

USER SATISFACTION SURVEYS					
Have You Had a Chance to Use the Tools and Resources on the Platform?					
SURVEY	YES	NO			
SSSQ22016	40.00%	60.00%			
SSSQ32016	56.85%	43.15%			
SSSQ42016	40.95%	59.05%			
SSSQ12017	47.14%	52.86%			
AVERAGES	46.36%	53.64%			
ROUNDED	46%	54%			
I Have Found the Variety of Content/Topics Wide-Ranging & Useful					
SURVEY	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
SSSQ22016	48.44%	39.06%	1.56%	3.13%	7.81%
	87.50%				10.94%
SSSQ32016	40.96%	48.19%	4.82%	0.00%	6.02%
	89.16%				6.02%
SSSQ42016	44.19%	39.53%	6.98%	4.65%	4.65%
	83.72%				9.30%
SSSQ12017	39.39%	45.45%	6.06%	3.03%	6.06%
	84.85%				9.09%
AVERAGES	86.79%	4.39%		8.82%	
ROUNDED	87%	4%		9%	
I Enjoy Having the Ability to Learn in Different Formats					
SURVEY	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
SSSQ22016	45.31%	39.06%	6.25%	3.13%	6.25%
	84.38%				9.38%
SSSQ32016	48.19%	36.14%	8.43%	1.20%	6.02%
	84.34%				7.23%
SSSQ42016	44.19%	39.53%	9.30%	2.33%	4.65%
	83.72%				6.98%
SSSQ12017	48.48%	33.33%	6.06%	3.03%	9.09%
	81.82%				12.12%
AVERAGES	83.85%	7.55%		8.60%	
ROUNDED	84%	8%		9%	
	Did Not Enjoy		9%		
I Have Gained New Financial Knowledge and/or Skills Thanks to the Platform					
SURVEY	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
SSSQ22016	45.31%	35.94%	6.25%	3.13%	9.38%
	81.25%				12.50%
SSSQ32016	37.35%	40.96%	12.05%	0.00%	9.64%
	78.31%				9.64%
SSSQ42016	39.53%	37.21%	9.30%	4.65%	9.30%
	76.74%				13.95%
SSSQ12017	45.45%	24.24%	18.18%	6.06%	6.06%
	69.70%				12.12%
AVERAGES	77.69%	10.41%		11.89%	
ROUNDED	78%	10%		12%	
	Gained or Maintained		88%		
I Am Likely to Return to the Platform in the Future					
SURVEY	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
SSSQ22016	42.19%	39.06%	9.38%	3.13%	6.25%
	81.25%				9.38%
SSSQ32016	37.35%	31.33%	16.87%	3.61%	10.84%
	68.67%				14.46%
SSSQ42016	46.51%	27.91%	13.95%	4.65%	6.98%
	74.42%				11.63%
SSSQ12017	36.36%	21.21%	24.24%	6.06%	12.12%
	57.58%				18.18%
AVERAGES	72.50%	14.81%		12.69%	
ROUNDED	72%	15%		13%	
I Would Recommend the Platform					
SURVEY	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE
SSSQ22016	50.00%	35.94%	6.25%	1.56%	6.25%
	85.94%				7.81%
SSSQ32016	38.55%	40.96%	12.05%	1.20%	7.23%
	79.52%				8.43%
SSSQ42016	51.16%	32.56%	6.98%	2.33%	6.98%
	83.72%				9.30%
SSSQ12017	42.42%	33.33%	12.12%	6.06%	6.06%
	75.76%				12.12%
AVERAGES	82.02%	9.02%		8.95%	
ROUNDED	82%	9%		9%	

ADMINISTRATOR SATISFACTION SURVEYS						
I Have Found the Variety of Content/Topics Wide-Ranging & Useful						
SURVEY	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	
SCSSq22016	20.00%	80.00%	60.00%	0.00%	20.00%	0.00%
						20.00%
SCSSq32016	28.57%	71.43%	42.86%	14.29%	0.00%	14.29%
						14.29%
SCSSq42016	50.00%	100.00%	50.00%	0.00%	0.00%	0.00%
						0.00%
SCSSq12017	40.00%	80.00%	40.00%	20.00%	0.00%	0.00%
						0.00%
AVERAGES	78.95%	10.53%		10.53%		
ROUNDED	79%	11%		11%		
Platform Representative Is Knowledgeable & Available						
SURVEY	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	
SCSSq22016	60.00%	80.00%	20.00%	0.00%	20.00%	0.00%
						20.00%
SCSSq32016	42.86%	85.71%	42.86%	0.00%	0.00%	14.29%
						14.29%
SCSSq42016	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
						0.00%
SCSSq12017	60.00%	100.00%	40.00%	0.00%	0.00%	0.00%
						0.00%
AVERAGES	89.47%	0.00%		10.53%		
ROUNDED	89%	0%		11%		
Frequency/Quality of Platform Updates Meet/Exceed Expectations						
SURVEY	STRONGLY AGREE	AGREE	NEITHER	DISAGREE	STRONGLY DISAGREE	
SCSSq22016	20.00%	80.00%	60.00%	0.00%	20.00%	0.00%
						20.00%
SCSSq32016	14.29%	71.43%	57.14%	14.29%	14.29%	0.00%
						14.29%
SCSSq42016	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
						0.00%
SCSSq12017	20.00%	80.00%	60.00%	20.00%	0.00%	0.00%
						0.00%
AVERAGES	78.95%	10.53%		10.53%		
ROUNDED	79%	11%		11%		

Behavior Changes		
Help Change Your Behavior?		
SURVEY	YES	NO
Jan 2016 MoCo	96.67%	3.33%
Feb 2016 MoCo	96.80%	3.20%
Dec. 2015 MoCo	97.58%	2.42%
AVERAGES	96.91%	3.09%
ROUNDED	97%	3%

Awareness Survey	
Why Haven't You Returned to the Platform?	
SURVEY	77%
Wasn't Aware	77%
Not Sure How to Get Back	29%
No Need	10%
I Know It's There	9%
Didn't Know It Existed	5%
Slush	12%