

CALSTRS

# Annual Member Insights

2024 Member Survey



# The survey response is representative of the membership

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## All Respondents

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Age:		Service Credit:	
Youngest	21	Maximum	50.2
Oldest	101	Average	18.8
Average	55.8	Median	19.5

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## Active Respondents

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Age:		Service Credit:	
Youngest	21	Maximum	48.2
Oldest	80	Average	14.9
Average	47.5	Median	14.3
Median	48		

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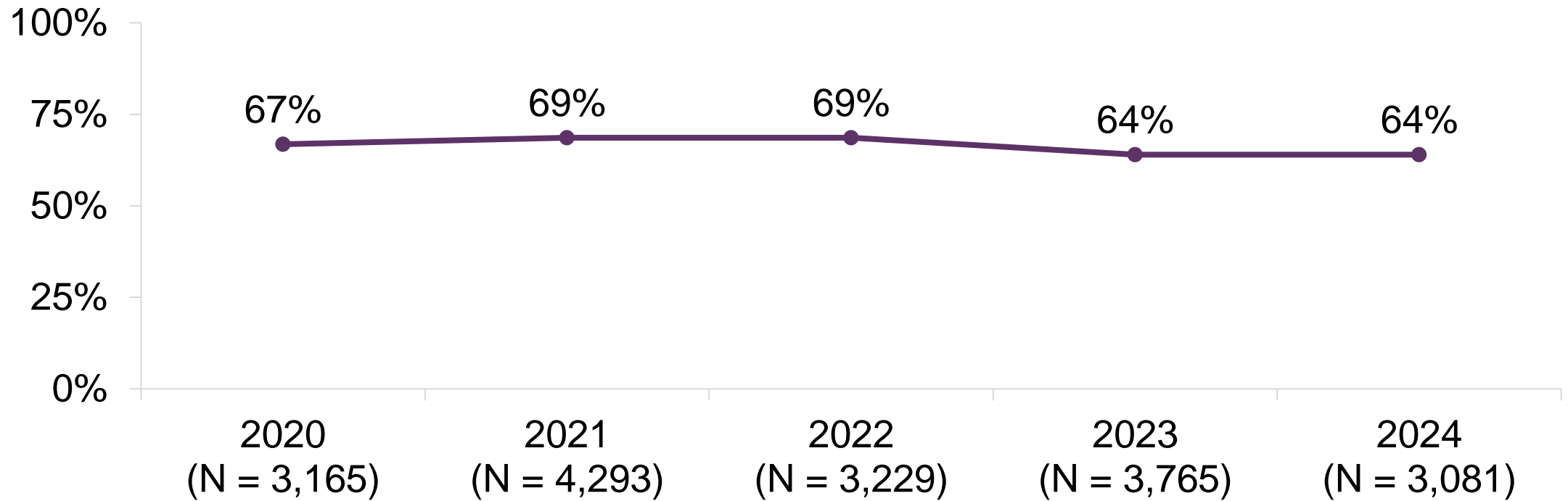
## Retired Respondents

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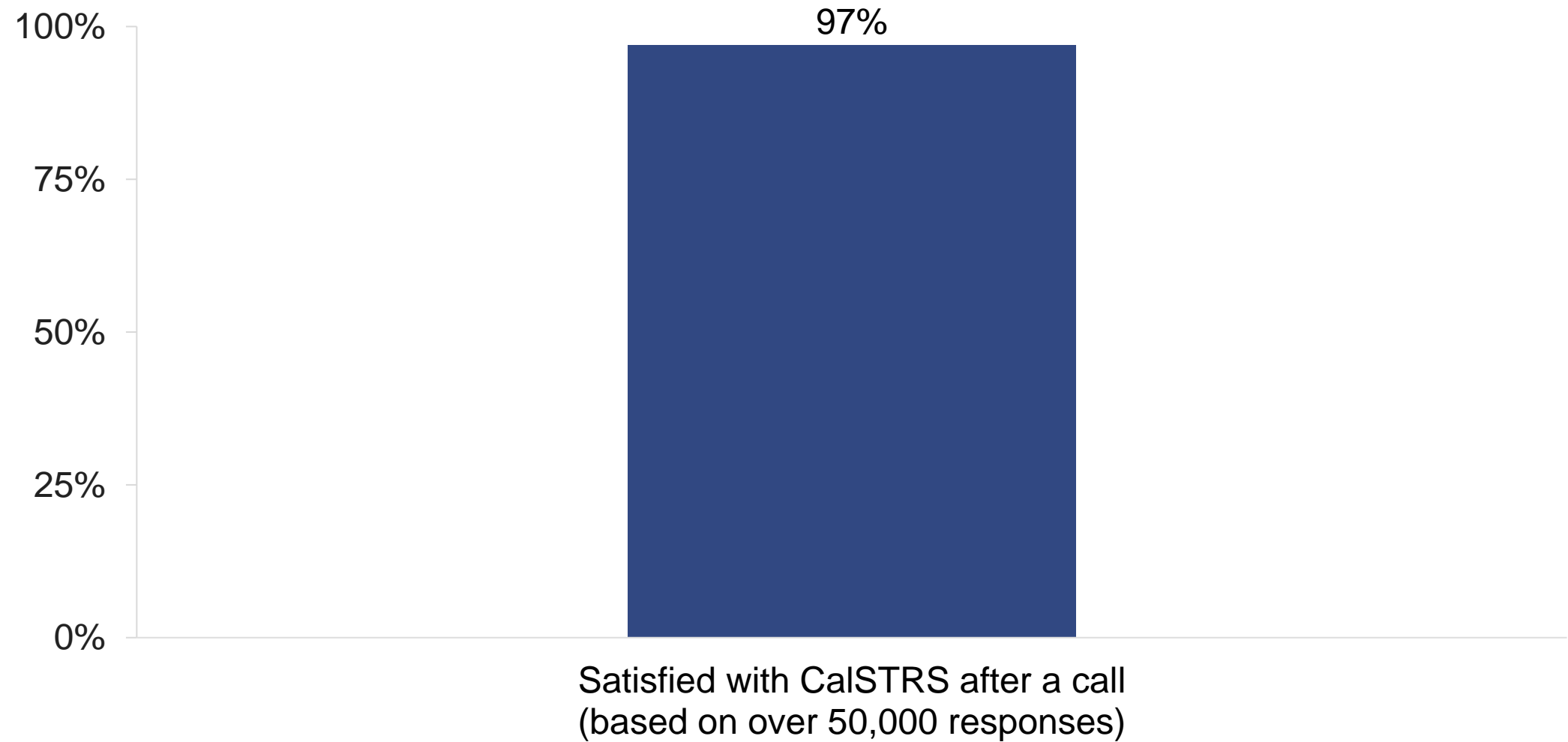
Age:		Service Credit:	
Youngest	53	Maximum	50.2
Oldest	101	Average	26.9
Average	71.4	Median	28.6
Median	70		

# Overall satisfaction consistent with the previous year

**Overall satisfaction**  
*Satisfied or Completely Satisfied rating*



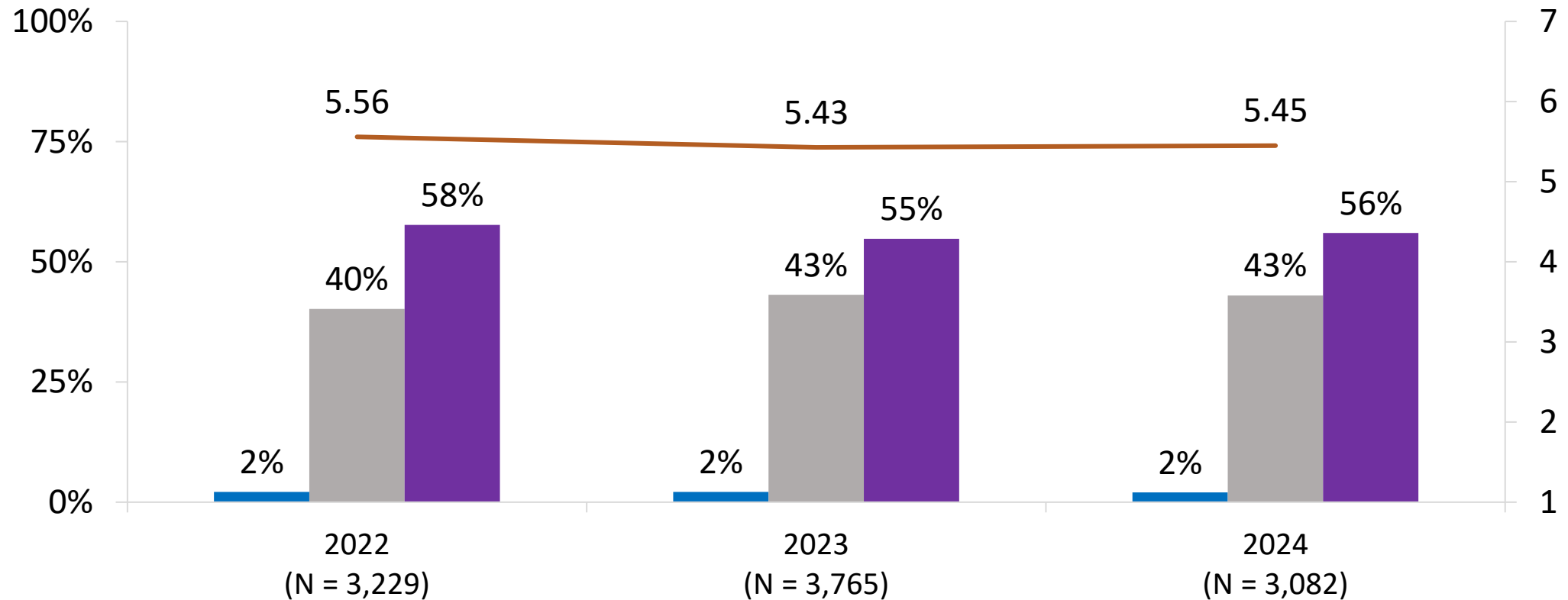
# Satisfaction is high at the point of service



# The majority of members are engaged with CalSTRS

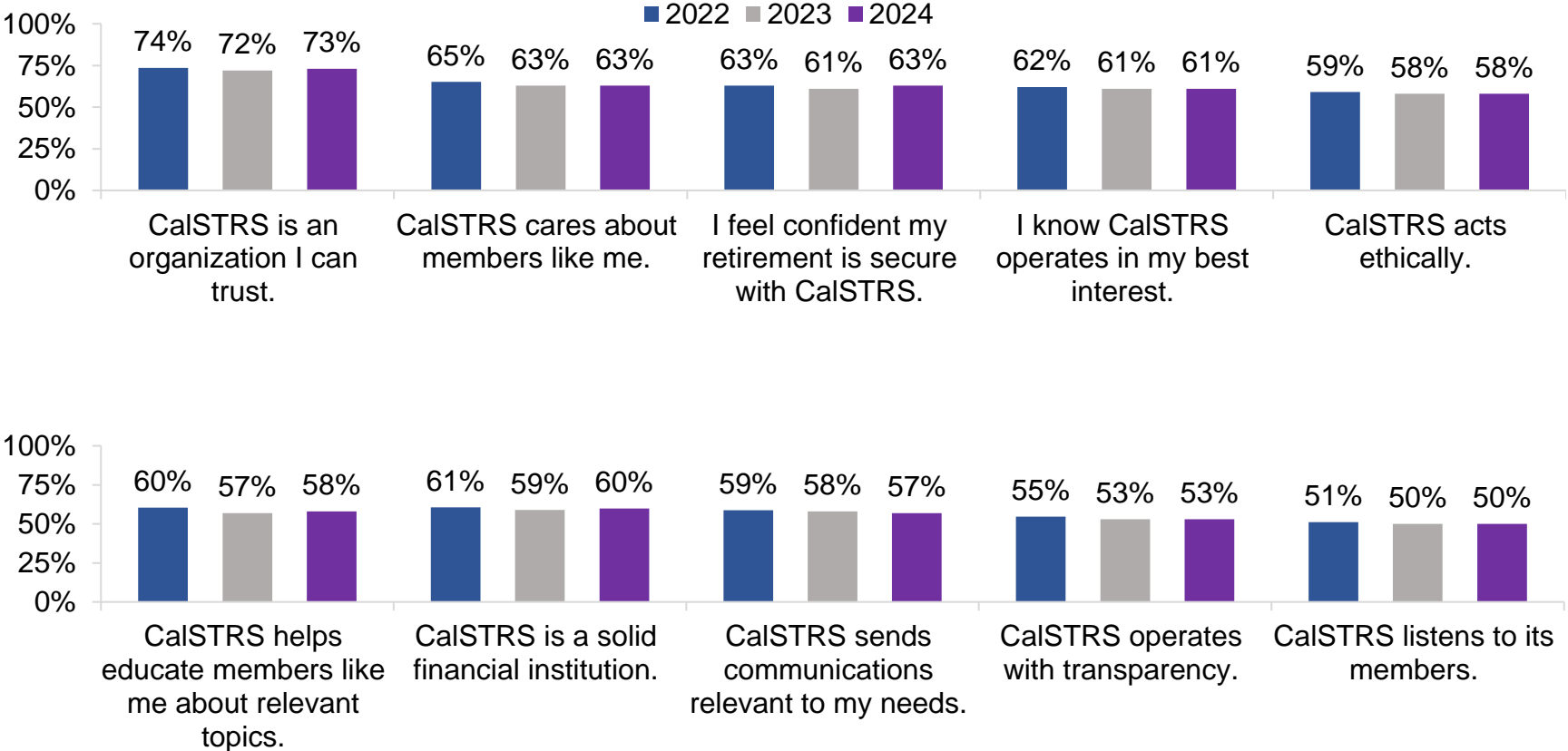
Engagement with CalSTRS consistent with the previous year

■ Disengaged ■ Swing ■ Engaged — Average



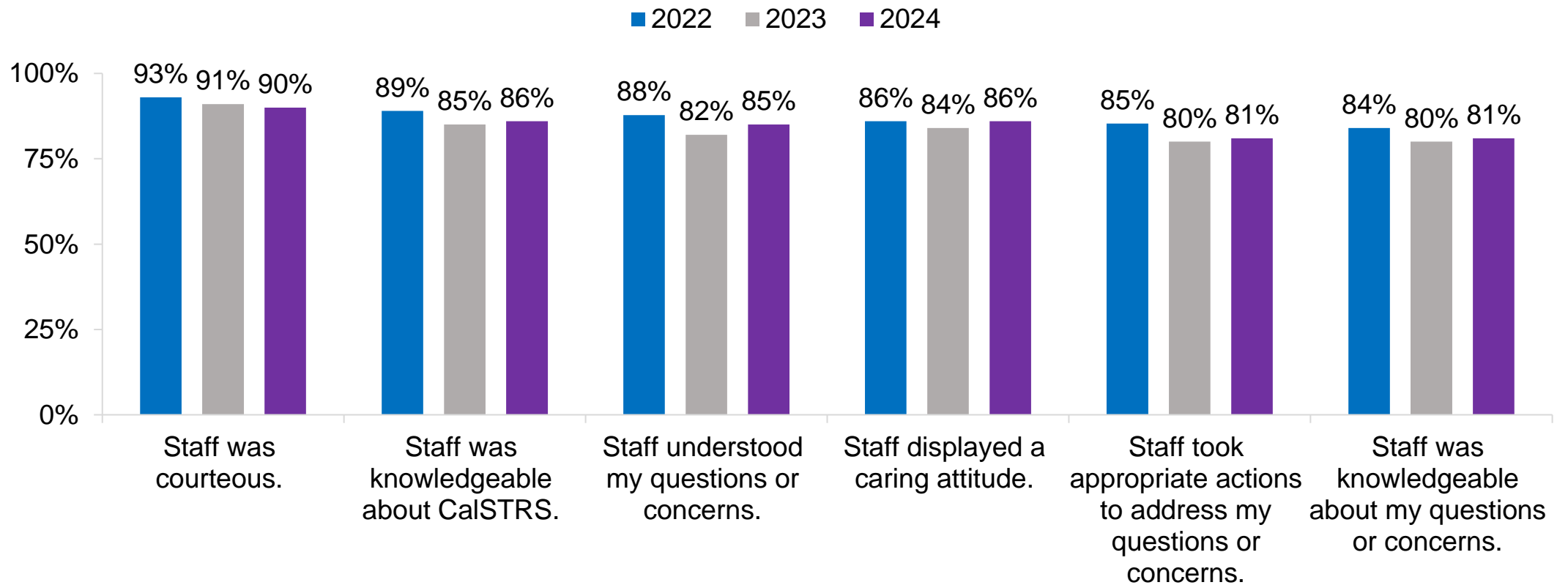
# Members rate trust in CalSTRS the highest of the engagement items

Engagement items consistent with the previous year



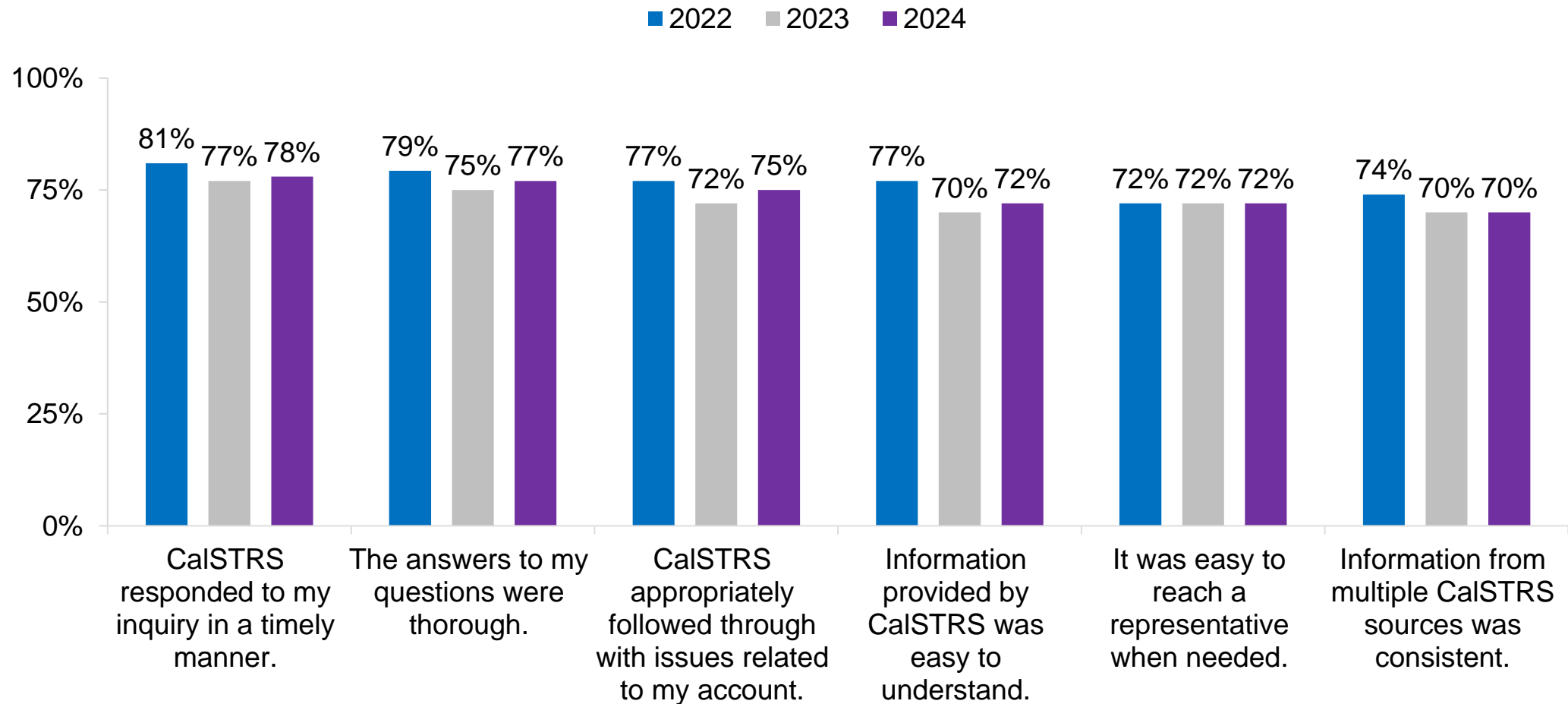
# Members rate staff performance high

## Staff performance consistent with the previous year



# Members rate service performance high

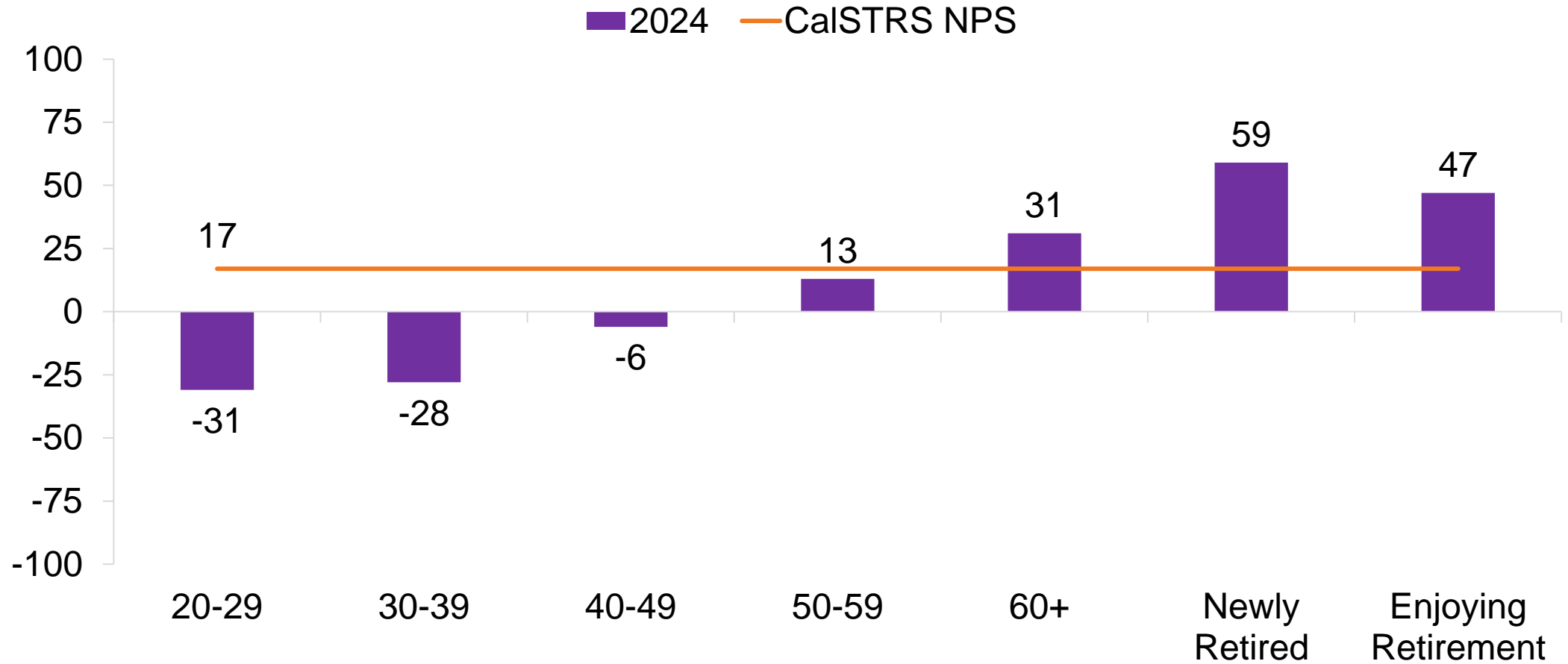
## Service performance consistent with the previous year





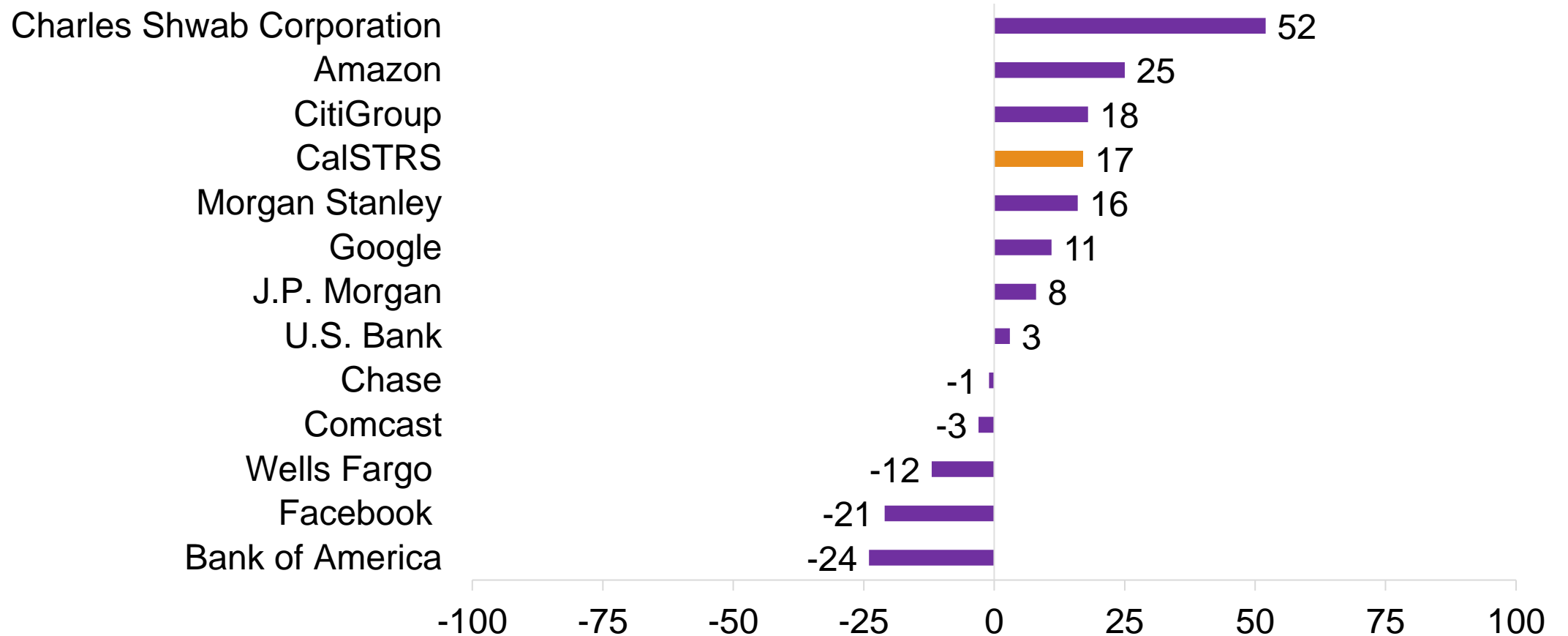
# CalSTRS Net Promoter Score increases by life stage

## CalSTRS Net Promoter Score by life stage



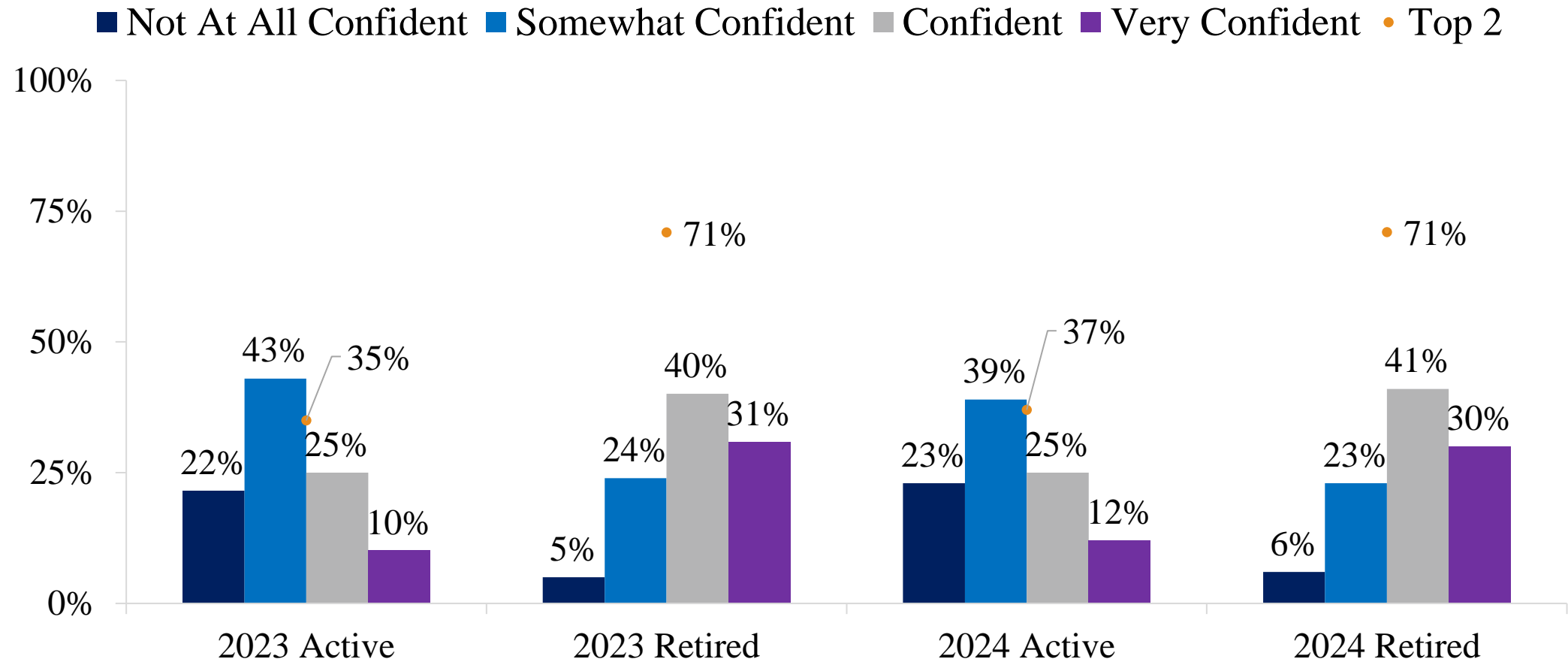
# CalSTRS Net Promoter Score compares favorably to common brands

## CalSTRS Net Promoter Score compared to common brands



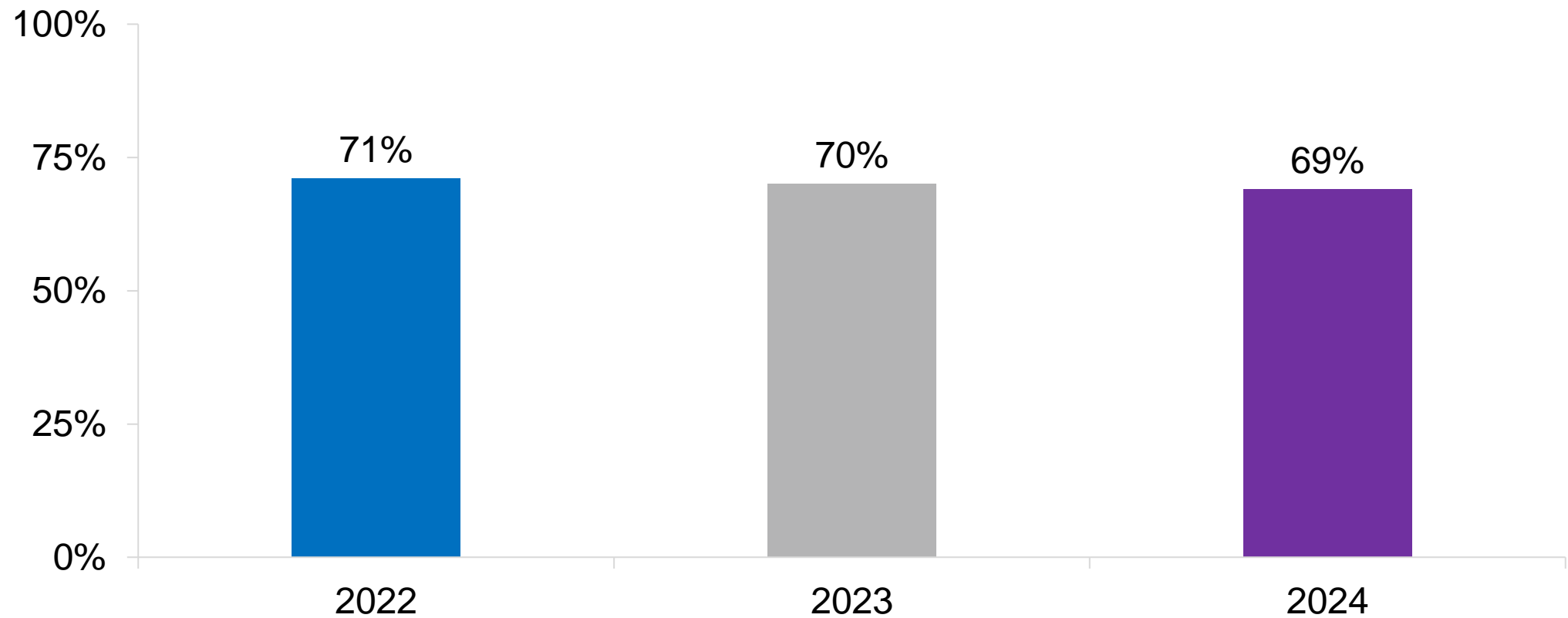
# Confidence meeting financial needs in retirement consistent with the previous year

## Confidence meeting financial needs in retirement



# The retirement process is easy for the majority of members

The retirement process is easy  
Easy or very easy rating



# Members are satisfied with retirement

**Satisfaction with retirement**  
**Satisfied or Completely Satisfied rating**

