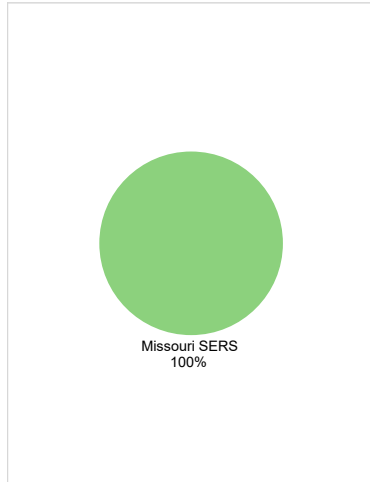
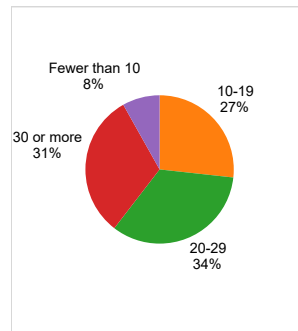


### Percentage of Responses by Fund

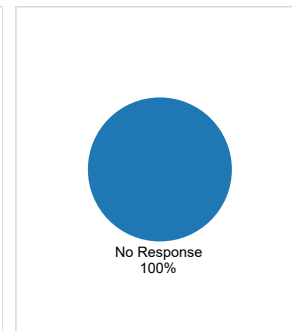
Fund ID  
■ Missouri SERS



### Years of Service



### Job Type



Fund ID  
 Missouri SERS

Response date  
 2021 q1

Gender: Q16  
 All

Education: Q15  
 All

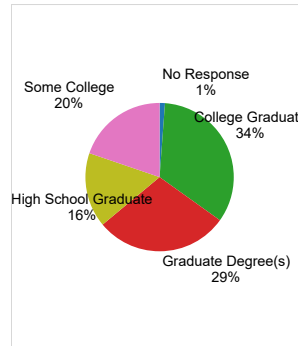
Service: Q14  
 All

Age: Q13  
 All

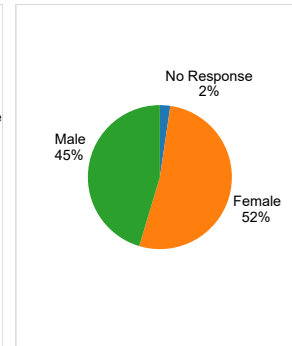
Job Type: Q11  
 All

Custom Variable 1  
 All

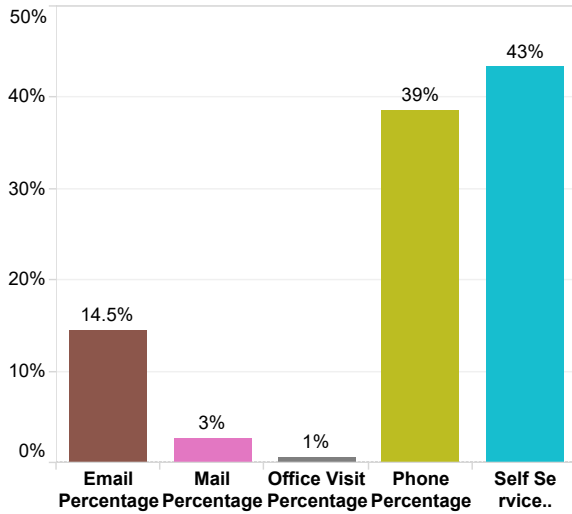
### Education



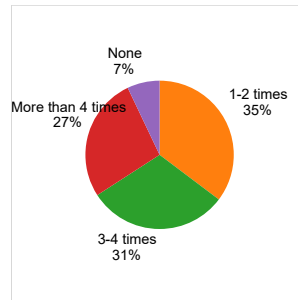
### Gender



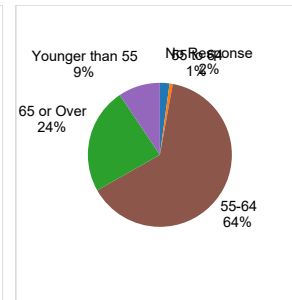
### Method of Contacting the Fund



### Contact Frequency

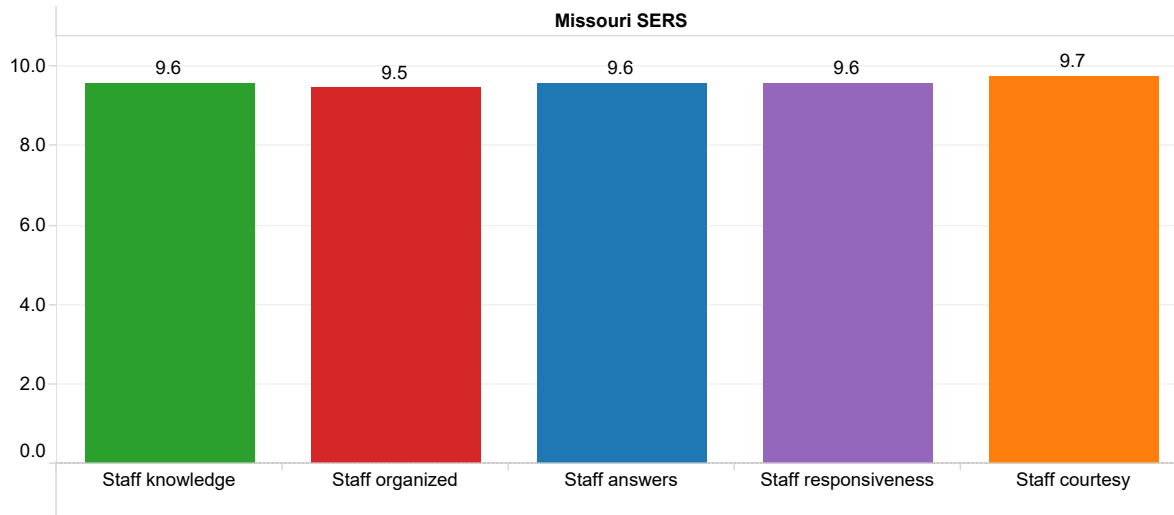


### Age



N: 86

## Q2: Fund Staff



**Fund ID**  
Missouri SERS

**Response date**  
2021 q1

**Gender: Q16**  
All

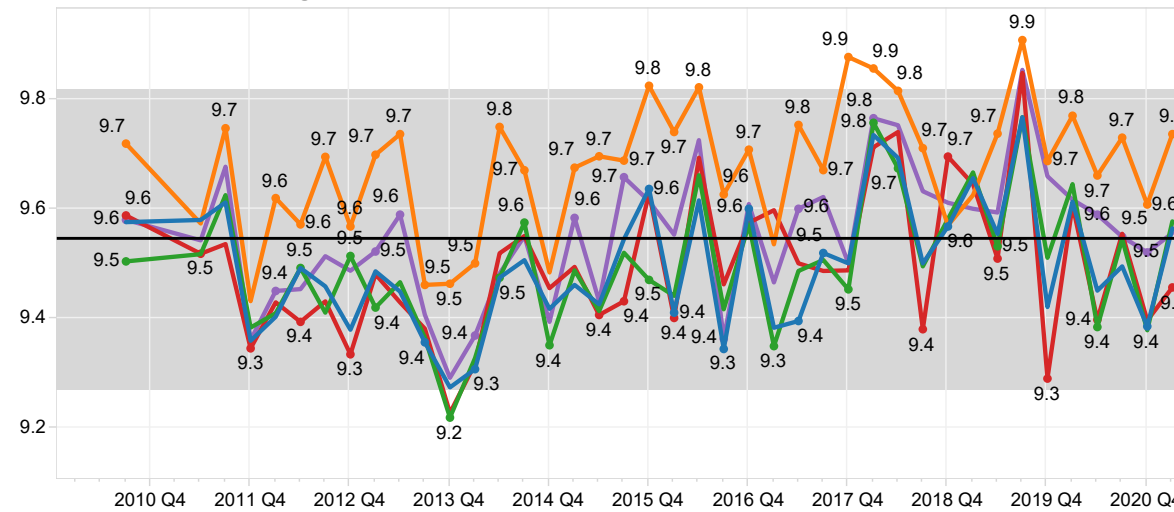
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

## Q2: Fund Staff: Change Over Time



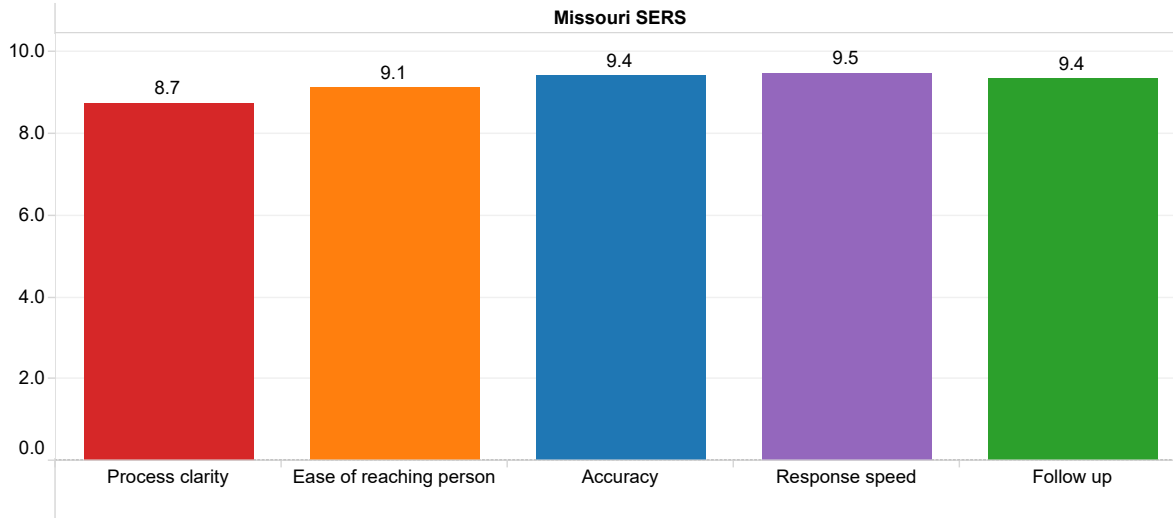
**Custom Variable 1**  
All

**Measure Names**

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

**N:** 86

### Q3: Fund Retirement Process



**Fund ID**  
Missouri SERS

**Response date**  
2021 q1

**Gender: Q16**  
All

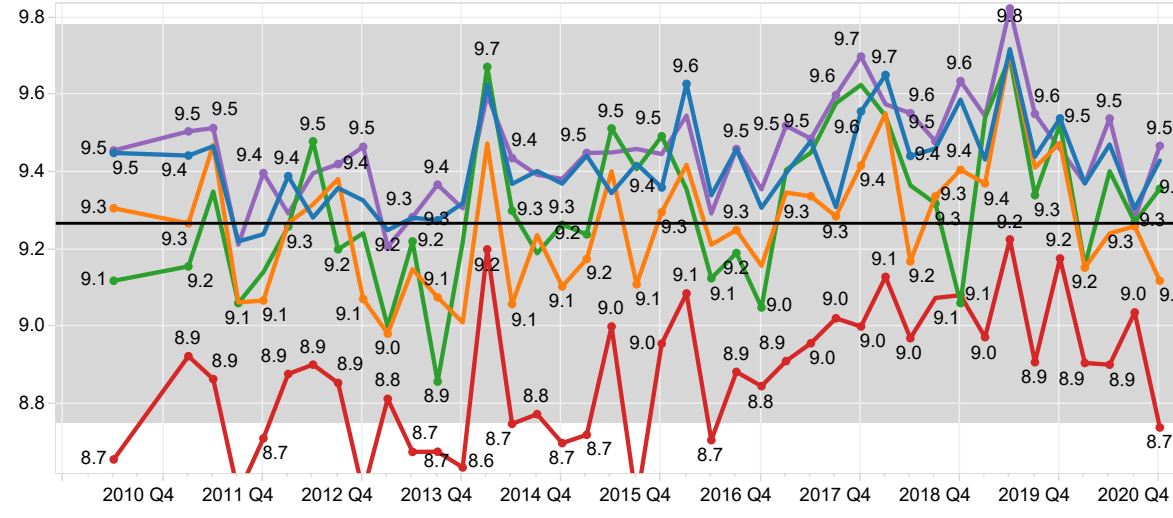
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

### Q3: Fund Retirement Process: Change Over Time



**Custom Variable 1**  
All

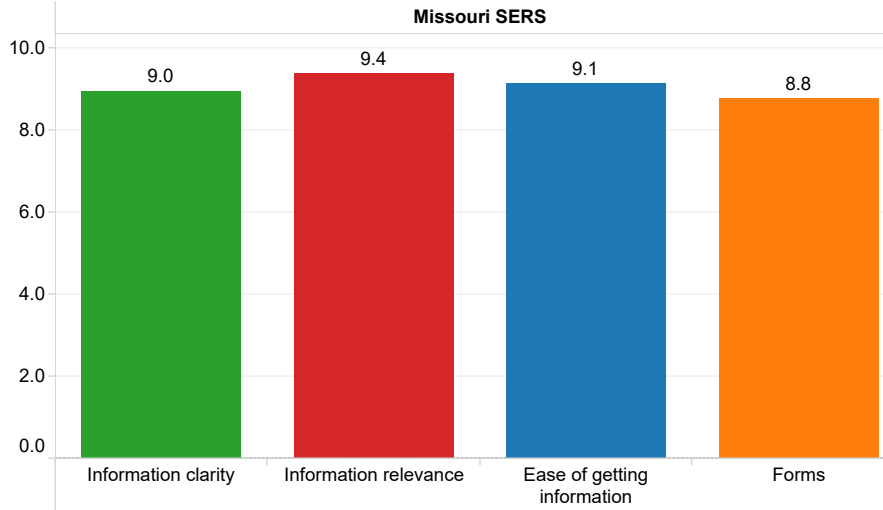
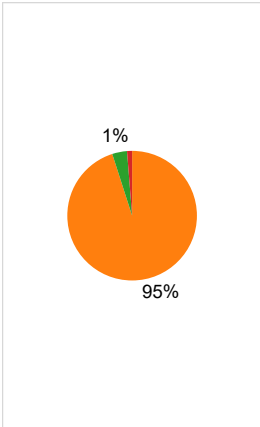
**Measure Names**

- Process clarity
- Ease of reaching pers..
- Accuracy
- Response speed
- Follow up

**N:** 86

**Amount of information:.. Q4: Fund's Written Information**

- About Right
- Too Little
- Too Much



**Fund ID**  
Missouri SERS

**Response date**  
2021 q1

**Gender: Q16**  
All

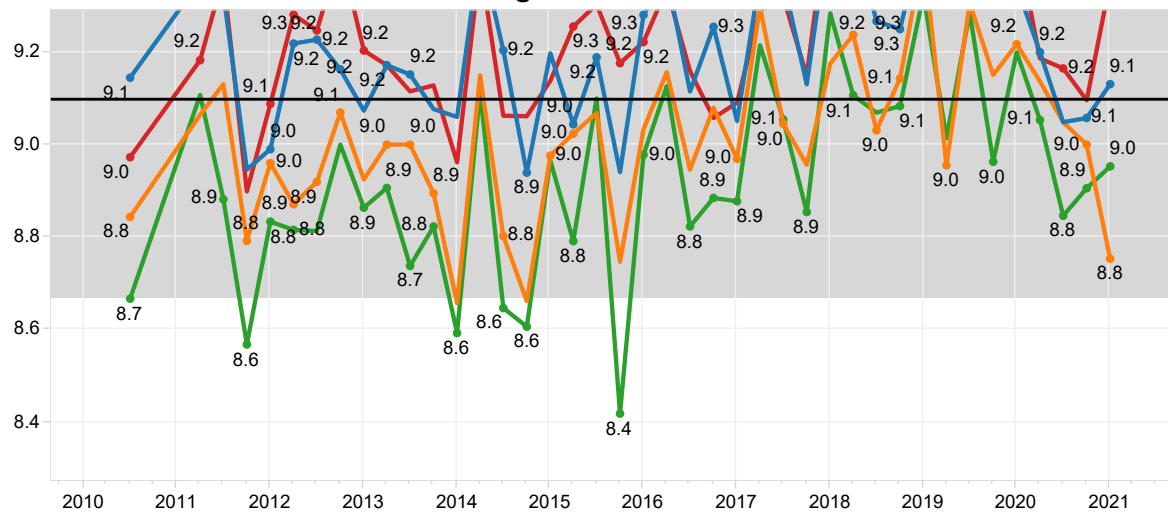
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

**Q4: Fund's Written Information: Change Over Time**

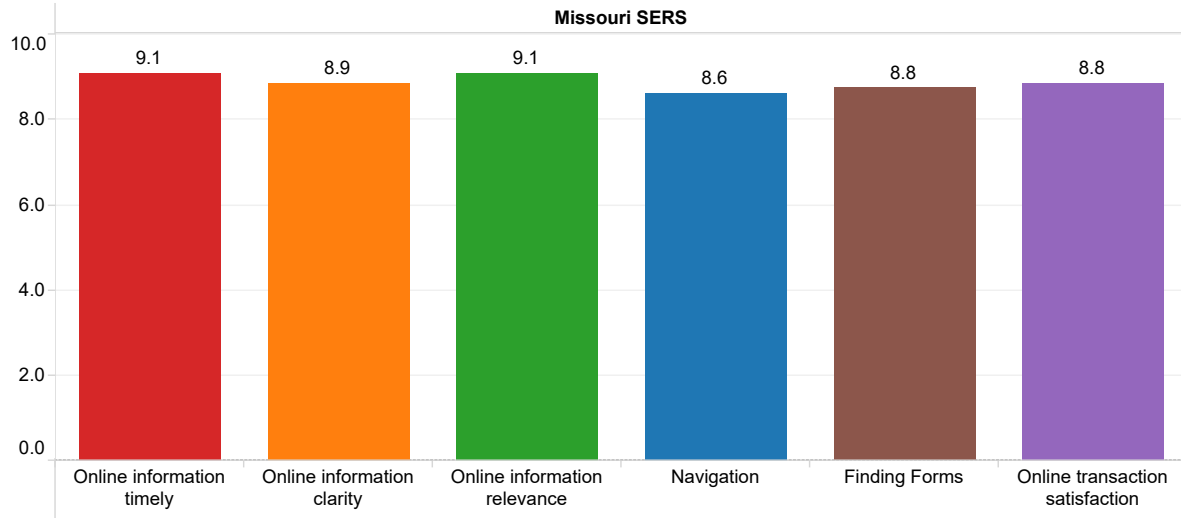


**Custom Variable 1**  
All

- Measure Names**
- Information clarity
  - Information relevance
  - Ease of getting inform..
  - Forms

**N: 86**

### Q6: Fund Online Information



**Fund ID**  
Missouri SERS

**Response date**  
2021 q1

**Gender: Q16**  
All

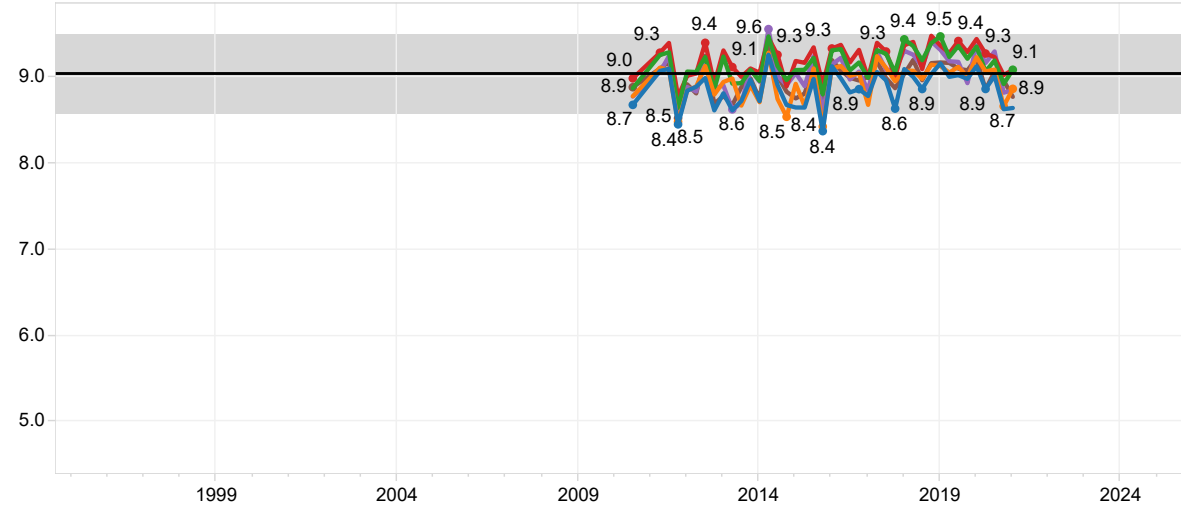
**Education: Q15**  
All

**Service: Q14**  
All

**Age: Q13**  
All

**Job Type: Q11**  
All

### Q6: Fund Online Information: Change Over Time



**Custom Variable 1**  
All

- Measure Names**
- Online information tim..
  - Online information cla..
  - Online information rel..
  - Navigation
  - Finding Forms
  - Online transaction sat..

**N: 86**