



Benefits and Services Committee

Item Number 4 – Open Session

Subject: Annual Member Survey

Presenter(s): Tom Buffalo

Item Type: Information

Date & Time: August 31, 2022 – 30 minutes

Attachment(s): 2022 Member Survey Report

PowerPoint(s): 2022 Member Board Presentation

Item Purpose

This item summarizes the results of the 2022 Member Survey.

Recommendation

None.

Executive Summary

The Member Survey is conducted annually to assess active and retired member satisfaction with CalSTRS staff and service. New measures were added in 2022 related to effort—the effort required to reach a customer service representative, to receive a resolution to their concern or question, and to navigate the service retirement process. In addition, select items related to the [Member Segmentation Study](#) were added in 2022.

Generally, overall satisfaction with CalSTRS and satisfaction with staff and service remained consistent with last year. Older respondents reported higher levels of satisfaction and engagement than younger respondents. Additionally, respondents who interacted with CalSTRS reported higher levels of satisfaction and promotion of CalSTRS than those who did not interact with CalSTRS.

Background

The Annual Member Survey has been conducted since 2004.

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Strategic Plan Linkage: Goal 2: Leading innovation and managing change

Board Policy Linkage: [Benefits and Services Committee Charter](#)
