

CALSTRS

CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM

Survey Results

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Employer Advisory Committee

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CALSTRS

CALIFORNIA STATE TEACHERS' RETIREMENT SYSTEM

2014-15 Employer Survey Results

You Spoke, We Listened



Overall Satisfaction Score

- 86% Satisfied or Completely Satisfied
- 29 point improvement from previous year





What you wanted

- Consistent Answers
- Timeliness Response
- Informative Communications



What we did

- Implemented Single Point of Contact for Reporting Issues
 - Your analyst will coordinate all reporting issues including resolution of employer adjustments, helping resolve report submission issues, escalating issues to leadership
- Implemented the TRL and Training Team
 - Team dedicated to provide consistent answers to questions regarding the TRL and regulations
- Dedicated Team for Employer Communications



What to expect

- Continue providing access to CalSTRS staff to provide consistent, accurate and timely information
- Employer training to assist *your* individual needs as well as address issues identified during district audits
- Close coordination with the new Pension Solution project
- Continue surveying to assess our performance in meeting *your* needs

Contact Information

- EmployerHelp@CalSTRS.com
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