

SURS Website Survey Results

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In a recent online survey conducted by SURS, our website users overwhelmingly describe the site as well done and easy to navigate. Over 80 percent said they found exactly what they were looking for when they logged on.

The survey, conducted over the past 10 weeks, asked users to evaluate the usability and visual appeal of the website. Seventy-seven percent of responders said the overall look of the site was well done. Seventy-six percent said the site was easy to use. Less than eight percent said they had to call or visit SURS because they couldn't find the information they were looking for online.

Most users (87 percent) indicated they access the website from their home computers, as opposed to a work computer, public computer, tablet or smartphone.

As far as why members search the website; the majority log on to check their personal accounts and to learn the latest news and updates on SURS and pension legislation. Many are looking for information on webinars and seminars, as well as the retirement process and insurance. And still others log on to update their personal information such as address, contact information, direct deposit and tax forms.

SURS seems to be serving all segments of our membership. Fifty percent of survey respondents were more than three years away from retirement, 30 percent were retired members, and 20 percent were planning to retire soon.

Thank you to all of our members who took the time to fill out the survey.

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