

CALSTRS

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

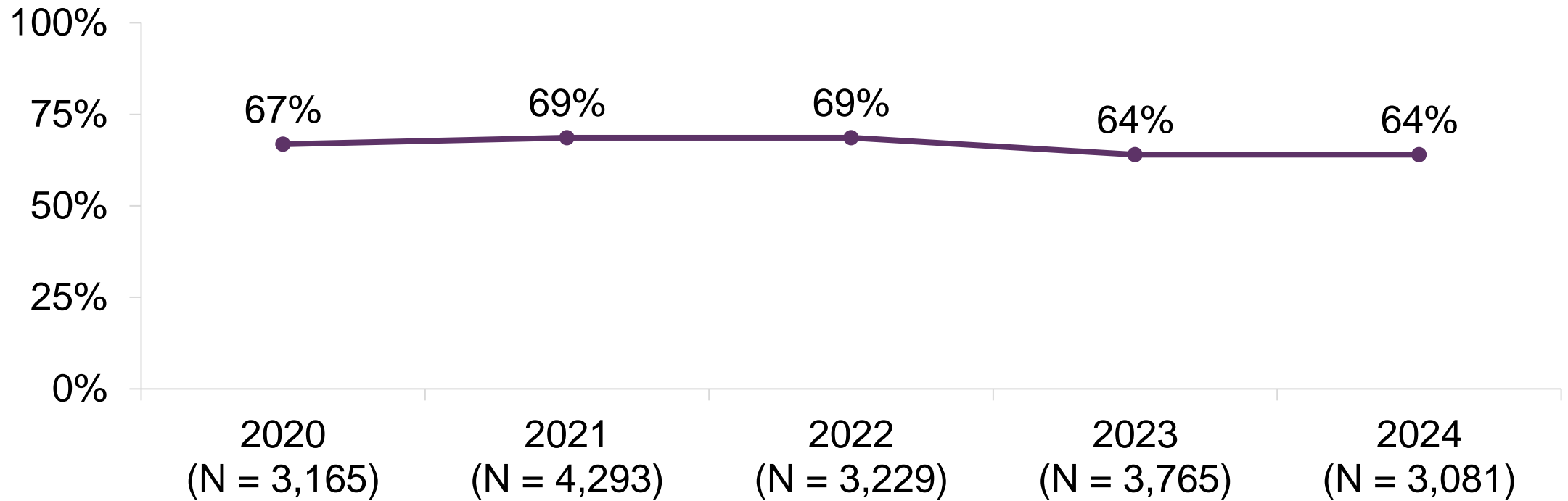
Age:		Service Credit:	
Youngest	21	Maximum	48.2
Oldest	80	Average	14.9
Average	47.5	Median	14.3
Median	48		

Retired Respondents

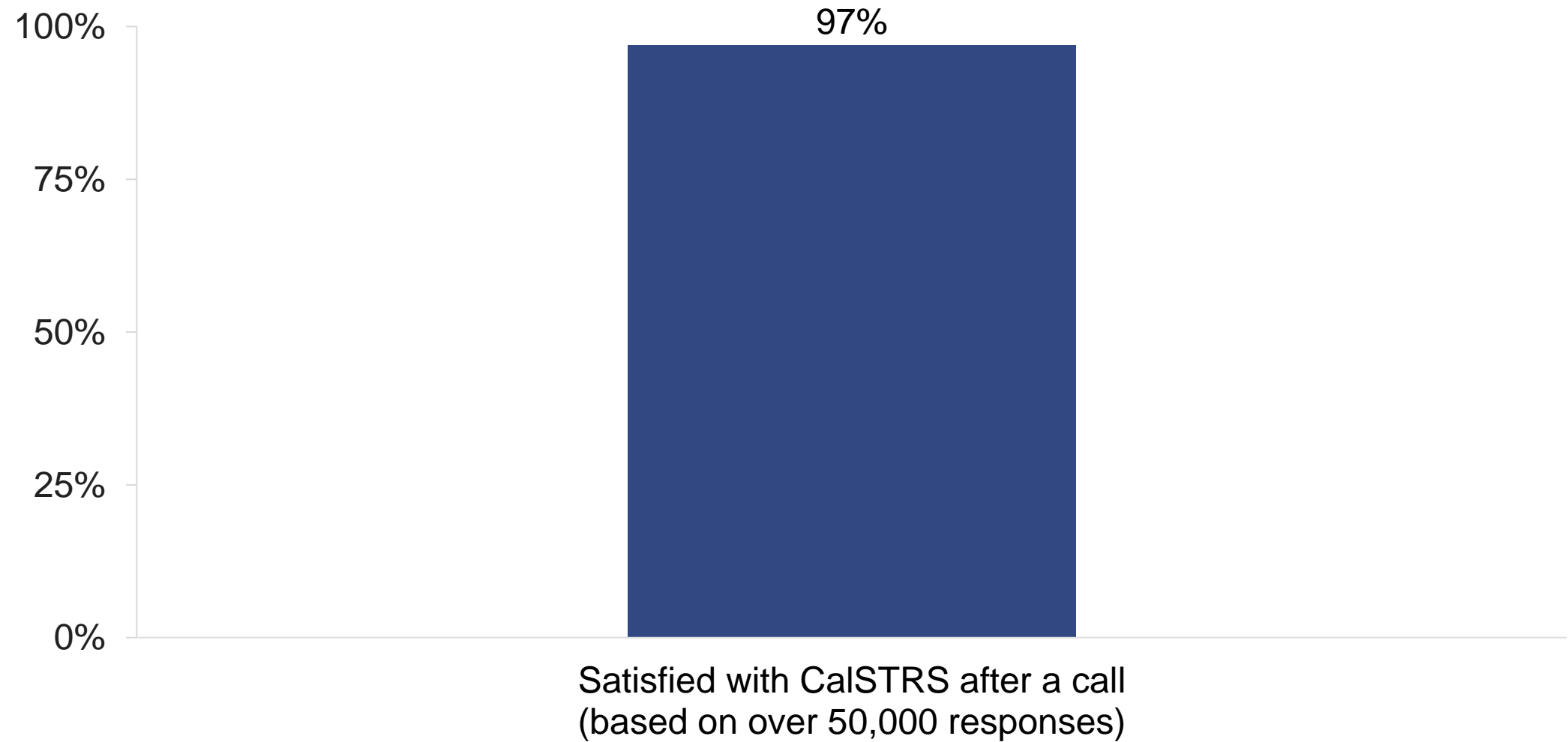
Age:		Service Credit:	
Youngest	53	Maximum	50.2
Oldest	101	Average	26.9
Average	71.4	Median	28.6
Median	70		

Overall satisfaction consistent with the previous year

Overall satisfaction
Satisfied or Completely Satisfied rating

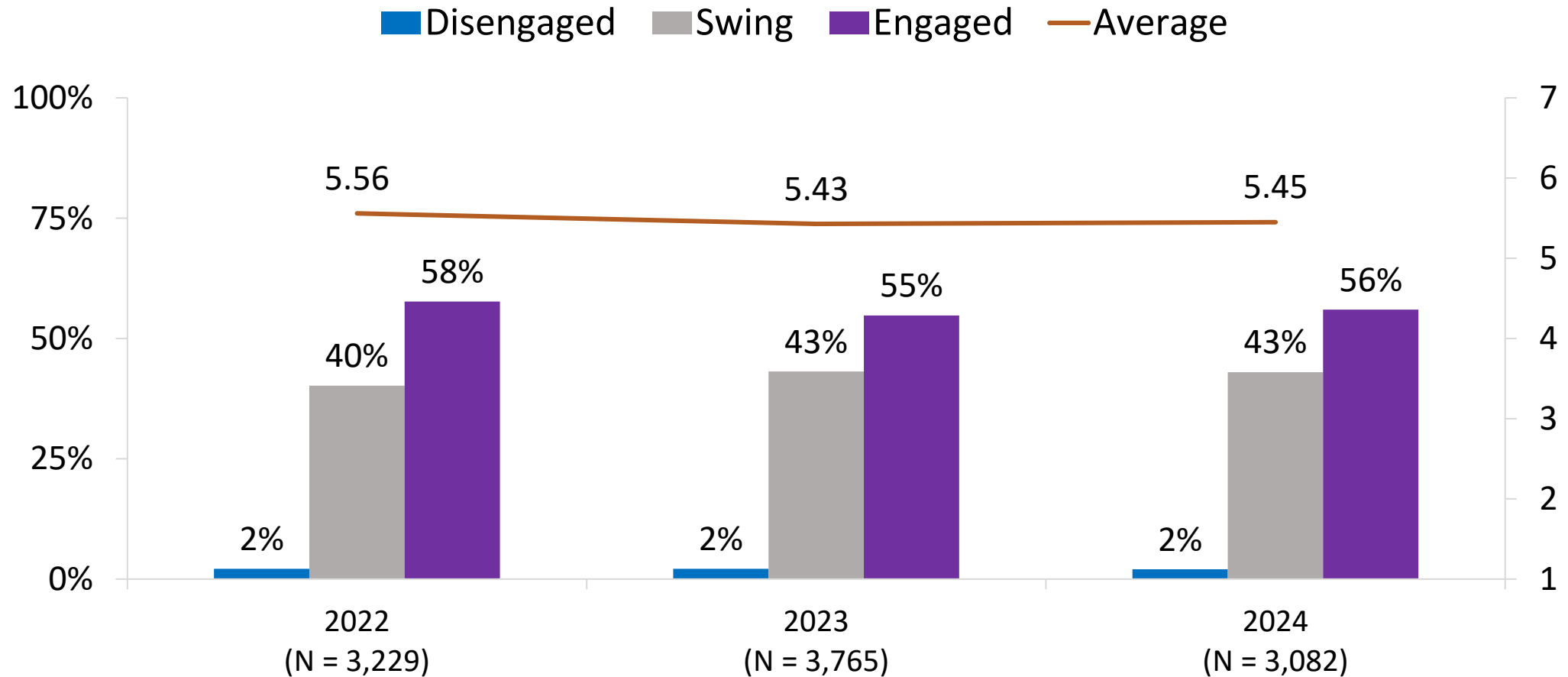


Satisfaction is high at the point of service



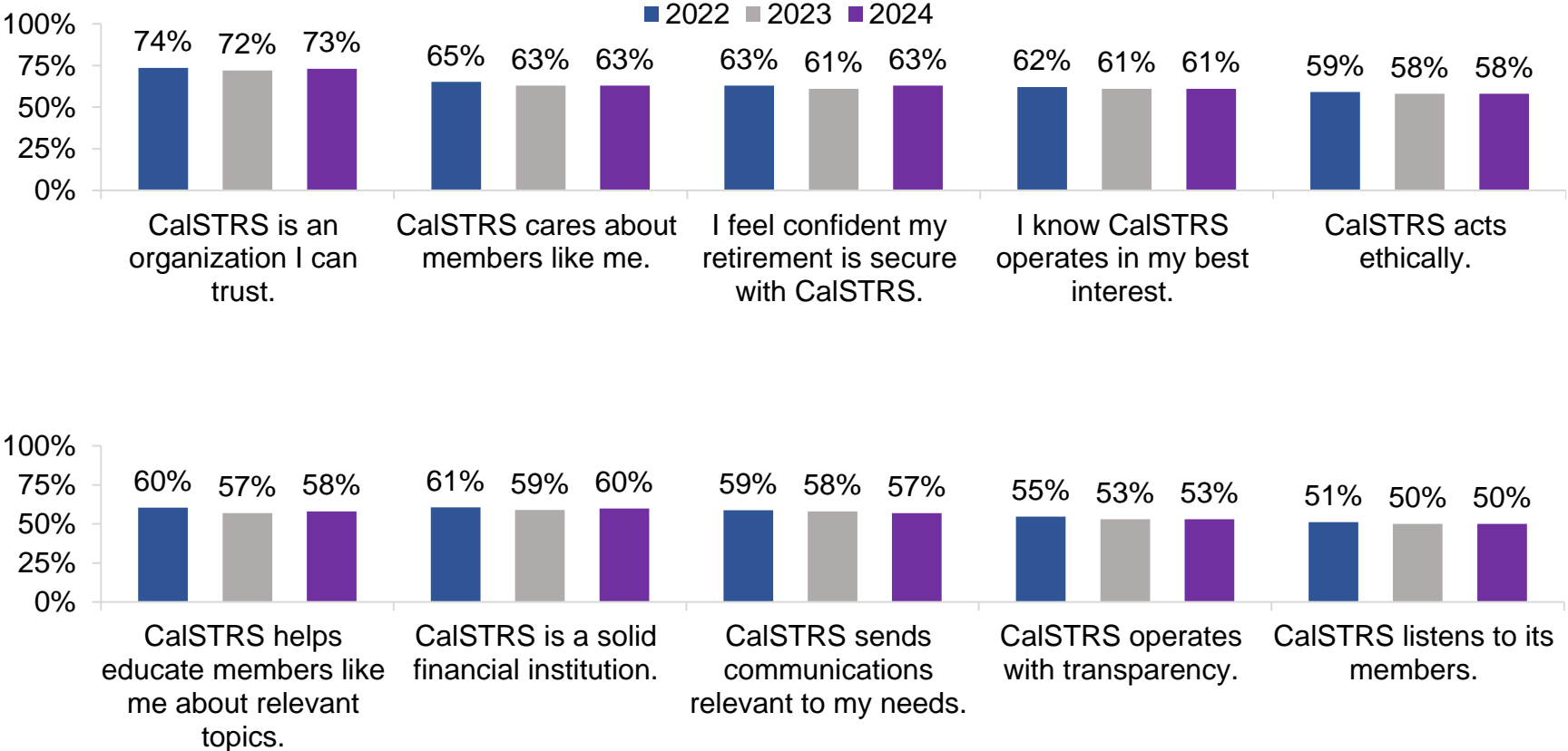
The majority of members are engaged with CalSTRS

Engagement with CalSTRS consistent with the previous year



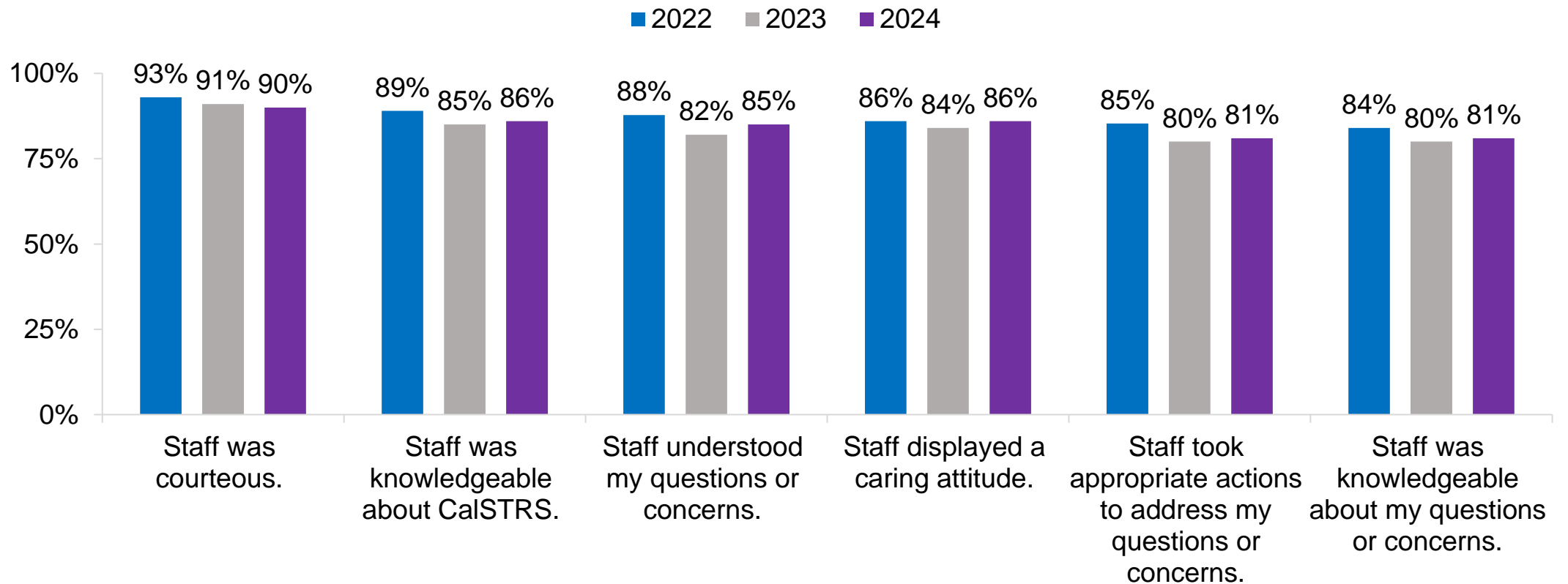
Members rate trust in CalSTRS the highest of the engagement items

Engagement items consistent with the previous year



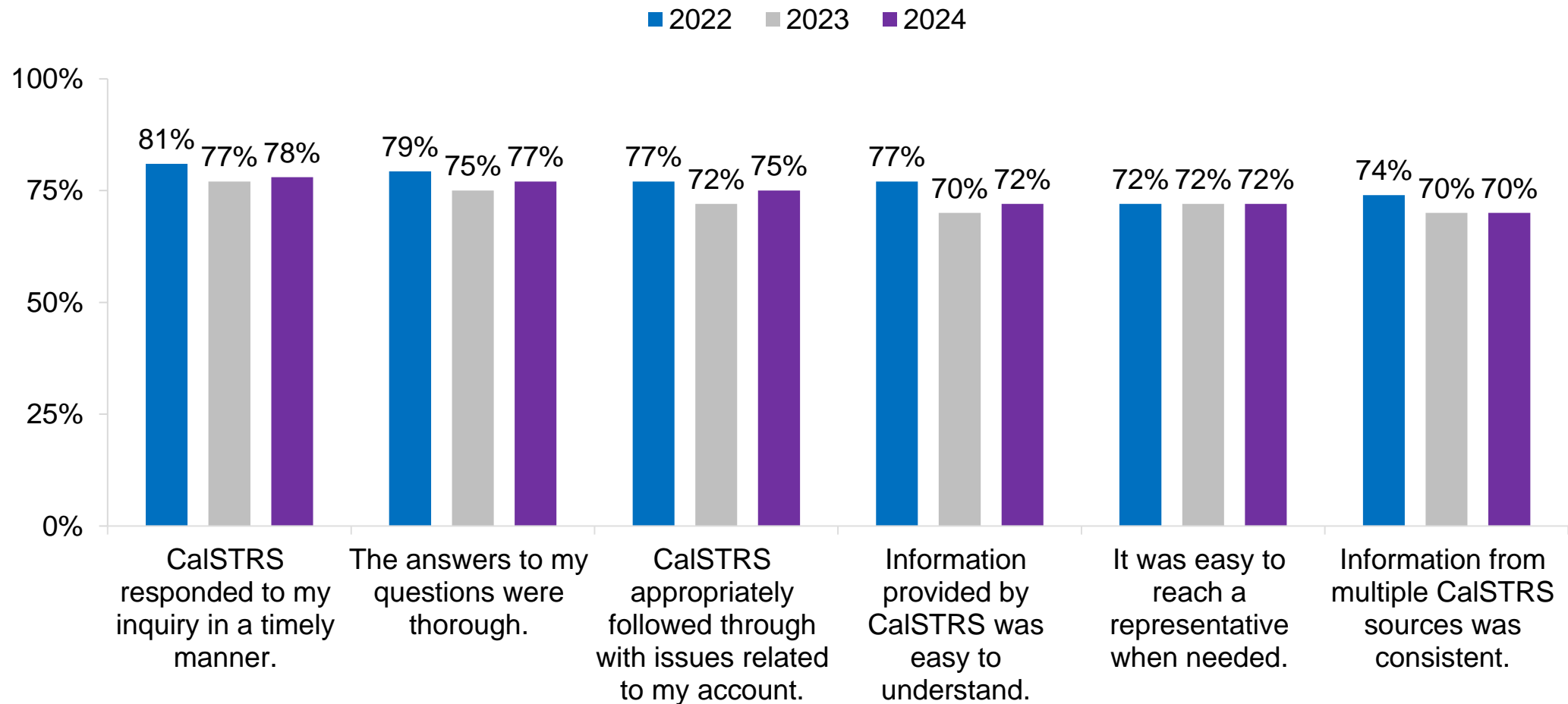
Members rate staff performance high

Staff performance consistent with the previous year



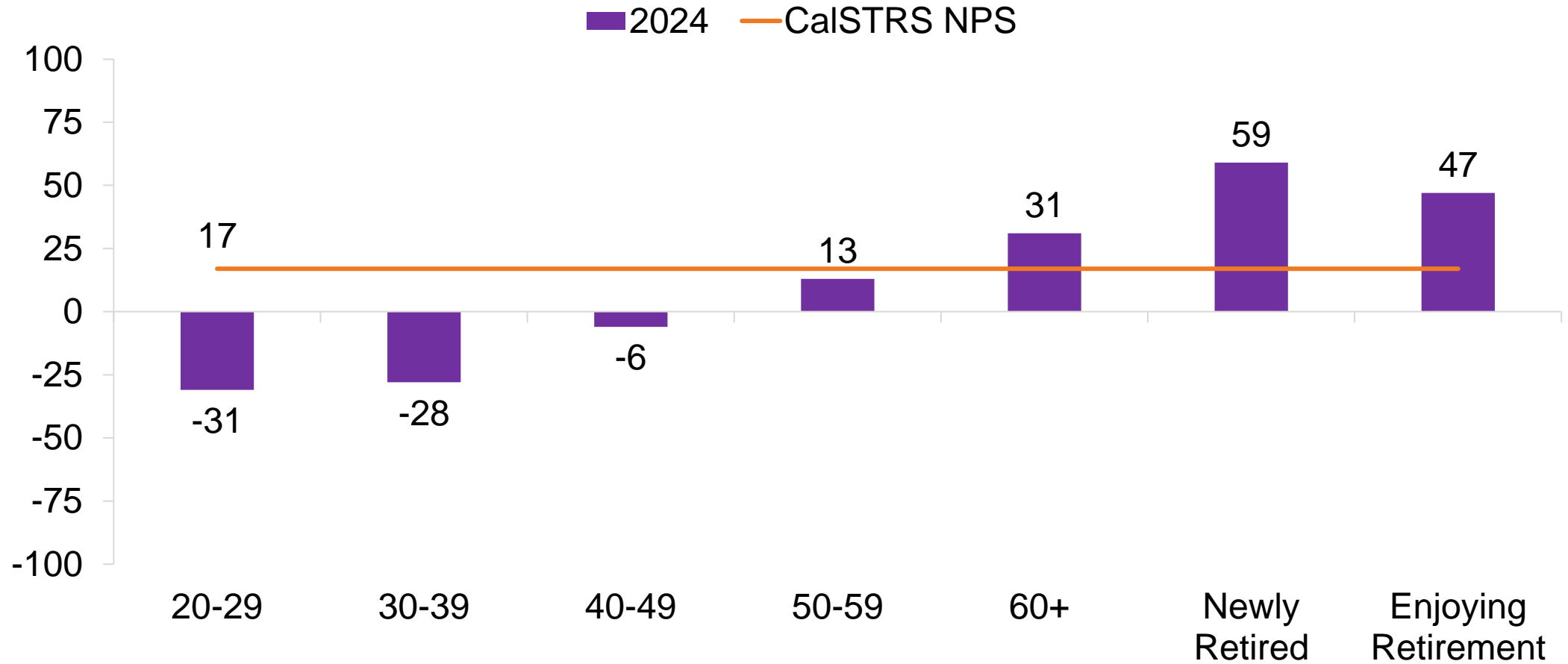
Members rate service performance high

Service performance consistent with the previous year



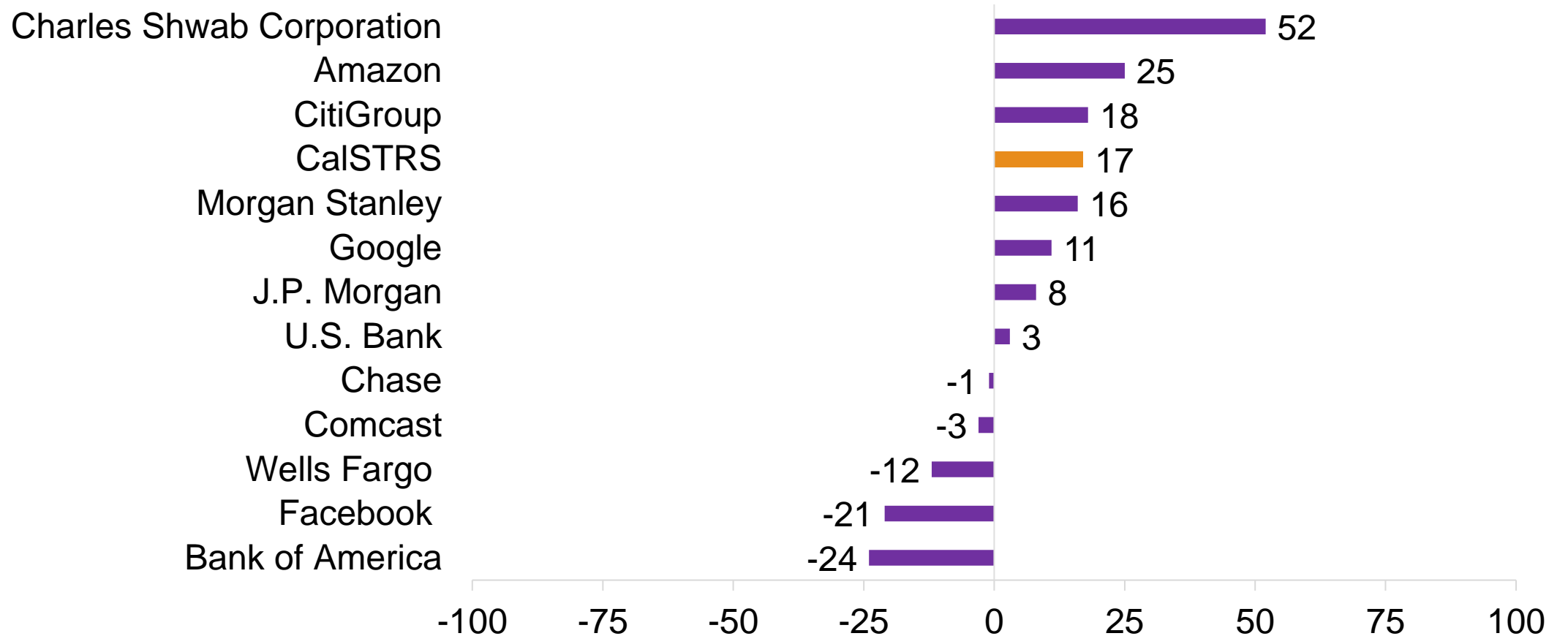
CalSTRS Net Promoter Score increases by life stage

CalSTRS Net Promoter Score by life stage



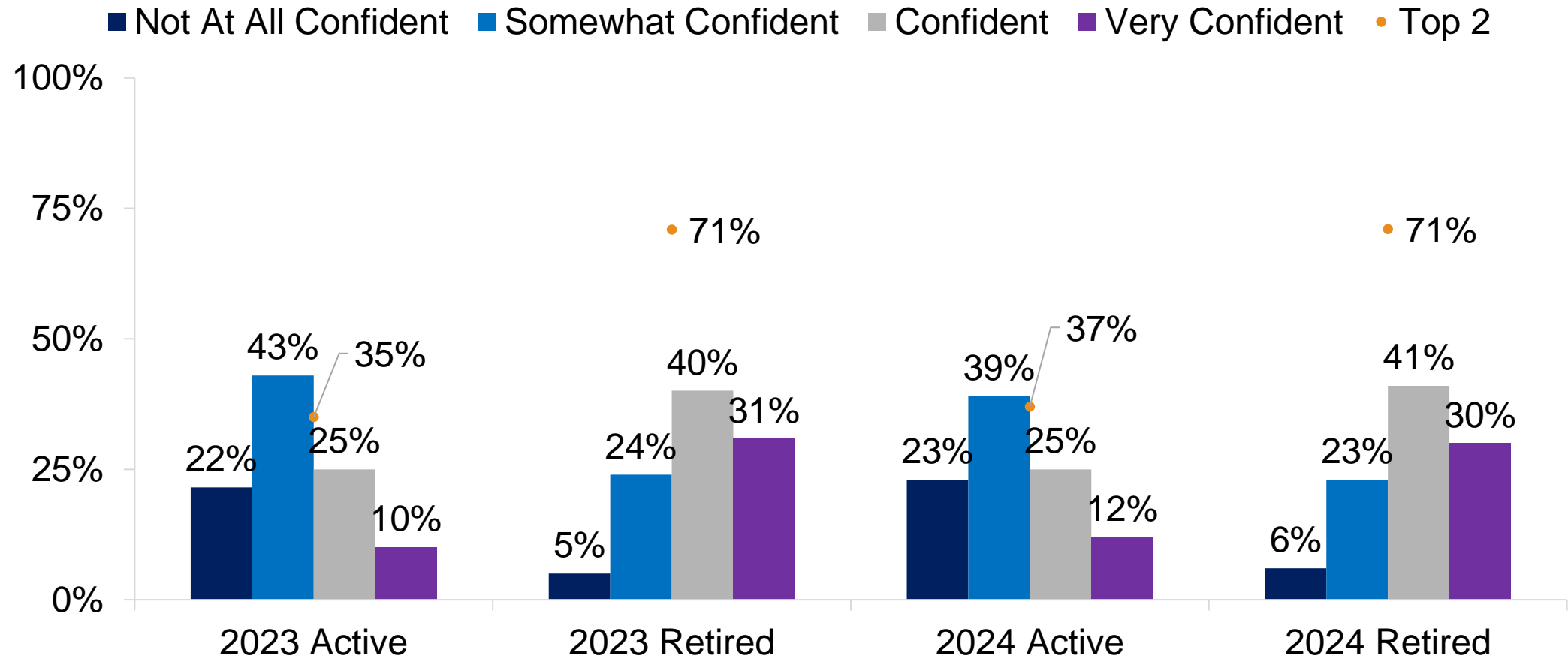
CalSTRS Net Promoter Score compares favorably to common brands

CalSTRS Net Promoter Score compared to common brands



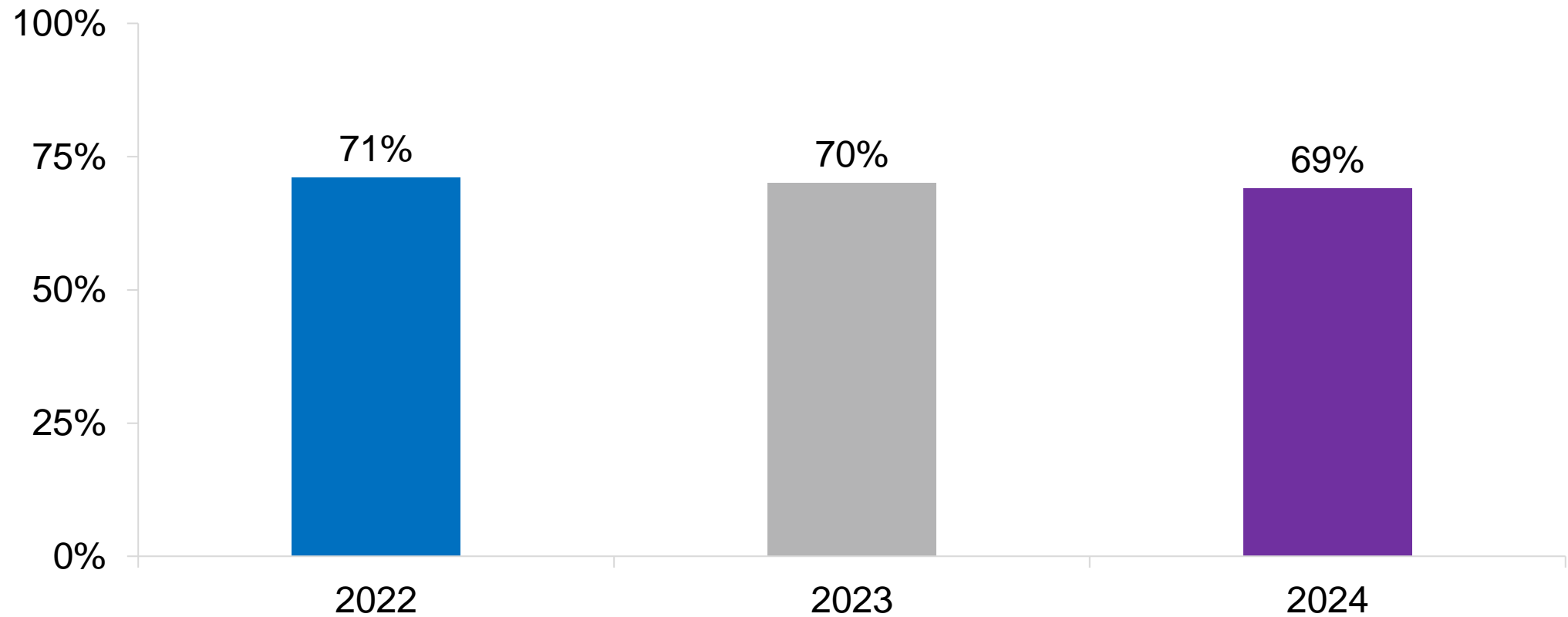
Confidence meeting financial needs in retirement consistent with the previous year

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**

