

## Website survey:

### Banner:

We would love to hear about your visit to the TRS website today. Please fill out this 5-question survey to let us know how we are doing!

### Intro:

Thank you for taking a few minutes to fill this survey. Your valuable feedback helps us build a better experience for you!

The survey should not take more than 2 minutes and your responses are anonymous.

Q1. I found what I needed on the TRS website today

Yes          Partially          No          Not sure

Q2. After your visit to the TRS website, do you still need additional assistance or support?

- Yes, I still need help and will reach out in person/ by phone or email.
- No, I was able to find the information I needed.

Q3. Please tell us why you visited the TRS website today?

- Access myTRS
- Access a calculator
- Request for a refund/withdraw
- Access Healthcare benefits information
- Find TRS contact information
- Access TRS forms
- View payment schedule
- Access life event resource kit

Other (please specify)

Q4. What is your overall satisfaction with this site?

- 1 Very dissatisfied
- 2 Somewhat dissatisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat satisfied
- 5 Very Satisfied

If you answered Very Dissatisfied/Somewhat dissatisfied, please provide your reasons for the same.

(Text entry)

Q5. If you could improve one thing about the TRS website, what would it be?

(Text Entry)