

CALSTRS

2023 Member Survey

Tom Buffalo

Research Manager



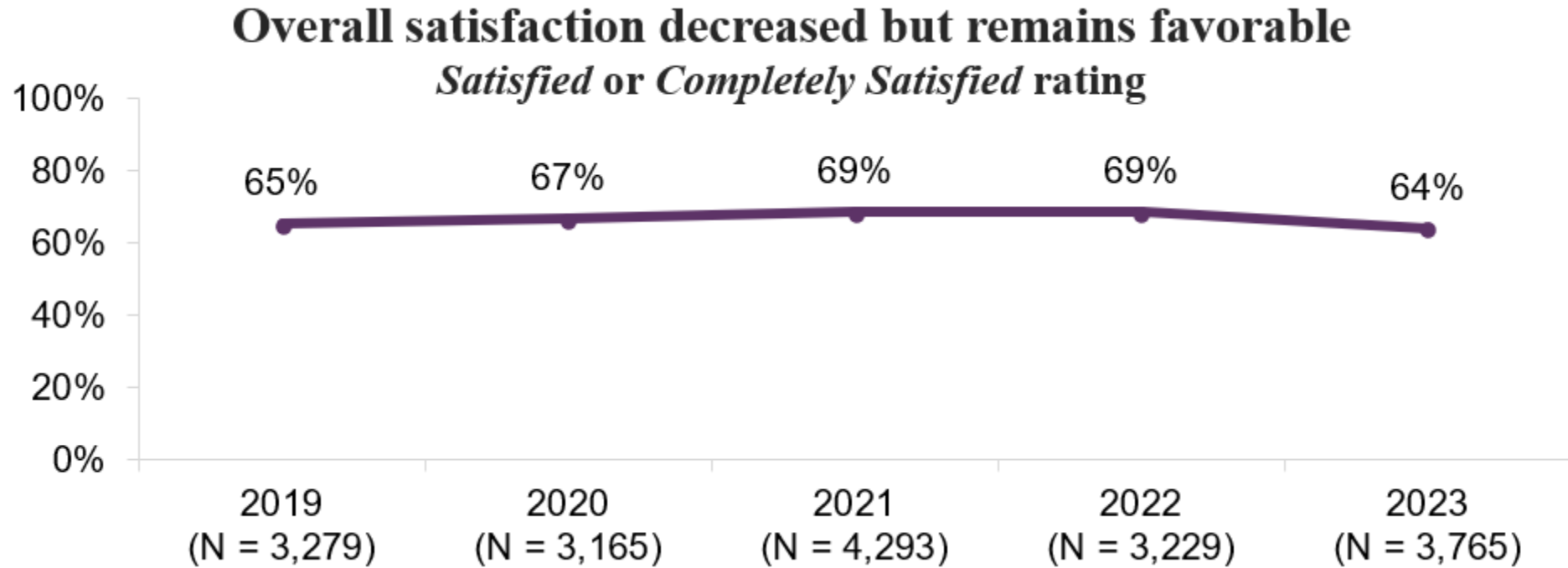
The survey response is representative of the membership

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		

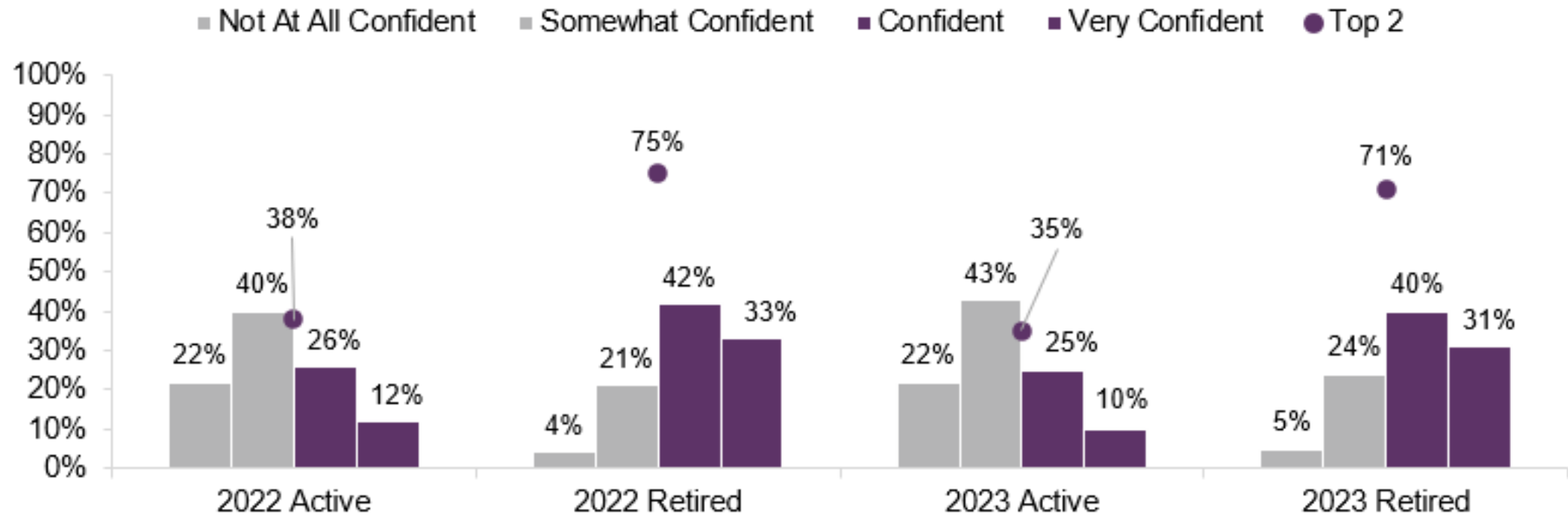
Retired Respondents			
Age:		Service Credit:	
Youngest	56	Maximum	50.2
Oldest	99	Average	26.4
Average	70.8	Median	28
Median	70		

Overall satisfaction decreased but remains favorable

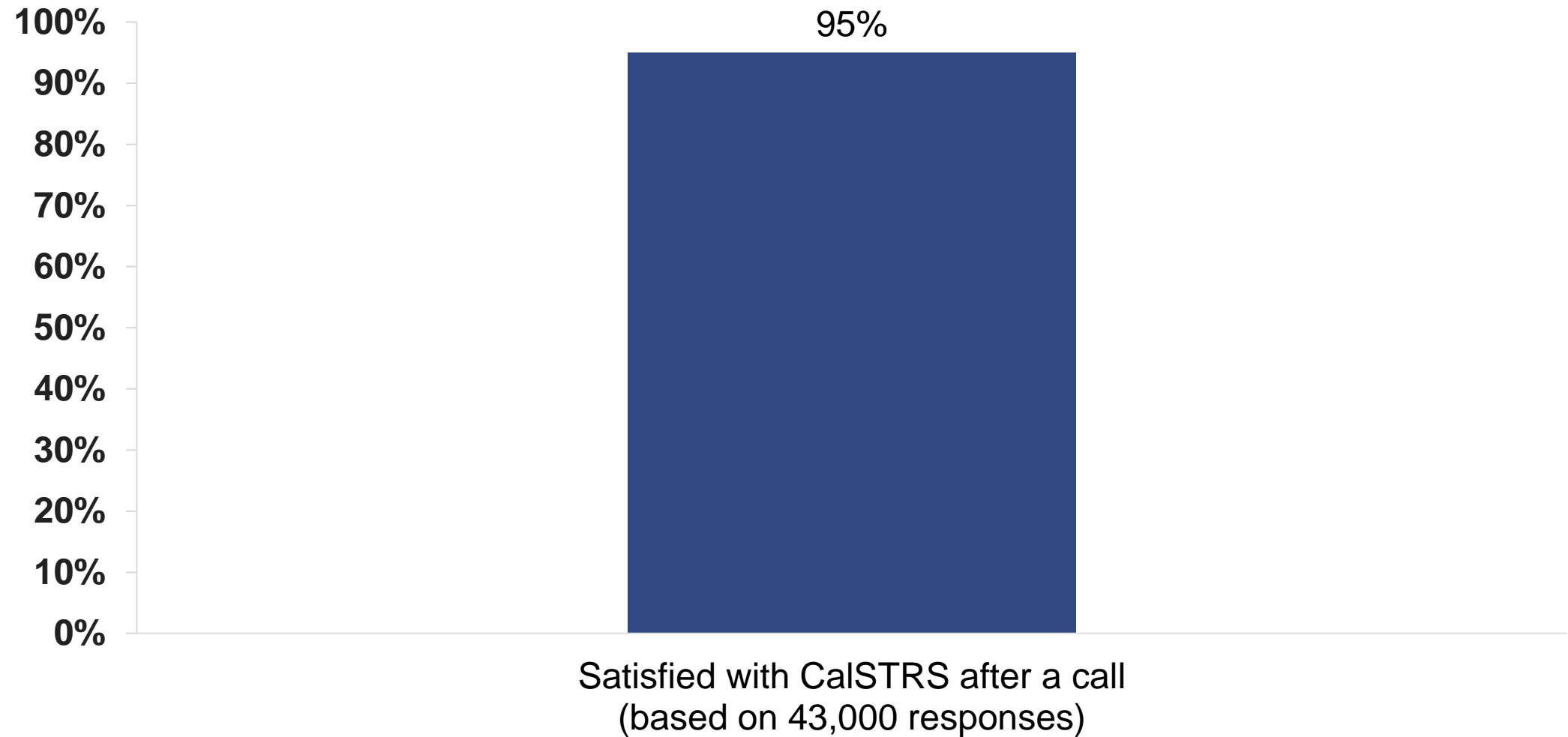


The decrease in overall satisfaction is connected to the decrease in confidence

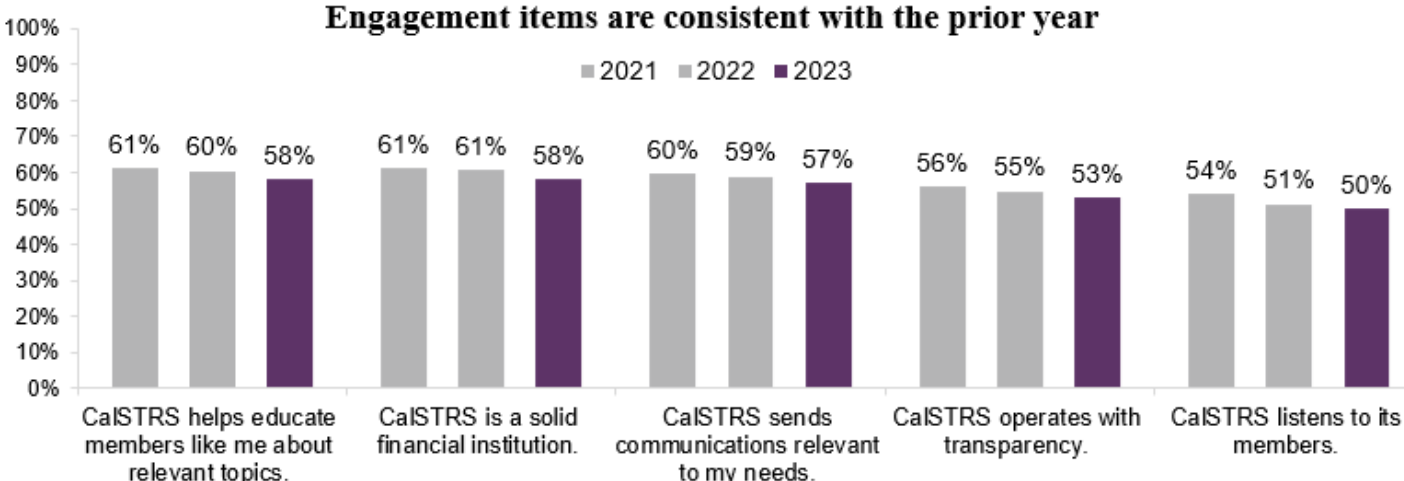
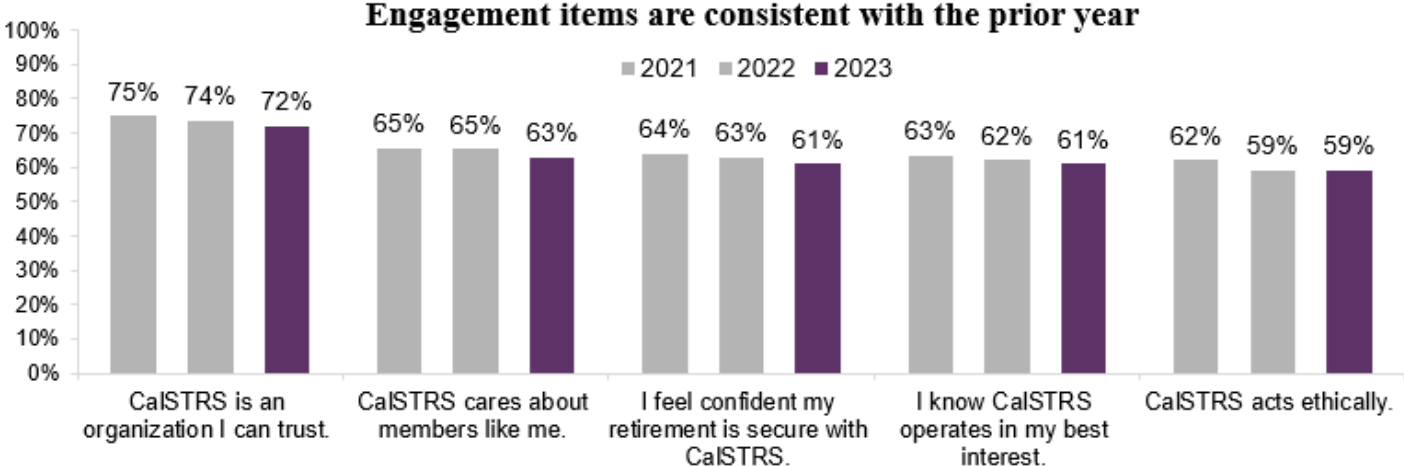
Confidence meeting financial needs in retirement decreased



Satisfaction is high at the point of service

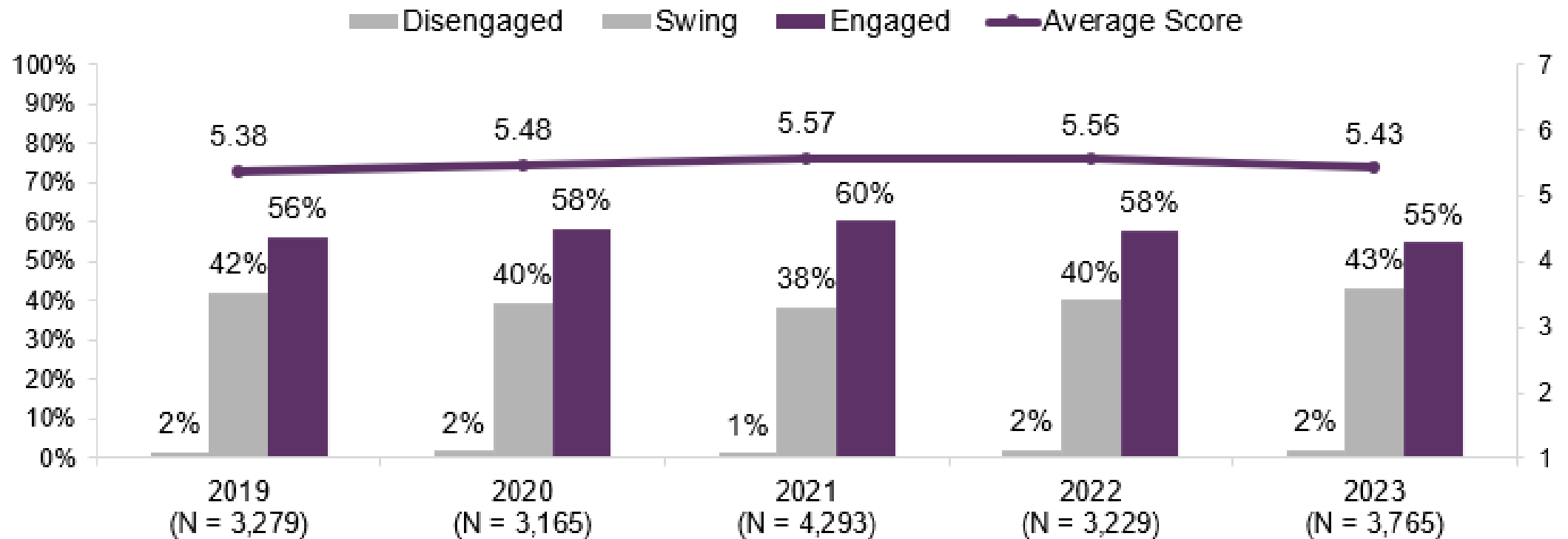


Members rate trust in CalSTRS the highest of the engagement items



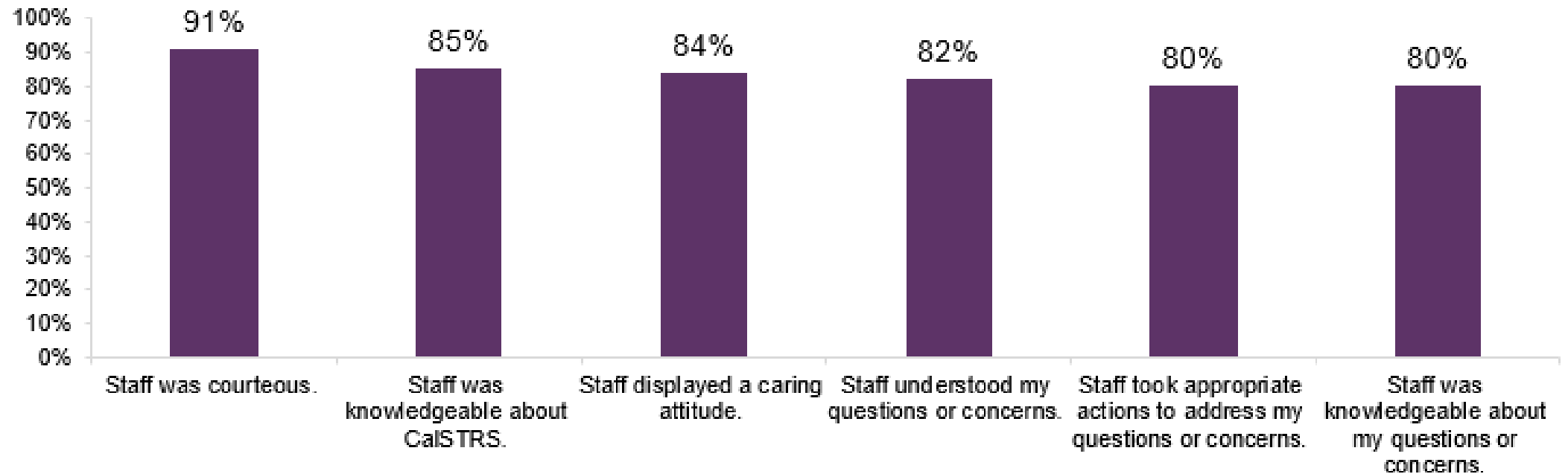
The majority of members are engaged with CalSTRS

Engagement decreased but remains favorable



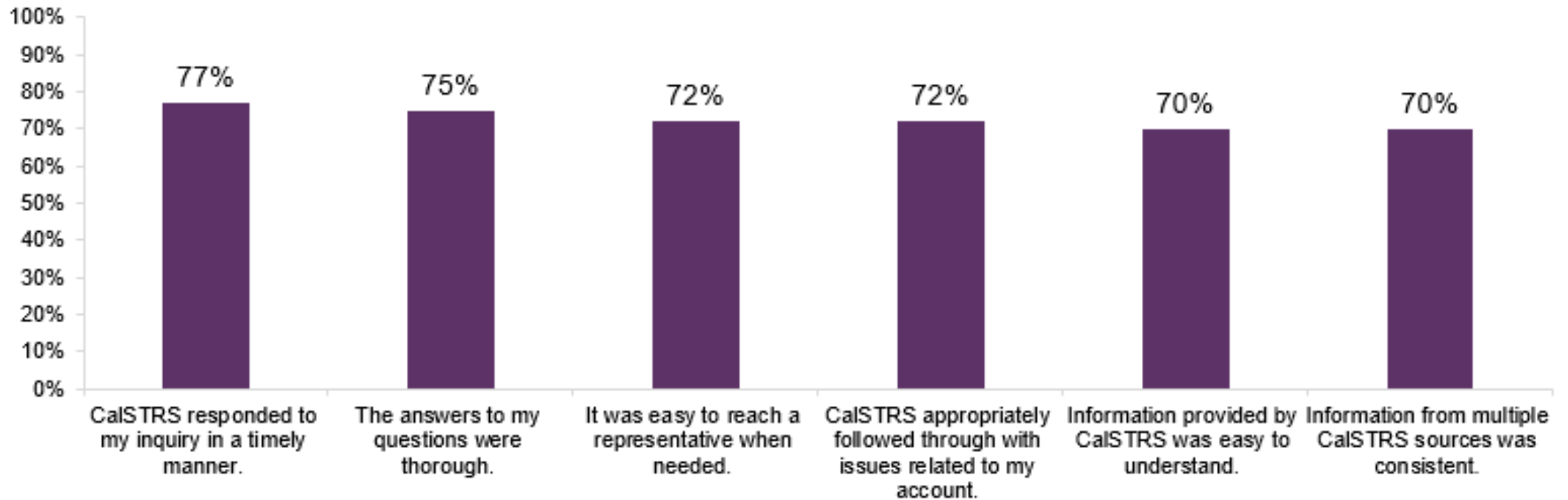
Members rate staff performance high

Staff performance remains high *Agree or Strongly Agree rating*



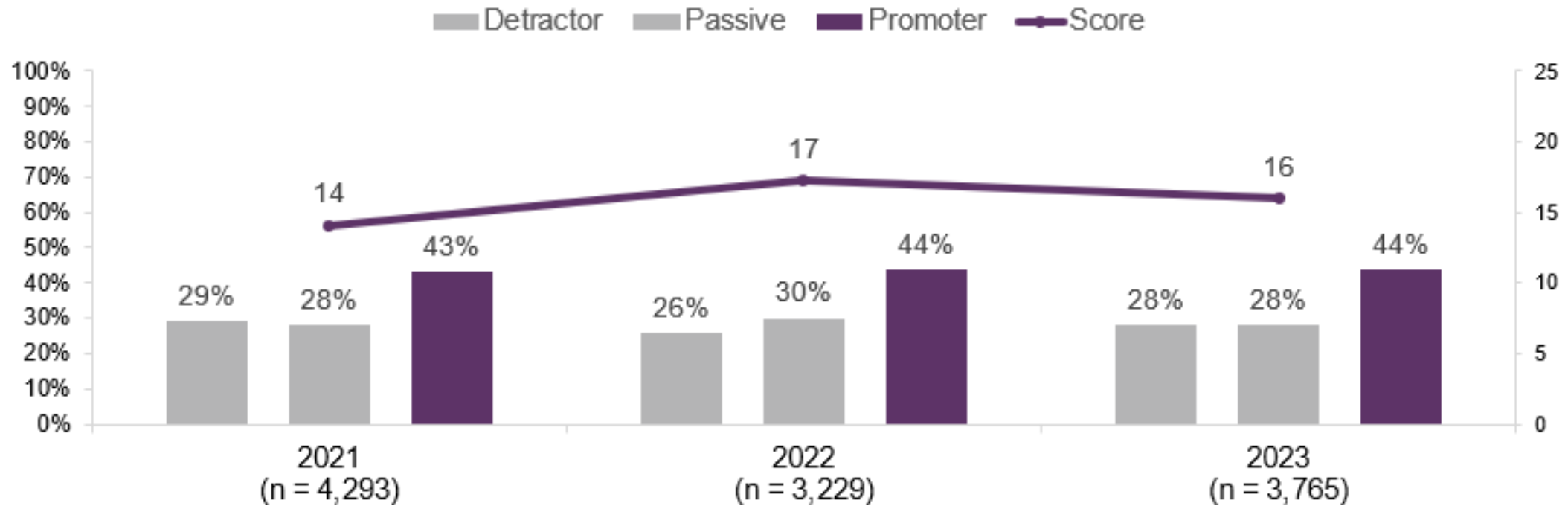
Members rate service performance high

Service performance remains high
Agree or Strongly Agree rating



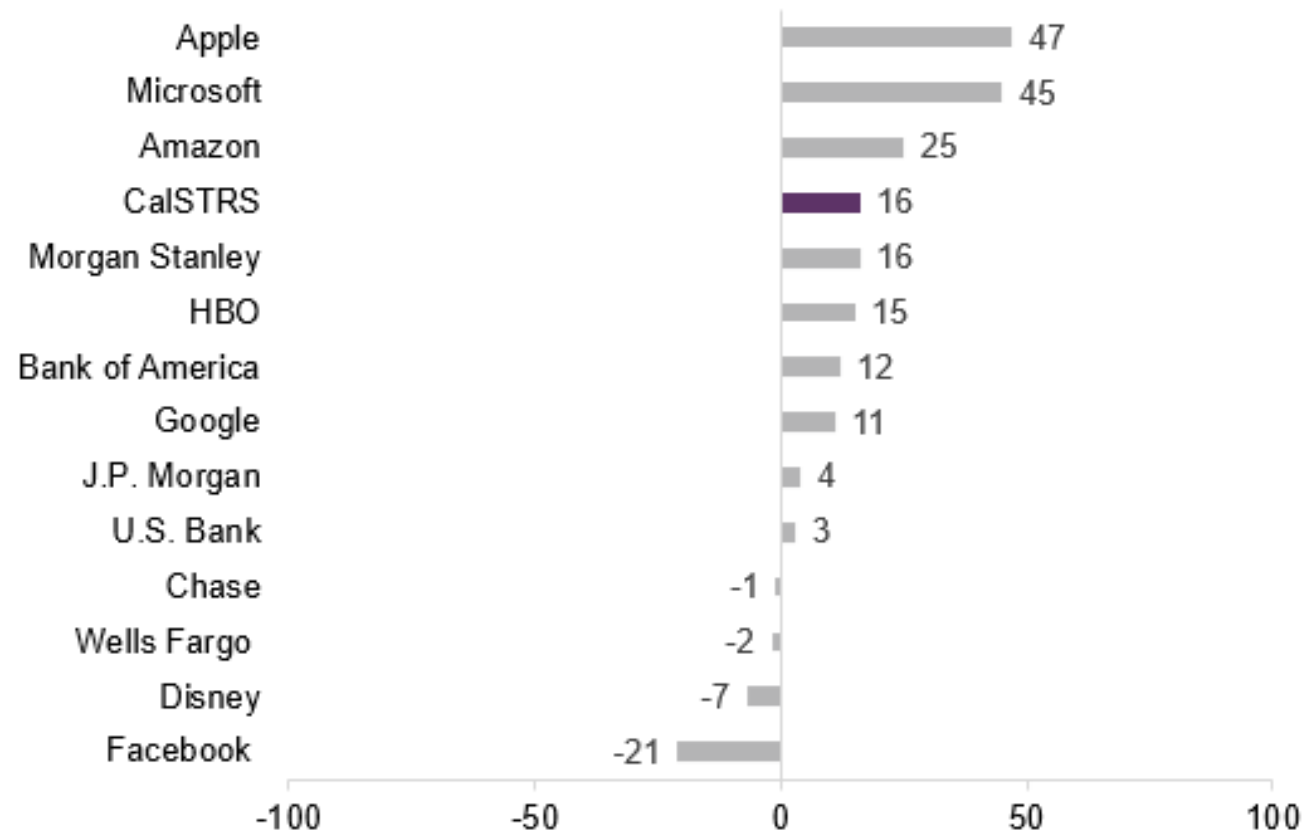
CaSTRS Net Promoter Score

Net Promoter Score decreased but promoters consistent



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

