



Benefits and Services Committee

Item number 3 – Open session

Subject: Annual Member Insights

Presenter(s): Tom Buffalo

Item type: Information

Date and time: September 26, 2024 – 30 minutes

Attachment(s): Annual Member Insights Report

PowerPoint presentation(s): Annual Member Insights

Item purpose

This item provides insight into member satisfaction with CalSTRS via the results of the 2024 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 and satisfaction with staff and service were consistent with 2023.

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.

Background

The Annual Member Survey has been conducted since 2004.

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

Benefits and Services Committee – Item 3

September 26, 2024

Page 2

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

Optional reference material: *(prior board items, supplemental educational materials, etc.)*