

### Annual Member Insights

2024 Member Survey



## The survey response is representative of the membership

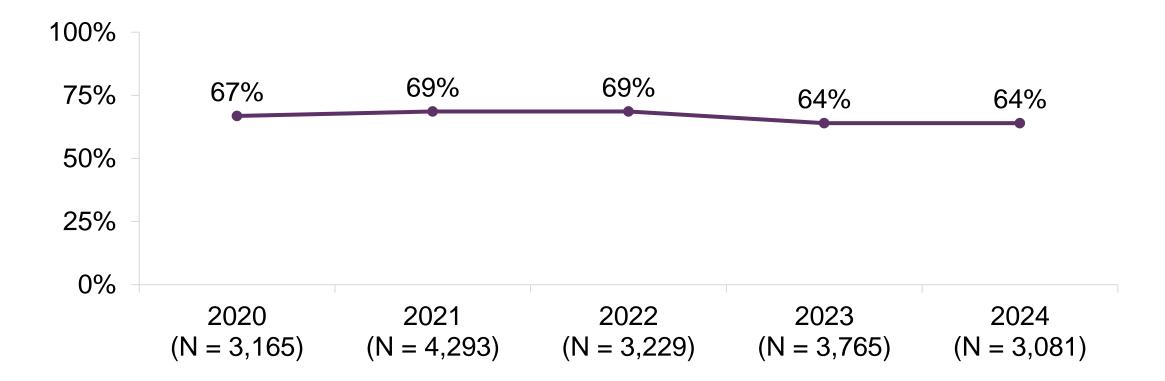
All Respondents			
Age:		Service Credit:	
Youngest	21	Maximum	50.2
Oldest	101	Average	18.8
Average	55.8	Median	19.5

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

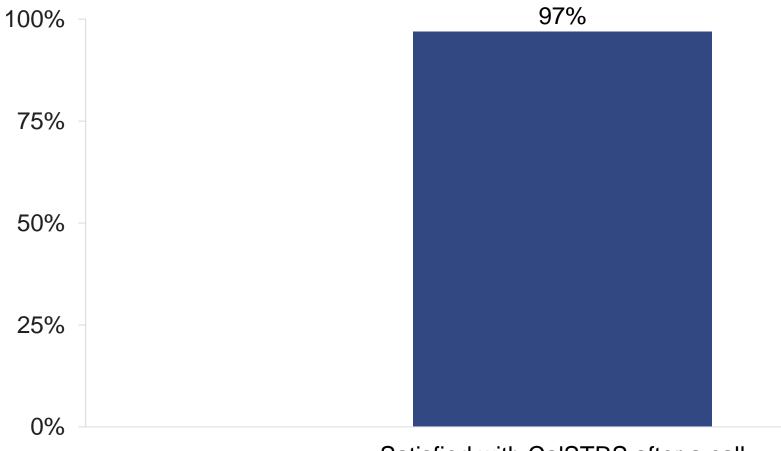
<b>Retired Respondents</b>			
Age:		Service Credit:	
Youngest	53	Maximum	50.2
Oldest	101	Average	26.9
Average	71.4	Median	28.6
Median	70		

### **Overall satisfaction consistent with the previous** year

**Overall satisfaction Satisfied or Completely Satisfied rating** 



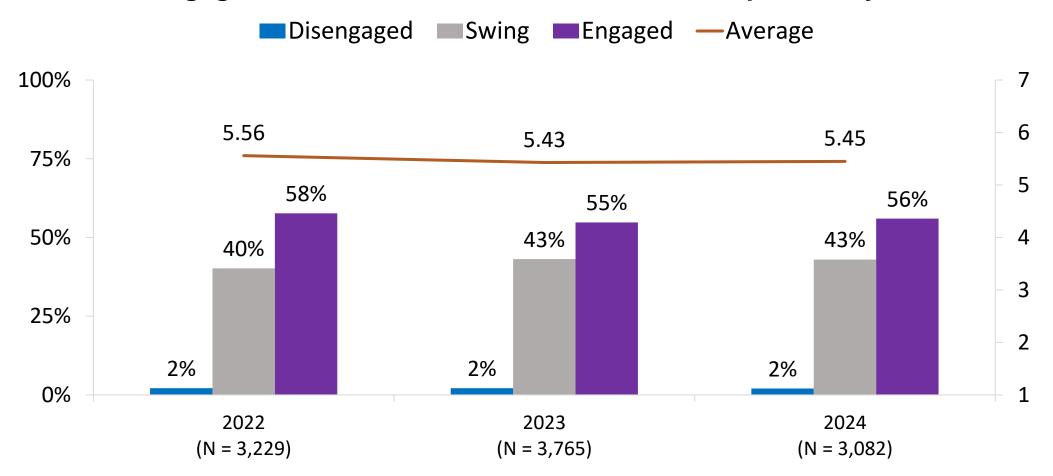
### Satisfaction is high at the point of service



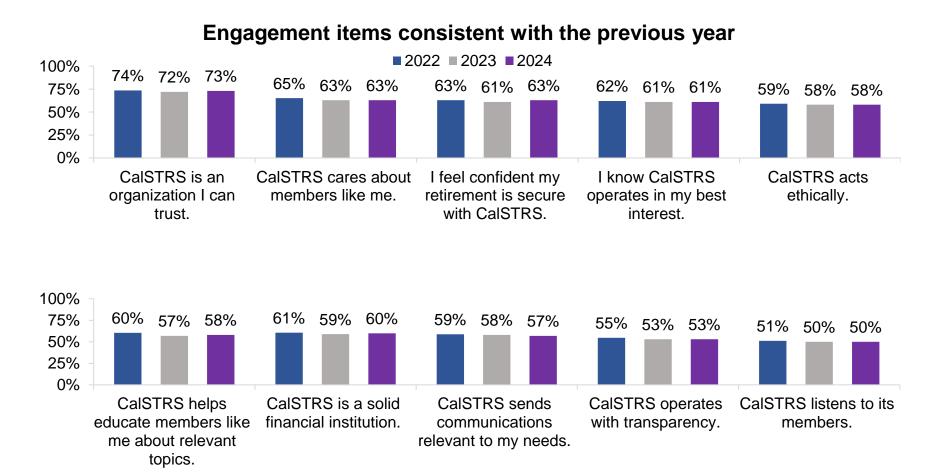
Satisfied with CalSTRS after a call (based on over 50,000 responses)

## The majority of members are engaged with CaISTRS

Engagement with CaISTRS consistent with the previous year



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



6

### Members rate staff performance high

#### 93% 91% 90% 100% <sup>89%</sup> 85% 86% 88% 82% 85% 86% 84% 86% 85% 80% 81% <sup>84%</sup> 80% 81% 75% 50% 25% 0% Staff was Staff was Staff displayed a Staff took Staff was Staff understood knowledgeable my questions or caring attitude. appropriate actions knowledgeable courteous. about CalSTRS. to address my about my questions concerns. questions or or concerns.

■ 2022 ■ 2023 ■ 2024

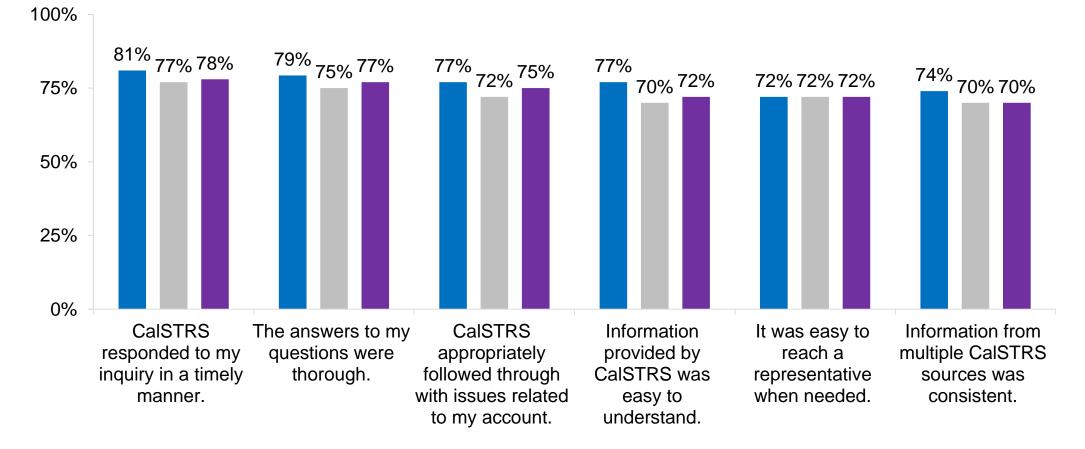
Staff performance consistent with the previous year

concerns.

### Members rate service performance high

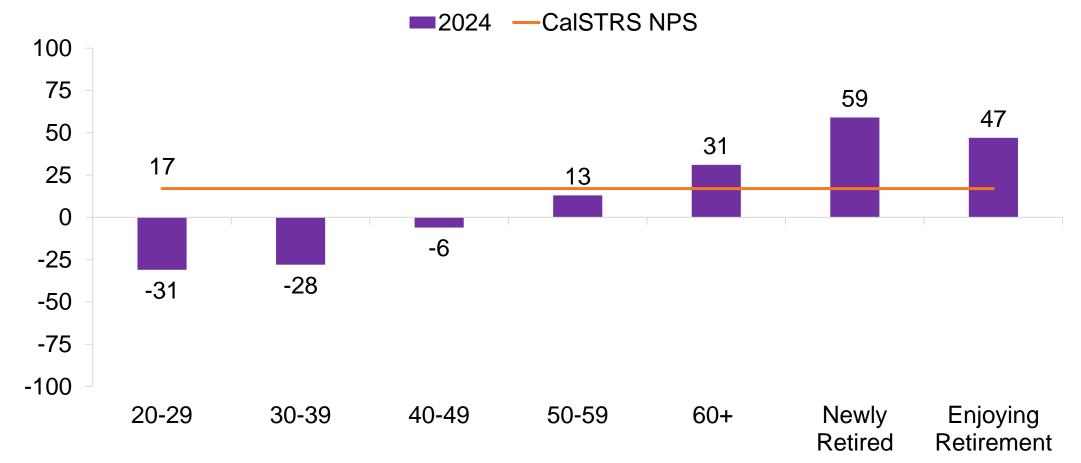
#### Service performance consistent with the previous year

■ 2022 ■ 2023 ■ 2024



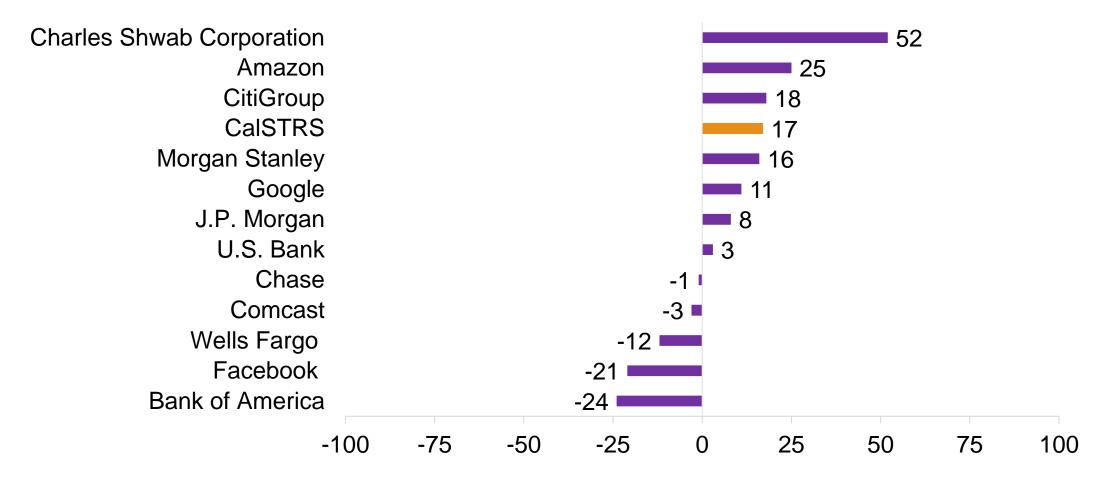
# CalSTRS Net Promoter Score increases by life stage

**CaISTRS Net Promoter Score by life stage** 



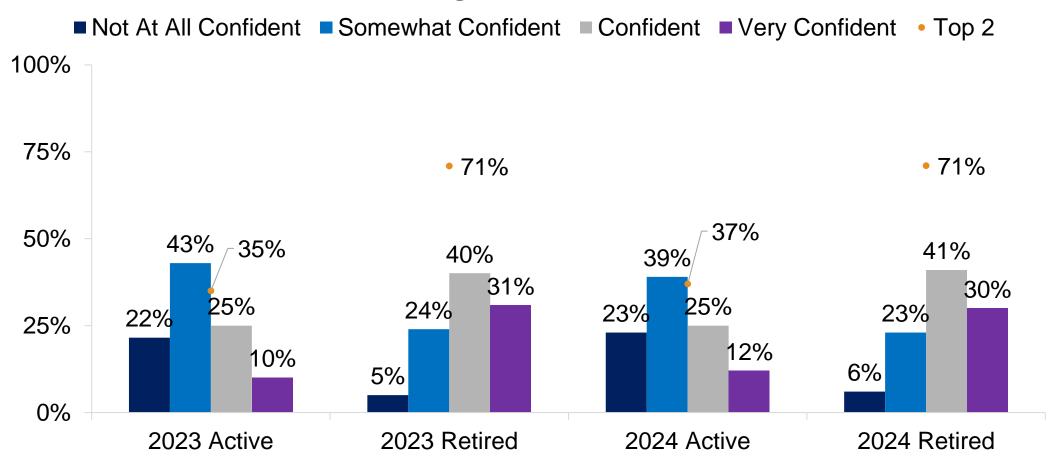
## CalSTRS Net Promoter Score compares favorably to common brands

### **CaISTRS Net Promoter Score compared to common brands**



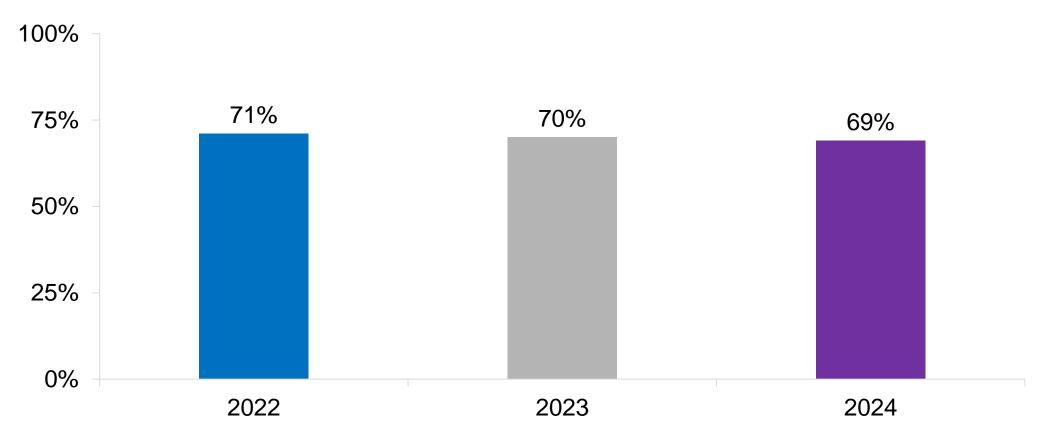
## **Confidence meeting financial needs in retirement consistent with the previous year**

**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

