



Benefits & Services Committee

Item Number 4 – Open Session

Subject: Annual Member Survey

Presenter(s): Tom Buffalo

Item Type: Information

Date & Time: September 2, 2021 – 30 minutes

Attachment(s): Attachment 1 – 2021 AMS Board Report

PowerPoint(s): Annual Member Survey

PURPOSE

This item summarizes the results of the 2021 Member Survey.

SUMMARY

The Member Survey is conducted annually to assess active and retired member satisfaction with CalSTRS staff and service. New measures were introduced in 2021. In addition, select items from another CalSTRS survey—the Retirement Readiness Assessment—were also included in the 2021 Member Survey.

Generally, overall satisfaction with CalSTRS increased slightly and satisfaction with staff and service remain consistent with last year. Consistent with prior years, 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.



ENTERPRISE STRATEGY MANAGEMENT | Survey Research and Analysis

2021 Member Survey

CALSTRS®

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Introduction

The Member Survey is conducted annually to assess active and retired member satisfaction with CalSTRS staff and service. New measures were introduced in 2021. In addition, select items from another CalSTRS survey—the Retirement Readiness Assessment—were included in the 2021 Member Survey.

Generally, overall satisfaction with CalSTRS increased slightly and satisfaction with staff and service remain consistent with last year. Consistent with prior years, 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 January 15, 2021, CalSTRS emailed a survey invitation to a stratified random sample of 61,313 active and retired members. The survey closed February 16, 2021. A total of 4,293 members responded, representing 2,852 active and 1,441 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 (337 responses)
2. Active 30-39 (415 responses)
3. Active 40-49 (735 responses)
4. Active 50-59 (686 responses)
5. Active 60+ (679 responses)
6. Newly Retired (members retired within the past five years; 733 responses)
7. Enjoying Retirement (members retired for more than five years; 708 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 December 2020, there were 411,551 active members and 279,235 retired members. With 2,852 active responses and a 95% confidence interval, the margin of error for active data is 1.8%. With 1,441 retired responses and a 95% confidence interval, the margin of error for retired data is 2.6%.

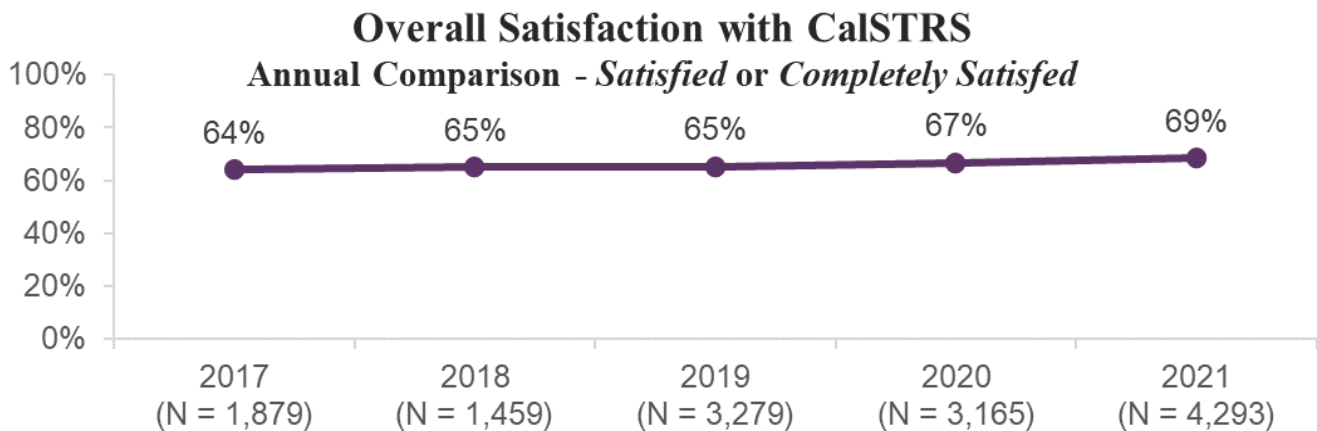
Overall Satisfaction with CalSTRS

Sixty-nine percent of respondents reported being *Satisfied* or *Completely Satisfied* with CalSTRS overall. This represents a 2% increase in comparison to 2020 and a 4% increase compared to 2019. This corresponds to a rating of 6 or 7 on a 7-point scale. Approximately 29% of respondents report 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:

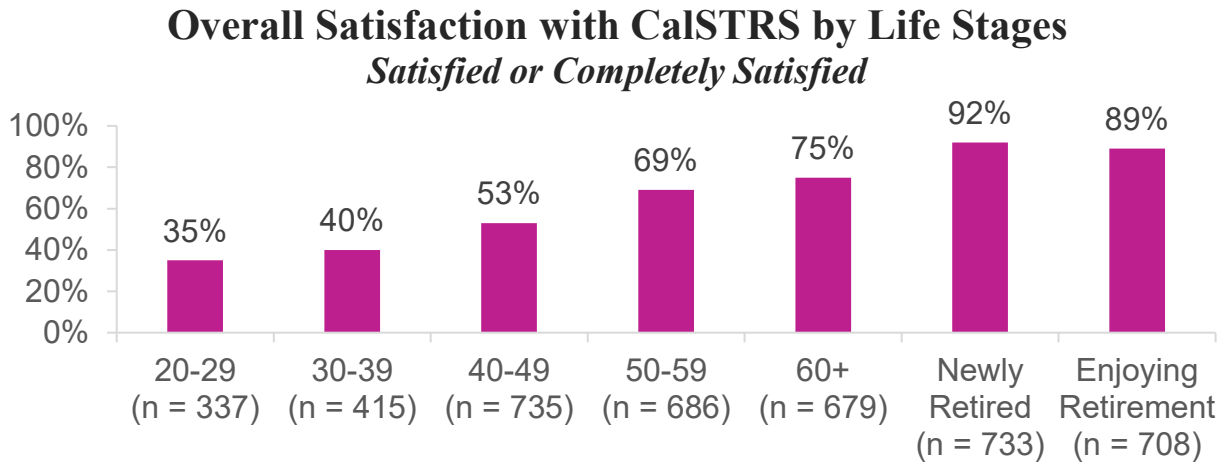
- High satisfaction ratings were attributed to being provided with timely and accurate information, good service from staff, and benefit checks being deposited on time.
- Neutral ratings were attributed to not needing to contact or interact with CalSTRS and wanting more communication and contact from CalSTRS.
- Low satisfaction ratings were attributed to concerns with the contribution amount deducted from their paycheck and the amount their employer contributes, a policy concern or issue, and staff not being helpful.

Figure 1.



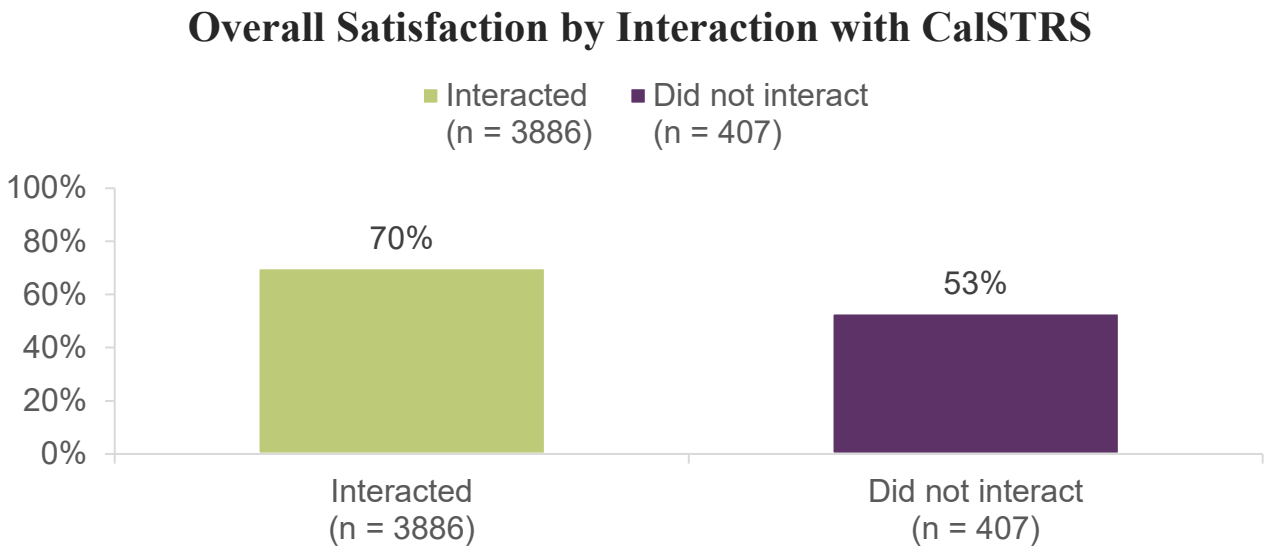
While members report high satisfaction with CalSTRS overall, the experiences and perceptions of members vary across life stage. This is reflected in Figure 2 on the next page with varying satisfaction levels across the age groups/life stages. A smaller percentage of members in the younger age groups reported high levels of satisfaction in comparison 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 53% of respondents who did not interact with CalSTRS in the past year, as seen in Figure 3 below.

Figure 3.



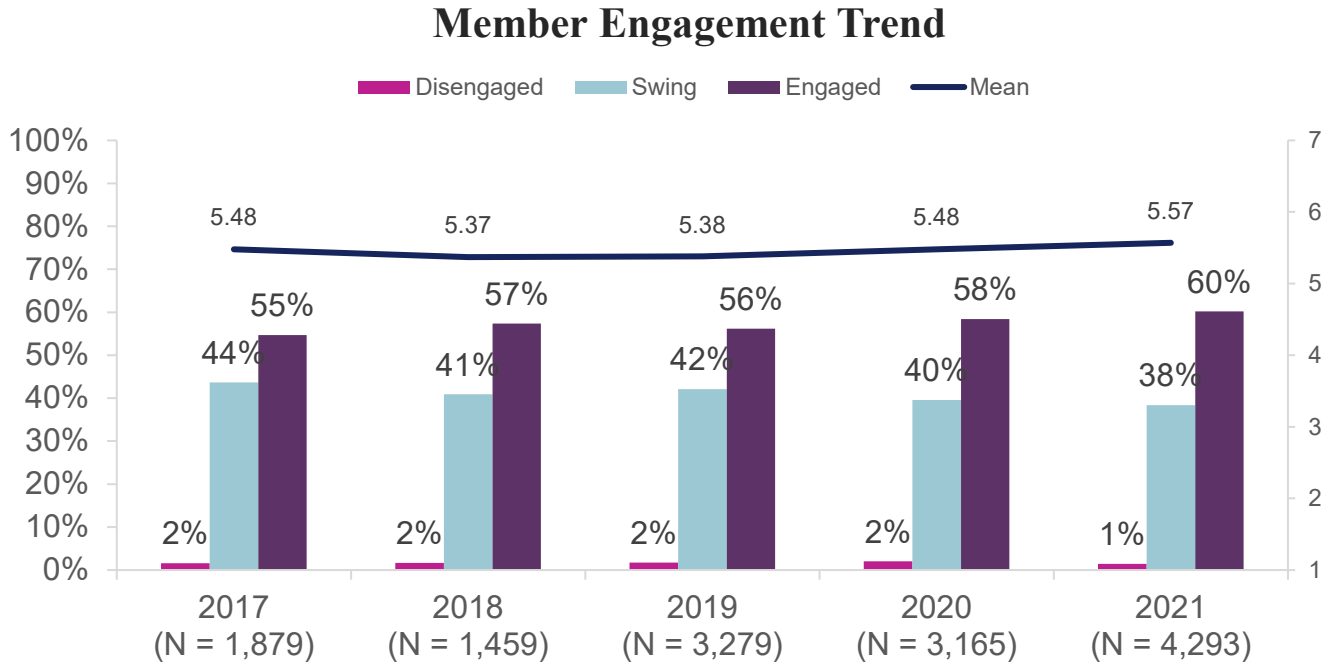
Engagement

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.

In prior years, 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. Results this year indicate 60% of respondents are engaged, which is a 2% increase over the prior year (see Figure 4 on the next page).

Figure 4.



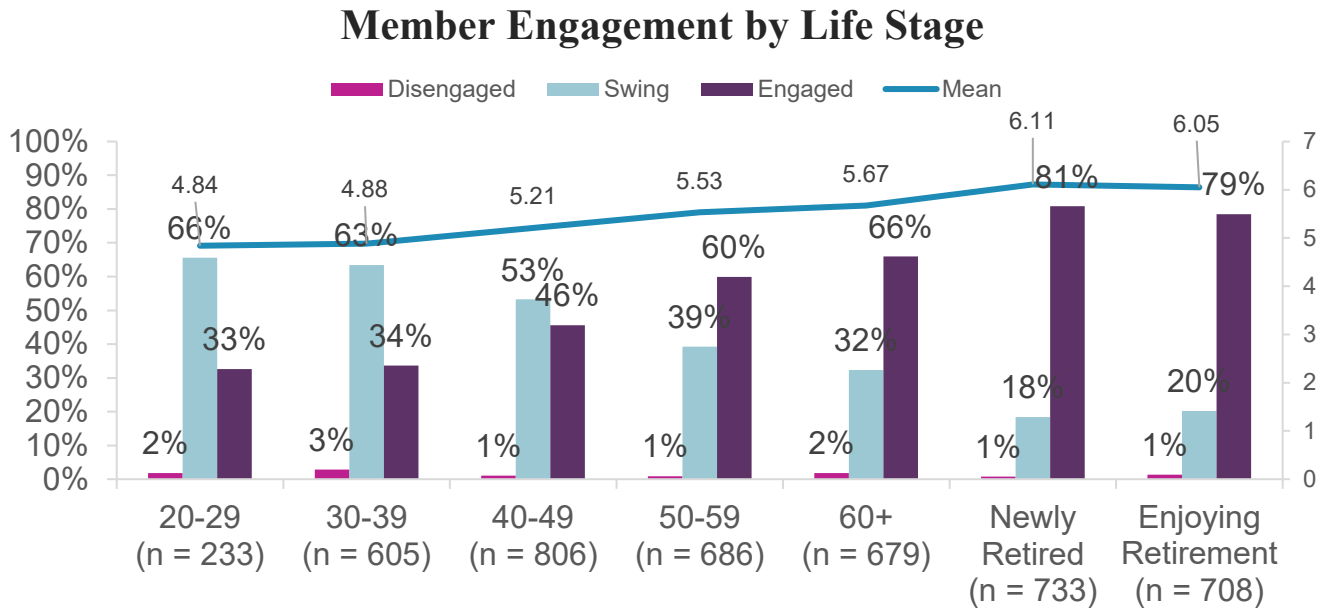
Members who interacted with CalSTRS in the past year reported being more engaged than those who did not, as can be seen in Figure 5 below.

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 12% 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. Items were removed primarily because they provided no additional statistical information. The 10 remaining engagement attribute items were either stable or increased from 2020.

Consistent with prior years, *CalSTRS is an organization I can trust* remains the highest rated item at 75% 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 and retired members, the engagement attribute item *CalSTRS is an organization I can trust* was the top driver of overall satisfaction with CalSTRS.

The attributes that received the lowest ratings were *CalSTRS listens to its members* (54%) followed by *CalSTRS operates with transparency* (56%). There are neutral ratings—a rating of 3, 4, or 5—for every engagement attribute that range from 23% to 44%, and disagreement—a rating of 1 or 2—with an individual attribute did not exceed 4%.

Figure 7.1.

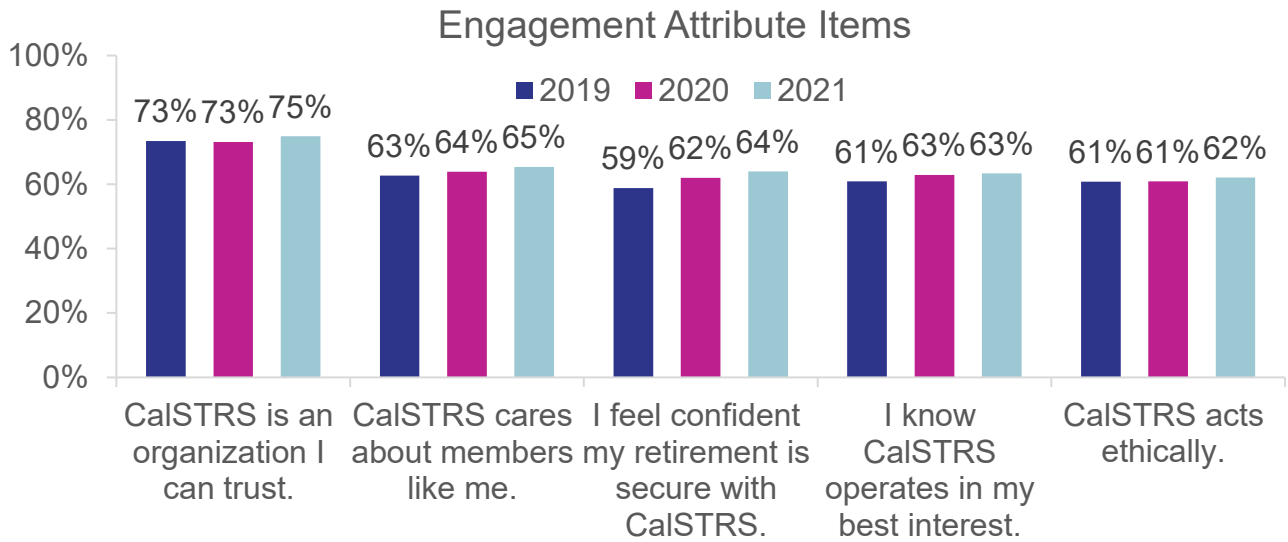
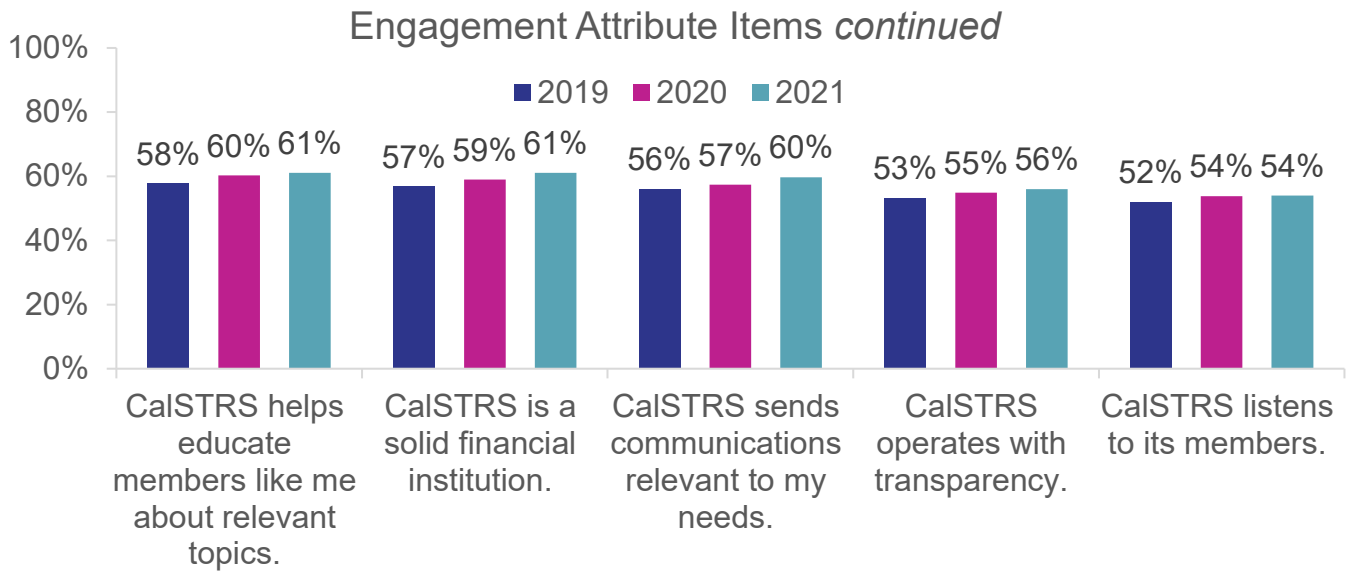


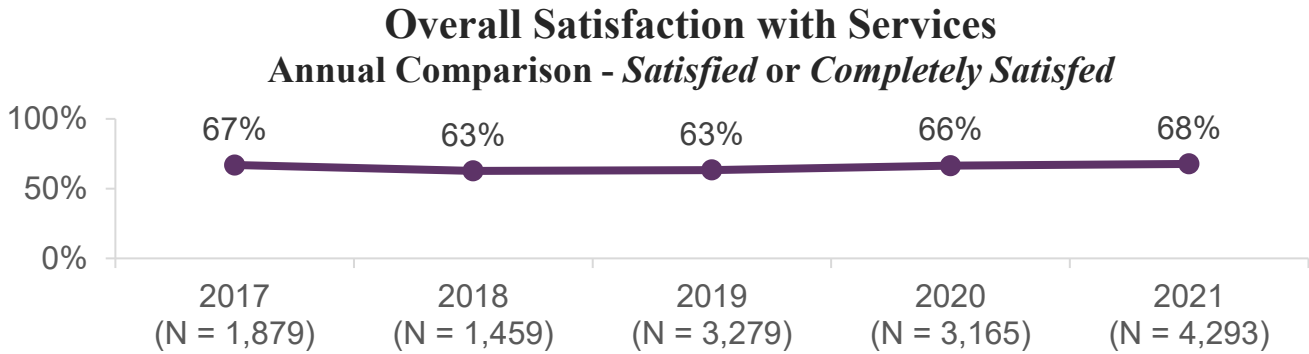
Figure 7.2.



Satisfaction with CalSTRS Services

Sixty-eight percent of respondents report 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 30% of respondents report being neutral—a rating of 3, 4, or 5—about CalSTRS services and 2% report being *Dissatisfied* or *Completely Dissatisfied*—a 1 or 2 rating.

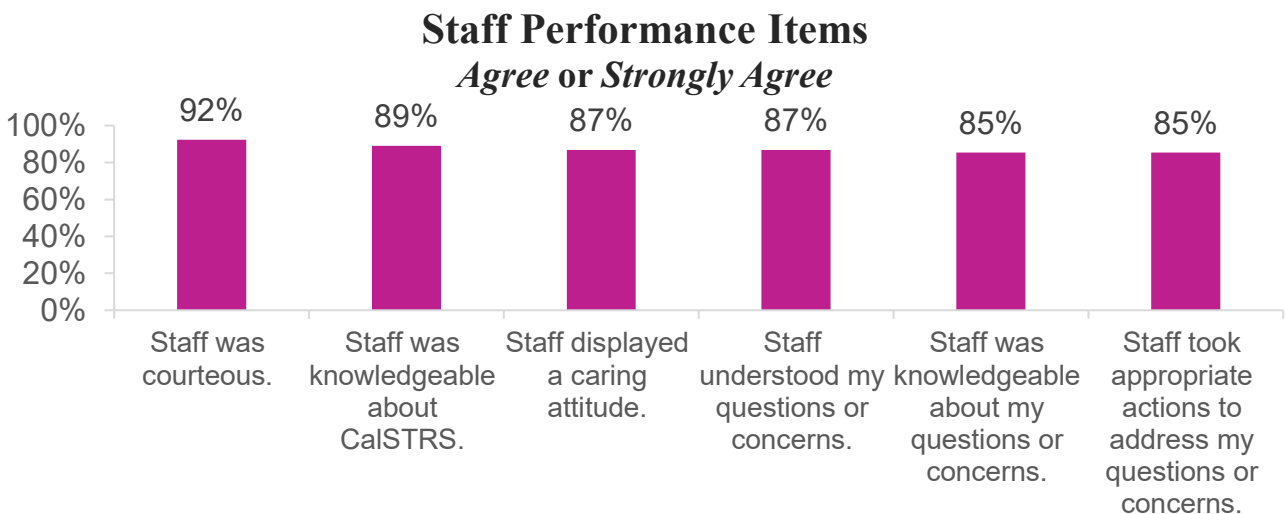
Figure 8.



Staff Performance

Of the 19% of members who indicated they interacted with CalSTRS staff in the past year, 85% to 92% 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 9. These ratings are consistent with the prior year.

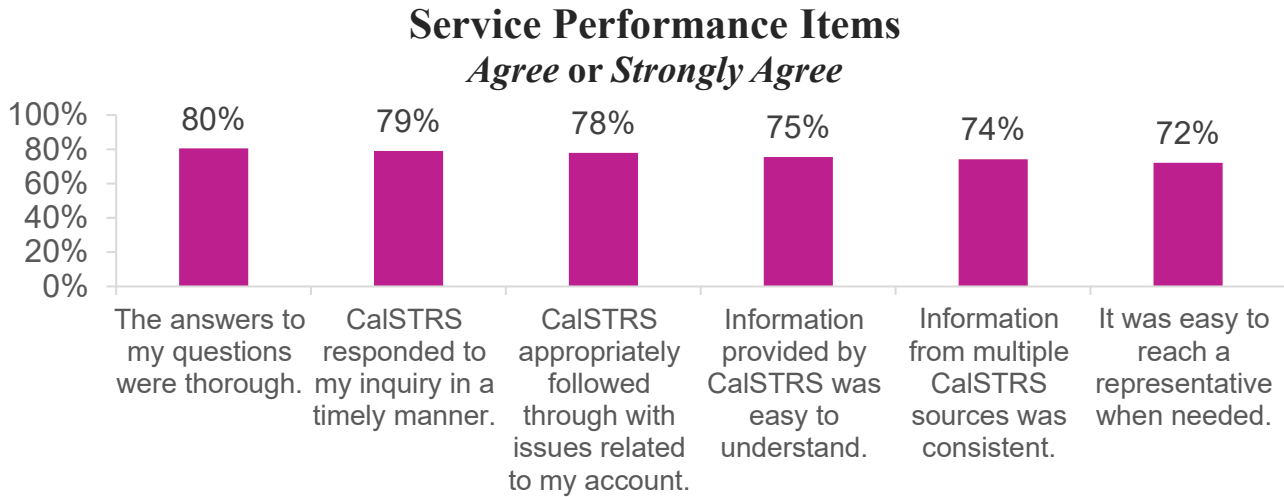
Figure 9.



Service Performance

Consistent with the prior year, 72% to 80% 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 10 below.

Figure 10.



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 then the score is calculated by subtracting the percentage of “Promoters” from the percentage of “Detractors.”

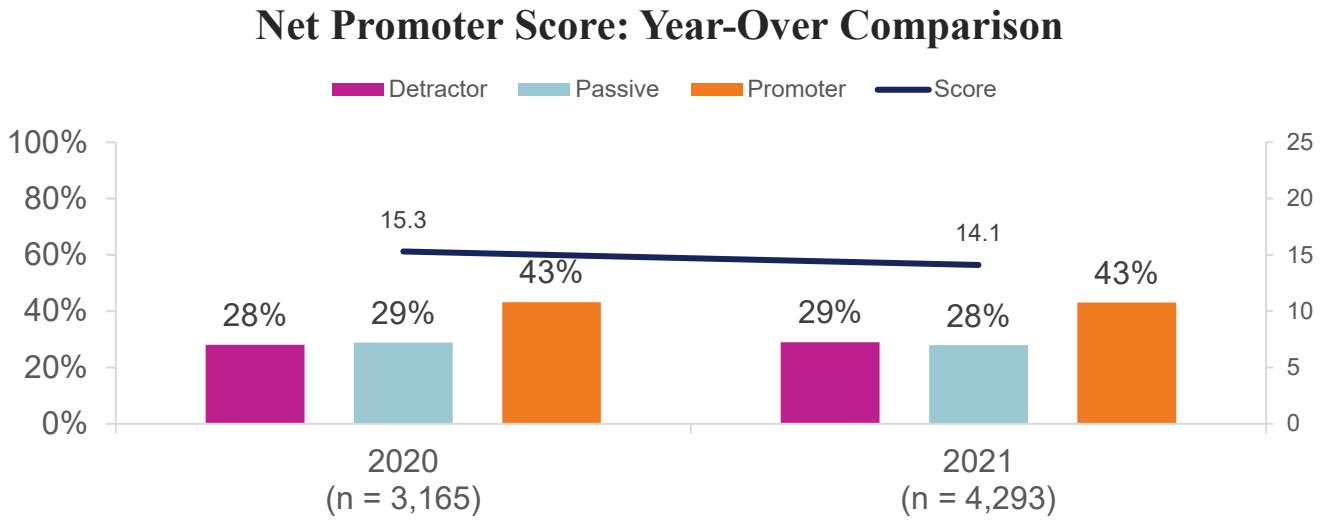
Depending on the response to the Net Promoter Score question, the respondent falls into one of three categories:

- **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 members likelihood to recommend/promote CalSTRS as a *great organization*.

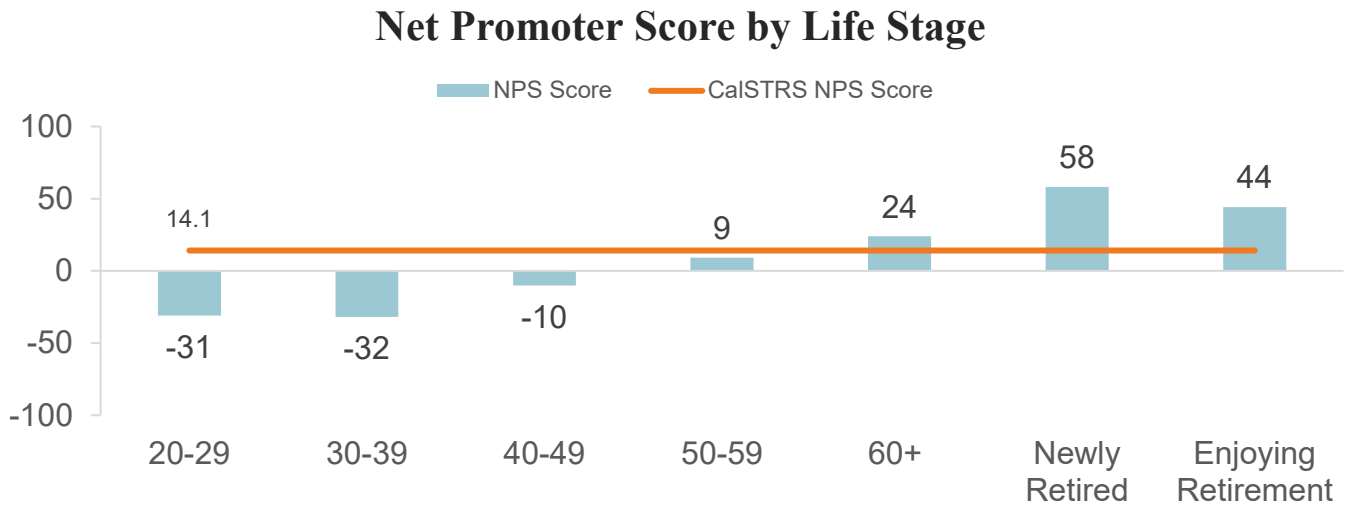
As depicted in Figure 11 on the next page, the percentage of promoters this year compared to last was unchanged, Detractors had a 1% increase from 2020 to 2021, causing the Net Promoter Score to decrease from 15 in 2020 to 14 in 2021.

Figure 11.



Similar to member engagement, responses suggest likelihood to recommend/promote CalSTRS increases with age, as can be seen below in Figure 12.

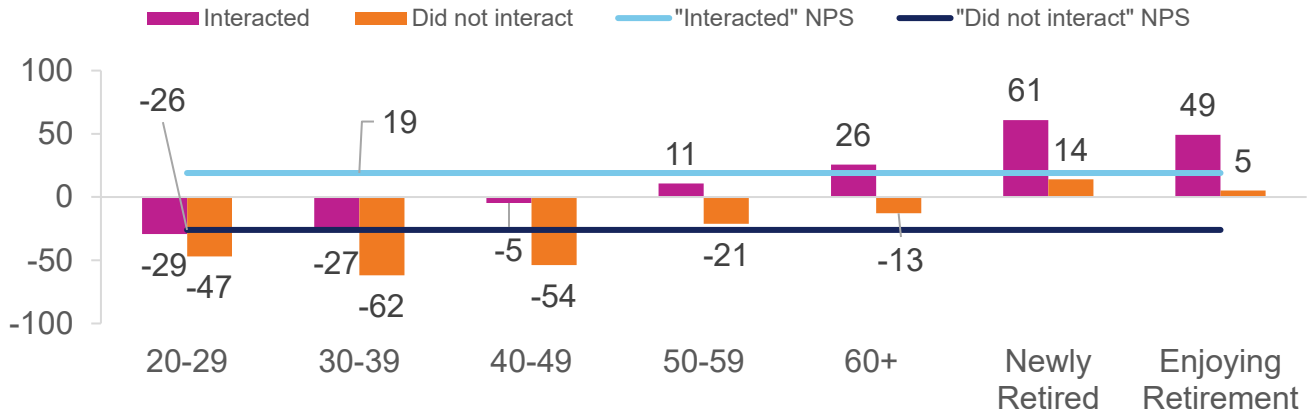
Figure 12.



Members who interacted with CalSTRS in the past year (Net Promoter Score = 19) are much more likely to recommend/promote CalSTRS as a great organization compared to those who did not (Net Promoter Score = -26), as can be seen in Figure 13 on the next page.

Figure 13.

Net Promoter Score by Interaction with CalSTRS Across Life Stages



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, *Were you previously aware of CalSTRS Pension2 (Yes/No)?* Of the 4,293 respondents, 50% indicated they were previously aware of Pension2—a 3% increase from 2020 and 4% increase from 2019.

As can be seen in Figure 14 below, members who were aware of Pension2 were more likely to recommend/promote CalSTRS as a great organization than those who were not aware. Those who were aware of Pension2 have a Net Promoter Score of 22 while those who were not aware of Pension2 have a Net Promoter Score of 6.

Figure 14.

Net Promoter Score by Awareness of Pension2 Across Life Stages

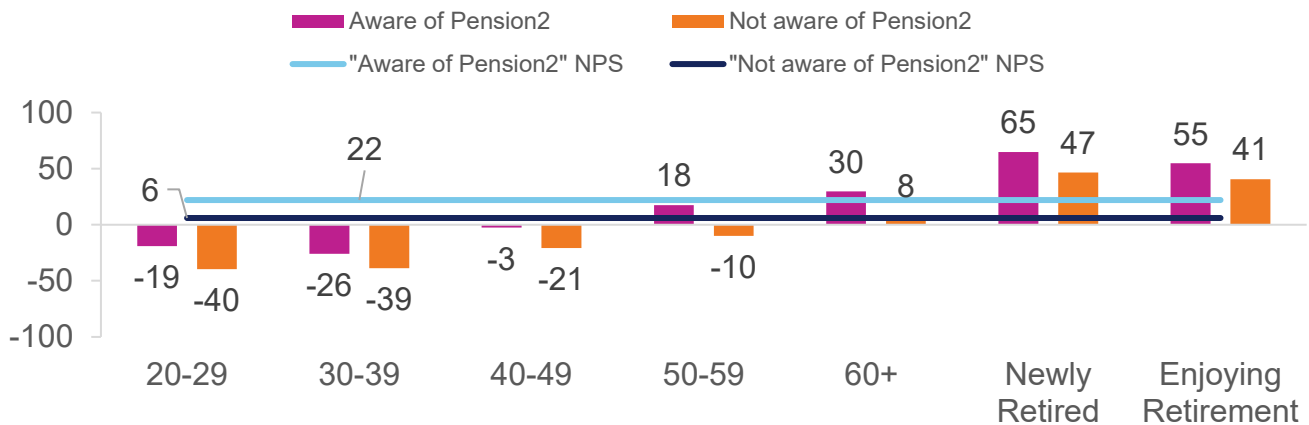
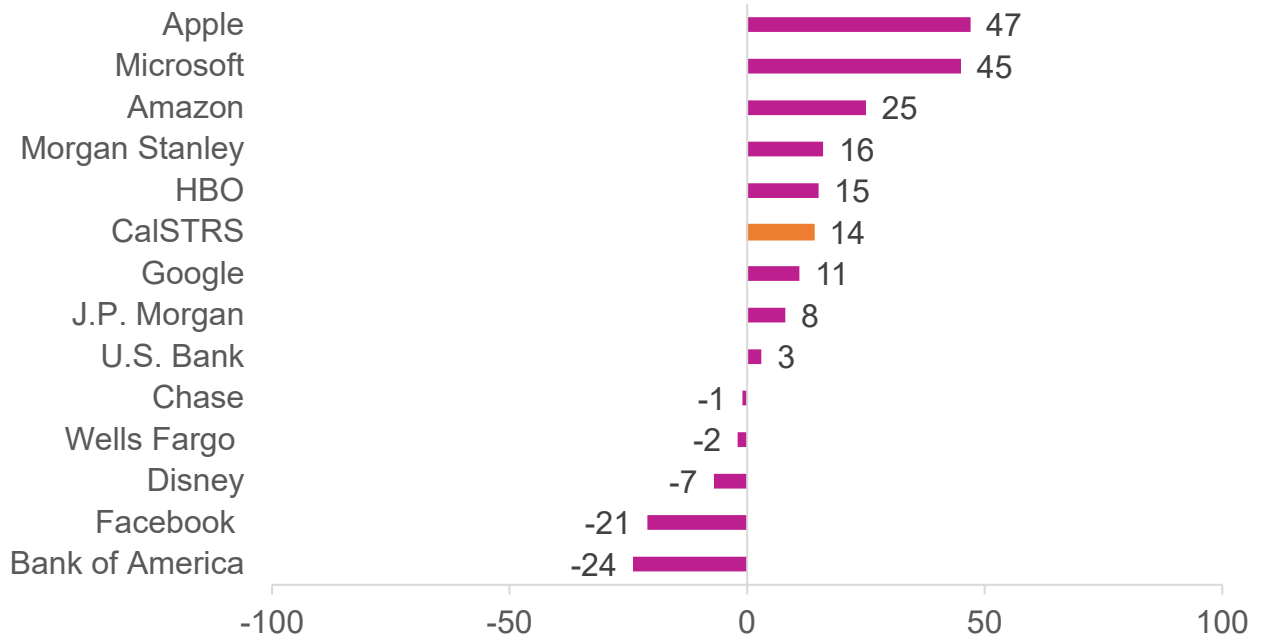


Figure 15 below shows the CalSTRS Net Promoter Score relative to a sample of scores from common companies in 2021. The company scores were collected from <https://customer.guru/net-promoter-score/benchmarks> as of August 2021.

Figure 15.

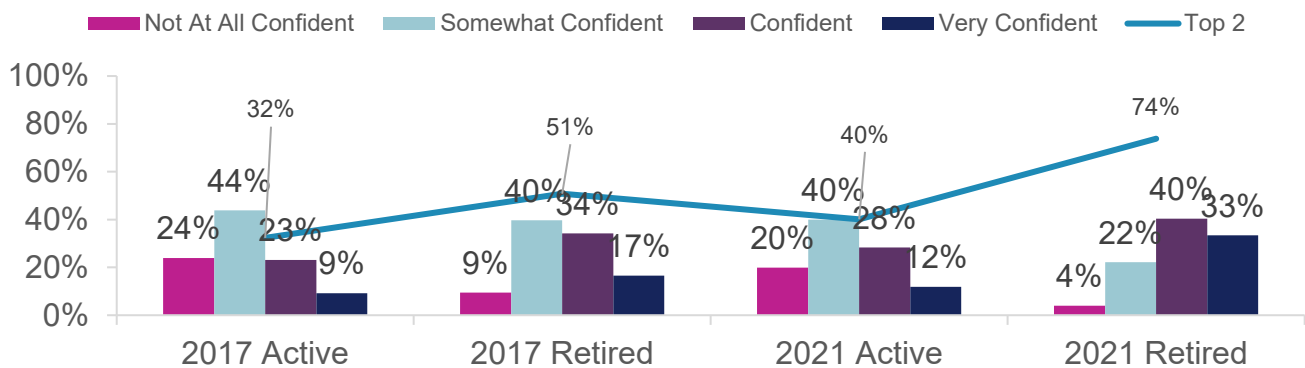


Confidence in Retirement

As shown in Figure 16 below, in 2021, 74% of retired members and 40% 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 increased compared to 2017—8% among active members and 23% among retired.

Figure 16.

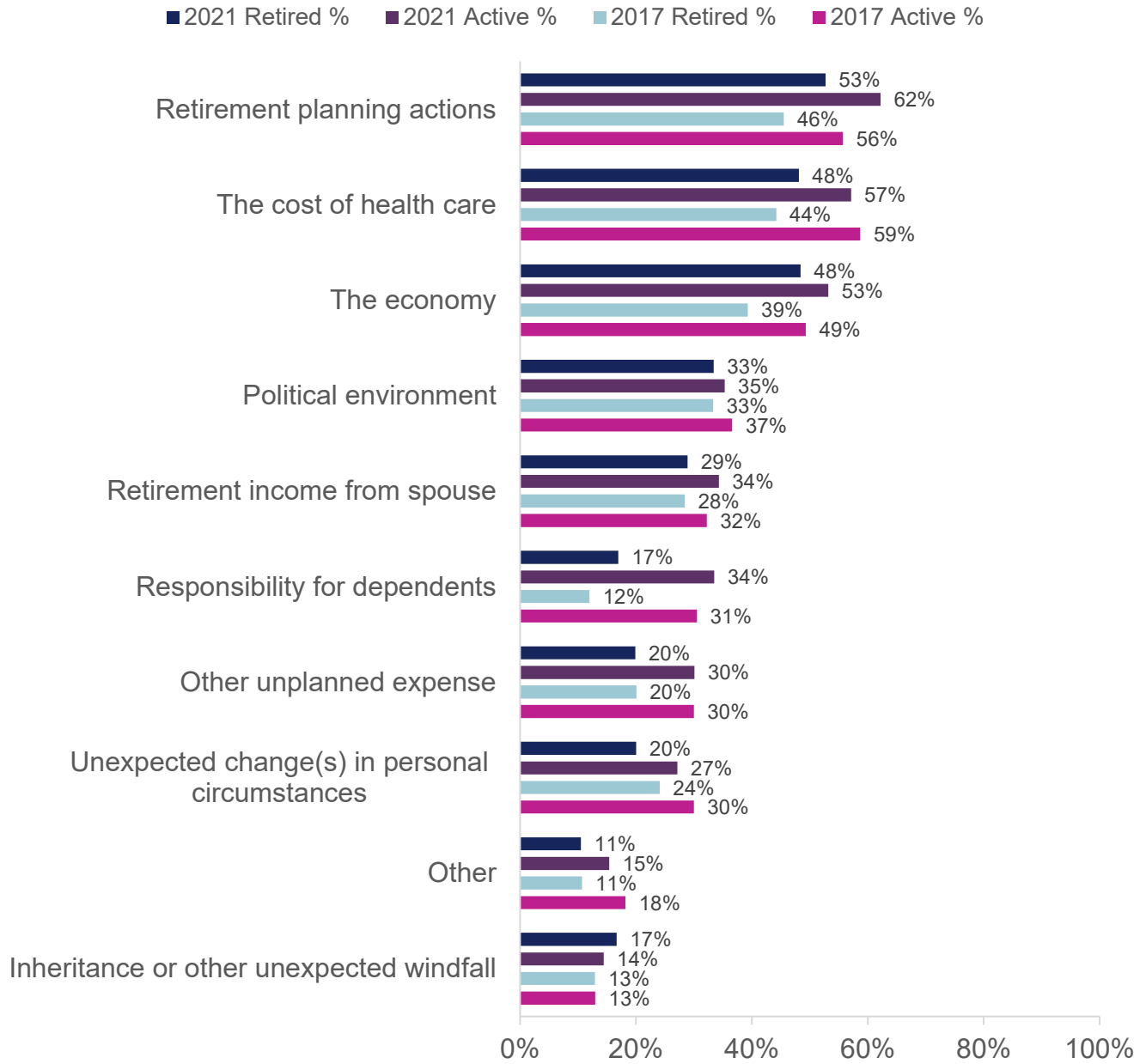
How confident are you that you will have enough money to live comfortably throughout your retirement years?



Member confidence has been assessed annually since 2017, however the most recent measurement that included identification of factors influencing confidence—shown in Figure 17 on the next page—was 2017. The top three factors influencing confidence levels among active and retired members are *Retirement planning actions*, *The cost of health care*, and *The economy*. These results are consistent with 2017 with the strongest influence among actives being *The cost of health care* (59%) and among retired members being *Retirement planning actions* (46%).

Figure 17.

Factors Influencing Confidence Levels *Influenced or Strongly Influenced*

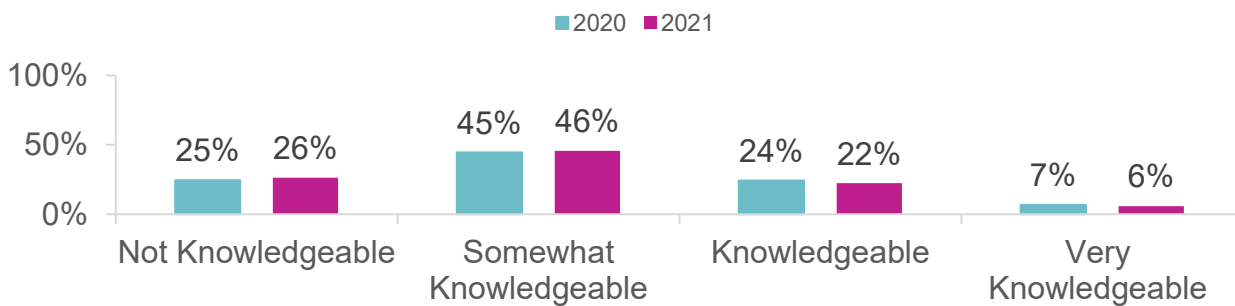


Knowledge of Benefits

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 2,852 respondents, 28% of active members indicated they were *Knowledgeable* or *Very Knowledgeable*—2 or 3 rating on a 4-point scale—about their CalSTRS benefits. These results are unchanged from the prior year where 31% of active members reported being knowledgeable about their benefits.

Figure 18.

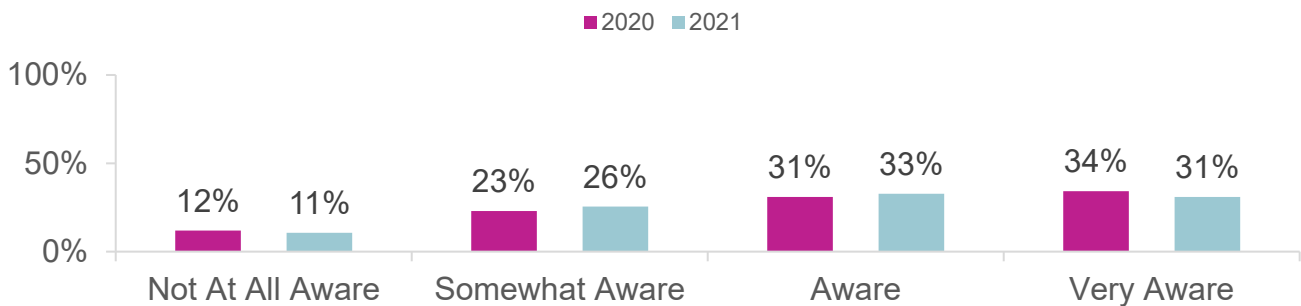
How would you rate your level of knowledge about your CalSTRS benefits?



As can be seen in Figure 19 below, the ratings from 2020 to 2021 were unchanged with 64% being *Aware* or *Very Aware* of needing income in addition to their CalSTRS defined benefit pension to meet their financial goals in retirement in 2021 compared to 65% in 2020.

Figure 19.

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.



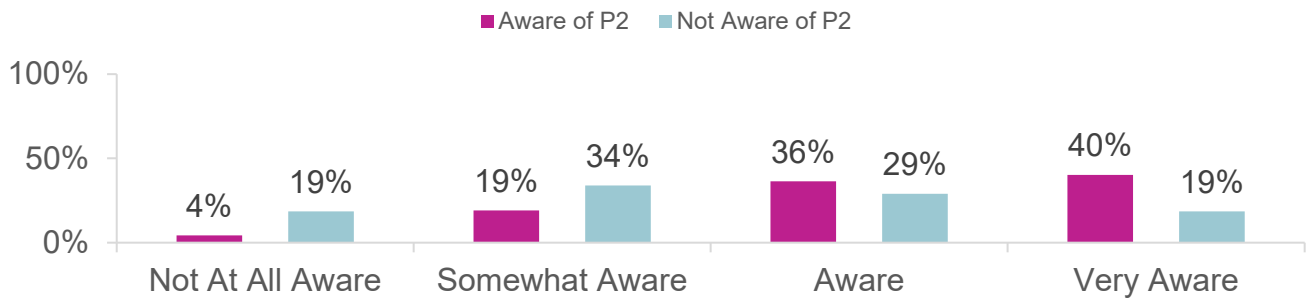
Depending on a member’s age at retirement, the amount of service credit earned, and their expected lifestyle in retirement, the CalSTRS defined benefit pension may provide sufficient income replacement. They may also have additional income from other sources to fill expected gaps. Regardless of their 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 mentioned previously, CalSTRS offers a voluntary defined contribution plan—CalSTRS Pension2—to give members the opportunity to accumulate additional retirement savings through tax-advantaged payroll deductions.

As shown in Figure 20 below, 77% of respondents who were previously aware of Pension2 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. Compared to those who were not aware of Pension2, only 48% reported being aware they will need additional income to meet their financial goals in retirement. There is a notable difference between those who were aware of Pension2 and those who were not.

Figure 20.

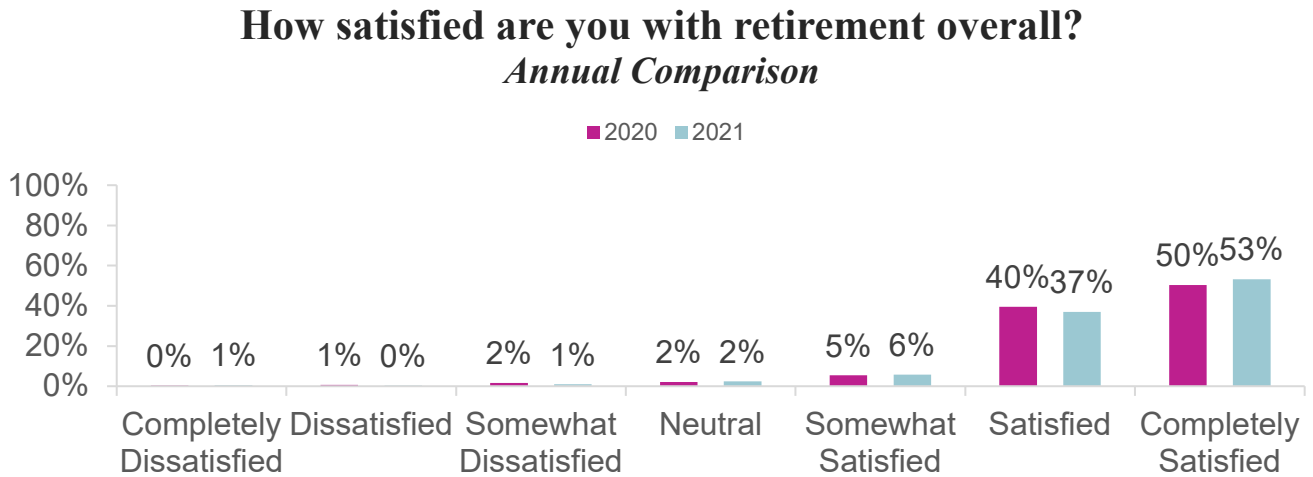
Awareness of Pension2 by Awareness of Need for Additional Income



Satisfaction with Retirement

Starting in 2020, a question about satisfaction with retirement was included on the Annual Member Survey. Consistent with the prior year, 90% of retired members were *Satisfied* or *Completely Satisfied* with their retirement overall, as can be seen in Figure 21 below.

Figure 21.



COVID Items

Overall Satisfaction with CalSTRS Communication During COVID-19 Pandemic

To gauge members perception of how well CalSTRS communicated with its members during the COVID-19 pandemic, an item was included on the 2021 Member Survey:” Please rate your satisfaction with how CalSTRS has handled overall communication with its members during this COVID-19 outbreak.”

Overall, 43% of respondents felt *Satisfied* or *Completely Satisfied* with how CalSTRS handled communication with its members during this COVID-19 outbreak.

Figure 22.

Please rate your satisfaction with how CalSTRS has handled overall communication with its members during this COVID-19 outbreak.

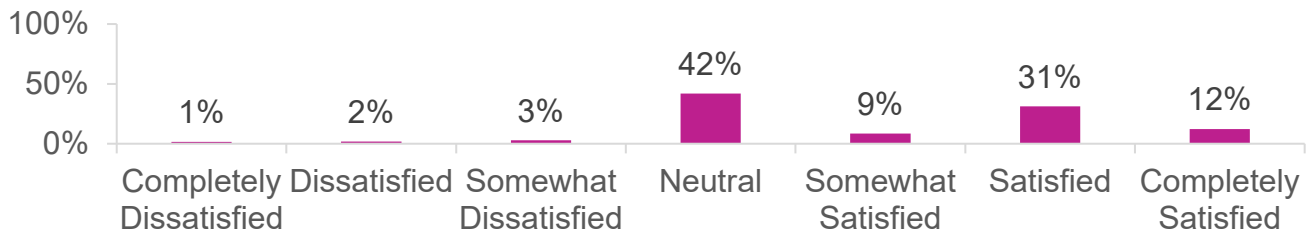
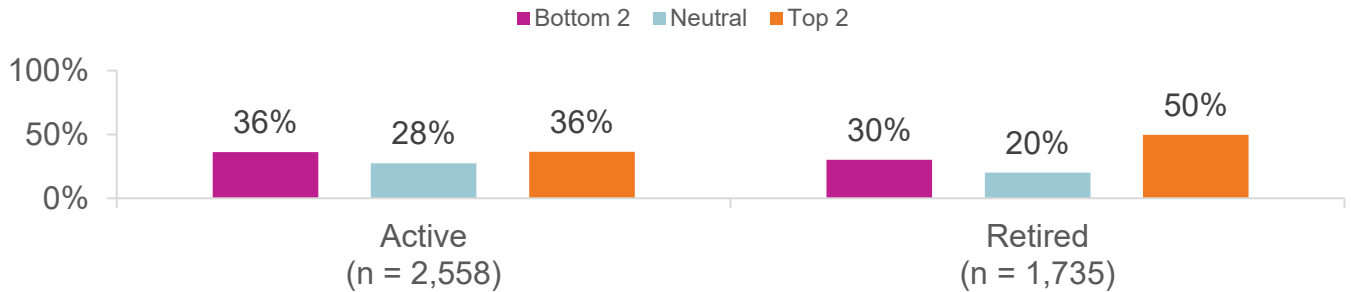


Figure 23 on the next page shows the difference between active and retired members in their satisfaction with how CalSTRS handled overall communication with members during the COVID-19 outbreak. Overall satisfaction among retired members (50%) is higher than active members (36%).

The “Top 2” represents a rating of 6 or 7 on a 7-point scale: *Satisfied* and *Completely Satisfied*. Neutral reflects a rating of 3, 4, or 5 on a 7-point scale: *Somewhat Dissatisfied*, *Neutral*, and *Somewhat Satisfied*, respectively. The “Bottom 2” represents a rating of 1 or 2 on a 7-point scale: *Dissatisfied* and *Completely Dissatisfied*.

Figure 23.

Overall Satisfaction with Communication During COVID-19 Outbreak By Active vs. Retired Members



COVID-19 Changing the Way Members Think About Their Financial Future

To further understand the potential impact of the COVID-19 pandemic on members, a second question was added to the 2021 Member Survey to gauge member sentiment on their financial future. Overall, 33% of respondents felt the COVID-19 pandemic changed the way they think about their financial future, as can be seen in Figure 24 below.

Figure 24.

The COVID-19 pandemic has changed the way I think about my financial future.

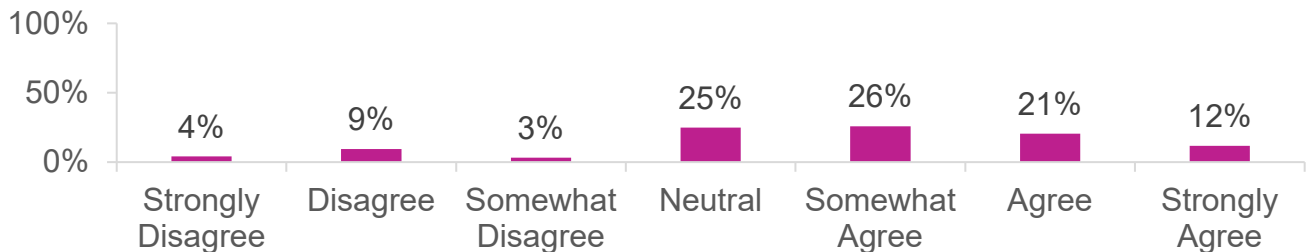
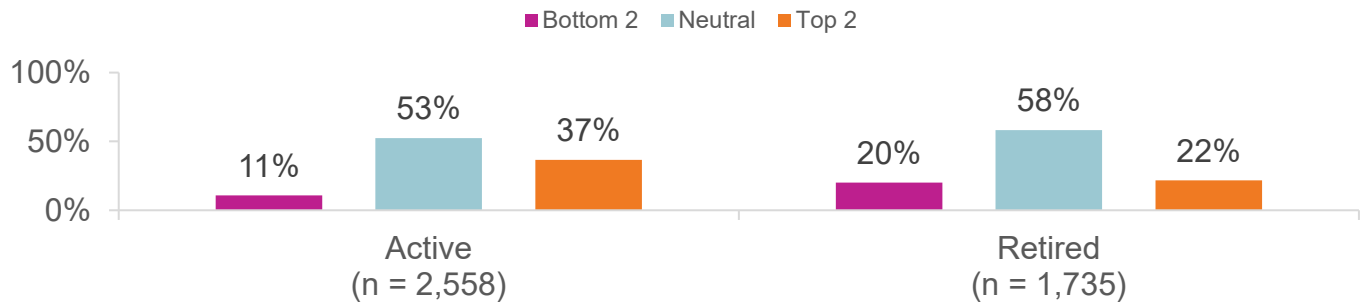


Figure 25 on the next page shows the difference in ratings among active and retired members on how they feel COVID-19 pandemic changed the way they think about their financial future. While more than half of the ratings across both groups of members comprise of neutral ratings, active members felt more strongly that the COVID-19 pandemic changed the way they think about their financial future compared to retired members.

Figure 25.

COVID-19 Pandemic Changing Thoughts on Financial Future By Active vs. Retired Members



Retirement Readiness Assessment

The CalSTRS Retirement Readiness Assessment is a biennial survey that began in 2008 to evaluate overall member financial standing. The survey is typically delivered to members independent of other surveys. The last iteration of this survey was conducted in 2017. In 2019—a scheduled year for the Retirement Readiness Assessment—the [Demographic Study of CalSTRS Members](#) was conducted to better understand member demographics and gain insight into member behavior, financial planning and retirement security. Concepts commonly measured via the Retirement Readiness Assessment were included on the Demographic Study survey.

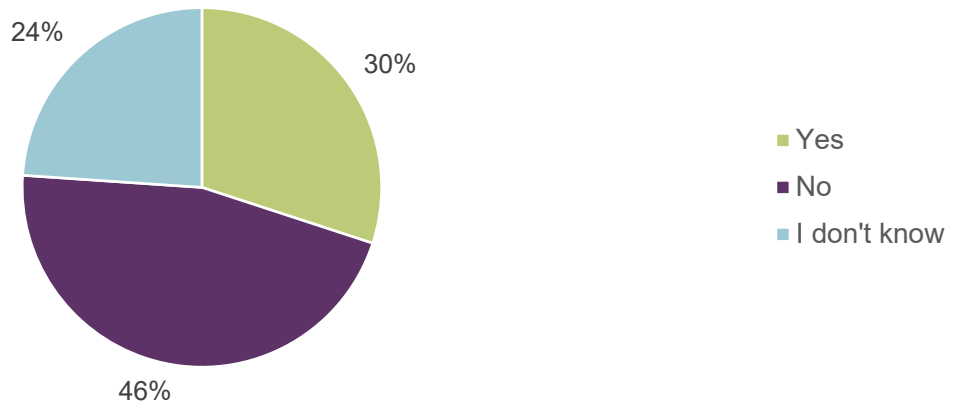
Select items from the 2017 Retirement Readiness Assessment were included in the 2021 Annual Member Survey to update information not collected since then. Where applicable, results below compare 2017 to 2021.

Active

Thirty percent of active members in 2021 reported anticipating a Social Security benefit from non-CalSTRS employment, as can be seen in Figure 26 below.

Figure 26.

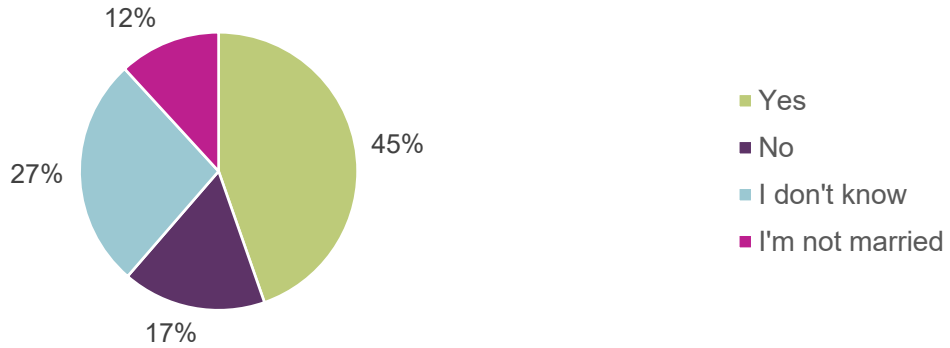
Did you or will you receive Social Security benefits?



Forty-five percent of active members in 2021 reported their spouse anticipates receiving a Social Security benefit from non-CalSTRS employment, as can be seen in Figure 27 on the next page.

Figure 27.

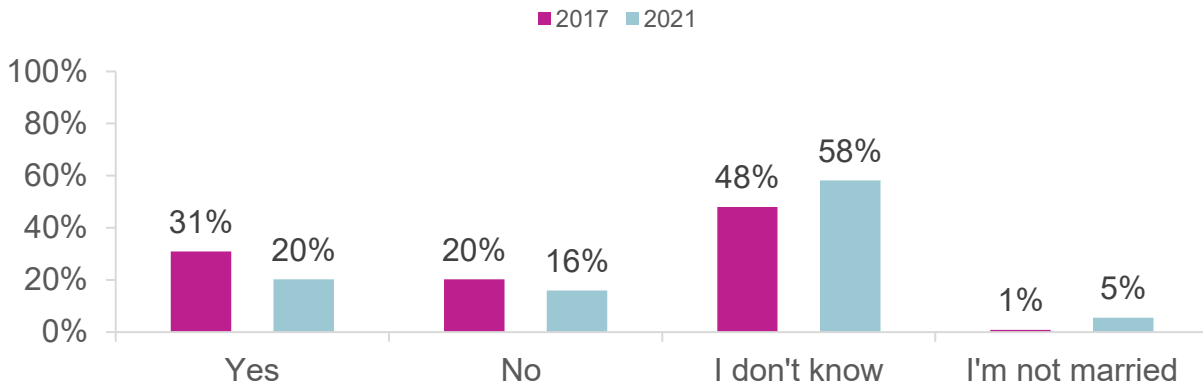
Did you or will your spouse receive a Social Security benefit?



More than half (58%) of active members in 2021 do not know if the Windfall Elimination Provision will affect their Social Security benefits. As can be seen in Figure 28 below, this response had a 10% increase over 2017 (48%). Twenty percent expect to be affected by the WEP and 16% do not expect to be affected.

Figure 28.

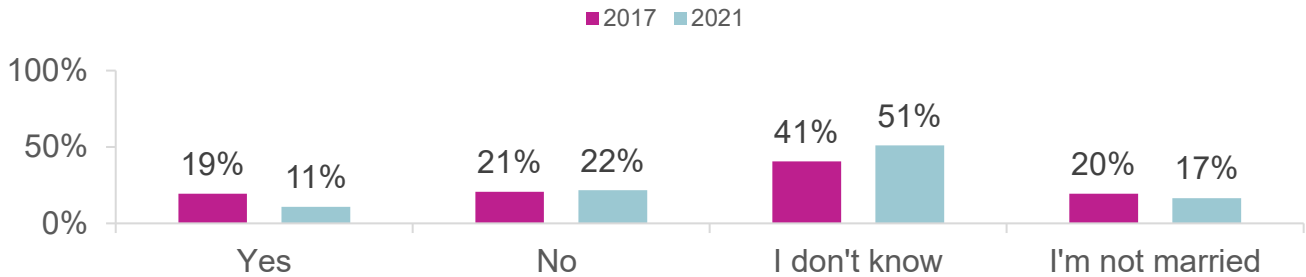
Actives: Will you be affected by the Windfall Elimination Provision?



Half (51%) of active members in 2021 are unaware if the Government Pension Offset will affect their spousal Social Security benefits. As can be seen in Figure 29 on the following page, this response had a 10% increase over 2017 (41%). Twenty-two percent do not expect to be affected by the GPO and 11% expect to be affected.

Figure 29.

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

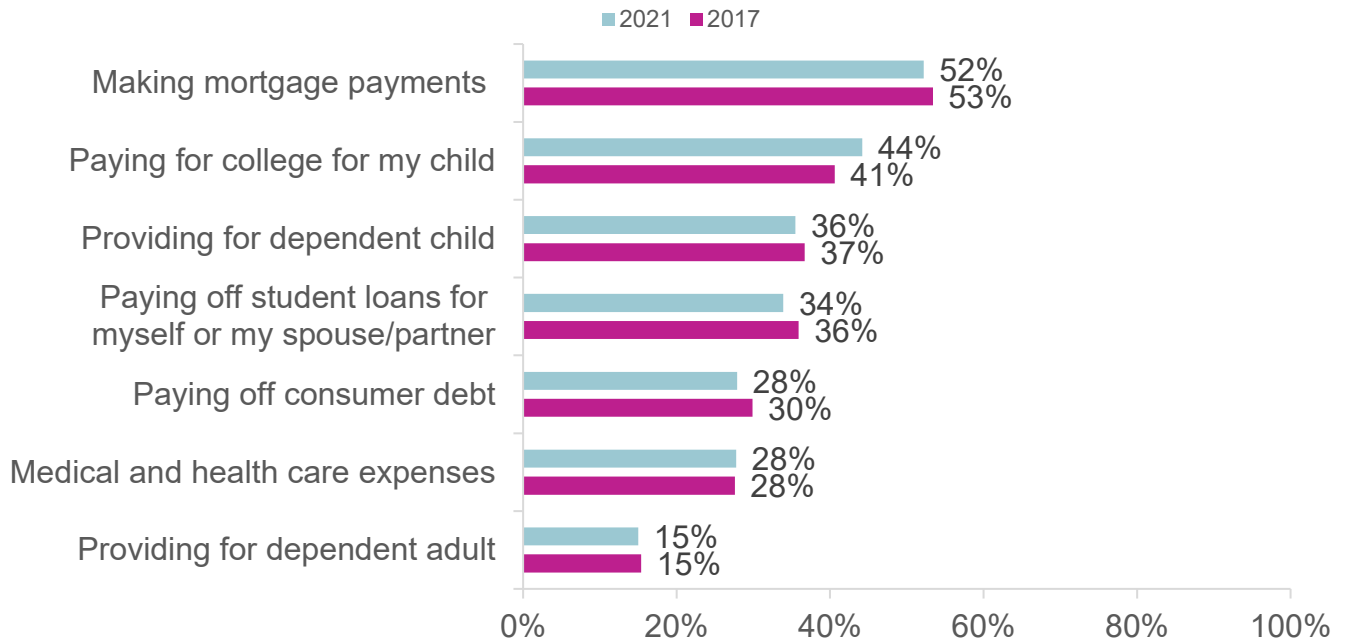


Active members in 2017 and 2021 consistently reported making mortgage payments as the top obstacle to saving for retirement. The second highest obstacle reported in both 2017 and 2021 was paying for their child’s college. Figure 30 below shows the obstacles preventing active members from saving for retirement across both 2017 and 2021 responses.

Figure 30.

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

Moderate Obstacle and Serious Obstacle

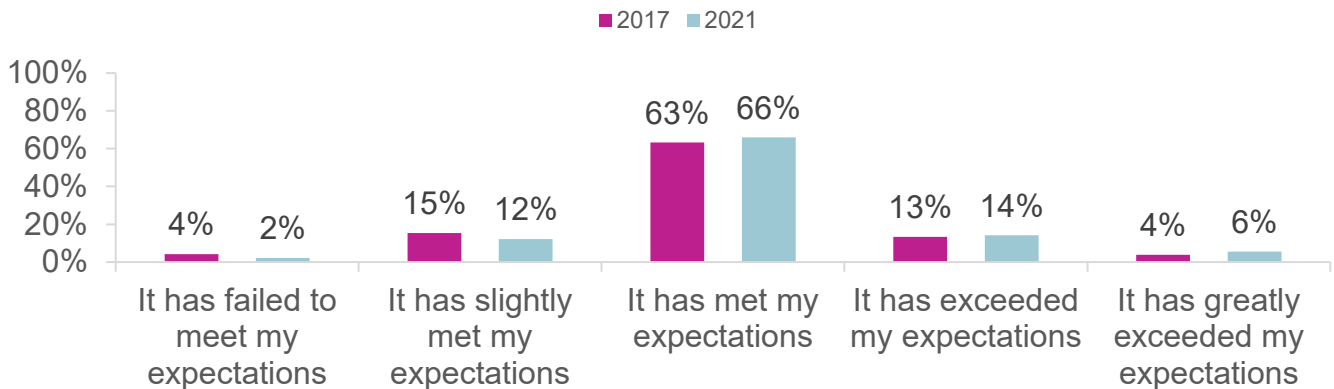


Retired

Figure 31 below shows the CalSTRS retirement benefit met the expectations of 66% of retired members. An additional 20% of retired members felt their CalSTRS retirement benefit exceeded or greatly exceeded their expectations. These results correspond to 2017 findings among retired members.

Figure 31.

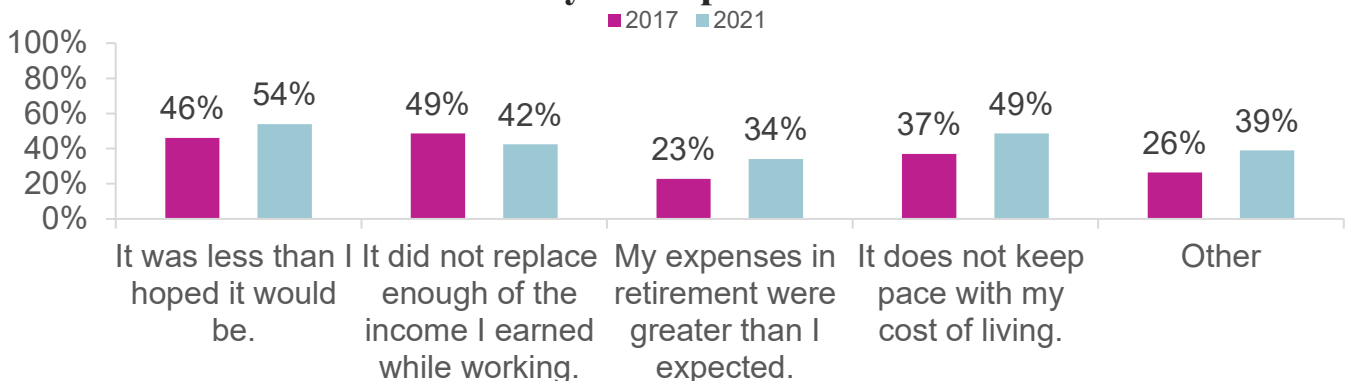
How has your CalSTRS retirement benefit met your expectations in helping you maintain your standard of living?



When prompted to further clarify the reasons for their expectations of their CalSTRS retirement benefit not being met, the top response for retired members was “It was less than I hoped it would be” (54%) followed by “It does not keep pace with my cost of living” (49%). In 2017, the top response for retired members who felt their expectations were not met was “It did not replace enough of the income I earned while working” (49%).

Figure 32.

Please indicate why your CalSTRS benefit has failed to meet your expectations.



As seen in Table 1, the primary reason cited by retired members to retire at the age they did was because “It was the age at which I was financially prepared for retirement” (25%). These results are consistent with 2017.

Table 1.

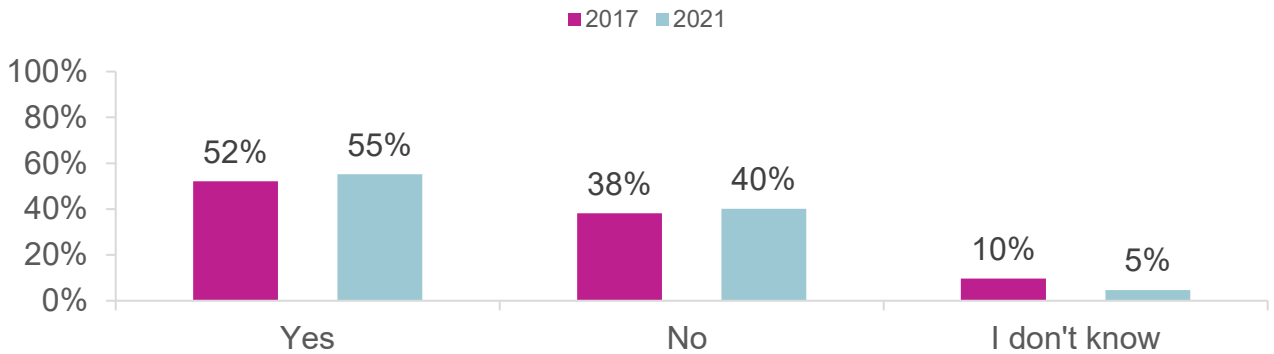
What was the primary reason you retired at the age you did?

	2017	2021
It was the age at which I was financially prepared for retirement	27%	25%
My employer provided a retirement incentive that enticed me to retire	13%	12%
I was not happy in my job anymore and was ready to leave the workplace	13%	12%
Other	12%	12%
It was the age I became eligible for a CalSTRS benefit enhancement (one-year final compensation, the career factor, or the longevity bonus)	7%	8%
My own health concerns forced me into retirement	8%	7%
It was the earliest age I was eligible for retirement	6%	7%
I had to retire to care for someone else	5%	6%
My spouse or partner retired at the same time	7%	5%
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-five percent of retired members in 2021 reported either receiving or anticipate receiving a Social Security benefit from non-CalSTRS employment, which is relatively unchanged from 2017 (52%), as can be seen in Figure 33 below.

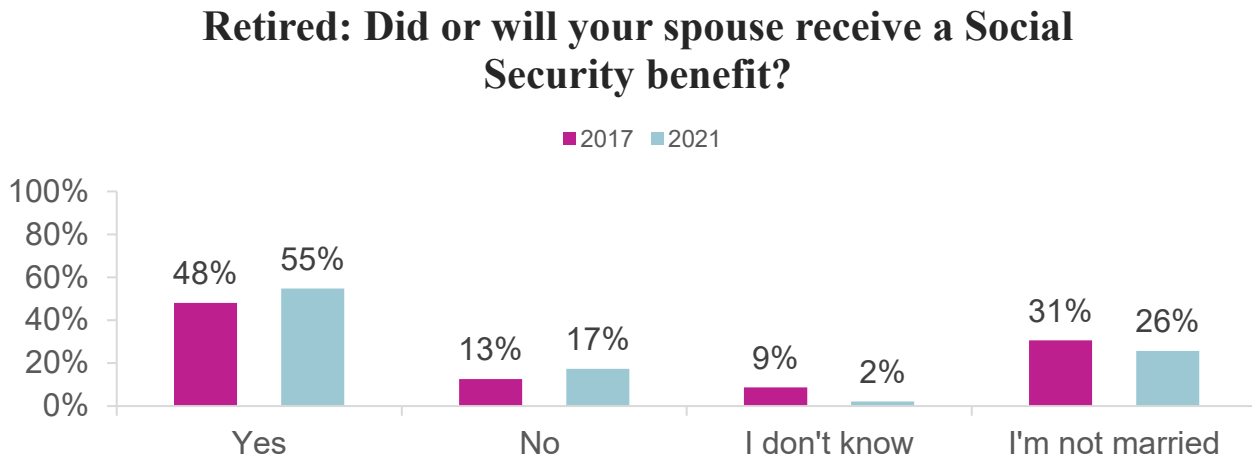
Figure 33.

Retired: Did you or will you receive a Social Security benefits?



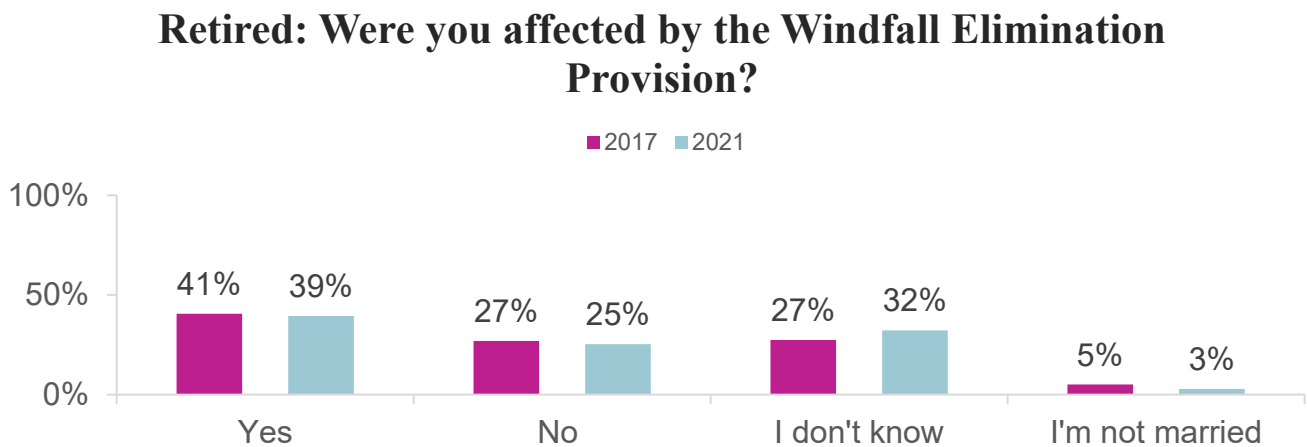
Fifty-five percent of retired members in 2021 reported their spouse either receives or anticipates receiving a Social Security benefit from non-CalSTRS employment, which is a 7% shift from 2017 (48%), as can be seen in Figure 34 below.

Figure 34.



Over a third (39%) of retired members in 2021 had their Social Security benefits affected by the Windfall Elimination Provision. As can be seen in Figure 35 below, this response decreased 2% compared to 2017 (41%). Thirty-two percent do not know if their Social Security benefit was affected by the WEP and 25% were not affected.

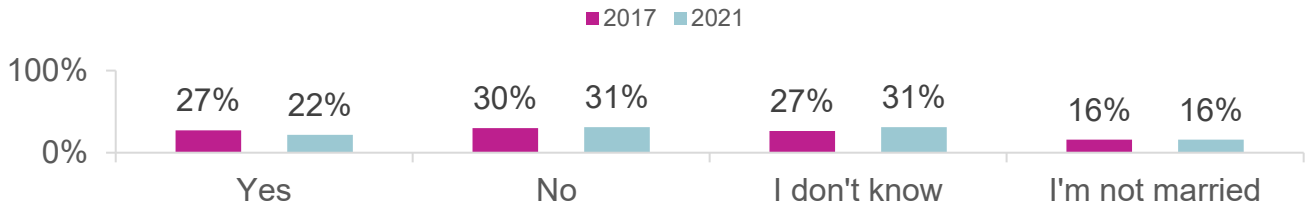
Figure 35.



A third (31%) of retired members in 2021 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 36 on the next page, responses from 2021 remain relatively consistent with 2017.

Figure 36.

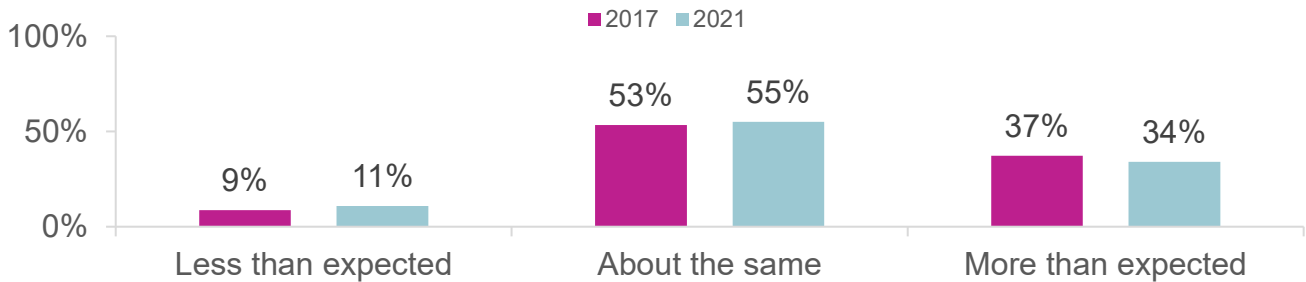
Retired: Were you affected by the Government Pension Offset?



Slightly more than half (55%) of retired members felt their health care costs have been about the same as they expected; however for 34% it was more than they expected. These results are consistent with those reported by retired members in 2017.

Figure 37.

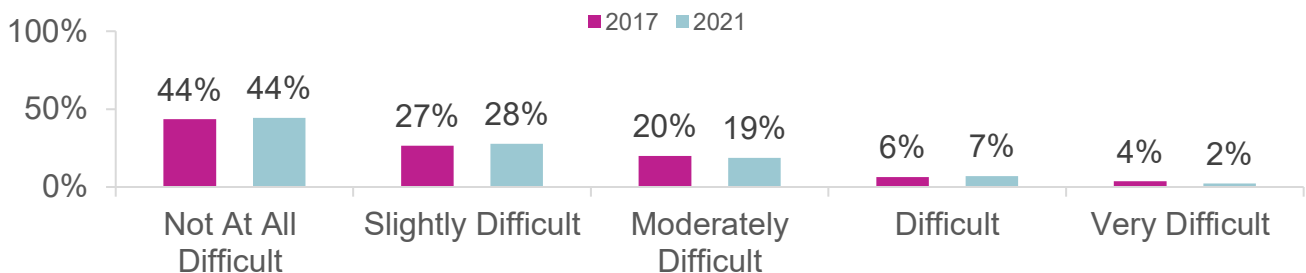
So far in your retirement, has your spending on health care been more, less or about the same as you expected?



For retired members who have private health insurance, the majority of respondents (72%) reported their premiums are *Not At All Difficult* or *Slightly Difficult* to afford, as shown in Figure 38 below. These results remain unchanged from the 71% reported in 2017.

Figure 38.

How difficult is it to afford your private health insurance premiums?



Retired members were asked if they are currently working for pay. In comparison to 2017, there was an 11% decrease in retired members working for pay, as can be seen in Figure 39.

Of those in 2017 who indicated they were working for pay, most worked in CalSTRS covered employment (34%) followed by other private-sector employment, including self-employment and any non-education-related employment (26%), as can be seen in Table 2 below. In 2021 retired members indicated they mostly work in other private-sector employment, including self-employment and any non-education-related employment (31%) followed by CalSTRS covered employment (25%).

Figure 39.

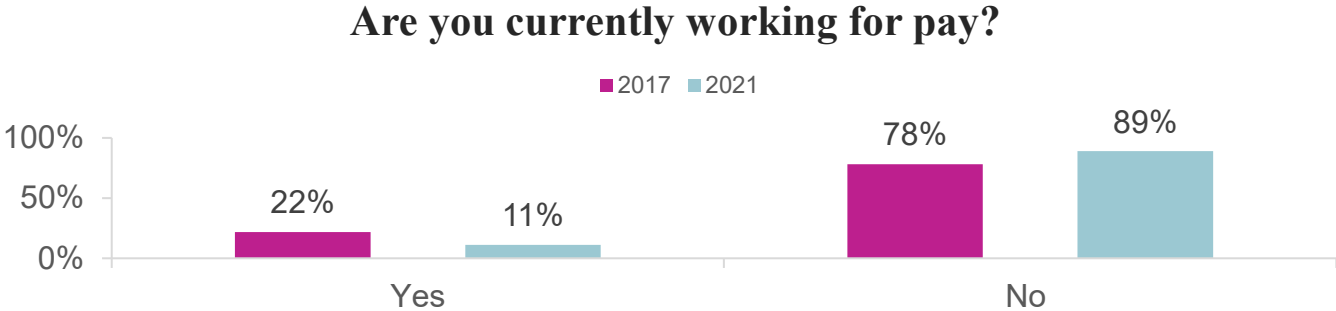


Table 2.

What is the primary type of paid work you have in retirement?

	2017	2021
Other private-sector employment, including self-employment and any non-education-related employment	26%	31%
CalSTRS covered employment	34%	25%
Private educational institution	13%	14%
Other public-sector employment, such as state or local government	15%	14%
Nonprofit organization	9%	12%
California State University or University of California	3%	3%

Table 3.

Which best describes the primary reason why you continue to work in retirement?

	2017	2021
To stay mentally active	18%	30%
For other necessary living expenses	24%	23%
Extra income for travel, entertainment, or other luxuries	23%	15%
Other	8%	11%
To maintain social connections	5%	5%
For housing expenses	6%	4%
Additional supplemental retirement savings	6%	4%
To stay physically active	3%	3%
For health care coverage to pay other medical-related expenses	5%	2%
For dependent care	2%	2%
To accrue additional Social Security credits	2%	1%

Device Preference

Interaction with CalSTRS

Members were asked to indicate if they had interacted with CalSTRS in the past year. Ten different ways to interact were presented. The most common ways respondents reported interacting with CalSTRS were *Visiting myCalSTRS* (74%), *Reading a CalSTRS member newsletter* (70%), and *Visiting CalSTRS.com* (66%). The proportion of respondents who *Visited myCalSTRS* increased from 2020 (63%), but the proportion of respondents who *Visited CalSTRS.com* decreased from 2020 (69%).

Active 60+ reported *visiting CalSTRS.com* the most followed by Active 20-29 years old. Enjoying Retirement—retired longer than 5 years—reported the least amount of interaction on CalSTRS.com (49%). Similar results were found among Active 60+ *Visiting myCalSTRS* the most (85%) last year followed by Newly Retired—retired less than 5 years—members (83%).

Figure 40.

Visited CalSTRS.com in the past year by Life Stage

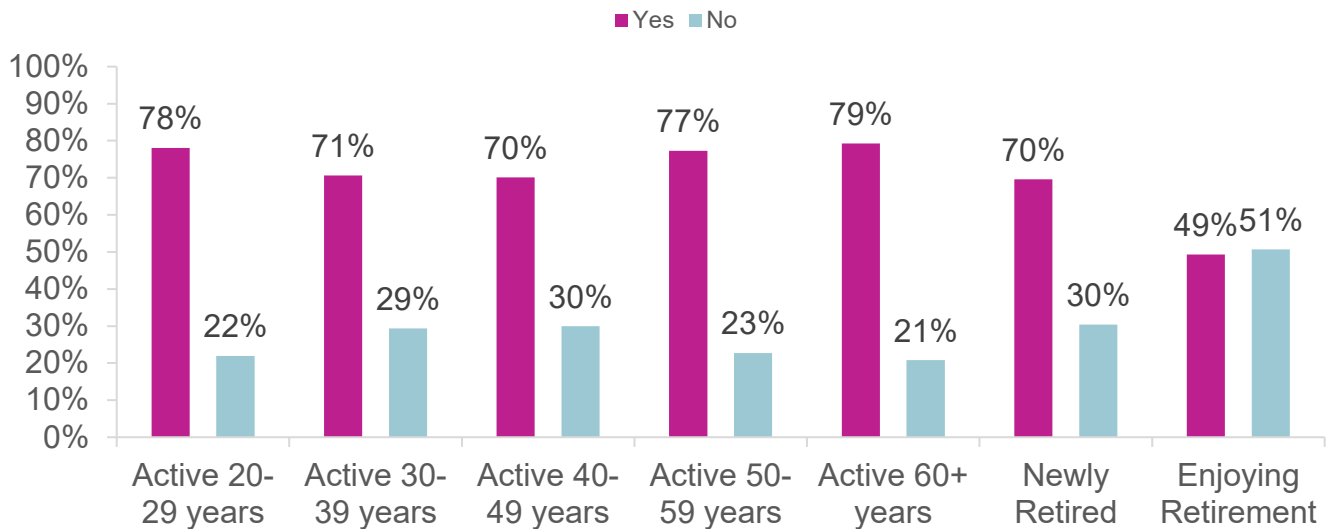
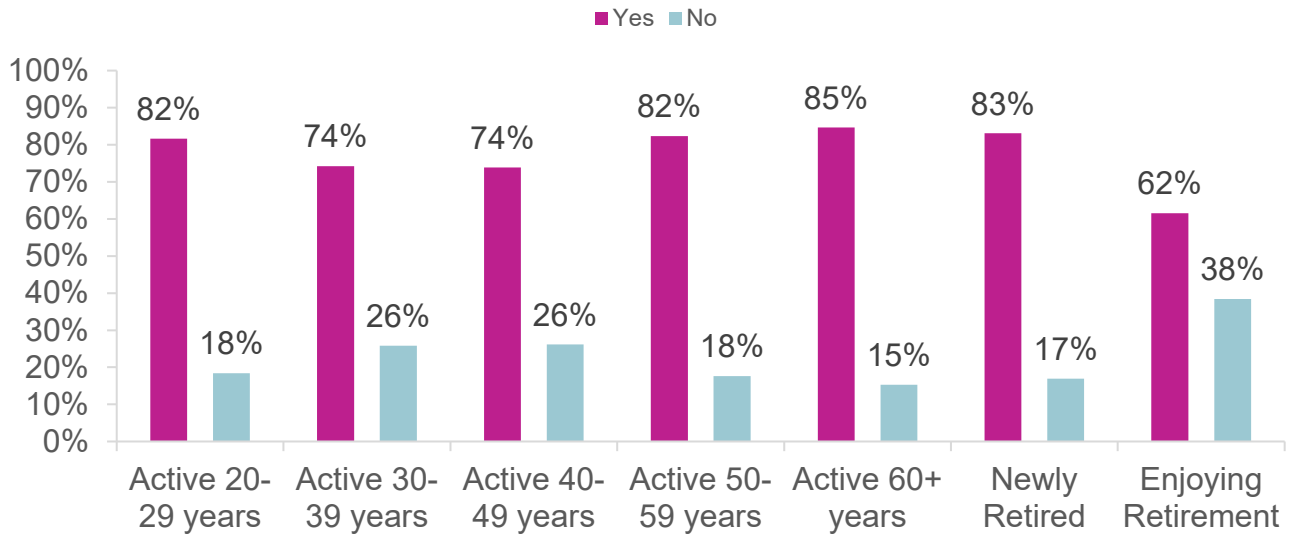


Figure 41.

Visited *myCalSTRS* in the past year by Life Stage



Device Preference

Members were asked to think about their internet usage and what device they tend to use to frequent the following options: *online entertainment/news*, *social media*, *general financial/retirement planning research/information*, *visiting CalSTRS.com*, and *visiting myCalSTRS*. The device options were mobile phone, tablet, and desktop or laptop computer.

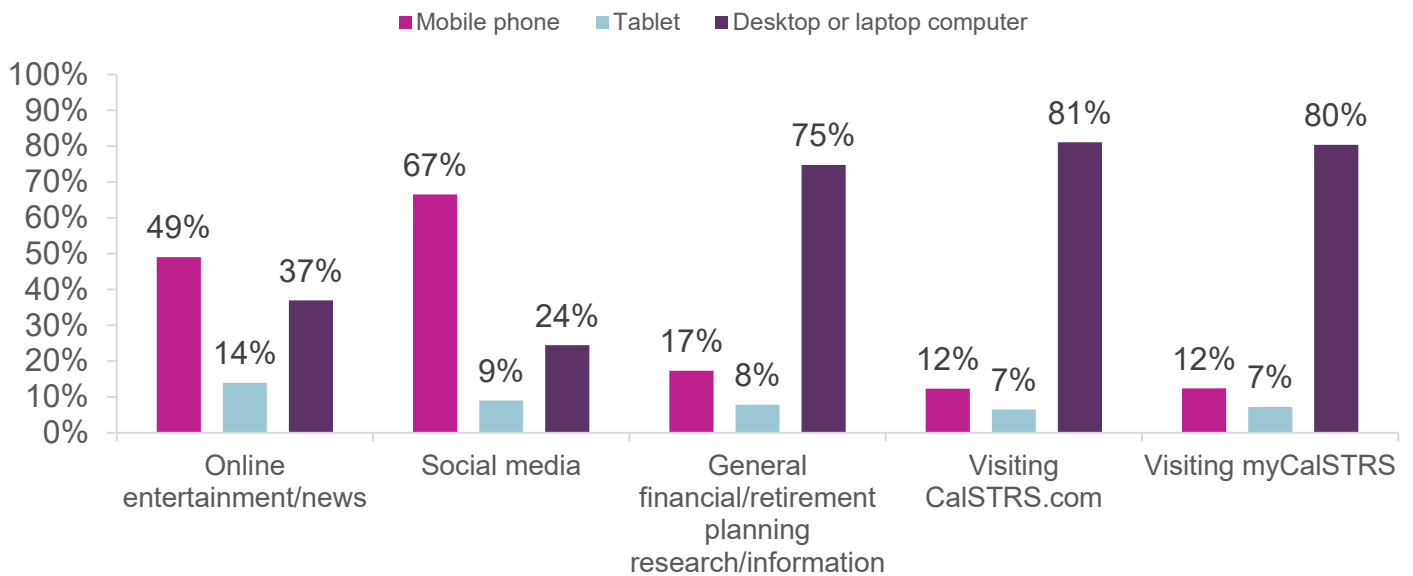
Respondents indicated they prefer to use their mobile phone to access *social media* (67%) followed by *online entertainment/news* (49%).

Respondents indicated they prefer to use their desktop or laptop computer to *visit CalSTRS.com* (81%) and *visit myCalSTRS* (80%) followed by *general financial/retirement planning research/information* (75%).

Respondents indicated they prefer to use their tablet to look at *online entertainment/news* (14%), followed by accessing *social media* (9%).

Figure 42.

Thinking about your internet usage, what is your preferred device for each of the following?



Charts on the next page display the percentage of selected *preferred device* for *visiting CalSTRS.com* and *visiting myCalSTRS* by life stage.

Across all life stages, respondents indicated they would *visit CalSTRS.com* on their desktop or laptop computer (76% to 90%) more than on their mobile phone (5% to 21%) or their tablet (1% to 13%).

Similar results were found across the life stages in regards to *visiting* myCalSTRS with respondents indicating they use their desktop or laptop computer most frequently (76% to 90%) followed by their mobile phone (5% to 22%) then a tablet (1% to 13%).

Figure 43.

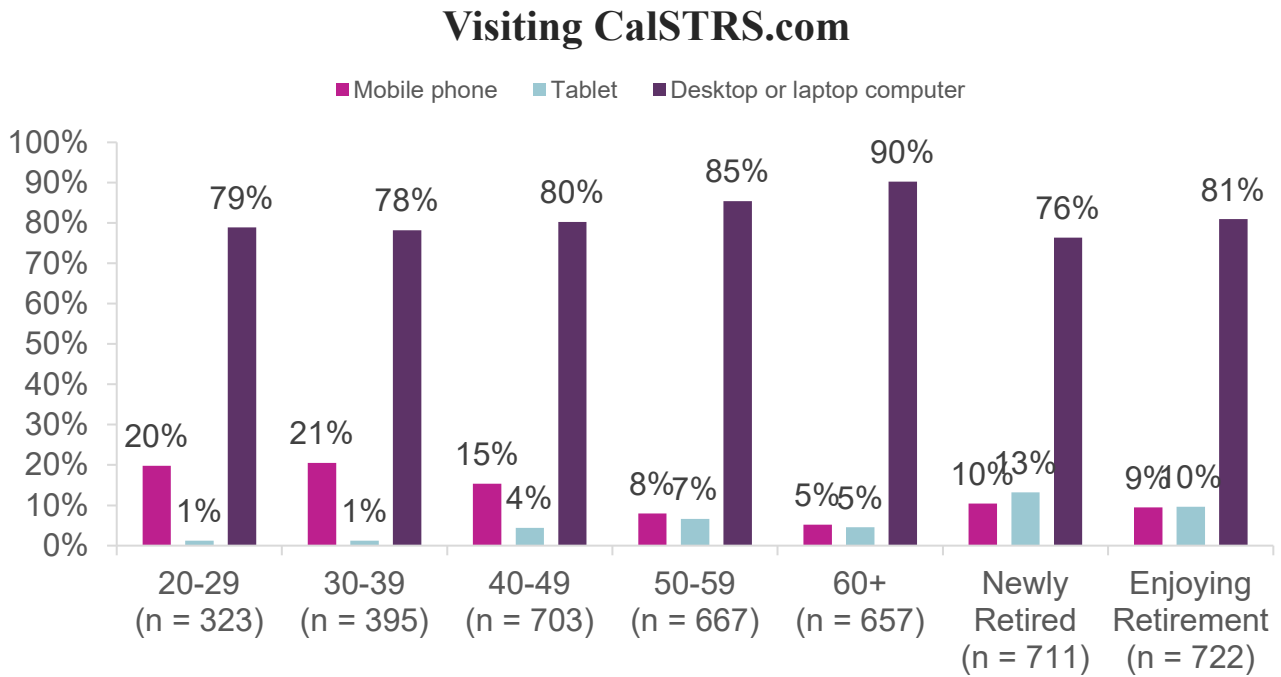
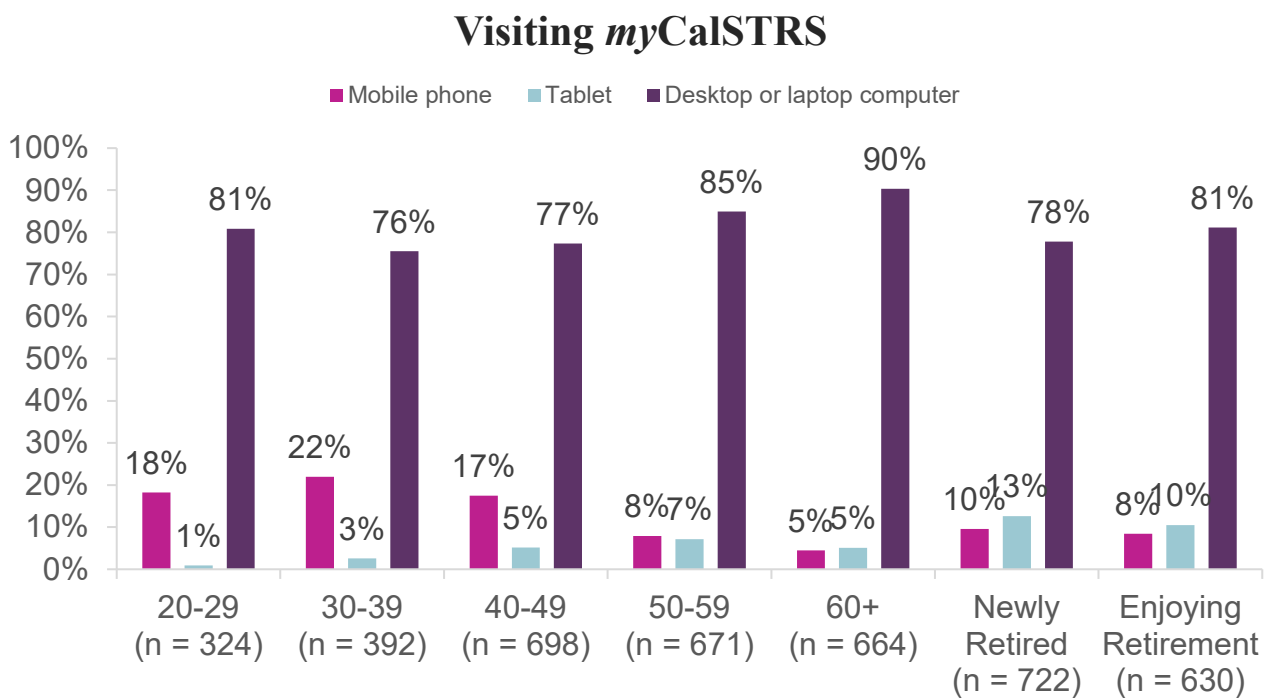


Figure 44.



Overall, the data showed a preference for desktop or laptop computers when interacting with CalSTRS.

The highest preference for mobile phones is found among Active members ages 20 to 49, a preference for desktop/laptop computer is highest among Active members ages 50 and older, and a preference for tablets are generally highest among Retired members.

Conclusion

The Member Survey is a tool for collecting data from members on satisfaction, staff and service performance, and engagement. Member satisfaction with CalSTRS increased in 2021. 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. The 2021 evaluation of member engagement indicated 60% of members were engaged with CalSTRS, two percentage points higher than 2020. Consistent with 2020, members provided the highest ratings on the engagement attribute items *CalSTRS is an organization I can trust* (75%) 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 or were aware of CalSTRS Pension2 showed higher promotion than those who did not interact with CalSTRS or were not aware of CalSTRS Pension2. This annual effort demonstrates CalSTRS' commitment to self-evaluation and improvement based on member feedback.