



Benefits and Services Committee

Item Number 3 – Open Session

Subject: 2023 Member Survey

Presenter(s): Tom Buffalo

Item Type: Information

Date & Time: September 14, 2023 – 30 minutes

Attachment(s): 2023 Member Survey Report

PowerPoint(s): 2023 Member Survey Presentation

Item Purpose

This item summarizes the results of the 2023 Member Survey.

Recommendation

None

Executive Summary

The Member Survey is conducted annually to assess member satisfaction with CalSTRS' staff and service. Overall satisfaction with CalSTRS decreased in 2023. An analysis correlating other survey items suggested the decrease in overall satisfaction with CalSTRS was influenced by the decrease in confidence in meeting financial needs in retirement. Specifically, two key drivers include economic uncertainty and unplanned expenses associated with inflationary pressures.

Generally, older members reported higher levels of satisfaction and engagement than younger members. Additionally, members who interacted with CalSTRS reported higher levels of satisfaction and engagement than those who did not interact with CalSTRS. This is strongly evidenced by point-of-service surveying during the 2022-23 fiscal year, wherein 95% of 43,000 members surveyed expressed a high level of satisfaction with CalSTRS customer service representatives.

Background

The Annual Member Survey has been conducted since 2004.

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Strategic Plan Linkage: Goal 2: Leading innovation and managing change

Board Policy Linkage: [Benefits and Services Committee Charter](#)
