



CALSTRS[®]

2022 Member Survey

Tom Buffalo
Research Manager

Our members

All Respondents

Age:		Service Credit:	
Youngest	22	Maximum	54.7
Oldest	98	Average	19.5
Average	55.9	Median	20

Active Respondents

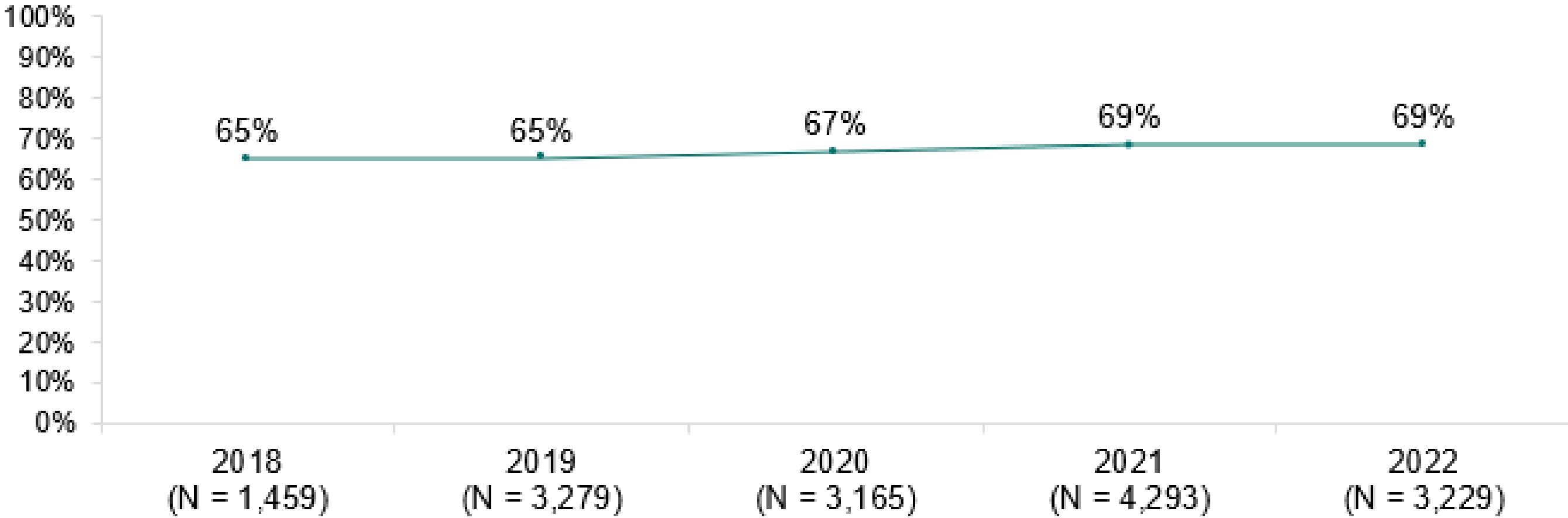
Age:		Service Credit:	
Youngest	22	Maximum	28.1
Oldest	49	Average	10.2
Average	38.4	Median	8.69
Median	38		

Retired Respondents

Age:		Service Credit:	
Youngest	50	Maximum	54.7
Oldest	98	Average	23.3
Average	65.3	Median	23.9
Median	64		

Overall Satisfaction with CalSTRS

Overall Satisfaction with CalSTRS
Annual Comparison - Satisfied or Completely Satisfied



What drives overall satisfaction with CalSTRS?

- Active Drivers:

- CalSTRS is an organization I can trust.
- CalSTRS cares about members like me.
- I know CalSTRS operates in my best interest.

- Retired Drivers:

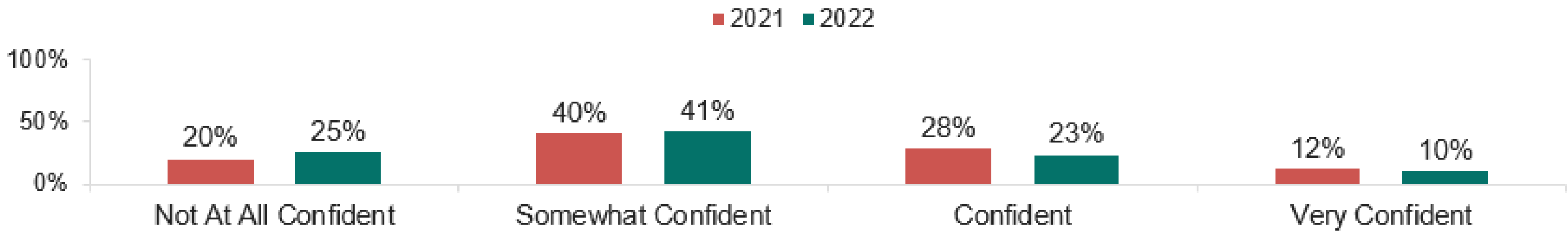
- I know CalSTRS operates in my best interest.
- CalSTRS cares about members like me.
- CalSTRS is an organization I can trust.

What drives trust with CalSTRS among active members?

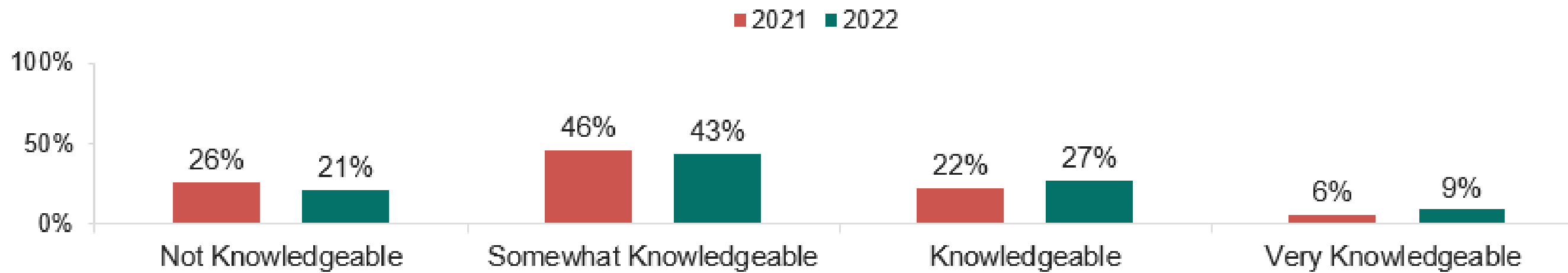
- Active Drivers:
 - How confident are you that you will have enough money to live comfortably throughout your retirement years?
 - How would you rate your level of knowledge about your CalSTRS benefits?

Confidence & Knowledge

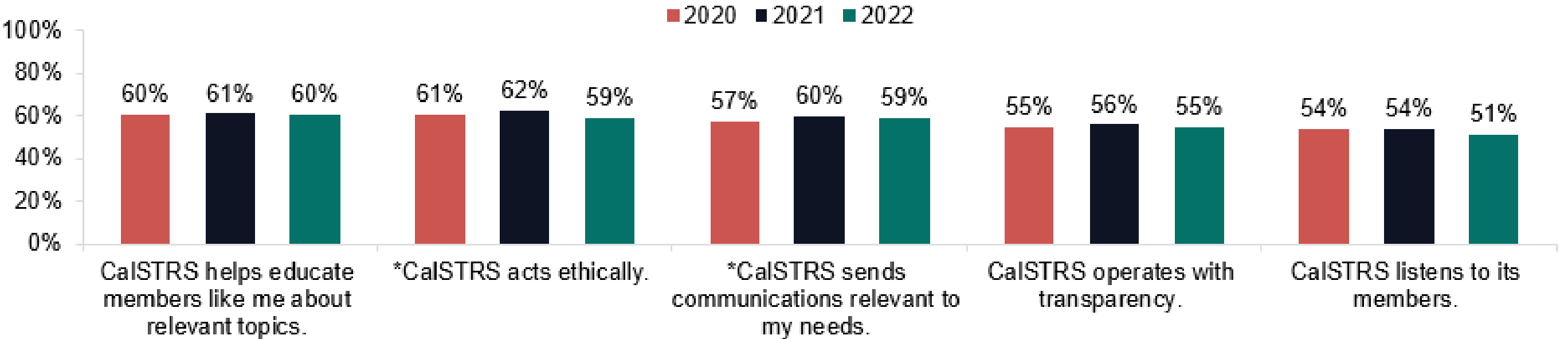
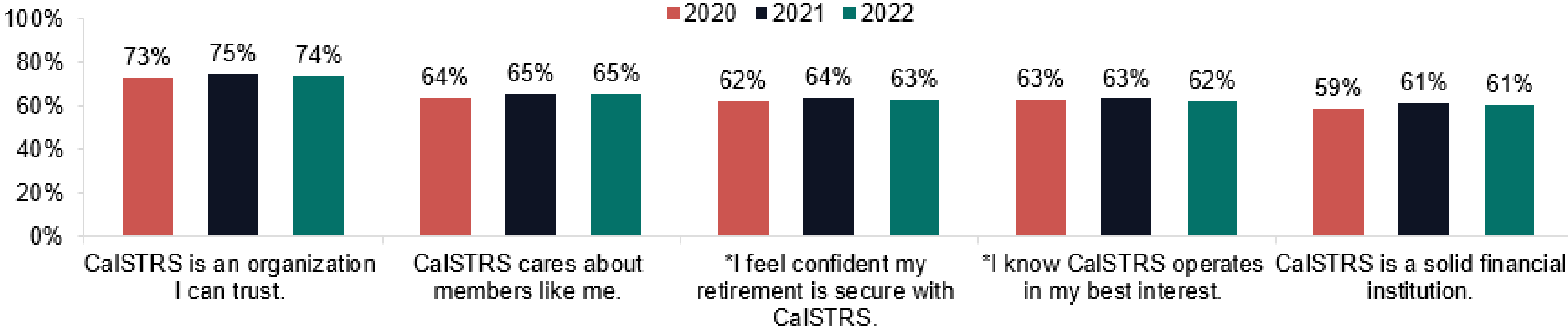
How confident are you that you will have enough money to live comfortably throughout your retirement years?



How would you rate your level of knowledge about your CalSTRS benefits?



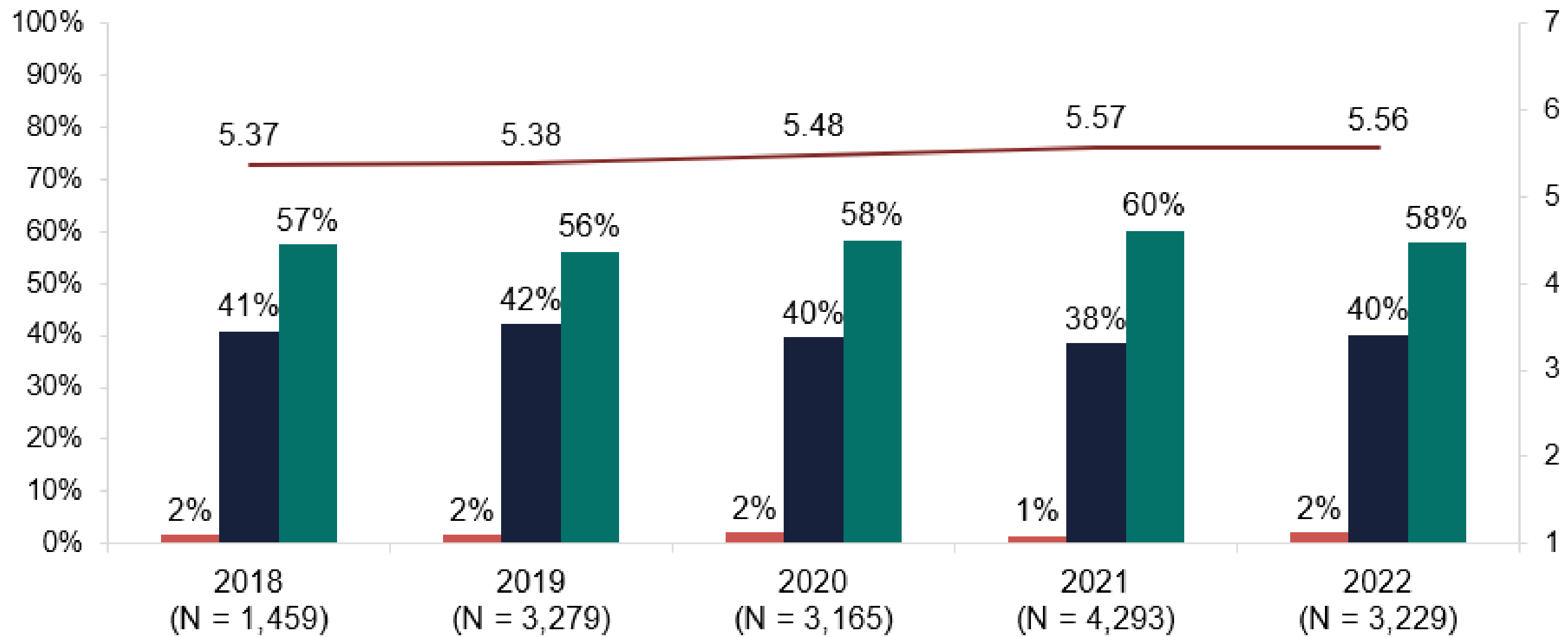
Engagement Attributes



Member Engagement

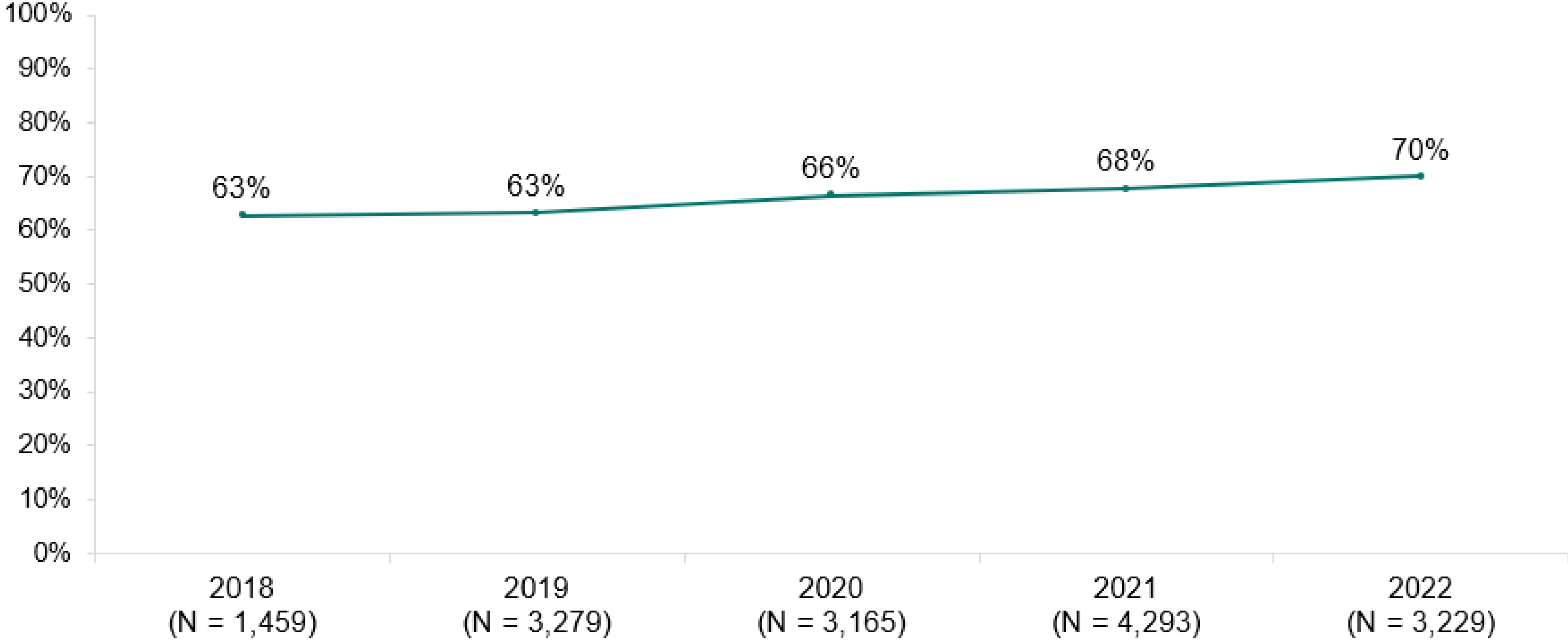
Member Engagement Trend

Disengaged Swing Engaged Mean



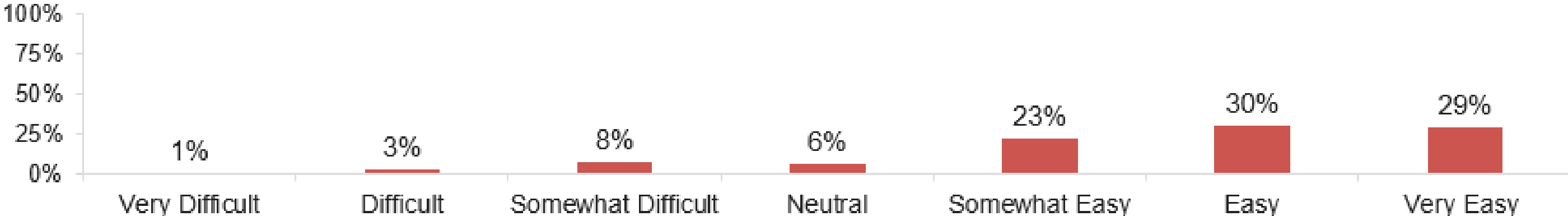
Satisfaction with CalSTRS Services

Overall Satisfaction with Services
Annual Comparison - Satisfied or Completely Satisfied



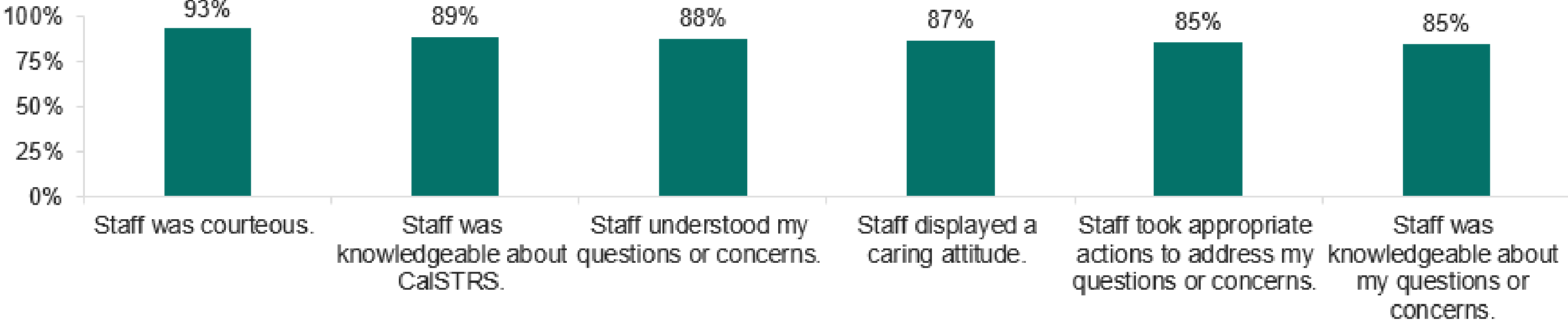
Staff Performance Metrics

How easy was it for you to reach a CalSTRS staff member?



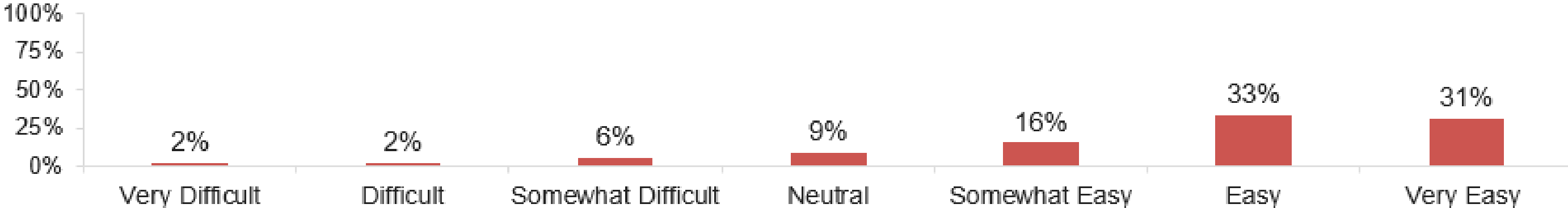
Staff Performance Items

6 or 7 Agreement Rating

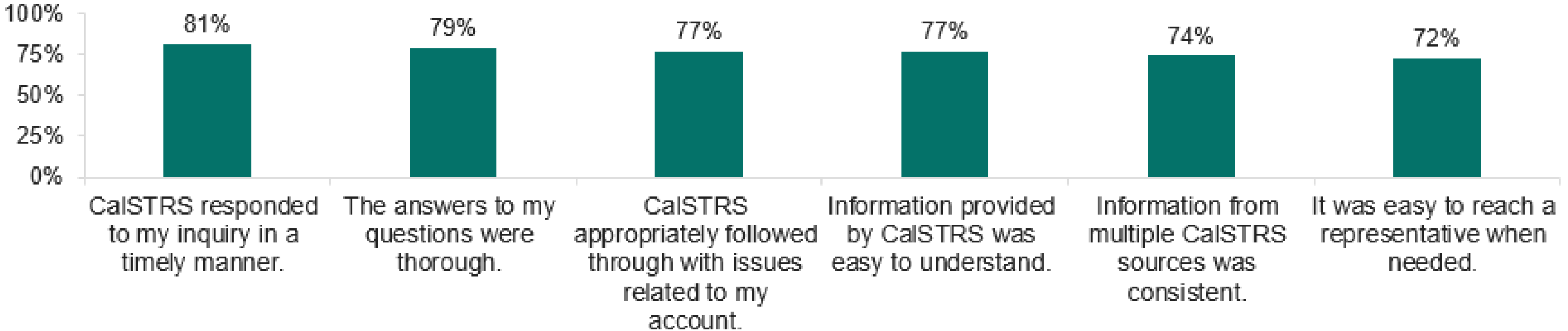


Service Performance Metrics

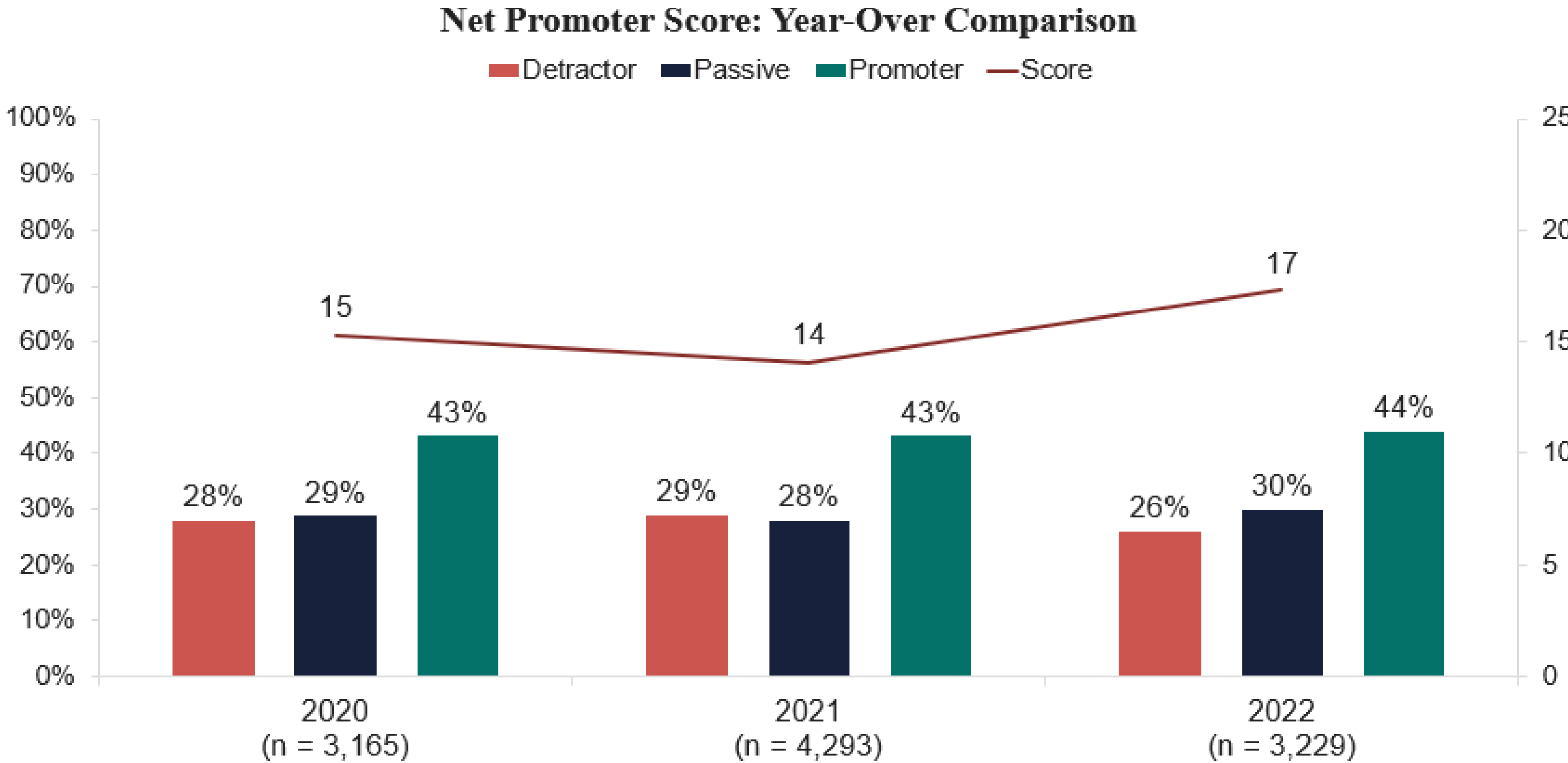
Thinking back in the past year, how easy was it for you to get a resolution to your concern or question?



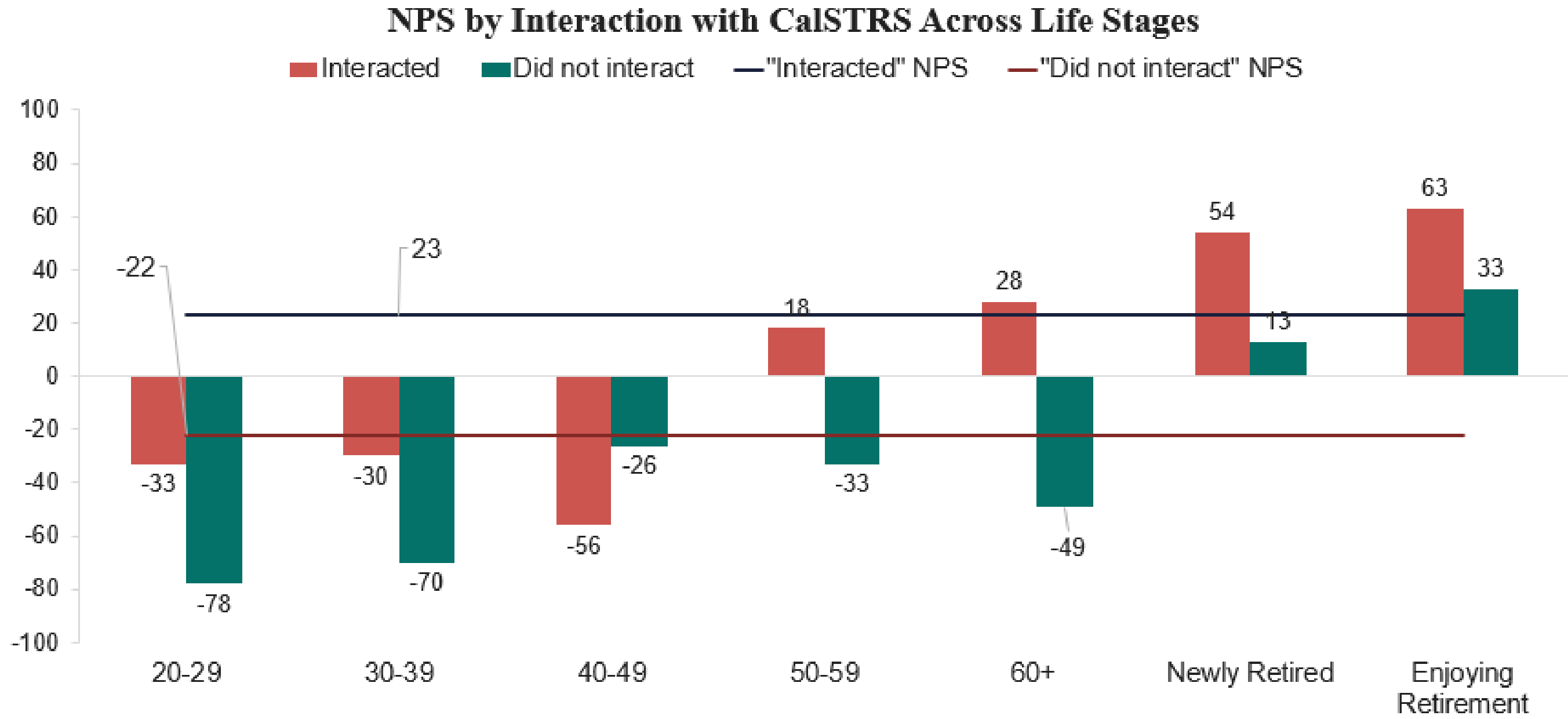
Service Performance Items *6 or 7 Agreement Rating*



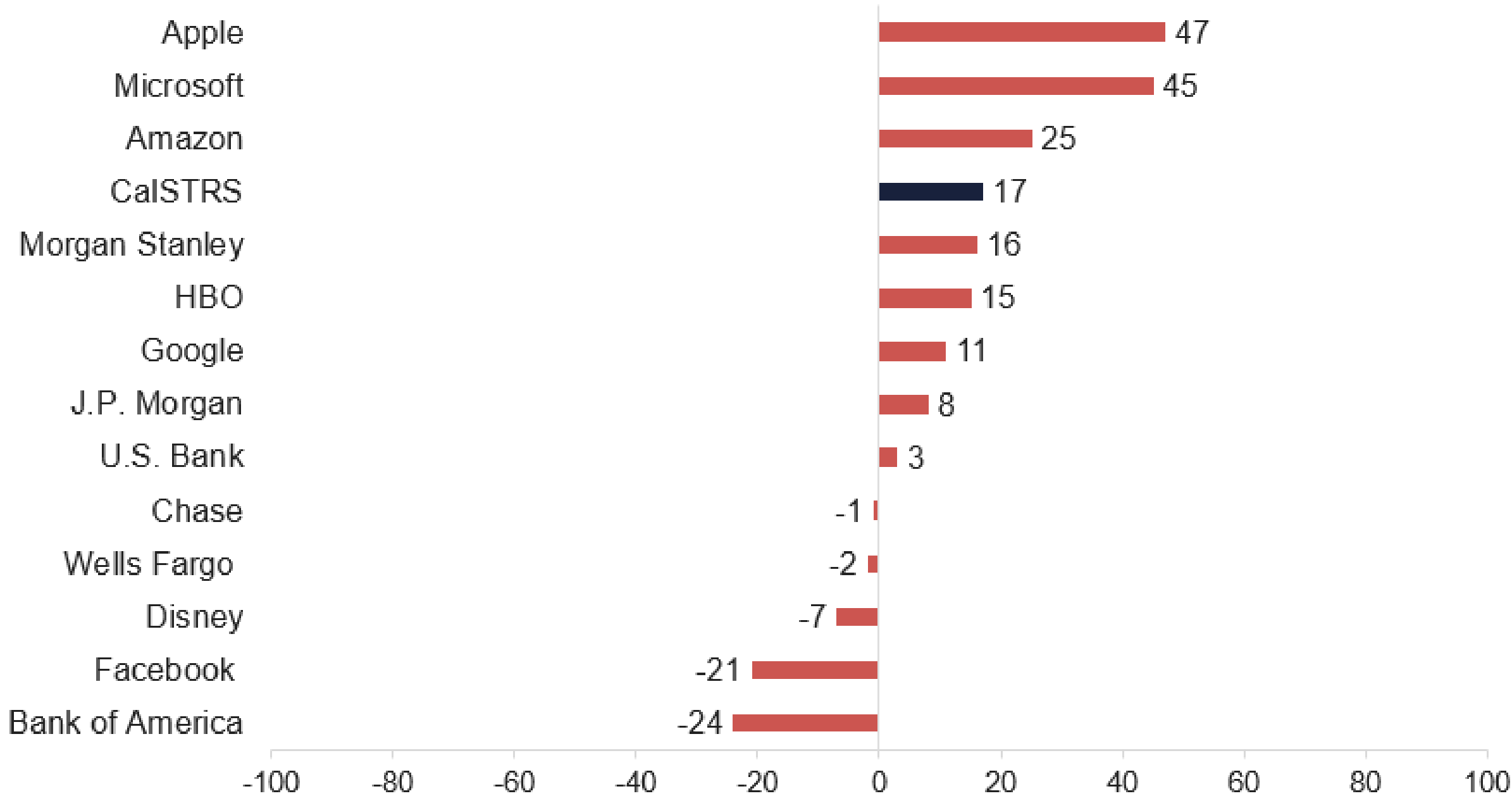
Net Promoter Score



Net Promoter Score *continued*

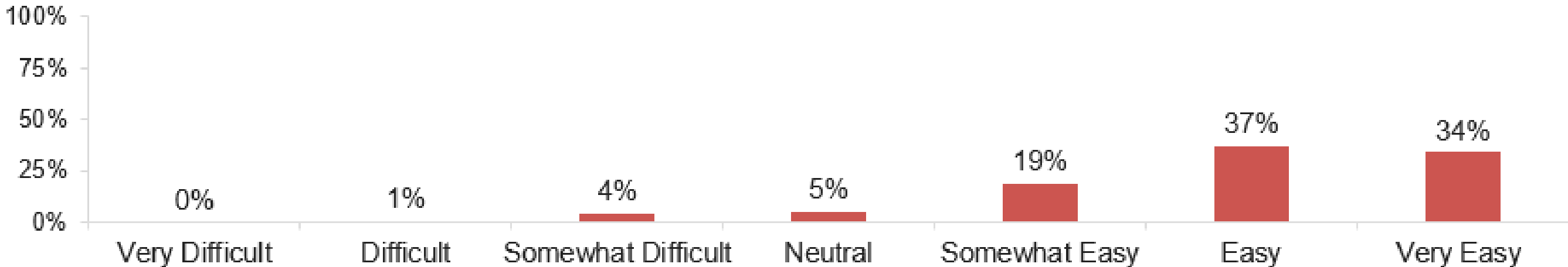


Net Promoter Score Benchmarking Comparison

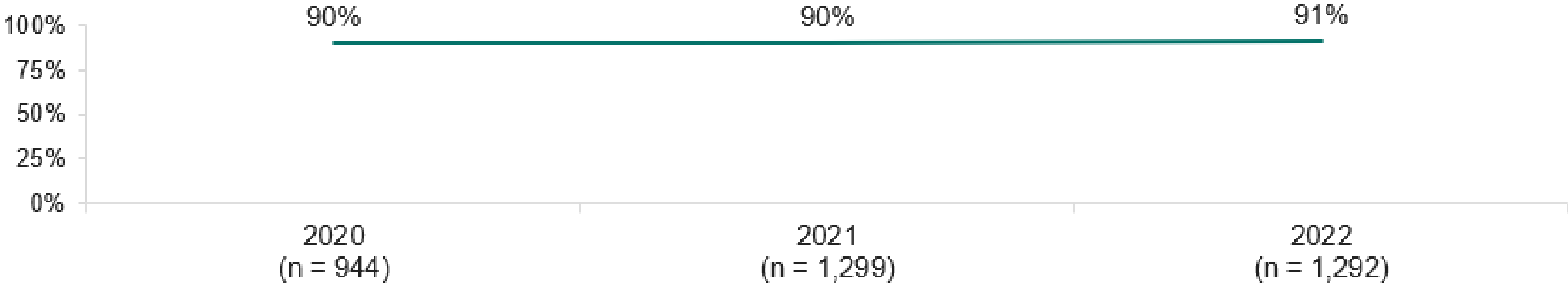


Retirement

How easy was the retirement process overall?



How satisfied are you with retirement overall?
Top Two Annual Comparison: Satisfied and Completely Satisfied



Thank you.