



CALSTRS

2021 Member Survey

Tom Buffalo
Research Manager

Our Members

All Respondents

Age:		Service Credit:	
Youngest	22	Maximum	47.8
Oldest	98	Average	18.8
Average	55.9	Median	19.2

Active Respondents

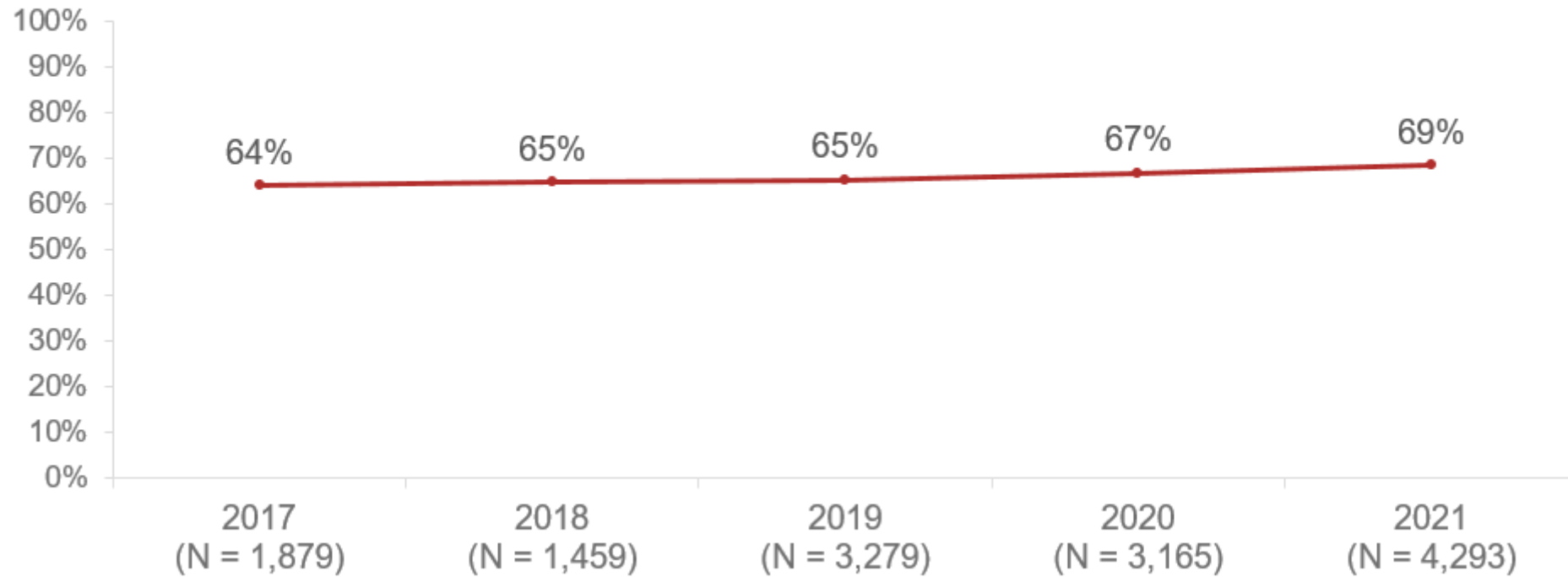
Age:		Service Credit:	
Youngest	22	Maximum	45.1
Oldest	79	Average	15.3
Average	48.5	Median	15.5
Median	49		

Retired Respondents

Age:		Service Credit:	
Youngest	55	Maximum	47.8
Oldest	98	Average	25.7
Average	70.6	Median	27.3
Median	69		

Overall Satisfaction with CalSTRS

Overall Satisfaction with CalSTRS
Annual Comparison - Satisfied or Completely Satisfied



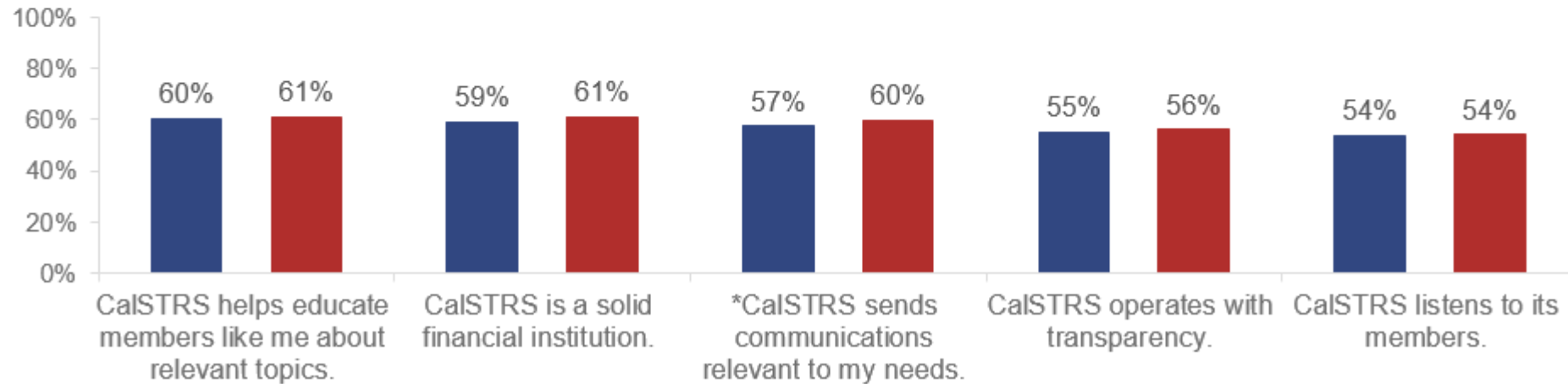
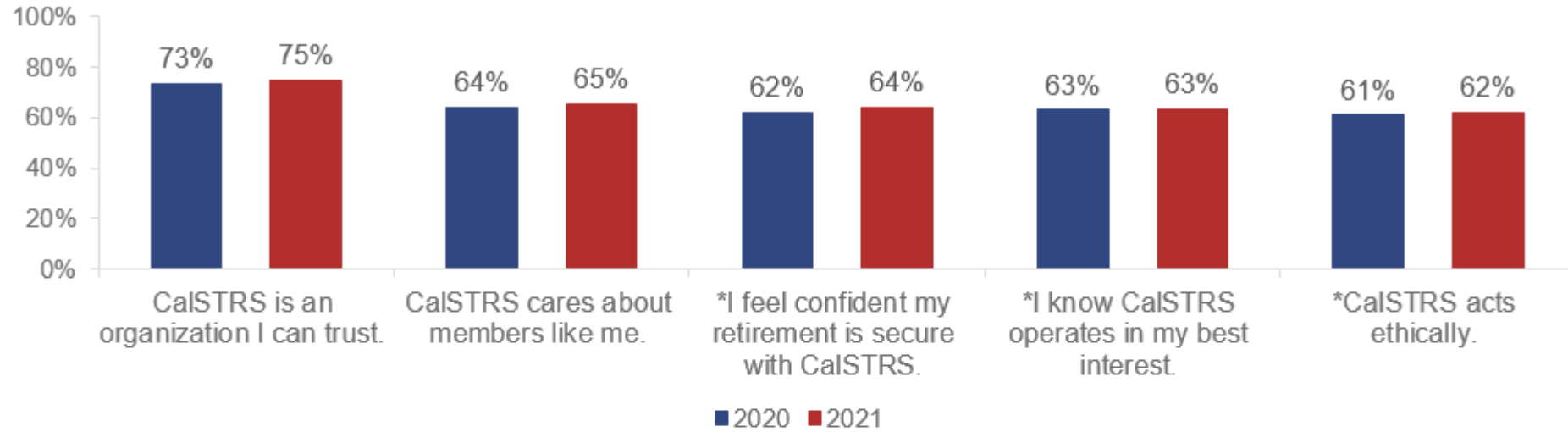
What drives overall satisfaction with CalSTRS?

- Active Drivers:
 - CalSTRS is an organization I can trust.
 - I know CalSTRS operates in my best interest.
- Retired Drivers:
 - CalSTRS is an organization I can trust.
 - CalSTRS cares about members like me.

What drives trust with CalSTRS?

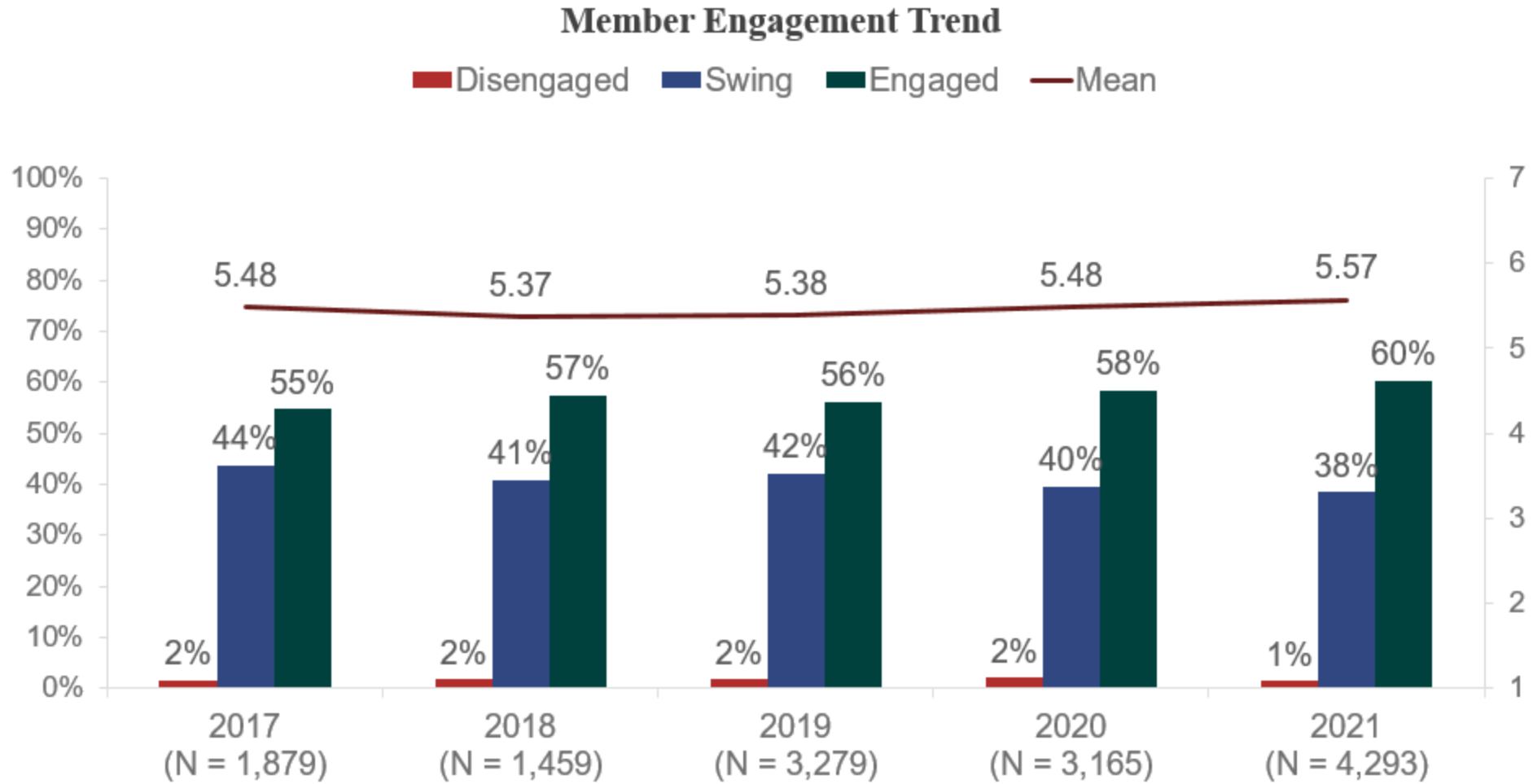
- Active Drivers:
 - Satisfaction with communication from CalSTRS during COVID-19 pandemic.
 - Confidence in having enough money to live comfortably throughout retirement years.
- Retired Drivers:
 - Satisfaction with retirement overall.
 - Satisfaction with communication from CalSTRS during COVID-19 pandemic.

Engagement Attributes



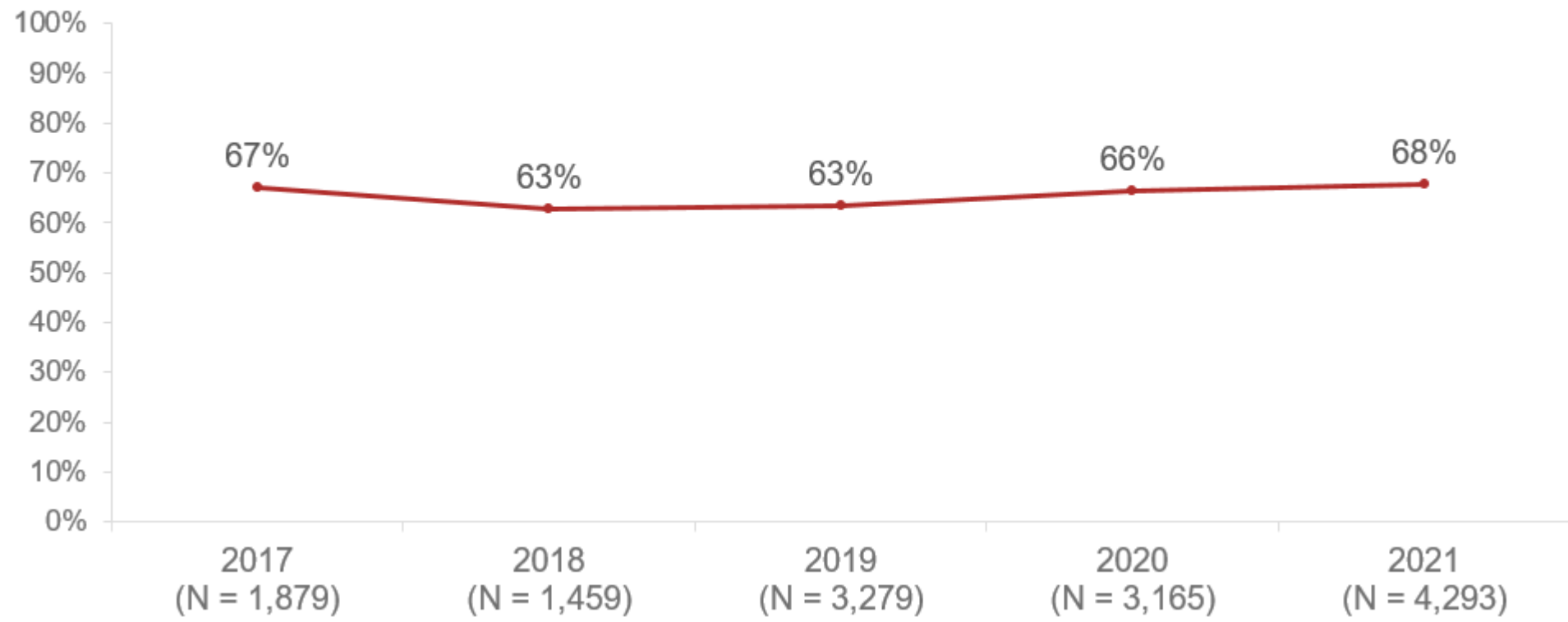
* = part of member engagement calculation

Member Engagement



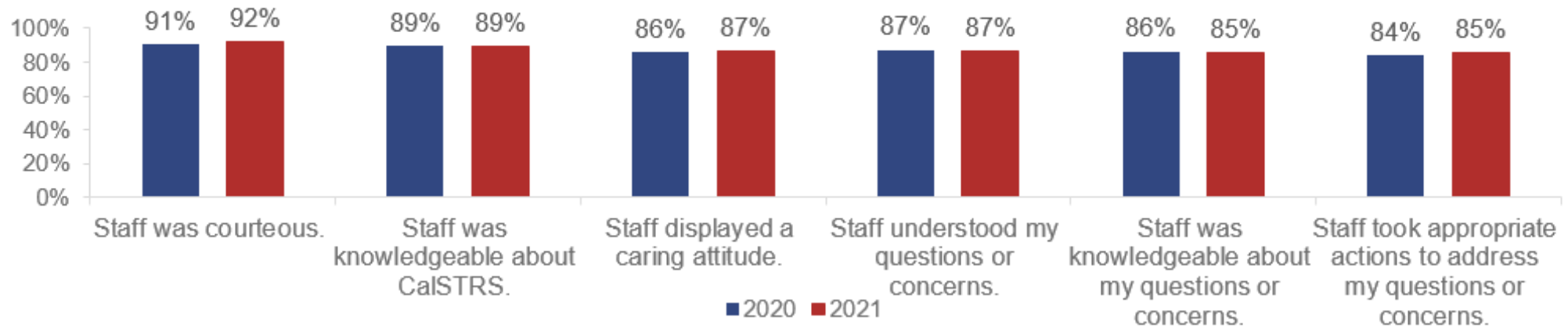
Satisfaction with CalSTRS Services

Overall Satisfaction with Services
Annual Comparison - *Satisfied or Completely Satisfied*

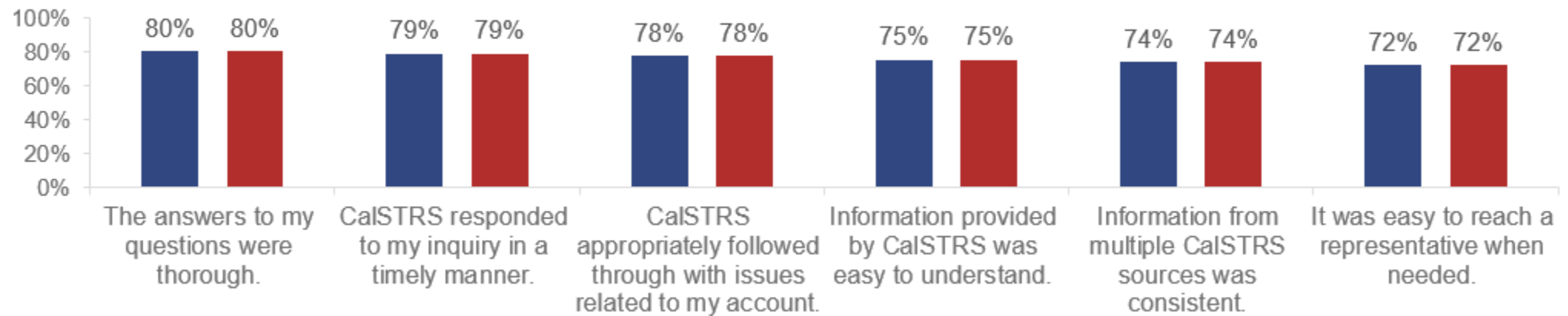


Staff and Service Performance Metrics

Staff Performance Items

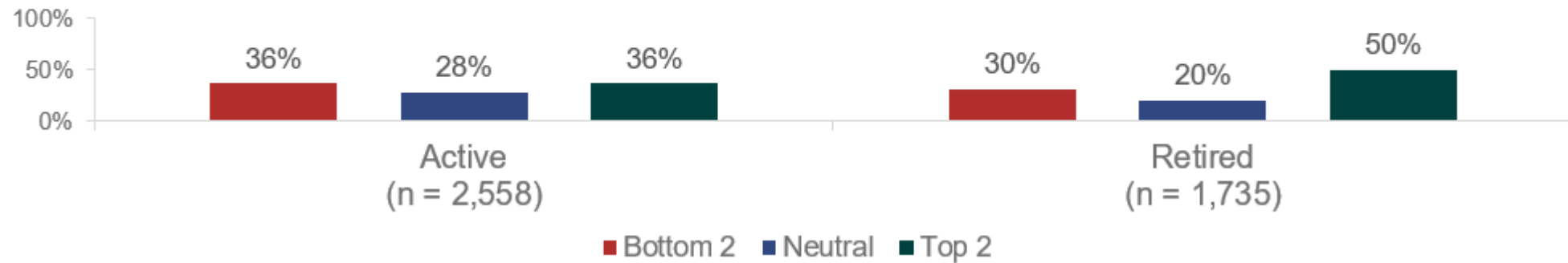


Service Performance Items

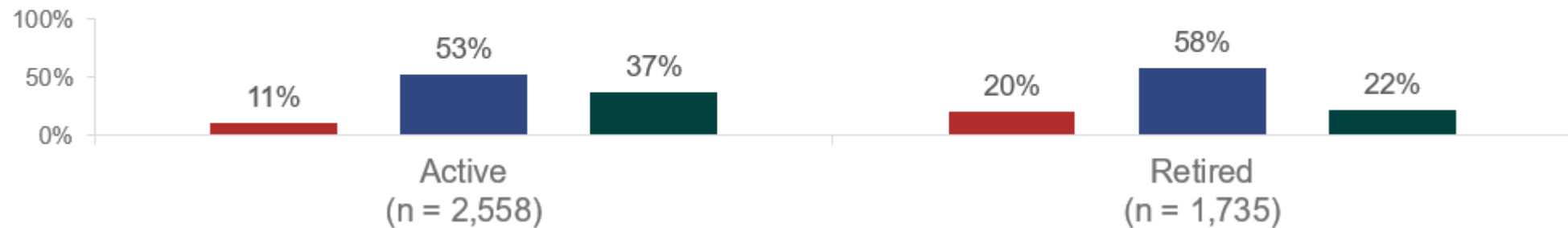


COVID Impact

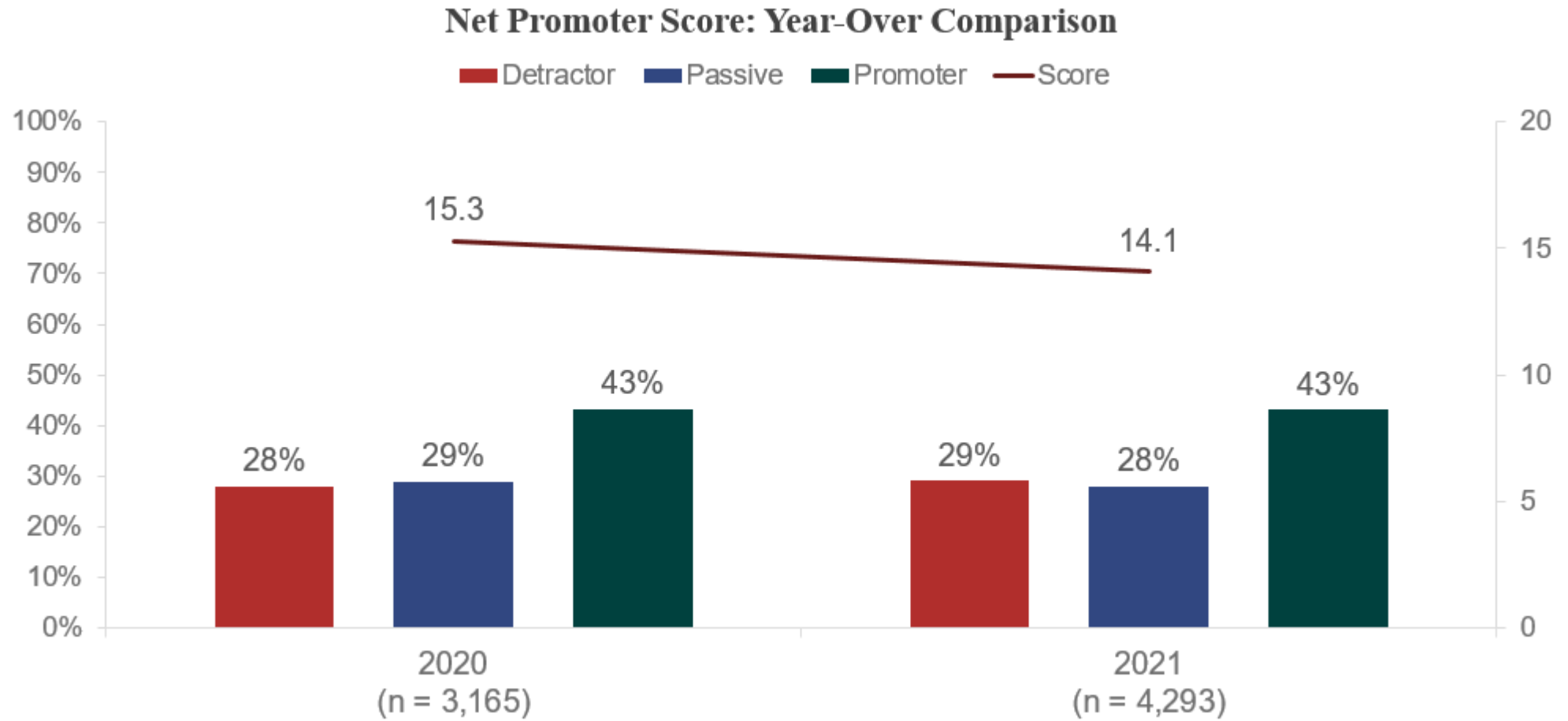
Overall Satisfaction with Communication During COVID-19 Outbreak By Active vs. Retired Members



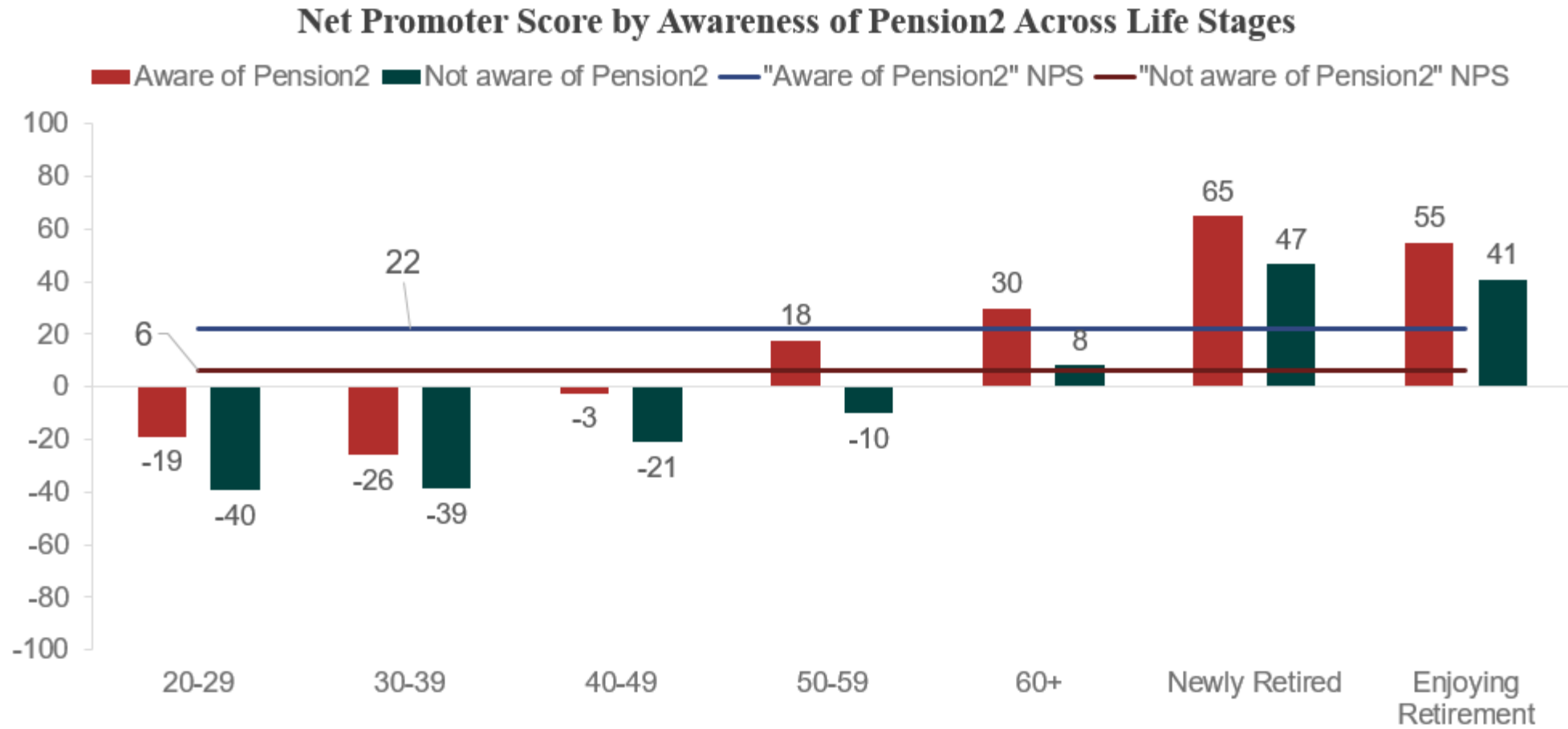
COVID-19 Pandemic Changing Thoughts on Financial Future By Active vs. Retired Members



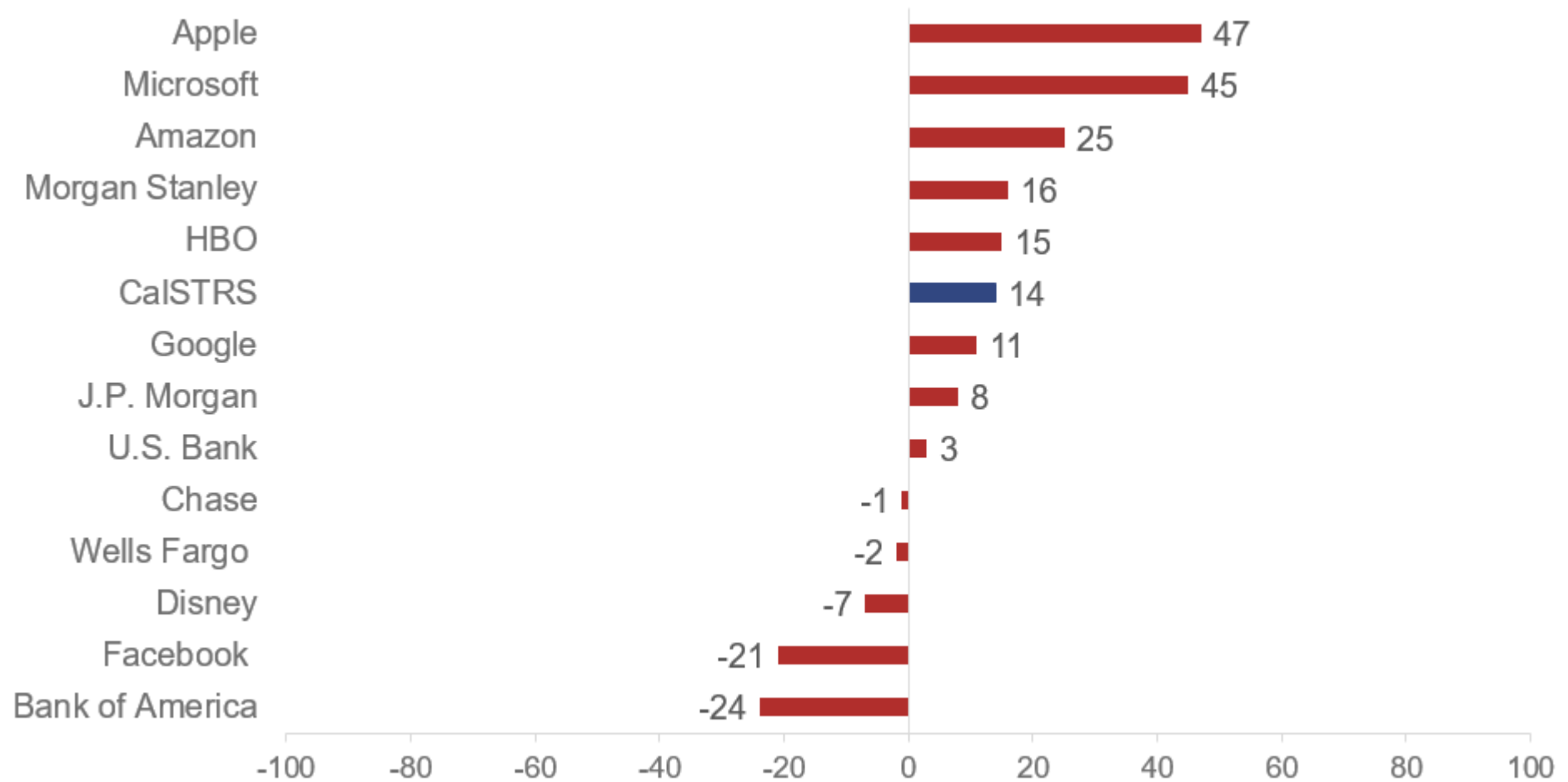
Net Promoter Score



Net Promoter Score *continued*



Net Promoter Score Benchmarking Comparison



Satisfaction with Retirement

How satisfied are you with retirement overall?
Annual Comparison

■ 2020 ■ 2021

