

From: B.A. Wells (CRIS, 202-606-2730)

CRIS Customer Satisfaction Survey

1. **Respondent Universe:** Approx. 136,000 annuitants and survivor annuitants having a transaction with OPM/CRIS Retirement Services Programs (RSP) for a given fiscal year. Transactions include the claim process for retirement benefits (CSRS and FERS) and customer service for existing retirement accounts. **Survey Response Rate:** typically 50 – 55 percent (mailed survey).

2. Procedures

Methodology: Based on survey parameters, a mainframe program makes a random selection of annuitants having a transaction during the fiscal year. There is an equal number surveys sent to claims process and customer service transactions.

Estimation procedure: (do not understand how the term is used here)

Accuracy: Margin of error is +/-5%.

Problems: None.

Fewer than annual: Due to a large sample universe, it is unlikely that a retiree would receive this survey more than once during in their retired years. Some survey results are reported as key performance measures in the OPM Performance and Accountability Report. For these reason, collecting survey data less than annually is not a consideration.

3. **Maximize response rates:** Out of the average of 705 surveys mailed each year, the number of returns is between 350 and 400. Based on the survey parameters and survey sample size tables, this is more than enough survey returns to assure a valid survey. For years a follow-up mailing was routinely done for non-respondents. This mailing would produce some 50 responses, but made little or no difference in survey results from the first mailing. Thus second mailings were discontinued six years ago.

4. **Tests:** None.

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