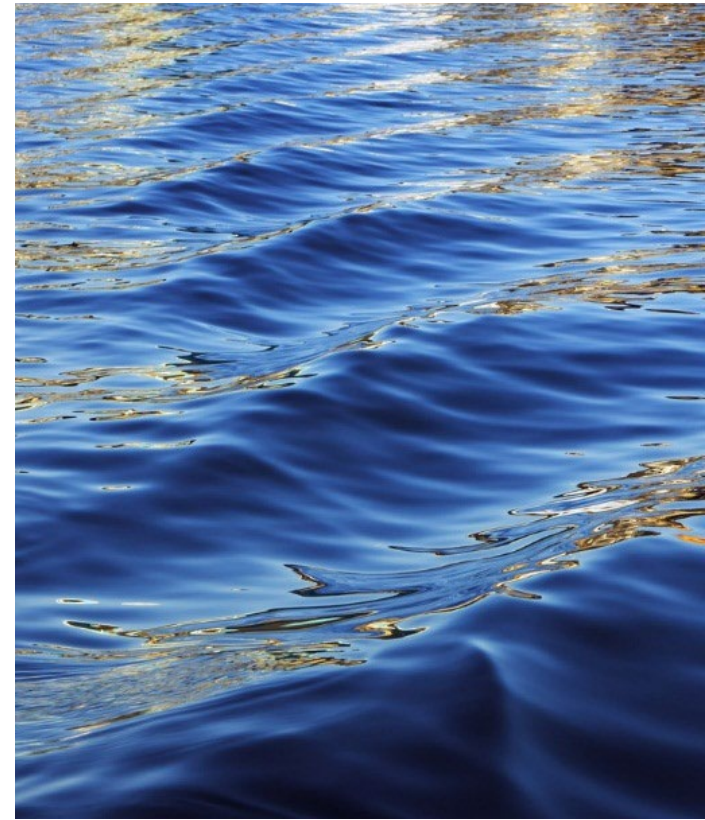


USC  
Emeriti  
Center

# Survey Analysis 2022

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# Introduction



The last recorded survey pertaining to U.S.C.'s Emeriti Center (E.C.) was conducted 4 years ago in 2018. While the survey provided great insight on retired faculty and staff related to their level of activity, professional/artistic undertakings and any accolades received during retirement, the survey did not ask about their level of satisfaction with the Emeriti Center.

As a result, a 2022 survey was created intent on surveying U.S.C. retirees and weighing their opinion of the Emeriti Center and its overall usefulness to the retirement community. The survey was sent to approximately 3400 retirees via email of which 318 (9.4%) of them were returned anonymously to the center and analyzed. The next several slides will provide a strong indication of whether the Emeriti Center is seen as a valued commodity by the very individuals it has committed to servicing.

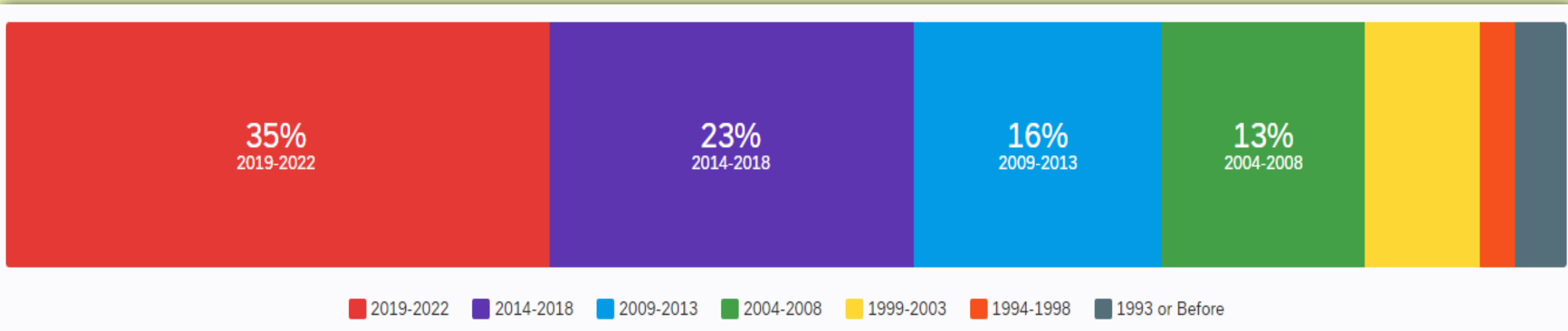




# Data & Analysis

Please note that not all respondents answered every survey question as it was not required. This means there will be instances where the number of responses for questions are less than the 318 retirees that returned their surveys.

## Question #1: During which time period did you retire?

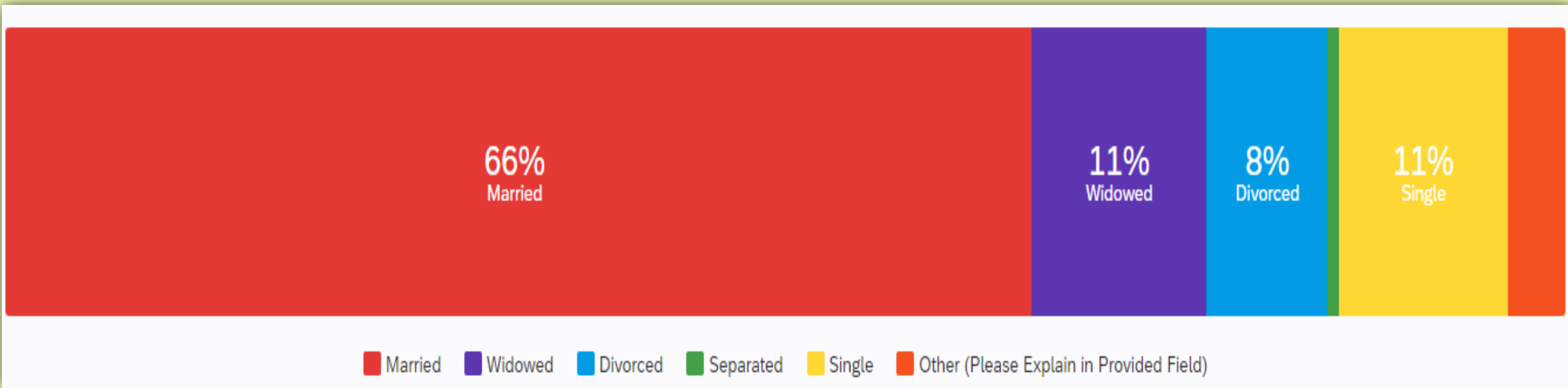


**Question #2:** Please enter age at time of retirement.

Average Age Calculated as  
**67**  
Years Old

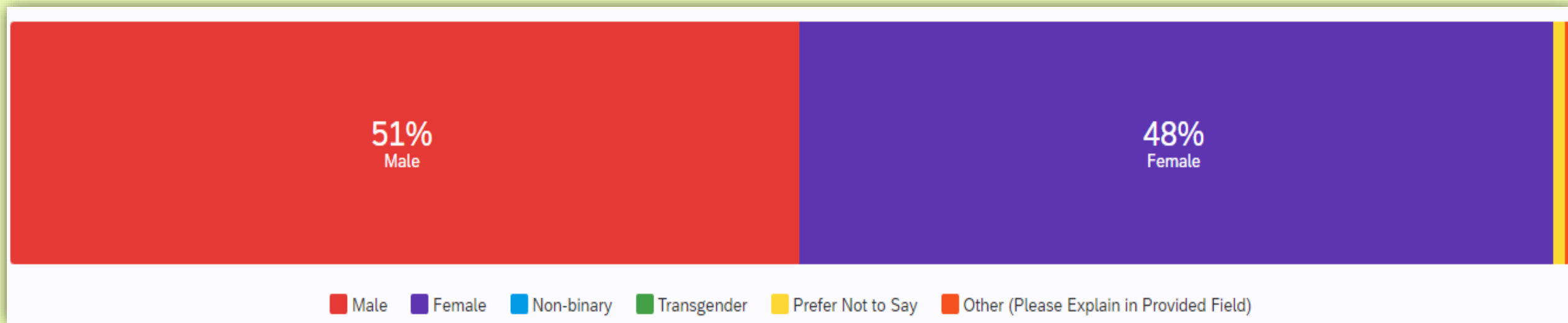


### Question #3: What is your marital status?

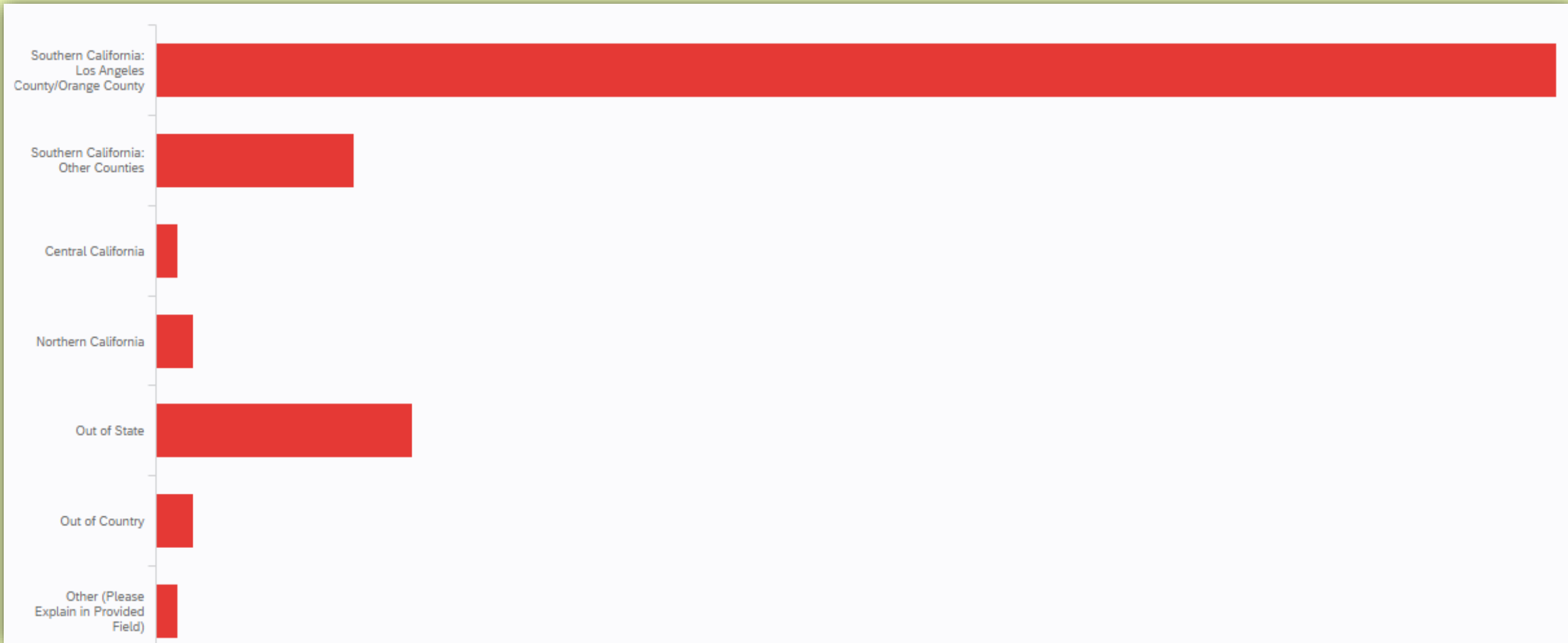




## Question #4: What is your gender?



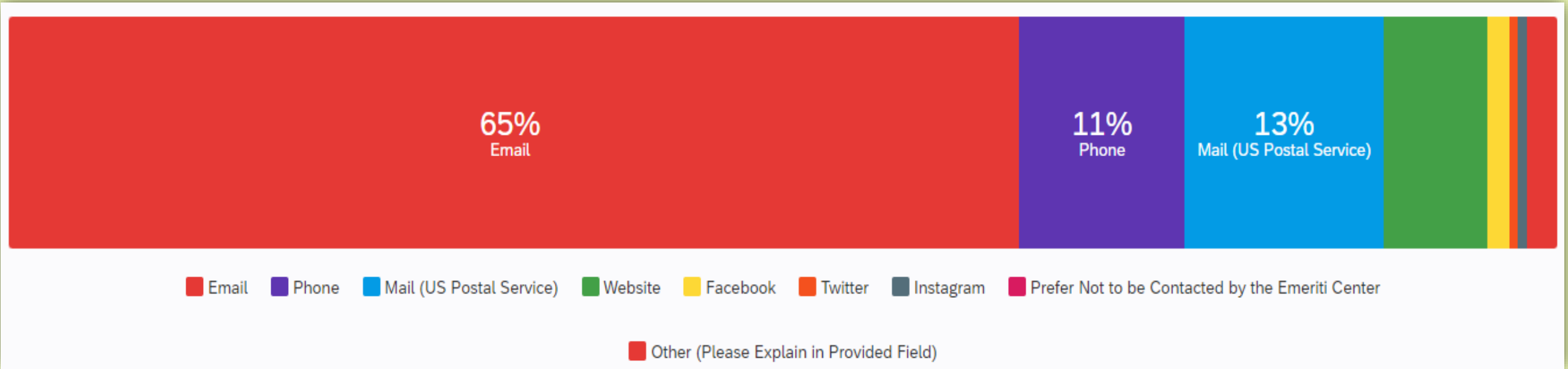
## Question #5: Select your current location:



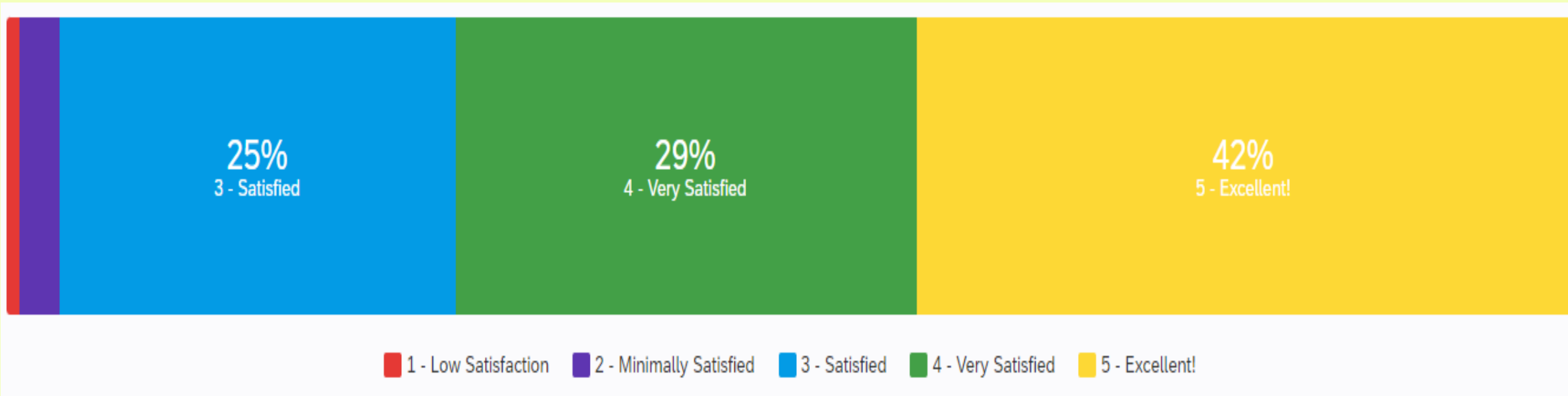
## Question #6: In what school or department did you teach/work at USC?



**Question #7:** What is your preferred method of communication with the Emeriti Center?

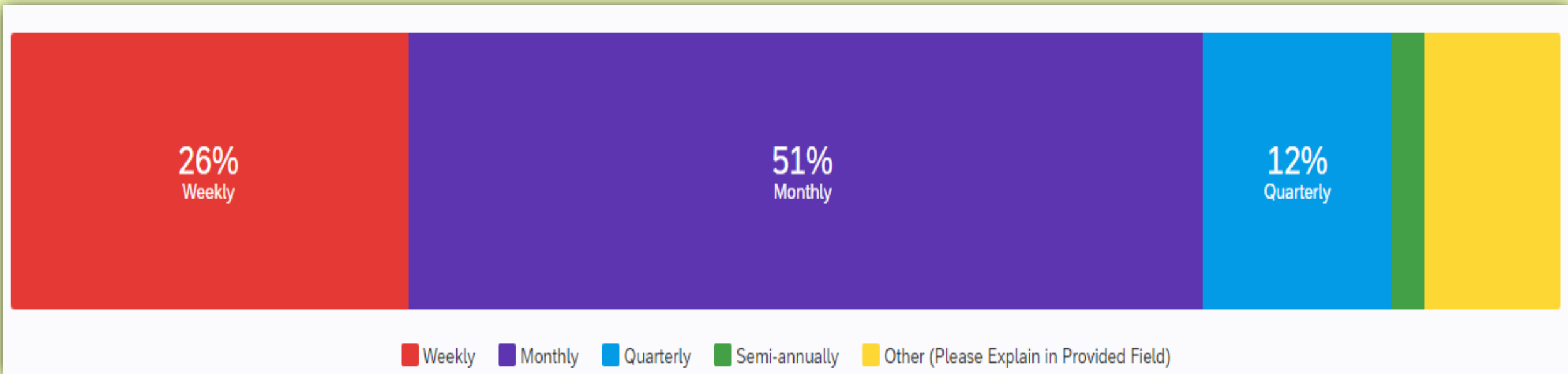


**Question #8:** Rate your satisfaction with the Emeriti Center’s responsiveness to your questions or concerns on a scale of 1-5 (1 = lowest; 5 = highest):

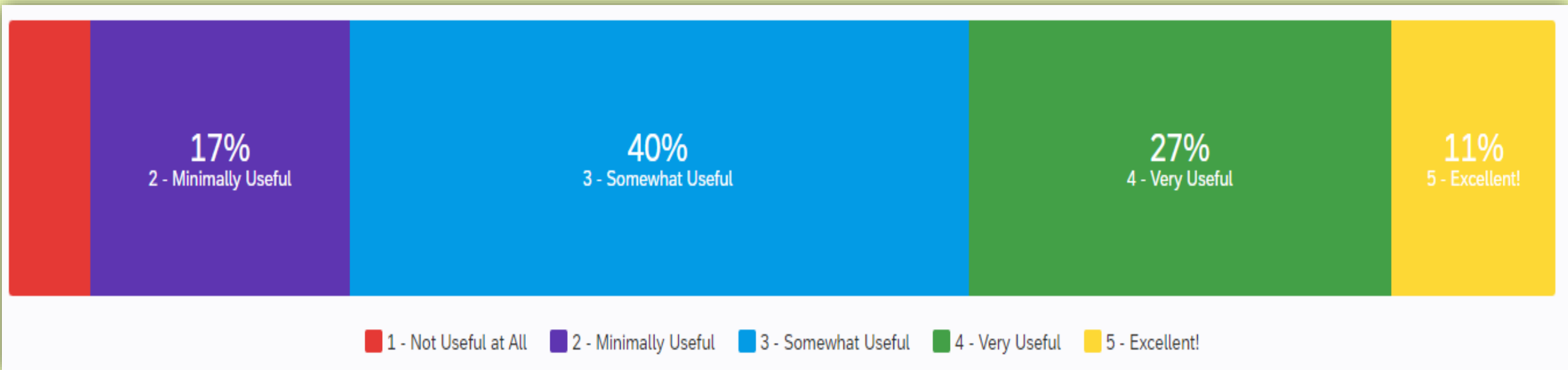




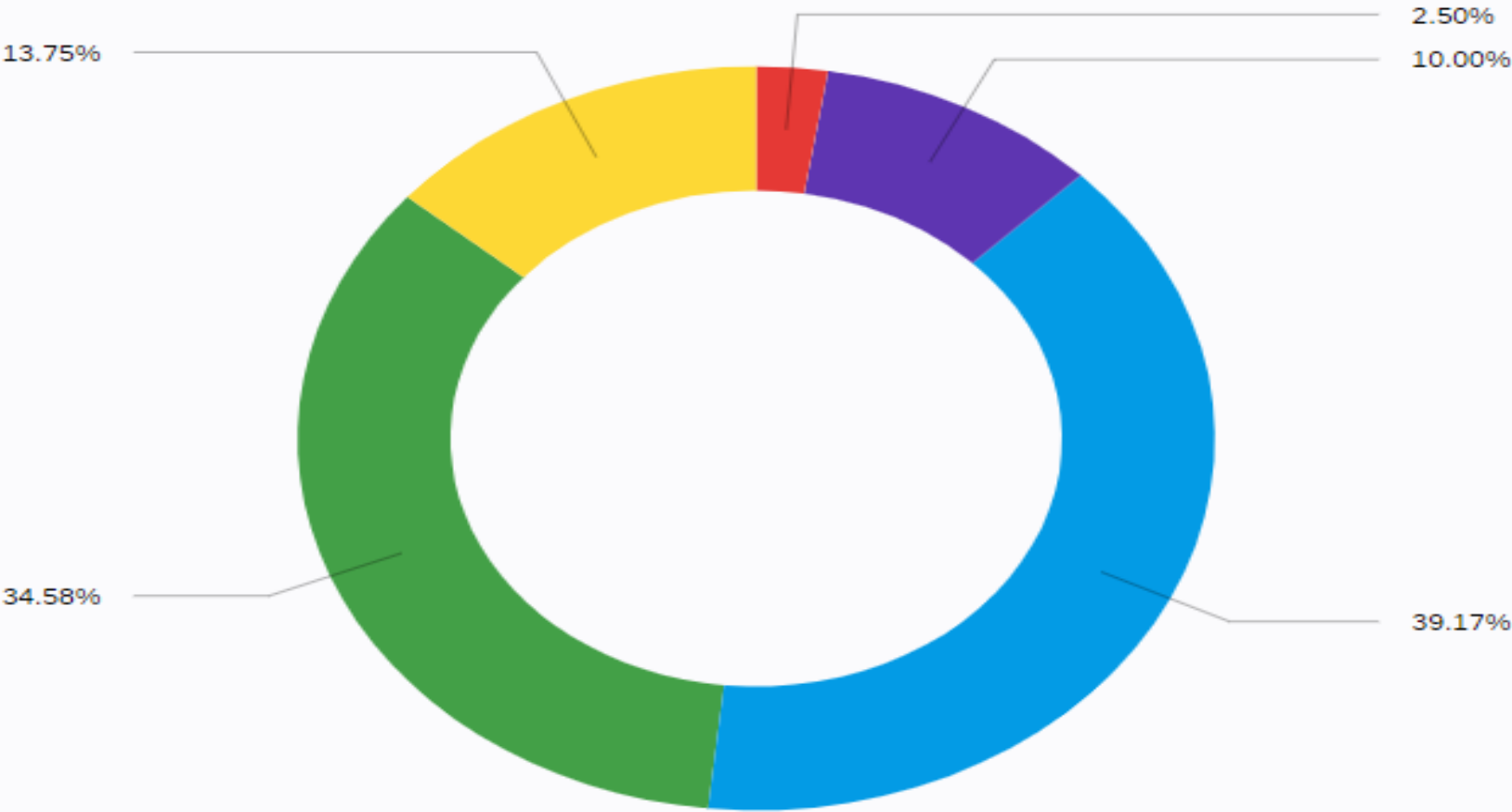
## Question #9: How much communication is preferable?



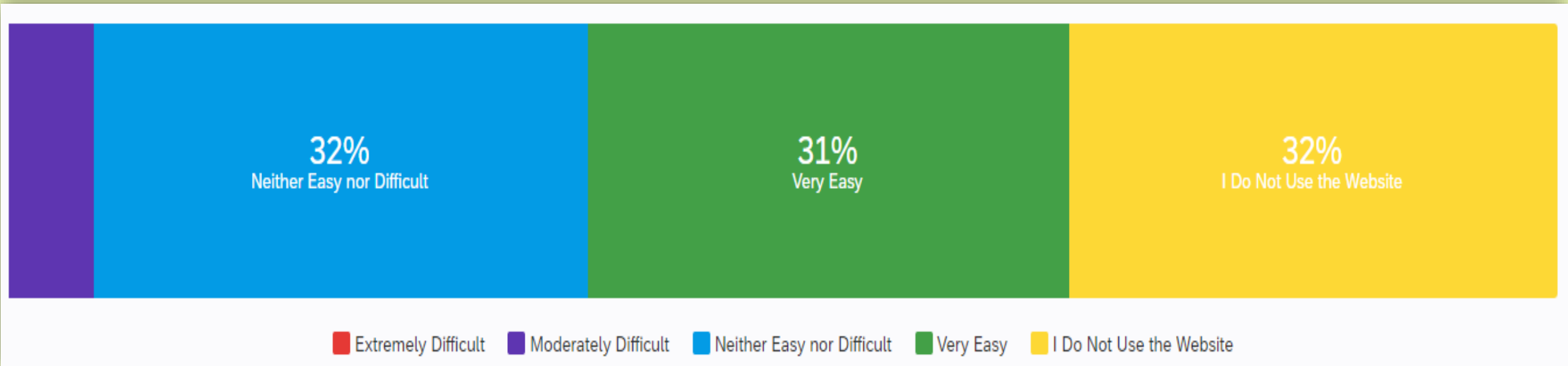
**Question #10:** How useful is the Emeriti Center's website to you and your needs on a scale of 1-5 (1 = lowest; 5 = highest)?



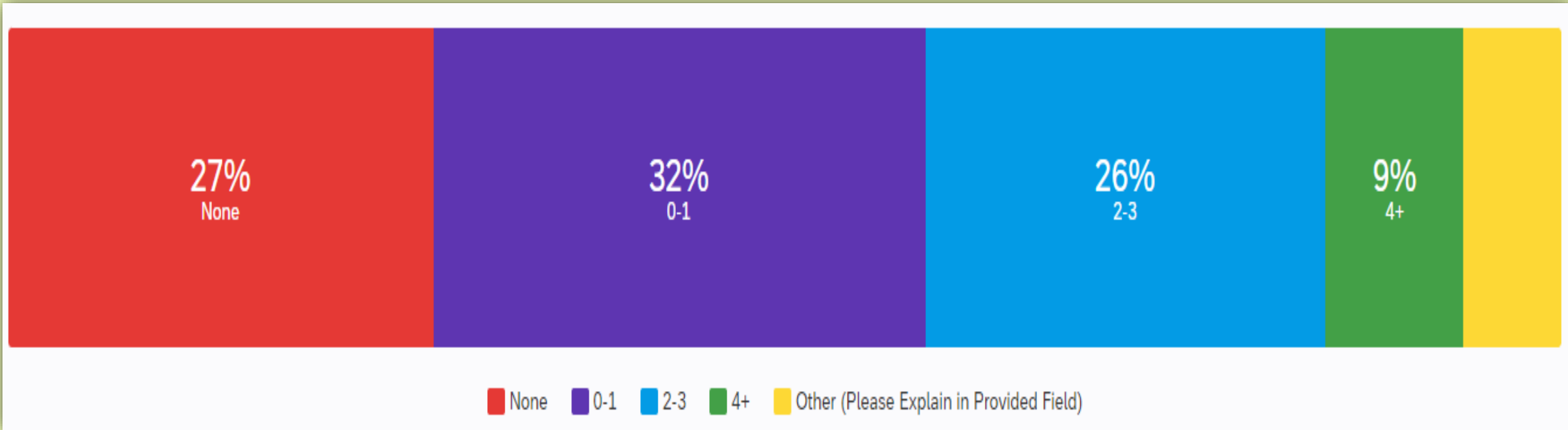
Question #11: How frequently do you visit the Emeriti Center’s website?



**Question #12:** How easy do you find it navigating on the Emeriti Center website?

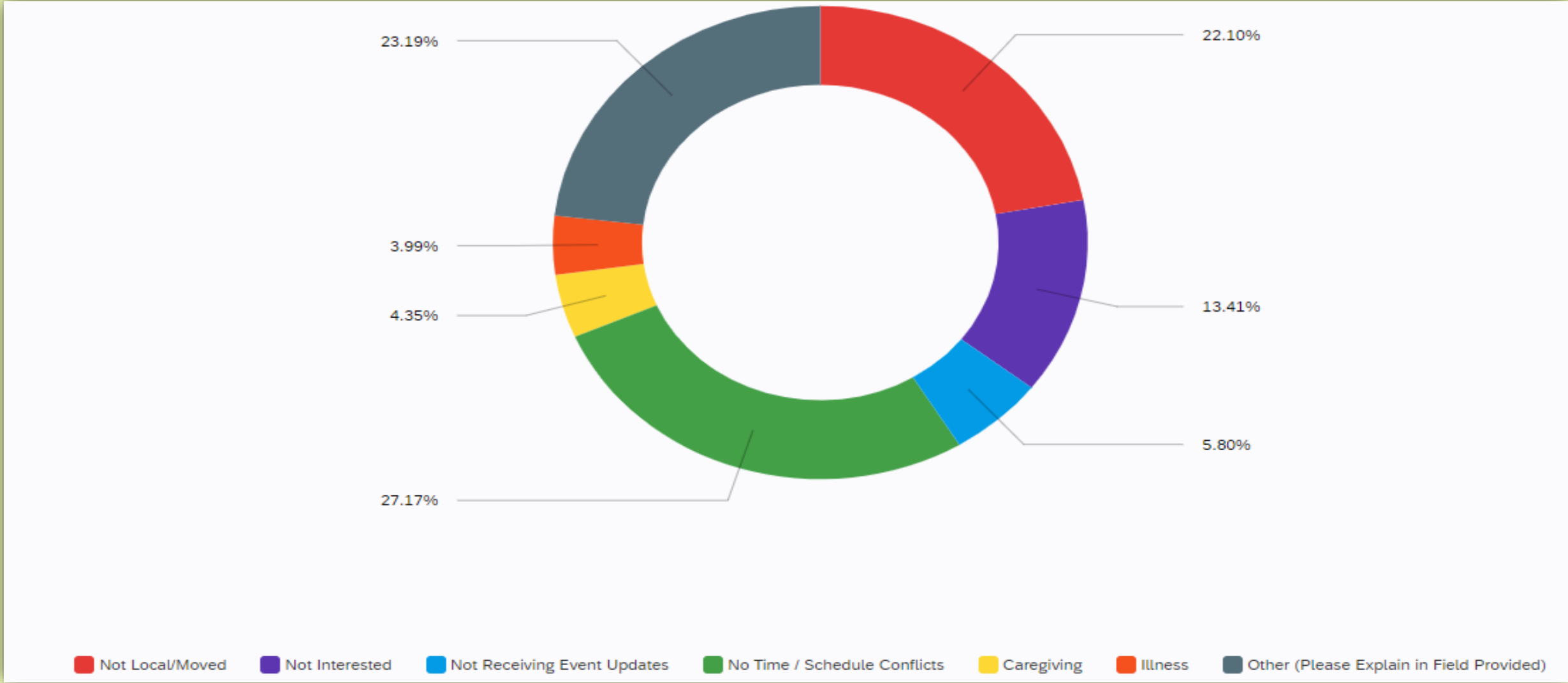


**Question #13:** How many Emeriti Center events do you participate in annually whether in-person or virtually?





**Question #14:** Identify reasons that may be preventing you from participating in Emeriti Center events regularly.



**Question #15:** What type of activities/seminars would you like to see the Emeriti Center sponsor?



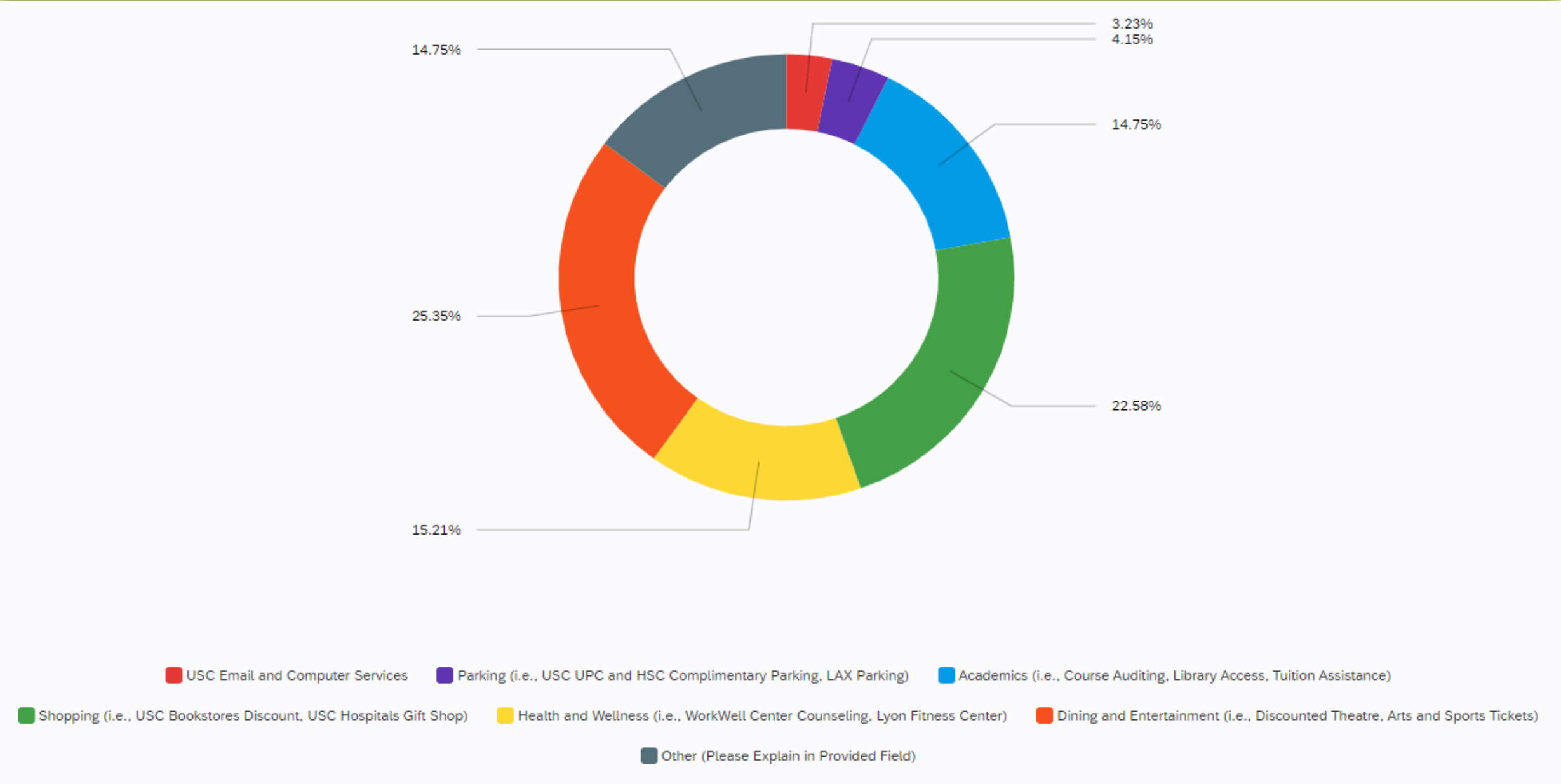
## Question #16: Which Gold Card privilege do you find the MOST useful?

42%  
USC Email and Computer Services

41%  
Parking (i.e., USC UPC and HSC Complimentary Parking, LAX Parking)



# Question #17: Which Gold Card privilege do you find the LEAST useful?

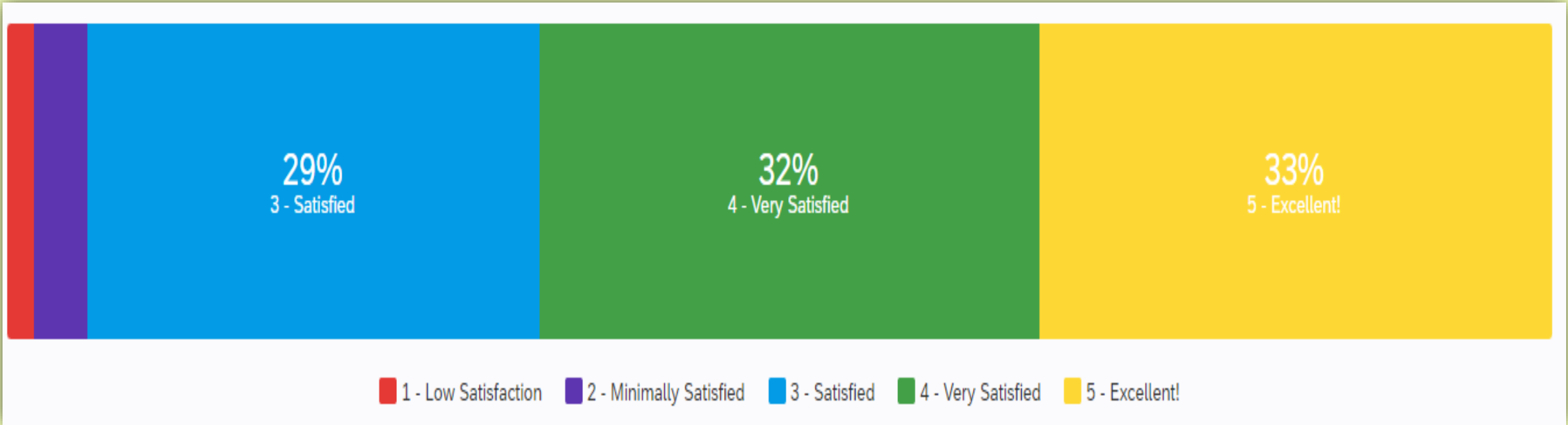


## Question #18: What do you appreciate MOST about the U.S.C. Emeriti Center?

# of Respondents	Top 10 Common Responses
46	Staying connected to USC (retired and current staff/faculty and students); ability to network
25	Attentiveness & availability to address concerns/interests of retired staff; helpful, caring, personal touch
23	Updates on USC news and events including via newsletter; staying in touch with retirees
19	Janette Brown and staff
12	Number of activities; events such as retirement lunches,
10	USC Email system, library access, communication tools and access to various software
8	Opportunities to learn virtually and in-person including financial and medical forums
5	Help with USC Gold Cards
4	Quality of assistance during pre-retirement process and for new retirees
3	Emeriti Center is doing a great job - keep up the great work



**Question #19:** How would you rate overall the USC Emeriti Center and its usefulness to retired staff/faculty on a scale of 1-5 (1 = lowest; 5 = highest)?



## Question #20: What recommendations do you have to improve the Emeriti Center and its services?

# of Respondents	Top 10 Common Responses
12	Better and earlier communication regarding upcoming activities/events and resources; membership reminders
11	Commented they have no current recommendations
10	Continue doing the great job that the Emeriti Center is already doing; keep up the great work
10	Increase Emeriti Center's budget and office space to enhance services and hire more help to support current staff
3	Cannot respond because have not been participating for various reasons
3	Provide an orientation to newly retired faculty/staff to help with transition including introductions
3	Provide more virtual workshops and opportunities to sit in on classes
3	More entertainment/theater, educational, academic and general interest lecture type of events
2	Refreshers and access to technology such as Zoom, Office 365, iPhones, etc.
2	Continue reaching out to retirees who are currently inactive



# Summary



Based on the survey results, below is a highlight of the top 5 strengths and opportunities that could at a minimum, be the catalyst to the Emeriti Center’s continued success in promoting healthy and purposeful living for retired faculty and staff. If EC’s senior administration were to take into serious consideration the initial recommendations for improvement while providing direct support in the areas where the center is currently flourishing, the Emeriti Center would have a bright future.

STRENGTHS	OPPORTUNITIES
Networking opportunities to keep retirees connected	Provide earlier communication/reminders regarding upcoming events
Level of attentiveness and care from the EC staff	Increase Emeriti Center budget to obtain more staff and office space
Constant updates on USC events and news	Provide pre-retirees and the newly retired with next steps orientation
Janette Brown and staff (student workers)	Host more virtual workshops and learning forums
Number of activities/events provided	More entertainment (arts) and educational events



# Conclusion



The amount of positive feedback regarding the Emeriti Center's service level and impact on retirees is truly inspiring. For anyone having recently interned, communicated with or volunteered at the center, it should come to no surprise that **96% of survey respondents indicated that they are satisfied and/or more than satisfied with the usefulness of the center** as a result of their direct interaction/experience.

Let us not forget that such success could not be possible without the immeasurable dedication of the Emeriti Center's Assistant Vice Provost, Dr. Janette Brown and her amazing team of work study students. Imagine the unlimited possibilities of increased membership participation, donations and university recognition by providing the center with the necessary resources to continue thriving. We should all be in the mindset to reciprocate the favor and advocate for the Emeriti Center's achievements by showing up and being intentional with voicing the center's tremendous value to the university and its retirees.

Let us not forget that such success could not be possible without the hard work and dedication of the Emeriti Center's Assistant Vice Provost, Dr. Janette Brown and her amazing team of work study students. Imagine the unlimited possibilities of increased membership participation, donations and university recognition by providing the center with the necessary resources to continue thriving. This survey has proven that the Emeriti Center is a jewel worth its weight in gold and with the right team members in place it will continue to be the sounding board for the university's Colleagues for Life.