

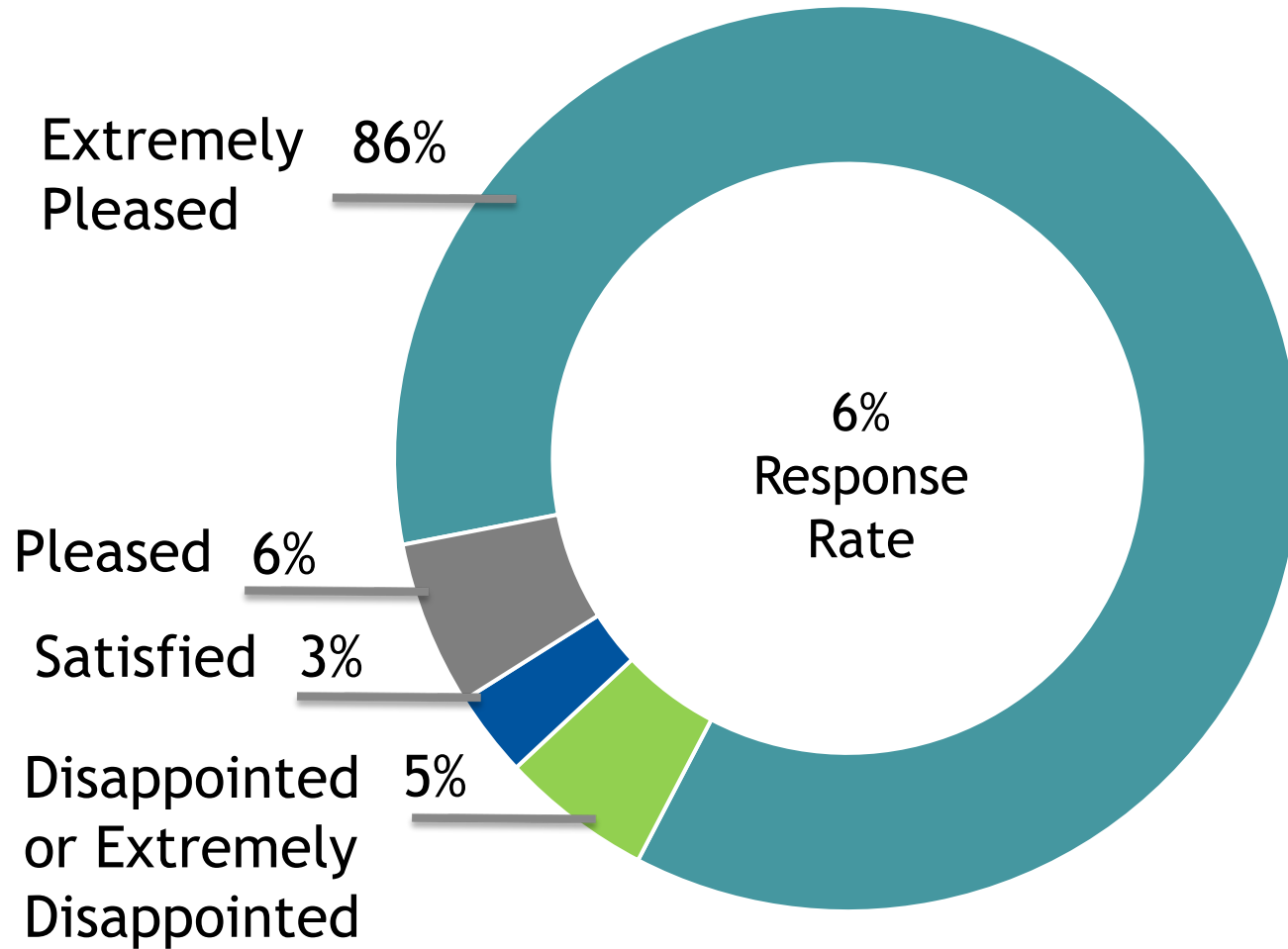


# Member Benefits Update

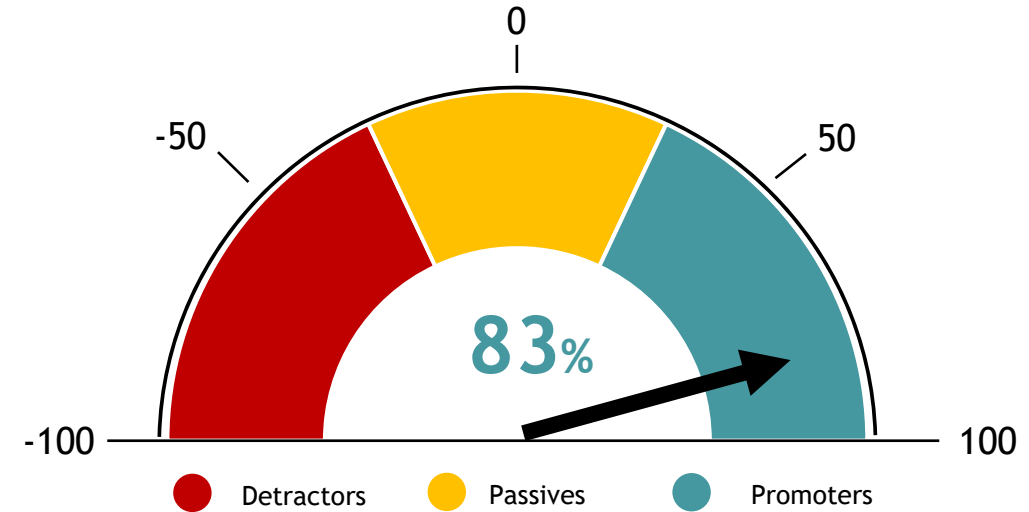
Sept. 20, 2024

- **Member Benefits Survey Results – fiscal 2024**
- **Board Member Requests**

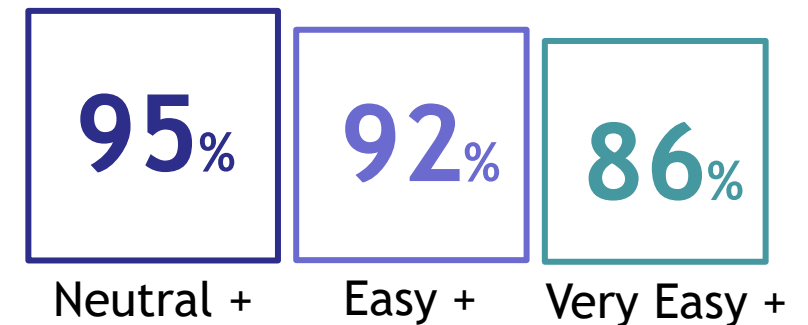
## Overall Service



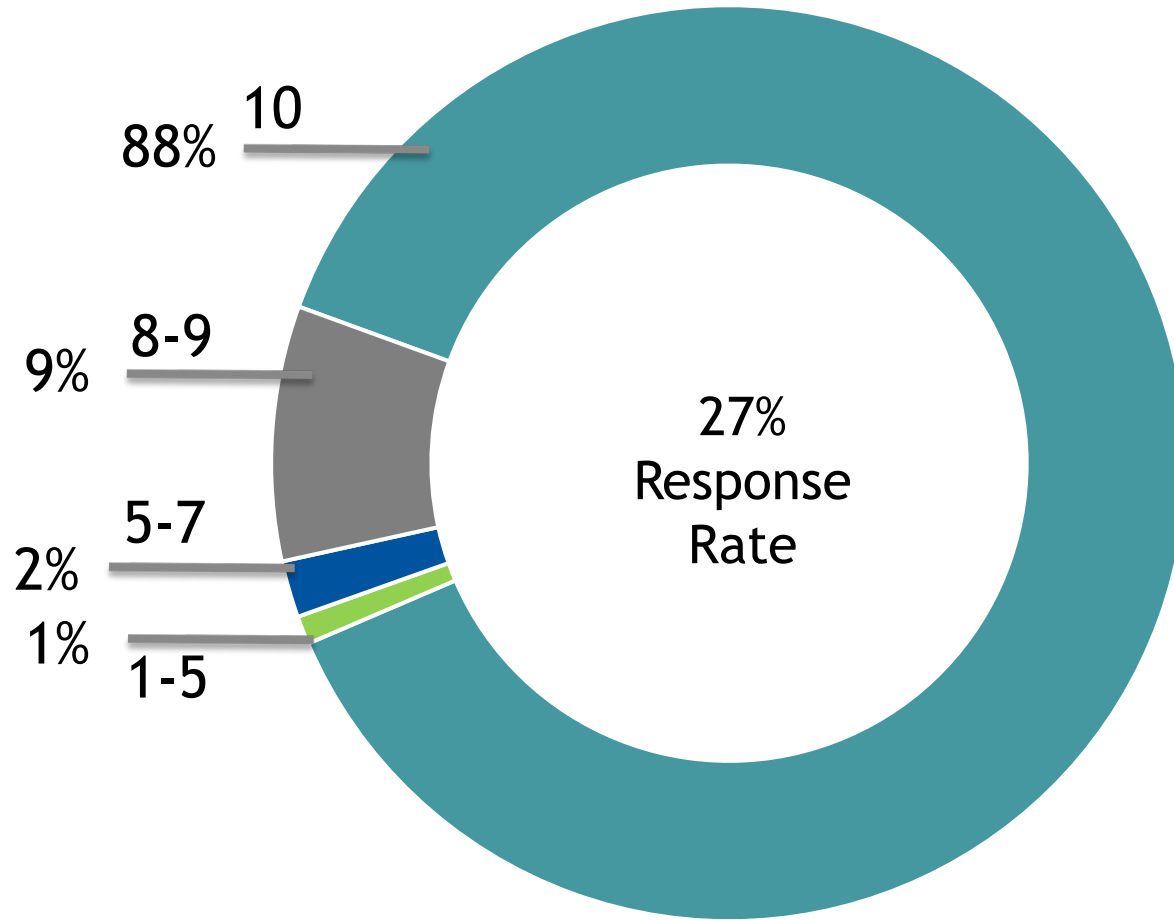
## Net Promoter Score



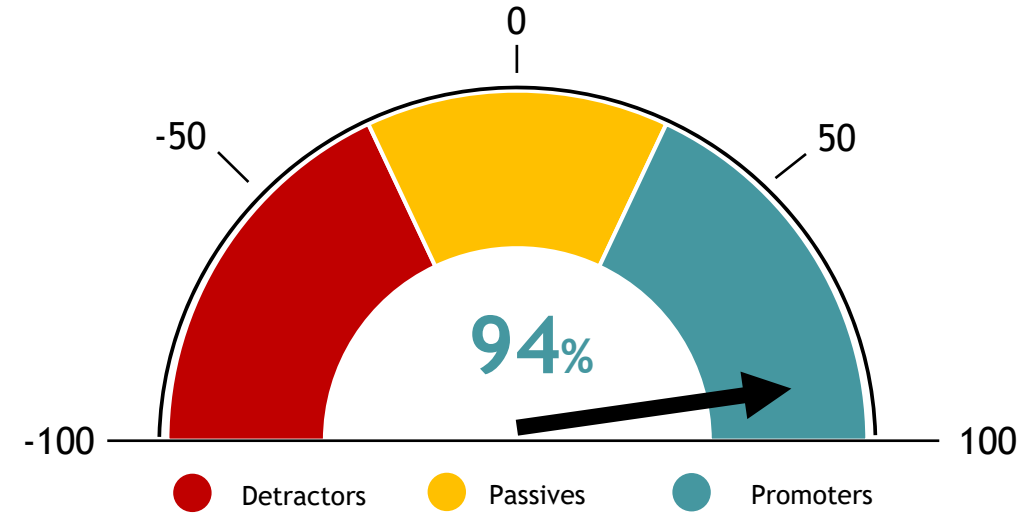
## Ease of Help



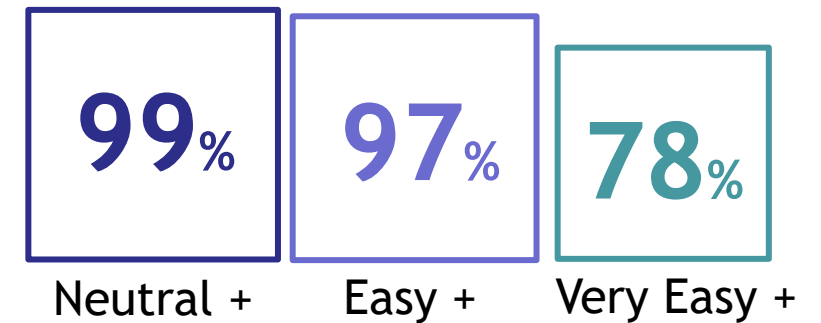
## Overall Satisfaction



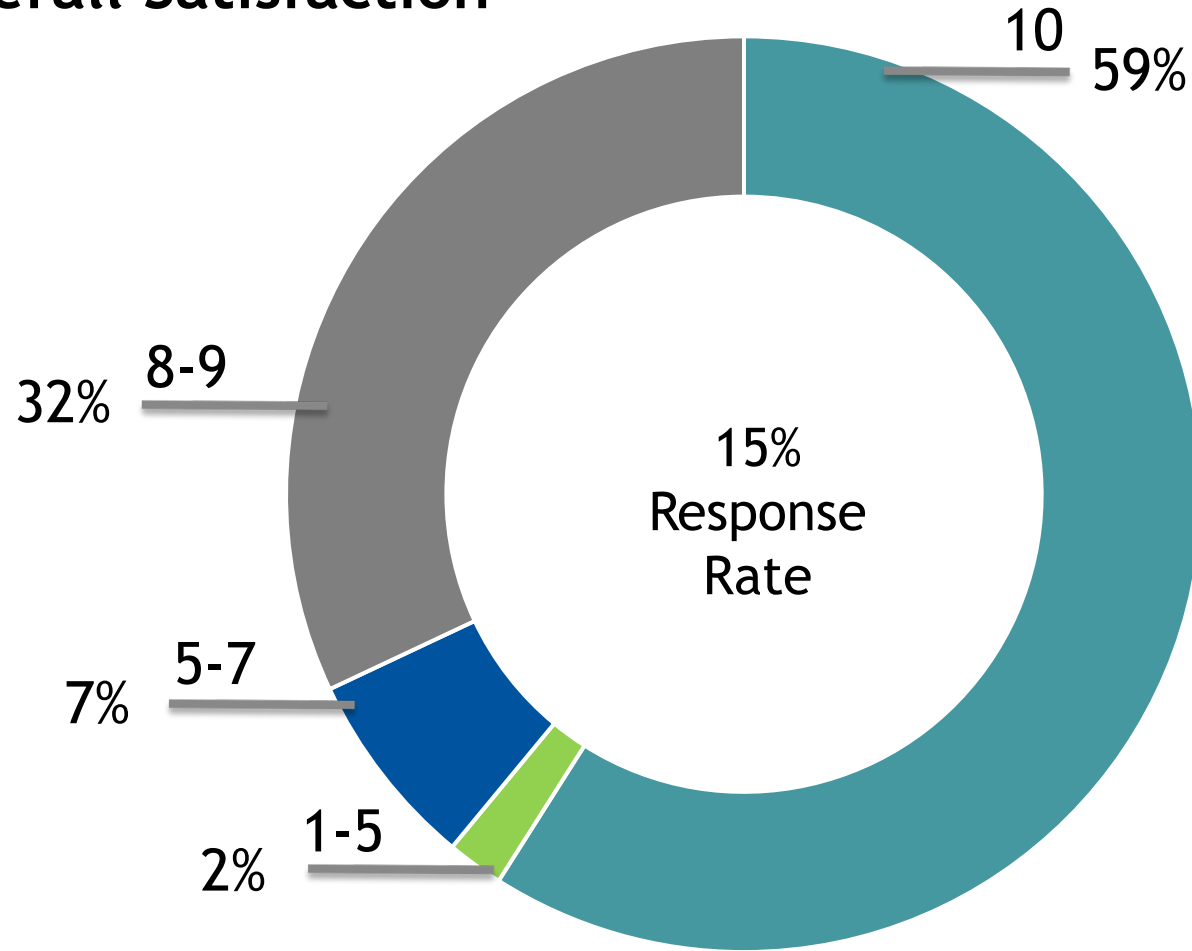
## Net Promoter Score



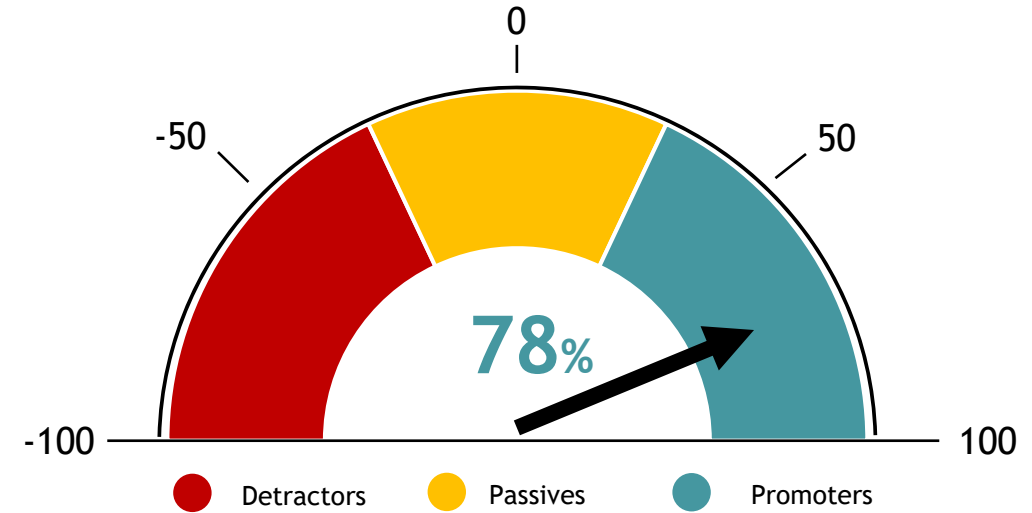
## Ease of Solution



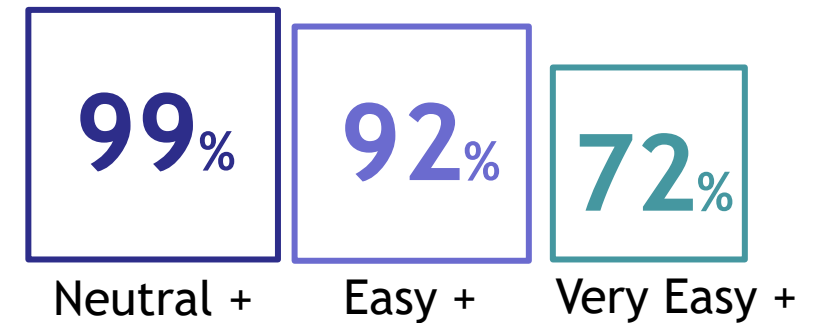
## Overall Satisfaction



## Net Promoter Score



## Ease of Resource





## Overall Satisfaction of Meeting

Retiree Meeting:  
4.8

**4.8**  
Avg.

Active Inservice:  
4.8



## Clarity of Information provided

Retiree Meeting:  
4.7

**4.7**  
Avg.

Active Inservice:  
4.7



## Responsiveness to Attendee Questions

Retiree Meeting:  
4.8

**4.8**  
Avg.

Active Inservice:  
4.8



## Rating of Information Presented

Retiree Meeting:  
4.8

**4.8**  
Avg.

Active Inservice:  
4.8

Rating: 1 = Unacceptable  
and 5 = Very Good



## Overall Satisfaction of Meeting

Retiree Meeting:  
4.8

**4.7**  
Avg.

Active Inservice:  
4.6



## Responsiveness to Attendee Questions

Retiree Meeting:  
4.8

**4.8**  
Avg.

Active Inservice:  
4.7

Rating: 1 = Unacceptable  
and 5 = Very Good



## Clarity of Information provided

Retiree Meeting:  
4.7

**4.6**  
Avg.

Active Inservice:  
4.4



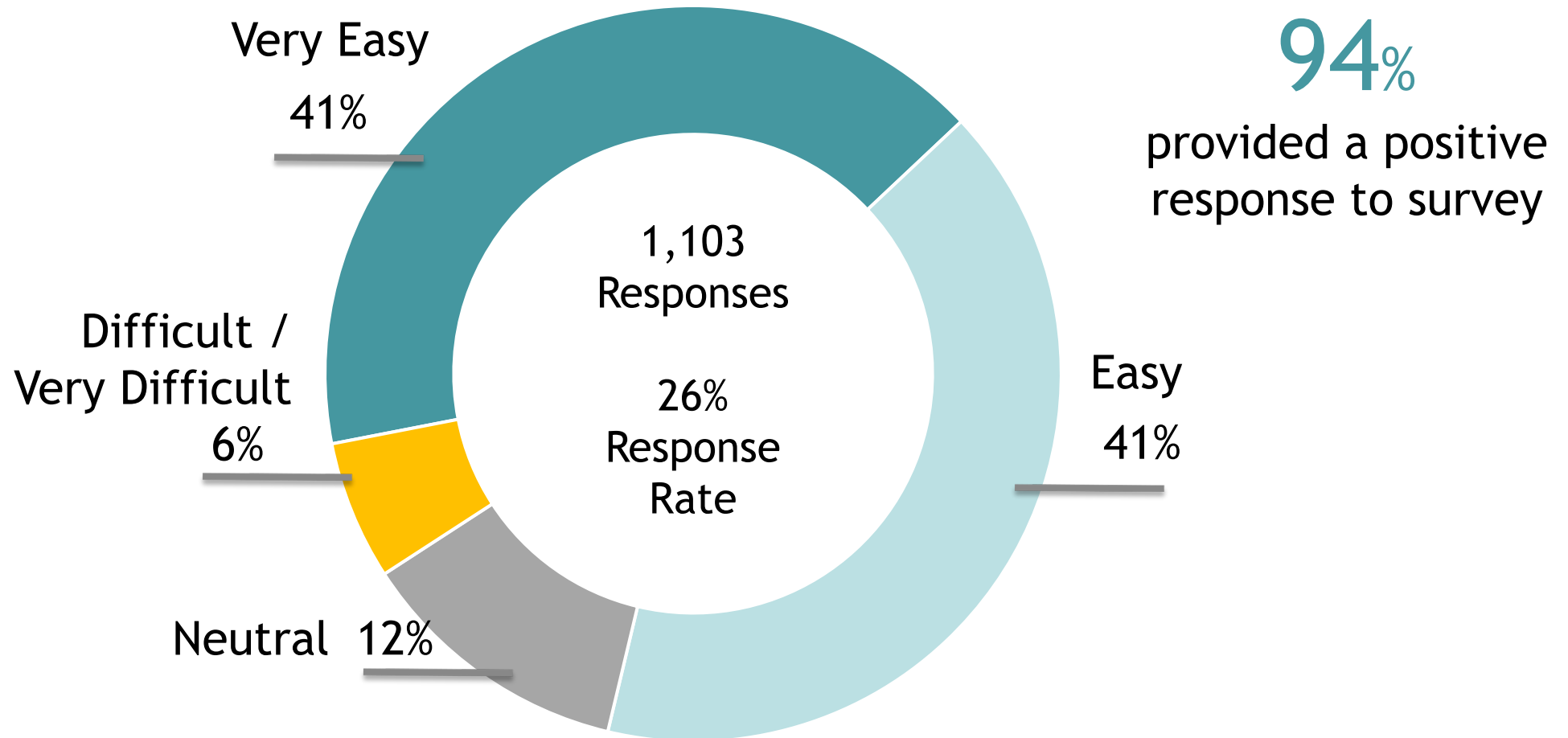
## Rating of Information Presented

Retiree Meeting:  
4.8

**4.7**  
Avg.

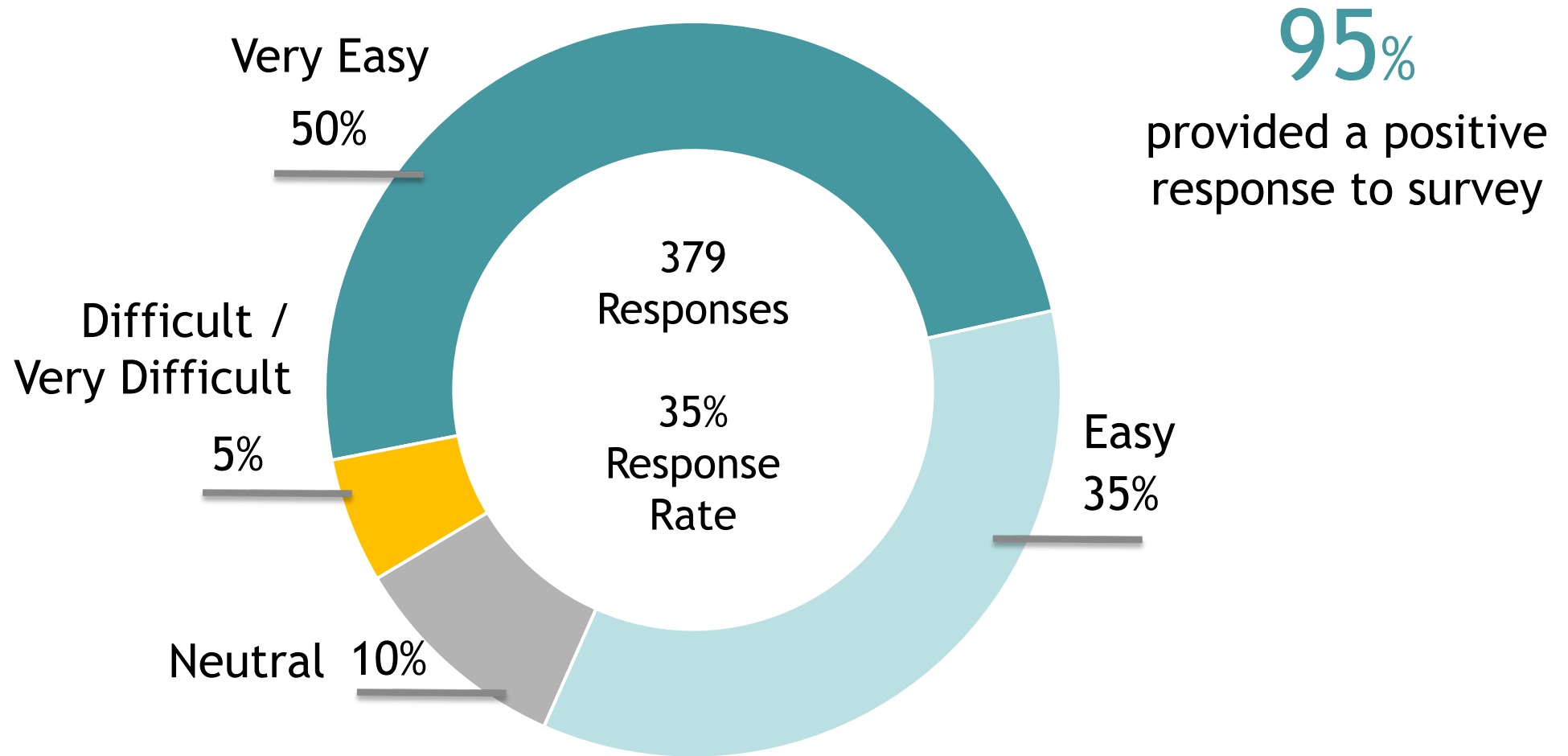
Active Inservice:  
4.6

## How easy was it to retire with STRS Ohio?

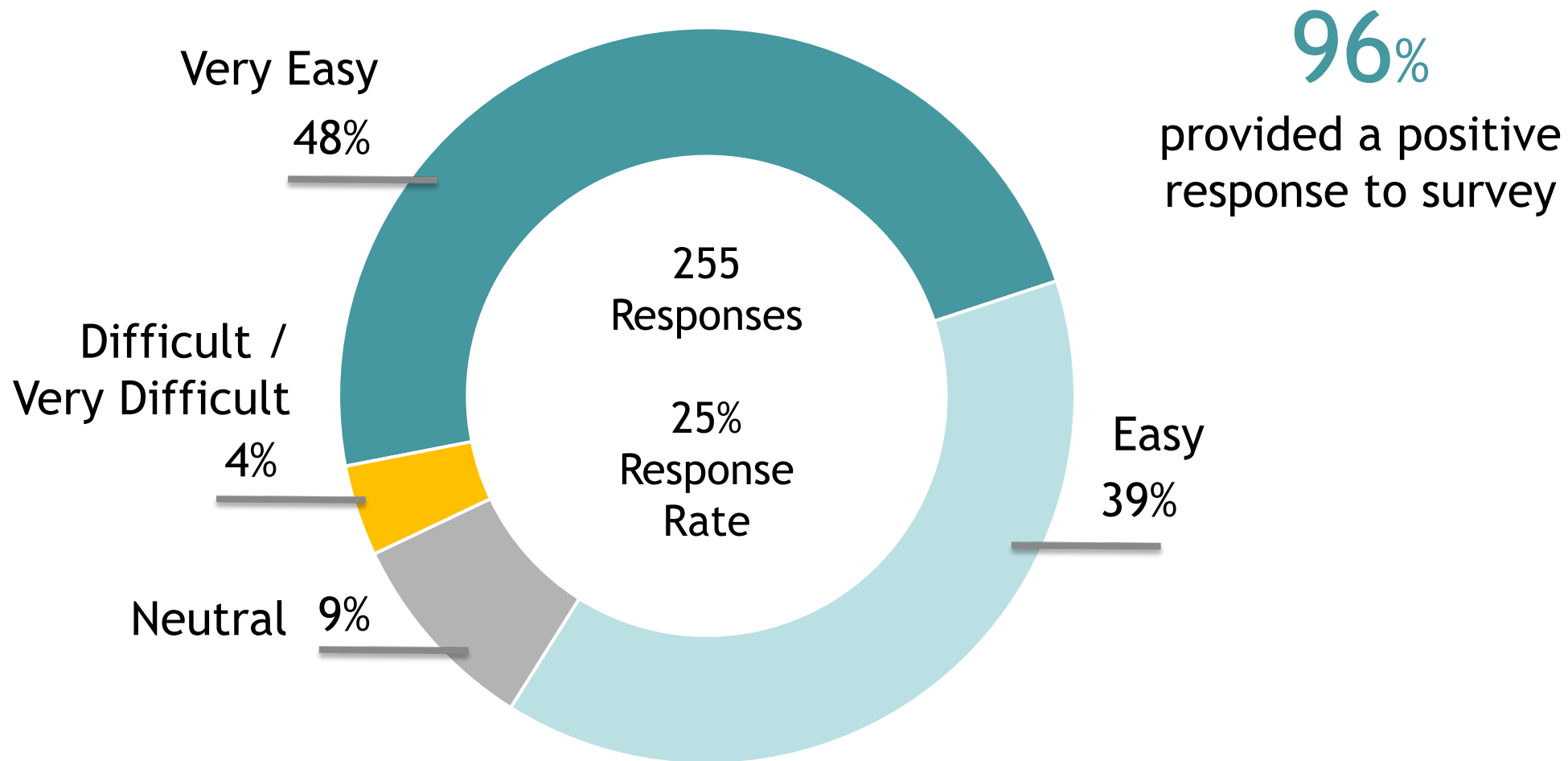




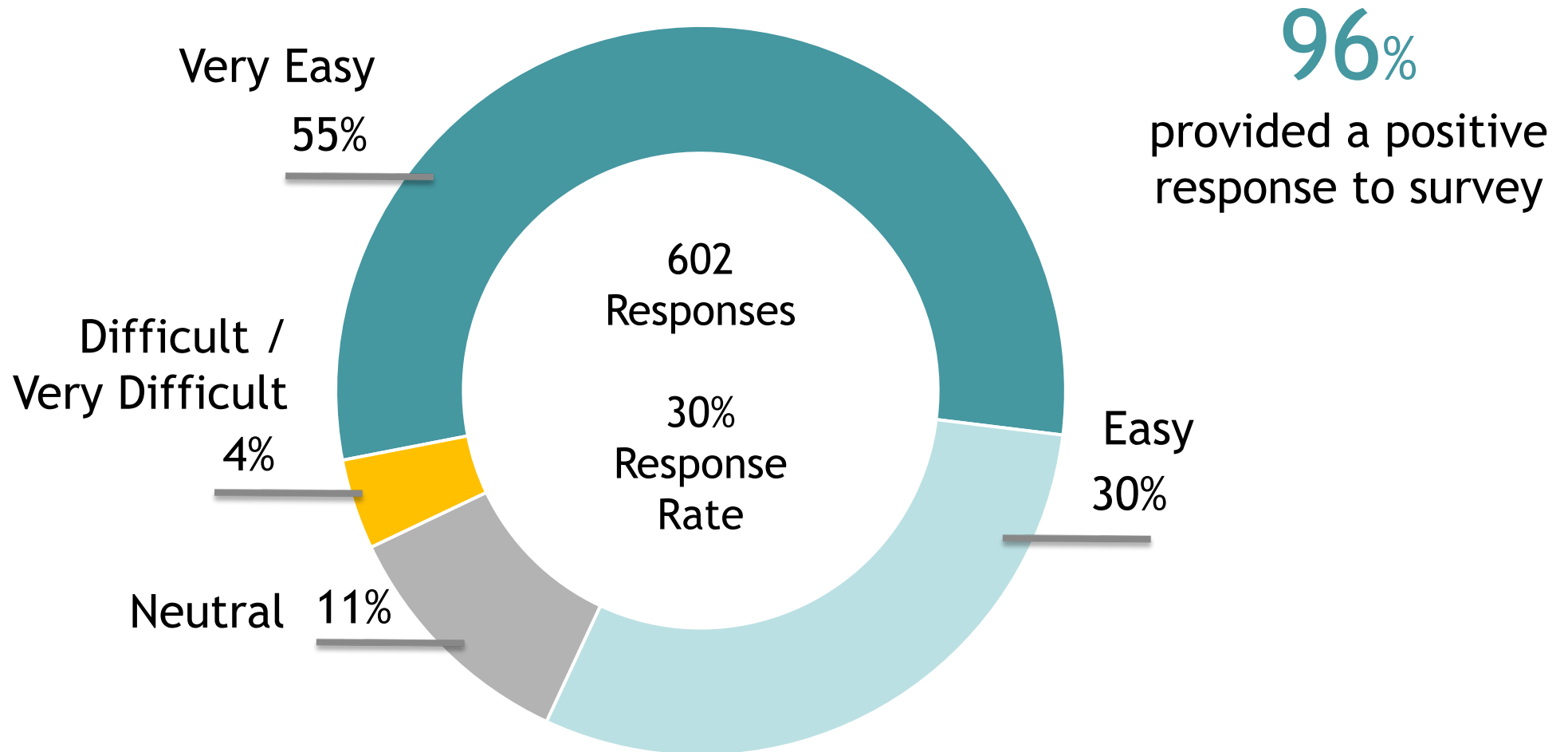
## How easy was it to complete the process to receive survivor payments?



## How easy was it to change your retirement plan of payment?



## How easy was it to complete the application process?



- **Currently we have four months of survey data**
- **Satisfaction is starting to trend positive; need at least 12 months of data to properly analyze**
- **Town hall trends to be presented Summer 2025**
- **Members are generally satisfied with the town halls**
- **Members are very grateful for town halls and the time senior leadership takes to listen to members across the state**
- **Town halls are dynamic and will adjust to member needs and expectations**

- **Health care reimbursement**
- **COLA payment month**
- **Definition of “perform any teaching services” OAC 3301-1-7-01**

# Questions?

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