



Executive Director's Report

April 20, 2023

- **Nearly 1,700 members are now eligible to make their final retirement plan election**
 - These are members who are in their fifth year of STRS Ohio membership and chose the Defined Contribution Plan or the Combined Plan
 - Reselection packets outlining plan options and the June 1 deadline to make an election were mailed to those eligible members
 - Members who do not make an election will default to their current plan
 - Historically, the majority of members remain in their current plan

- **STRS Ohio Member Services measures satisfaction levels in several ways**
 - In the third quarter of the fiscal year, about 3,600 callers completed a survey following a call to a member services representative. Of these respondents, 94% said they were satisfied (or better) with the service, while 87% stated they were extremely pleased with the experience and 91% found it easy to get the help they needed.
 - Member Education earned a 98% approval during the third quarter, with 68% of respondents rating a perfect 10 for overall satisfaction.
 - Members who attended a benefits counseling session responded with a 99% satisfaction rating and 89% rating their satisfaction level a perfect 10.

- **Auditor of State presented STRS Ohio with its Highest Achievement in Open and Transparent Government award – the top rating under the state auditor’s Sunshine Law compliance review program**
 - This is the third consecutive year STRS Ohio has earned this recognition
- **National Conference of Public Employee Retirement Systems recognized STRS Ohio with its Certificate of Transparency**
 - Acknowledges STRS Ohio’s contribution to furthering open disclosure, increasing the range of data available and contributing to the public’s understanding of public retirement systems.

Questions?

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