2023 Member Survey

Tom Buffalo

Research Manager

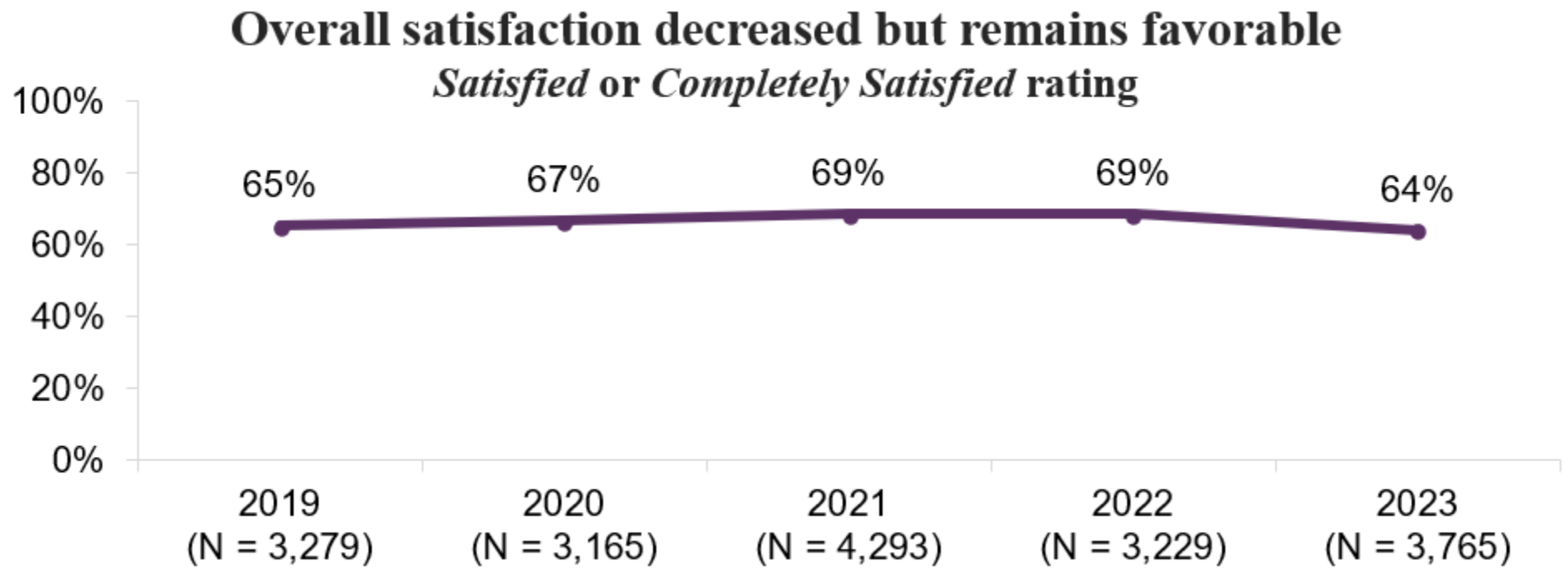
The survey response is representative of the membership

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

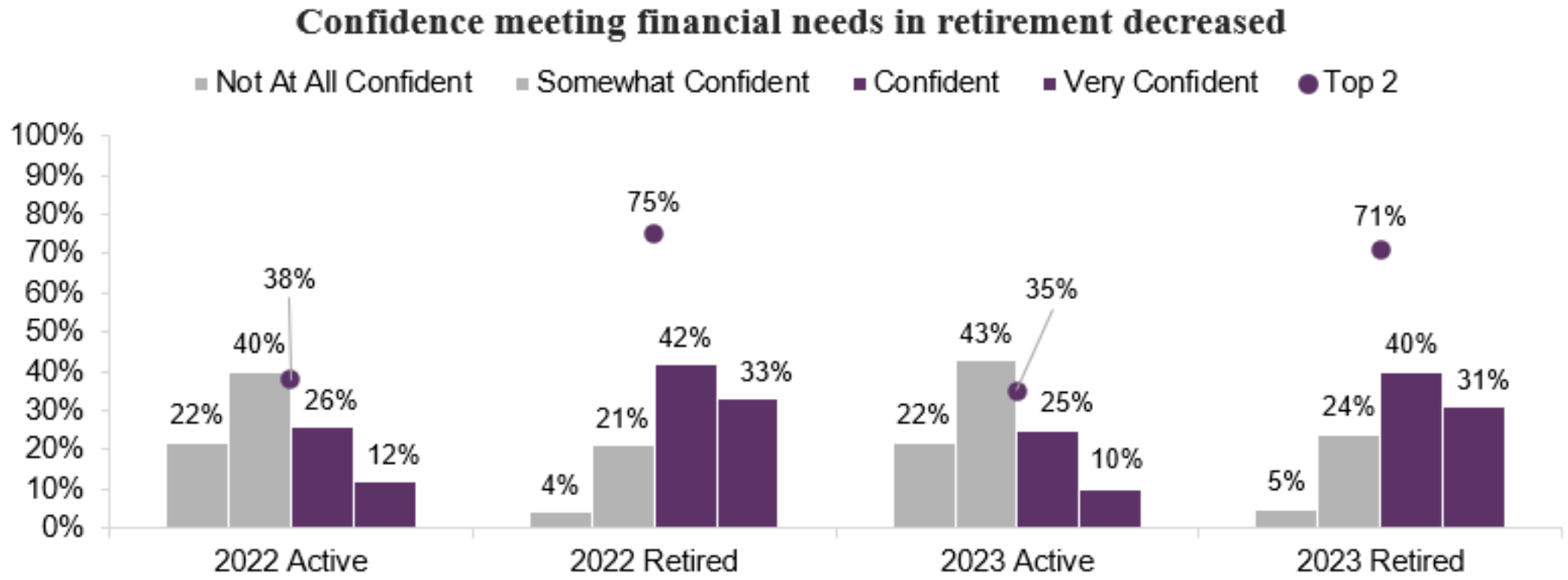
Active Respondents			
Age:		Service Credit:	
Youngest	22	Maximum	42.8
Oldest	83	Average	15.2
Average	47.7	Median	15.2
Median	48		

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

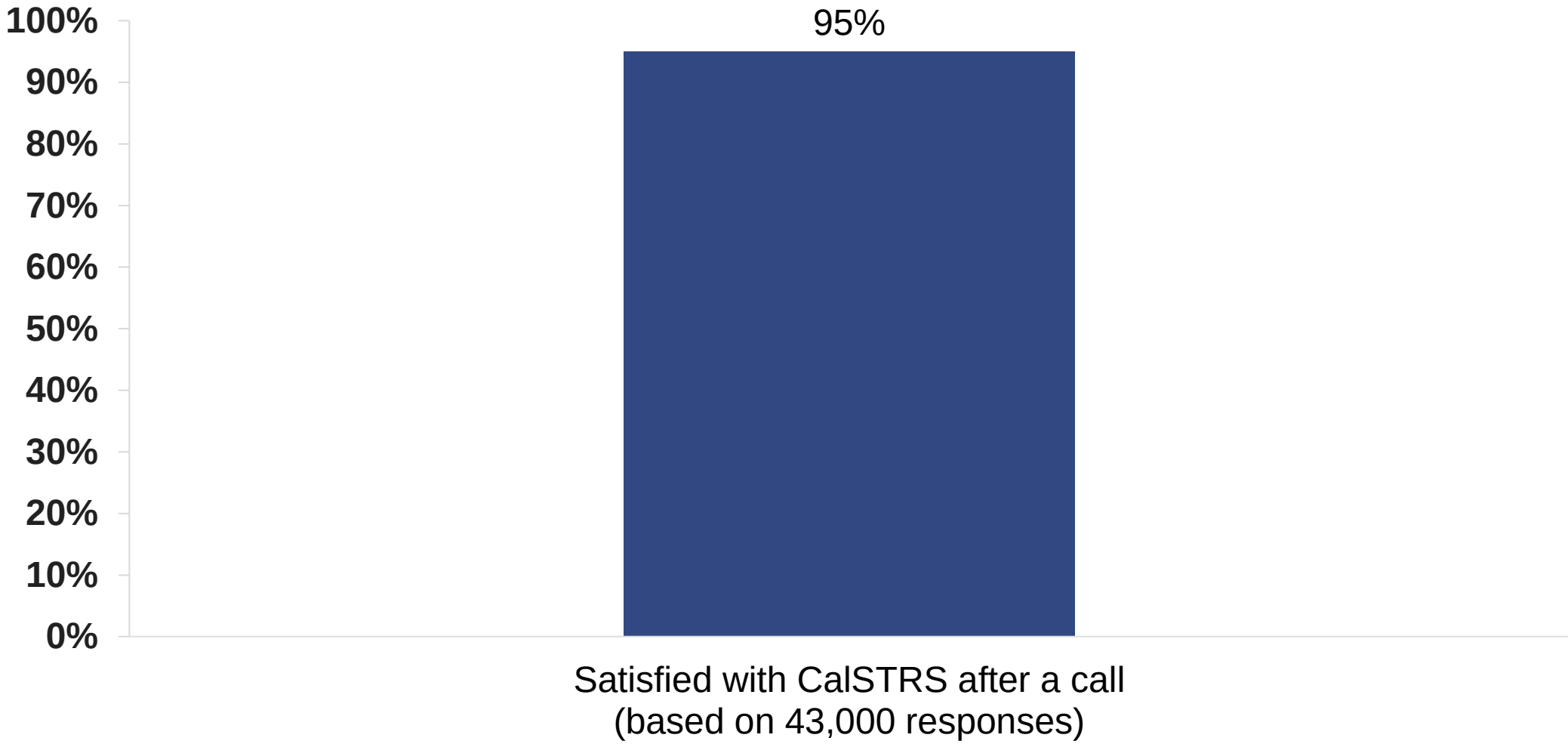
Overall satisfaction decreased but remains favorable



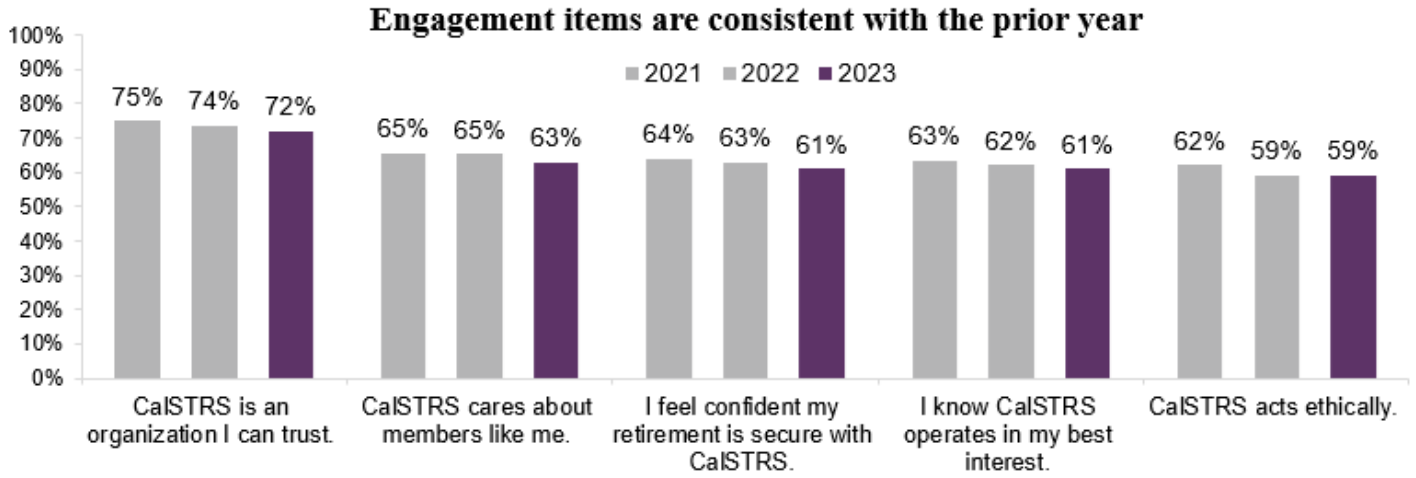
The decrease in overall satisfaction is connected to the decrease in confidence

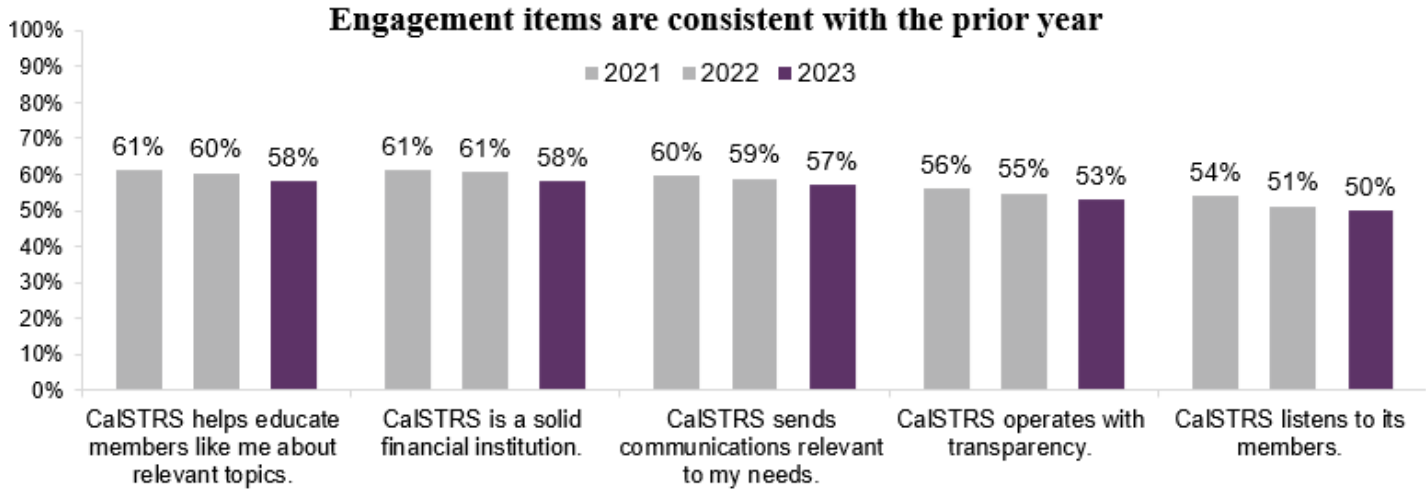


Satisfaction is high at the point of service

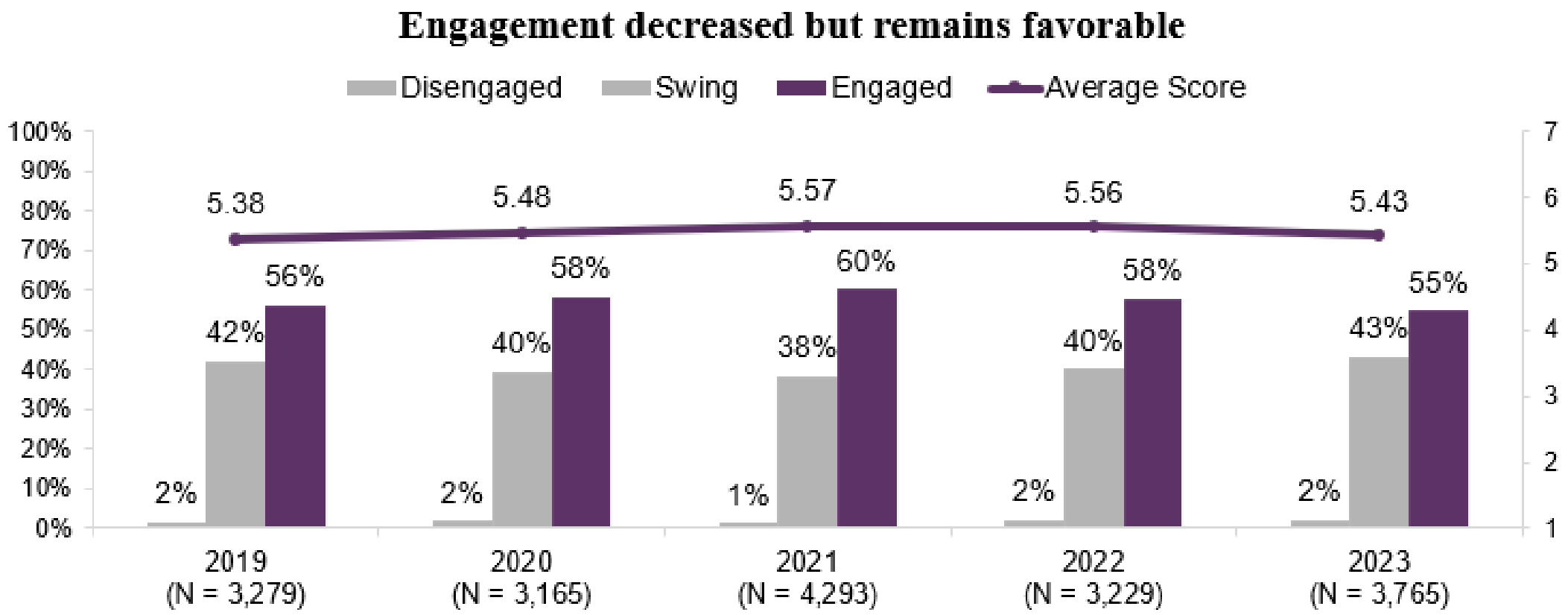


Members rate trust in CalSTRS the highest of the engagement items

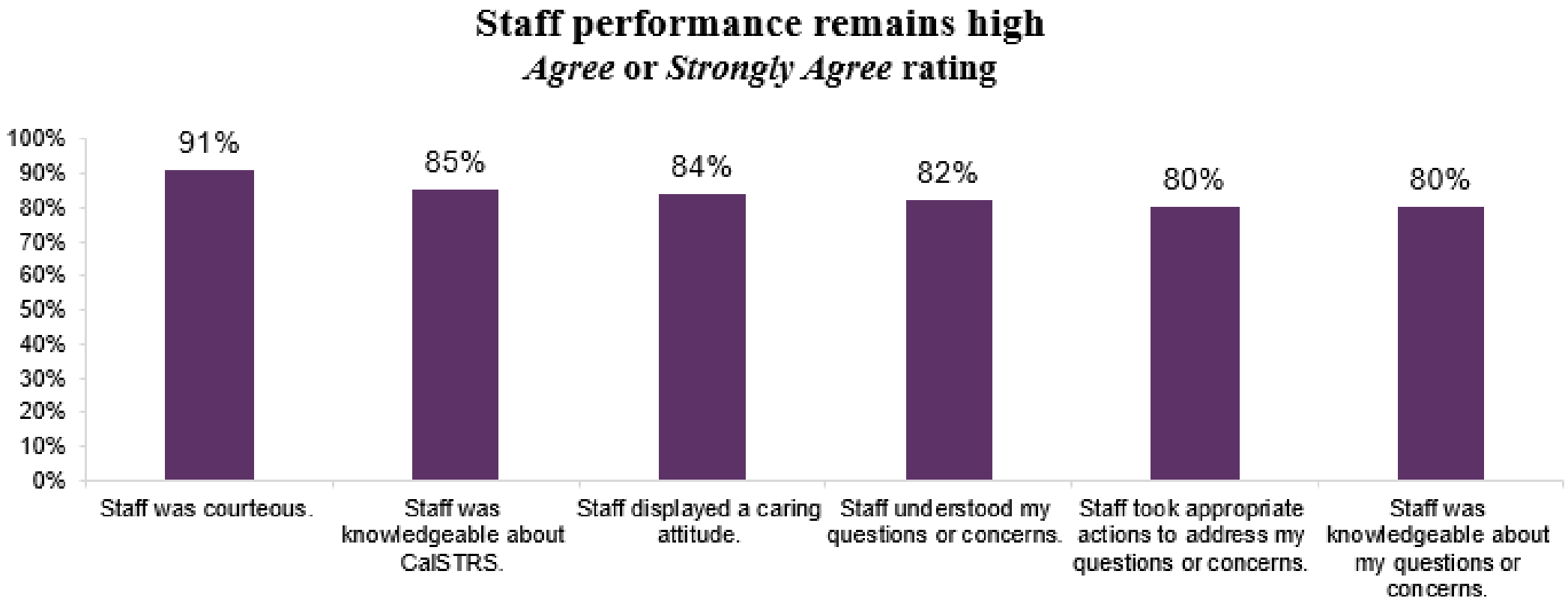




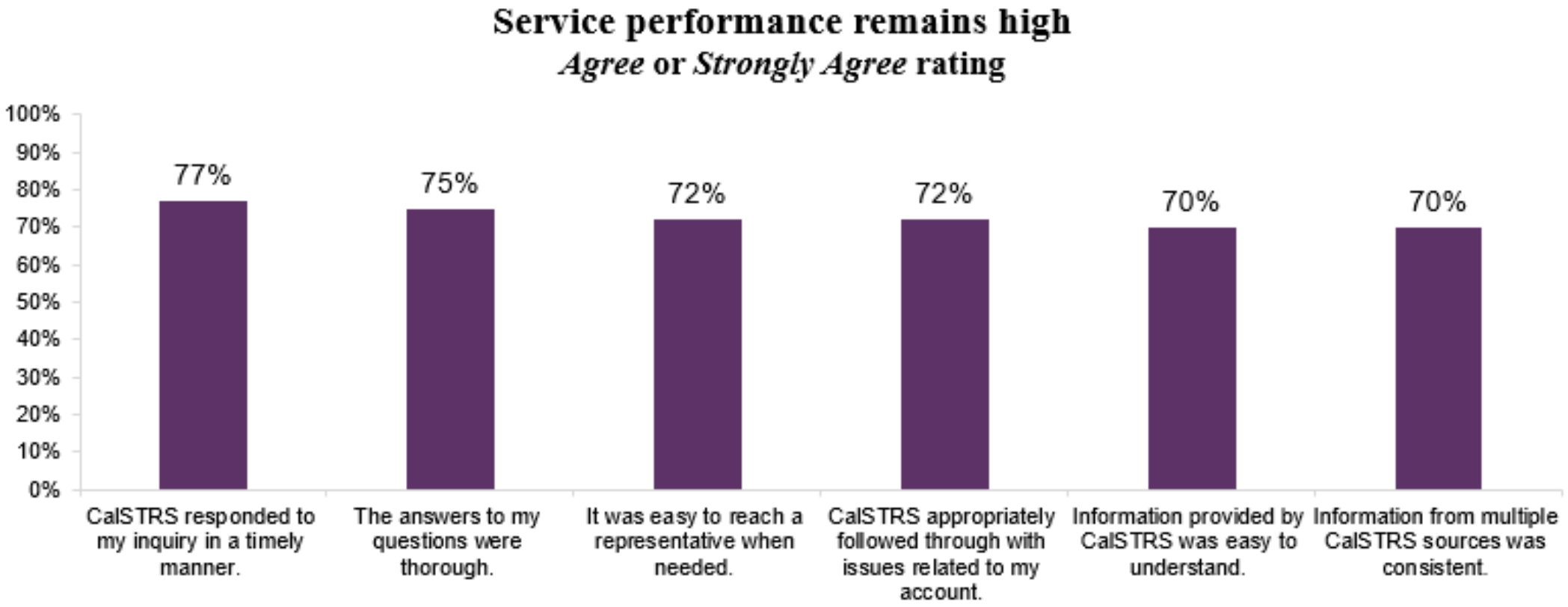
The majority of members are engaged with CalSTRS



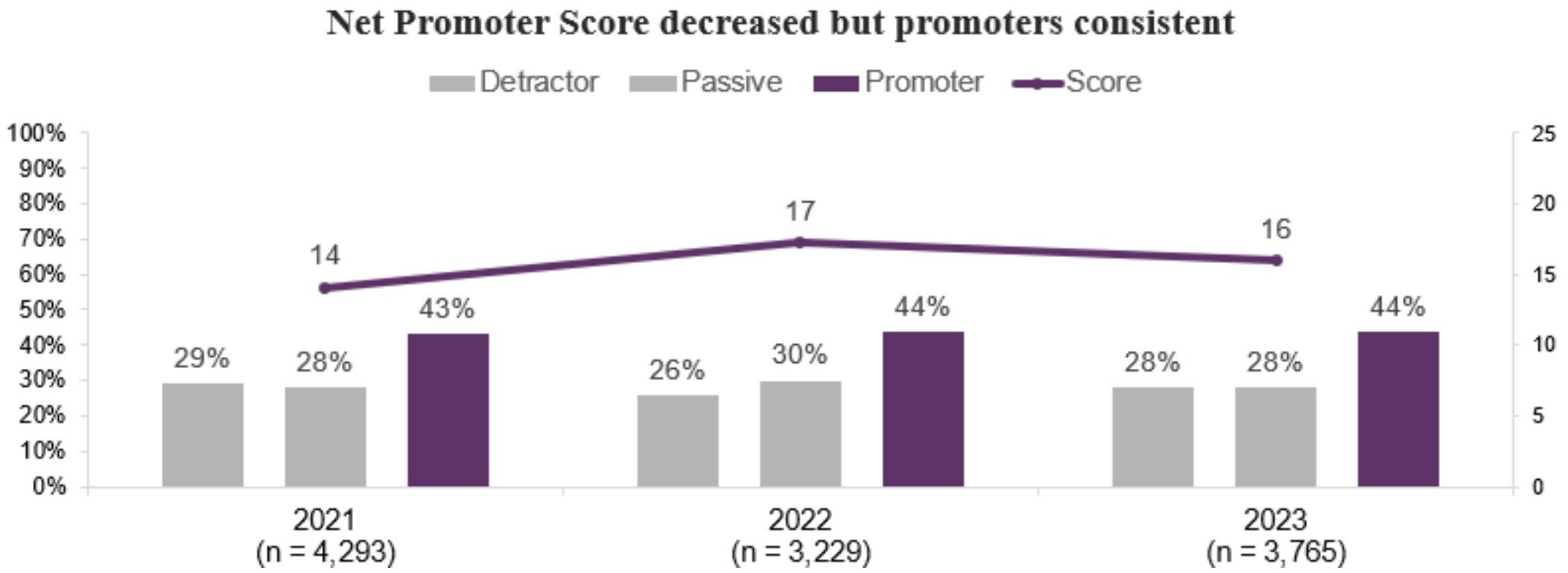
Members rate staff performance high



Members rate service performance high



CalSTRS Net Promoter Score



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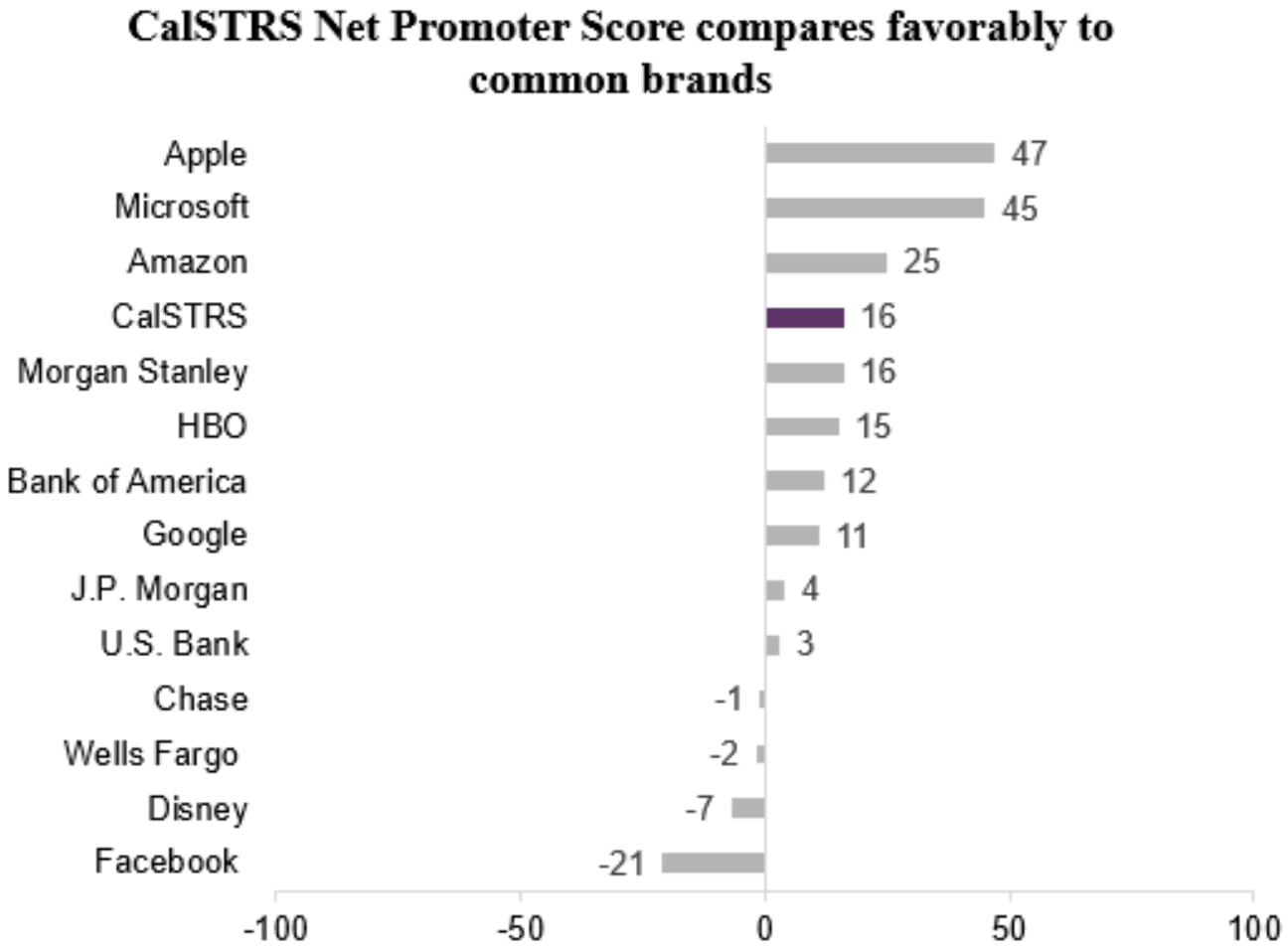
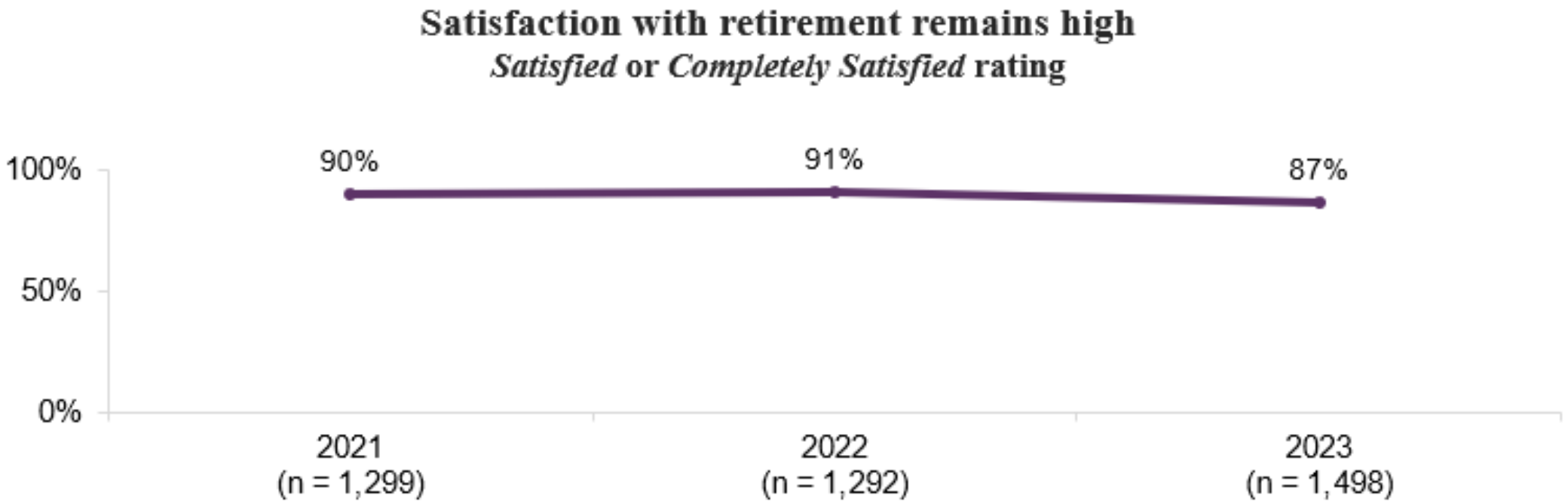
Members are satisfied with retirement