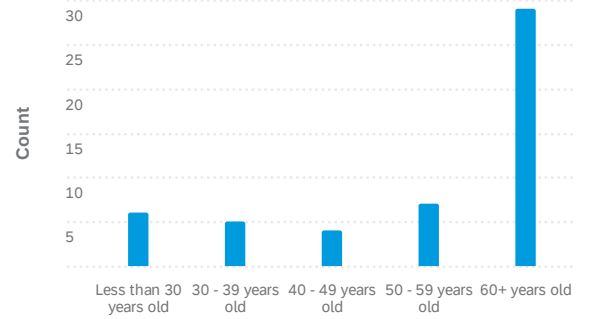


Member Perspectives Dashboard (Master) / Demographics

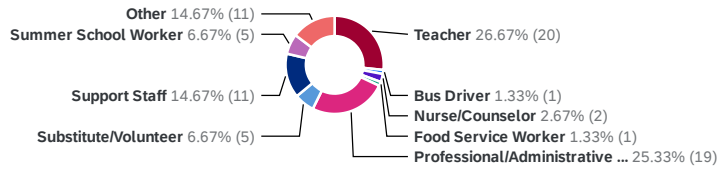
Career stage 51



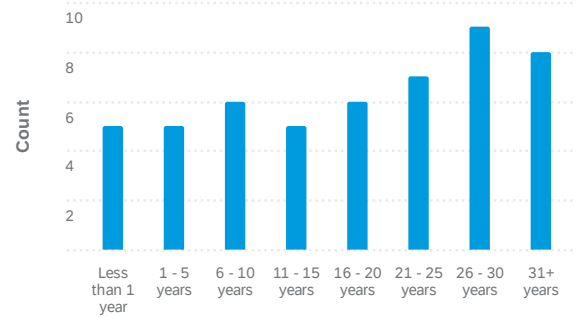
Age 51



Job category 51

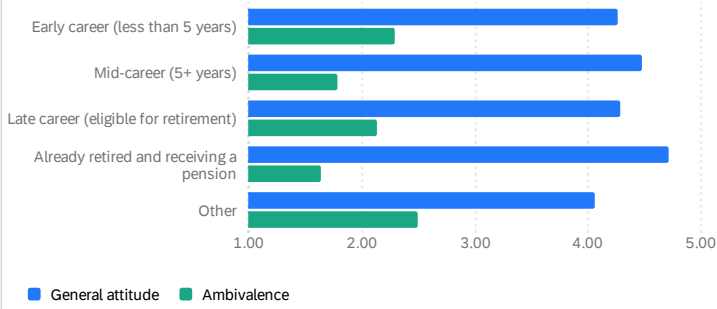


Years of service 51

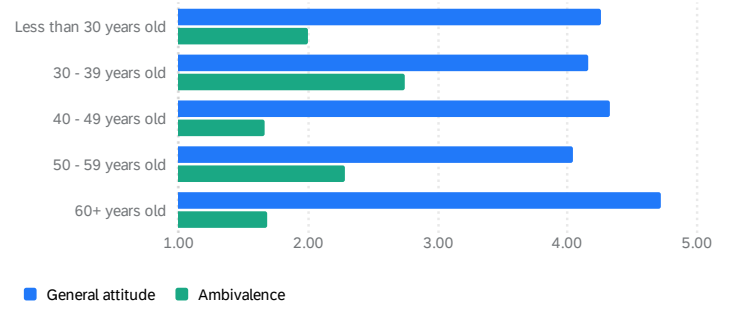


Member Perspectives Dashboard (Master) / Retirement attitude

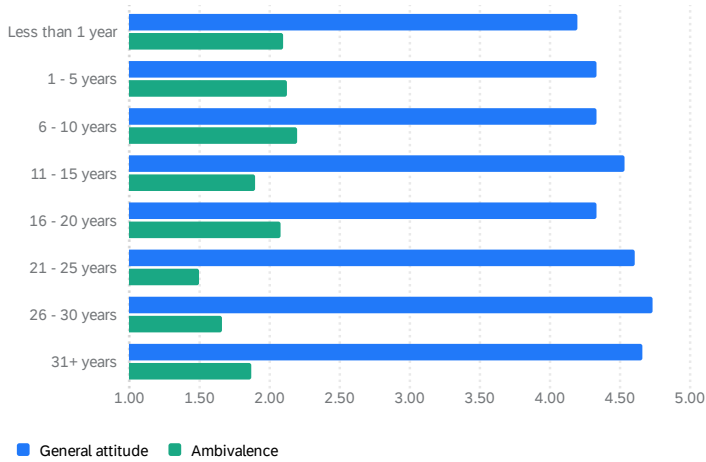
Retirement attitude by career sage 48



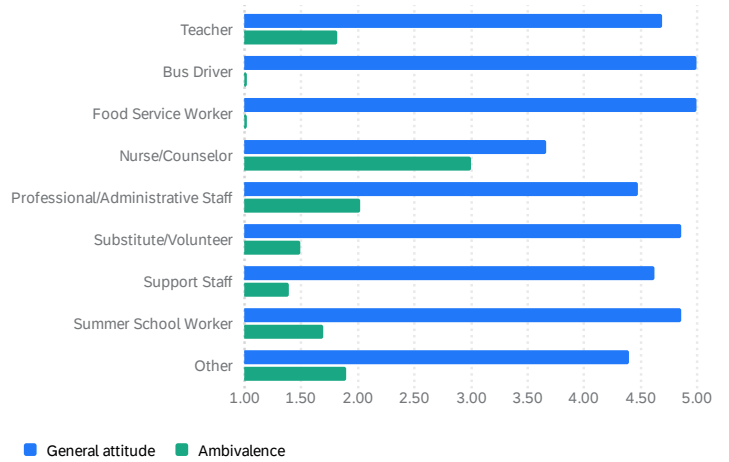
Retirement attitude by age 48



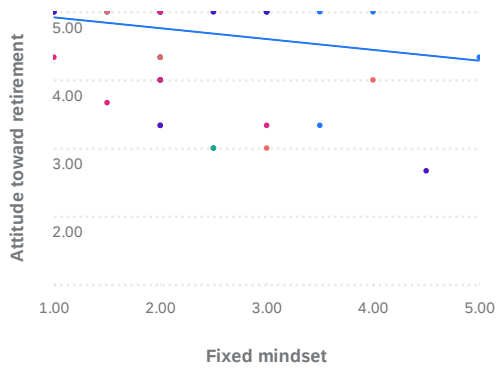
Retirement attitude by years of service 48



Retirement attitude by job 48

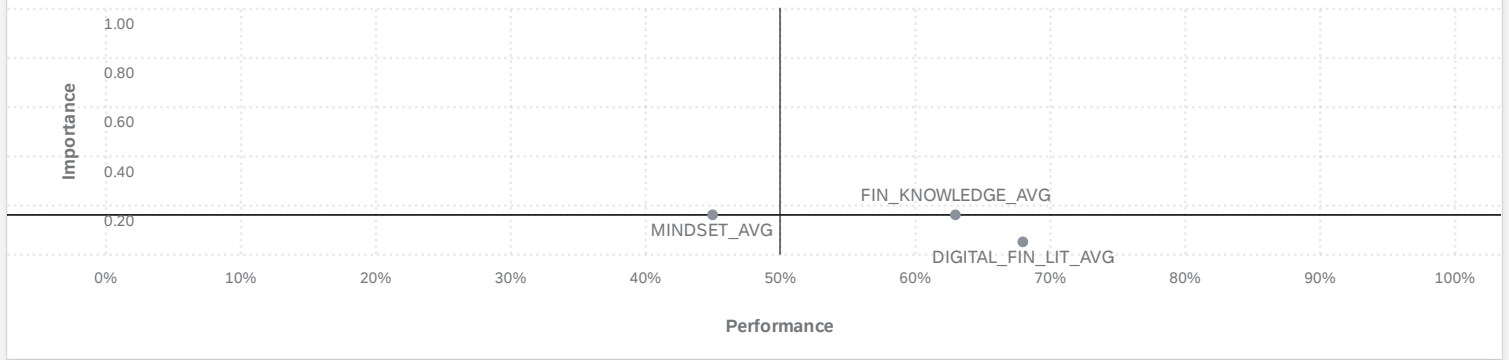


Retirement attitude by level of fixed mindset 59



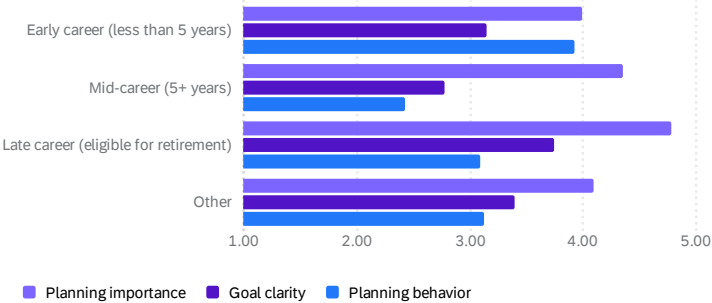
■ Already retired and receiving a pension ■ Mid-career (5+ years)
■ Late career (eligible for retirement) ■ Early career (less than 5 years)
■ Other — $y = 5.0766 - 0.1590x$

Key drivers of retirement attitudes (financial skills) 59

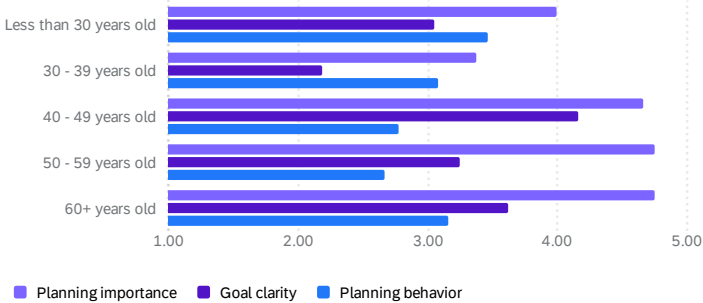


Member Perspectives Dashboard (Master) / Retirement planning

Retirement planning by career sage 24



Retirement planning by age 24

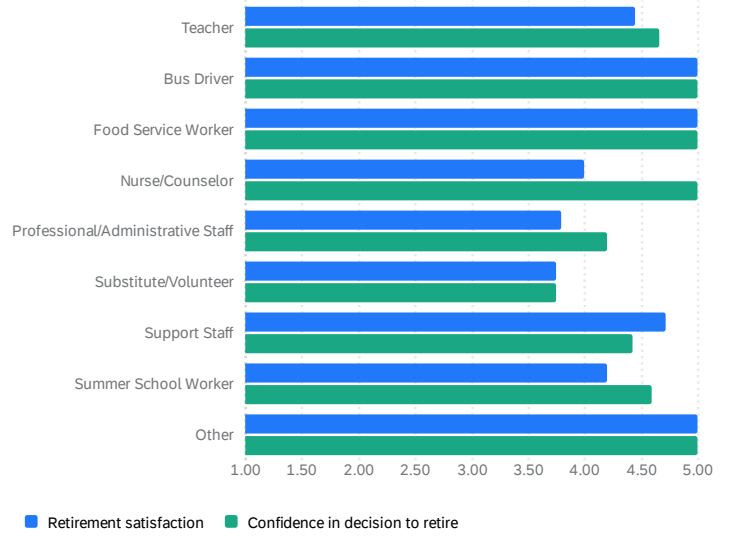


Member Perspectives Dashboard (Master) / Retirement satisfaction & confidence

Retirement satisfaction and confidence by years of service 24

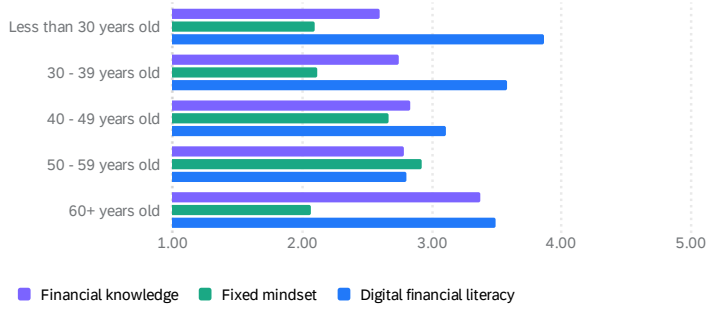


Retirement satisfaction and confidence by job 24

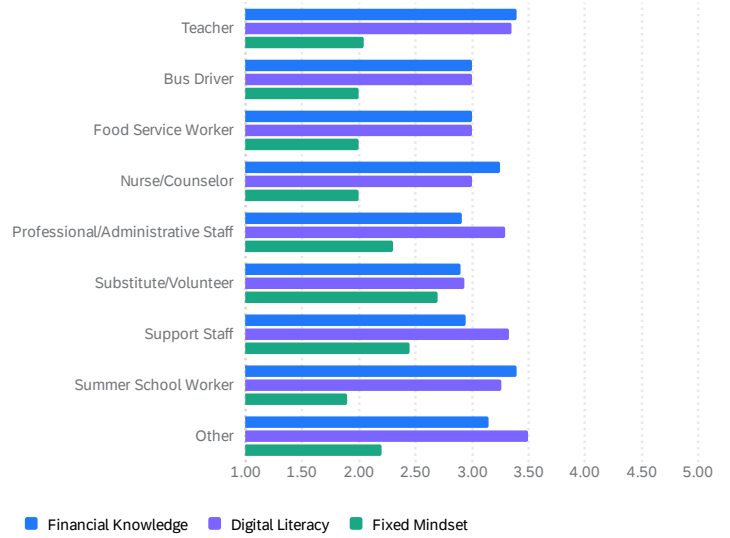


Member Perspectives Dashboard (Master) / Financial skills

Financial skills by age 48

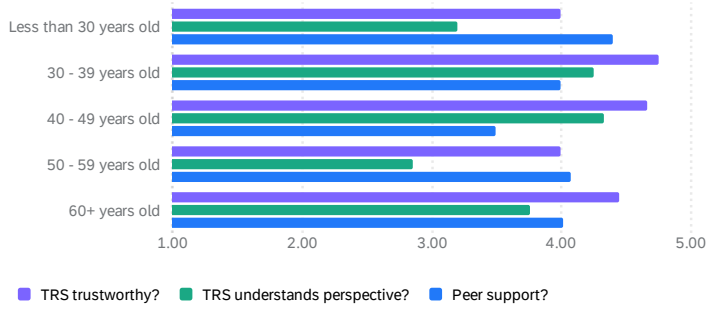


Financial skills by job 48

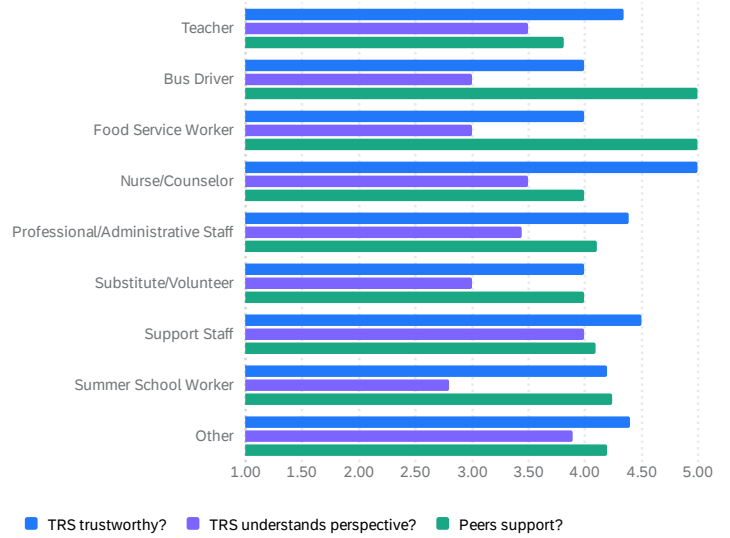


Member Perspectives Dashboard (Master) / Trust & belonging

Trust & belonging by age 48

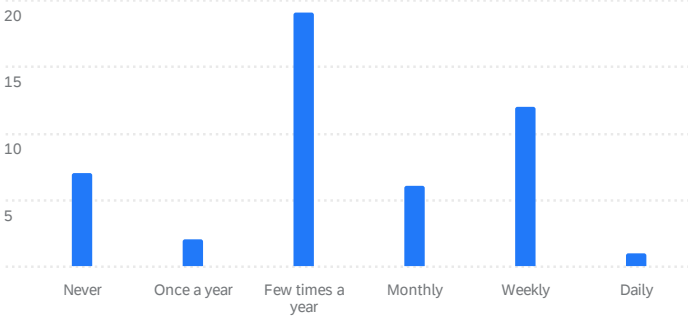


Trust & belonging by job 48

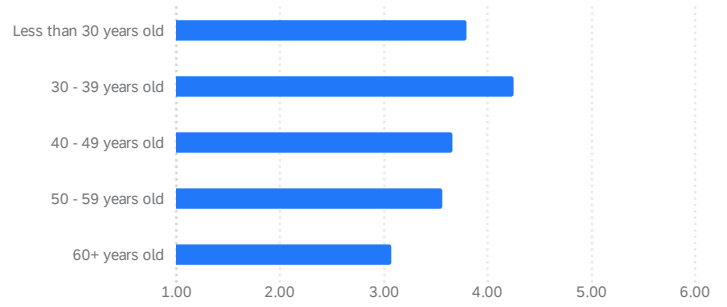


Member Perspectives Dashboard (Master) / AI chatbots

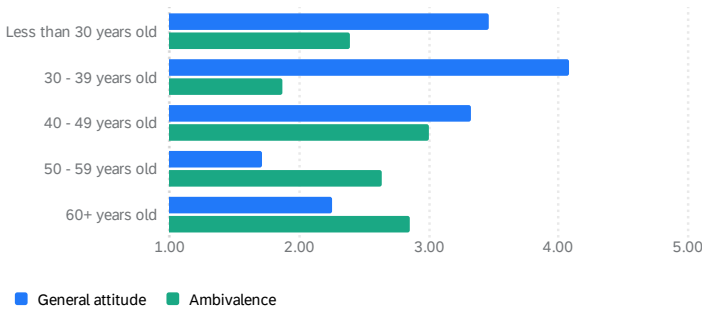
Frequency of past interactions



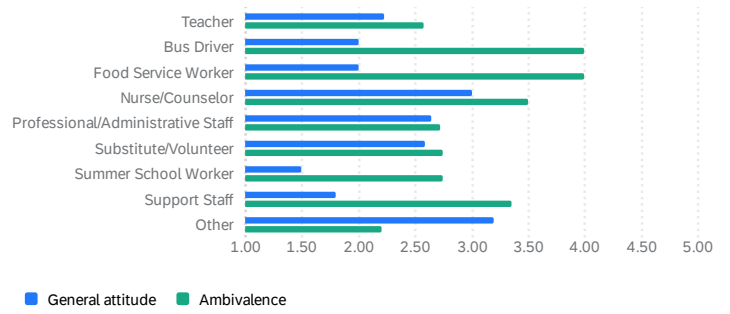
Frequency of past interactions by age 47



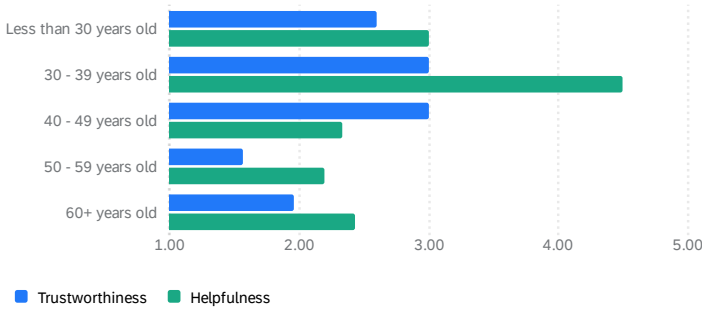
AI attitude by age 47



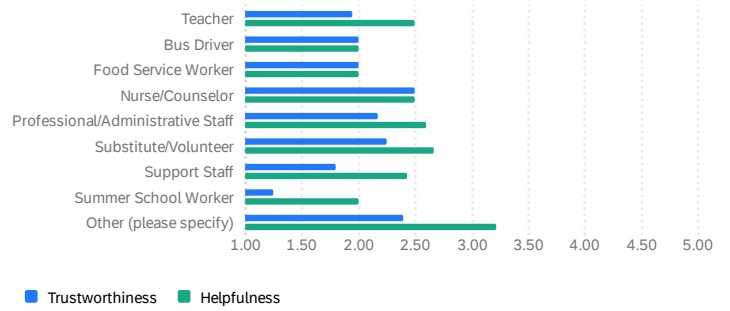
AI attitude by job 47



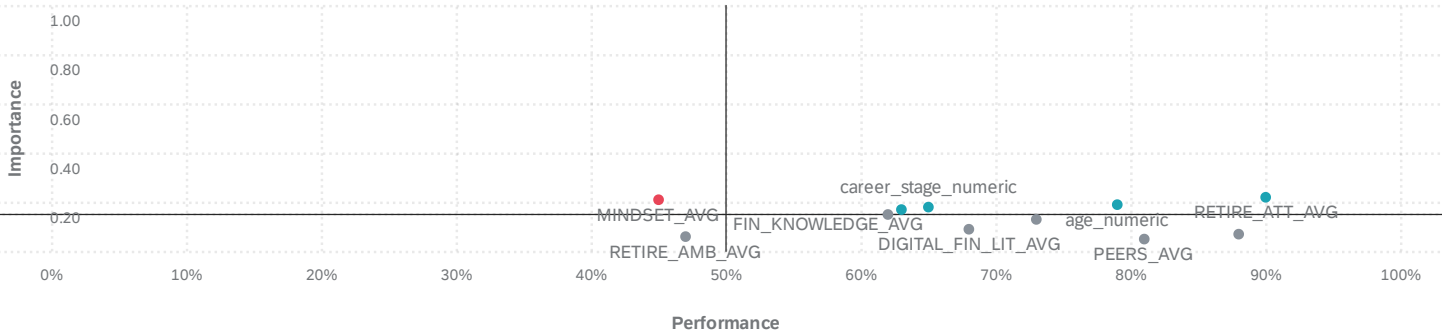
AI trust & helpfulness by age 47



AI trust & helpfulness by job 47

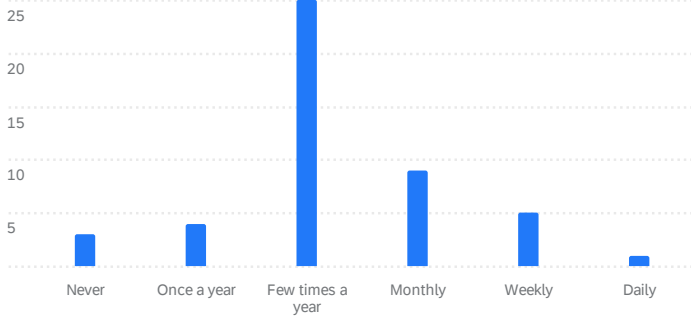


Key drivers of AI attitude (All individual differences) 59 ⓘ

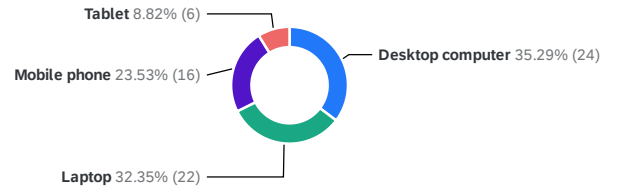


Member Perspectives Dashboard (Master) / Website engagement

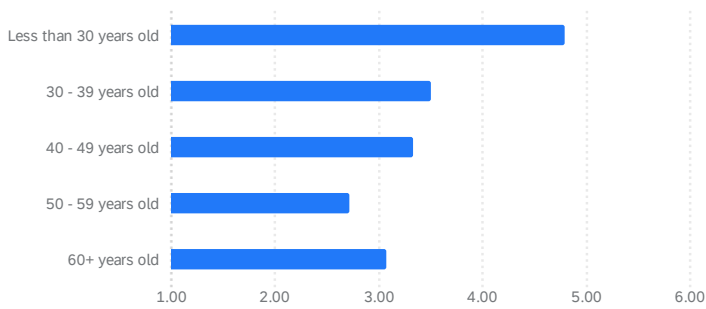
Overall frequency of past visits



Device 44



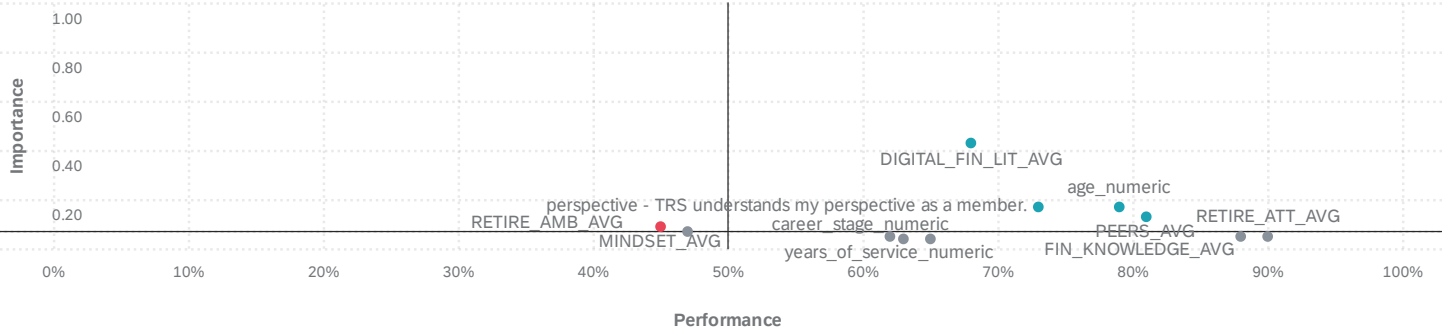
Website visits by age 47



Reasons for not visiting 3

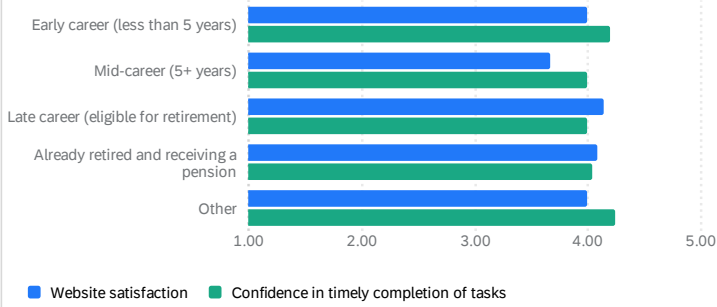


Key drivers of website visits (All individual differences) 59 ⓘ

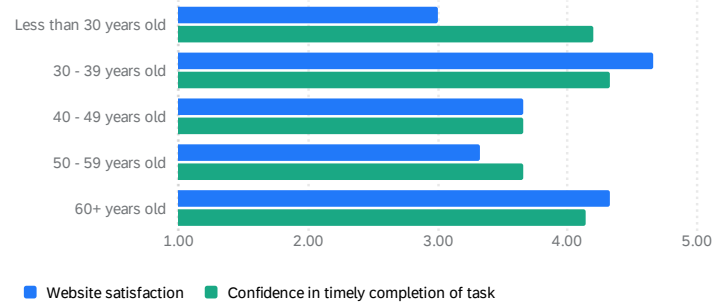


Member Perspectives Dashboard (Master) / Website ratings

Website satisfaction & confidence by career stage 44



Website satisfaction & confidence by age 44



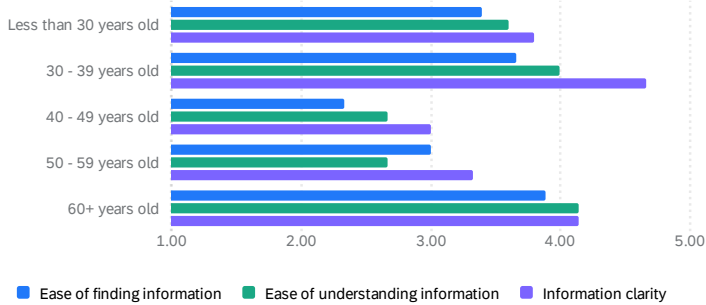
Website satisfaction & confidence by years of service 44



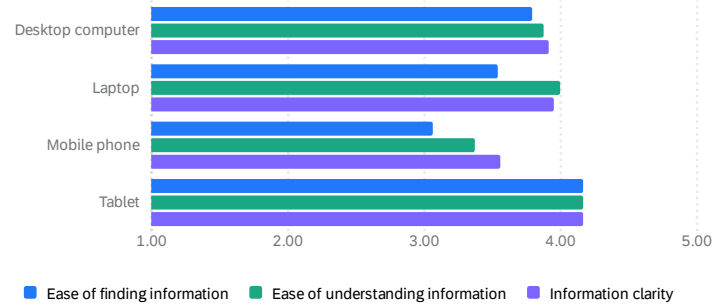
Website satisfaction & confidence by job 44



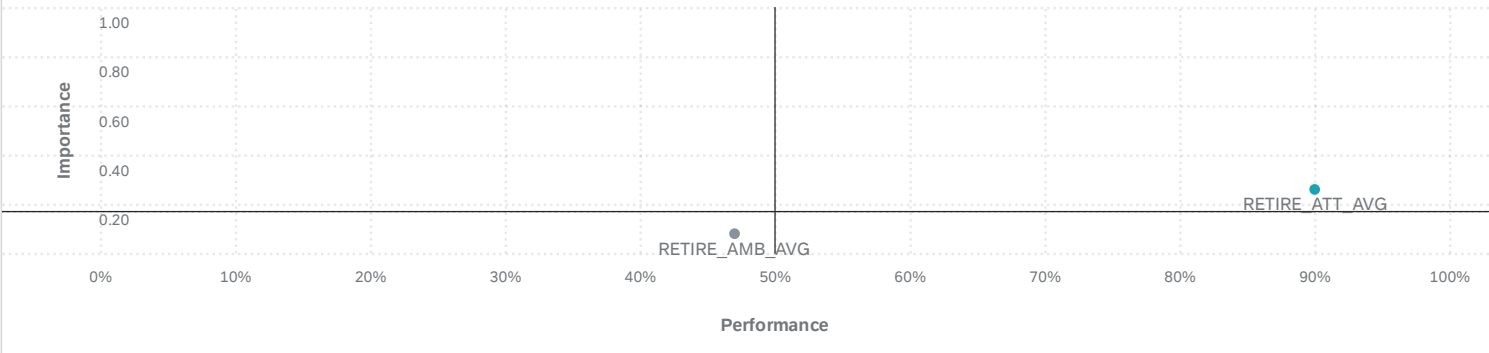
Website information accessibility by age 44



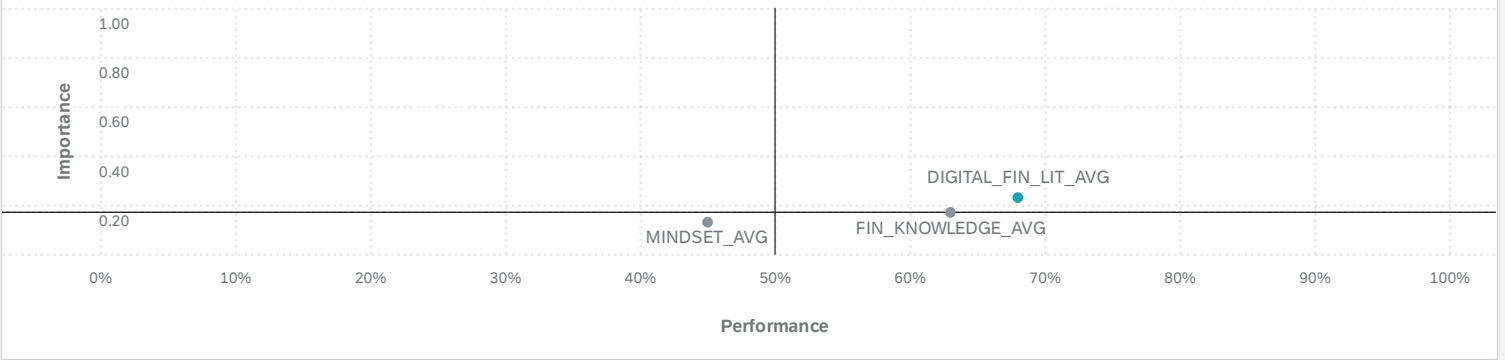
Website information accessibility by device 44



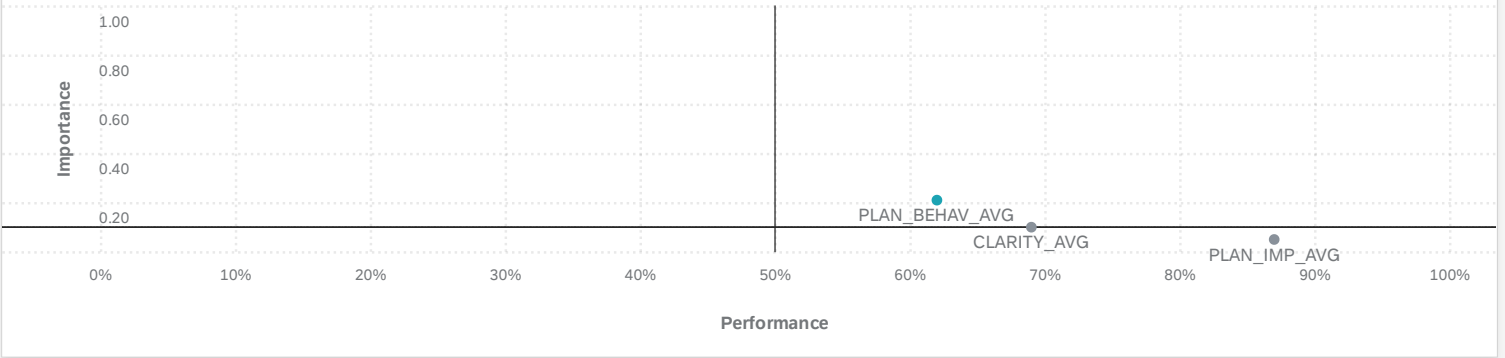
Key drivers of website satisfaction (Attitudes) 59



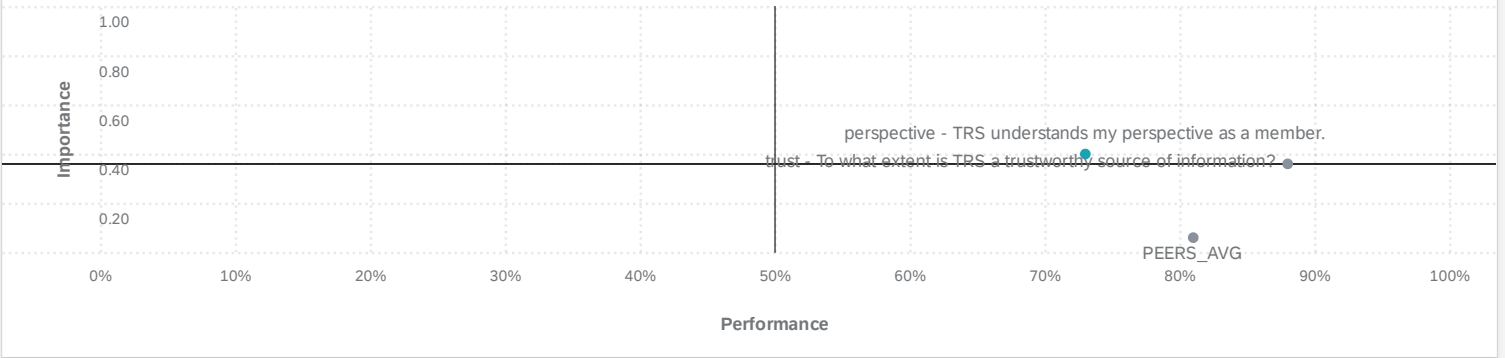
Key drivers of website satisfaction (Financial skills) 59



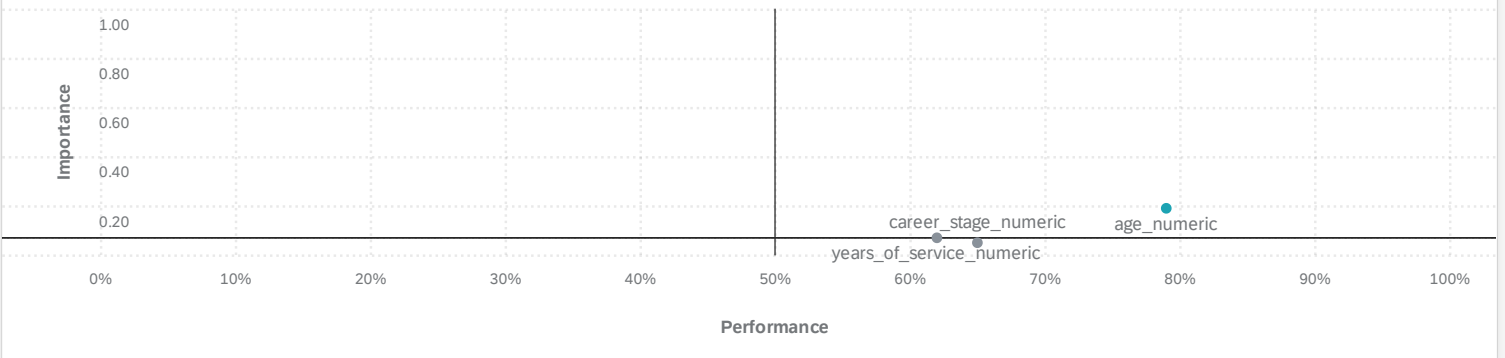
Key drivers of website satisfaction (Retirement planning) 59



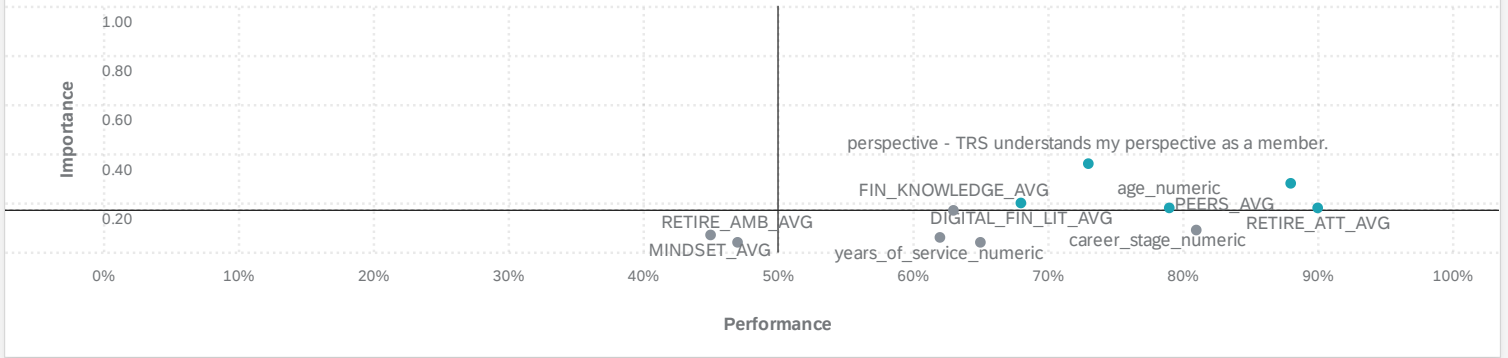
Key drivers of website satisfaction (Trust & belonging) 59



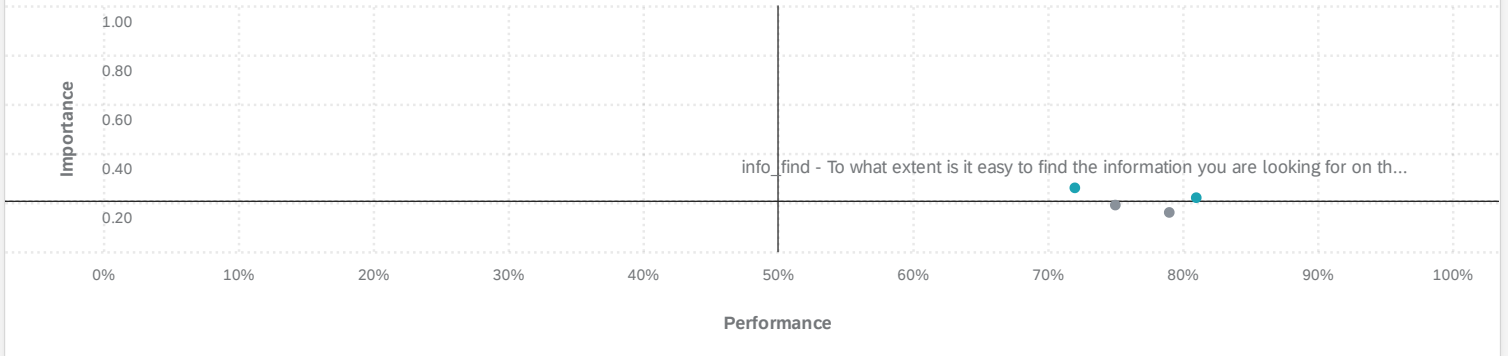
Key drivers of website satisfaction (Demographics) 59



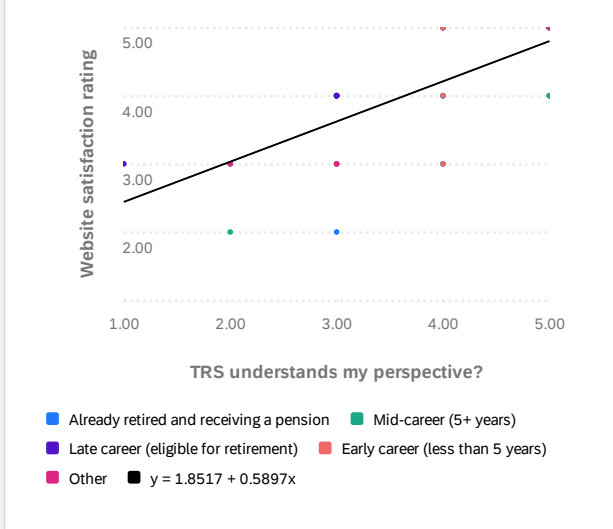
Key drivers of website satisfaction (All individual differences) 59 ⓘ



Key drivers of website satisfaction (Other website ratings) 59 ⓘ

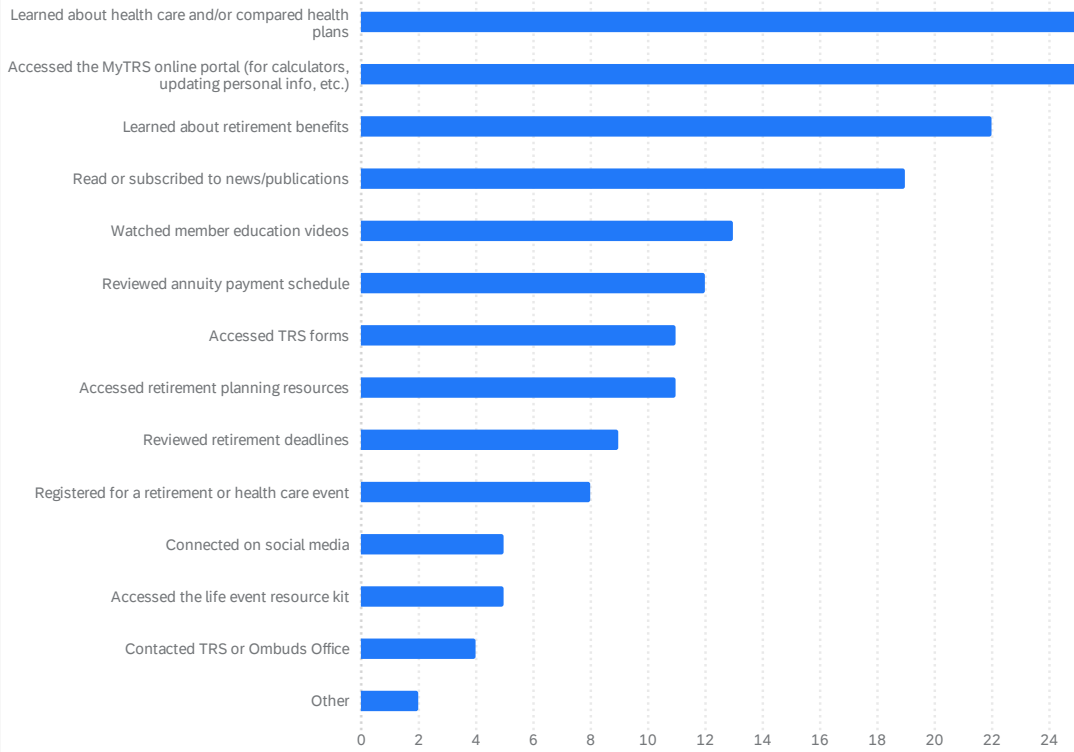


Satisfaction by perspective rating 59

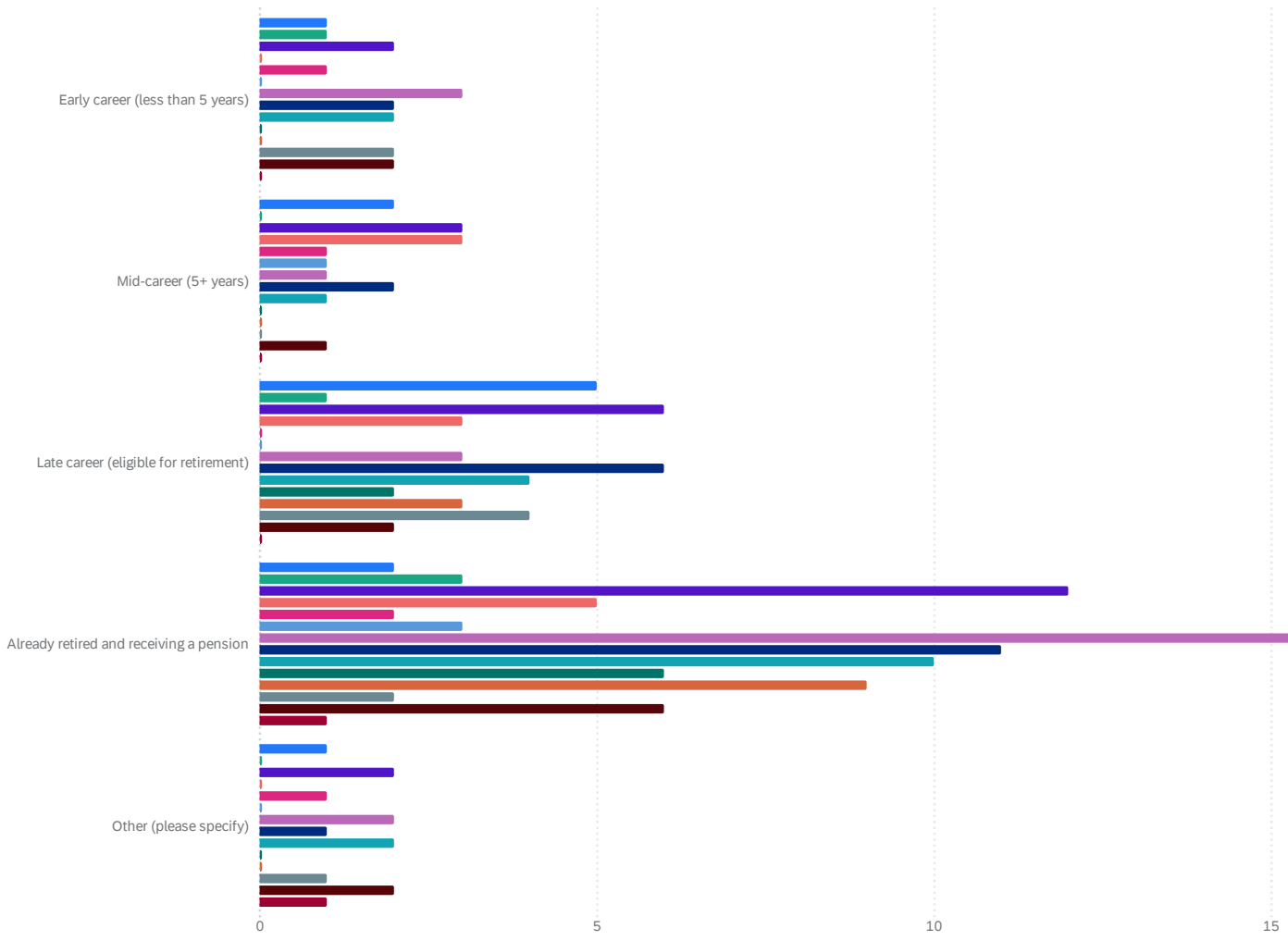


Member Perspectives Dashboard (Master) / Top tasks

Top tasks 44



Top tasks by career stage 44



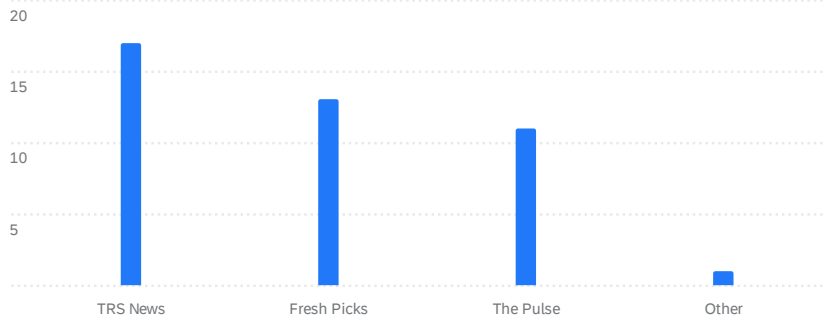
- Accessed retirement planning resources
- Accessed the life event resource kit
- Accessed the MyTRS online portal (for calculators, updating personal info, etc.)
- Accessed TRS forms
- Connected on social media
- Contacted TRS or Ombuds Office
- Learned about health care and/or compared health plans
- Learned about retirement benefits
- Read or subscribed to news/publications
- Registered for a retirement or health care event
- Reviewed annuity payment schedule
- Reviewed retirement deadlines
- Watched member education videos
- Other

Member Perspectives Dashboard (Master) / Publications

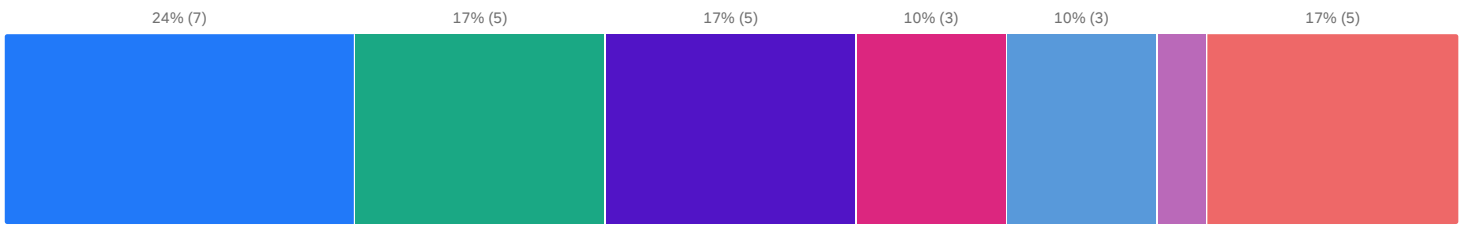
Publication accessibility



Publication popularity



Reasons for not accessing publications



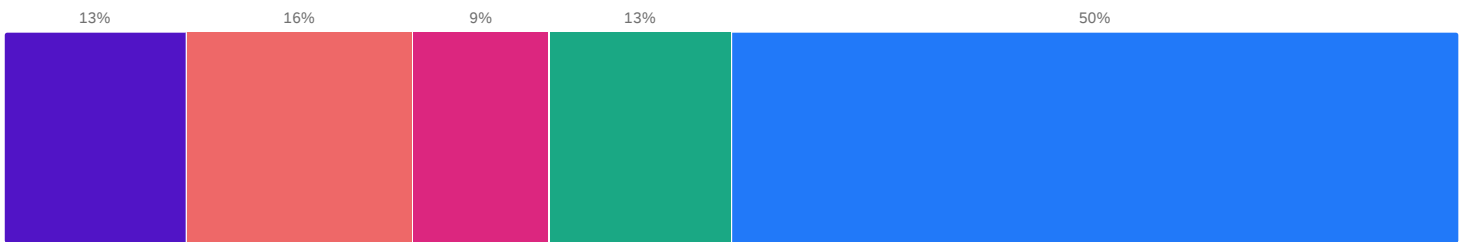
- I was not aware of them
- They are not relevant to me at this time
- The content is already familiar to me
- I cannot find them
- I prefer that information be presented in a different format (e.g., written)
- I prefer to acquire information from different sources (e.g., friends)
- Other

Age breakdown (publication readers) ▾



- Less than 30 years old
- 40 - 49 years old
- 50 - 59 years old
- 60+ years old

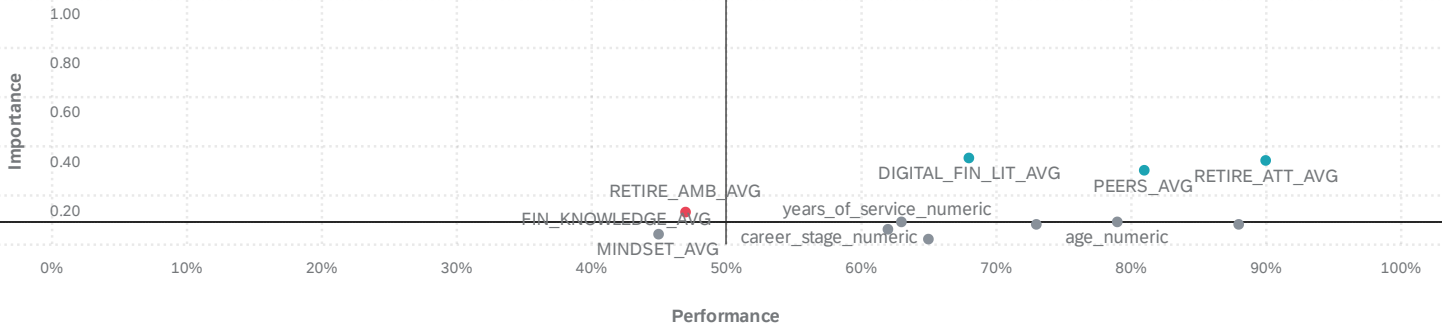
Age breakdown (publication non-readers) ▾



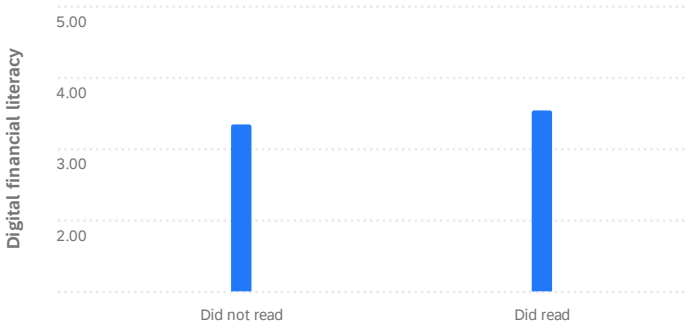
- Less than 30 years old
- 30 - 39 years old
- 40 - 49 years old
- 50 - 59 years old
- 60+ years old

Open-ended responses (publication access)

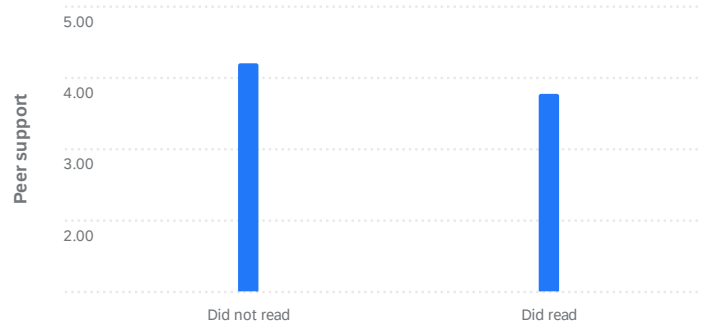
Key drivers of publication engagement (All individual differences) 59 ⓘ



Digital financial literacy by whether publication(s) read 46 ⓘ



Peer support by publication(s) read 45

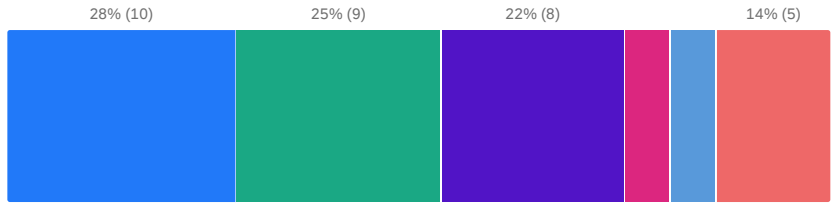


Member Perspectives Dashboard (Master) / Video resources

Video accessibility



Reasons for not accessing video resources



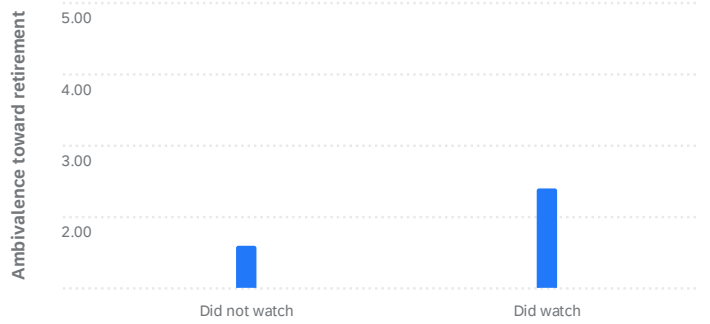
- I was not aware of them
- They are not relevant to me at this time
- I prefer that information be presented in a different format (e.g., written)
- The content is already familiar to me
- I prefer to acquire information from different sources (e.g., friends)
- Other

Open-ended responses (video access) 1

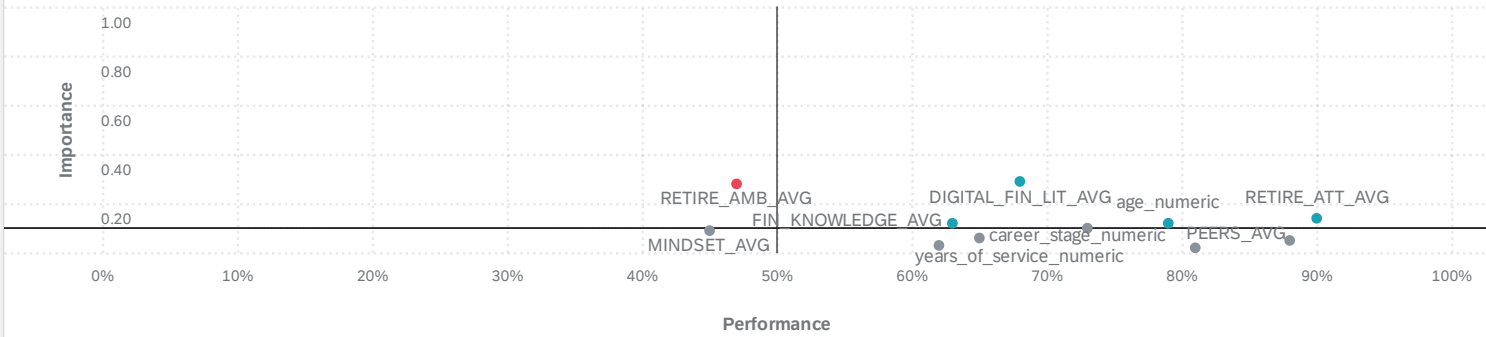
3 50 - 59 years old
Other (please specify) • July 31, 2024 7:27 PM

It would be helpful if the videos where broken into smaller portions of information.

Retirement ambivalence by whether video(s) watched 46 ⓘ



Key drivers of video engagement (All individual differences) 59 ⓘ



Member Perspectives Dashboard (Master) / Open-ended feedback

Open-ended suggestions

4 60+ years old
Professional/Administrative Staff • October 16, 2024 2:16 PM

I can't think of anything at this time.

5 30 - 39 years old
Other (please specify) • August 11, 2024 3:55 AM

Nothing.

5 60+ years old
Teacher • August 3, 2024 9:18 PM

There is wealth of knowledge on the website. I just have to familiarize myself with it and research it more.

4 40 - 49 years old
Other (please specify) • August 1, 2024 7:47 PM

As an active member, maybe a simple list of things we can do to prepare for retirement.

3 40 - 49 years old
Professional/Administrative Staff • August 1, 2024 3:27 PM

Assign a person to handle questions coming from our college or train a point-person in HR to handle our questions - and encourage HR to share that information with us!

5 60+ years old
Support Staff • August 1, 2024 7:36 AM

No improvements needed.

5 60+ years old
Professional/Administrative Staff • August 1, 2024 4:01 AM

Continue providing accurate information that is easy to read and understand.

4 60+ years old
Teacher • August 1, 2024 3:11 AM

Provide relevant search results based on search terms used most often by users.

4 50 - 59 years old
Support Staff • August 1, 2024 1:14 AM

Nothing

5 60+ years old
Teacher • July 31, 2024 10:23 PM

no problems

4 60+ years old
Teacher • July 31, 2024 9:36 PM

Much more attractive and uncrowded. Would prefer fewer steps to get to what I am looking for.

5 60+ years old
Teacher, Support Staff • July 31, 2024 8:51 PM

Additional information on what is available on the website

Biggest challenges

4 60+ years old
Professional/Administrative Staff • October 16, 2024 2:16 PM

The information is only sometimes presented intuitively to the user.

5 30 - 39 years old
Other (please specify) • August 11, 2024 3:55 AM

None, other than having the time to explore the information provided.

5 60+ years old
Teacher • August 3, 2024 9:18 PM

Taking the time to see everything that is available.

4 40 - 49 years old
Other (please specify) • August 1, 2024 7:47 PM

Just seems like a lot to navigate, a daunting task.

3 40 - 49 years old
Professional/Administrative Staff • August 1, 2024 3:27 PM

Not knowing where to start or what to look for. (i.e. I don't know what I don't know)

5 60+ years old
Support Staff • August 1, 2024 7:36 AM

No challenges.

5 60+ years old
Professional/Administrative Staff • August 1, 2024 4:01 AM

On my end, slow computer.

4 60+ years old
Teacher • August 1, 2024 3:11 AM

Understanding how it is organized; finding search terms that produce relevant results

4 50 - 59 years old
Support Staff • August 1, 2024 1:14 AM

Do not recall

5 60+ years old
Teacher • July 31, 2024 10:23 PM

no challenges

4 60+ years old
Teacher • July 31, 2024 9:36 PM

The opening of new browser tabs. Makes getting back to where I departed more challenging.

5 60+ years old
Teacher, Support Staff • July 31, 2024 8:51 PM

I found the TRS website to be easily accessed

4 60+ years old
Teacher • July 31, 2024 8:48 PM

I believe it is fine as is.

3 50 - 59 years old
Teacher, Professional/Administrative Staff, Substitute/Volunteer, Summer School Worker • July 31, 2024 8:17 PM

Make it easier to find the guidelines for going back to work on the homepage menu.

4 60+ years old
Teacher • July 31, 2024 7:32 PM

I use the website so seldom, wouldn't know what or how to improve it.

3 50 - 59 years old
Other (please specify) • July 31, 2024 7:27 PM

There are a lot of data leaks going on with several major companies right now (AT&T, Ticketmaster, State Farm etc.) Giving members piece of mind that our personal information will safe guarded well.

4 40 - 49 years old
Professional/Administrative Staff • July 31, 2024 6:24 PM

None

4 60+ years old
Support Staff • July 31, 2024 4:50 PM

Over all, pretty satisfied.

4 60+ years old
Teacher • July 31, 2024 3:48 PM

Make the information more concise.

3 50 - 59 years old
Teacher, Professional/Administrative Staff, Substitute/Volunteer • July 31, 2024 3:31 PM

Put more info on IG platform

5 60+ years old
Support Staff, Professional/Administrative Staff, Substitute/Volunteer • July 31, 2024 3:26 PM

IDK not sure

5 60+ years old
Professional/Administrative Staff • July 31, 2024 3:24 PM

I would like to be able to use the calculators for estimating my retirement benefits in easier steps so that I can input the information (dates and such) and see all my options for multiple time frames I choose in one view instead of having to go back and re-enter new dates and such. I feel this would be more beneficial to me in determining where I stand at that moment.

5 60+ years old
Teacher, Professional/Administrative Staff, Summer School Worker, Other (please specify) • July 31, 2024 3:19 PM

Just continue to "tweak" the website to make it more and more user friendly. And you've already done a good job of that.

4 60+ years old
Teacher • July 31, 2024 8:48 PM

Nothing seemed challenging to me.

3 50 - 59 years old
Teacher, Professional/Administrative Staff, Substitute/Volunteer, Summer School Worker • July 31, 2024 8:17 PM

Not finding what I was looking for on the homepage menu.

4 60+ years old
Teacher • July 31, 2024 7:32 PM

What few times I've used it, I've always found what I wanted.

3 50 - 59 years old
Other (please specify) • July 31, 2024 7:27 PM

Page loads slow or crashed with a 404 error.

4 40 - 49 years old
Professional/Administrative Staff • July 31, 2024 6:24 PM

None

4 60+ years old
Professional/Administrative Staff • July 31, 2024 4:54 PM

Finding forms

4 60+ years old
Support Staff • July 31, 2024 4:50 PM

Getting past all the insurance push. We don't need to see insurance info on each leading screen.

4 60+ years old
Teacher • July 31, 2024 3:48 PM

Nothing challenging that I can think of. You should have told me to browse the website before asking me to fill out this survey.

3 50 - 59 years old
Teacher, Professional/Administrative Staff, Substitute/Volunteer • July 31, 2024 3:31 PM

Not sure what is available.

5 60+ years old
Support Staff, Professional/Administrative Staff, Substitute/Volunteer • July 31, 2024 3:26 PM

(LOL) remembering my password

5 60+ years old
Professional/Administrative Staff • July 31, 2024 3:24 PM

Just getting into the website. I appreciate the levels of security for accessing my information so it's not a problem that this is the most challenging part; I'd rather have the challenge then risk my information getting in the wrong hands.

5 60+ years old
Teacher, Professional/Administrative Staff, Summer School Worker, Other (please specify) • July 31, 2024 3:19 PM

Finding what I need

3 60+ years old
Teacher, Professional/Administrative Staff, Substitute/Volunteer • July 31, 2024 3:19 PM

Fix the drop down menus so that I do not already have to understand the TRS website and forms BEFORE I try to find something.

4 50 - 59 years old
Teacher, Nurse/Counselor • July 31, 2024 3:17 PM

When new important information is updated on the site to send out a reminder.

4 Less than 30 years old
Professional/Administrative Staff • July 31, 2024 1:44 PM

I would love to see an organizational chart for TRS. Along with the exact titles and information on what the position does

2 Less than 30 years old
Professional/Administrative Staff • July 31, 2024 1:38 PM

The names of the links are not specific enough to the services being requested. The grouping also needs to be reconsidered.

5 30 - 39 years old
Other (please specify) • July 31, 2024 1:36 PM

n/a

3 Less than 30 years old
Other (please specify) • July 30, 2024 9:24 PM

Maybe a more modern look

Overall sentiment: suggestions



■ Negative ■ Neutral ■ Positive

3 60+ years old
Teacher, Professional/Administrative Staff, Substitute/Volunteer • July 31, 2024 3:19 PM

Actually locating the form that I was looking for.

4 50 - 59 years old
Teacher, Nurse/Counselor • July 31, 2024 3:17 PM

Sometimes I don't use the correct keywords when searching for something.

4 Less than 30 years old
Professional/Administrative Staff • July 31, 2024 1:44 PM

None

2 Less than 30 years old
Professional/Administrative Staff • July 31, 2024 1:38 PM

The names of the links are not specific enough to the services being requested. The grouping also needs to be reconsidered.

5 30 - 39 years old
Other (please specify) • July 31, 2024 1:36 PM

n/a

3 Less than 30 years old
Other (please specify) • July 30, 2024 9:24 PM

Looking for a general TRS phone number (not benefits) and cannot find it

Overall sentiment: biggest challenges



■ Negative ■ Neutral ■ Positive