



ENTERPRISE STRATEGY MANAGEMENT | SURVEY RESEARCH AND  
ANALYSIS

# 2022 Member Survey

CALSTRS®

## Table of Contents

Introduction.....	3
Methodology .....	4
Overall Satisfaction with CalSTRS .....	5
Engagement .....	7
CalSTRS Staff & Service Ratings .....	11
Net Promoter Score .....	14
Knowledge of Benefits & Confidence in Retirement & Awareness .....	17
Supplemental Retirement Savings.....	19
Retirement.....	22
Segmentation Study .....	23
Exploratory Research .....	27
Conclusion.....	34

## Introduction

---

The Member Survey is conducted annually to assess active and retired member satisfaction with CalSTRS staff and service. New measures were added in 2022 related to effort—the effort required to reach a customer service representative, to receive a resolution to their concern or question, and to navigate the service retirement process. In addition, select items related to the [Member Segmentation Study](#) were added in 2022.

Generally, overall satisfaction with CalSTRS and satisfaction with staff and service remained consistent with last year. Older respondents reported higher levels of satisfaction and engagement than younger respondents. Additionally, respondents who interacted with CalSTRS reported higher levels of satisfaction and promotion of CalSTRS than those who did not interact with CalSTRS.

## Methodology

---

Beginning February 1, 2022, CalSTRS emailed a survey invitation to a stratified random sample of 111,278 active and retired members. The survey closed March 8, 2022. A total of 3,229 members responded, representing 2.9% of 2,184 active and 1,045 retired members.

The stratified random sample of the membership is based on the following life stage categories, with the number of responses shown by category:

1. Active 20-29 (133 responses)
2. Active 30-39 (417 responses)
3. Active 40-49 (379 responses)
4. Active 50-59 (458 responses)
5. Active 60+ (797 responses)
6. Newly Retired (members retired within the past five years; 539 responses)
7. Enjoying Retirement (members retired for more than five years; 506 responses)

As is typical with survey data, an interval around the mean (average) was calculated. This is commonly known as a confidence interval, which is further used to calculate the margin of error for a sample. This basic diagnostic statistic provides perspective around the variation in the sample and its applicability to the total population.

As of January 2022, there were 425,943 active members and 284,200 retired members. With 2,184 active responses and a 95% confidence interval, the margin of error for active data is 2.1%. With 1,045 retired responses and a 95% confidence interval, the margin of error for retired data is 3.0%.

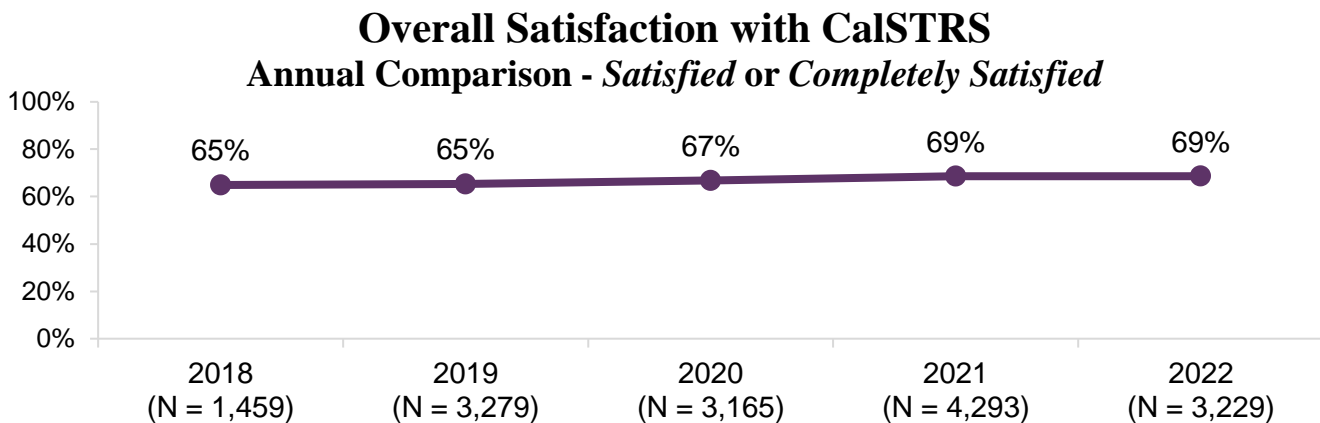
## Overall Satisfaction with CalSTRS

Consistent with 2021, 69% of respondents reported being *Satisfied* or *Completely Satisfied* with CalSTRS overall. This corresponds to a rating of 6 or 7 on a 7-point scale. Approximately 29% of respondents reported being neutral—a rating of 3, 4, or 5—and 2% reported being *Dissatisfied* or *Completely Dissatisfied*—a 1 or 2 rating.

Respondents were prompted to comment on their satisfaction rating. The comments were grouped into broader themes, with the following general associations seen:

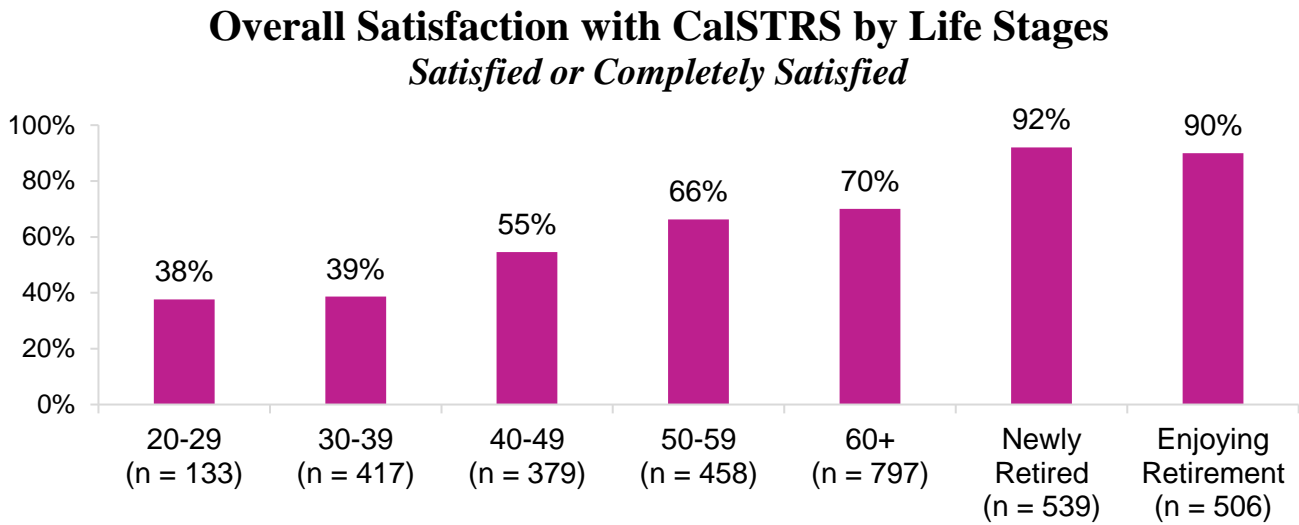
- High satisfaction ratings were attributed to being provided with timely and accurate information, good service from staff, and benefit checks being deposited on time.
- Neutral ratings were attributed to bad or unclear information, policy issue or concern, and wanting more communication and outreach from CalSTRS.
- Low satisfaction ratings were attributed to policy issues or concerns, the lack of ability to utilize Social Security benefits or use any of their retirement for emergency funds or disability, and concerns with the contribution amount deducted from their paycheck and the amount their employer contributes.

Figure 1.



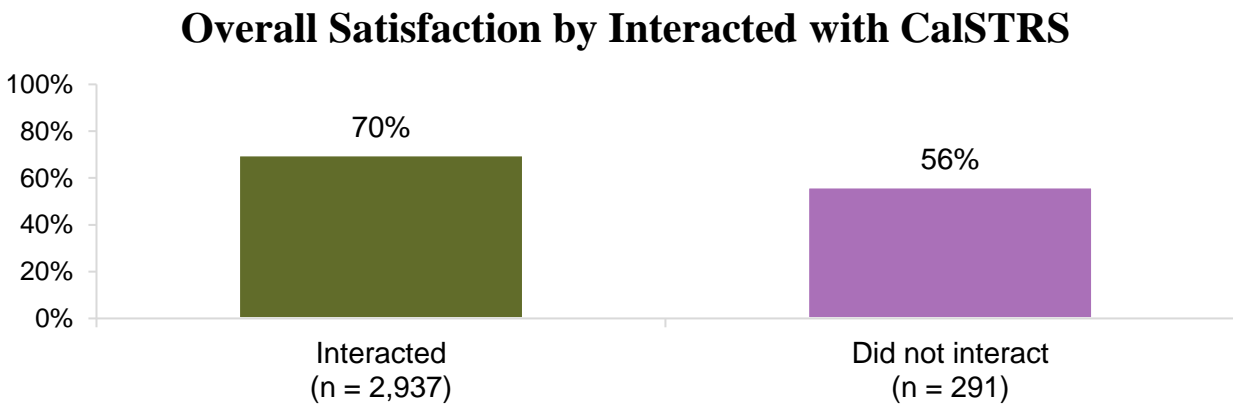
While members report high satisfaction with CalSTRS overall, the experiences and perceptions of members vary across life stage. This is reflected in Figure 2 on the next page with varying satisfaction levels across the age groups/life stages. A smaller percentage of members in the younger age groups reported high levels of satisfaction compared to retired members who report the highest levels of satisfaction. This trend is consistent with previous years with members in the younger age groups having less frequent and less personal interactions with and receiving fewer services from CalSTRS. While these members have lower levels of high satisfaction ratings, they are not dissatisfied—they are neutral.

Figure 2.



Additionally, 70% of respondents who interacted with CalSTRS in the past year reported high levels of satisfaction compared to 56% of respondents who did not interact with CalSTRS in the past year, as seen in Figure 3 below.

Figure 3.



## Engagement

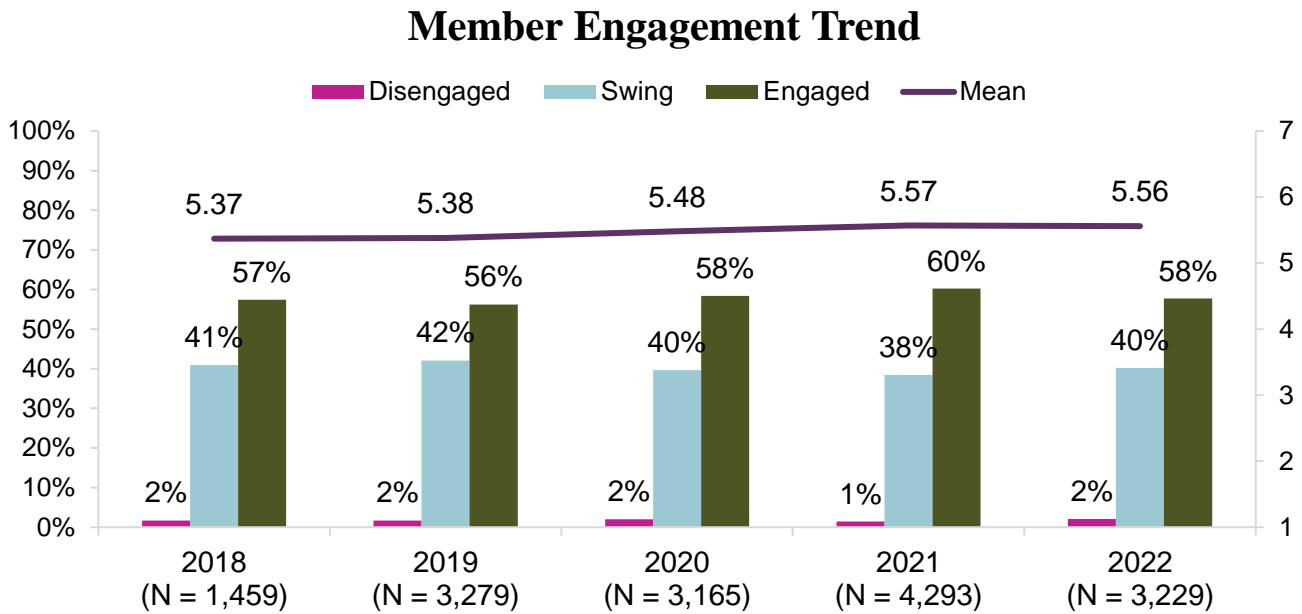
---

CalSTRS developed engagement attributes as a custom set of survey items to assess member engagement across different facets/characteristics/descriptions of engagement and to capture the nuances of CalSTRS. While satisfaction is a static concept that reflects reactions to recent experiences, engagement is an active assessment of a relationship built over time. Research shows that engaged customers are more likely to try new products, speak highly or positively about an organization, demonstrate confidence and trust, and maintain the relationship through trying times. Particularly in light of exogenous events that can impact members but are outside of CalSTRS' purview—such as the COVID-19 global pandemic—it can be informative to monitor how CalSTRS maintains member trust and engagement. Engagement scores represent the percentage of respondents who are engaged, neither engaged nor disengaged (swing), or disengaged.

Prior to 2021, the member engagement score was calculated using a weighted grand mean of 15 engagement attribute items that contributed 75% to the engagement score while the mean of overall satisfaction with CalSTRS contributed 25%. A 2021 analysis of member engagement over several previous years revealed a statistically similar engagement score can be calculated more simply using a grand mean of four of the 15 items and the overall satisfaction with CalSTRS. This method also aligns with the method used by an engagement research consortium CalSTRS participates in with other public pension systems across the globe.

Cut-off scores are set to determine the percentage of respondents who are engaged, neither engaged nor disengaged (swing), or disengaged. Respondents with grand mean scores greater than 5.5 are identified as engaged. Respondents with a grand mean score less than or equal to 5.5, but greater than 2.5, are identified as neither engaged nor disengaged (swing). Respondents with grand mean scores less than or equal to 2.5 are identified as disengaged. Consistent with the prior year, 58% of respondents are engaged (see Figure 4 on the next page).

Figure 4.



Members who interacted with CalSTRS in the past year reported being more engaged than those who did not, as can be seen in Figure 5 below.

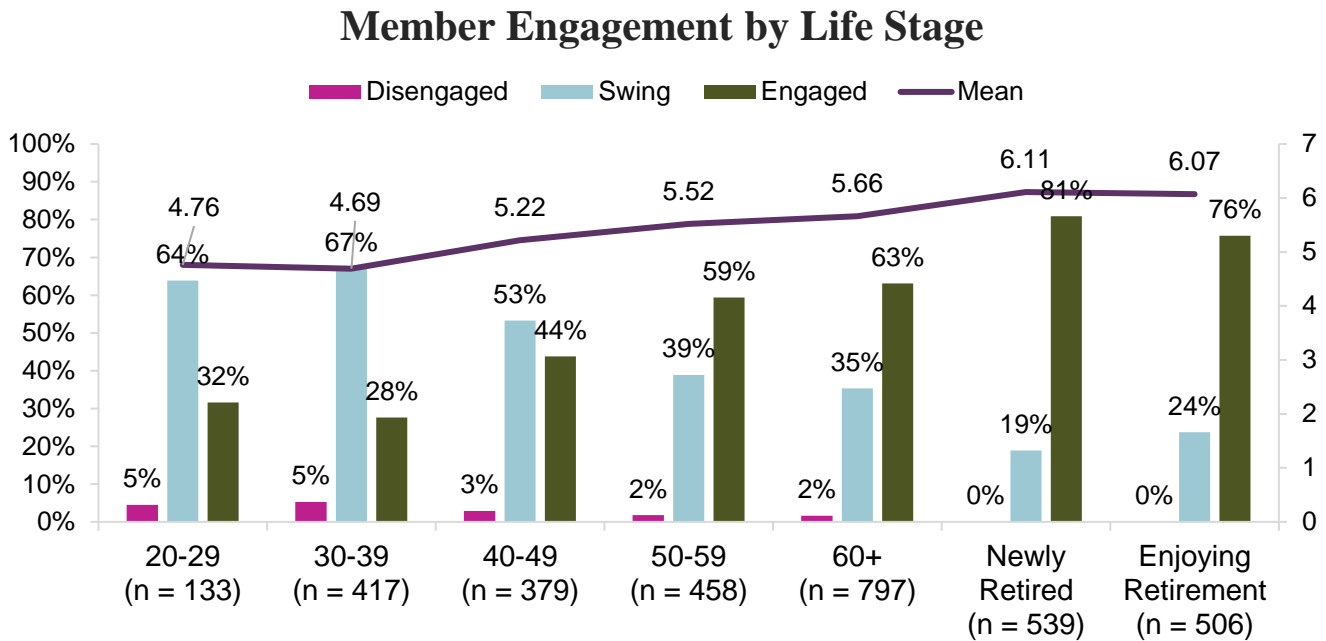
Figure 5.



Responses also suggest engagement increases with age, as can be seen in Figure 6 on the next page. Starting at the 40-49 life stage, there is a 16% increase over the younger life stages, which gradually increases up to Enjoying Retirement. It is intuitive that members become more engaged with CalSTRS as they approach retirement and then have less need to interact with the organization as their retirement progresses into later life. Active members 50 and older and retired members are more engaged with CalSTRS than active members below 49.



Figure 6.



## Engagement Attribute Items

In addition to refining the member engagement calculation, the number of engagement attribute items were assessed and pared down from 15 items to 10 in 2021. Items were removed primarily because they provided no additional statistical information. Eight of the 10 remaining engagement attribute items had consistent ratings with last year. The other two engagement attribute items *CalSTRS acts ethically* and *CalSTRS listens to its members* decreased from 2021.

Consistent with prior years, *CalSTRS is an organization I can trust* remains the highest rated item at 74% agreement—a rating of 6 or 7 on a 7-point scale—as can be seen in Figures 7.1 and 7.2 on the next page. Additionally, in a separate analysis that examined drivers of member satisfaction, among both active members, the engagement attribute item *CalSTRS is an organization I can trust* was the top driver of overall satisfaction with CalSTRS. Among retired members, the engagement attribute item *CalSTRS operates in my best interest* was the top driver of overall satisfaction with CalSTRS.

The attributes that received the lowest ratings were *CalSTRS listens to its members* (51%) followed by *CalSTRS operates with transparency* (55%). There are neutral ratings—a rating of 3, 4, or 5—for every engagement attribute that range from 24% to 46%, and disagreement—a rating of 1 or 2—with an individual attribute did not exceed 5%.

Figure 7.1.

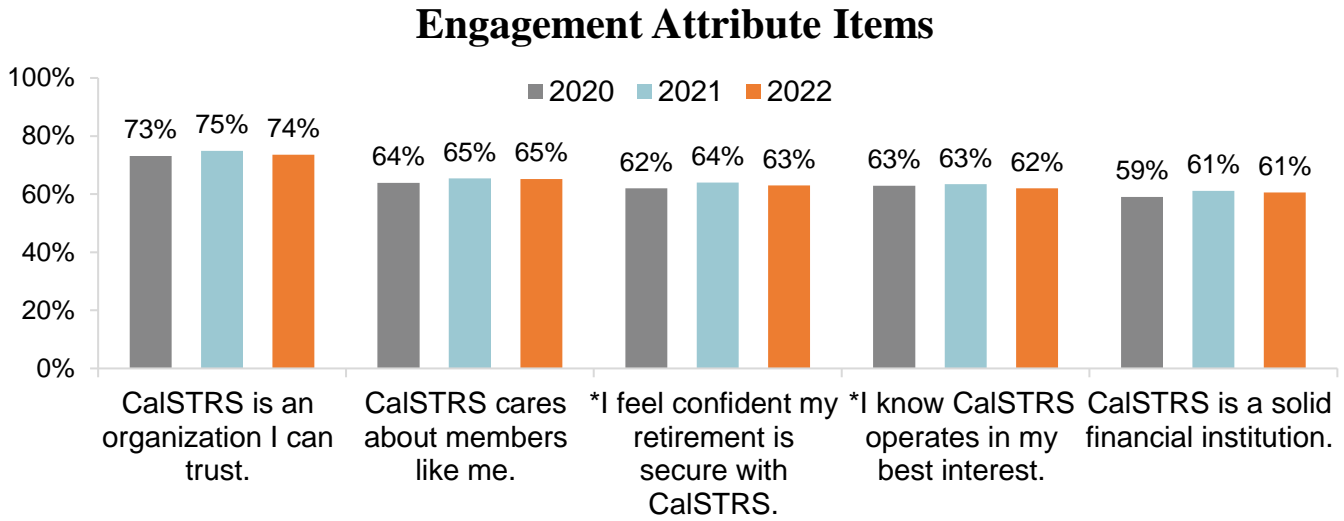
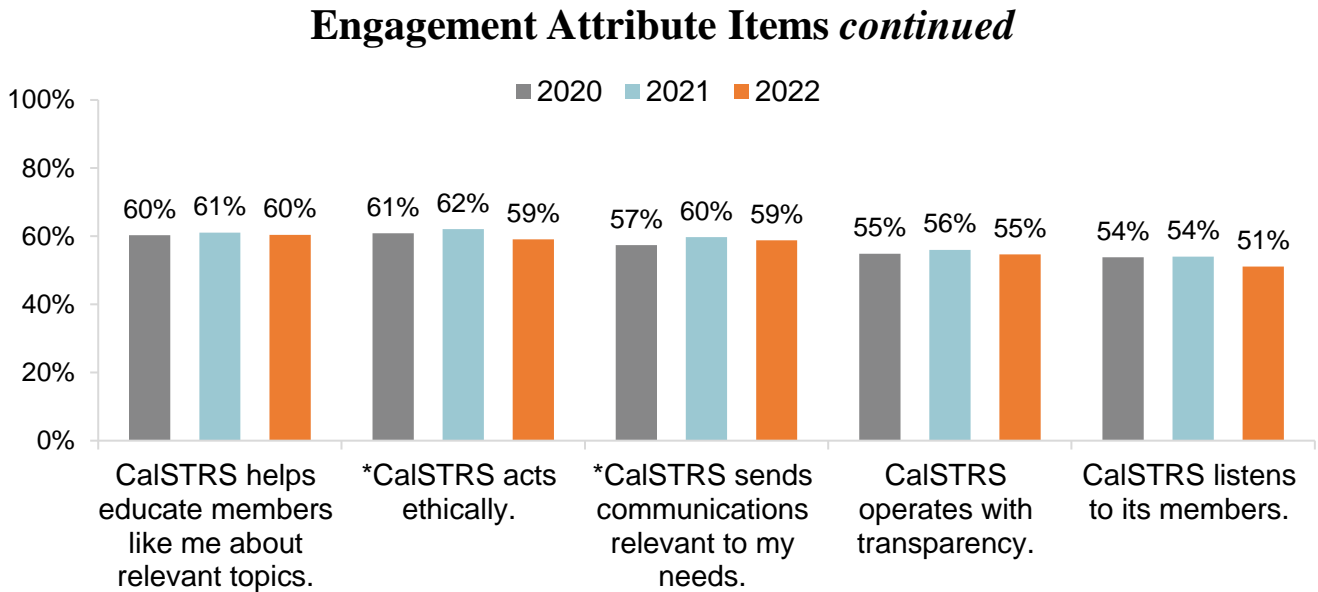


Figure 7.2.

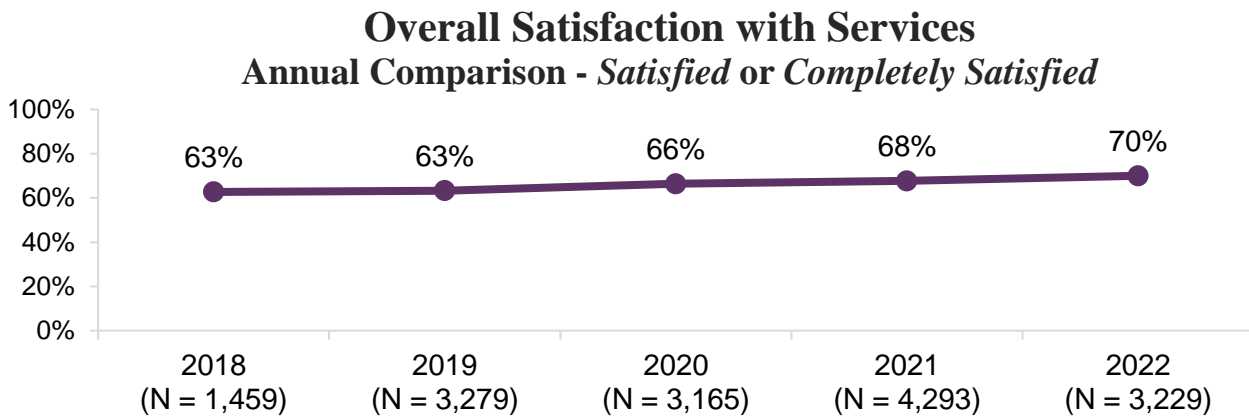


Note. \* = part of the member engagement calculation.

## CalSTRS Staff & Service Ratings

Seventy percent of respondents reported being *Satisfied* or *Completely Satisfied* with CalSTRS services (see Figure 8 below). This corresponds to a rating of 6 or 7 on a 7-point scale. Approximately 28% of respondents reported being neutral—a rating of 3, 4, or 5—about CalSTRS services and 2% reported being *Dissatisfied* or *Completely Dissatisfied*—a 1 or 2 rating.

Figure 8.

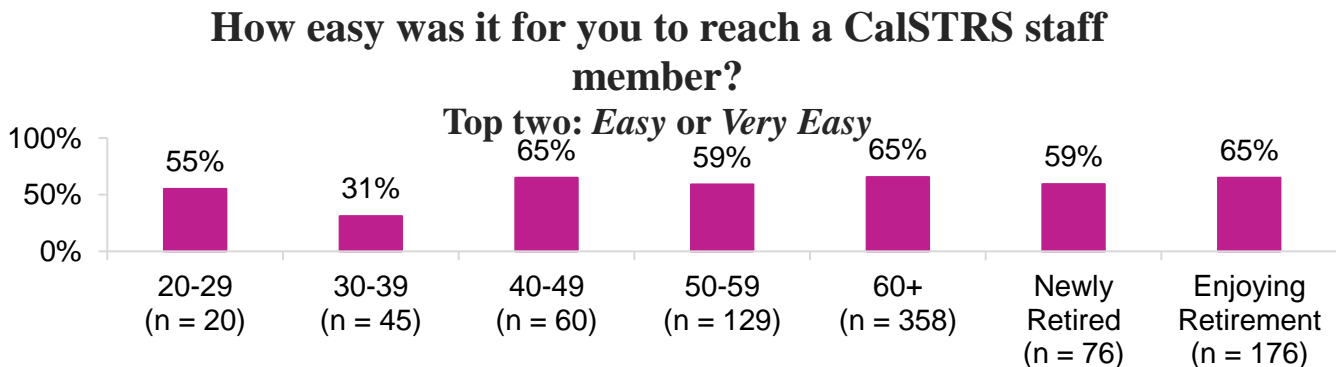


### Staff Performance

One of three new effort items added in 2022 asked members to rate their level of perceived effort to reach a CalSTRS staff member. Fifty-nine percent of members felt it was *Easy* or *Very Easy* to reach a CalSTRS staff member. Thirty-seven percent of the ratings were in the neutral category (*Somewhat Difficult, Neutral, and Somewhat Easy*).

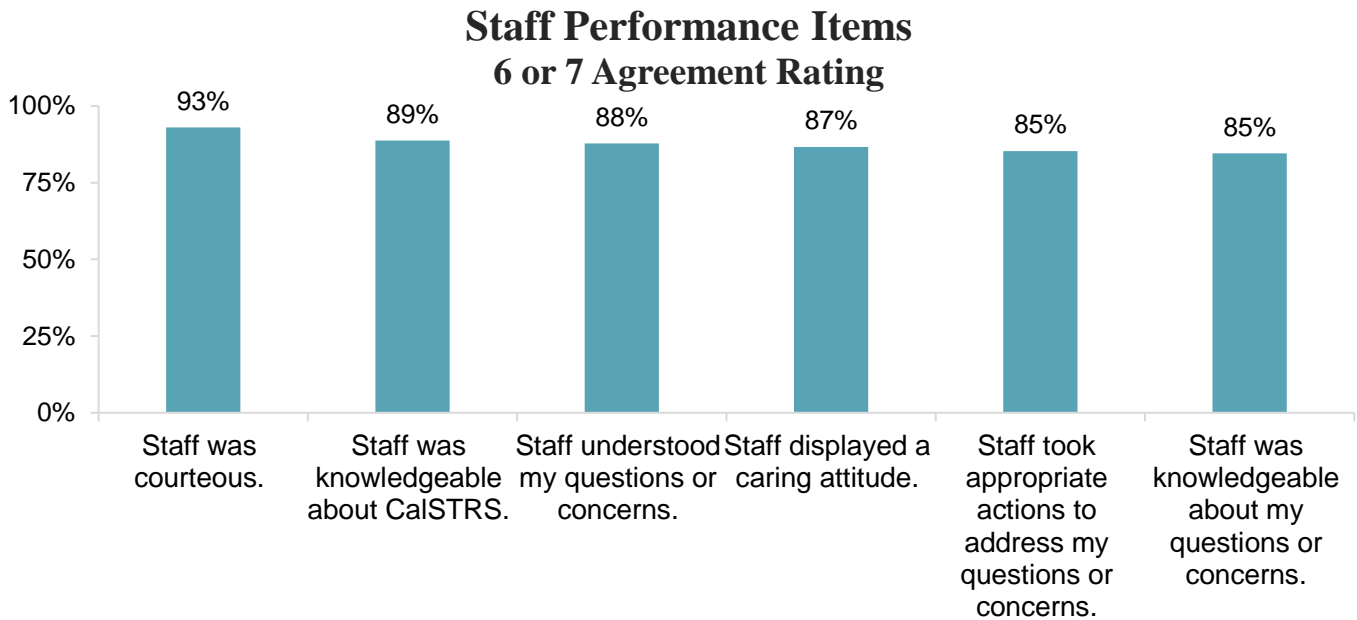
As can be seen in Figure 9, active members 30-39 years old provided the lowest ease ratings (31%) compared to other age groups. *Caution is advised in interpreting the results due to low sample size for a few age groups.*

Figure 9.



Of the 20% of members who indicated they interacted with CalSTRS staff in the past year, 85% to 93% provided high agreement ratings—6 or 7 on a 7-point scale—on the staff performance measures. Respondents rated highest on courtesy, as can be seen below in Figure 10. These ratings are consistent with the prior year.

Figure 10.

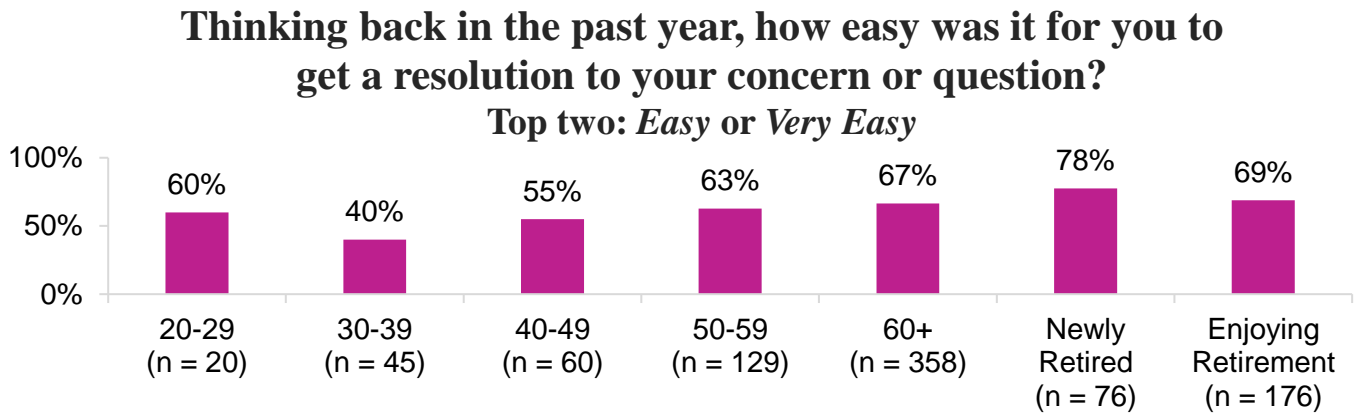


### Service Performance

The second of the three new effort items added in 2022 asked members to rate their perceived level of ease to get a resolution to their concern or question. Sixty-five percent of members felt it was *Easy* or *Very Easy* to get a resolution to their concern of question. Thirty-one percent of the ratings were in the neutral category (*Somewhat Difficult*, *Neutral*, and *Somewhat Easy*).

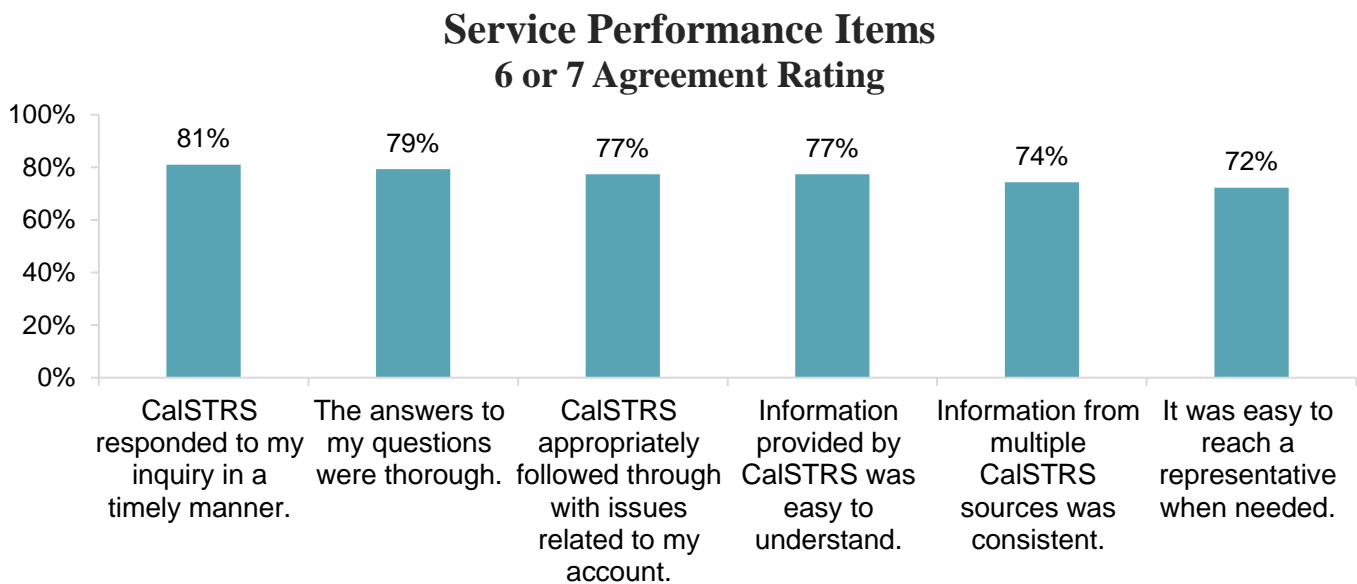
As can be seen in Figure 11 on the next page, *Newly Retired* members provided the highest ease ratings (78%) compared to other age groups. *Caution is advised in interpreting the results due to low sample size for a few age groups.*

Figure 11.



Consistent with the prior year, 72% to 81% of respondents provided high agreement ratings—6 or 7 on a 7-point scale—on service performance measures. The highest rating was for answers to questions being thorough, as can be seen in Figure 12 below.

Figure 12.



## Net Promoter Score

---

Starting in 2020, the Net Promoter Score was piloted on the Member Survey to measure and track how likely members are to promote CalSTRS as a great organization.

Typically, Net Promoter Score is used in the private industry to gauge the likelihood of a customer to recommend a product or service to a friend or colleague. The Net Promoter Score is derived from a single question and reported with a number from -100 to +100, where a higher score represents greater loyalty of customers to a company. Respondents provide a rating between 0 (Not At All Likely) to 10 (Extremely Likely) and the score is calculated by subtracting the percentage of “Promoters” from the percentage of “Detractors.”

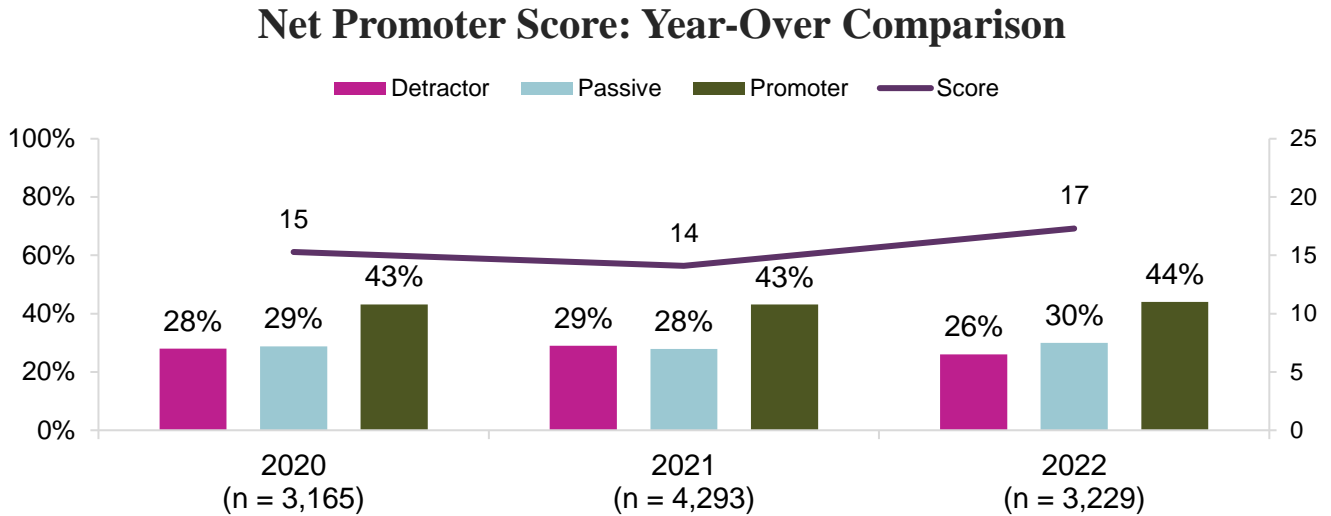
Depending on the response to the Net Promoter Score question, the respondent falls into one of three categories:

- **Promoters** respond with a score of 9 or 10. They are considered likely to exhibit value-creating behaviors, such as buying more, remaining customers for longer, and making positive referrals to other potential customers. In the case of CalSTRS, it would suggest they are more likely to speak highly and promote the organization to others.
- **Passives** respond with a score of 7 or 8. The behavior of Passives falls between Promoters and Detractors.
- **Detractors** respond with a score of 0 to 6. Detractors are considered unlikely to exhibit value-creating behaviors.

Membership in the Defined Benefit Program is compulsory, meaning CalSTRS does not “compete” for referral business in the traditional sense. Therefore, the Net Promoter Score question was altered slightly to gauge member likelihood to recommend/promote CalSTRS as a *great organization*.

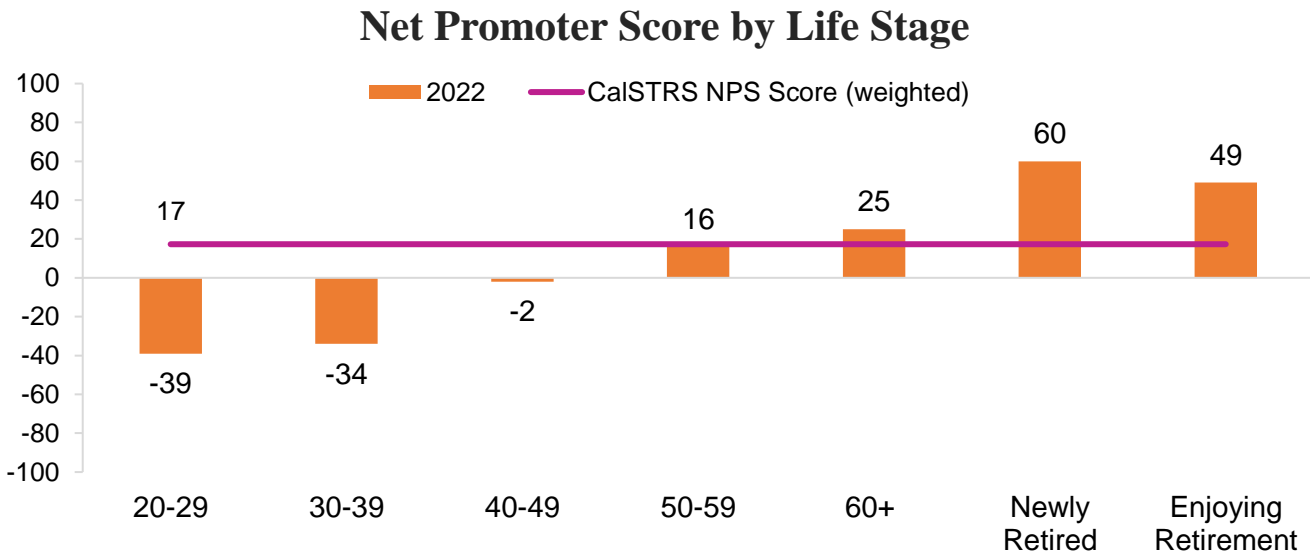
As depicted in Figure 13 on the next page, the percentage of promoters this year compared to last was unchanged. However, there was a 3% shift from Detractors to Passives from 2021 to 2022, causing the Net Promoter Score to increase from 14 in 2021 to 17 in 2022.

Figure 13.



Similar to member engagement, responses suggest likelihood to recommend/promote CalSTRS increases with age, as can be seen below in Figure 14.

Figure 14.



Members who interacted with CalSTRS in the past year (Net Promoter Score = 23) are much more likely to recommend/promote CalSTRS as a great organization compared to those who did not (Net Promoter Score = -22), as can be seen in Figure 15 on the next page.

Figure 15.

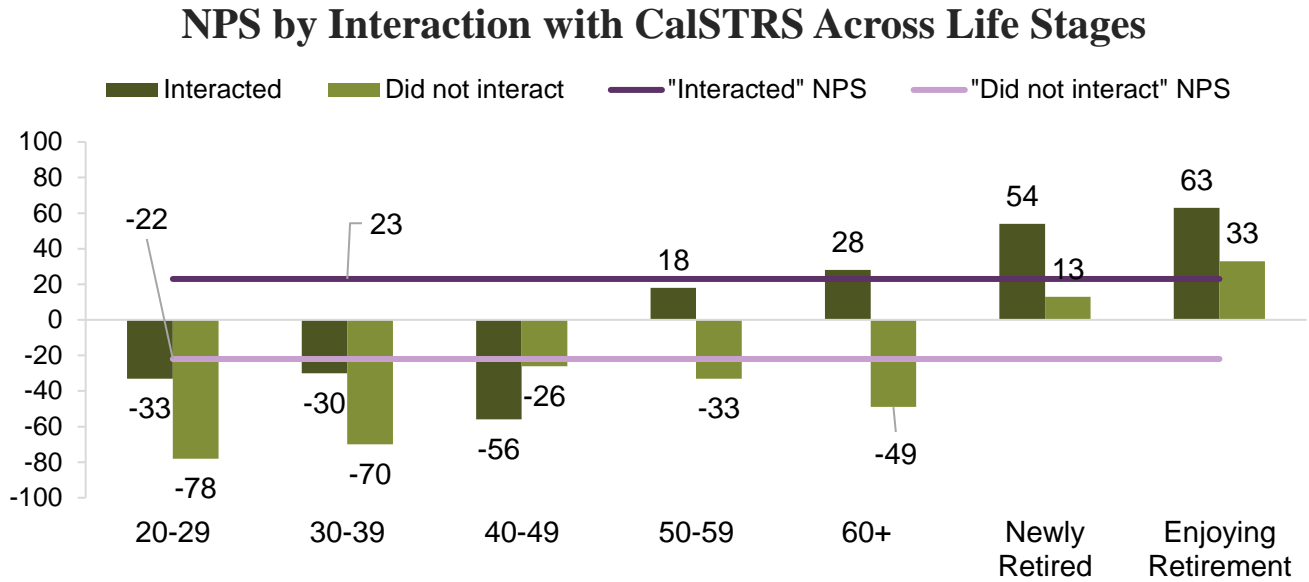
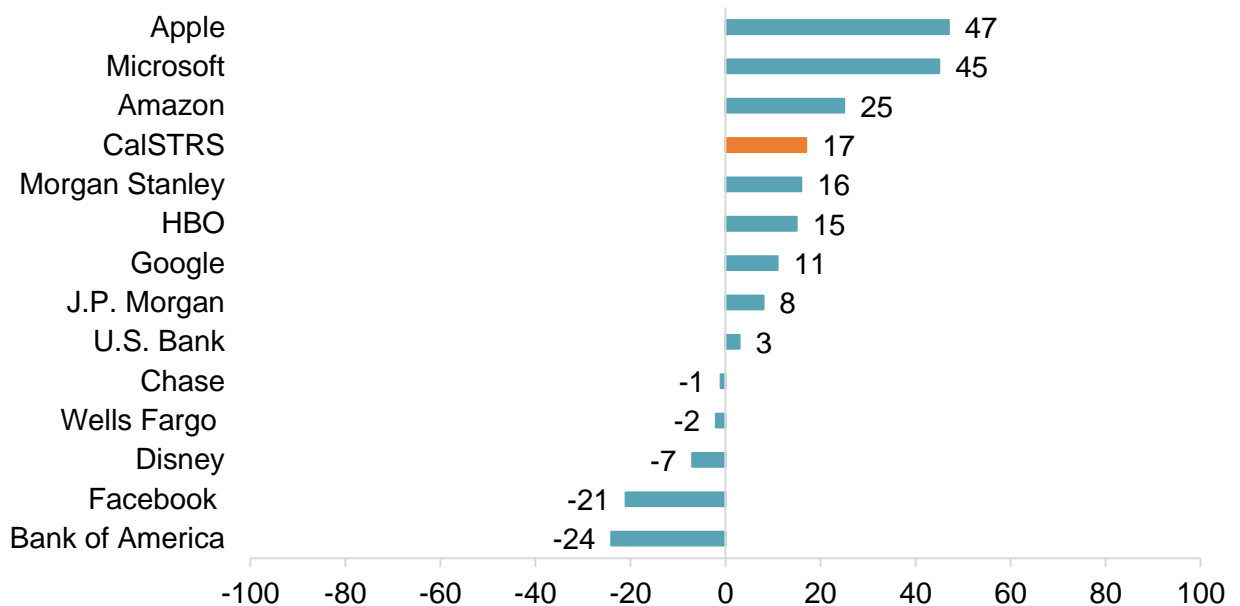


Figure 16 below shows the CalSTRS Net Promoter Score relative to a sample of scores from common companies in 2022. The company scores were collected from <https://customer.guru/net-promoter-score/benchmarks> as of August 2021.

Figure 16.



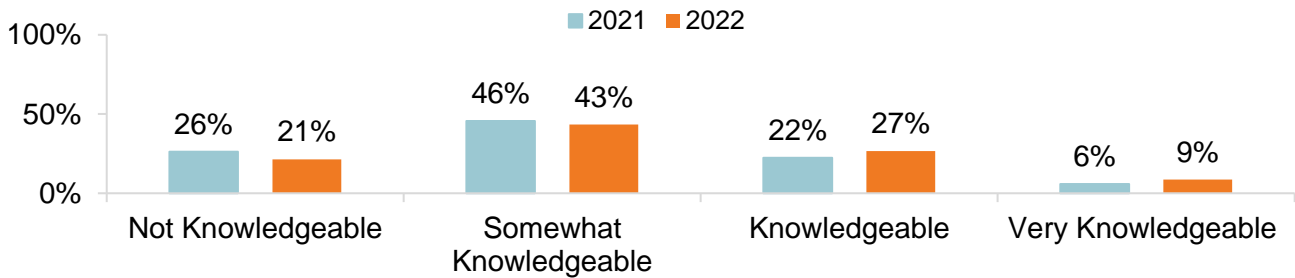


## Knowledge of Benefits | Confidence in Retirement | Awareness

Knowledge about CalSTRS benefits is essential to making informed retirement planning decisions. This includes understanding the benefit formula and how to accurately calculate expected benefits. Of the 1,936 respondents, 35% of active members indicated they were *Knowledgeable* or *Very Knowledgeable*—2 or 3 rating on a 4-point scale—about their CalSTRS benefits (see Figure 17 below). These results reflect a 7% increase from the 28% who reported being knowledgeable about their benefits in 2021.

Figure 17.

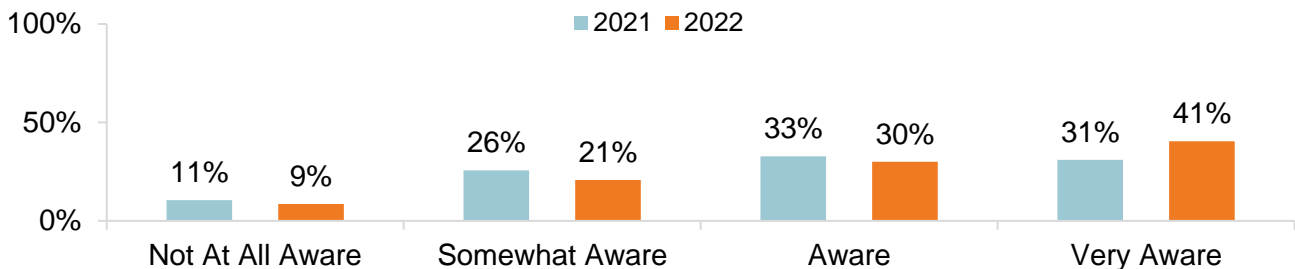
### How would you rate your level of knowledge about your CalSTRS benefits?



As can be seen in Figure 18 below, members reported being 71% *Aware* or *Very Aware* of needing income in addition to their CalSTRS defined benefit pension to meet their financial goals in retirement. These results reflect a 7% increase from the 64% who reported being aware of the additional income needed in 2021.

Figure 18.

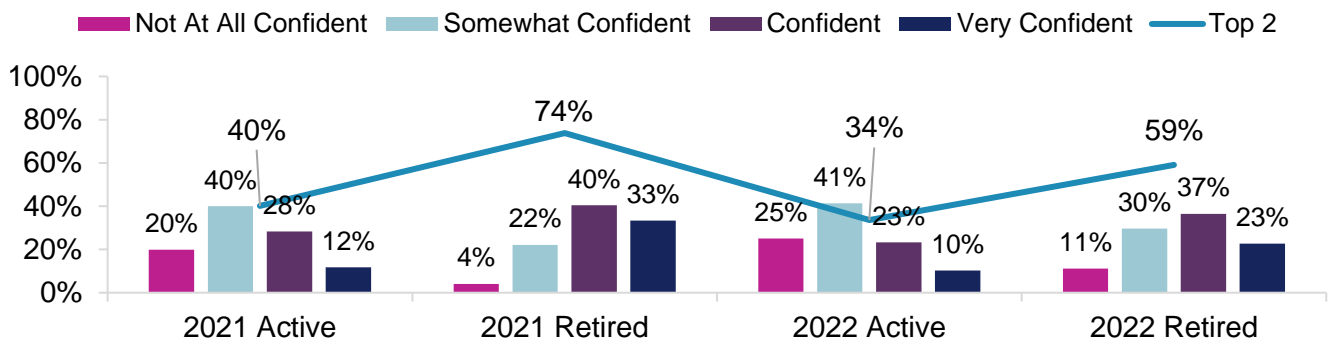
### Please rate your level of awareness that you may need income in addition to your CalSTRS defined benefit pension to meet your financial goals in retirement.



As shown in Figure 19 on the following page, in 2022, 59% of retired members and 34% of active members are *Confident* or *Very Confident*—“Top 2”—they will have enough money to live comfortably throughout their retirement years. Both active and retired member confidence decreased compared to 2021—6% among active members and 15% among retired. The top three factors influencing confidence levels among active and retired members are *Retirement planning actions*, *The cost of health care*, and *The economy*.

Figure 19.

### How confident are you that you will have enough money to live comfortably throughout your retirement years?



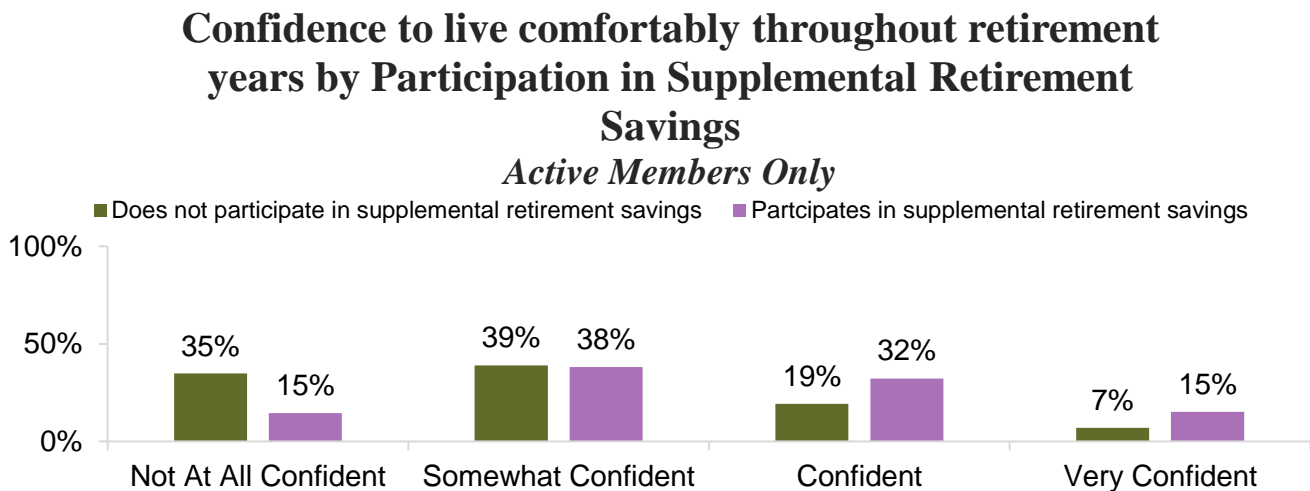
## Supplemental Retirement Savings

Starting in 2022, the Member Survey asked active and retired members about their participation in a supplemental retirement savings plan. Depending on age at retirement, the amount of service credit earned, and their expected lifestyle in retirement, the CalSTRS defined benefit pension may provide sufficient income replacement. They may also have additional income from other sources to fill expected or unexpected gaps. Regardless of their situation, member awareness of the sufficiency of the CalSTRS benefit to meet their financial goals in retirement is an important step in securing their financial future.

As previously discussed, members were asked to rate their confidence in having enough money to live comfortable throughout their retirement years and their awareness of potentially needing income in addition to their CalSTRS defined benefit pension to meet their financial goals in retirement. One of the ways to achieve higher levels of confidence and ensure they will meet their financial goals in retirement is by contributing to a supplemental retirement savings early in their career. Of the 2,184 active respondents, 73% indicated they participate in a supplemental retirement savings plan and, on average, started contributing at 30 years old.

As shown in Figure 20 below, 47% of active respondents who indicated they participate in a supplemental retirement savings plan reported being *Confident* or *Very Confident* they will have enough money to live comfortably throughout their retirement years. Of those who do not participate in a supplemental retirement savings plan, 26% reported being confident in being able to live comfortably throughout their retirement years. There is a notable difference between those who participate in a supplemental retirement savings plan and those who do not.

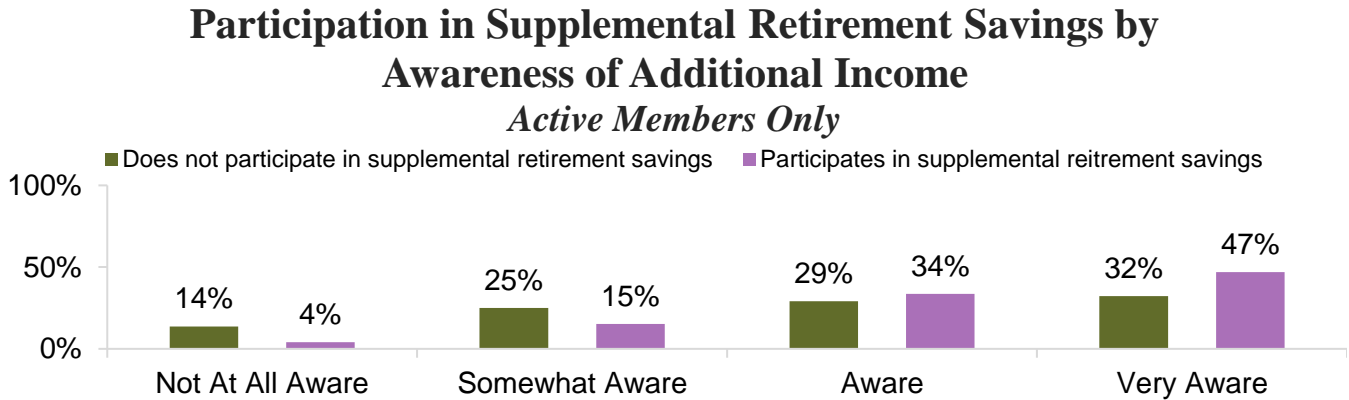
Figure 20.



As shown in Figure 21 on the next page, 81% of respondents who indicated they participate in a supplemental retirement savings plan reported being *Aware* or *Very Aware* they will need income in

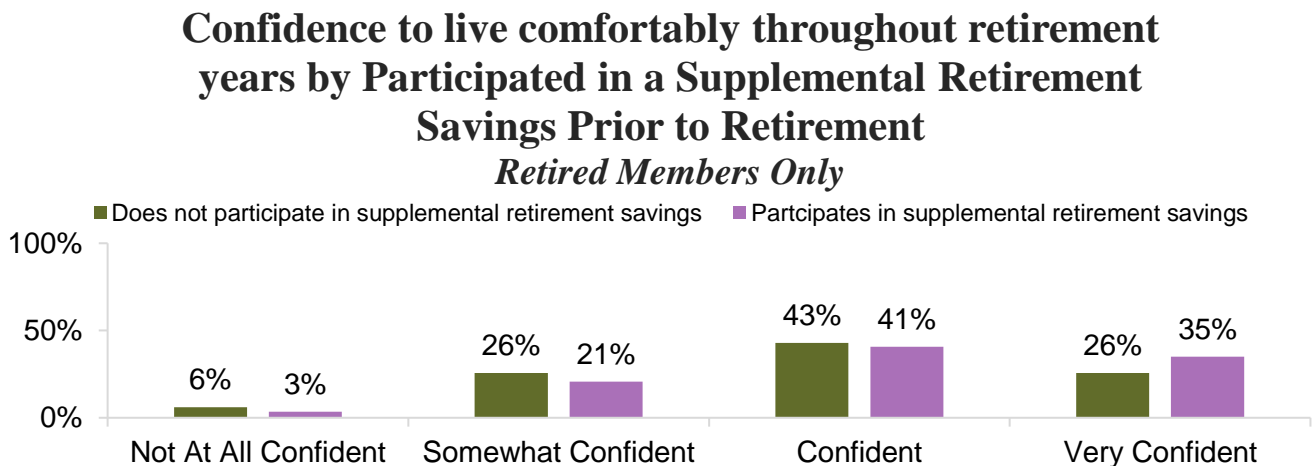
addition to their CalSTRS defined benefit pension to meet their financial goals in retirement. Of those who do not participate in a supplemental retirement savings plan, 61% reported being aware they will need additional income to meet their financial goals in retirement. Similar to confidence (shown in Figure 20 on the previous page), there is a notable difference between those who participate in a supplemental retirement savings plan and those who do not.

Figure 21.



Among retired members, 70% reported participating in a supplemental retirement savings plan prior to their retirement and, on average, started saving at 36 years old. As shown in Figure 22 below, 76% of retired members who indicated they participated in a supplemental retirement savings plan prior to retirement reported being *Confident* or *Very Confident* they will have enough money to live comfortably throughout their retirement years. Of those who did not participate in a supplemental retirement savings plan before retirement, 68% reported being confident in being able to live comfortably throughout their retirement years.

Figure 22.



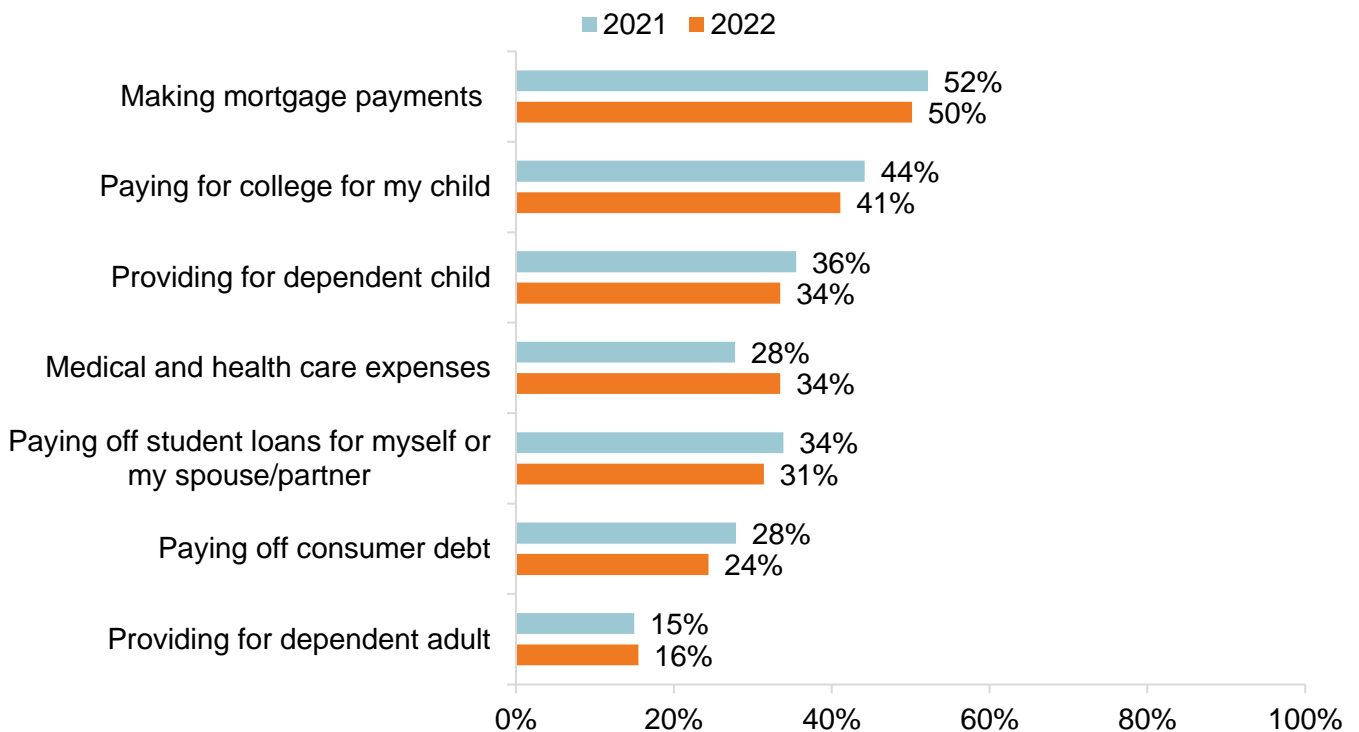
CalSTRS *does* compete in the voluntary defined contribution marketplace by offering CalSTRS Pension2—a low fee and low expense defined contribution plan. On the Member Survey, members were asked if they participate in Pension2 (Yes/No). Of the 3,229 respondents, 23% indicated they participate in Pension2. For those who indicated they do not participate in Pension2, they were then asked, *Were you previously aware of CalSTRS Pension2 (Yes/No)?* Of the 2,474 respondents who indicated they do not participate in Pension2, 51% indicated they were previously aware of it.

Active members were asked to rate how serious of an obstacle the following obligations are in preventing them from saving sufficiently for retirement. As shown in Figure 23 below, in 2021 and 2022 active members consistently reported *Making mortgage payments* as the top obstacle to saving for retirement. The second highest obstacle reported in both 2021 and 2022 was *Paying for college for my child*.

Figure 23.

**How significant of an obstacle are each of the following obligations in preventing you from saving sufficiently for retirement?**

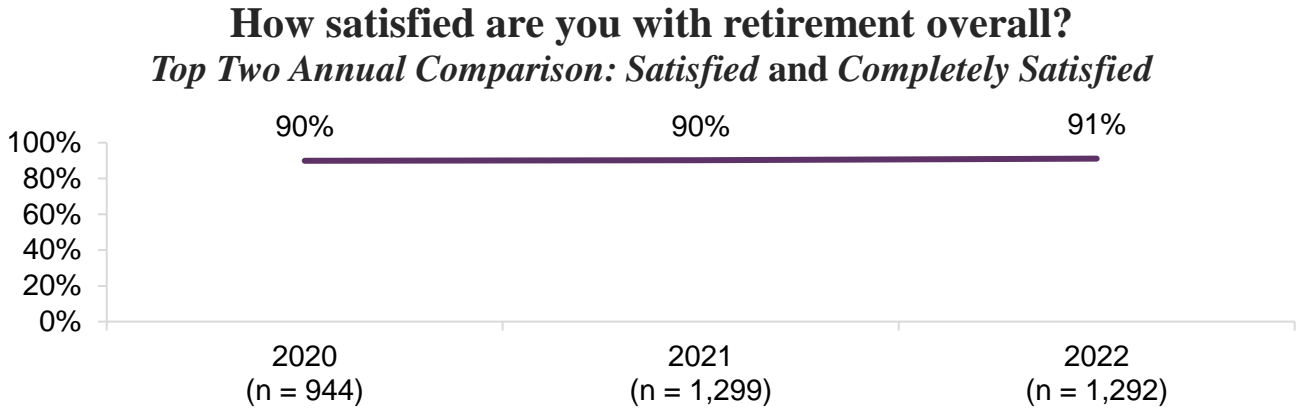
*Moderate Obstacle and Serious Obstacle*



## Retirement

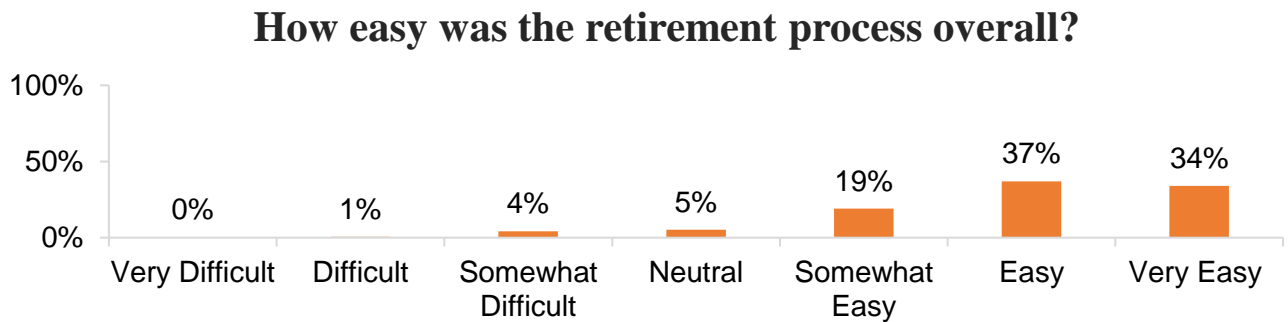
Starting in 2020, a question about satisfaction with retirement was included on the Member Survey. Consistent with previous years, 91% of retired members were *Satisfied* or *Completely Satisfied* with their retirement overall, as can be seen in Figure 24 below.

Figure 24.



The last of the three new effort items added to the Member Survey in 2022 asked retired members to rate their level of perceived effort going through the retirement process. Of the 1,045 retired members who responded, 71% felt the retirement process was *Easy* or *Very Easy* (see Figure 25 below).

Figure 25.



## Segmentation Study

---

In 2021, the [Member Segmentation Study](#) was conducted to identify distinct segments within the CalSTRS membership and develop personas for each segment in order to better understand members and communicate with them more effectively. A brief description of each segment from the original study are below:

- **“Single With Student Loan Debt”**
  - Active members
  - Under 40 years old
  - Lowest household income
  - Carry debt from student loans
  - Lack confidence regarding retirement planning and knowledge about their CalSTRS benefit
  
- **“Family Life and Mortgage”**
  - Active members
  - Around 44 years old
  - Usually have a spouse or partner, dependent children, and own home with a mortgage
  - Highest household income
  - Prefer to interact with CalSTRS in person, via video or via webinar
  
- **“Seeking Retirement Knowledge”**
  - Two thirds active and one-third retired members
  - Around 55 years old
  - Highly educated group (more master’s and doctorate degrees)
  - Second highest household income
  - Higher understanding of their benefits, but not familiar or understand the benefit formula
  - Want to position themselves to retire early
  
- **“Secure in Retirement”**
  - Retired members
  - Around 75 years old
  - Little to no household debt
  - Highest financial confidence for retirement
  
- **“Retired and Self-Supported”**
  - Retired members
  - Around 77 years old
  - Lowest percentage of members with a mortgage or automobile debt
  - Confident in living comfortably throughout retirement
  - Prefer to have a phone call with CalSTRS or interact via postal mail

Member Survey respondents were matched into one of the five segments. Consistent with segment demographics from the Member Segmentation Study, the Member Survey segment demographics are the following:

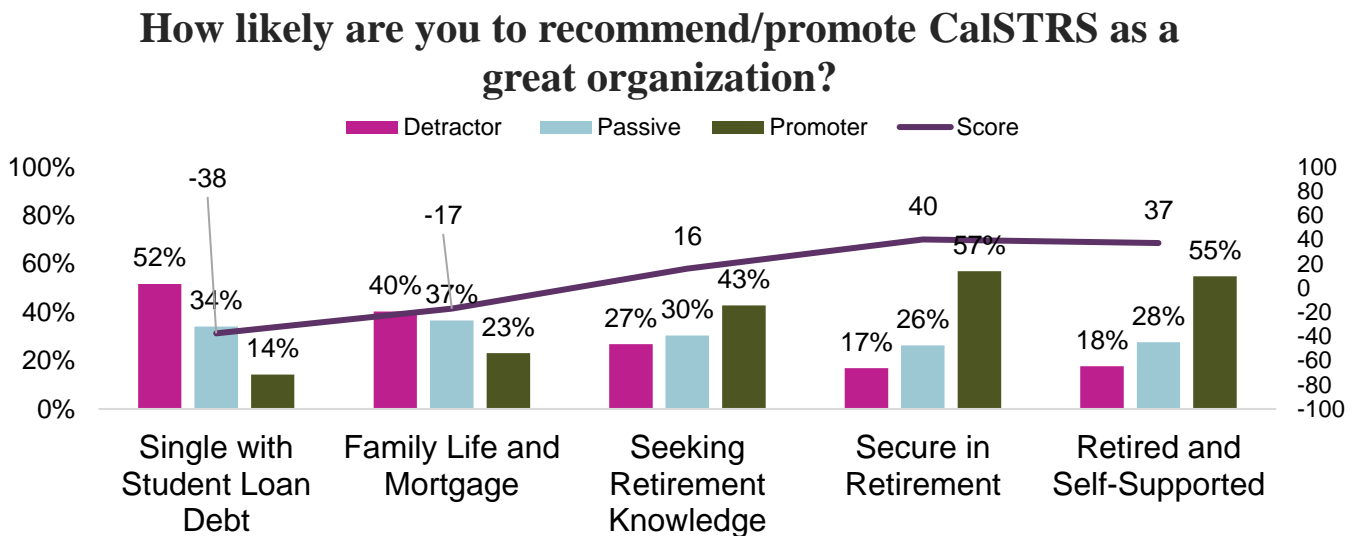
- **“Single with Student Loan Debt”** have an average age of 34 years old and are all active members (n = 288).
- **“Family Life and Mortgage”** have an average age of 40 years old and are all active members (n = 355).
- **“Seeking Retirement Knowledge”** have an average age of 56 years old and roughly two-thirds are retired members, but a third are active (n = 907).
- **“Secure in Retirement”** have an average age of 66 years old and are all retired members (n = 1,281).
- **“Retired and Self-Supported”** have an average age of 67 years old and are all retired members (n = 398).

As previously shown, results from the Member Survey are typically aggregated across the seven different age groups—or shown by active and retired. To further understand the segments, various items from the Member Survey were selected to compare the results across the five segments.

### Net Promoter Score

As depicted in Figure 26 below, “Secure in Retirement” have the highest Net Promoter Score at 40, followed by “Retired and Self-Supported” at 37. “Single with Student Loan Debt” has the lowest Net Promoter Score at -38, which is similar to the younger member age groups (20-29 and 30-39) Net Promoter Score shown on page 15.

Figure 26.

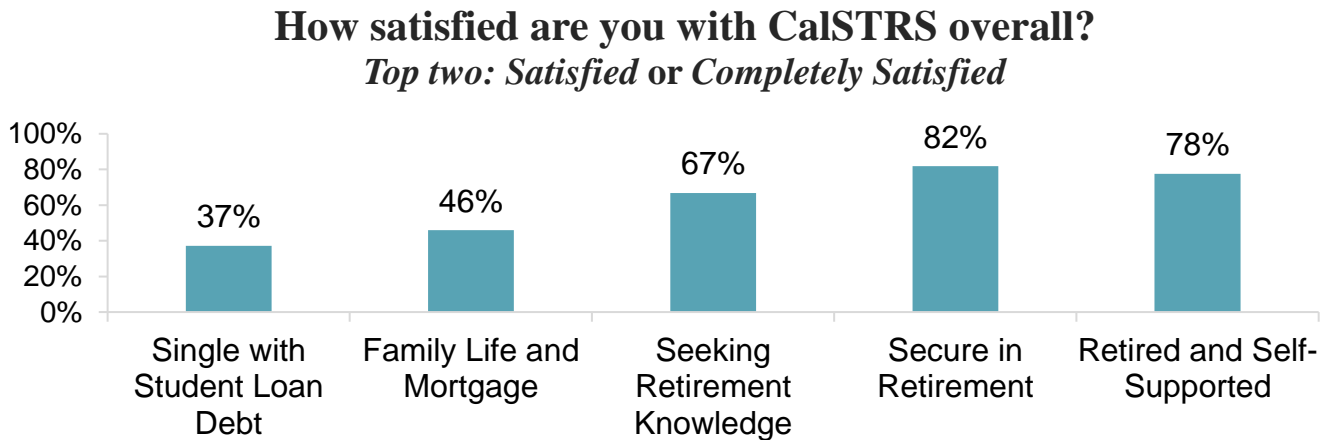




## Satisfaction

“Secure in Retirement” has the highest satisfaction ratings (82%) of the five segments (see Figure 27 below). In contrast, “Single with Student Loan Debt” has the lowest satisfaction ratings (37%) of the five segments. This trend is consistent with findings across the age groups. The highest satisfaction ratings were found among the *Newly Retired* age group (92%) (see page 6), which is consistent with the demographics of the “Secure in Retirement” representing younger retired members. In addition, the younger member age groups (20-29 and 30-39) have satisfaction ratings between 38% to 39%, which is consistent with the ratings and demographics of “Single with Student Loan Debt”.

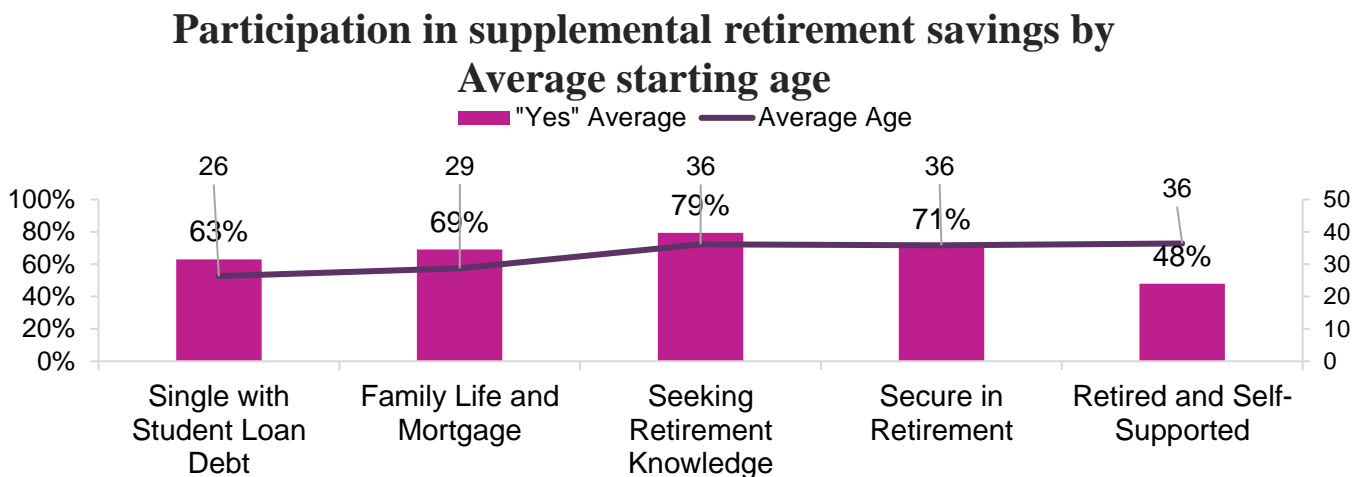
Figure 27.



## Participation in a supplemental retirement savings

As shown in Figure 28 below, “Seeking Retirement Knowledge” had the highest percentage of members indicate they participated in a supplemental retirement savings plan (79%) prior to retirement and the second oldest average age of starting their savings plan (36 years old).

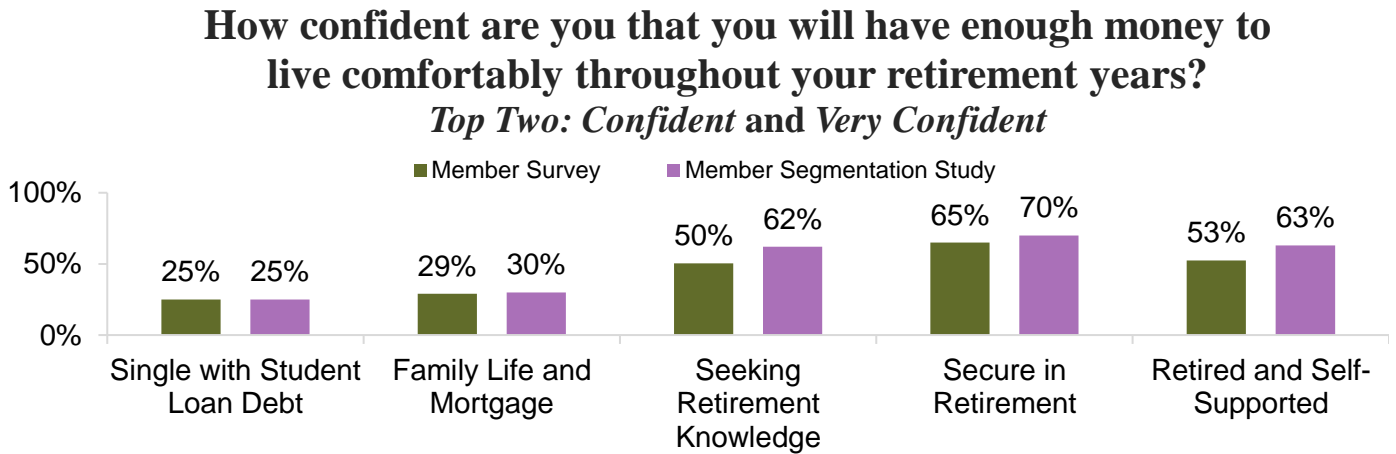
Figure 28.



## Confidence

As shown in Figure 29 below, Member Survey respondents and Member Segmentation Study survey respondents provided similar ratings for confidence, they will have enough money to live comfortably throughout their retirement years. Results from the 2022 Member Survey showed “Secure in Retirement” (65%) are the most confident they will have enough money to live comfortably throughout their retirement years, followed by “Retired and Self-Supported” (53%). These results are consistent with the Member Segmentation Study and, historically, retired members are more confident than active members that they will have enough money to live comfortably throughout their retirement years (see page 18).

Figure 29.



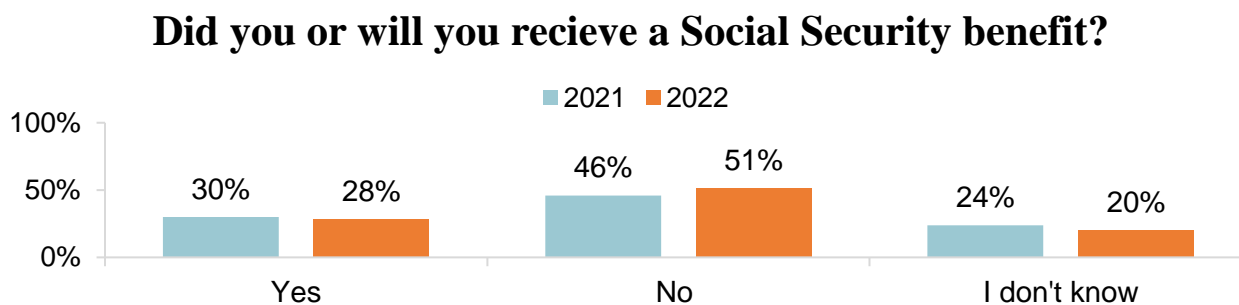
## Exploratory Research

The Member Survey is also used for exploratory research. Some items will be included on future surveys to assess trend shifts over time, while some are meant to be one-time items to gauge the effects relevant to members.

### Active-Only Items

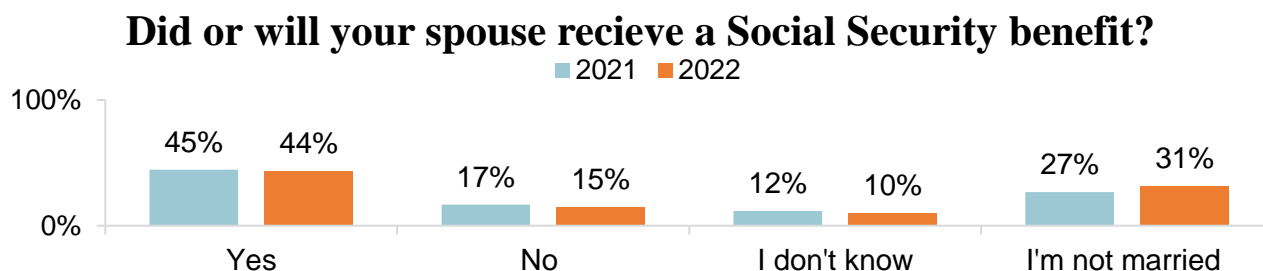
Twenty-eight percent of active respondents in 2022 reported anticipating a Social Security benefit from non-CalSTRS employment, as can be seen in Figure 30 below.

Figure 30.



Forty-four percent of active respondents in 2022 reported their spouse anticipates receiving a Social Security benefit, as can be seen in Figure 31 below.

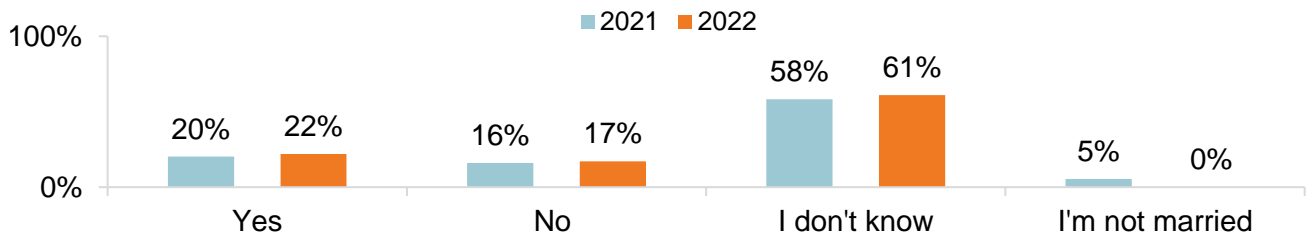
Figure 31.



Consistent with 2021, 61% of active respondents in 2022 do not know if the Windfall Elimination Provision will affect their Social Security benefits (see Figure 32 on the next page). Twenty-two percent expect to be affected by the WEP and 17% do not expect to be affected.

Figure 32.

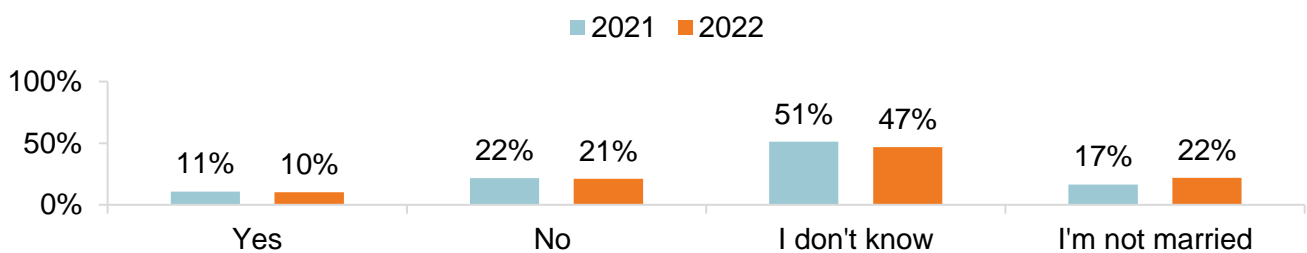
### Actives: Will you be affected by the Windfall Elimination Provision?



Consistent with 2021, 47% of active respondents in 2022 are unaware if the Government Pension Offset will affect their spousal Social Security benefits (see Figure 33 below). Seventeen percent do not expect to be affected by the GPO and 10% expect to be affected.

Figure 33.

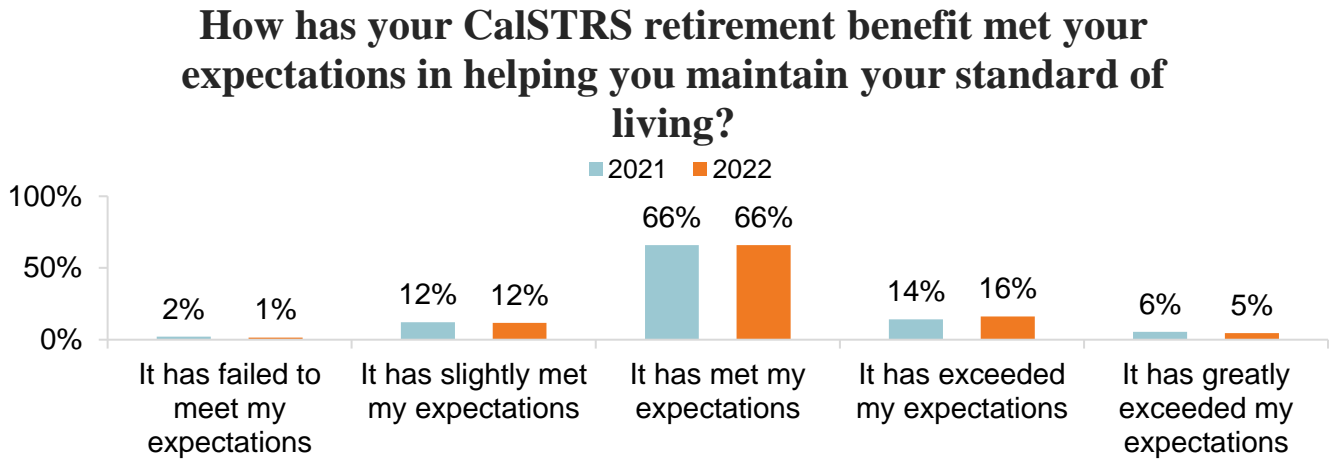
### Actives: Will you be affected by the Government Pension Offset?



## Retired-Only Items

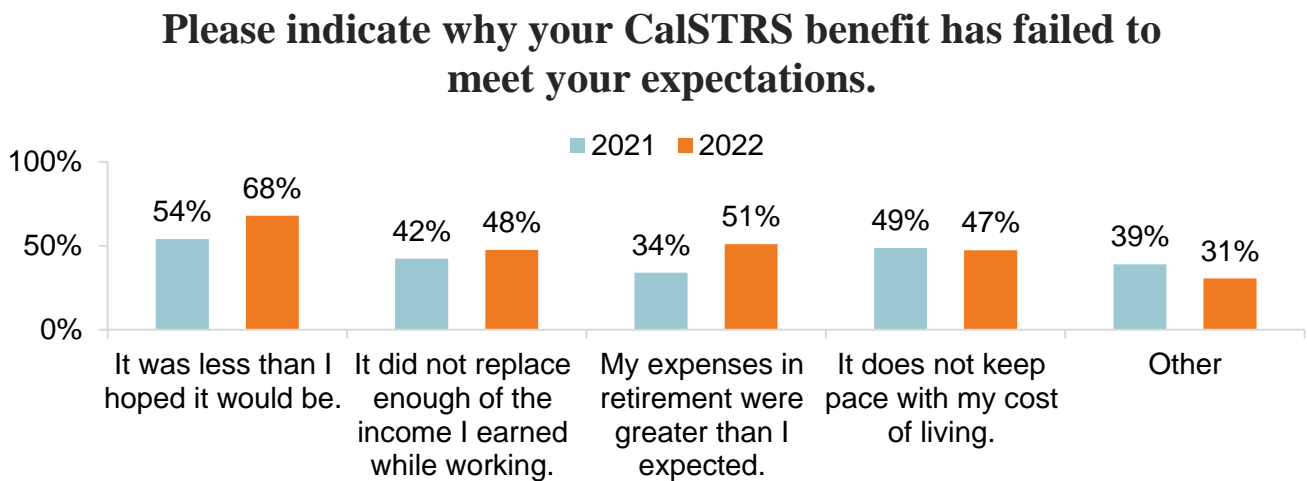
Figure 34 below shows the CalSTRS retirement benefit met the expectations of 66% of retired respondents. An additional 21% of retired respondents felt their CalSTRS retirement benefit exceeded or greatly exceed their expectations. These results are consistent with 2021 findings among retired respondents.

Figure 34.



The 1% who indicated their retirement benefit failed to meet their expectations were prompted to further clarify the reasons their expectations were not met. As shown in Figure 35 below, the top response for retired members was “It was less than I hoped it would be” (68%), followed by “My expenses in retirement were greater than I expected” (51%). *Caution is advised due to low sample size (n = 15).*

Figure 35.



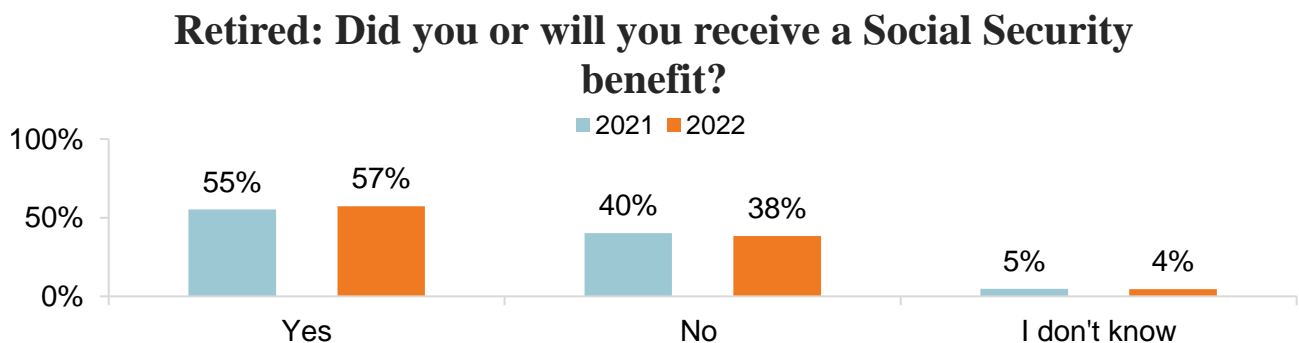
As seen in Table 1 below, the primary reason cited by retired respondents to retire at the age they did was “It was the age at which I was financially prepared for retirement” (25%). These results are consistent with 2021.

Table 1.

Which was the primary reason you retired at the age you did?		
	2021	2022
It was the age at which I was financially prepared for retirement.	25%	24%
I was not happy in my job anymore and was ready to leave the workplace.	12%	13%
My employer provided a retirement incentive that enticed me to retire.	12%	13%
Other	12%	13%
It was the age I became eligible for a CalSTRS benefit enhancement (one-year final compensation, the career factor, or the longevity bonus).	8%	8%
My own health concerns forced me into retirement.	7%	7%
It was the earliest age I was eligible for retirement.	7%	7%
I had to retire to care for someone else.	6%	6%
My spouse or partner retired at the same time.	5%	4%
I wanted to pursue a second career or other income opportunities.	3%	3%
I was presented with an unexpected financial opportunity that made retirement possible.	2%	2%
I was concerned that CalSTRS would not have sufficient funds to pay for my benefits.	0%	0%

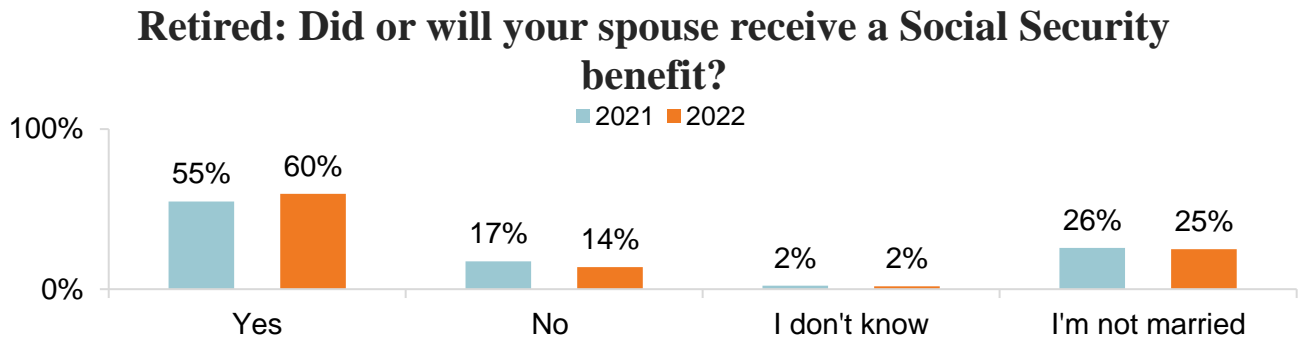
Fifty-seven percent of retired respondents in 2022 reported either receiving or anticipate receiving a Social Security benefit from non-CalSTRS employment, which is relatively unchanged from 2021 (55%), as can be seen in Figure 36 below.

Figure 36.



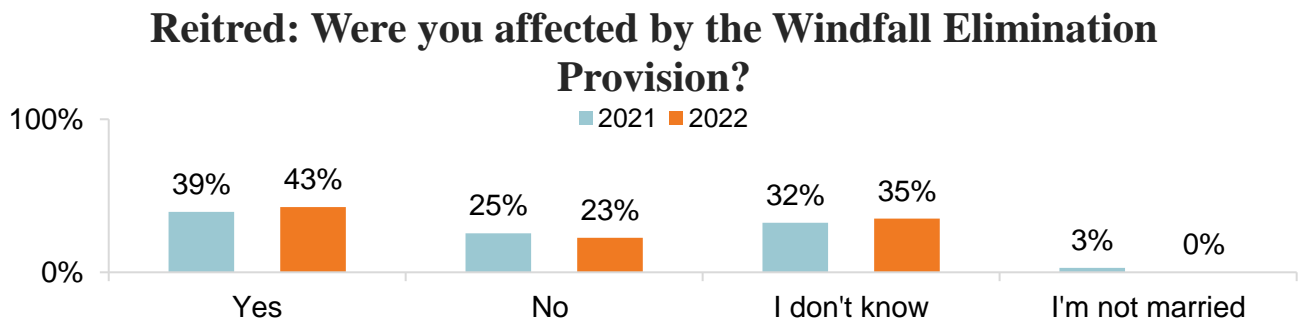
Sixty percent of retired respondents in 2022 reported their spouse either receives or anticipates receiving a Social Security benefit, which is a 5% noticeable shift from 2021 (55%), as can be seen in Figure 37 on the next page.

Figure 37.



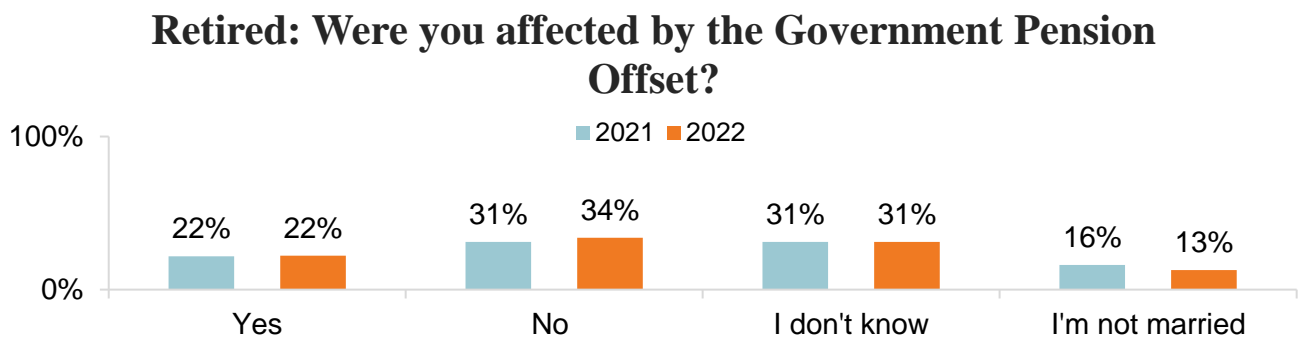
Consistent with 2021, 43% of retired respondents in 2022 had their Social Security benefits affected by the Windfall Elimination Provision (see Figure 38 below). Thirty-five percent do not know if their Social Security benefit was affected by the WEP and 22% were not affected.

Figure 38.



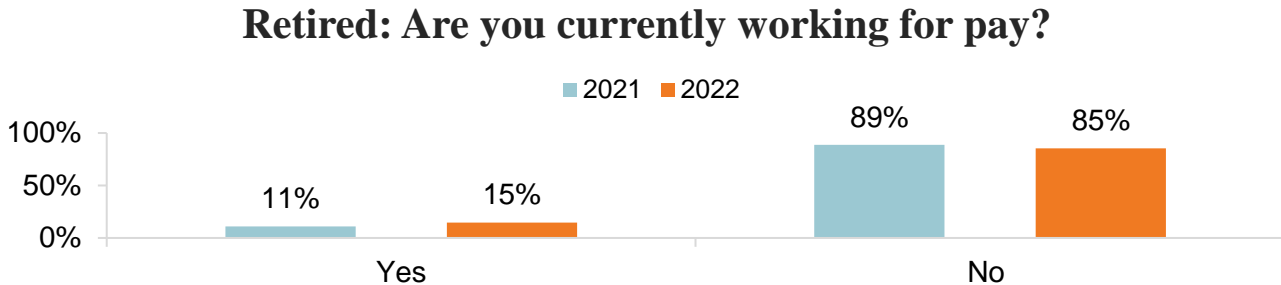
A third (34%) of retired respondents in 2022 were unaware if the Government Pension Offset affected their spousal Social Security benefits. Thirty-one percent do not expect to be affected by the GPO and 22% expect to be affected. As can be seen in Figure 39 below, responses from 2022 remain relatively consistent with 2021.

Figure 39.



Retired members were asked if they are currently working for pay. In comparison to 2021, there was an 4% increase in retired respondents working for pay, as can be seen in Figure 40 below.

Figure 40.



Of those in 2022 who indicated they were working for pay, most worked in other private-sector employment, including self-employment and any non-education-related employment (32%) followed by CalSTRS-covered employment (31%). As can be seen in Table 2 below, these findings are consistent with 2021.

Table 2.

<b>What is the <u>primary</u> type of paid work you have in retirement?</b>		
	<b>2021</b>	<b>2022</b>
Other private-sector employment, including self-employment and any non-education-related employment	31%	32%
CalSTRS covered employment	25%	31%
Private educational institution	14%	15%
Other public-sector employment, such as state or local government	14%	9%
California State University or University of California	3%	6%
Nonprofit organization	12%	6%

Consistent with 2021, the leading reason retired respondents continue to work in retirement is *To stay mentally active* (23%), followed by *Extra income for travel, entertainment, or other luxuries* (22%). As can be seen in Table 3 on the next page, the second highest reason in 2021 was *For other necessary living expenses* (23%), whereas in 2022 this was tied for the third highest reason.



Table 3.

<b>Which best describes the <u>primary</u> reason why you continue to work in retirement?</b>		
	<b>2021</b>	<b>2022</b>
To stay mentally active	30%	23%
Extra income for travel, entertainment, or other luxuries	15%	22%
For other necessary living expenses	23%	15%
Other	11%	15%
Additional supplemental retirement savings	4%	5%
For health care coverage to pay other medical-related expenses	2%	4%
To maintain social connections	5%	4%
To stay physically active	3%	4%
For housing expenses	4%	3%
For dependent care	2%	2%
To accrue additional Social Security credits	1%	2%

## Conclusion

---

The Member Survey is a tool for collecting data from members on satisfaction, staff and service performance, and engagement. Member satisfaction with CalSTRS remained stable in 2022. In addition, satisfaction with staff and service remained consistent with last year. Older respondents and respondents who interacted with CalSTRS reported the highest levels of satisfaction with CalSTRS.

Starting in 2021, the calculation behind the member engagement score was refined to be a more straightforward reflection of member sentiments around CalSTRS. Consistent with 2021, 58% of members are engaged and provided the highest ratings on the engagement attribute items *CalSTRS is an organization I can trust* (74%) and *CalSTRS cares about members like me* (65%).

The Member Survey has also been used to explore other customer-focused concepts and measures, such as the Net Promoter Score. The Net Promoter Score was introduced to the Member Survey in 2020 to measure and track how likely members are to recommend/promote CalSTRS as a great organization. Members who interacted with CalSTRS showed higher promotion than those who did not interact with CalSTRS. This annual effort demonstrates CalSTRS' commitment to self-evaluation and improvement based on member feedback.