

CALSTRS

# 2023 Member Survey

Tom Buffalo  
Research Manager



# The survey response is representative of the membership

<b>All Respondents</b>			
Age:		Service Credit:	
Youngest	22	Maximum	50.2
Oldest	99	Average	18.8
Average	55.2	Median	19.2

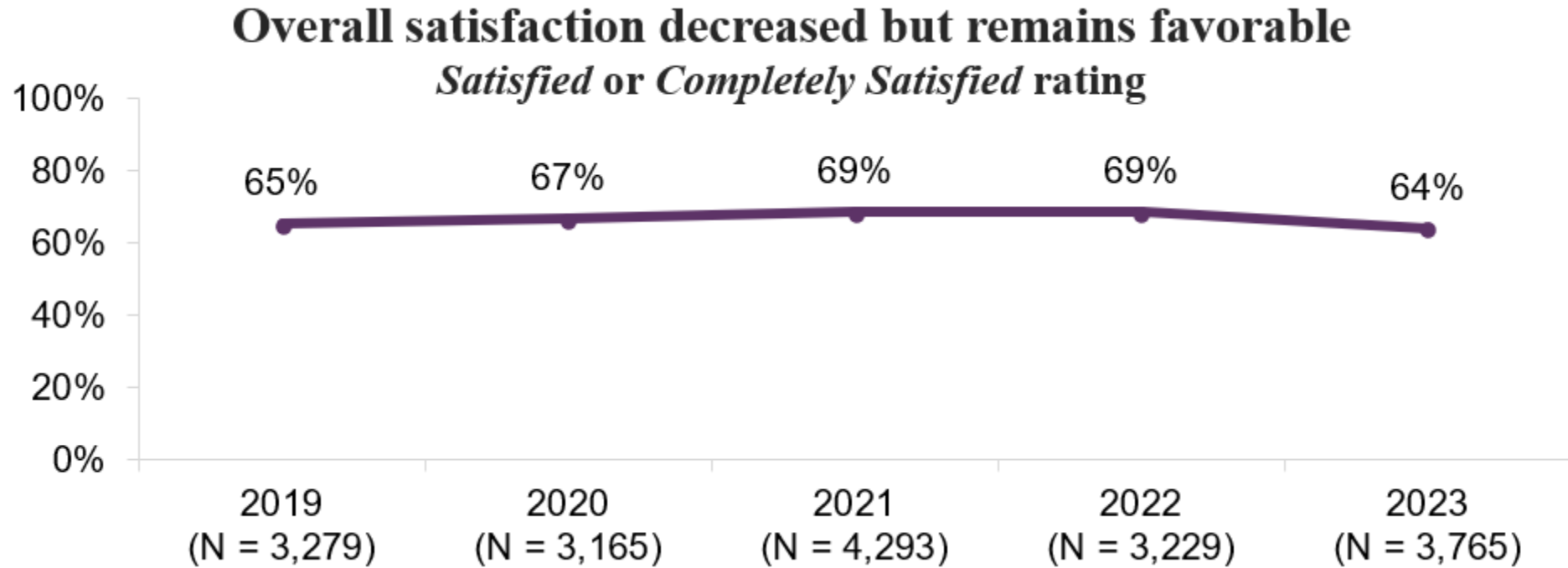
  

<b>Active Respondents</b>			
Age:		Service Credit:	
Youngest	22	Maximum	42.8
Oldest	83	Average	15.2
Average	47.7	Median	15.2
Median	48		

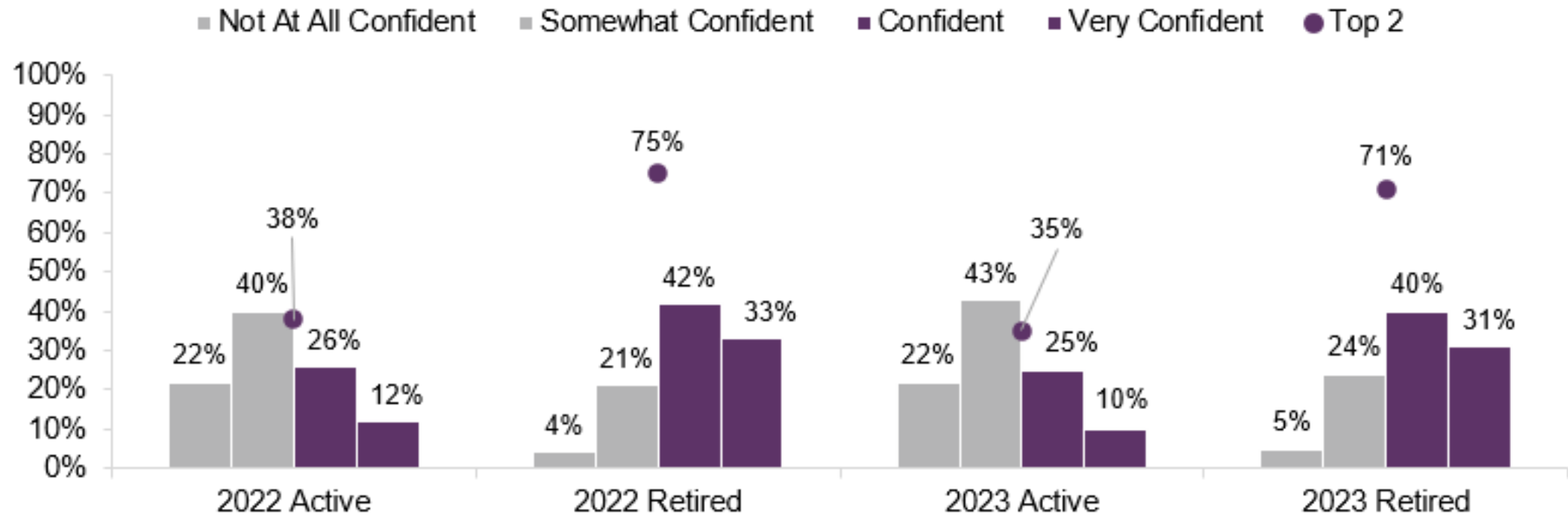
<b>Retired Respondents</b>			
Age:		Service Credit:	
Youngest	56	Maximum	50.2
Oldest	99	Average	26.4
Average	70.8	Median	28
Median	70		

# Overall satisfaction decreased but remains favorable

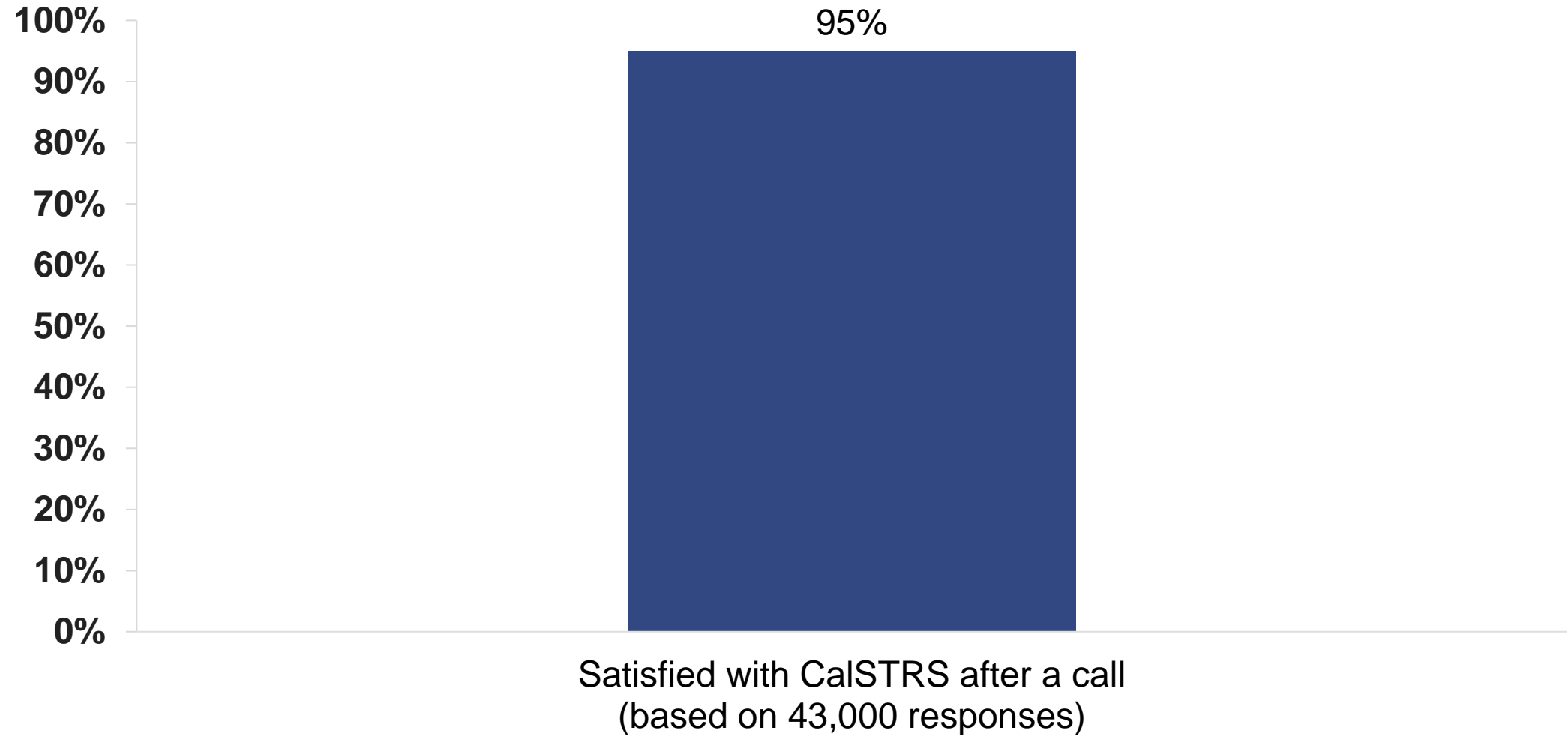


# The decrease in overall satisfaction is connected to the decrease in confidence

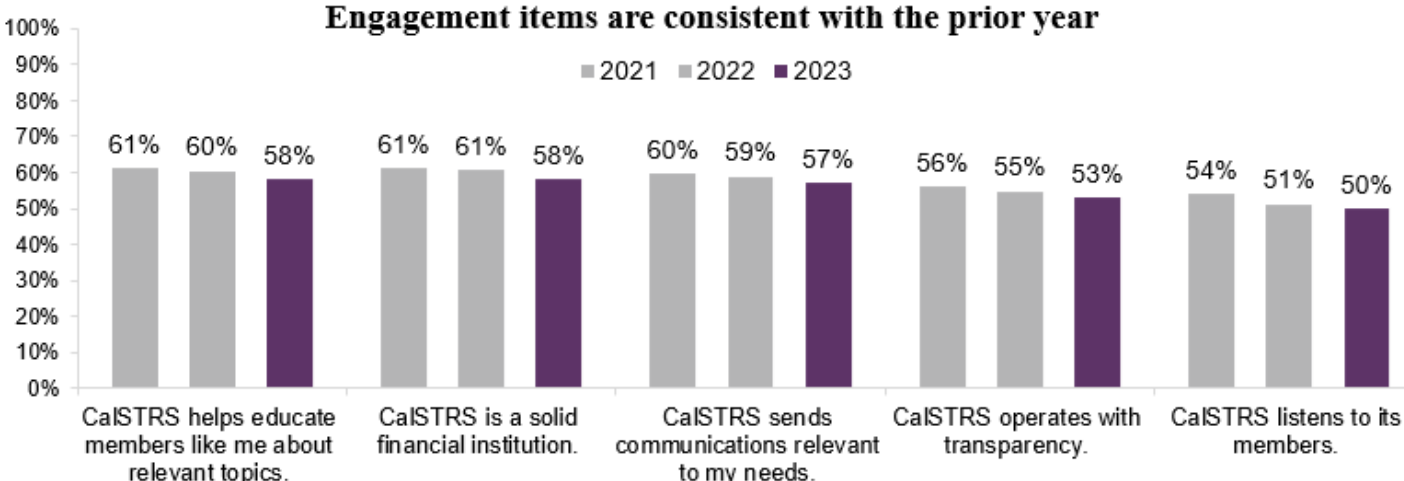
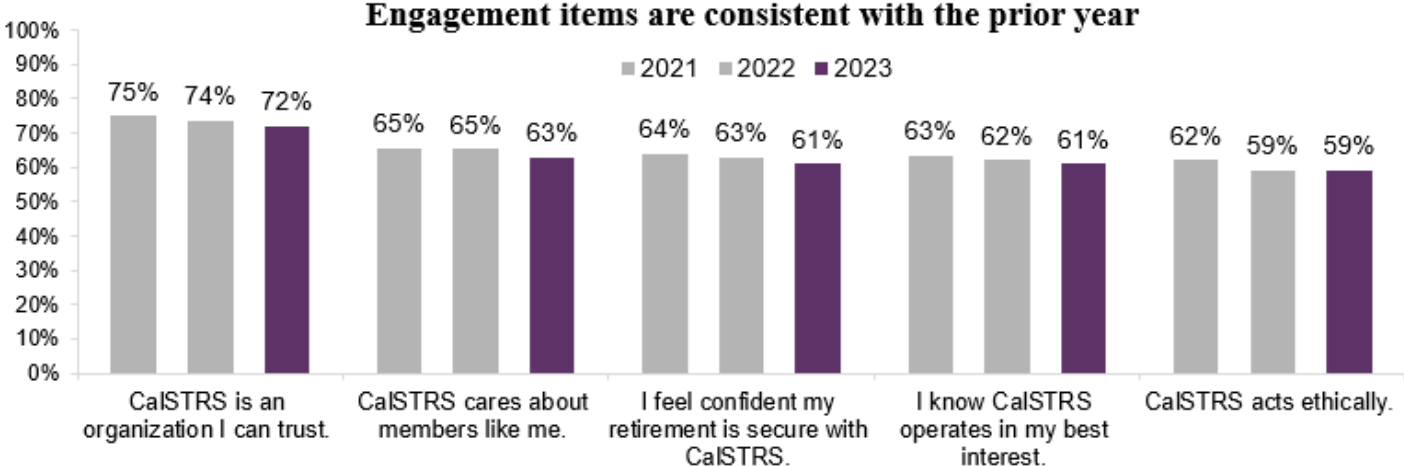
**Confidence meeting financial needs in retirement decreased**



# Satisfaction is high at the point of service

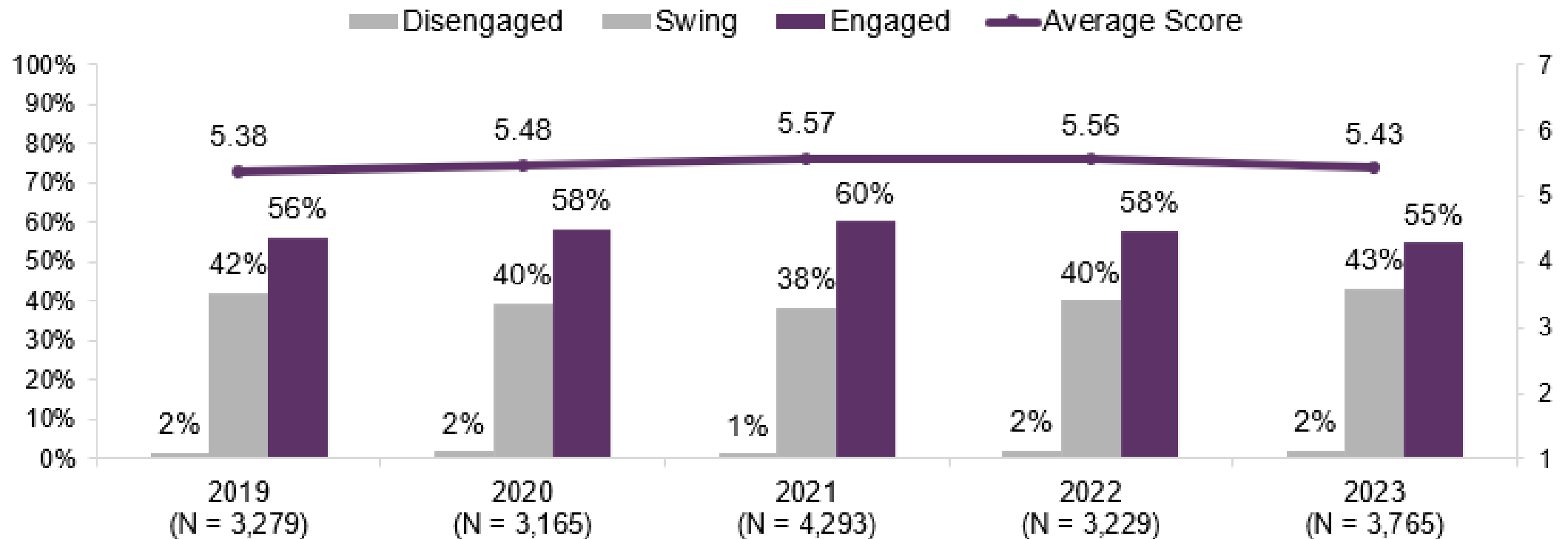


# Members rate trust in CalSTRS the highest of the engagement items



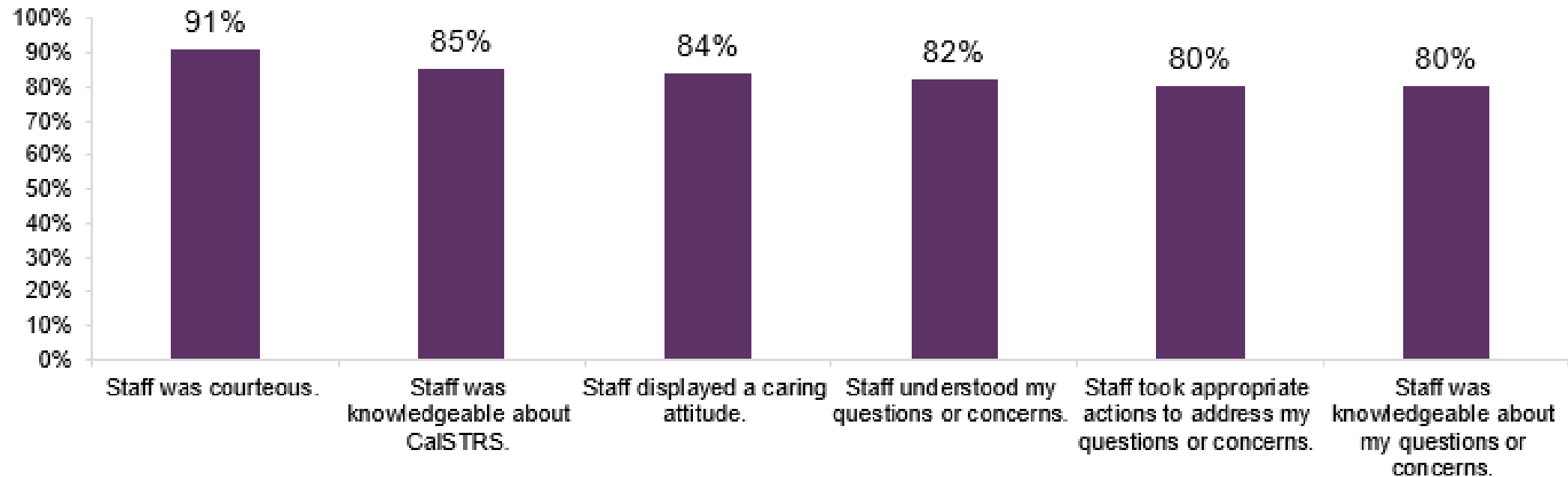
# The majority of members are engaged with CalSTRS

## Engagement decreased but remains favorable



# Members rate staff performance high

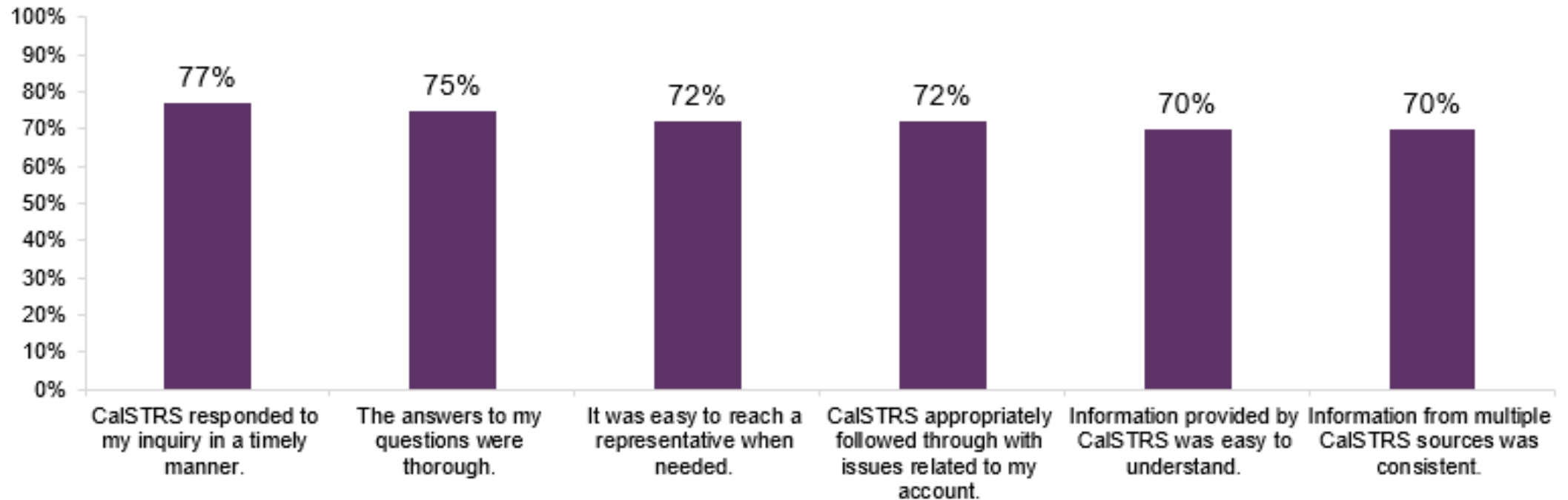
## Staff performance remains high *Agree or Strongly Agree rating*



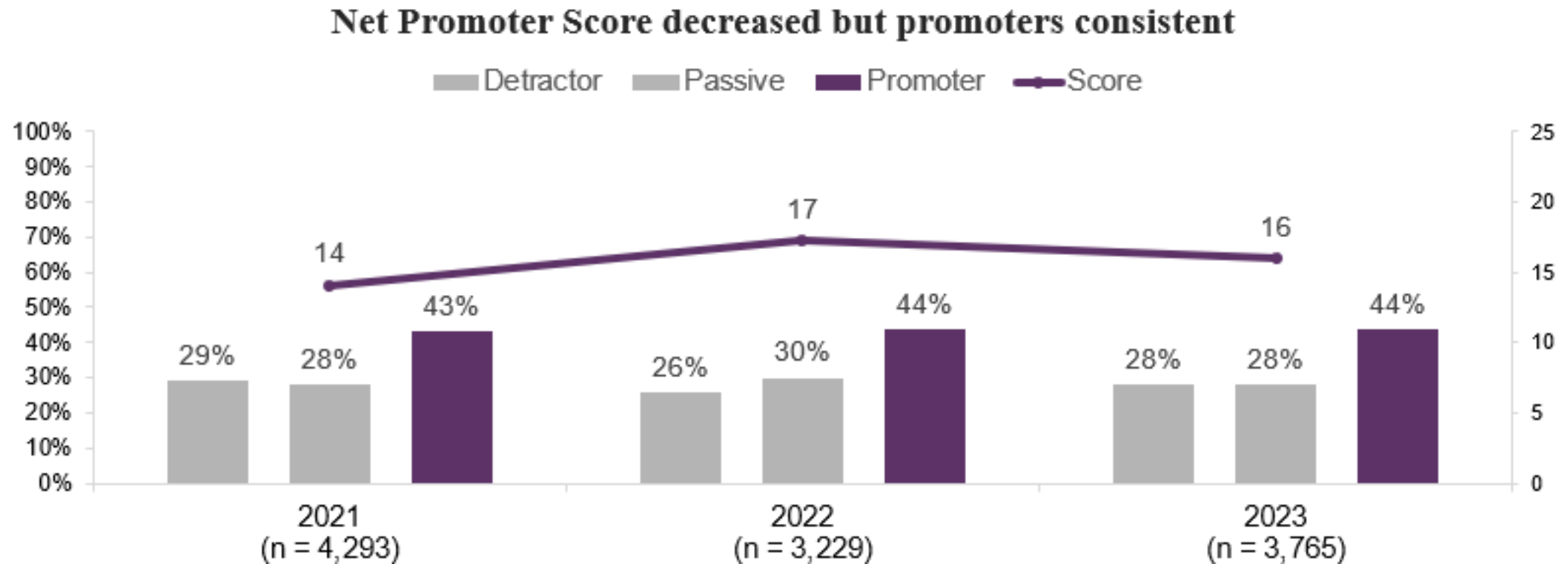


# Members rate service performance high

## Service performance remains high *Agree or Strongly Agree rating*

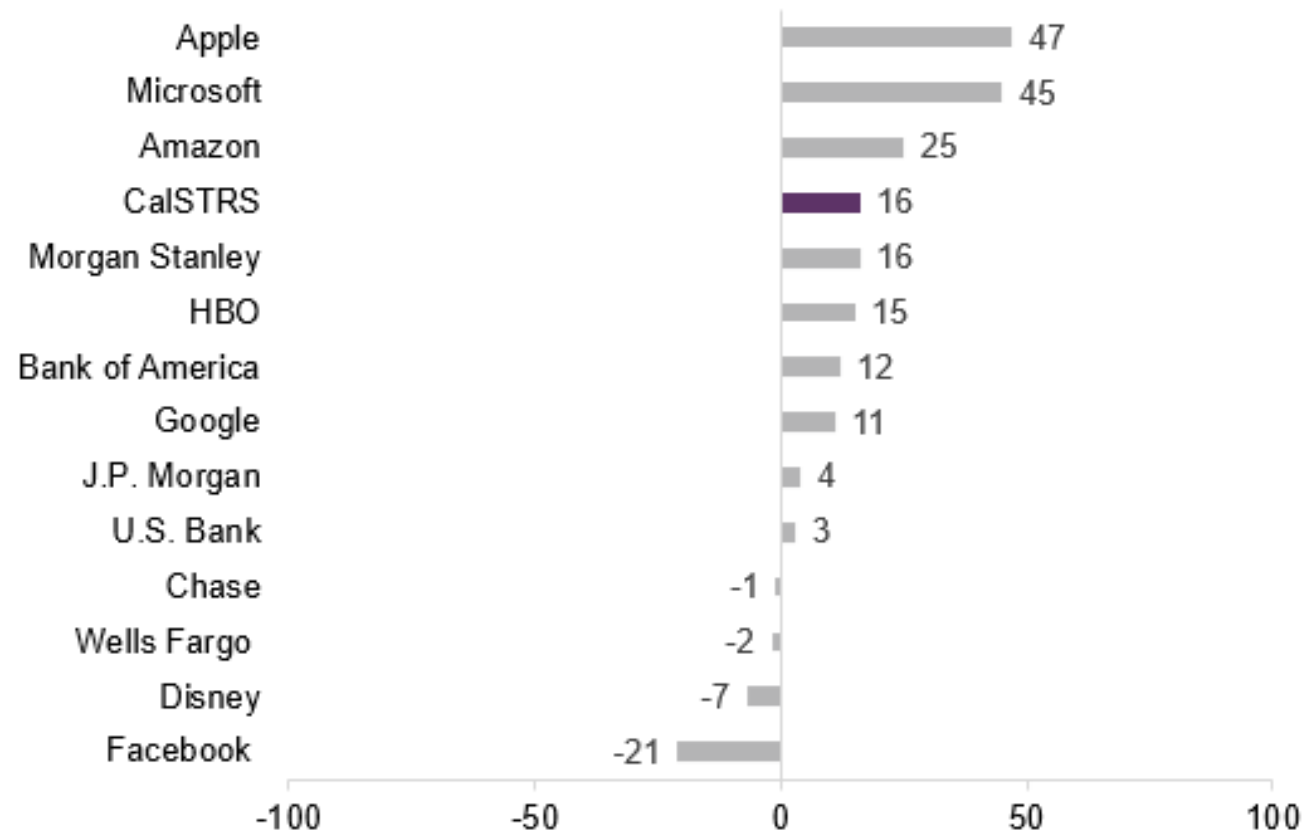


# CalSTRS Net Promoter Score



# CalSTRS Net Promoter Score

**CalSTRS Net Promoter Score compares favorably to common brands**



# Members are satisfied with retirement

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

