral | Somewhat-Very Dissatisfied |
| Content of session | 99.0% | 1.0% | 0.0% | 97% | 3.0% | 0.0% |
| Presenter's knowledge of material | 99.0 | 1.0 | 0.0 | 99.5 | 0.5 | 0.0 |
| Presenter's delivery | 99.0 | 1.0 | 0.0 | 99.0 | 1.0 | 0.0 |
| Presenter's responsiveness to questions | 99.5 | 0.5 | 0.0 | 97.0 | 3.0 | 0.0 |
| Increased my knowledge & confidence in making informed decisions about my MOSERS retirement | 98.5 | 1.5 | 0.0 | 96.0 | 4.0 | 0.0 |
| Value of reference book | 99.0 | 1.0 | 0.0 | 95.0 | 5.0 | 0.0 |
| Value of individual benefit estimate | 97.5 | 1.5 | 0.0 | 91.5 | 8.5 | 0.0 |
| Value of other printed materials | 98.0 | 2.0 | 0.0 | 95.0 | 5.0 | 0.0 |
| Value of PreRetirement seminar | 99.0 | 1.0 | 0.0 | 97.0 | 3.0 | 0.0 |
| Value of BackDROP presentation | 91.0 | 4.0 | 1.0 | 94.0 | 4.0 | 0.0 |
| Value of life insurance presentation | 88.0 | 4.0 | 8.0 | 85.0 | 7.5 | 0.0 |
| Degree to which seminar met my expectations/needs | 98.0 | 1.0 | 1.0 | 97.0 | 1.0 | 2.0 |
| Experience with web registration/reminders | 98.0 | 1.0 | 1.0 | 92.0 | 8.0 | 0.0 |
| If not first seminar, value to me of repeating | 99.0 | 1.0 | 0.0 | 96.0 | 4.0 | 0.0 |
| This was the first MOSERS PreRetirement seminar you attended | 69.0% Yes | 31.0% No | | 71.0% Yes | 29.0% No | |

* Includes responses from general state employees and university employees who attended PreRetirement Seminars for either MSEP/MSEP 2000 or MSEP 2011.

Not all respondents answered all questions, so some percentages may not add up to 100%.

| MOSERS' PreRetirement Survey Response Rate | | |
|--|-------|-------|
| Number of attendees | 2,543 | 2,557 |
| Number of email surveys sent | 2,096 | 2,460 |
| Response rate | 54.0% | 46.0% |
| Overall seminar score | 4.94 | 4.83 |

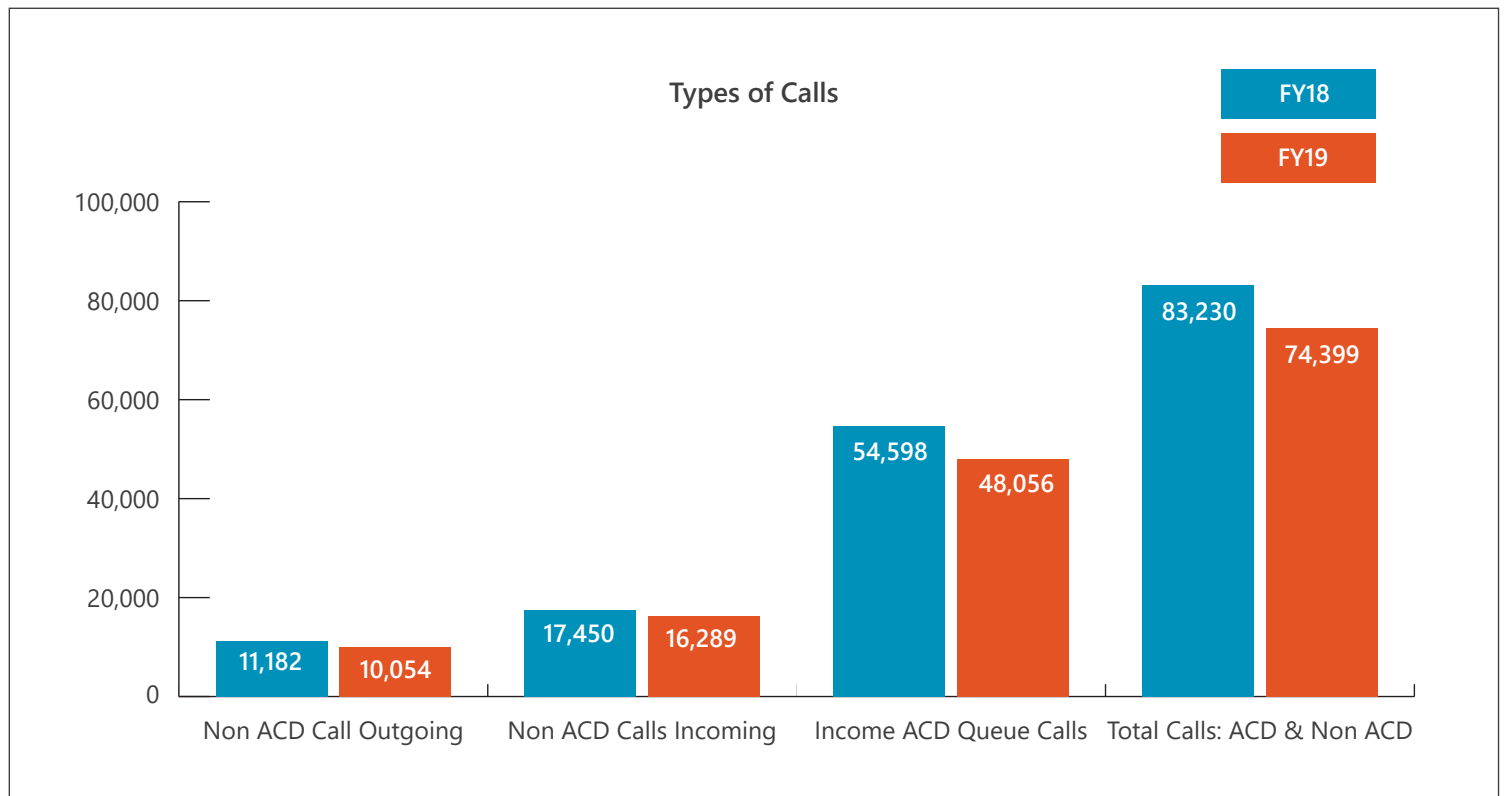
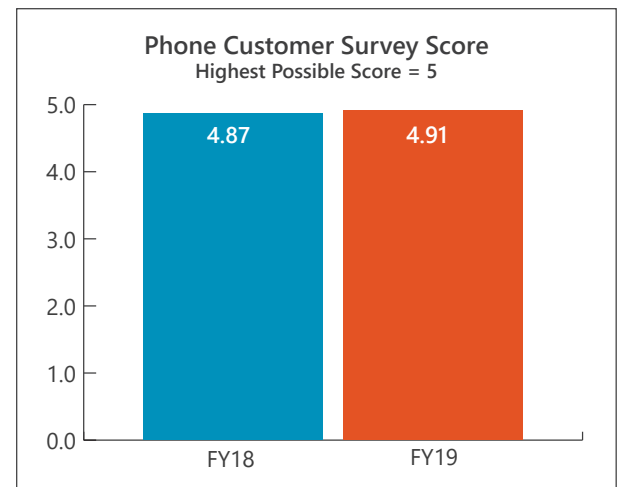
Highest possible score = 5

Phone Customer Survey

This survey measures the customer satisfaction of members who call our benefits contact center. We offer the survey to every fourth caller at the end of the call. Members respond with a score of 0 to 5, with 0 for no and 5 for yes. The survey contains one question:

- If you owned your own customer service business, based on today's service, would you hire the representative you just spoke with?

| Phone Customer Survey Response Scores | FY18 | FY19 |
|---------------------------------------|--------|--------|
| Number of contact center calls (all) | 83,230 | 74,399 |
| Number of incoming queue calls | 54,598 | 48,056 |
| Number of surveys prompted | 10,499 | 8,741 |
| Response rate | 24.0% | 23.0% |



ACD = Automatic Call Distributor, which distributes incoming calls to a specific group of terminals used by the benefit counselors

Non ACD Calls Outgoing = Benefit counselors are calling the member directly

Non ACD Call Incoming = Members are calling the benefit counselor directly

Incoming Queue Calls = Calls are going directly to the benefit counselor queue and are randomly assigned

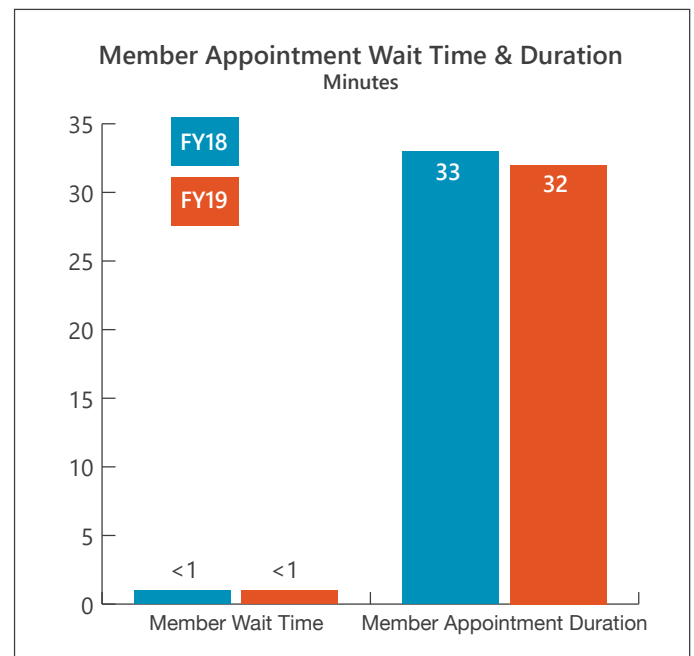
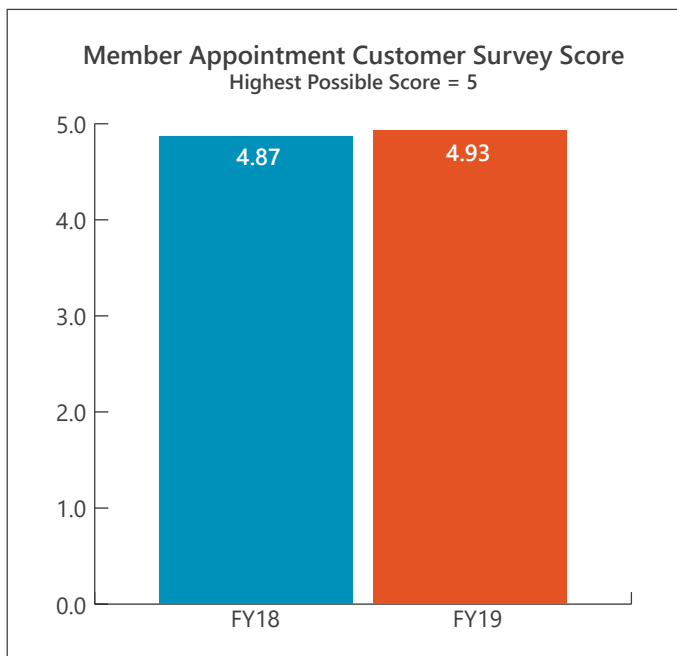
Member Appointment Survey

This survey measures the customer satisfaction of members who meet with a MOSERS benefit counselor. We email this survey to all members with a valid email address on file. We ask for members to evaluate:

- Quality
- Overall satisfaction
- Length of time
- Informational materials
- Satisfaction with benefit counselor

| Member Appointment Survey Scores | FY18 | | | FY19 | | |
|--|-------------------------|---------|----------------------------|-------------------------|---------|----------------------------|
| | Very-Somewhat Satisfied | Neutral | Somewhat-Very Dissatisfied | Very-Somewhat Satisfied | Neutral | Somewhat-Very Dissatisfied |
| Quality of customer service from receptionist | 99.0% | 1.0% | 0.0% | 99.0% | 0.0% | 1.0% |
| Overall satisfaction of meeting with benefit counselor | 97.0 | 1.0 | 2.0 | 98.0 | 0.0 | 1.0 |
| Wait time to see a benefit counselor | 99.0 | 0.0 | 1.0 | 99.0 | 0.0 | 1.0 |
| Helpfulness of materials given to you | 93.0 | 5.0 | 2.0 | 97.0 | 2.0 | 1.0 |
| Ease of understanding materials (even without a benefit counselor) | 91.0 | 8.0 | 1.0 | 92.0 | 6.0 | 2.0 |
| Professionalism | 98.0 | 1.0 | 1.0 | 99.0 | 0.0 | 1.0 |
| Friendliness | 99.0 | 0.0 | 1.0 | 99.0 | 0.0 | 1.0 |
| Understanding of your needs | 97.0 | 2.0 | 1.0 | 99.0 | 0.0 | 1.0 |
| Knowledgeable | 99.0 | 1.0 | 0.0 | 99.0 | 0.0 | 1.0 |
| Explained information in a manner that was easy to understand | 97.0 | 1.0 | 2.0 | 99.0 | 0.0 | 1.0 |
| Answered questions thoroughly | 97.0 | 2.0 | 1.0 | 99.0 | 0.0 | 1.0 |

| Member Appointment Survey Response Rate | | |
|---|-------|-------|
| Number of member appointments | 2,756 | 3,003 |
| Number surveys emailed | 1,689 | 2,029 |
| Response rate | 32.0% | 38.0% |



Post-Retirement Coffee Break Survey

This survey measures the customer satisfaction of members attending a MOSERS post-retirement Coffee Break Seminar. We provide this survey to all attendees and collect responses at the end of the seminar. We ask for members to evaluate:



- Seminar content
- Presenters' knowledge of the material
- Benefit to them personally of attending
- Overall value of the session
- Likelihood of attending in the future

| Post-Retirement Coffee Break Survey Scores* | FY18 | | | FY19 | | |
|---|-------------------------|---------|----------------------------|-------------------------|---------|----------------------------|
| | Very-Somewhat Satisfied | Neutral | Somewhat-Very Dissatisfied | Very-Somewhat Satisfied | Neutral | Somewhat-Very Dissatisfied |
| Content of session | 98.0% | 1.0% | 1.0% | 97.0% | 2.0% | 1.0% |
| Presenters' knowledge of material | 100.0 | 0.0 | 0.0 | 99.5 | 0.5 | 0.0 |
| Overall value of session | 97.0 | 2.0 | 1.0 | 97.0 | 2.0 | 1.0 |
| Beneficial to you personally | 95.0% Yes | 5.0% No | | 96.0% Yes | 4.0% No | |
| Likelihood of attending a future seminar | 98.0% Yes | 2.0% No | | 98.0% Yes | 2.0% No | |

* Not all respondents answered all questions so some percentages may not add up to 100%.

| Post-Retirement Coffee Break Survey Reponse Rate | | |
|--|-------|-------|
| Number of Attendees | 371 | 322 |
| Number of Surveys Provided | 371 | 322 |
| Response Rate | 91.0% | 87.0% |

Benefits U



| Benefits U Survey | FY18 | | | FY19 | | |
|---|-------------------------|---------|----------------------------|-------------------------|---------|----------------------------|
| | Very-Somewhat Satisfied | Neutral | Somewhat-Very Dissatisfied | Very-Somewhat Satisfied | Neutral | Somewhat-Very Dissatisfied |
| HR Updates | 99.0% | 1.0% | 0.0% | 90.0% | 9.0% | 1.0% |
| Theme/design | 95.0 | 5.0 | 0.0 | 83.0 | 15.0 | 0.0 |
| Email | 99.0 | 1.0 | 0.0 | 95.0 | 2.0 | 2.0 |
| Advance online registration process | 99.0 | 1.0 | 0.0 | 95.0 | 4.0 | 1.0 |
| Onsite check-in/registration process | 98.0 | 1.0 | 1.0 | 91.0 | 5.0 | 1.0 |
| Benefits U booklet layout & design | 95.0 | 4.0 | 1.0 | 96.0 | 4.0 | 0.0 |
| Morning opening session | 91.5 | 7.0 | 1.5 | 90.0 | 6.0 | 4.0 |
| Afternoon closing session | 96.0 | 4.0 | 0.0 | 80.0 | 13.0 | 6.0 |
| Ease of use of online session materials | 91.0 | 7.0 | 2.0 | 94.0 | 5.0 | 1.0 |
| Location | 91.0 | 9.0 | 0.0 | 70.0 | 25.0 | 5.0 |
| Facility | 85.0 | 12.0 | 3.0 | 50.0 | 34.0 | 16.0 |
| Food | 57.0 | 22.0 | 21.0 | 34.0 | 38.0 | 27.0 |
| Ability to see and hear presentations | 92.0 | 5.0 | 3.0 | 67.0 | 28.0 | 4.0 |
| Overall event | 95.0 | 5.0 | 0.0 | 69.0 | 28.0 | 2.0 |
| Value in attending Benefits U Conference annually | 95.0% Yes | | 5.0% No | 81.0% Yes | | 5.0% No |
| Number of attendees | 261 | | | 196 | | |
| Number of emails sent | 261 | | | 196 | | |
| Response rate | 36.0% | | | 42.0% | | |

Not all respondents answered all questions, so some percentages may not add up to 100%.