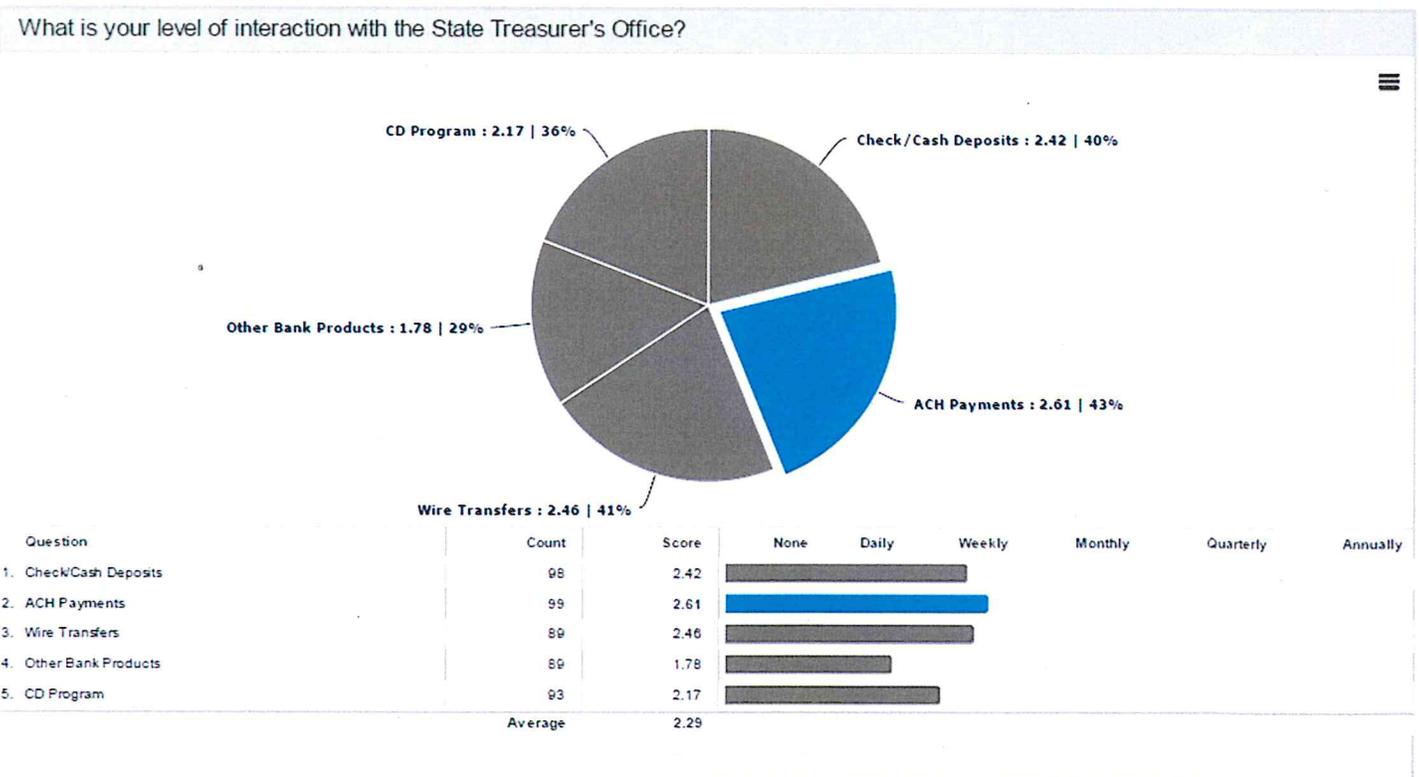
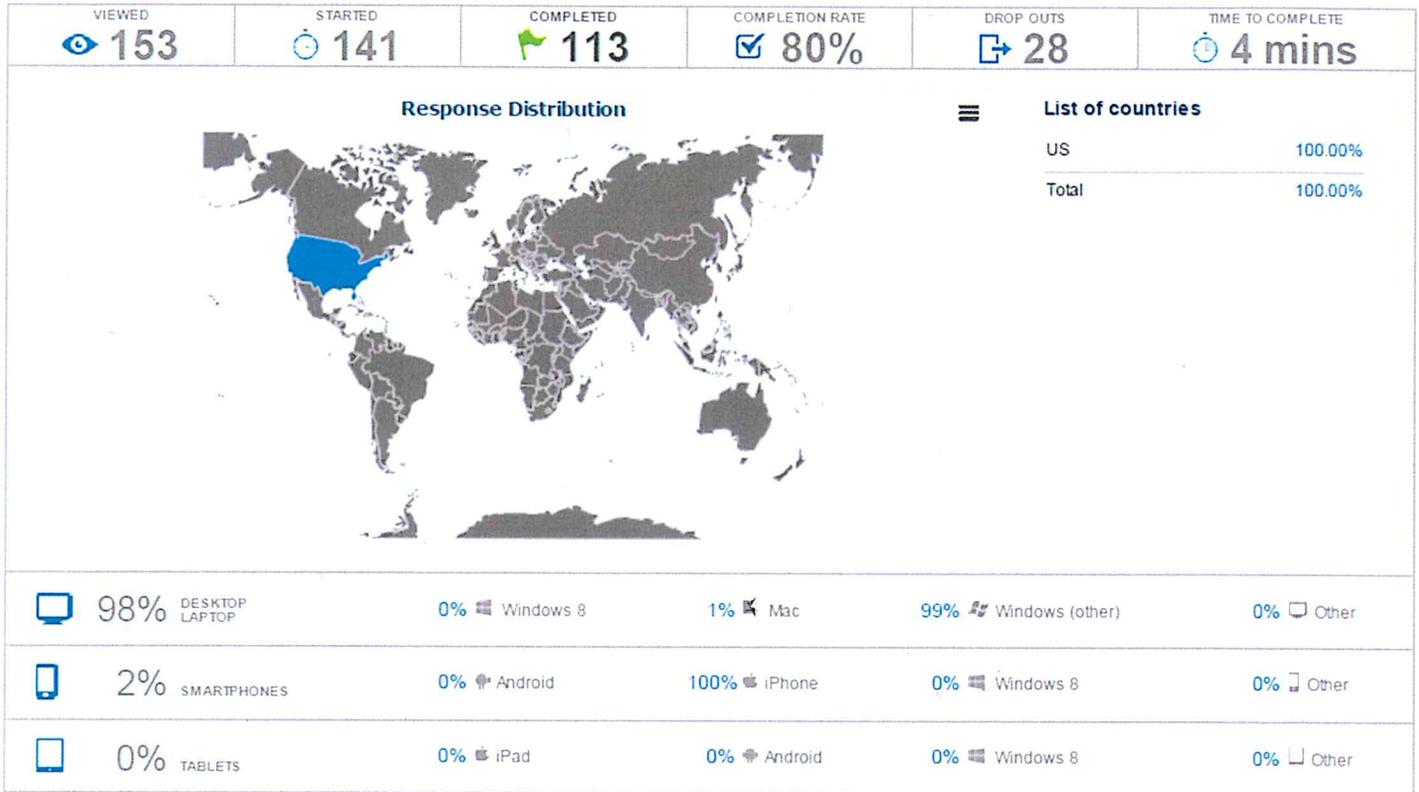


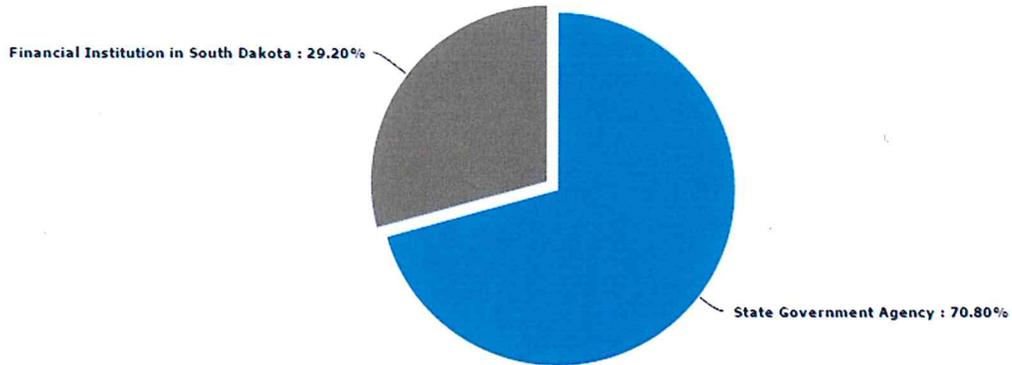
State Treasurer Customer Satisfaction Survey Results

Survey Report: QuestionPro : Customers of SD Treasurer's Office



State Treasurer Customer Satisfaction Survey Results

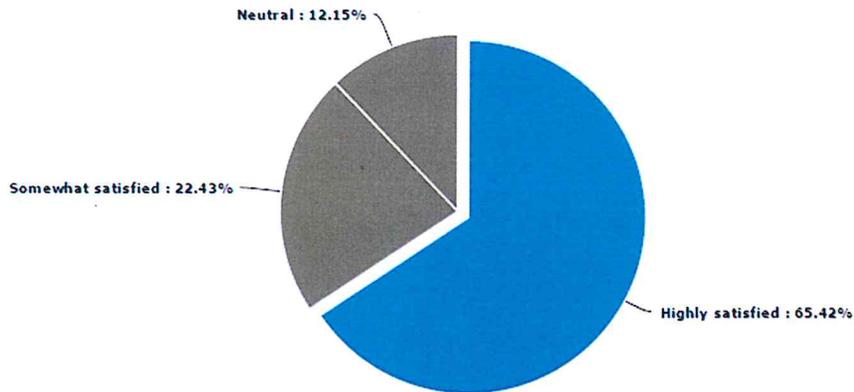
What best describes your area of employment?



Answer	Count	Percent	20%	40%	60%	80%	100%
1. State Government Agency	80	70.80%					
2. Financial Institution in South Dakota	33	29.20%					
3. Financial Institution outside South Dakota	0	0.00%					
4. Other	0	0.00%					
Total	113	100%					

Mean: 1.292 Confidence Interval @ 95%: [1.208 - 1.376] Standard Deviation: 0.457 Standard Error: 0.043

How would you rate your overall level of satisfaction in working with us?

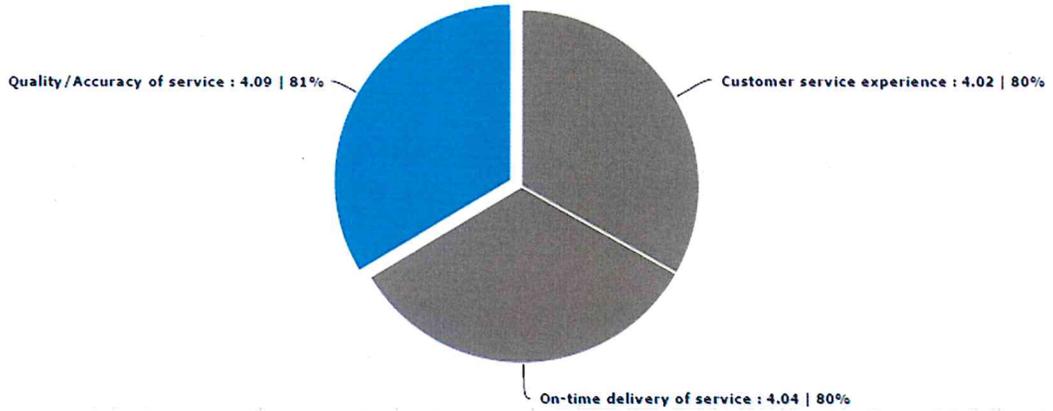


Answer	Count	Percent	20%	40%	60%	80%	100%
1. Highly satisfied	70	65.42%					
2. Somewhat satisfied	24	22.43%					
3. Neutral	13	12.15%					
4. Somewhat dissatisfied	0	0.00%					
5. Highly dissatisfied	0	0.00%					
Total	107	100%					

Mean: 1.467 Confidence Interval @ 95%: [1.334 - 1.601] Standard Deviation: 0.705 Standard Error: 0.068

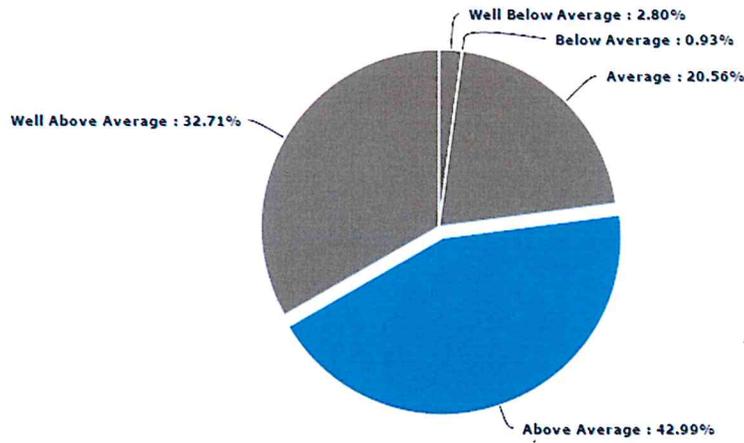
State Treasurer Customer Satisfaction Survey Results

How do we rate on the following attributes?



Question	Count	Score	Well Below Average	Below Average	Average	Above Average	Well Above Average
1. Customer service experience	107	4.02					
2. On-time delivery of service	105	4.04					
3. Quality/Accuracy of service	104	4.09					
Average		4.05					

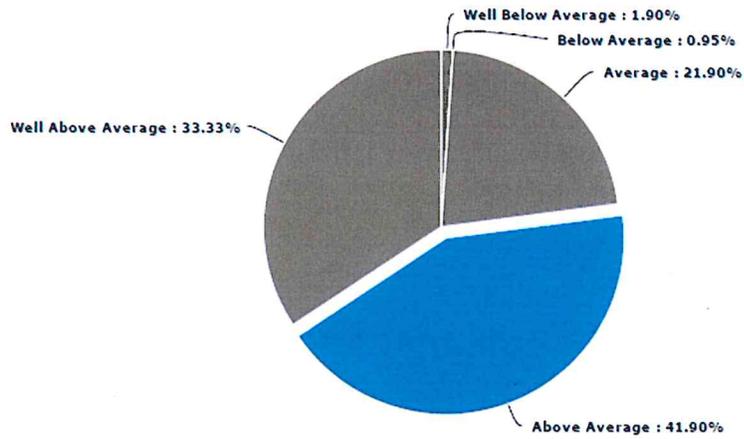
Customer service experience



Answer	Count	Percent	20%	40%	60%	80%	100%
1. Well Below Average	3	2.80%					
2. Below Average	1	0.93%					
3. Average	22	20.56%					
4. Above Average	46	42.99%					
5. Well Above Average	35	32.71%					
Total	107	100%					
Mean: 4.019		Confidence Interval @ 95%: [3.846 - 4.191]	Standard Deviation: 0.911		Standard Error: 0.088		

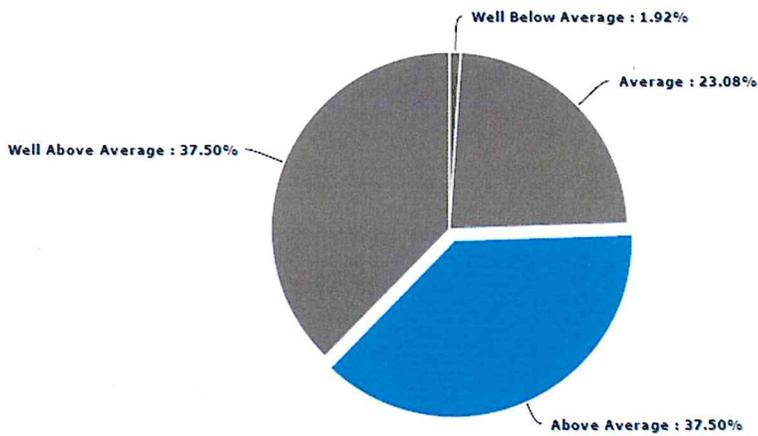
State Treasurer Customer Satisfaction Survey Results

On-time delivery of service



Answer	Count	Percent	20%	40%	60%	80%	100%
1. Well Below Average	2	1.90%					
2. Below Average	1	0.95%					
3. Average	23	21.90%					
4. Above Average	44	41.90%					
5. Well Above Average	35	33.33%					
Total	105	100%					
Mean: 4.038		Confidence Interval @ 95%: [3.870 - 4.206]	Standard Deviation: 0.876		Standard Error: 0.086		

Quality/Accuracy of service



Answer	Count	Percent	20%	40%	60%	80%	100%
1. Well Below Average	2	1.92%					
2. Below Average	0	0.00%					
3. Average	24	23.08%					
4. Above Average	39	37.50%					
5. Well Above Average	39	37.50%					
Total	104	100%					
Mean: 4.087		Confidence Interval @ 95%: [3.917 - 4.256]	Standard Deviation: 0.883		Standard Error: 0.087		