

Reporting Employer



Satisfaction Survey

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Executive Summary

The Teacher Retirement System (TRS) Reporting Employer Satisfaction Survey (RESS) is designed to provide critical feedback to the Teacher Retirement System of Texas on the services provided to Reporting Employers (REs). Each year, REs are invited to evaluate the services provided by TRS by sharing their experiences and feedback on key service components via a survey. This process aims to enhance service quality and satisfaction by aligning TRS standards with the actual experiences of REs in areas such as engagement with the RE Portal, interactions with RE Coaches, use and satisfaction with resources, preferences and assessment of communication tools, and other key feedback. The feedback collected is used to inform service improvements, identify areas needing attention, celebrate growth, and recognize emerging trends in user experience and expectations.

In this year's survey, the initial population of contacts provided by TRS included 1,339 REs. As a result of the same RE contact potentially representing multiple REs, as well as some REs having multiple RE contacts, TRS provided Elite Research with 5,856 unique email addresses. Thirty-three (33) email addresses unsubscribed either through the survey collection tool or via email and one hundred eighty-nine (189) were returned as a hard-bounce. There were 1,327 RE contacts with one valid email address, the remaining were listed as multiple REs contacts. Of those that reported they were not the correct contact, forty-seven (47) new RE contacts were identified and invited to take the survey. For emails that were not delivered due to an invalid email address, as well as for individuals who did not respond, the individual was called (up to four times) to get an updated email, provide a new contact person, or asked to complete the survey. This outreach was conducted as an effort to improve response rates.

The final results from the 2025 survey were based on 1,103 individual respondents representing 990 REs. For comparison, the final results from the 2024 survey were based on 888 individual respondents representing 822 REs. Overall, the response rate to the survey of represented REs increased from 61% in 2024 to 74% in 2025. In other words, 74% of REs with at least one contact with a valid email address completed the survey in 2025.

All improvements made in 2024 to overall satisfaction, quality of services, RE Coach quality, and communication satisfaction were maintained, or increased, in 2025. In 2024, TRS reduced its required response time for TRS to respond to questions or concerns, from two days to one day. This change resulted in improved response time and increased satisfaction in most facets of TRS service. Improvements in response time and overall satisfaction provided an opportunity to examine new dimensions of RE and RE Coach interaction. Response time continues to decrease as nearly all REs (88%) receive responses from their RE Coaches within the updated 24-hour business standard. Stratifying RE feedback for satisfaction, interactions, and usage according to when, and how, REs contact their RE Coach provided new insight into opportunities to improve satisfaction while increasing efficiency. REs continue to have the highest satisfaction with the quality and dimensions of their RE Coaches.

Elevated Ratings of TRS Overall Quality and Satisfaction with Services maintained: Satisfaction with the quality of services and agency overall nearly doubled in 2024 and remained comparably high in 2025. The largest groups of REs are "Very Satisfied" with the overall quality of TRS services and experience.

Reporting Employer Coaches are highly valued: REs rate the quality and service of their RE Coaches higher than overall service, quality of service, and TRS resources. Approximately three-fourths of respondents (74%) were "Very Satisfied" with the quality of service received from their RE Coach. In 2025, REs were more highly satisfied with all seven dimensions of service (e.g., understanding questions, email communication, error correction steps, phone availability) compared to 2024.

Contact with Reporting Employer Coaches: The majority of REs (55%) primarily contact their RE Coach during reporting deadlines, while 8% reach out for unrelated or outside-of-deadline concerns. Nearly identical percentages of REs received responses within 24 hours whether they contacted their RE Coach during reporting deadlines (87%) or for unrelated or outside-of-deadline concerns (89%). REs exclusively contacting their RE Coach during reporting deadlines have lower satisfaction rates for nearly all TRS communication tools with nominally lower overall satisfaction and TRS quality ratings than REs contacting RE Coaches outside of reporting deadlines.

Satisfaction with Resources Remains Only Satisfactory: Most REs using TRS resources continue to be “Satisfied” with resources (e.g., Payroll Manual, TRS email, RE Portal chat, *Update* Newsletter, and Error and Warning List). The RE Portal Co-Browse User Guide is the only resource of the 11 resources evaluated where the majority of REs are “Very Satisfied.” REs most frequently used the Payroll Manual in 2024. In 2025, the use of the Payroll Manual increased by 11%. There was a significant increase (49%) in REs using TRS emails and a 32% increase in REs reading the *Update* Newsletter.

Few REs Find the One-day Standard Response Time Unreasonable: The reduced timeline for standard response implemented in 2024 made a big impact in the overall satisfaction and quality ratings in 2024. Even fewer REs (2%) found the one-day standard response time unreasonable in 2025, but 39% REs reported they were not sure, or did not know, if the one-day standard response timeline was reasonable. REs who only contact their RE Coach outside of reporting deadlines had the lowest percentage of “Don’t Know/Not Sure” responses.

Use of the Employer Toolkit is Expanding and has Further Potential: In 2025, 40% of REs reported using the Employer Toolkit. Nearly half of the REs were unsure about the helpfulness of the Toolkit, indicating an opportunity to enhance its perceived value. Additionally, REs that only contact their RE Coach during reporting deadlines rate the Toolkit’s helpfulness higher than those REs who reach out for unrelated or outside-of-deadline needs. Understanding the reasons behind this discrepancy could provide valuable insights and lead to further potential.

Coach Contact Reasons: Again in 2025, most REs contact their RE Coach to report errors and for assistance with overrides.

Forward Strategy: Progress achieved in 2024 was maintained in 2025, and expanded in certain areas (i.e., reported response times, RE Coach quality, RE Coach dimensions of service, and Employer Toolkit use). Opportunities still exist to improve satisfaction with certain communication channels and resource tools. RE ratings of TRS on overall satisfaction continue to lag behind the elevated ratings of their RE Coaches. The shift from focusing on the frequency of RE Coach contact to understanding the timing or rationale behind REs contacting their RE Coaches provides opportunities to better understand different types of RE users beyond traditional differences according to institution type. High overall satisfaction and quality ratings can be further elevated by continuing the practices that encourage a transition from satisfactory to exceptional in the respondents’ (REs) perception. Several immediate opportunities are identified that provide growth opportunities for achieving higher levels of satisfaction from REs.

- Maximize the helpfulness of the Employer Toolkit with the increase in use, potential to be more helpful, and increased value by REs who only contact their RE Coaches during deadline reporting.
- Better understanding of the differences in wants, needs, and use for REs contacting their RE Coach during reporting deadline needs, outside of reporting deadlines, and both during and outside of reporting deadlines.
- Prioritize moving REs from being “Satisfied” to “Very Satisfied” with TRS resources and modes of communication.

- RE Coach quality of service is 57% higher than Overall Satisfaction with TRS. Seek to understand why quality of service and overall satisfaction continue to lag significantly behind numerous RE Coach quality metrics.
- Reduce highly correlative items and identify additional questions that could provide new opportunities to stratify the RE population to better understand certain demographics.

1 Methodology

The TRS RESS was designed by TRS and conducted by Elite Research. The online survey was programmed using Qualtrics, a survey research platform that tracks data collection and provides real-time updates regarding completed surveys.

The survey methodology for the 2025 survey was nearly identical to the 2024 survey; questions related to training sessions were removed in 2025. Longitudinal results are presented where applicable and possible. Major changes to scales and response options in 2023 and some conceptual changes in 2024 prevent certain year-over-year comparisons or require additional context or limitations. Similar to prior years, TRS provided multiple email contacts in an effort to increase survey response rates, including multiple contacts for each RE (e.g., payroll contact, web administrator, and reporting official). As noted below, most REs had two unique email contacts available.

1.1 Data Collection

The initial contact list for the survey was provided by TRS and included 5,856 unique email addresses representing 1,339 REs, including public schools, charter schools, and colleges and universities. Although the survey was sent to various contact types, the survey methodology was designed to target payroll contacts. For REs without a payroll contact, a reporting official was substituted as the RE's contact. In those cases, if a reporting official was unavailable, a web administrator served as the RE's contact.

Invitation emails were sent to each unique email address asking potential respondents for help in completing the survey. The invitations included language assuring potential respondents that their responses would remain confidential, and the survey results would only be used to improve TRS services. To ensure the invitation was sent to the appropriate person, the survey asked the recipients if they were the correct contact or to respond with the appropriate individual's contact information; the survey was routed accordingly.

Approximately one week prior to the start of the survey, TRS alerted potential respondents to look for the survey in their inboxes and spam folders. This type of official organizational endorsement has been found to increase survey response rates.

In an effort to improve response rates, individuals with emails that were returned or not delivered due to an invalid email address, as well as individuals who did not take the survey, were contacted by phone (up to four times) to obtain an updated email address or encouraged to complete the survey. Where available, an alternate email address was used for each returned email. Subsequent email reminders were scheduled to be sent approximately one week apart, encouraging potential respondents to complete the survey. Potential respondents received up to five unique reminders requesting their participation in the survey.

1.2 Quality Review

A validity study of the data was conducted to ensure the highest quality of survey responses. Criteria included ensuring respondents took a reasonable amount of time to complete the survey, completed enough of the survey to provide meaningful content, and varied responses throughout the survey rather than selecting identical responses for all items. Respondents who completed the survey too quickly (less than two minutes), answered less than a third of the survey questions, or answered the same way across all items were removed from the final data. In addition, duplicate survey responses were removed from the survey. Out of the 1,242 respondents who began the survey, 1,103 respondents (89%) were valid for analysis and represented 990 organizations. For comparison, the final results from 2024 were based on

888 individual respondents representing 822 REs and results from 2023 were based on 904 individual respondents representing 893 REs. Overall, the survey response rate of represented REs increased from 61% in 2024 to 74% in 2024. In other words, 74% of REs with at least one contact with a valid email address completed the survey in 2025.

In survey research, response bias typically poses a greater concern than low response rates. Response bias refers to systematic differences between those who respond to a survey and those who do not, particularly in terms of their evaluations, attitudes, or behaviors. Therefore, the key factor in assessing a survey's validity is the representativeness of its respondents rather than the response rate itself. Table 1 illustrates the representativeness of the 2025 RESS by comparing characteristics of the survey respondents to population parameters derived from the original sample data provided by TRS.

Table 1 also includes a comparison of the original list of all RE emails provided by TRS (N=6,574) to individual survey respondents and to the organizations represented in the survey. The list increased almost five times in 2025, in comparison to 2024 (N=1,346). The increase was due to the inclusion of all the RE contact types (i.e., Web Administrator, TRS Active-Care Contact, Health Administrator, Head of Institution, HR Contact, Payroll Contact, Initial RE Contact, Reporting Official, Staff Contact, and Web Administrator). For the data included in column three (REs Represented), it should be noted that an individual can represent multiple REs. The first column of Table 1 (All Reporting Employers) presents data for all 6,574 RE contacts representing 1,339 REs. The second column (Survey Respondents) presents data for RE contacts who validly responded to the survey (N=1,103). The third and final column (REs Represented) presents data for REs represented by the survey (N=990). The same individual respondent may represent multiple REs (n=220).

Finally, Table 1 shows the survey respondents by RE Coach color. REs working with Higher Education institutions are underrepresented in the 2025 sample with only roughly one-third the REs from these institutions responding. There are only minor differences between the REs represented by survey respondents (N=990) and all 1,3439 REs on these key characteristics. This result increases the confidence that the final results reflect the larger population of REs as a whole.

Results presented in this report aggregate responses for REs where multiple RE contacts completed the survey. This aggregation depends on the type of question presented. Scaled questions were aggregated by averaging the responses from all members of the same RE, while "Check all that apply", and "Yes" or "No" items were aggregated by identifying whether at least one RE contact from a particular RE selected a certain option or responded "Yes" (e.g., attended a training or used the Employer Toolkit). Some questions have alternative logic required for multiple responses (e.g., if one RE contacts their RE Coach during reporting deadlines and another RE contacts their RE Coach outside of reporting deadlines, the responses are aggregated to a response of "Both"). Alternatively, some items are purely nominal (e.g., preference for receiving materials or channel for learning about the Employer Toolkit) and so no aggregation or combination is possible.

Aggregated scale items are averaged, and due to the categorical nature of the data, all values between two ordinal values are rounded up. For example, an RE Number with two respondents earning a response of 4 = "Satisfied" and 5 = "Very Satisfied" for an item will have an average score of 4.5 (which falls between two categories). This value was rounded up in order to classify as a category value for the figures. There is no label for a value of 4.5, there is only "Satisfied" or "Very Satisfied" when presenting frequencies of responses. As such, in order to be included in figures, all decimals needed to be rounded according to some standard. Traditional rounding rules were followed for all aggregated scaled items such that any decimal greater than .5 was rounded up to the nearest whole number and all decimals less than .5 were rounded down to the nearest whole number. There were minimal occurrences requiring such rounding.

Results are presented for such questions from the full 1,103 sample rather than the 990 unique RE Numbers represented. The majority of REs are represented by a single respondent (89%). No REs were represented by more than 3 survey respondents.

Table 1. Comparison of Population and Sample by RE Coach Color and RE Type

	All Reporting Employers		Survey Respondents		REs Represented	
	Count	%	Count	%	Count	%
RE Coach Color						
Aqua	305	4.6	55	5.0	49	4.9
Blue	369	5.6	53	4.8	48	4.8
Bronze	350	5.3	63	5.7	56	5.7
Brown	193	2.9	33	3.0	29	2.9
Copper	308	4.7	60	5.4	55	5.6
Coral	360	5.5	54	4.9	50	5.1
Gray	284	4.3	59	5.3	57	5.8
Green	313	4.8	50	4.5	46	4.6
Ivory	312	4.7	54	4.9	49	4.9
Navy	327	5.0	63	5.7	55	5.6
Olive	257	3.9	50	4.5	47	4.7
Orange	312	4.7	55	5.0	47	4.7
Pink	348	5.3	50	4.5	46	4.6
Purple	355	5.4	58	5.3	49	4.9
Ruby	256	3.9	38	3.4	34	3.4
Silver	315	4.8	49	4.4	44	4.4
Tan	304	4.6	47	4.3	45	4.5
Teal	373	5.7	64	5.8	52	5.3
Violet	348	5.3	63	5.7	53	5.4
White	296	4.5	42	3.8	37	3.7
Yellow	289	4.4	43	3.9	42	4.2
RE Type						
Higher Education	1926	29.3	111	10.1	89	9.0
Public Schools	4648	70.7	992	89.9	901	91.0
Years of Experience						
Less than one year	-	-	95	8.7	73	7.4
One to two years	-	-	205	18.8	171	17.4
Three to five years	-	-	207	18.9	201	20.4
More than five years	-	-	586	53.6	540	54.8
Total	6574	100.0	1103	100.0	990	100.0

Surveys can serve dual purposes: estimating population parameters or generating strategic, actionable insights for organizations. Satisfaction surveys, in particular, often attract responses from individuals with strong opinions—those who feel most compelled to share their experiences. Accordingly, the RESS is well-positioned to highlight areas of concern or service gaps that warrant attention. Put differently, any bias present in the data is likely to lean toward more critical evaluations of TRS services, as respondents with negative experiences are generally more motivated to participate in such surveys.

2 Survey Results

2.1 Overall Quality

Survey respondents were first asked to provide a rating on overall satisfaction with TRS services to collect an immediate reaction. The specific question wording is listed as follows:

“How satisfied are you with the overall service you have received from TRS?”

Figure 1 presents a longitudinal comparison of the 2025 results with the previous two years. This question was presented using a 5-point scale of “Poor” to “Excellent” until 2023. In 2024, it was changed to a 5-point scale of “Very Unsatisfied” to “Very Satisfied.” The 2025 results are nearly identical to overall quality ratings from 2024. The majority of REs (58%) continue to be “Very Satisfied” with the overall quality of TRS services compared to 59% in 2024. The number of respondents who indicated being “Satisfied” remained the same in 2024 and 2025 (33%). Less than 10% indicated they were “Neutral” (6%) or “Unsatisfied” or “Very Unsatisfied” (3%) with the overall quality. A total of 91% of REs were “Satisfied” or “Very Satisfied” with the quality of services. This is comparable to 2024 where the combined satisfaction was 92%.

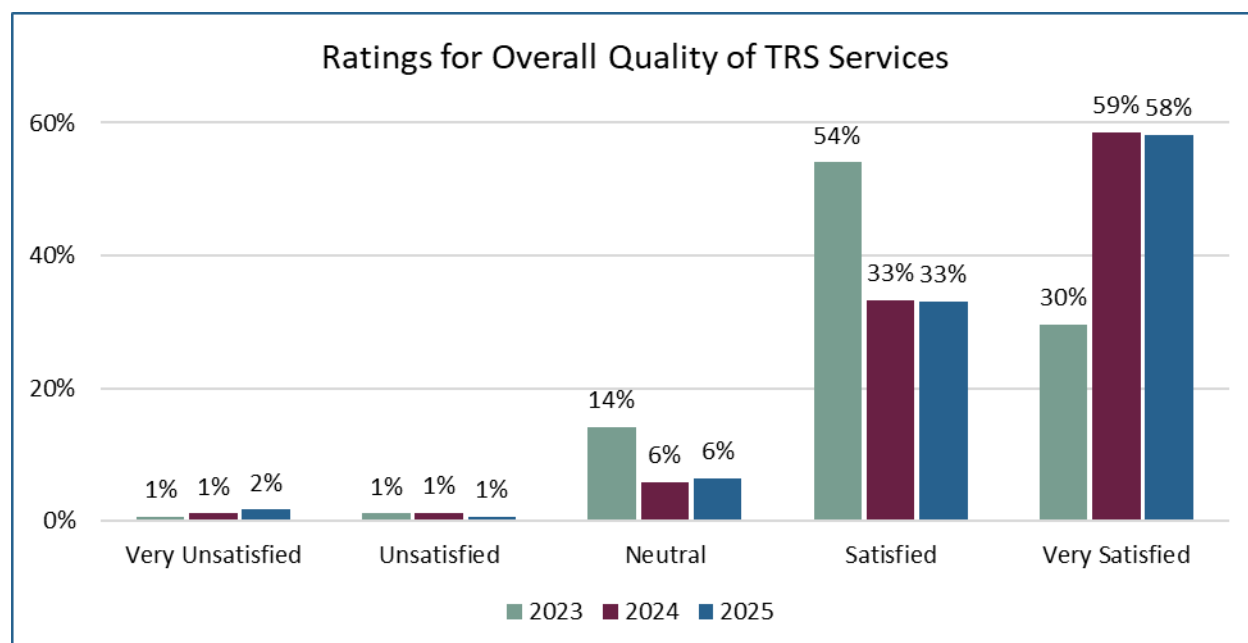


Figure 1: Ratings for Overall Quality of TRS Services

RE contacts representing public schools have marginally higher ratings for the overall quality of service and overall satisfaction with TRS than RE contacts representing higher education institutions. This trend was more pronounced in years prior to 2023, disappeared in 2024, and is more emergent in 2025. The mean satisfaction for these two items, stratified according to institution type, revealed marginally statistically significant differences ($p < .1$) for overall quality of service (Public School: Mean=4.47, $SD=.79$; Higher Education: Mean=4.32, $SD=.72$) and overall satisfaction (Public School: Mean=4.35, $SD=.770$; Higher Education: Mean=4.19, $SD=.72$). Respondents representing public schools have nearly identical satisfaction mean scores in 2025 compared to 2024, while higher education institutions decreased from a mean overall experience satisfaction rating of 4.34 in 2024 to 4.19 in 2025.

When asked about how they rated their overall service satisfaction, fourteen respondents selected that they were “Very Unsatisfied” or “Unsatisfied” and elaborated on their selection with an open-ended response. Of these comments, almost a third of them (31.3%) were praise for RE Coaches. Almost twenty percent (18.8%) of responses mentioned poor communication, 12.5% of responses mentioned that the website is not user-friendly, and 12.5% of comments discussed slow response time. About 6.3% of responses discussed that the TRS staff does not provide enough notes as their reason for being dissatisfied.

- *The website is not user friendly and the developers were not mindful when they developed the program.*
- *TRS has not been helpful in listening to our complaints and working with us to find workable solutions.*
- *The portal is very meticulous and very user unfriendly. The amount and specificity of data it requires seems superfluous. The "verification" process regarding changes is cumbersome.*
- *The response time is slow. As well, I get questions about items that are obvious from the reports. It's double and sometimes triple the work.*
- *The overall expectation on the service from TRS is lacking the ability to respond within the allotted time frames. There is no sense of customer relations between TRS and the district.*

The second question of the survey asked respondents to rate their overall satisfaction with the agency. This question was previously asked regarding overall “experience” with TRS and captures the essence of the historical version of this question. Results were compared longitudinally despite this change in phrasing. These results presented in Figure 2 are similar to those presented in Figure 1. Ratings for the highest level of satisfaction doubled from 2023 to 2024 and remained similar between 2024 and 2025. Nearly half of respondents (47%) were “Very Satisfied” with the agency overall with a decrease in “Satisfied” from 44% in 2024 to 43% in 2025. Combined satisfaction (“Very Satisfied” plus “Satisfied”) decreased marginally from 92% in 2024 to 90% in 2025. The percentage of respondents who were “Very Unsatisfied” or “Unsatisfied” with the agency in 2025 (2%) decreased from 2023 but remained constant with 2024. Ratings for quality of service and overall satisfaction are highly correlated ($r=.77$) and greater than last year ($r=.74$). These results imply that ratings of overall services largely correspond with ratings of one’s satisfaction with the agency.

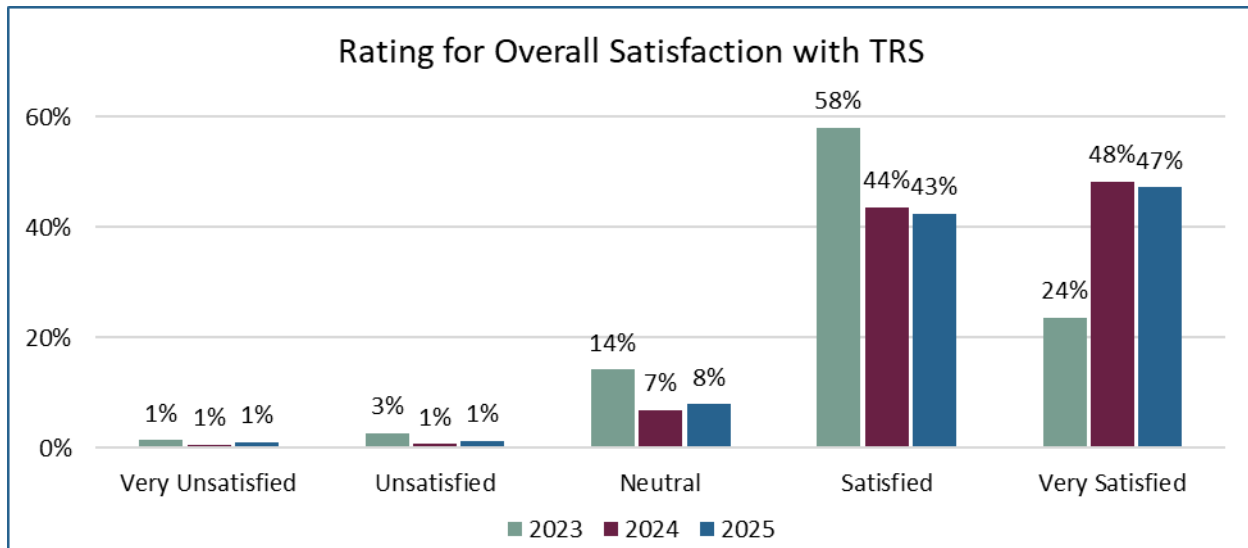


Figure 2: Rating for Overall Experience with TRS

When asked about how they rated their overall satisfaction with TRS, twelve respondents selected they were “Very Unsatisfied” or “Unsatisfied” and elaborated on their selection with an open-ended response. About a third of the responses (31.3%) discussed portal or program issues as their reason for dissatisfaction while a quarter of comments (25.0%) mentioned reporting issues. Almost twenty percent (18.8%) of responses discussed bad communication and being passed around as a reason for being unsatisfied and others mentioned the unreasonable timeline (12.5%) and slow response times (6.3%) for their dissatisfaction with TRS.

- *The reporting is cumbersome, inefficient and frustrating. Needing to change my password every 70 days or so is inefficient and ineffective. The system is not user friendly and it's difficult to know how to solve errors. Having to put in all of the required fields when you just need to make one change is frustrating, especially when you get a message that the records don't match but the system will not tell you which record.*
- *TRS wants accurate data in an unreasonable amount of time. In order for the data to be accurate, we must have adequate time to properly review the data. 6 calendar days (and sometimes less) is not enough time to receive data from our employees and then turn around and report it. We also have issues with retiring employees receiving inaccurate information from people they speak to.*
- *The burden that the TRS system has placed on the district in correcting errors that originated at TRS is unfair and the communication is terrible at best. The emails will tell me to do something and then say reach out to your coach for help. I wouldn't need help if TRS would do their part correctly and not place all the burden on the RE to undo and redo work because the RE Portal is lacking in its functionality.*
- *The reporting portal has always seemed to regimented. On the employee retirement side, I do have faith in the organization's ability to meet its future obligations, if for no other reason, they are able to make/change the rules as they see fit to remain financially sound.*
- *When you reach out to get help you are passed around.*

2.2 Changes to TRS Services

To gain insight into the evaluation of the quality of TRS services, respondents were asked the following open-ended question: “What, if anything, would you change about the services TRS provides to its REs?” This is asked early in the survey and immediately following the ratings questions to elicit unstructured “top of mind” responses. Overall, 41% (n = 453) of the 2025 survey respondents (n = 1,103) provided a specific response to this item.

To analyze the results, each comment is evaluated and coded according to themes present in the individual’s answer. Responses were coded into categories. For example, a respondent might note the need for quicker response times from TRS while also questioning the reporting deadlines. The categories identified were based both on previous year’s survey results and close reading of the responses in the 2025 survey. In Table 2, the number of open-ended comments coded to each theme in the individual responses are presented. It is important to note that each percent represents the percentage of survey respondents who answered this question rather than the percentage of total survey respondents. The most common coded themes included: (1) extending or flexible deadlines, (2) provide better communication to REs, (3) improving the RE Portal, (4) making technical changes, and (5) changing maintenance window.

Table 2. Frequency and Percent of Coded Open-Ended Responses for Potential Changes to TRS Services

Response Category	Count	%
Number of Unique Members Responding to Question	453	
Extending/Flexible Deadlines	72	12.3%
Positive Comment	60	10.2%
Provide Better Communication to REs	57	9.7%
Improving the RE Portal	54	9.2%
Making Technical Changes	36	6.1%
Changing Maintenance Window	28	4.8%
Providing Training/In-Person Training	26	4.4%
Improving Response Times	17	2.9%
Change Requirements	16	2.7%
Improve Access to Coaches	15	2.6%
Improve Accessibility to Reports and Data	15	2.6%
Provide Better Quality Instructions	14	2.4%
Improve Accessibility to TRS Website and Newsletter	13	2.2%
Employee/Member Information	10	1.7%
Need for Additional RE Coaches	9	1.5%
Chat Function During Reporting Time	8	1.4%
Provide Efficient Ways to Correct Errors	5	0.9%
Retirement Info	5	0.9%
None/NA	127	21.6%
Total	587	100.0%

Note. What, if anything, would you change about the services TRS provides to its Reporting Employers?

Of the open-ended responses, several of the categories were similar to those expressed in previous years. Of those who offered a comment, a little over ten percent of responses (10.2%) from those specifying changes, had positive comments about TRS services and 12.3% noted the need to extend or have more flexible deadlines. Respondents also stated there is a need for TRS to have better communication to REs (9.7%). A related theme that emerges in some comments is the RE Portal needs to be improved (9.2%) alongside technical changes (6.1%) and changes to the maintenance window (4.8%). Representative comments of the five most common themes are included below.

2.2a Extending or Flexible Deadlines

Of those who offered a suggestion for improving TRS services, 12.3% noted the need to extend reporting deadlines. REs stated the deadline should be modified for holidays, vacations, and weekends, instead of being a fixed date, to reduce stress. They also urge TRS to recognize that reporting to TRS is one aspect of their job and meeting the current reporting deadlines can be difficult. Below are examples (in italics) of the verbatim responses from survey respondents.

- *Flexibility with the due date (6th of every month) given weekends and holidays. Better availability. Your office are [sic] always closed at the most inopportune times.*
- *I know this is out of their control and up to the state legislature, but I would change the due date of the reports. The current due date is just undoable, even with the grace period extension.*
- *I would like TRS to realize that not every RE can be treated the same when it comes to reporting deadlines. We report for over 15,000 employees and the 20th of the month is fine but if it's shortened again, it'll be close to impossible to complete our RP on time. Especially when we work hard to submit accurate data. The service TRS provides is great, but we really stress that our timeline needs consideration. Especially when we also have system updates and changes.*
- *Knowing this is something only legislation can change.... DUE DATES. Due dates of the 5th-6th leave very little time, and many times involve me working on Holidays to meet the deadlines. This is A BUMMER!*

2.2b Provide Better Communication to REs

Comments about better communication, made in 9.7% of responses, generally focus on the need for more clear information, more thorough responses, notifications about penalties and concurrent employment, and improving service and attitude when communicating.

- *Improve bedside manner, as many that are calling/emailing are under a bit of stress.*
- *Need faster response time from coaches to complete files by deadline. Notification when employee is not in an eligible TRS position but is eligible with concurrent employment.*
- *The email system is terrible. The RE Portal is also terrible. TRS tells every single person who calls regarding their Retirement Certification "we are waiting on the district". For example, I have several employees who retired in December and received their last pay in January. I can't submit their Retirement Certifications until the January Report is complete or the TRS staff will kick it back for me to redo. The overall lack of communication is terrible & the blame is always on the RE.*
- *It would be helpful if TRS actually answered EEs questions that are TRS based and related instead of sending them back to us because a lot of times their questions are related to TRS processing and not our side of things.*

2.2c Improving the RE Portal

Nearly 9.2% of the comments focused on improving the RE Portal to make it more efficient, more user-friendly, decrease steps to change a position code, have the system change the log history when correcting an error or editing a record, and to have an electronic confirmation.

- *My TRS issues are regarding the outdated TRS portal. System updates could make reporting so much faster. I am sure that most reporting employers are in the same boat as me and wear many hats. The accuracy of our reports would benefit by a better system to work in.*
- *I think in some ways, the portal could be more user friendly. Such as the steps it takes to change someone from a sub to a full-time employee after the month it happens.*
- *The reporting online portal needs some enhancements which we have previously requested, that would help our reporting time specially since we are the 4th largest district in Texas, for instance be able to look up multiple members at once to view new member and retirement status.*
- *It is not an intuitive system. The learning curve of the system is a lot.*

2.2d Making Technical Changes

Comments about making technical changes, made in 6.1% of responses, call for the need to improve the ability to open multiple tabs or windows at once, identifying and correcting errors during the reporting process, changing passwords less frequently, and having prefilled forms to speed up the processes.

- *It would be easier to complete tasks if we could have multiple tabs open in our browser without it causing errors. It would be helpful to be able to sort various worklists by employee name, notes, social, etc. As the list populates based on when TRS inputs it and can be cumbersome to scroll through when seeking out a specific individual. Create worklist that feeds back into TRS for items like updating SSN where copies of cards and DL can be uploaded.*
- *The displaying of error messages on the reports. Would like to see the error message without having to click on the TRS ID number.*
- *Make the search report on the Create & Maintain Reports screen stay on the current period so you don't have to reenter the information in the Period From, Period To, [and] Report Type & Status when you go to the View Employee Information screen.*
- *Making sure the programmer's district System use is compatible to TRS System and updates done daily.*

2.2e Changing Maintenance Window

Nearly 4.8% of the comments focused on the need to change the maintenance window, specifically to make it more accessible in the evening for those working after hours.

- *I would recommend for the evening maintenance time be changed for it to start like at 11pm every business day. When the portal becomes unavailable at 7pm, it makes it difficult for us to be able to work on clearing the errors. Thank you.*
- *The system maintenance every evening at 7 pm puts RE's at a disadvantage to working after hours on reporting.*
- *The daily TRS system maintenance schedule. We are on MST & it's a disadvantage for our district. For January, our district encountered penalty fees even though overrides were submitted 2 days*

prior to deadline. If TRS waits to clear overrides on the deadline date, it leaves no room for district to clear any new errors or force TRS eligibilities. Perhaps, avoid scheduling a system maintenance on the deadline date.

- *Do not close the system down at 6:00 pm. Many of us try to work on TRS after hours & this is very frustrating & limiting.*

2.3 Contact with Reporting Employer Coach

RE Coach contact was evaluated in a new approach for 2025. Previously, REs reported the frequency of RE Coach interaction, with approximately three-fourths of REs rarely or never contacting their RE Coach annually from 2022-2024. However, in 2025, this question was shifted to collect feedback on the timing of contact related to reporting deadlines (e.g., during reporting deadlines, unrelated or outside of reporting deadlines, or both). RE Coach contact reasons and needs varied greatly depending on the timing of contact. The specific question wording is as follows:

“In a typical month, when does your organization communicate with your Reporting Employer Coach (either through phone calls, chat, or email)?”

The majority of respondents reported contacting their RE Coach during reporting deadlines (55%), while only (8%) reported contacting their RE Coach unrelated to or outside of reporting deadlines. More than a third of respondents (37%) reported they contacted their RE Coach “Both” during and outside of reporting deadlines (Figure 3).

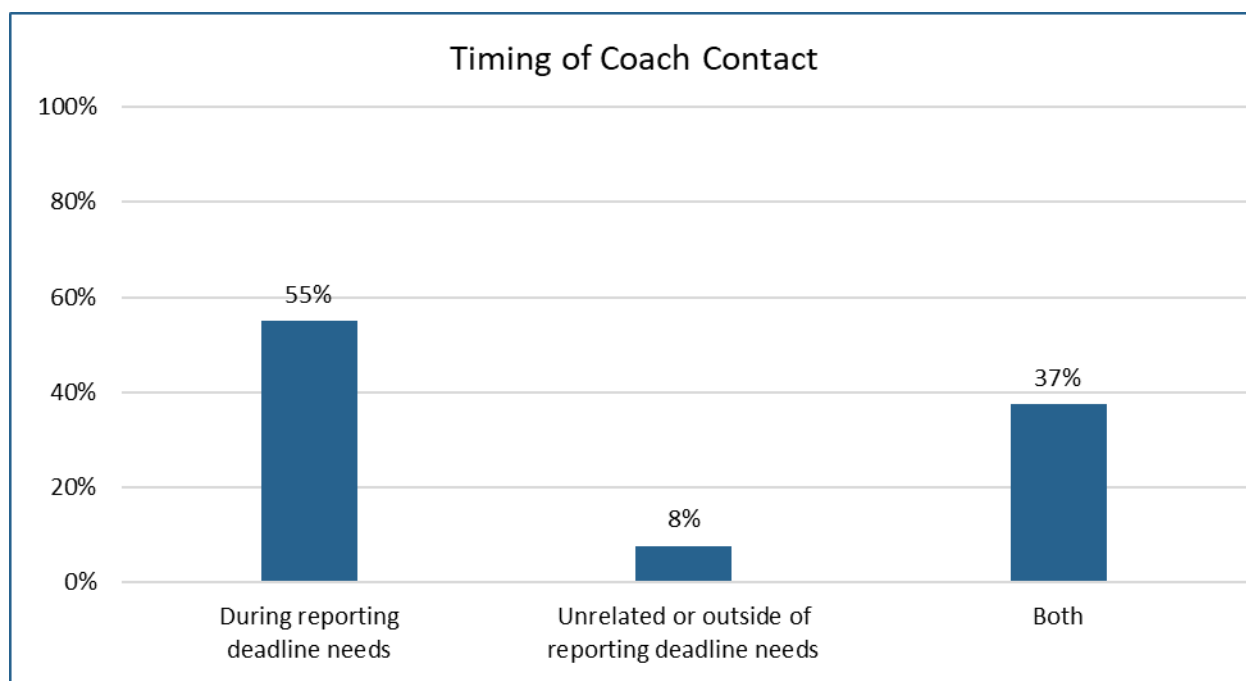


Figure 3: Timing of RE Coach Contact

Differences in RE Coach contact by institutional type were examined (Figure 4). Respondents representing public schools reported contacting their RE Coach more often during reporting deadlines (56%) than respondents representing higher education (42%). A greater percentage of REs representing higher

education institutions contacted their RE Coach “Both” during reporting deadlines and unrelated to reporting deadlines (54%) than REs representing public schools (36%) contacting their RE Coaches during both timeframes.

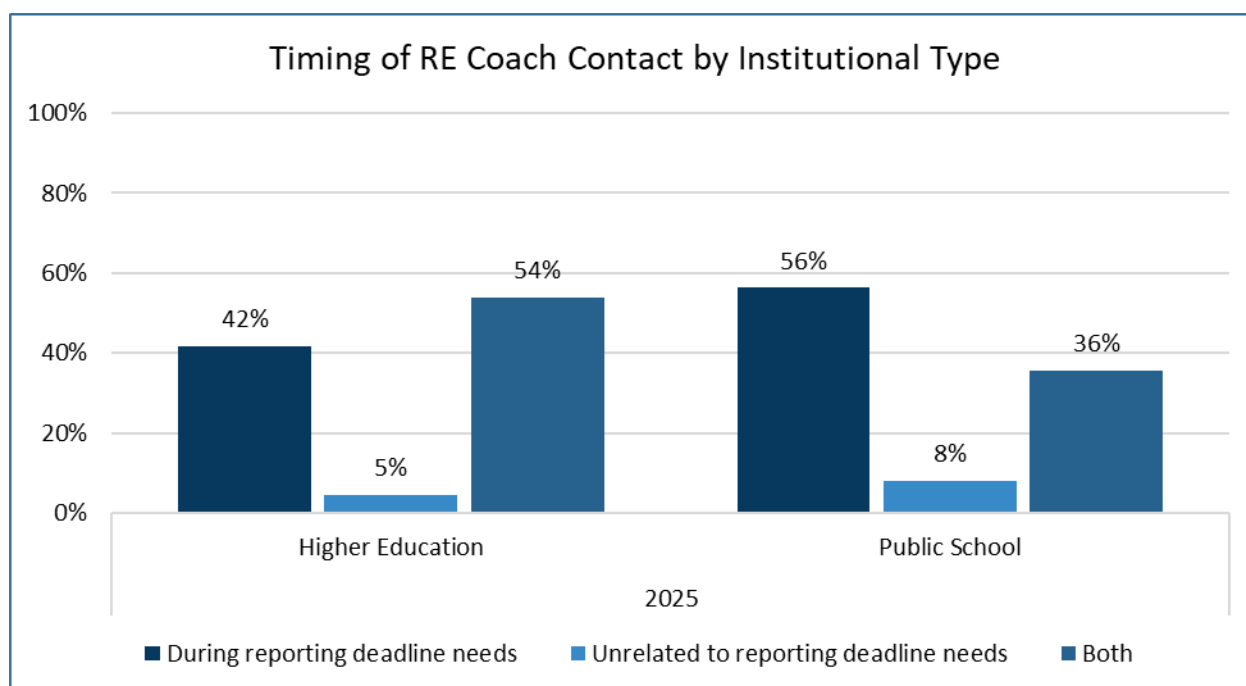


Figure 4: Frequency of RE Coach Contact by Institutional Type

When asked about the reasons for contacting the RE Coach, the top responses fit in the categories of (1) reporting errors, (2) generic questions/advice/guidance, (3) reporting questions, (4) employee-related questions, and (5) overrides, as shown in Table 3. Of those who offered a comment, a little over twenty percent (22%) noted the reason for contact was due to reporting errors, while a little over sixteen percent (16.2%) noted reporting questions as the reasons for contact. Respondents also stated they contacted RE Coaches for generic questions and advice (18.9%), employee related questions (9.1%), and overrides (8.8%). Representative comments of the five most common themes are included below.

2.3a Reporting Errors

Nearly 22% of the comments mentioned contacting the RE Coach for assistance with resolving reporting errors so they are able to complete the report.

- *Why we are getting error messages and how to fix them.*
- *Usually questions on errors from reporting.*
- *Not understanding how to fix an error you are receiving.*
- *If I have errors that I am unsure how to clear.*

2.3b Generic Questions/Advice/Guidance

Almost a fifth of comments (18.9%) reported reaching out to the RE Coach when they were in need of advice or guidance and when they had generic questions.

- *I'm new to this position so I have reached out to Erin on numerous occasions regarding any and everything TRS.*
- *If I have questions that I am not able to find the answers to, I reach out to my coach.*
- *I reach out to my coach for guidance and on issues that I cannot resolve.*
- **GENERAL QUESTIONS TO ENSURE REPORTS DON'T GET REJECTED AT END OF MONTH**

Table 3. Frequency and Percent of Coded Open-Ended Responses for Reason for Communicating with Coach

Response Category	Count	%
Number of Unique Members Responding to Question	388	
Reporting Errors	137	22.0%
Generic Questions/Advice/Guidance	118	18.9%
Reporting Questions	101	16.2%
Employee-Related Questions	57	9.1%
Overrides	55	8.8%
Retirement Questions	34	5.5%
Verifying information/Certification	32	5.1%
Eligibility Questions	32	5.1%
Portal Questions	12	1.9%
Technical Assistance	10	1.6%
TRS 28 Form	9	1.4%
Suspended records	6	1.0%
Reporting Timeline	5	0.8%
Positive Comment	4	0.6%
None/NA	11	1.8%
Total	623	100.0%

Note. What are the reasons you contact your RE Coach? (Other)

2.3c Reporting Questions

Comments related to reporting questions, 16.2% of responses, were mentioned when asked about reasons for communicating with the RE Coach.

- *As I come across things that I am not familiar with, I just started doing the TRS reporting.*
- *Errors received during reporting, and more specific questions about reporting on certain employees throughout the month.*
- *For reporting and certification issues.*
- *How to get our monthly reports to completion.*

2.3d Employee-Related Questions

Almost ten percent of comments (9.1%) mentioned needing guidance with employee-related questions, including when employees qualified for TRS, when an employee did not show up in the portal, concurrent employment, and employees working for multiple entities.

- *Also, on how to report someone based on their employment type and amount of time worked.*
- *Name/SSN issues, questions about employees working for multiple entities.*
- *Special circumstances with employees.*
- *Working on certifications, questions regarding employees and monthly TRS reporting*

2.3e Overrides

Comments about reaching out to RE Coaches for overrides were reflected in 8.8% of responses and generally focused on the need for overrides to complete the report.

- *For overrides or when I am unable to clear a record.*
- *For confirmation of certain situations and corrections that are needing to be made that may require an override.*
- *I contact our coach for overrides to complete the RP report.*
- *Lately there have been a few employees that need overrides.*

2.4 Quality of Service Received by Reporting Employer Coach

REs rated their RE Coach on quality of service, various personal traits, and multiple dimensions of service. The initial question asked respondents to rate the “quality of services” received by their RE Coach. This question is as follows:

“How satisfied are you with the quality of service you receive from your Reporting Employer Coach?”

Historically, respondents rated the quality of service provided by their RE Coach more favorably than the overall quality and satisfaction with TRS services. RE Coach quality ratings tended to move with satisfaction and quality ratings. Increases to overall quality are mirrored in increases to RE Coach quality ratings and vice versa. General overall ratings in 2025 remained comparable to 2024 levels, and this consistency is reflected in the RE Coach quality rating, as shown in Figure 5. Nearly three-fourths of REs in 2025 are “Very Satisfied” with the quality of services provided by their RE coach, up slightly from 72% in 2024, after a significant increase compared to 2023 (53%). Combined dissatisfaction (“Very Unsatisfied” plus “Unsatisfied”) with RE Coach quality remains under 3% again in 2025.

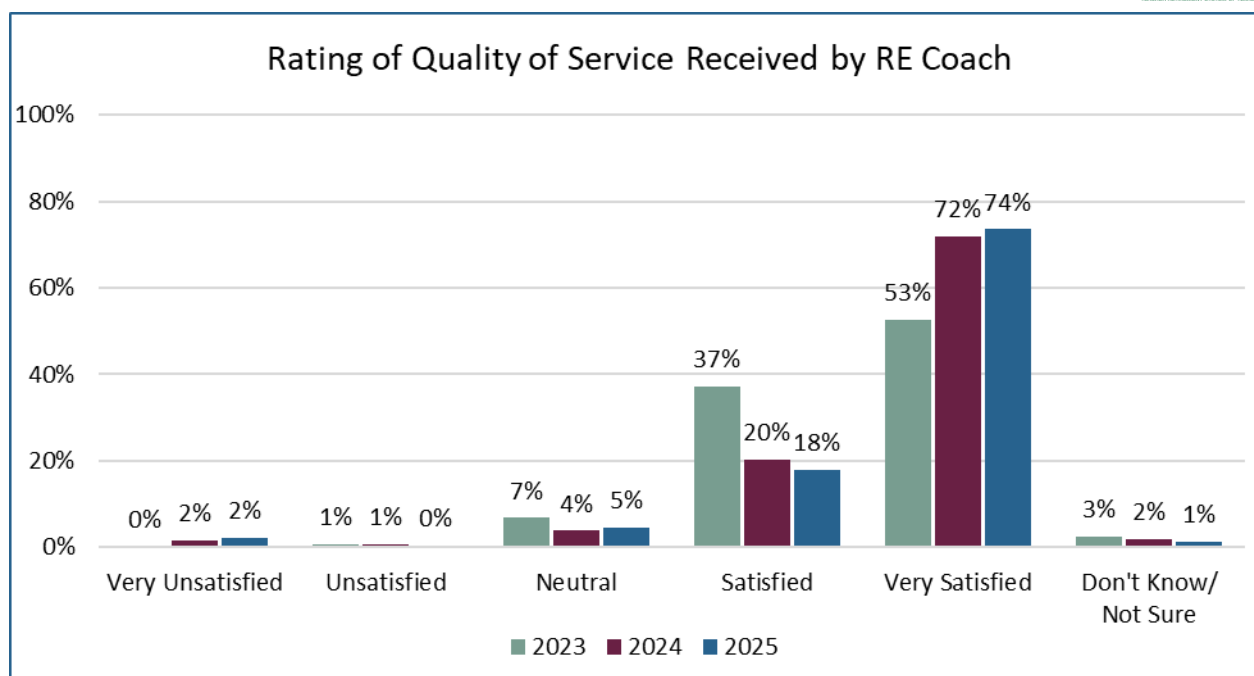


Figure 5: Rating of Quality of Service Received by RE Coach

RE contacts representing multiple REs have nearly identical mean scores for the quality of TRS service ($Mean = 4.45$, $SD = .80$) as do RE contacts representing one RE ($Mean = 4.47$, $SD = .72$). RE contacts representing multiple REs have marginally higher overall satisfaction mean scores ($Mean = 4.46$, $SD = .69$) than RE contacts representing one RE ($Mean = 4.33$, $SD = .77$). Reviewing the categorical frequencies for these items, 57% of RE contacts representing multiple REs are “Very Satisfied” with the quality of service while 58% of those representing a single RE are “Very Satisfied” (Figure 6).

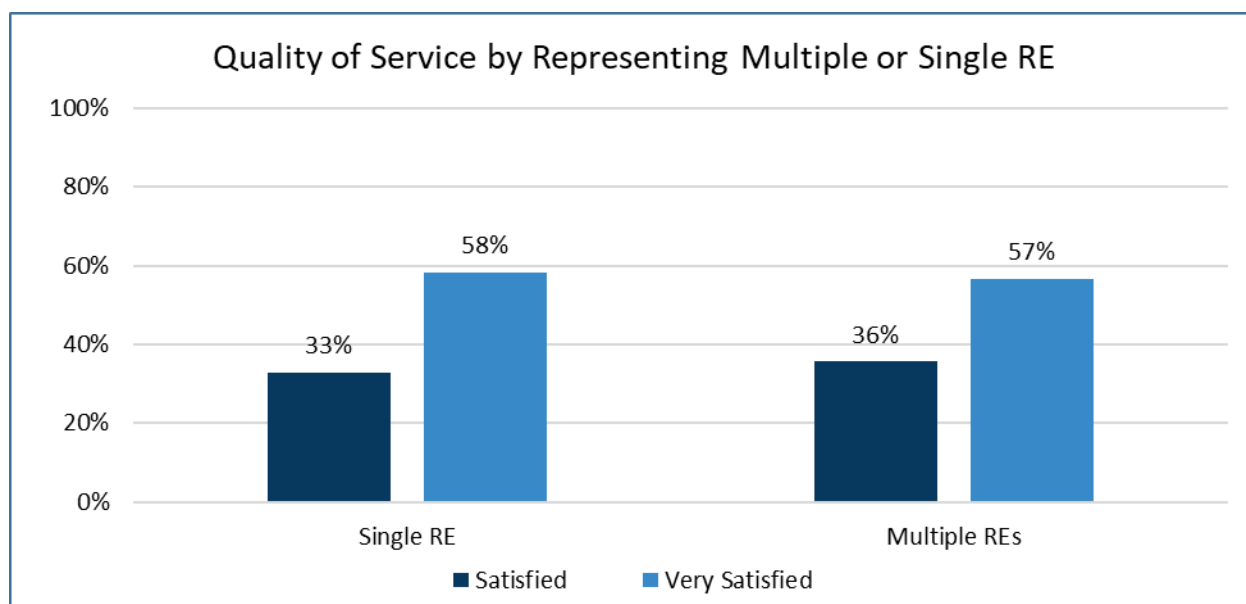


Figure 6: Rating of Quality of Service Received by Single RE and Multiple REs

When asked about how they rated the quality of service received from the RE Coach, 16 respondents selected they were dissatisfied and elaborated on their selection. Of these comments, a majority (64.7%) had praise or responses of satisfaction for the RE Coach's quality of service. Some responses (11.8%) mentioned being dissatisfied because of inconsistent information, others mentioned the RE Coach being unpleasant to work with (11.8%), and 5.9% mentioned issues with secure emailing.

- *The inconsistency of information we are given is very frustrating. Sometimes overrides are done with few or no questions. Other times they are scrutinized with multiple back and forth interactions. When we switch coaches, we are often told conflicting recommendations.*
- *She is not pleasant to work with and does not give step by step instructions. Very vague and unwilling to provide explanations other than screen shots out of the manual.*
- *Again my coach does not communicate with me directly, but through secure messages. I recently was out due to having surgery and during this period she secure messaged me "Please let me know if you need any assistance locating the certification requested, or have any questions." Because of this being sent as a secure message she did not receive my out of office reply. Secure messages should only be used for SENSITIVE information.*
- *Our new RE Coach has been very helpful with our questions and problems that we run into. She has fast response time on getting back to us, with either the solution or lets us know she is trying to figure out a solution.*
- *Our Coach is prompt to respond and thorough in their responses providing guidance on how we are to proceed.*

The past three survey administrations requested RE feedback for five dimensions of RE Coach qualities (courtesy, friendliness, knowledge of reporting requirements, knowledge of RE Portal, and self-identifying by name). Results presented in Figures 7a-7e display results from 2023, 2024, and 2025. The percentage of respondents rating their experience across all dimensions as "Very Satisfied" increased significantly from 2023 to 2024 and remained consistently high in 2025. There was a shift in "Satisfied" to "Very Satisfied" in 2024, and this increase was maintained in 2025. REs most highly rated their Coach identifying themselves by name (78% "Very Satisfied"). Approximately three-fourths of REs were "Very Satisfied" with each of these five elements of the RE Coach qualities (75%-78% each). These satisfaction ratings are consistent to 2024 percentages (+/- 2%). Less than 10% of REs report being "Neutral," "Unsatisfied," or "Very Unsatisfied." These rates are consistent to previous years with a minor uptick in "Very Unsatisfied," increasing from 1% in 2024 to 4% in 2025. These items are highly correlative (all rest > .9 where 1 is a perfect one to one correlation) meaning that nearly all REs provide identical ratings for each of the five RE Coach quality items. This implies that REs that identify their RE Coach as very courteous and friendly also consider them to be very knowledgeable about the RE Portal and reporting requirements, and vice versa.

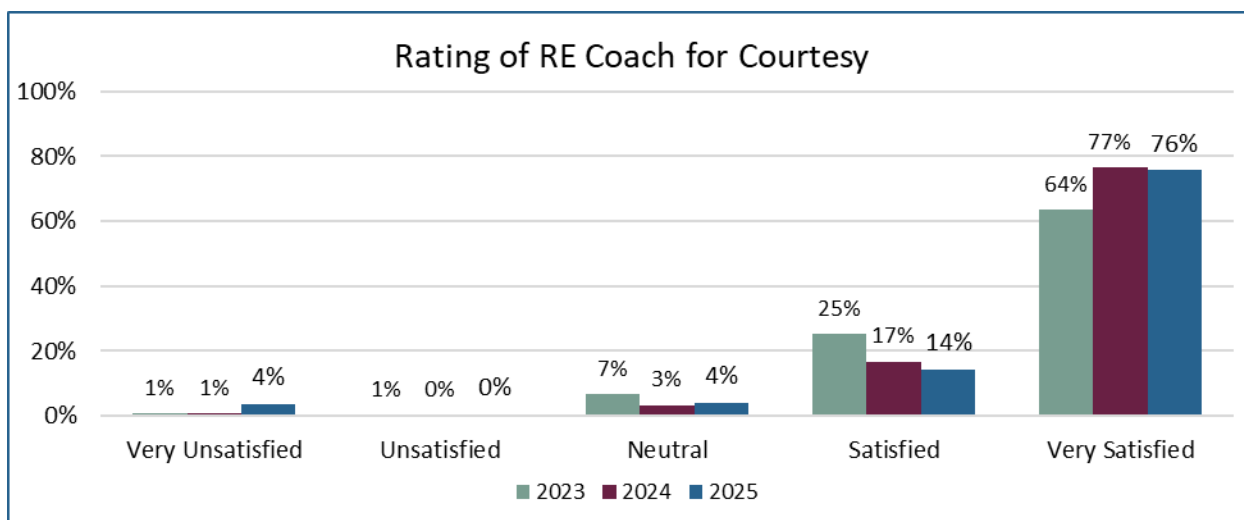


Figure 7a: Rating of RE Coach for Courtesy

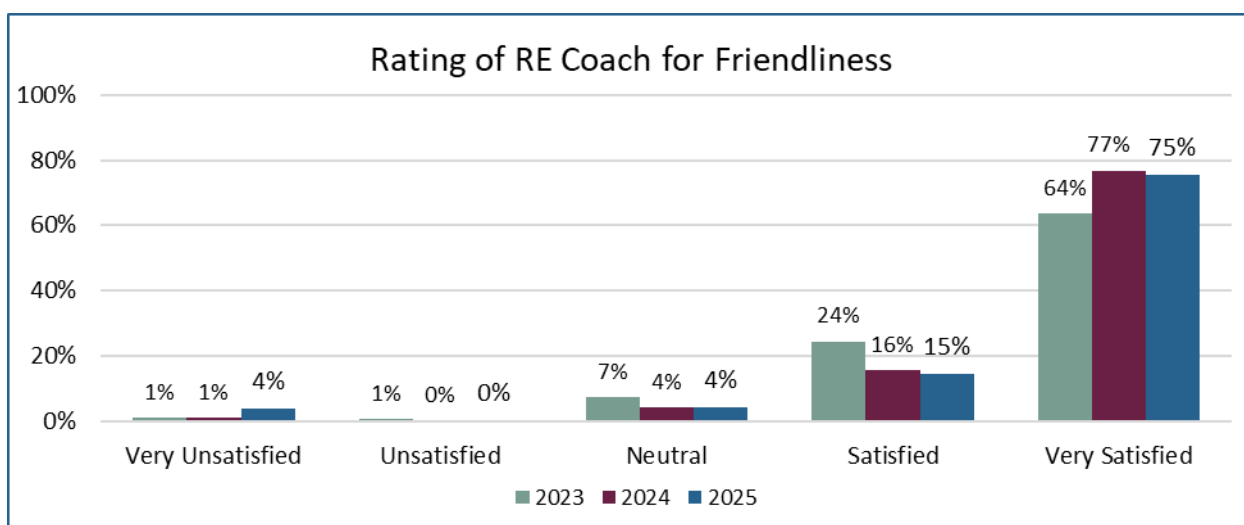


Figure 7b: Rating of RE Coach for Friendliness

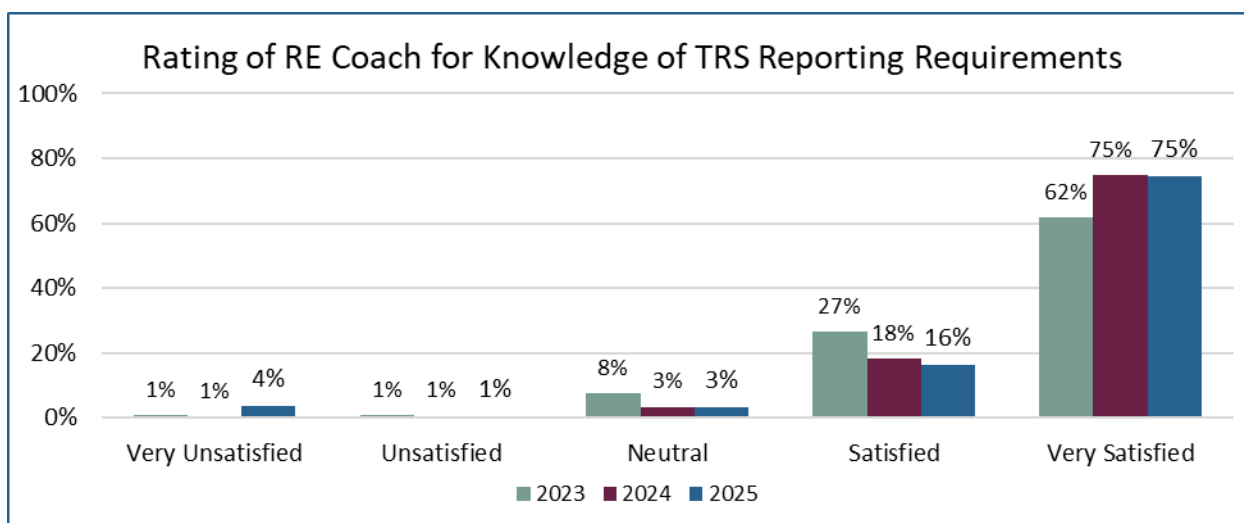


Figure 7c: Rating of RE Coach for Knowledge of TRS Reporting Requirements

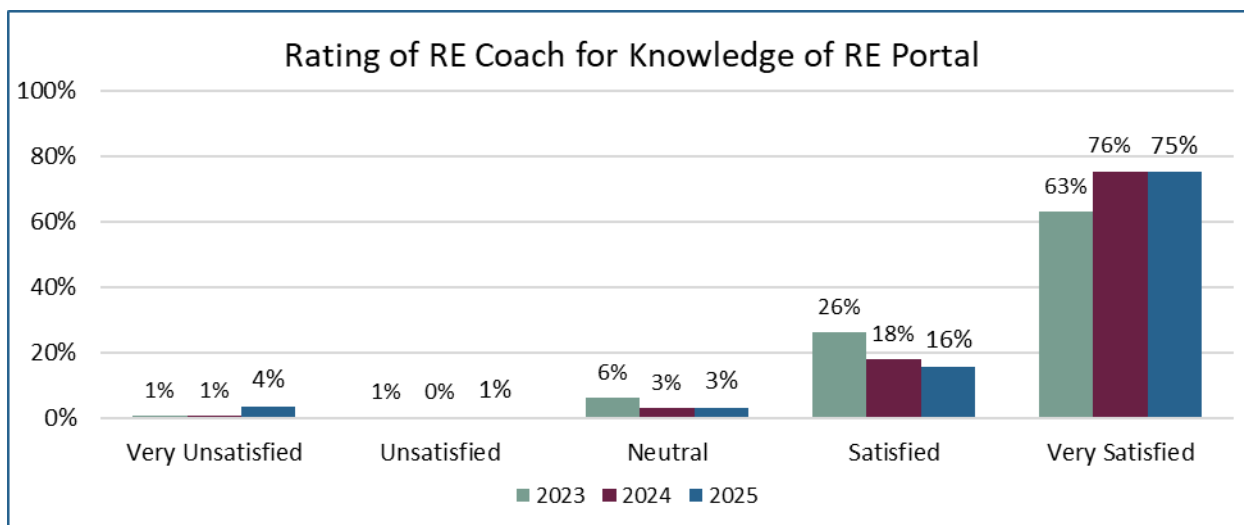


Figure 7d: Rating of RE Coach for Knowledge of RE Portal

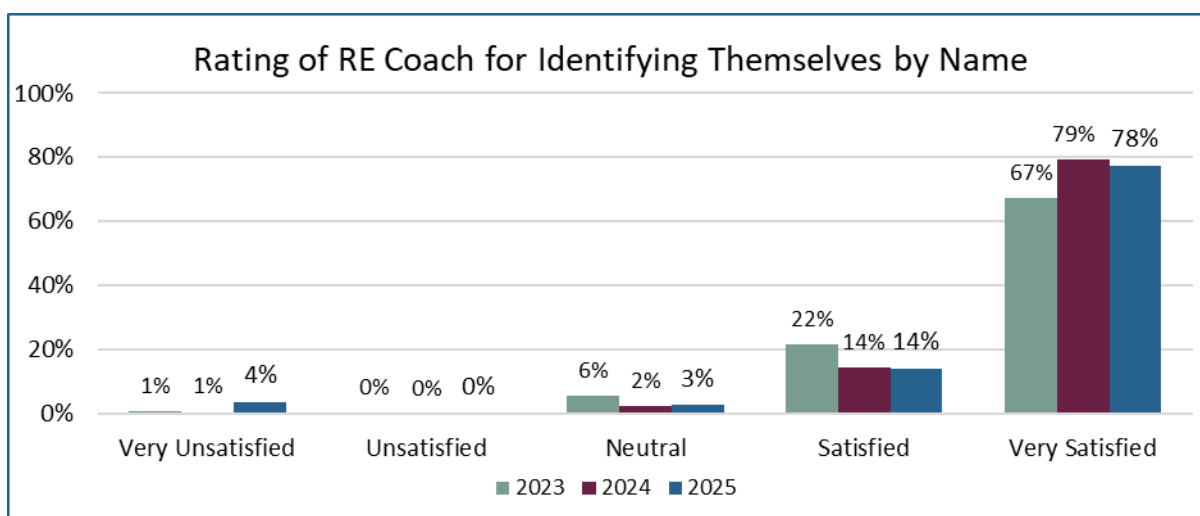


Figure 7e: Rating of RE Coach for Identifying Themselves by Name

When asked about how they rated the RE Coach on courtesy, friendliness, knowledge of TRS reporting requirements, knowledge of RE Portal, and identifies themselves by name, eighteen respondents selected they were dissatisfied and elaborated on their selection. Of these comments, almost half (42.9%) mentioned poor communication and lack of information provided to the RE by their RE Coach. Almost fifteen percent of comments cited poor response times as the reason for their dissatisfaction with their RE Coach. Although they selected an unsatisfactory rating, 42.9% of responses mentioned that TRS staff is helpful and provided praise.

- *When asking for help she always reverts to other sources and does not give the information needed to complete the task. Also, takes FOREVER for her to respond back to an email.*
- *Really, really like my coach but I do not always feel confident that I understand responses and sometimes responses are slower than I wish they could be to help us bring our reports to a close status*

- *Instead of proving help I was often sent a link (that would not work a lot of the time) to the manual. But I would be reaching out because I didn't understand. This resulted in having to reach out to other school districts or other software companies/platforms for assistance.*
- *There is no sense in attempting to build a working relationship with the district. Correspondence mimics something copied and pasted from ChatGPT. The urgency level is extremely low.*
- *Our experience with coaches is that they are professional but not overly friendly or eager to help. They have basic knowledge but are not always able to answer more complicated questions.*
- *Has a style that can sometimes seem dismissive.*

2.5 Rating of Reporting Employer Coach by Dimension of Service

RE Coaches are given positive marks for all dimensions of service again in 2025 (Figure 8). While overall quality and RE Coach quality scores remained comparably high to 2024 levels, there was an increase in the percentage of respondents who were “Very Satisfied” for all dimensions of service in 2025. The majority of RE contacts indicated they were “Very Satisfied” with their RE Coaches regarding explaining steps needed to correct errors (75%), communicating via email (75%), understanding and responding appropriately to questions (73%), resolving initial questions within two business days (72%), responding within the current service standard time (71%), and directing respondents to appropriate resources on the website (71%). “Being available so that you can speak to a person on the phone,” has been the least positively evaluated service for the past three years, despite tremendous growth in RE satisfaction. In 2025, two-thirds of respondents were “Very Satisfied” with the availability of people to speak to on the phone (67%).

Comprehensive results are displayed in Figures 9a and 9b which show response frequencies for all levels of satisfaction with each dimension of service. Figure 9a shows strong performance across four key service dimensions, with approximately three-quarters of respondents indicate they are “Very Satisfied” with each dimension of RE Coach service. Specifically, 73% of respondents feel the RE Coach understands their questions and responds appropriately, 72% feel they are directed to appropriate online resources, 75% are “Very Satisfied” with how the steps to correct errors are explained, and 72% are satisfied with the timeliness of responses within the one business day service standard. Very few respondents rated their experiences as “Neutral,” “Unsatisfied,” or “Very Unsatisfied,” with negative ratings below 5% in all dimensions.

Figure 9b demonstrates high levels of satisfaction with the RE Coach across the three remaining dimensions of service. The majority of respondents (73%) were “Very Satisfied” with their RE Coach’s ability to resolve their initial question within two business days with an additional 19% “Satisfied.” Collectively, nearly all RE contacts were satisfied with the resolution of their initial questions within two days, indicating prompt and effective service. More than two-thirds of RE contacts were “Very Satisfied” with their RE Coach’s availability to speak on the phone (67%). This dimension was historically the lowest rated service dimension despite growth in recent years. There are still 9% of RE contacts who are “Neutral” about phone availability and 4% combined dissatisfaction with this dimension of service. The highest satisfaction with any dimension of service was for email communication with 76% “Very Satisfied” and 18% “Satisfied.”

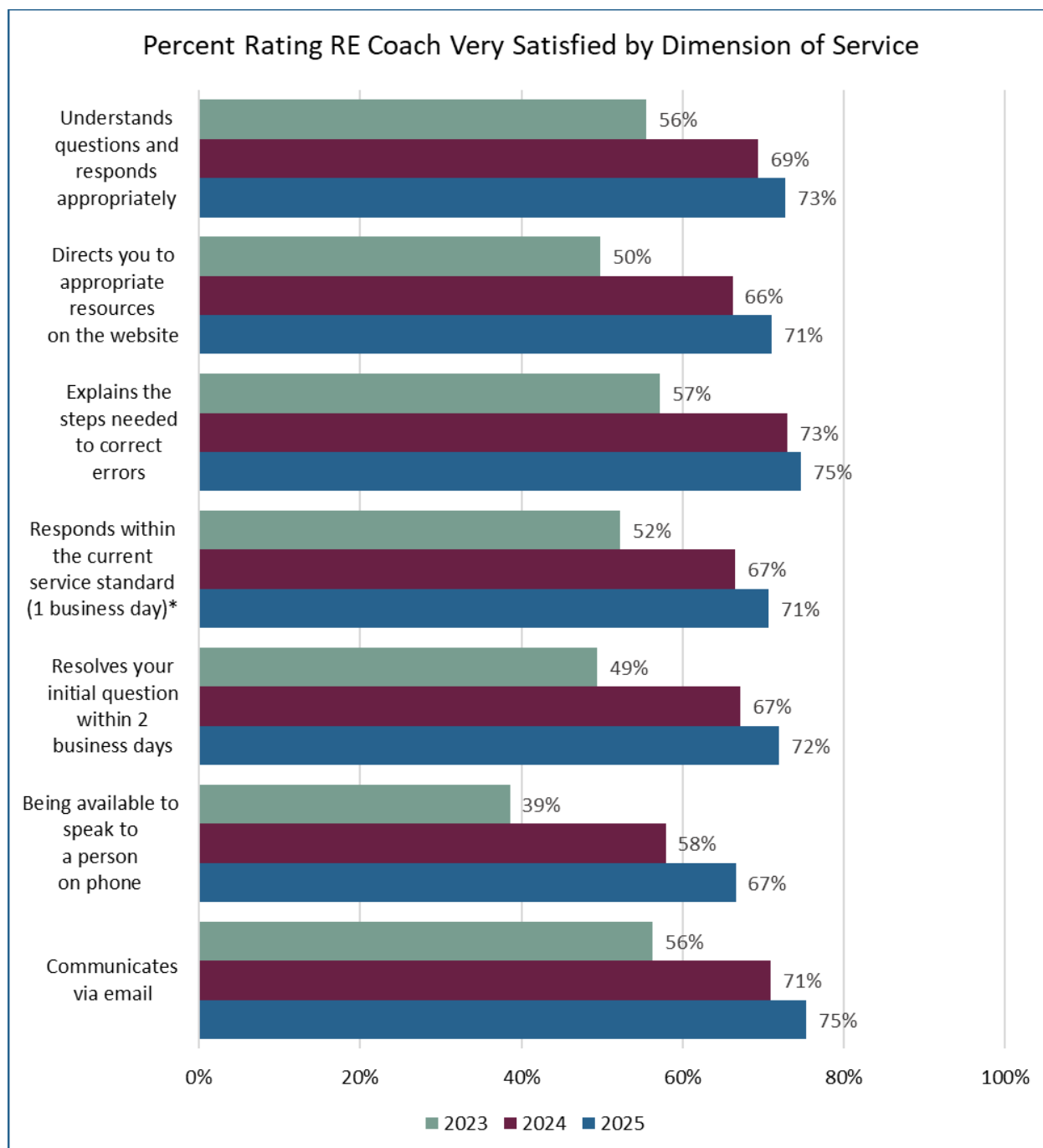
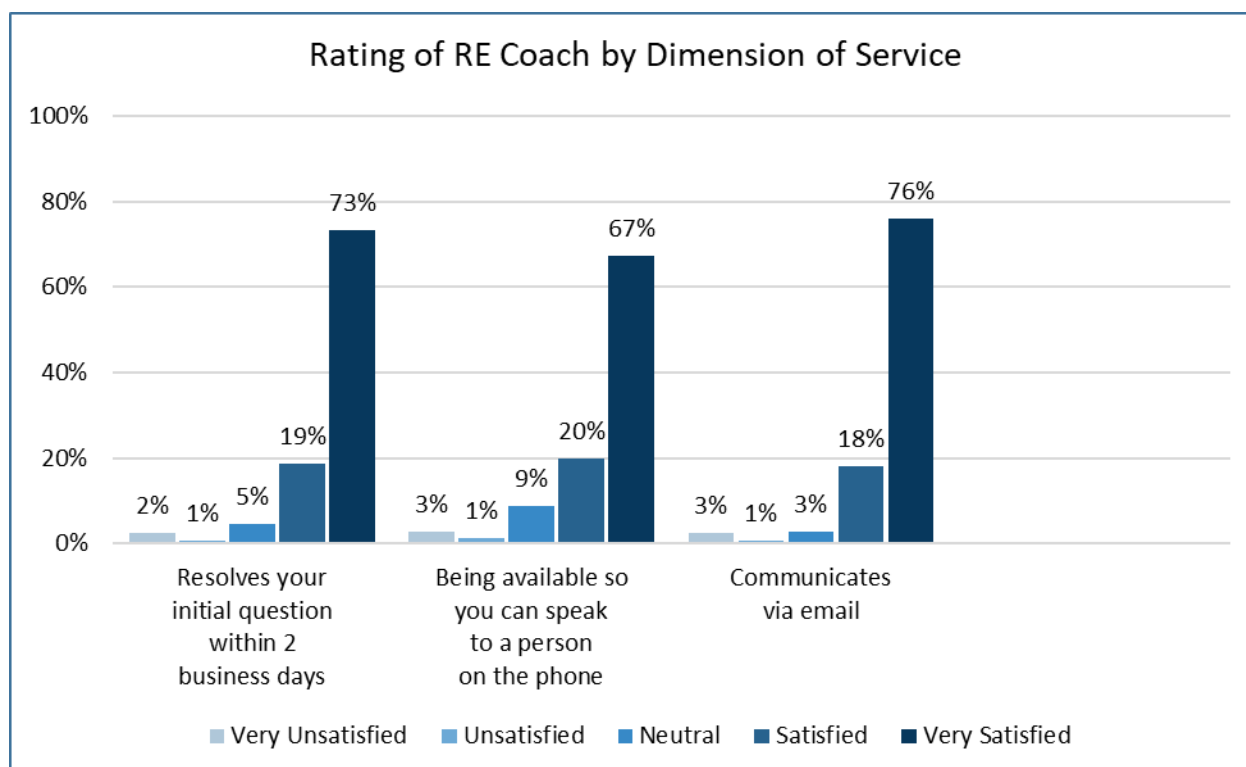
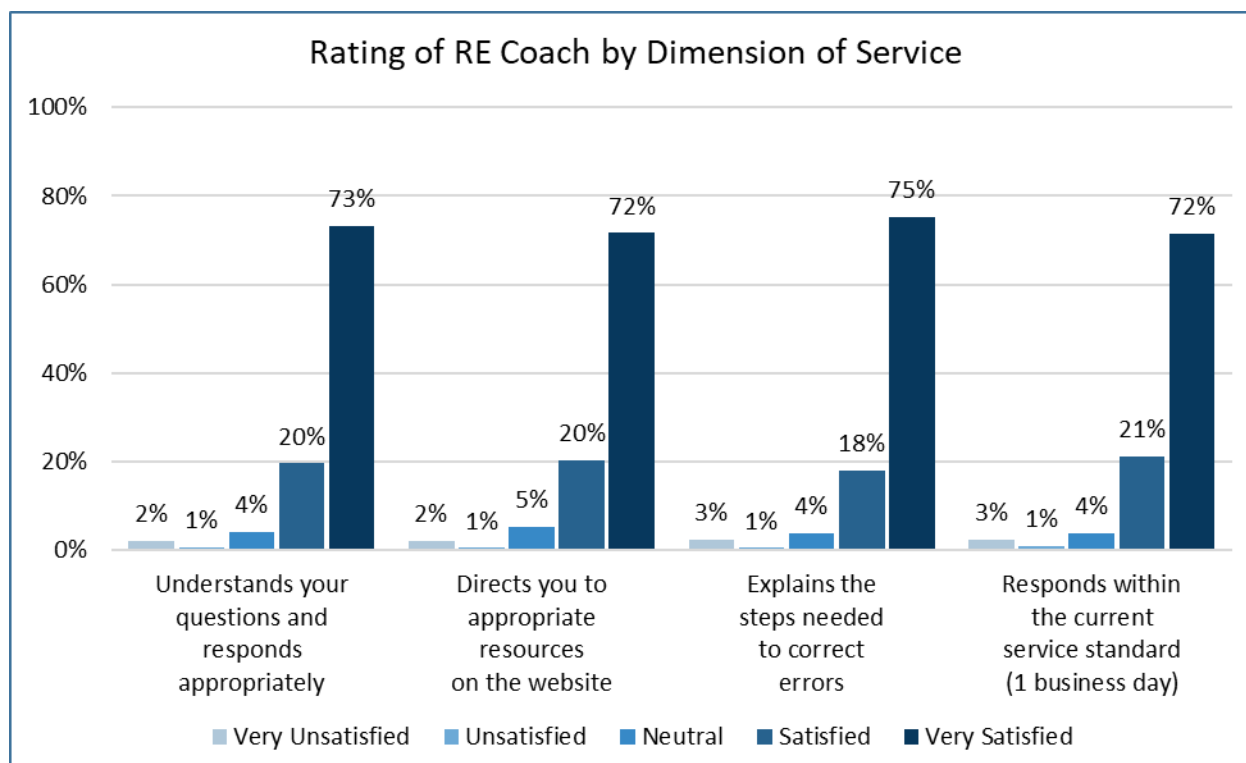


Figure 8: Percent Rating RE Coach Very Satisfied by Dimension of Service

*Prior to 2024 this question referenced a service standard of two-business days instead of one day.



Figures 9a and 9b: Rating of RE Coach by Dimension of Service.

When asked about how RE Coaches rated on service dimensions, thirty respondents selected that they were “Very Unsatisfied” or “Unsatisfied” and were asked to elaborate on their selection. Nearly 32% of comments for an unsatisfied rating of their RE Coach mentioned the responsiveness. Almost a quarter (23.5%) of comments mentioned the form of communication as the reason for being unsatisfied with their RE Coach. Unhelpful responses (14.7%) and unreachability (8.8%) were also mentioned as a reason for being unsatisfied. Almost 15 percent (14.7%) of comments discussed being happy with their coach.

- *She understands and answers the questions and even points us to the answer in the Payroll Manual. However, there is no guidance on how to interpret or apply the verbiage in the Payroll Manual.*
- *My coach does NOT communicate by email. I only receive secure messages and delay my ability to read her messages, respond to her messages. I need my coach to limit the use of secure messages.*
- *First, please realize that currently I do not have a coach. I have not had a specific coach assigned to help me in a long time. I am left with emailing the group email or calling the main number and crossing my fingers I get a response timely. I have requested in the past to have a phone call because sometimes it is too in depth and confusing to explain everything over email. The confusion could be cleared up when a conversation is held, but TRS reps are too busy to call.*
- *If we send an email with several questions, we get an answer for one question at 47 hours and then have to resubmit with the other questions and wait another two days. Just answer all the questions when asked and quit playing the "time" game.*
- *Our reporting coach prefers to correspond via email per his initial conversation with me when I took over the reporting role for my district in May of 2024. There are times where a verbal conversation would be a better modality for me as a learner.*
- *The coach is awesome and very knowledgeable. It is the report that is not easy.*

2.6 Rating of the Importance of Services Provided by Reporting Employer Coaches

Figure 10 illustrates the percentage of respondents who rated various RE Coach services as “Very Important” from 2023 to 2025. Overall, importance ratings remained high across all dimensions, with slight fluctuations over the years. “Very Important” ratings for all seven service dimensions were within 3% of 2024 levels. At least three-fourths of REs consider each dimension of service as “Very Important.” REs consistently rate “Understands your questions and responds appropriately” (94%) and “Explains the steps needed to correct errors” (95%) as the highest importance. Importance placed on “Directs you to appropriate resources on the website” increased from 69% in 2023 to 73% in 2024 and to 76% in 2025. REs highly and consistently rated the importance of understanding, responding, and resolving questions with nearly identical ratings in each of the past three years for these items. Finally, “Being available so you can speak to a person on the phone” consistently ranked lower than other dimensions, despite a small increase from 71% in 2024 to 73% in 2025.

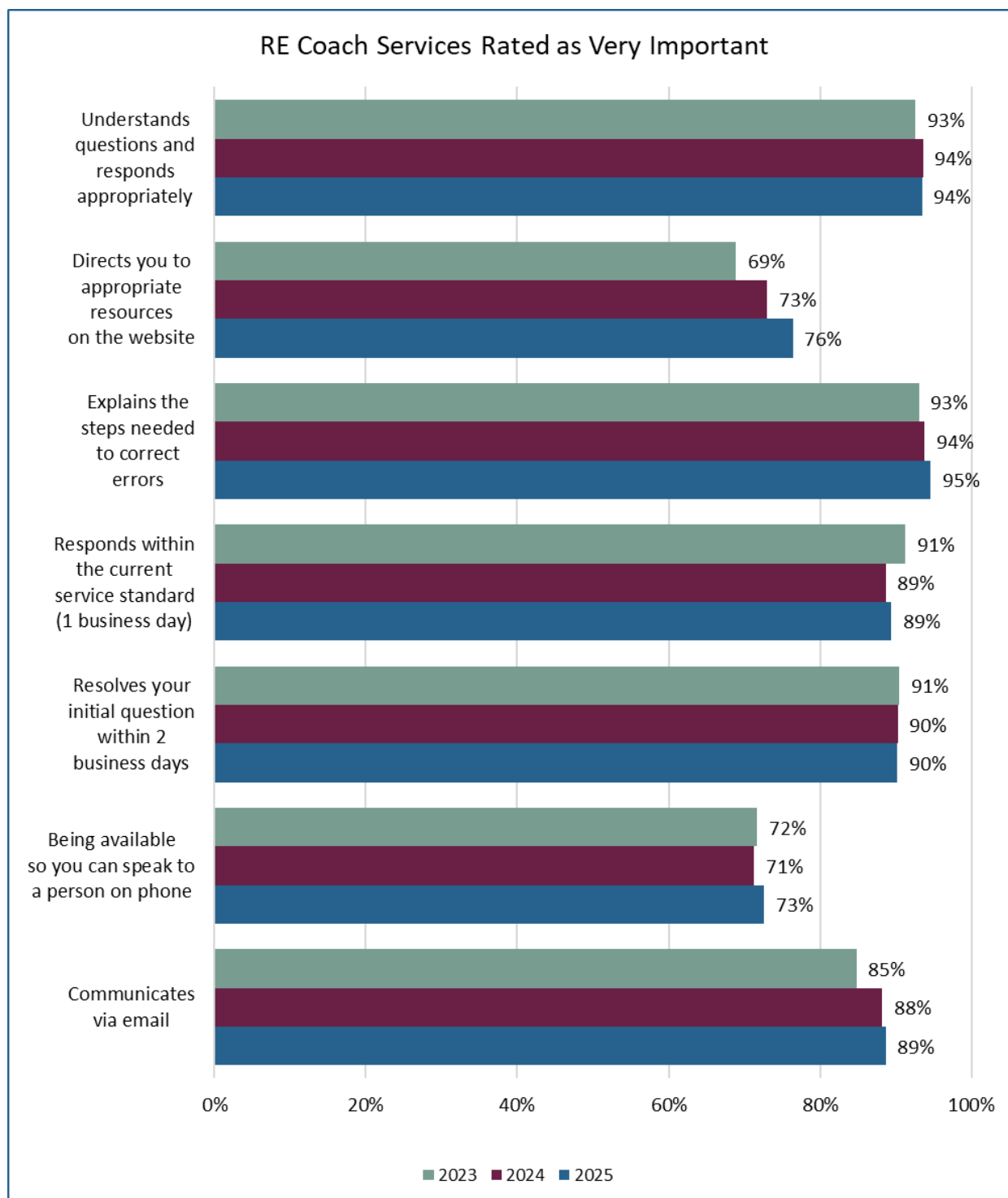


Figure 10: RE Coach Services Rated as Very Important

*Prior to 2024 this question referenced a service standard of two business days instead of one day. Resolves your initial question within two business days was asked for the first time in 2023.

2.7 Ranking of TRS Services

The final section of RE Coach ratings requested respondents to select the top three most important services provided by their RE Coaches. Table 4 presents the results, ordered by the number of respondents, who ranked each service in the top three in 2025. Explaining the steps needed to correct errors has been the most selected answer for the top three important RE Coach services in each of the past three years. In 2025, 921 REs ranked “explain the steps needed to correct errors,” 827 REs ranked “understand your questions and respond appropriately,” and 547 REs ranked “Responds with Current Service Standard (1 business day)” in their top three for most important TRS services. The order of the five most selected services did not change from previous years, suggesting the importance is relatively stable. Fewer REs selected “Direct you to appropriate resources on the website” in 2025 (23) compared to 2024 (69). More REs selected every other dimension as a top three important service in 2025 than in 2024.

Table 4. Ranking of TRS RE Coach Services (Number Selecting Services in Top 3)

	2025	2024	2023
Explain the Steps Needed to Correct Errors	921	740	855
Understand Your Questions and Respond Appropriately	827	664	813
Responds with Current Service Standard (1 business day)*	547	493	533
Call So You Can Speak to a Person on the Phone	327	236	344
Communicate via Email	259	212	171
Direct You to Appropriate Resources on the Website	23	69	81
Communicate via Chat	91	29	112
Something Else (specify)	21	17	13855

*Previous versions of this question referenced reasonableness of prior standard of two-business days instead of one day.

For the 17 respondents who selected “Something Else” and noted other areas where the RE Coach could take action, nearly 30% provided positive feedback and over a quarter expressed satisfaction with their RE Coach. Approximately 15% of the responses highlighted the need for increased responsiveness from their RE Coach. Similarly, almost 15% mentioned improvements in communication methods. Additionally, a total of 5.7% of the comments indicated they did not have an RE Coach (2 of the 21 respondents selecting “Something else”).

- *Perhaps give me a call to discuss really detailed questions...then of course follow up with an email explanation.*
- *Get the overrides that need other people completed quickly so that the monthly report can be finished.*
- *Time is usually critical, so if it can be within hours compared to just a business day.*
- *Our Coach does an exceptional job. He already does all of the above for our organization.*
- *Attempt to actually build a working relationship and not work to only collect a paycheck.*

2.8 Standard Reporting Employer Coach Response Time

To gauge response time expectations, respondents were asked the following question: “TRS’ goal is to respond to you within one business day. Do you think this timeline is reasonable?”

Survey results in previous years consistently highlighted RE Coach response time as an area for improvement. The standard response time was decreased from two days to one day in 2024. This shift resulted in drastic improvements related to response time satisfaction in 2024. Results from 2025 reveal that there is limited opposition to the reasonableness of the current business standard. Just 2% of REs said the one-day response timeline was not reasonable compared to 4% in 2024. Oddly, in 2025 there was an influx of REs who indicated they “Don’t Know” or were “Not Sure” if the business standard timeline is reasonable. Just 4% indicated “Not Sure/Don’t Know” in 2024 and this ballooned to 340% in 2025. This shift should be reviewed, and while puzzling and not ideal, it did not translate to increased resistance to the new one-day standard set in 2024. In 2024, nearly all of respondents indicated the new standard of one day was a reasonable timeline, and in 2025 the number of respondents indicating the reasonableness of the new standard one day timeline (59%) declined to just over the 2023 number of respondents (52%), despite lack of clear opposition to the timeline (Figure 11).

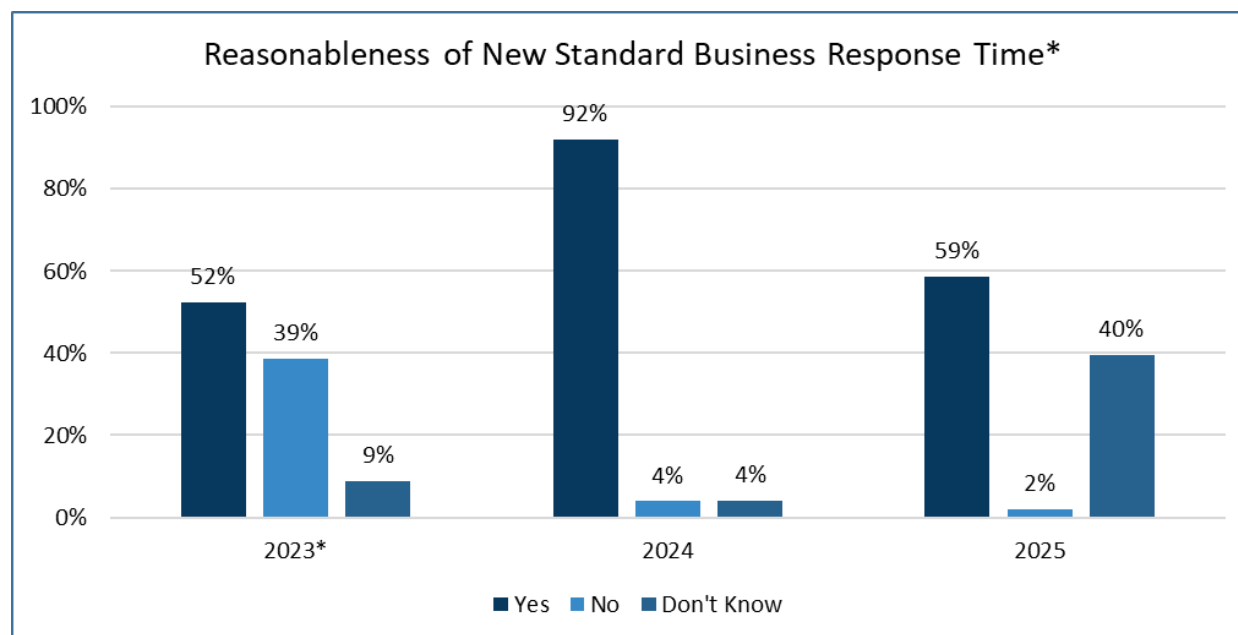


Figure 11: Reasonableness of New Standard Business Response Time

*Previous versions of this question referenced reasonableness of prior standard of two-business days instead of one day.

When asked about the reasonableness of the one business day response time, fourteen respondents selected “No” and elaborated on what they thought was reasonable. When asked about what a reasonable response time would be, most comments mentioned that responses that came sooner would be better due to the tight deadlines. Some responses mentioned a reasonable response time of a few hours, a few comments mentioned a response time of 2-3 business days, and a couple of comments mentioned that an immediate response would be ideal.

- *You need to respond sooner.*
- *When you're at a deadline trying to finish, 4 hrs*

- *ASAP due to deadlines.*
- *An hour, especially when we have a deadline*
- *Two - Three business days.*
- *Same day as TRS has very tight times for employers*
- *The RE page is very informative.*

2.9 Reported Reporting Employer Coach Response Time

REs received responses from RE Coaches faster in 2025 than in previous years. In 2025, 88% of REs reported receiving a response from their RE Coach within 24 hours, which is an increase from 81% in 2024 and 53% in 2023. Additionally, 99% of REs reported receiving a response in 48 hours. Almost all REs received a response within two days, with only 1% waiting longer. Response rates historically correlated to RE Coach ratings and overall satisfaction levels; however, the 2025 overall satisfaction and quality ratings remained largely consistent to 2024 percentages despite increased response rates within 24 hours. Average response time for REs who contacted their RE Coach only during reporting deadlines ($Mean = 4.91, SD = .41$) was nearly identical to REs who contacted their RE Coach unrelated to reporting deadlines ($Mean = 4.93, SD = .38$). These results suggest that REs contacting their Coach during deadlines received the same promptness of those contacting their Coach outside of or unrelated to reporting deadlines (Figure 12).

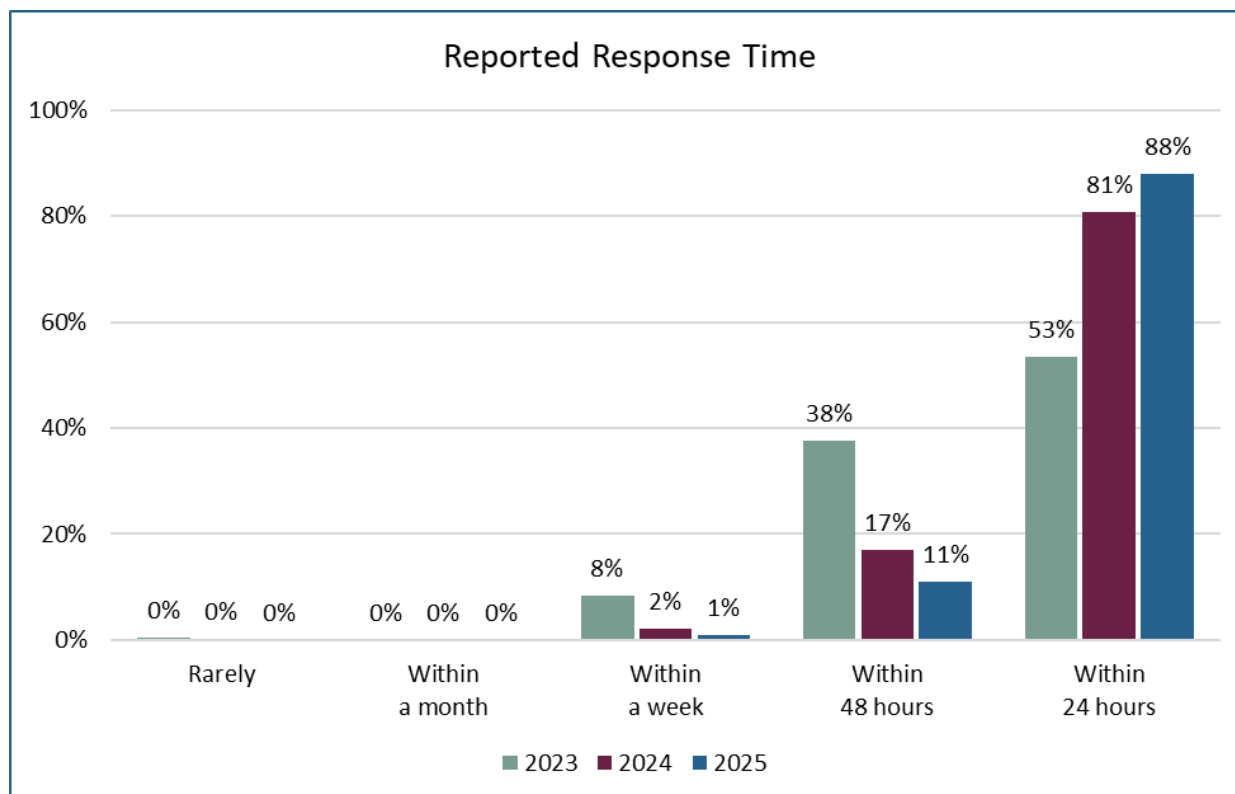


Figure 12: Reported Response Time

Figure 13 displays the various reasons individuals contacted the RE Coach, with “Report Errors” being the most common reason cited by 85% of respondents. This was followed by “Overrides” at 52%, and “Employment After Retirement (EAR)” and “Member Specific” issues tied at 34%. Less common reasons for contact included “Creditable Compensation” at 12%, “Optional Retirement Program (ORP)” at 5%, and “Other” at just 3%. Overall, the data suggests that error resolution and administrative corrections are the primary drivers for REs contacting their RE Coach.

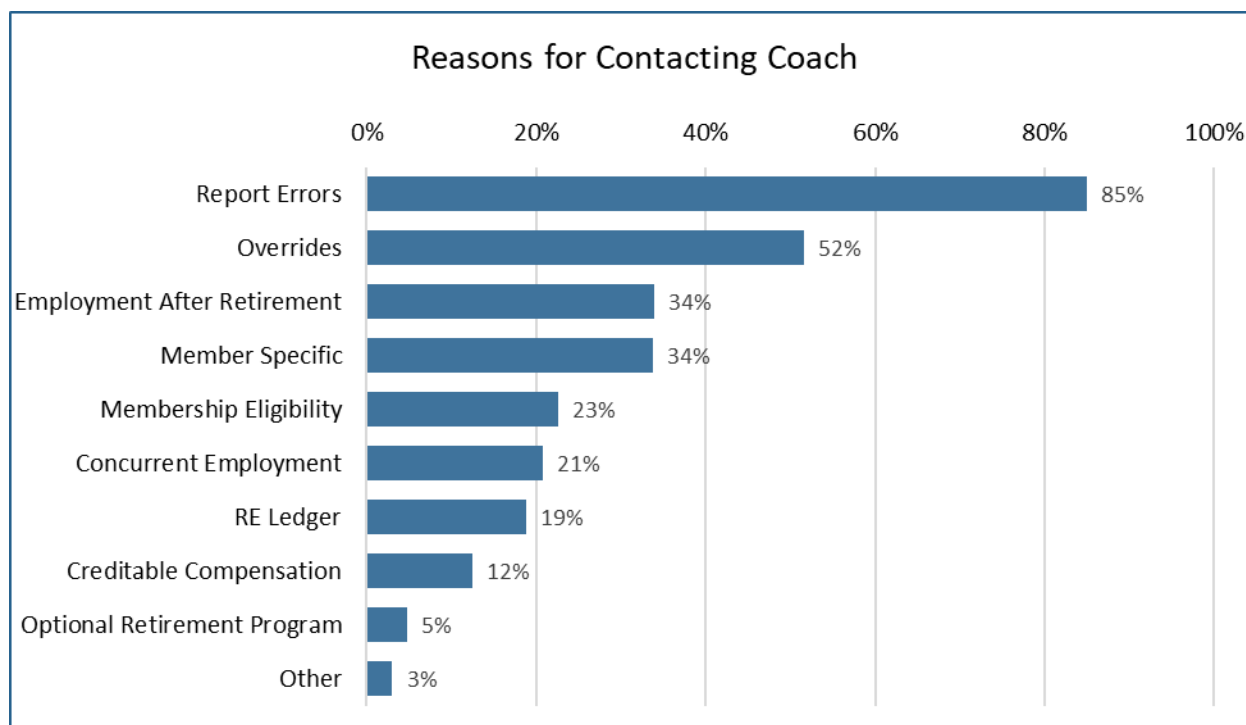


Figure 13: Reasons for Contacting Coach

When asked about the reasons why they contacted the RE Coach, 34 participants selected “Other” and were asked to specify. Of those specified responses, a little over a quarter (25.7%) of respondents said they contacted their RE Coach due to questions that arose. Almost 15% were related to assistance with certifications, corrections, or adjustments (14.3%). Other responses were related to retirement questions (11.4%) while others were related to employee questions (8.6%) as reasons for contacting their coach.

- *Assist with RP corrections. Steps needed for RP or ED corrections.*
- *If a random scenario comes up and I can't find the answer in the manual or I not sure I am understanding something I will reach out to my coach*
- *When things are out of the normal spectrum*
- *Retirement Certifications*
- *I have had questions about how to make a correction.*
- *To let my coach know if I am running behind on my reports and when to expect them to be finalized*
- *Questions on how to handle specific situations that we have not encountered before.*

2.10 Training Attendance

Nearly two-thirds (62%) of REs attended training in the past year. This rate was comparable to 2024 levels after a marked increase from 2023 when less than half reported attending training. Figure 14 illustrates the percent of respondents who reported attending a TRS training session in 2025 as compared to past years.

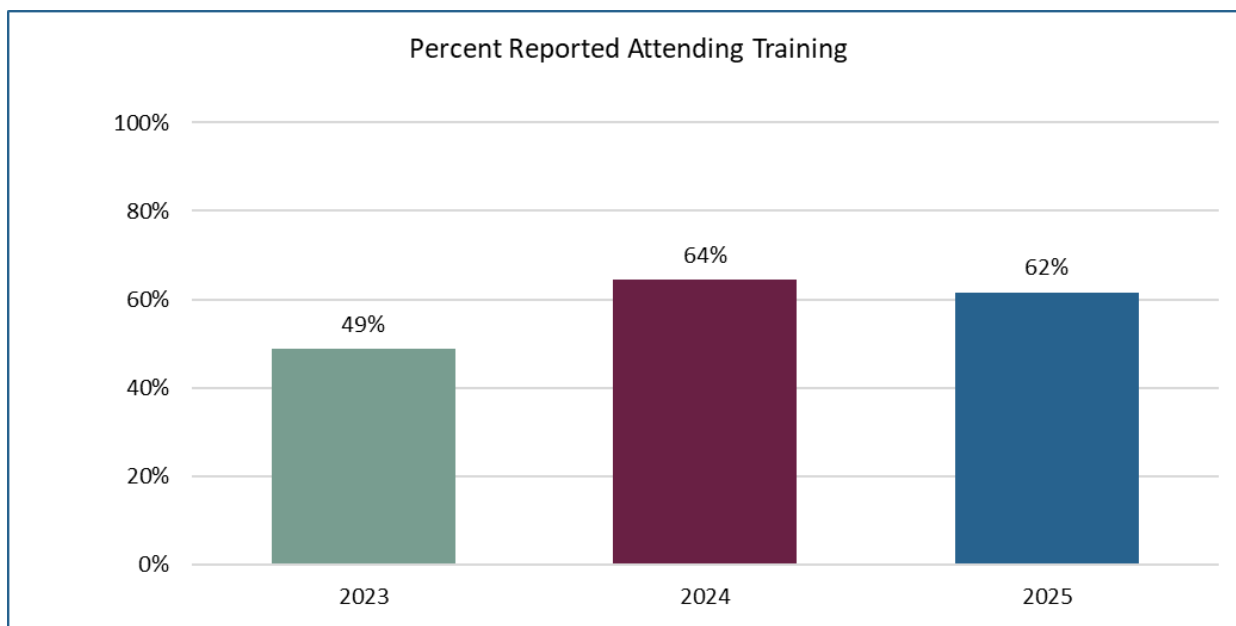


Figure 14: Percent Reporting Attending Training

When asked about the reasons for not attending an RE training session in the past year, the top responses fit in the categories of (1) scheduling issues, (2) did not feel a need to attend, (3) not aware of trainings, (4) not useful, and (5) new to the position. Of those who offered a comment, a little less than half of responses (43.2%) reported scheduling conflicts while a little over ten percent (10.8%) noted that they perceived attending the training session was unnecessary (Table 5). Respondents also stated they were not aware of any trainings (9.5%) and trainings were not useful (7.4%). A little over 5 percent (5.7%) of comments mentioned they did not attend a training session because they were new to the position. Representative comments of the five most common themes are included below.

2.10a Scheduling Issues

Many comments (43.2%) mentioned that scheduling issues were a deterrent for attending an RE training session in the past year. Specifically, people mentioned they had too many responsibilities and not enough time, conflict with other meetings, and the limited availability of training sessions as the reason they could not attend.

- *I am the only person in the business office and it is very difficult to get away or be tied up all day on a training.*
- *I haven't taken note of when the training sessions have been - probably because of how busy I am with all the responsibilities I have in a small district.*
- *Not able to attend other meetings conflict.*
- *Dates conflicted with other work commitments.*

Table 5. Frequency and Percent of Coded Open-Ended Responses for Reasons Not Attend Training

Response Category	Count	%
Number of Unique Members Responding to Question	270	
Scheduling Issues	128	43.2%
Did Not Feel A Need To Attend	32	10.8%
Not Aware Of The Trainings	28	9.5%
Not Useful	22	7.4%
New To The Position	17	5.7%
Need Different Types (Virtual, Higher Level)	16	5.4%
Stays Informed Other Ways	13	4.4%
Attended	8	2.7%
Positive Comment	7	2.4%
Travel Distance	7	2.4%
Personal Reasons	4	1.4%
Was Not Offered/Cancelled	3	1.0%
Someone Else Attends	3	1.0%
None/NA	8	2.7%
Total	296	100.0%

Note. Briefly explain the reason why you did not attend an employer reporting training session in the past year.

2.10b Did Not Feel Need to Attend

About 10.8% of responses stated they did not feel the need to attend the RE training session. Many comments mentioned the REs were experienced with reporting and expressed the lack of value in attending the training, REs reported a lack of appetite for additional training, REs expressed the trainings did not cover topics of interest or relevance, and preferred to receive necessary information directly from their coach.

- *There haven't been any changes or upgrades to the website so no training is necessary.*
- *We are a small school and I very rarely have issues. My Coach can usually take care of my needs the one or two times a year I contact him.*
- *Training not needed.*
- *Subjects of training were not needed*

2.10c Not Aware of the Trainings

Some responses (9.5%) mentioned a lack of awareness about trainings as the reason for not attending. Respondents specified they did not receive information about the trainings, and they were not aware of any available trainings.

- *Not aware of any. Maybe I overlooked an invite.*
- *Never knew it was offered. I have to pay a 3rd party to train me.*
- *I'm not sure that I was aware of any training sessions!*
- *I have not been aware of any training sessions, but I also have not gone looking for training sessions.*

2.10d Not Useful

Several comments listed the trainings were not useful and so respondents did not attend the RE training sessions. Some respondents noted past training sessions had not been beneficial.

- *The last several TRS trainings I attended offered nothing new and were not a valuable use of my time.*
- *I'm been doing this for 7 years and don't feel the need to attend training. The last few that I did attend seemed to be more for beginners and not something that I needed.*
- *Did not provide relevant information for someone that has been doing TRS reporting for 10 years or longer.*
- *Been doing this since before you changed systems. If nothing has been added or changed, I know the basic steps to perform the reports every month.*

2.10e New to the Position

Comments from respondents who were new to the position and had not attended the RE training sessions in the past year accounted for 5.7% of the responses.

- *I'm new the position and just started late December 2024. For this reason, I have not attended TRS training, although I am looking forward to attending upcoming trainings.*
- *This is the first year I'm reporting.*
- *Recently hired*
- *New to this position.*

When asked about recommendations of training topics that should be covered in the future, the top responses fit in the categories of (1) fixing errors, (2) workforce/staffing related, (3) reporting, (4) financial, and (5) request of different modalities (Table 6). Of those who offered a comment, a little under twelve percent responses (11.9%) recommended trainings on fixing errors and a little over ten percent (10.3%) recommended workforce or staffing related training. Responses also included recommendations of trainings about reporting (8.5%), financial aspects (7.5%), and a request for using different modalities when offering trainings (6.0%). Representative comments of the five most common themes are included below.

Table 6. Frequency and Percent of Coded Open-Ended Responses for Training Topic Recommendations

Response Category	Count	%
Number of Unique Members Responding to Question	273	
Fixing Errors	38	11.9%
Workforce/Staffing Related	33	10.3%
Reporting	27	8.5%
Financial	24	7.5%
Request of Different Modalities	19	6.0%
Variety/General Overview	18	5.6%
TRS Retirement Overview	16	5.0%
Positive Comment	15	4.7%
Software TA	9	2.8%
Updates	7	2.2%
Refresher	4	1.3%
Eligibility	4	1.3%
District Specific	2	0.6%
Higher Ed	2	0.6%
Wholly Separate	2	0.6%
Trainer Related Requests	2	0.6%
None/NA/Already Happy	97	30.4%
Total	319	100.0%

Note. Please list any recommendations on training topics you would like TRS to cover in the future.

2.10f Fixing Errors

Many responses (11.9%) recommended adding fixing errors as a topic to focus on during trainings, including how to correct errors, reviewing why errors occur, and providing tips on how to avoid errors.

- *Tips and tricks to avoid getting stuck behind RP error wall that takes days to clear.*
- *Understanding ledger and as well some errors on reports. I am still very new to REPORTING (2YRS)*
- *Topic of correcting errors*
- *Review scenarios when Errors might occur especially for newbies like me.*

2.10g Workforce or Staffing Related

A few comments (10.3%) recommended training on workforce or staffing related topics such as how to handle difference scenarios with employees, how to deal with retirement, eligibility criteria, and coaching guidance.

- *More training on how to handle employees going from sub to TRS eligible employees.*
- *I noticed TRS coaches give correct guidance and the TRS counselors give conflicting guidance to participants.*
- *Process when an employee transitions from one position to another.*
- *Rules for mid-year retirement; what qualifies 'full semester', and what if the EE had docks during fall semester - what makes them eligible to retire mid-spring?*

2.10h Reporting

Some responses (8.5%) recommended focusing on reporting during future trainings. This included providing training on how to track and report hours and how to successfully complete end of year reporting.

- *Any updates on reporting.*
- *How to report stipend which is given in Dec and in June with hours that is done all school year?*
- *How to easily track and report actual hours worked from month to month.*
- *End of year reporting*

2.10i Financial

Nearly 7.5% of comments recommended focusing on the financial aspects of reporting during future trainings. Responses included training on statutory min contribution and the RE ledger.

- *I have not looked thoroughly, but I would like a deeper dive into stat. min. calculations.*
- *I've been asking for years for an explanation of everything we pay; the why and how it's calculated. Still waiting...*
- *Annual virtual training around the beginning of the fiscal year for districts as some districts may also have new employee's filing TRs and others may need to hear some updates.*
- *Employment after Retirement Information, New Member fees/calculations*

2.10j Request of Different Modalities

About six percent of comments recommended trainings in different modalities, which included in-person trainings, short training videos, recorded training sessions, and offer more trainings.

- *In person training. TRS used to offer in person training and we'd get to discuss topics with other institutions.*
- *Record the current training sessions as they are done with the questions and answers that are presented during the webinars. They are very helpful.*
- *The list of trainings coming up looks great. As previously stated, opting for short videos that are available for quick training recourses would be helpful for internal training.*

- *The in-person comprehensive trainings that were previously offered by TRS were very helpful. Facilitating (quarterly?) local/regional user groups or roundtables would be really great as well. It really helps to be able to talk to other districts and discuss tips and tricks to improve TRS processing.*

When asked about if there are any training sessions or materials that are not currently available that they would like to see be offered by TRS, 24 respondents provided comments that focused on a video training library (2.8%), training on how to fix errors (2.3%), training on statutory minimum contribution (2.3%), and overall having more specific information taught in the trainings (1.8%) and having trainings available in person (0.9%).

- *Additional resources to help troubleshoot and resolve complex monthly reporting errors.*
- *Explain everything that is paid, the WHY it is paid and how each one is calculated. It will help everyone understand it all if they know the why and how.*
- *It would be great to have specific training sessions in collaboration with Frontline ERP regarding some of the challenges for the interface between ERP and TRS.*
- *More in person training that deals with actual scenarios and errors that "real" users need.*
- *Stat Min (clarify who is subject to this, especially when it comes to business officials and other non-certified leadership, police officers, etc.)*
- *Resources to use and how to use when troubleshooting reporting issues/errors.*

2.11 Evaluations of TRS Resources

REs reported usage and satisfaction ratings for various TRS resources. Figure 15 illustrates the number of survey respondents who reported using various TRS resources during the last year. Results were generally consistent to previous years. In 2025, the most commonly used resource was TRS emails, utilized by 743 respondents, followed by the *Update* Newsletter with 646 users, and the Payroll Manual with 554 users. The Error and Warning List was also frequently accessed, with 471 users. Usage dropped with resources such as RE Portal Training Videos (303), the Error Resolution Guide (229), and the RE Portal Certification Guide (214). The four most frequently used TRS resources in 2025 were the same as the top four in 2024, but in a slightly different order. In 2024, the Payroll Manual, TRS emails, and *Update* Newsletter all had similar frequencies. In 2025, the number of survey respondents who indicated using the Payroll Manual remained comparable to 2024. There was a significant increase in the number of REs that indicated using TRS emails (743) compared to 2024, fewer respondents used the RE Portal Web Message (171) and the File Formatting Guide (42). Interestingly, 41 respondents indicated they used none of the resources, and very few reported using the RE Portal Chat User Guide (34) or the RE Portal Co-Browse User Guide (14).

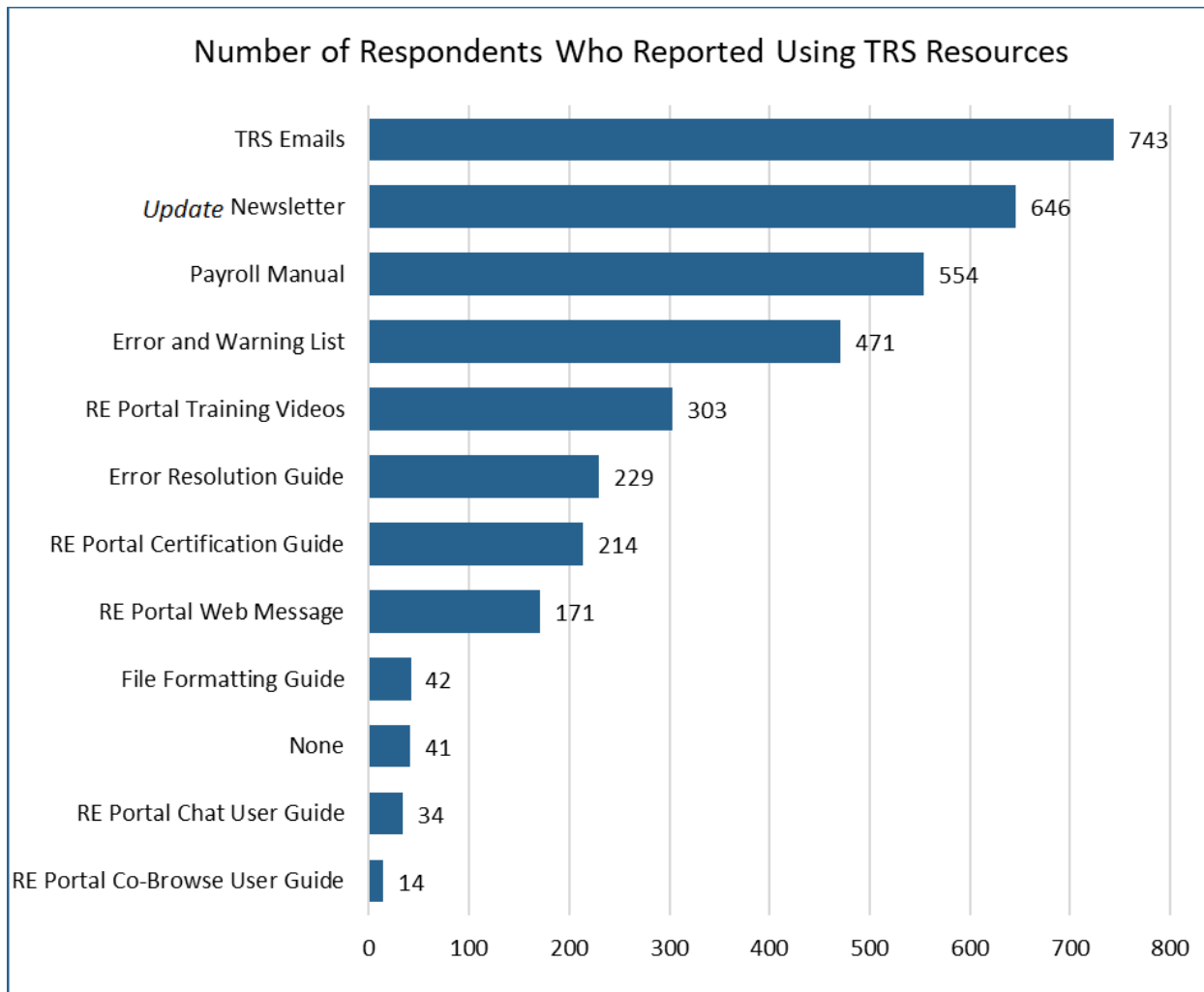


Figure 15: Number of Survey Respondents Who Reporting Using TRS Resources

Survey respondents were asked to rate their satisfaction with each resource they used in the previous year. Again in 2025, the majority of REs tended to be “Satisfied” with resources instead of “Very Satisfied” with the resources (Figures 16a-c). Half of REs were “Very Satisfied” with the RE Portal Co-Browse User Guide, for all other resources fewer REs reported “Very Satisfied” than “Satisfied”. The next largest groups of “Very Satisfied” resource users were for the *Update* Newsletter (37%), TRS emails (30%), and RE Portal Training Videos (29%). Resources with the highest combined satisfaction were the *Update* Newsletter (91%), RE Portal Web Messages (89%), and TRS Emails (88%). The smallest groups of resource users were “Very Satisfied” with the Error Resolution Guide (17%) and Error and Warning List (16%). At least three fourths of REs were “Very Satisfied” or “Satisfied” with all resources they used.

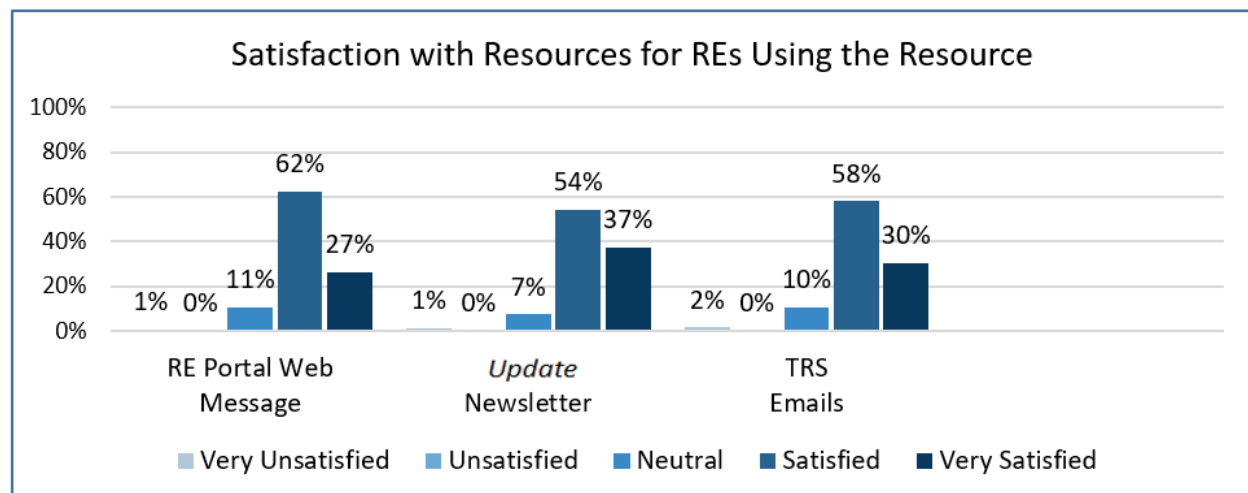
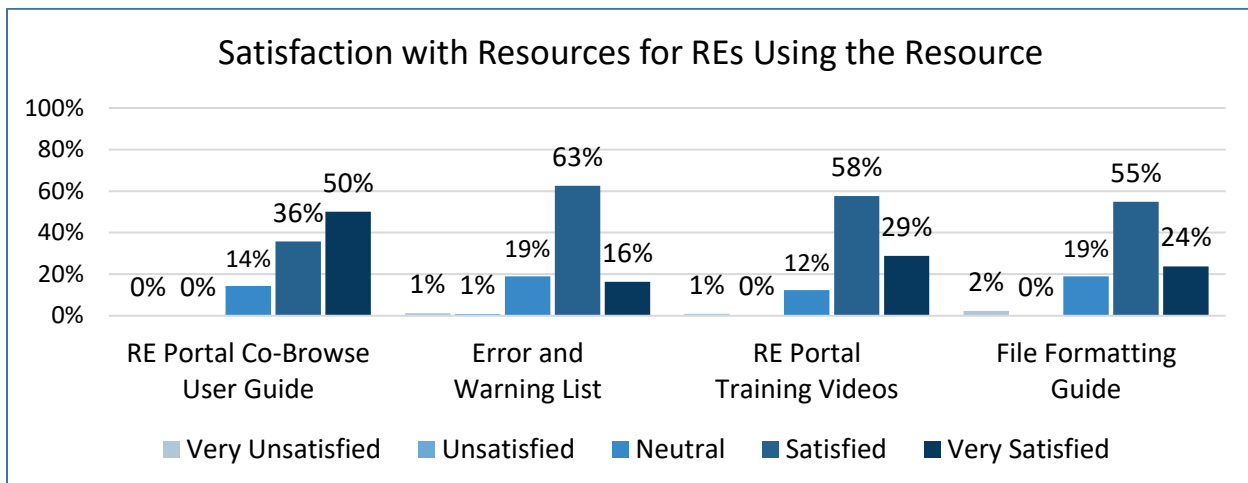
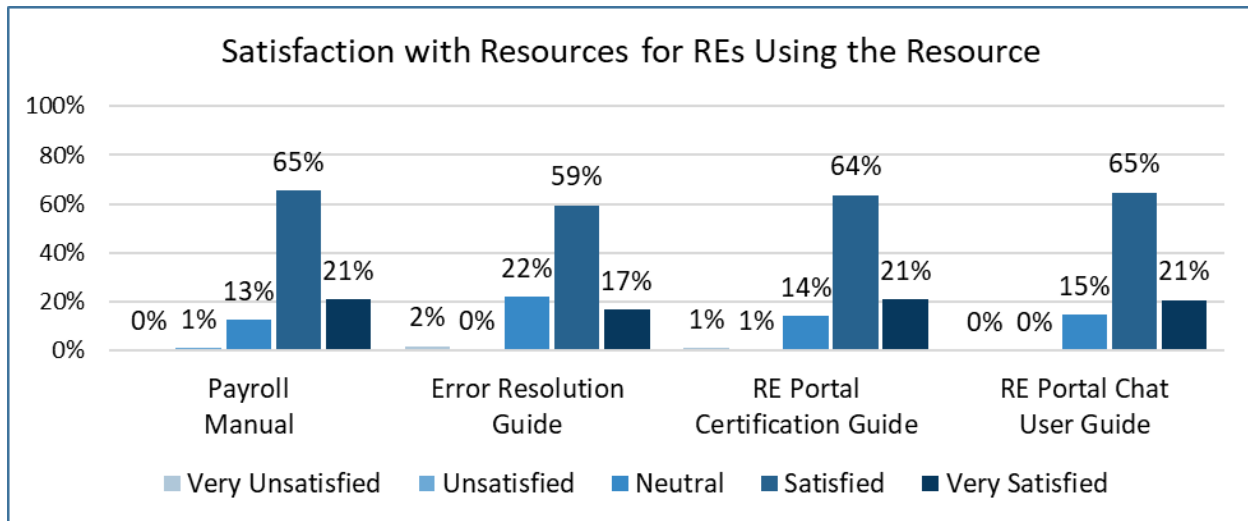


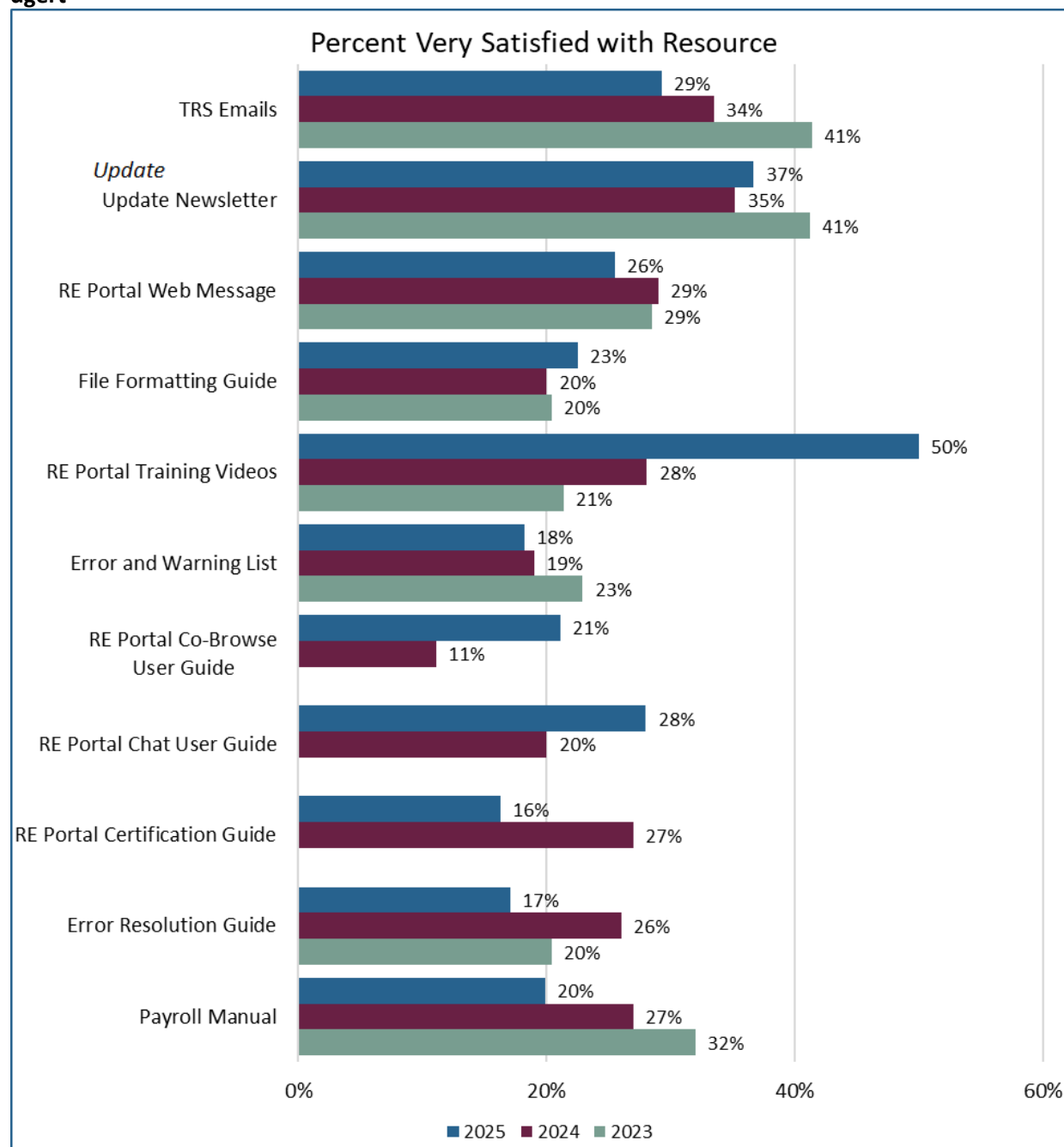
Figure 16a/b/c: Satisfaction with Resources for REs Using the Resource

Totals may not equal 100% due to rounding

Figure 17 illustrates the percentage of REs who reported being "Very Satisfied" with various TRS resources used from 2023 to 2025. Generally, the percentage of REs "Very Satisfied" with resources decreased

compared to 2024. The RE Portal Training Videos saw the most significant increase, growing from 21% of REs “Very Satisfied” in 2023 to 28% in 2024 and 50% in 2025. Conversely, the Payroll Manual, Error Resolution Guide, and RE Portal Certification Guide declined in satisfaction ratings from 2024, suggesting a need for updates or improvements. The RE Portal Co-Browse User Guide also remained low in satisfaction throughout the years, peaking at only 21% in 2025. TRS Email satisfaction has decreased from 41% of users being “Very Satisfied” in 2023 to only 29% of users “Very Satisfied” in 2025.

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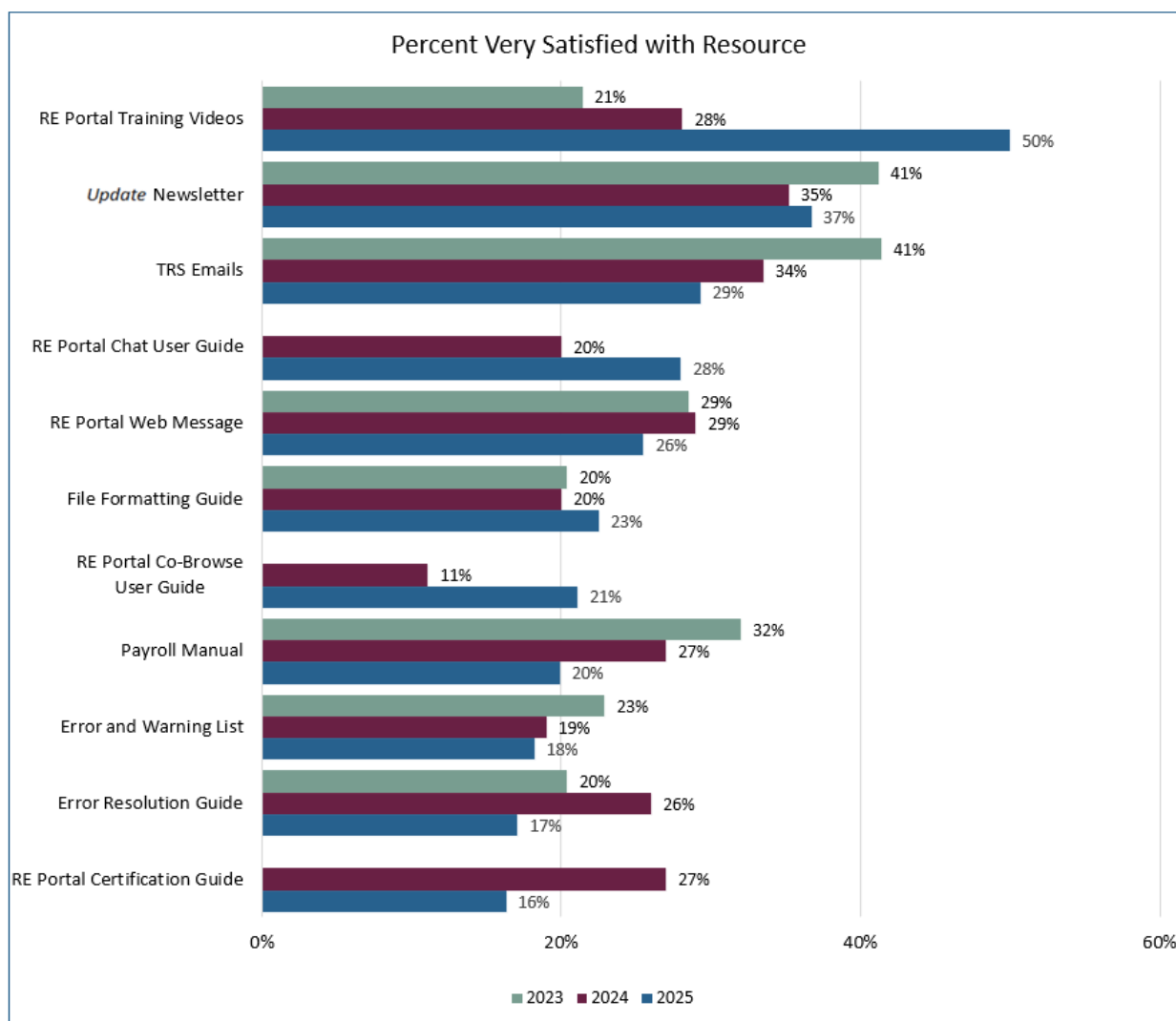


Figure 17: Percent Very Satisfied with Resources for REs Using the Resource
Several resources were not evaluated in 2023, so no longitudinal data exists for these items

2.11a Error and Warning List

When asked about how satisfied the REs were with the Error and Warning List they utilized in the last year, five respondents selected dissatisfaction and elaborated on their rating. Of those who expressed dissatisfaction, over half (60%) mentioned the need for better instructions while other comments (40%) mentioned navigating the RE Portal is challenging.

- *The error messages do not have instructions on how to correct all situations. Reporting officials have to experiment with different solutions or wait for their reporting coach to send screenshots or vague instructions.*
- *RE Portal is difficult to use. It would be great to allow users to have multiple tabs open and be able to download all reports with the full SSN.*

- *It's helpful and necessary information, but I have to copy and paste it into an Excel sheet to make it usable. You can't download it without it getting rid of SSN, which are needed. The formatting of the list makes it unusable.*
- *Is there a way to just get a list of errors and warnings for the month in one excel worksheet?*
- *I find the explanations and steps cumbersome.*

2.11b Payroll Manual

When asked about satisfaction related to the Payroll Manual, five participants rated dissatisfaction with the resource and elaborated on their response. Comments predominantly related to the lack of information in the Payroll Manual or the manual was not intended for beginners.

- *It is hard to understand most of the time.*
- *It was condensed significantly compared to the previous Payroll Manual. The details are very beneficial when needing to reference material, and I still refer to the old manual for this reason. I am not a fan of the current payroll manual.*
- *It is very vague.*
- *There are not enough examples to cover all of the potential issues.*
- *Not made for beginners.*

2.11c Update Newsletter

When REs were asked to rate their satisfaction with the *Update* newsletter, some respondents indicated dissatisfaction and were prompted to provide detailed feedback through an open-ended response. Due to the limited (three) responses, these comments were not coded. One comment was related to the newsletter's usefulness, one comment requested detailed information and reminders, and the last comment related to using the newsletter as a reference - *"It is nice to read for the month, but it is harder to remember where you could refer back to in the event you are looking for something that may or may not have been covered in a prior update."*

2.11d TRS Emails

When REs were asked to rate their satisfaction with TRS emails, two respondents indicated dissatisfaction and elaborated on their selection. These comments were not coded due to the limited responses.

- *Too many emails received on changing RE Portal password. Receiving an email two weeks after changing my password to tell me to change my password in the next two weeks is too much!!"*
- *It is very frustrating that emails are not available immediately upon receipt. It is also difficult to have past emails deleted after so many days. This makes it difficult to keep track of what has been done and what to do in the future.*

2.11e Error Resolution Guide

A respondent with a dissatisfied rating of the Error Resolution Guide left the following comment:

- *I found it difficult to find my error in the guide. It would be helpful if there were actual 'codes' for lookup.*

2.11f RE Portal Certification Guide

A respondent with a dissatisfied rating of the RE Portal Certification Guide left the following comment:

- *I still have issues with certifying employees.*

2.11g RE Portal Training Videos

A respondent with a dissatisfied rating of the RE Portal Training Videos left the following comment:

- Too fast and only read from a prompt not from there experience with RE.

2.11h Other Resources

The following resources did not receive dissatisfaction ratings from the REs: File Formatting Guide, RE Portal User Guide, RE Portal Co-Browse User Guide, and RE Portal Web Message.

When asked what TRS could do to enhance resources for REs to be more effective, the top responses fit in the categories of (1) more user-friendly portal, (2) correcting errors, (3) training videos or guide, (4) better reporting system, and (5) increase marketing of resources. Of those who offered feedback, almost ten percent (9.9%) of responses were positive comments (Table 7). A little under fourteen percent of responses (13.8%) noted the reason for contact as reporting errors while a little over sixteen percent (16.2%) noted reporting questions as the reasons for contact. Respondents also stated they contacted their RE Coaches for generic questions and advise (18.9%), overrides (8.8%), and employee related questions (9.1%). Representative comments of the five most common themes are included below.

Table 7. Frequency and Percent of Coded Open-Ended Responses for How TRS Can Enhance Resources

Response Category	Count	%
Number of Unique Members Responding to Question	203	
More User Friendly Portal	32	13.8%
Correcting Errors	28	12.1%
Positive Comment	23	9.9%
Training Videos/Guide	17	7.3%
Better Reporting System	10	4.3%
Increase Marketing of Resources	9	3.9%
Notification of Updates	8	3.4%
Add Examples	7	3.0%
Financial	6	2.6%
Workforce/Staffing Related	4	1.7%
Training Requests	2	0.9%
1:1 Coach	2	0.9%
None/NA/Doing Good Job	84	36.2%
Total	232	100.0%

Note. What can TRS do to enhance resources for Reporting Employers to be more effective?

2.11i Feedback on Enhancing Resources for Reporting Employers

More User-Friendly Portal (13.8%)

- *Update the current systems used by districts to upload data, and have friendlier reporting downloads. It is very cumbersome to fix a record.*
- *Probably being more user friendly especially for those barely learning TRS reporting and learning the terminology.*
- *Not having the ability to search for previous emails in the secure email area is an issue.*
- *More user friendly and detailed error guides and RE portals processes.*

Correcting Errors (12.1%)

- *More collaboration with school databases vendors and how they function and impact our reporting and clean up for less errors*
- *More training videos on error resolutions*
- *Maybe a common error Training video training? This could maybe cover a majority of errors in one video.*
- *Expand the Error Resolution Guide with perhaps videos to demonstrate clearing errors.*

Training Videos or Guides (7.3%)

- *More knowledge or pre-recorded videos*
- *Continue to offer training online*
- *Offer a training video that is basic. This would guide you through definitions, explanations of why you are doing something. And guide you through the resources you have.*
- *Record the webinar trainings and allow them to be accessed later as needed.*

Better Reporting System (4.3%)

- *Simplify things, all the resource and teaching information tends to sound like a lawyer wrote it, rather than an actual everyday user of the system.*
- *Update the current systems used by districts to upload data, and have friendlier reporting downloads. It is very cumbersome to fix a records.*
- *Stop making the whole process so complicated.*
- *Keep the software open longer*

Increase Marketing of Resources (3.9%)

- *Remind us where to find all these resources.*
- *More detailed information, I think the issue is a lot of times there isn't clear explanations for things and that's where confusion and problems arise.*
- *Maybe a training to go over the different options. It can get confusing on which resource to use.*
- *I do think that the guides out there are good*

2.12 Preference for Receiving Training Materials

Respondent preferences for receiving material are presented in Figure 18, comparing findings across recent years. Preferences are evaluated for all respondents individually, not aggregated by RE Number. There is no clear preference for receiving materials in 2025; however, the two most frequently selected preferences were “Live online interactions” (33%) and “Recorded videos” (31%). In the past three years, smaller percentages of REs report preferring receiving materials “In-person” (2023: 23%; 2024: 16%; 2025: 13%) and “Written online” (2023: 27%; 2024: 23%; 2025: 22%).

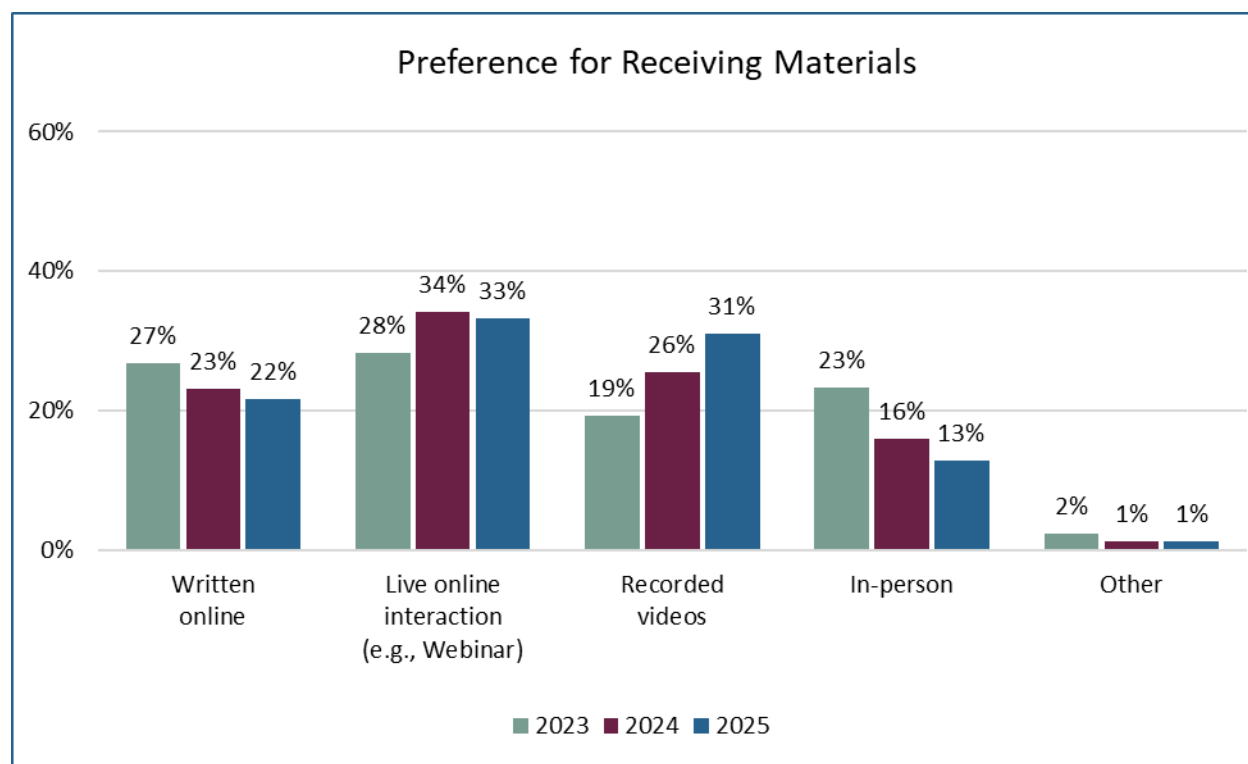


Figure 18: Preference for Receiving Materials

For those who selected “Other”, 13 respondents elaborated on their preferred method of receiving training materials. Nearly 30 percent (30.4%) of comments mentioned in-person training, over a quarter (26.1%) of comments mentioned webinar and live online trainings, 13.0% of responses cited recorded trainings, and some comments mentioned written trainings (8.7%) and PDF documents (4.3%).

- *There are not enough in person training classes. TRS needs to do better in this area.*
- *Combination- I like to print some training materials but I like the live trainings also.*
- *I prefer Live online interactions and recorded videos*
- *The in-person always seem beneficial just because of the interaction with other districts.*
- *Webinars and pdf documents*
- *Any and all - online, webinar, recorded, and/or in-person*

2.13 Ratings for TRS Communications, RE Portal, and Website

Respondents were asked to rate numerous facets of communication. Questions were grouped according to more standard forms of communication (toll-free telephone access, call transfers, access to a live person, letters, and electronic mail), RE Portal communication, and the RE section of the website. Each of these three clusters of communication tools and assessments were highly correlated. REs tended to be generally positive, generally neutral, or generally negative for rating each communication tool in these groupings. The first six figures reveal that equal or greater numbers of REs were “Very Satisfied” than “Satisfied” with TRS communication, toll-free telephone access, call transfers, access to a live person, letters, and email. In 2024, only TRS communication, toll-free telephone access, and email had greater percentages of REs “Very Satisfied” than “Satisfied” with the resources. Satisfaction among these six items was highly positively correlated (all r s > .74).

Additional independent sample t -tests revealed that REs contacting their Coach during reporting deadlines had significantly lower communications (**Coach contact unrelated to deadlines:** $Mean = 4.57$, $SD = .60$; **Coach contact during deadlines:** $Mean = 4.34$; $SD = .74$) and email (**Coach contact unrelated to deadlines:** $Mean = 4.55$, $SD = .55$; **Coach contact during deadlines:** $Mean = 4.38$; $SD = .73$) ratings than REs contacting their Coach outside of reporting deadlines, $ps < .05$. REs who contacted their Coach exclusively during reporting deadlines had lower satisfaction with communication channels than those who did not have the urgency of deadlines. REs who contacted their RE Coach during deadlines had nominally to marginally significantly lower mean satisfaction scores than REs contacting their RE Coach apart from deadlines for toll-free telephone access, call transfers, access to a live person, and letters.

Nearly half of REs were “Satisfied” with the RE Portal ease of use (46%) and RE Portal access to information (48%). Half of REs were “Satisfied” with the RE section of the TRS website for each of these aspects. RE Portal ratings were highly correlated between ease of use and access to information ($r = .80$) as were these dimensions on the RE section of the website ($r = .87$). There were minor and notable differences over the years according to analysis of satisfaction with all 10 items but grouped together they tended to share mostly commonality when comparing traditional channels of communication, the RE Portal aspects, and the RE section of the TRS website. Respondents contacting their RE Coach exclusively during reporting deadlines had lower mean satisfaction scores (.17 points on average) than respondents contacting their Coach independent of reporting deadlines for each element of the RE Portal and RE section of the TRS website (**Coach contact unrelated to deadlines:** RE Portal Site Ease of Use $Mean = 4.13$, $SD = .86$; RE Portal Access to information $Mean = 4.15$, $SD = .79$; Web RE section Ease of Use $Mean = 4.14$, $SD = .78$; Web RE Section Access to information $Mean = 4.14$, $SD = .76$ **Coach contact during deadlines:** RE Portal Site Ease of Use $Mean = 4.25$, $SD = .85$; RE Portal Access to information $Mean = 4.32$, $SD = .70$; Web RE section Ease of Use $Mean = 4.32$; $SD = .68$; Web RE Section Access to information $Mean = 4.34$, $SD = .66$).

Figure 19a shows steady improvement in ratings for TRS communication with REs from 2023 to 2025, with “Very Satisfied” responses increasing from 28% in 2023 to 44% in 2024 and 48% in 2025. At the same time, dissatisfaction levels remained extremely low across all years, while neutral responses declined to 8% in 2025. Ratings of toll-free telephone access showed a gradual increase of “Very Satisfied” responses from 26% in 2023 to 41% in 2024 to 44% in 2025. The percentage of respondents rating toll-free telephone access as “Satisfied” remained the same at 40% in 2024 and 2025, while the percentage of neutral ratings decreased over time from 24% in 2023 to 15% in 2025 (Figure 19b). Ratings of call transfers showed a gradual increase of “Very Satisfied” responses from 19% in 2023 to 40% in 2025.

The percentage of respondents rating call transfers as “Satisfied” decreased slightly from 41% in 2024 to 40% in 2025, while the percentage of neutral ratings steadily decreased overtime from 34% in 2023 to 18% in 2025 (Figure 19c). The ratings for TRS communication in terms of access to a live person, however,

have shown a positive trend from 2023 to 2025. Specifically, the percentage of respondents who were "Very Satisfied" increased from 24% in 2023 to 39% in 2024 and 46% in 2025. Dissatisfaction decreased significantly, with the percentage of "Unsatisfied" responses dropping from 12% in 2023 to just 2% in 2025 (Figure 19d). Ratings for TRS communication through letters indicated a gradual trend toward higher satisfaction over the three-year period. The proportion of REs "Very Satisfied" with letters rose from 33% in 2023 to 41% in 2025 (Figure 19e). Ratings for TRS communication via email also showed a positive shift in satisfaction over time. The percentage of respondents who were "Very Satisfied" increased from 29% in 2023 to 46% in 2024 and to 50% in 2025 (Figure 19f).

Ratings for the RE Portal's ease of use indicated consistently high satisfaction across the years 2023 to 2025. The majority of users were "Satisfied" or "Very Satisfied" with the ease of use of the Portal. There was an increase in the proportion of "Very Satisfied" responses from 28% in 2023 to 37% in 2025. Neutral ratings decreased slightly, while dissatisfaction levels ("Unsatisfied" and "Very Unsatisfied") remained consistently low (Figure 19g). Ratings for the RE Portal's Access to Information across the years 2023 to 2025 showed the majority of users rated the portal as either "Satisfied" or "Very Satisfied" with a slight shift from 50% "Satisfied" in 2023 to 51% in 2024 and a slight decrease to 48% in 2025. There was an increase in "Very Satisfied" responses from 28% in 2023 to 35% in 2024, which remained consistent into 2025 (Figure 19h).

Ratings for the TRS Website RE Section ease of use showed that the percentage of respondents who were "Very Satisfied" increased from 26% in 2023 to 34% in both 2024 and 2025, while those who were "Satisfied" slightly declined from 53% in 2023 to 50% in the following years. Additionally, "Neutral" and combined dissatisfaction remained low (Figure 19i). Ratings for the TRS Website RE Section access to information indicated that satisfaction remains consistently high. Almost exactly half of REs were "Satisfied" with the RE section of the website in each of the past three years. Figure 19j shows that approximately one-third of REs were "Very Satisfied" with the access to information from the RE section of the TRS website in 2024 (34%) and 2025 (33%).

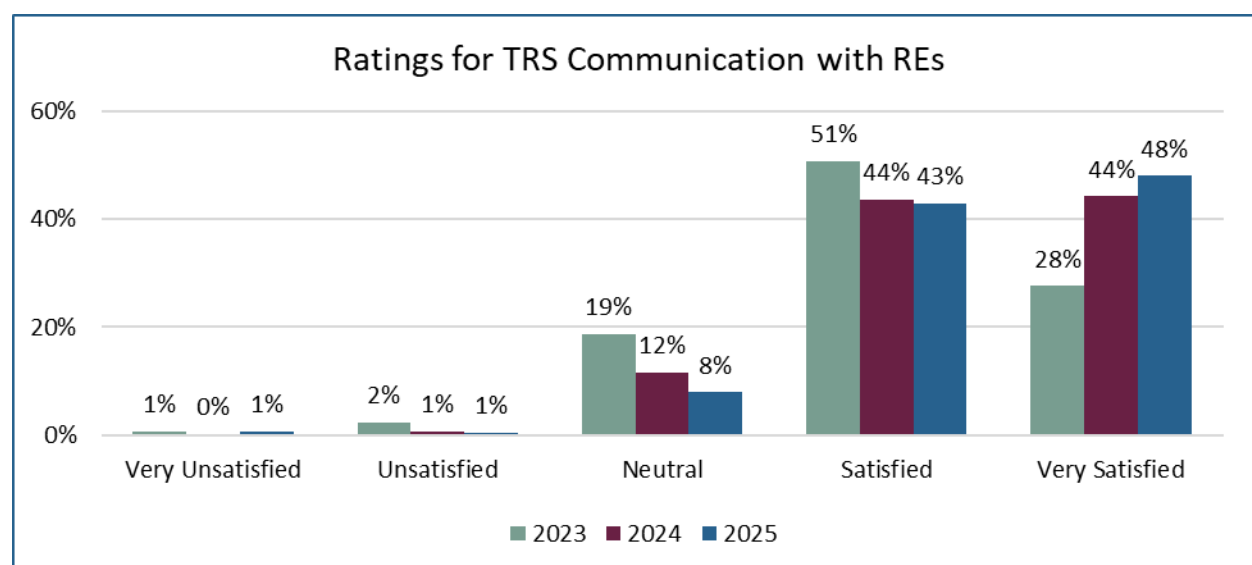


Figure 19a: Ratings for TRS Communication

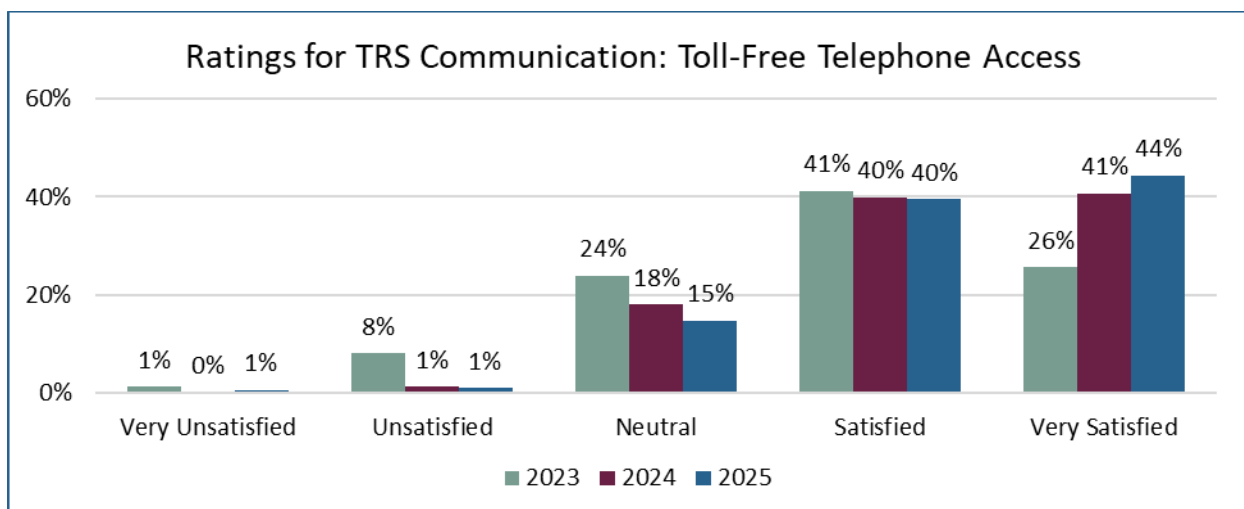


Figure 19b: Ratings for TRS Toll-Free Telephone Access

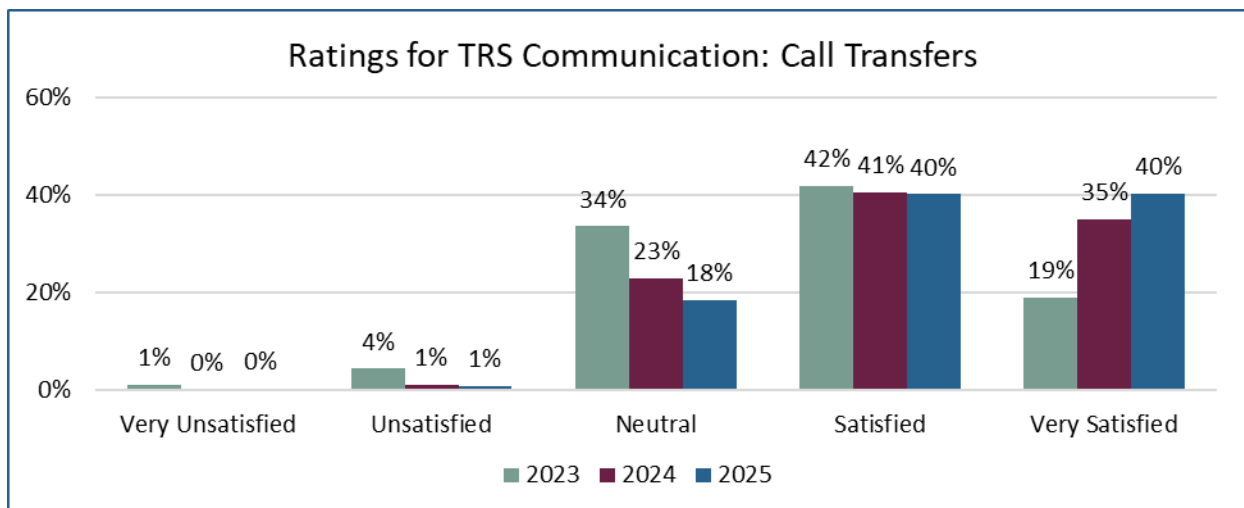


Figure 19c: Ratings for TRS Call Transfers

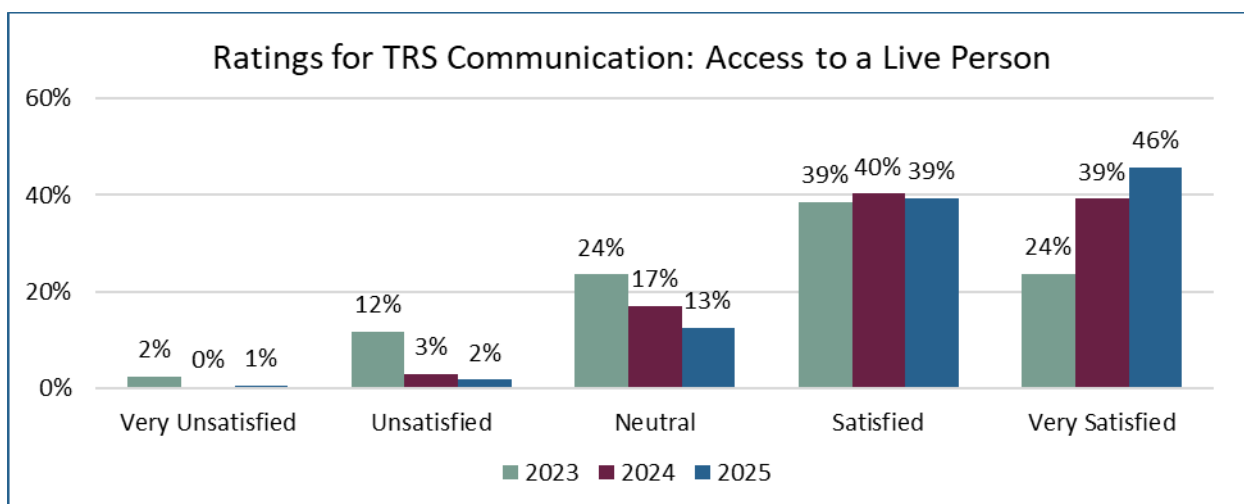


Figure 19d: Ratings for TRS Access to a Live Person

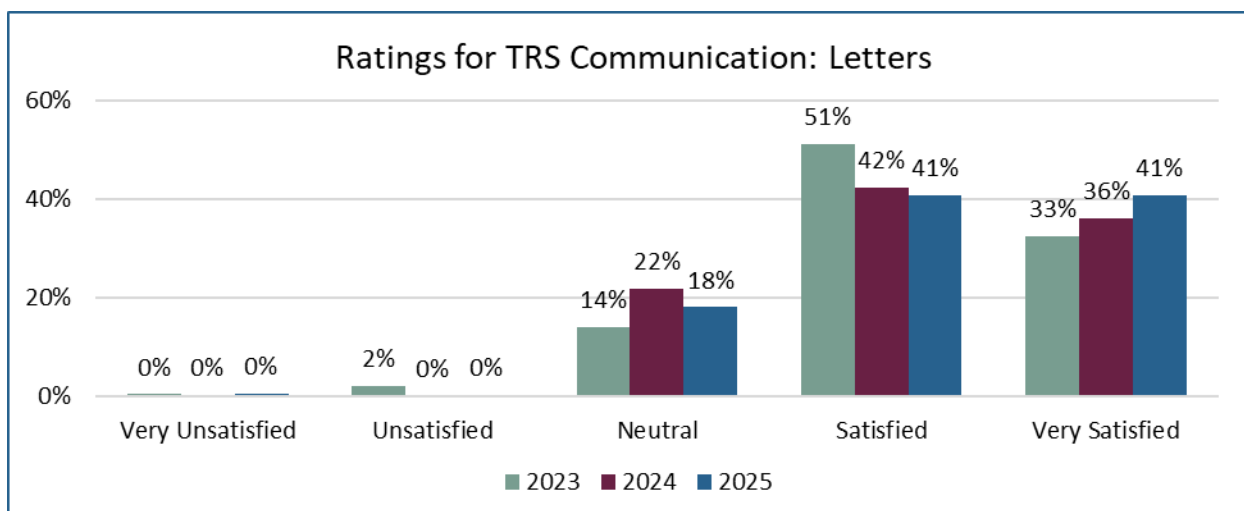


Figure 19e: Ratings for TRS Letters

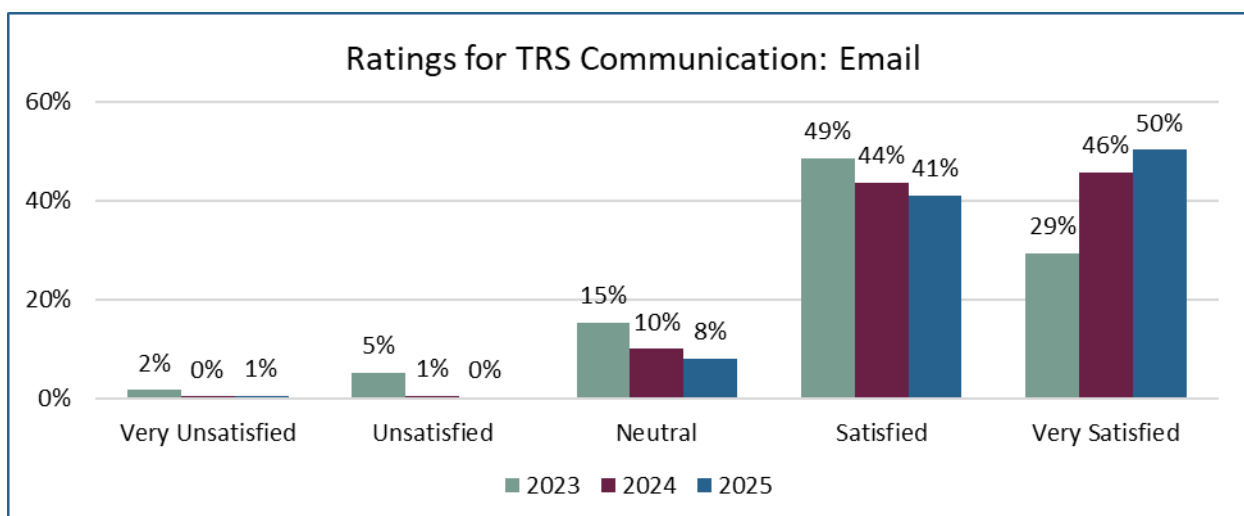


Figure 19f: Ratings for TRS Electronic Mail

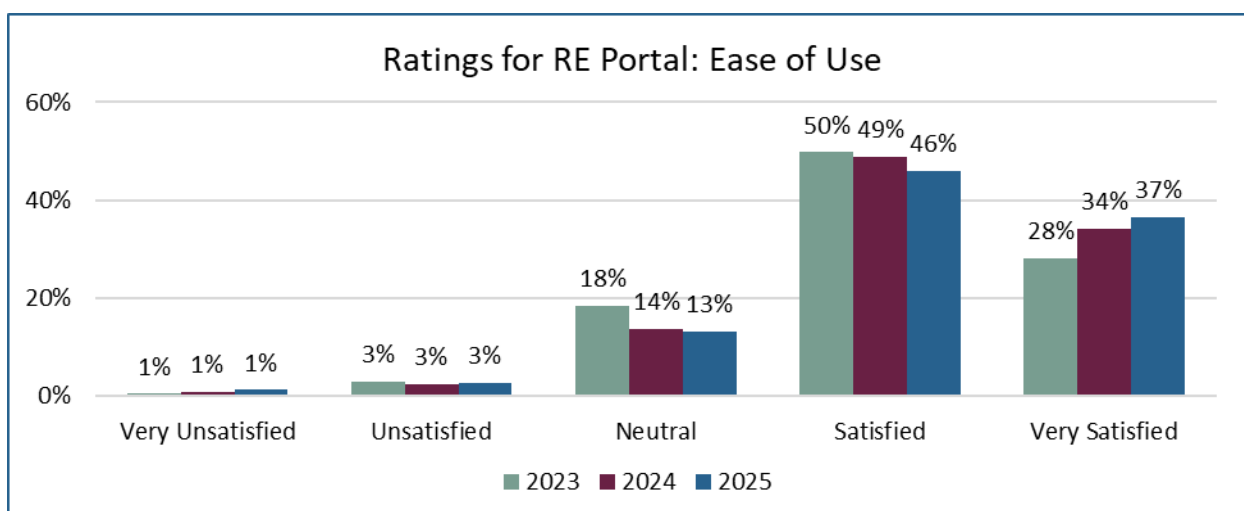


Figure 19g: Ratings for RE Portal: Ease of Use

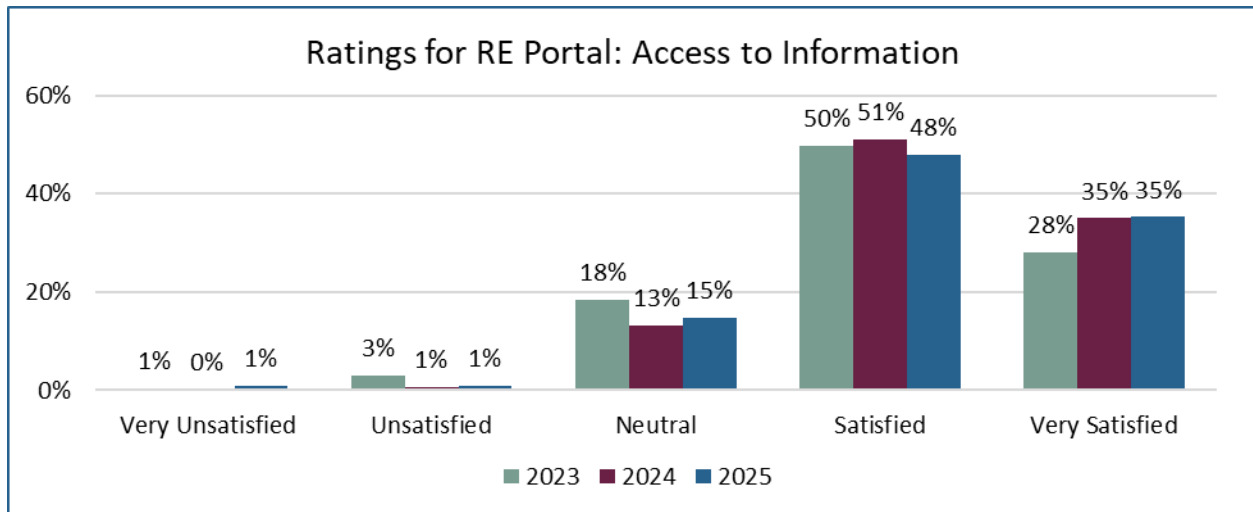


Figure 19h: Ratings for RE Portal: Access to Information

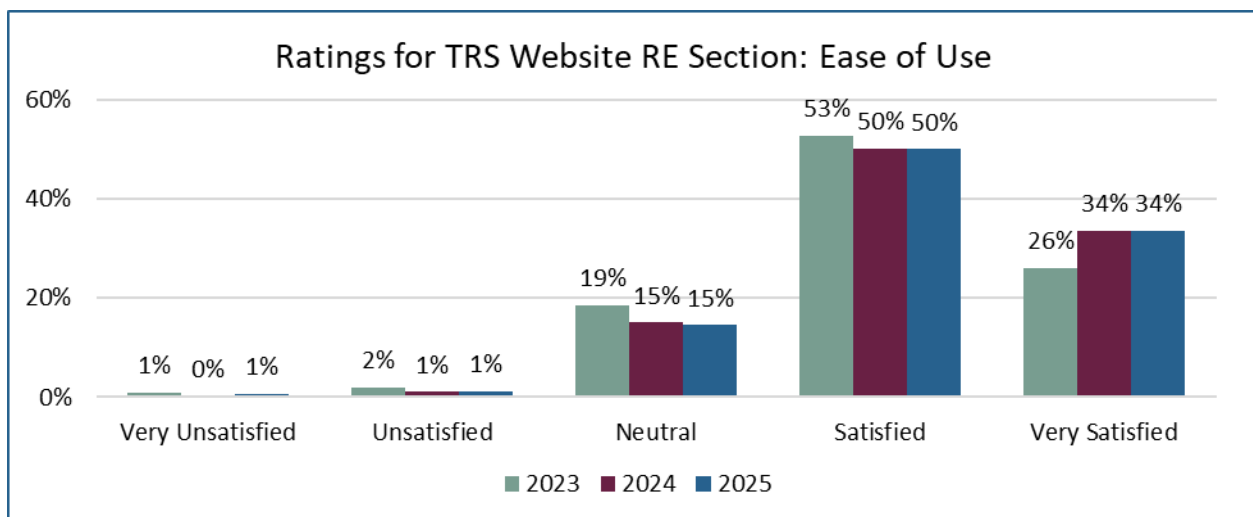


Figure 19i: Ratings for TRS Website RE Section: Ease of Use

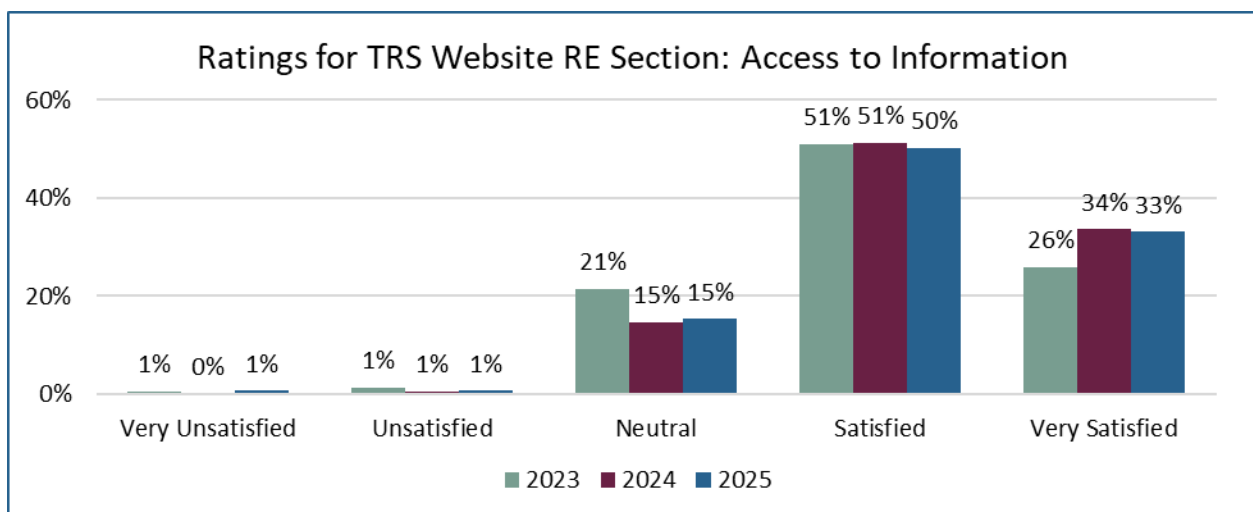


Figure 19j: Ratings for TRS Website RE Section: Access to Information

Totals may not equal 100% due to rounding

Twenty-three respondents were dissatisfied with TRS communication, including toll-free telephone access, call transfers, access to a live person, letters, and electronic mail and elaborated on their rating. Almost half of the comments were related to limited customer service (45.8%), others were related to long response times (12.5%), others mentioned the poor email system (12.5%), and the overuse of secure messaging (8.3%) as reasons for being unsatisfied with TRS communication. Some respondents (8.3%) reported that when they did communicate with TRS, the information they received was not helpful or inaccurate.

- *When we are calling TRS for an employee, while they are in our office, it takes way too long to speak with a live person. There are times where the call is lost once you finally do get to be the next in line.*
- *Often the information given to our employees and retirees from the TRS call center is not accurate. Employees/retirees are told that our agency is behind on reporting which is not accurate and doesn't consider the timing of payroll or reporting process. Call centers also don't direct to our main institution payroll line which isn't the best way to direct employees/retirees back to us for help.*
- *Frequently when being transferred to someone else, the call is dropped and we have to call back and start all over again.*
- *All responses from my coach come through secure message. Even messages that do not contain sensitive information. The secure site is difficult to access and 50+% of the time I have to try multiple times to be able to load the page and access the email. Please limit the use of secure messages to only sensitive information..*
- *There is no transcript or record of the email communication available due to the secure portal. It is impossible to refer back to questions that have been previously answered and resolved when similar situations occur.*

When respondents were asked to rate the RE Portal on ease of use and access to information, such as resource materials, those who were dissatisfied were prompted to provide details on their unsatisfactory rating. The majority of responses (38.0%) stated RE Portal navigation issues as the reason for being unsatisfied. Many comments (32.0%) mentioned the Portal is confusing and not user-friendly. Others (16.0%) commented the Portal is time consuming and the information they have to enter is often redundant. A few responses (8.0%) highlighted the need for easier access to records and reports, such as improved navigation to report history. Additionally, some respondents (2.0%) expressed concerns about the undesirable maintenance timeframes affecting the portal availability.

- *Having to enter all the data, social, full name, DOB, etc. for every record manually entered is very time consuming. With technology today, it would be nice if the employee data would pull when you enter the social security number. The requirement to enter the original employment date is also very time consuming. I have to go to a separate page than where I access the demographic information. It would be very helpful if that requirement was removed.*
- *Navigation is burdensome. The need to scroll is excessive and could be fixed by keeping some functions locked at the top or bottom of the screen (e.g. the SAVE/CANCEL/RETURN buttons at the bottom and the links menu on the left). Also, it would be extremely helpful if we could have more than one module open at a time. Jumping from VIEW EMPLOYEE INFO to ED Reports to RP Reports and back again reduce efficiency.*

- *The process of trying to correct information on the portal is awful! Only being able to do a step at a time, having to do a minus of information instead of just correcting the bad information. It's not even easy to see the information that was reported originally. The whole process seems unnecessarily difficult.*
- *Very time consuming. It is not very user friendly, takes to many steps. After entering several records the system often kicks you out and does not save your progress and you have to re-enter all of the records you have already entered.*
- *Without proper training, the portal is confusing and using the back button is forbidden territory.*
- *Right now we are experiencing a problem going from screen to screen within the portal; we get the Maintenance message, have to refresh or log out and start over. I also think the information on screen does not use the entire screen. We can only see part of the RP records or ED records and have to scroll over and back, can't get print screen. This makes it unfriendly.*

When asked to rate the ease of use and access to information in the RE section of the TRS website, 17 respondents indicated they were dissatisfied and provided detailed feedback. Thirty-three percent of the feedback was related to the site's inaccessibility and lacking ease of use, some responses (27.8%) mentioned the information on the site is disorganized, other comments (22.2%) discussed the need for technical changes. Additionally, 5.6% of comments cited the unavailability of training sessions for later viewing.

- *It would be great if we could have multiple tabs open so that we can view Employee Search at the same time as updating errors on the report. It is difficult to know which report to go to in order to fix errors.*
- *The information is there but not well organized. I usually have to click on many items before I find what I'm looking for.*
- *Webinar-style trainings are not available to rewatch or watch later.*
- *I would like have a "Find search" for the newsletter, sometimes I know one of them shared information that I need to review but can't remember which newsletter it's in. If there was a search for just the newsletters it would be helpful.*
- *The software is easy to use, however, if I receive a warning stating an amount is wrong, it would be helpful to provide the correct result since the software has apparently already calculated what the correct amount should be. Additionally, it would be helpful if the software populated/updated other values after entering/updating TRS Eligible Compensation.*
- *I rarely find what I am looking for*

When asked about what TRS could do to enhance communication methods, 16.7% of responses were positive comments (Table 8). The top responses fit in the categories of (1) keep or get more coaches for individualized support, (2) update website, (3) improve encrypted email system, (4) talk with a live agent (not RE Coach), and (5) more ways to connect. Of those who offered feedback, 8.3% suggested hiring more RE Coaches or retaining Coaches. Respondents also mentioned updating the website (7.4%), improving the encrypted email system (5.6%), talking with a live agent (4.6%), and finding more ways to connect (4.2%) as helpful ways to enhance communication methods. Representative comments of the five most common themes are included below.

Table 8. Frequency and Percent of Coded Open-Ended Responses for How Can TRS Enhance Communication Methods

Response Category	Count	%
Number of Unique Members Responding to Question	171	
Positive Comment	36	16.7%
Keep/Get More Coaches For Individualized Support	18	8.3%
Update Website	16	7.4%
Improve Encrypted Email System	12	5.6%
Talk With A Live Agent (Not Coach)	10	4.6%
More Ways To Connect	9	4.2%
Knowledgeable Call Center Staff	7	3.2%
Regular Year Round Updates	7	3.2%
Quicker Response Times	7	3.2%
In-Person Training	3	1.4%
None/NA/Good As Is	91	42.1%
Total	216	100.0%

Note. What can TRS do to enhance our communication methods and practices to be more effective?

2.13a Keep or Get More Coaches for Individualized Support

Respondents suggested retaining RE Coaches and hiring more Coaches (8.3%) would be helpful for individualized support and would enhance communication methods. These responses mentioned that Coaches were often overworked and helped multiple districts, making it more difficult to get back to each inquiry in a timely manner.

- *Personalize communication based on individual benefits. Maybe helping the employee or setting a meeting when they want to talk about retirement options especially when they have worked at multiple entity. Also helping them setup myTRS so they can utilize those tools.*
- *The reason I input satisfied and not Very Satisfied is due to the inability to normally speak to my coach via the phone. She has always been great at returning emails, but I have almost never been able to speak to her via the phone. My prior coach was very accessible via phone, always returned my call, and was very friendly. Other than that, I think Tikira has always done a great job answering all my questions.*
- *Remain consistent by supplying coaches to schools - it helps to know who to ask for when there is a problem/question.*
- *My reporting coach is very knowledgeable and helpful. I know she has many districts that rely on her as well and feel that with so many relying on her it is hard for her to be available during peak*

reporting periods. I also feel it would be very helpful to have others available when she is out of the office or inundated with calls/emails. I know that she does her best to accommodate us, but can only imagine how overwhelming it must get at times.

2.13b Update Website

About 7.4% of responses mentioned updating the website would help enhance communication methods. Specifically, fixing the email system, extending RE Portal access (evenings), working chat feature, and switching to fax from mail were mentioned as ways to update the system.

- *Fix the email system. Communicate throughout the override process so that the RE isn't just sitting around waiting not knowing what's happening. I saw chat earlier, but I don't know how to chat with anyone and have never seen that as an option. That seems better than the email system.*
- *Keep the portal open for longer periods in the evening.*
- *It would be helpful if we could fax the SSA Forms instead of mailing*
- *I would like to access the chat feature more. When I try to use it, it says that a coach is not available.*

2.13c Improve Encrypted Email System

Many responses (5.6%) mentioned improving the encrypted email system would be helpful in enhancing communication methods, including having a transcript of email communications and discussing confidential issues through the secure email portal.

- *Alternative means for email outside of TRS's secure portal for sensitive information (encryption options that enable regular email access?)*
- *Create a transcript of email communications.*
- *allow RE to start a conversation using the TRS secure mail. Mainly speaking of confidential issues*
- *Allow RE to initiate a TRS Secure email with our TRS coach and other TRS staff for confidential issues*

2.13d Coverage When Assigned RE Coach is Not Available

Many responses (4.6%) discussed talking on the phone with a live agent when necessary would be helpful to enhancing communication. Comments included being available by phone, email, or chat when assistance is needed.

- *That we may be able to speak to any agent for help if our coach is not available.*
- *Access calls to a live person with knowledge on where to connect incoming calls*
- *Being available for questions via email and phone are important and appreciated!*
- *Had I known I could speak to someone this might have been very helpful.*

2.13e More Ways to Connect

About 4.2% of comments recommended having more ways to connect to enhance communication. Sending emails and making phone calls were discussed as ways to increase connectivity.

- *Continue to send out TRS emails and always keep the communication open with our coaches. It helps so much to have a coach that is willing to help, explain and understand.*
- *Send emails that we can forward to our employees to help them learn about TRS.*
- *More relevant emails.*
- *Make more phone calls.*

When asked about how TRS could improve the RE page on the TRS website, the top responses fit in the categories of (1) praise or works well, (2) make more user-friendly, (3) search feature, (4) better communication, and (5) update training videos. Of those who offered a comment, (25.5%) were positive comments (Table 9). Representative comments of the five most common themes are included below.

Table 9. Frequency and Percent of Coded Open-Ended Responses for Improving the Reporting Employer Page

Response Category	Count	%
Number of Unique Members Responding to Question	280	
Positive Comment	100	25.5%
Praise/Works Well	79	20.2%
Make More User Friendly	38	9.7%
Search Feature	18	4.6%
Better Communication	17	4.3%
Update Training Videos	11	2.8%
List of Errors and Meanings	5	1.3%
FAQ Section	3	0.8%
Interactive Tools	3	0.8%
None/NA	118	30.1%
Total	392	100.0%

Note. How can TRS improve the Reporting Employer Page on the TRS website?

2.13f Praise or Works Well

Nearly 20.2% of comments mentioned praise or positive feedback on the RE page, on the TRS website. Responses included being satisfied with the website, stating the page was easy to navigate, and all the information provided was helpful.

- *Your website is perfect- everything at my fingertips.*
- *We are satisfied with the website. Easy to find information.*
- *I am satisfied with this layout, I believe it's very easy to navigate.*
- *Everything is pretty much there. I use that page often.*

2.13g Make More User-Friendly

A few comments (9.7%) focused on the need for making the RE page on the TRS website more user-friendly, users described the page as overwhelming, hard to navigate, and disorganized.

- *The employer web page can be difficult to navigate at times for our purposes. A more streamlined presentation with a focus on end user accessibility would allow us to interact with TRS more successfully.*
- *There is so much information it's very hard to process. Make things more simple.*
- *It is a lot of information. Maybe make it less busy so we can find what we need easier*
- *More user friendly. It's overwhelming*

2.13h Search Feature

Some responses (4.6%) focused on the need for a better search function - information is difficult to find and sometimes the search function resulted in outdated information.

- *I find myself having a difficult time locating information I need at that moment, so I use the Search tab and unfortunately it does not help. If the search tab could pull up related terms, I believe that would be helpful for a newbie like me.*
- *At times it is difficult to look up items that were previously mentioned in newsletters.*
- *Improve the search to most current data. It usually pulls old outdated files.*
- *Have documents accessible by search that are dated.*

2.13i Better Communication

Many responses (4.3%) discussed the need to improve communication on the RE page, including having better information, more detailed explanations, and added examples.

- *Better contact info, EEs ask about how to get in touch with you a lot. I think better explanations of forms would also be useful as people tend to get confused about the purpose of certain forms and if they should be using them or not.*
- *Explanation of what everything is, how they all tie together, and why we pay what we pay.*
- *Explaining topics clearer or adding examples*
- *A brief summary of the main subjects for the Update Newsletter. When looking for information from a past newsletter you have to download each one to find the information. A list what the newsletter contains on the file name or below each file would be helpful.*

2.13j Update Training Videos

About 2.8% of comments mentioned having updated and recorded training videos uploaded to the TRS RE page.

- *Record the web trainings that are done twice per year so we can watch them later.*
- *Include all the training documents. I typically save them as attend trainings and frequently have had to reference them as some information is not included in the Payroll Manual.*

- *I would like to see some type of "how to" video that walks through the entire process from set up in Ascender to TRS reporting for various employee types (Teachers, Admin, Subs, Retiree/Rehires). The disconnect in reporting is often a communication gap between the two programs.*
- *I like the videos available; perhaps have more uploaded videos.*

2.14 Awareness, Use, and Evaluations of the Employer Toolkit

Employer Toolkit use increased significantly in 2025 as 40% of REs reported using this tool compared to just 26% in 2024. Figure 20 presents the results for awareness and use. Awareness for the Toolkit increased in each of the past three years to the point that in 2025 the majority of REs (55%) are now aware of the Employer Toolkit. The same percentage of REs that were aware of the Employer Toolkit in 2024 (40%) reported using it in 2025 (40%).

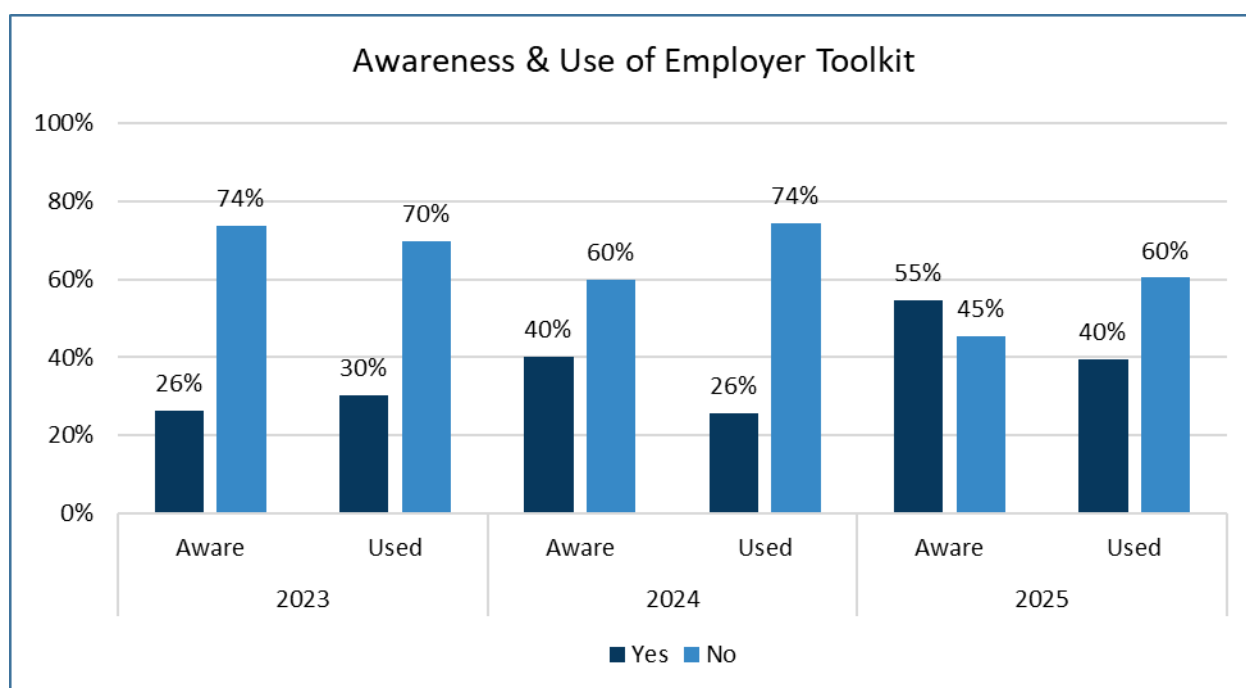


Figure 20: Awareness & Use of Employer Toolkit

When asked about their utilization of the Employer Toolkit to assist employees with benefit questions, seven respondents selected that they did not find the Employer Toolkit useful and provided feedback. When asked why they did not find the Toolkit useful some comments mentioned the Toolkit lacks specificity to individual situations (14.3%), the Toolkit is difficult to navigate (14.3%), respondents were unsatisfied with the program (14.3%), and respondents were not insurance experts (14.3%) When asked how it could be improved, responses mentioned prioritizing other resources (14.3%).

- *I do not wish to act as a go between for healthcare questions. LEAs should not be expected to be insurance experts.*
- *It was hard to determine where I should look for what I needed. Being electronic was helpful as I could use find feature to get the needed information.*
- *Provided broad help topics only - not specific to individual*

- *Because program is not good*
- *We utilize the TRS administrative book more*

Respondents were asked to identify the source of learning about the Employer Toolkit. Figure 21 presents the trends in source of where REs learned about, or discovered, the Employer Toolkit. The *Update* Newsletter has been the most popular source for learning about the Toolkit in each of the past three years. Email was less prominent in introducing REs to the Employer Toolkit in 2025 while the RE Portal grew in importance for teaching REs about the Employer Toolkit such that one-third of REs selected this option. Use of the Employer Toolkit increased in 2025, and helpfulness ratings stayed largely comparable to 2024. While only 8% reported the Toolkit as “Extremely Helpful,” 33% considered it “Very Helpful,” and the majority of REs rated it as “Helpful” (Figure 22) rather than “Very Helpful” or “Extremely Helpful”.

Additional analysis revealed that REs who contacted their RE Coach during reporting deadlines rated the helpfulness of the Employer Toolkit more positively ($Mean = 4.79, SD = 1.38$) compared to those who contacted their RE Coach unrelated or outside of reporting deadlines ($Mean = 4.24, SD = 1.29$). This suggests that the functionality of the Toolkit may align well with reporting deadlines.

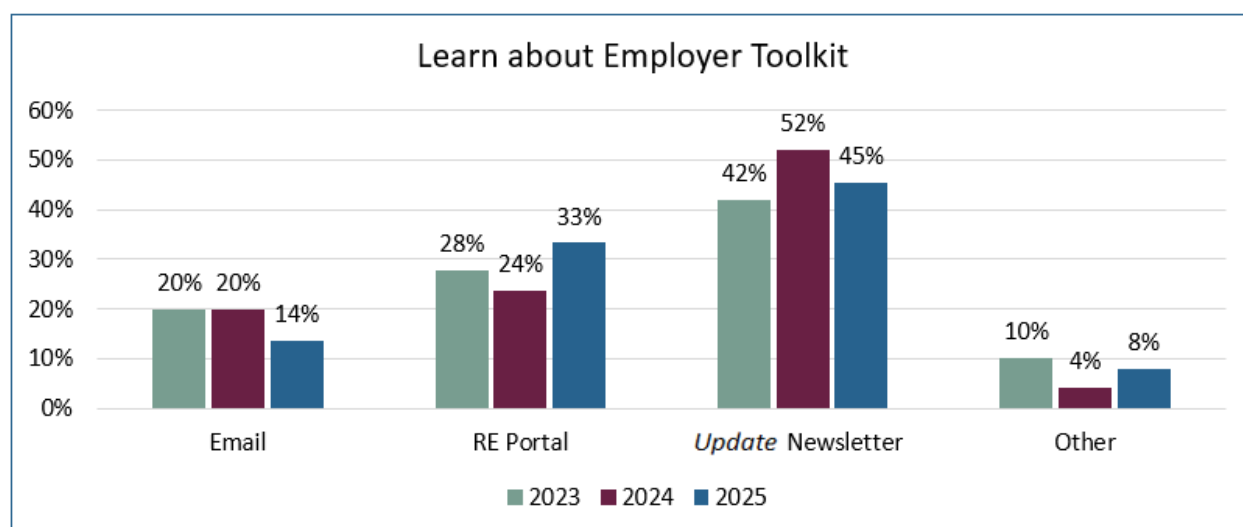


Figure 21: Learn about Employer Toolkit

When asked about if they were aware of the Employer Toolkit to assist employees with TRS benefit questions and how they learned about the Employer Toolkit, 45 respondents provided feedback. The respondents learned about the Toolkit from the TRS website (28.3%), their RE Coach (17.4%), webinar or training (15.2%), a TRS representative (6.5%), and lastly their Education Service Center (4.3%).

- *TRS Website Search*
- *TRS District Liaison*
- *From an ActiveCare TRS representative*
- *RE Portal and TRS training sessions*
- *Found it on the website after a Google search*
- *Found by accident on the Employer page*

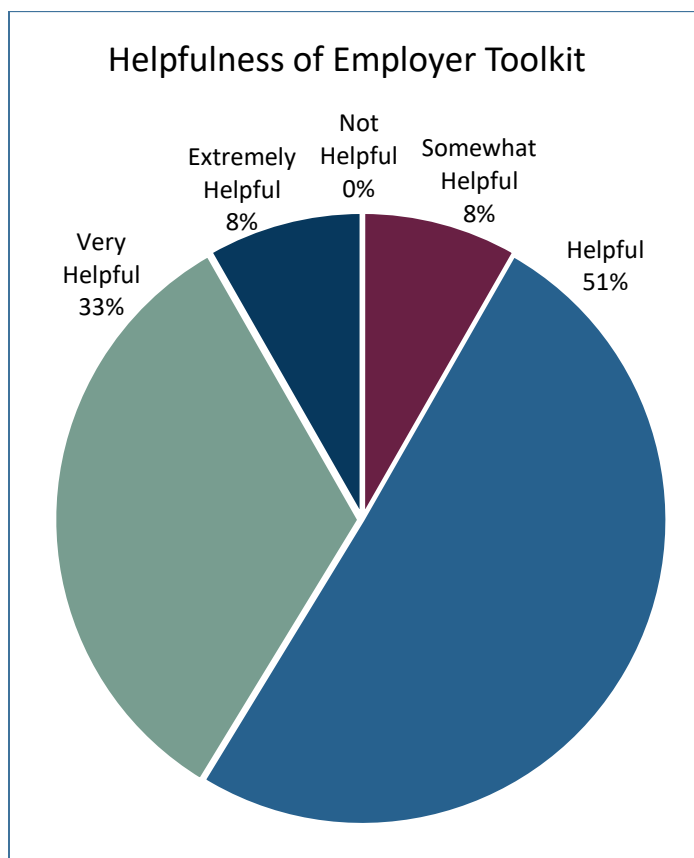


Figure 22: Helpfulness of Employer Toolkit

Of the 8% who rated the Toolkit as “Not Helpful” or “Somewhat Helpful”, 59 respondents provided feedback about their selection. Nearly 30 percent (30.1%) of comments regarding the helpful aspects of the Employer Toolkit highlighted the quality of the information provided. Fifteen percent of comments mentioned the accessibility and helpfulness of the information in the Toolkit, while another 2.3% appreciated its usefulness to employees and benefits the team. Additionally, almost ten percent of responses (9.6%) found the structure of the Toolkit helpful, and another 9.6% valued its problem-solving capabilities.

- *When I found out about the Employer Toolkit I did not know how much helpful information it contained. It's very helpful!*
- *It had the information to answer questions that employees ask and helps us point employees in the right direction.*
- *I like how easy it is to find pertinent information and direct employees to what they are seeking.*
- *The Employer Toolkit is broken down well into common situations RE's face and the link paths are easy to navigate. At this time we have no suggestions other than the more details added going forward the better.*
- *This section has a lot of good information for our employees. However, I think our benefits or HR uses this tool more than myself.*

2.15 Open-Ended Comments

At the end of the survey, respondents were offered the opportunity to provide open-ended comments to the following two questions:

1. “What is the single most important thing TRS could do to improve its relationship with its Reporting Employers?”
2. “Is there anything else about your organization’s work with TRS that you would like to tell us that is not covered elsewhere in this survey?”

Responses were coded based on the earlier coding system and reinforced earlier themes. Open-ended responses for how TRS could improve its relationship with its REs are presented in Table 10.

When asked about what the single most important thing TRS could do to improve its relationship with REs, the top responses fit in the categories of (1) improve communication, (2) extended deadlines, (3) satisfied or great, (4) provide training or in-person training, and (5) improve response availability. Of those who offered a comment, 17.5% provided positive comments. About 13.1% of respondents suggested improving communication would be beneficial. 9.0% of responses mentioned extending deadlines, while 8.5% expressed satisfaction with the current state. Additionally, 7.6% of comments recommended providing more training or in-person training to enhance relationships with REs. Improving response availability was noted by 7% of respondents. Representative comments of the five most common themes are included below.

2.15a Improve Communication

Several comments (13.1%) listed improved communication would be beneficial to improve TRS’s relationship with REs. Some comments suggested consistent communication, positive interactions, and more detailed explanations would be helpful.

- *I don't usually have to contact TRS unless there's a problem or error that I can't resolve, but it would be nice to communicate with a coach on a monthly basis just to touch base.*
- *I really don't appreciate the snippy answers when a resolution to a problem needs to be repeated to me. I understand that your job is TRS all day long. I don't think that you realize that it is just a piece of my job.*
- *I know TRS RE staff are understaff and overworked. First of all, we appreciate you. Secondly, we are also understaff and very busy and sometimes it would be nice to be able to speak with a reporting coach to resolve the error faster to get a completed report so we can remit TexNet payments.*
- *Have more patience when waiting on responses. TRS is quick to add the head of agency to communications even when the reporting official is working on correcting errors.*

2.15b Extended Deadlines

Some responses (9.0%) mentioned that extending deadlines would improve the relationship with TRS. Respondents recommended moving the reporting deadline, adjusting for holidays and weekends, and changing the RE Portal’s maintenance window.

- *Give us more time to get reports completed when the 6th falls on a weekend or holiday. Move the deadline to the next workday.*

- *Give us a few more days to get our reports done. Maybe extend the date until the 10th. Or no late charges for a month. Ever. Sometimes it is hard to make that deadline when it falls during the holidays or a long weekend or during peak times at work.*
- *Extend the deadline to allow 5 working days to complete the reports bc sometimes it is only 3 and that can be time crunching if needing answers from coach.*
- *Extending the grace period. We never have more than 5 working days to get things to complete.*

Table 10. Coded Open-Ended Responses of the Most Important Thing TRS could do to Improve Its Relationship with Reporting Employers

Response Category	Count	%
Number of Unique Members Responding to Question	330	
Positive Comment	80	17.5%
Improve Communication	60	13.1%
Extend Deadlines	41	9.0%
Satisfied/ Great	39	8.5%
Provide Training/In-Person	35	7.6%
Improve Response (Availability)	32	7.0%
Improve Response Time	30	6.6%
Improve Portal	27	5.9%
Simplify Reporting	17	3.7%
More Coaches/Overworked/Less Changeover	12	2.6%
Keep Grace Periods & Remove Penalties	8	1.7%
Compliment - Specific Coach	8	1.7%
Reduce System Downtime/Optimize Update Schedule	6	1.3%
Many Improvements Made Already	5	1.1%
Allow More Access to Documents & Employee Details	4	0.9%
Improve Understanding	4	0.9%
Accuracy/Match of Information	4	0.9%
None/NA	46	10.0%
Total	458	100.0%

Note. What is the single most important thing TRS can do to improve its relationship with Reporting Employers?

2.15c Satisfied or Great

Comments about satisfaction with the current level of service provided by TRS and their RE Coach (8.5%).

- *Continue to provide great service.*
- *Continue being helpful and friendly whenever they are contacted about something.*

- *Communication is really consistent and our district is extremely satisfied with our TRS coach.*
- *I don't have any specific recommendations, I've so far been satisfied with the service we've received.*

2.15d Provide Training/In-Person

Respondents suggested providing more training, and specifically more in-person training (7.6%).

- *Full Training course annually not just the small sessions that are offered.*
- *I go back to having a "demo" of an actual reporting process so that RE's can see step by step what goes on and how to resolve issues that may arise, and how to avoid issues in the first place.*
- *Having my TRS coach available during your normal business hours is really helpful so that I can reach out quickly if reporting errors come up and I am on a time crunch. Having her help to walk through issues is really helpful. The continued virtual trainings are helpful when I am able to attend them, but having them recorded and sent out for those not able to make it would be helpful as well.*
- *Continue to provide relevant trainings, especially on issues that continue to arise.*

2.15e Improve Response Availability

Seven percent of comments about how TRS could improve mentioned improving response availability, including. Suggestions included having assistance available to resolve issues, maintaining the same coach for a district over an extended period of time, and ensuring RE Coaches are promptly available to answer phone calls and emails.

- *Continue to be available quickly. If our coach is out, please have someone else answer as promptly. When we get to reporting time - the clock is ticking.*
- *I would like to be able to call and ask questions about who and what is ABS. This is what I struggle with the most in TRS.*
- *Be available during peak reporting times.*
- *Just be available to assist with questions and provide direction on how to fix errors.*

Open-ended responses, for anything else REs would like to share with TRS that are not covered elsewhere in the survey, are presented in Table 11.

Responses were coded into 14 categories. The categories identified were based both on previous year's survey results and close reading of the survey responses. Table 11 presents the number of open-ended comments coded to each category. It is important to note that each percent represents the percentage of survey respondents who answered this question rather than the percentage of total survey respondents.

When asked if there was anything else that REs wanted to share that was not covered elsewhere in the survey, about thirteen percent (13.3%) of responses were positive comments. The top responses fit in the categories of (1) improve report process, (2) improve website functions, (3) improved communication, (4) additional resources, and (5) more consistent TRS services info. Among those who provided comments, a little over ten percent of responses (11.5%) suggested improving the reporting process, 9.2%

recommended enhancing website functions, and 3.2% mentioned the need for additional resources. Additionally, 2.3% of responses highlighted the importance of having more consistent information about TRS services. Representative comments of the five most common themes are included below.

Table 11. Coded Open-Ended Responses of Anything Else about Their Organization’s Work with TRS that They Would Like to Tell TRS That is Not Covered Elsewhere in This Survey

Response Category	Count	%
Number of Unique Members Responding to Question	171	
Positive Comment	22	10.1%
Improve Website Functions	20	9.2%
Improved Communication	7	3.2%
Additional Resources	5	2.3%
More Consistent TRS Services Info	4	1.8%
Addressing Errors	3	1.4%
More Training For Staff	3	1.4%
Emailing System Improvement	3	1.4%
Survey Related	3	1.4%
Financial	2	0.9%
Inform Retirees Better/Retirement Specific Info	2	0.9%
Higher Education Rules	1	0.5%
None/NA	89	40.8%
Total	164	100.0%

Note. Is there anything else that you would like to tell us that is not covered elsewhere in this survey?

2.15f Improve Report Process

Many responses (11.8%) highlighted the need to improve various aspects of the reporting process, including the length and timing of form completion, deadlines and grace periods, and the required level of detail.

- *It would be greatly appreciated if the due date was flexible according to holidays and weekends and not always due exactly on the 6th of each month. Same day submission would also be appreciated.*
- *TRS28 forms take way too long to get entered. I almost always have to send a follow up email a week after sending in TRS28's. With the shorter time to get reports finalized, this is very frustrating.*

- *I just don't understand why so much detail has to be submitted. At the end of the day, what difference does it make if an employee is a bus driver or a cafeteria worker? Neither are subject to the minimum pay scale for teachers. It's just too complicated.*
- *Please update the ED45 form so that the edit function works for employees changing positions. Currently each month it is an error and I have to change the ED45 to end the position and then after the report is complete submit a new ED40.*

2.15g Improve Website Functions

Responses (9.2%) focused on improvements to the functioning of the TRS portal or website, such as changing the maintenance window, the use of secure email and notifications, and the ability to easily see necessary information.

- *Secured emails should only be utilized when including confidential social security numbers. All other information such as names are public information and can be found in phone books, etc. I cannot initiate a secure email via TRS reporting entity portal. I cannot cc an additional recipient, and I cannot see anything I sent until TRS responds back. Additionally, I cannot immediately open a secured email when I first receive a notification. I have to wait about 5 minutes to avoid errors.*
- *Yes, in the actual portal. When you enter an employee's SS#, the screen should populate with the employee's data rather than the RE data entering every field.*
- *Would love it if the system down time were later in the evening, especially around reporting due dates. I work in the evenings sometimes and it's frustrating when the system is down at 8pm and not back up until after 11 pm.*
- *Sometimes I can't see some employee's view employee information. Also to be able to download view employee information.*

2.15h Improved Communication

Nearly 3.2% of Comments mentioned improving communication as important, with some mentioning availability and response times, notes on calls made and questions asked, and additional training to those at the call center being helpful.

- *I have had employees call the 800 number and be on hold for hours. This is frustrating to them when they are trying to get information about retirement packets and questions concerning retirement. Which indicates that TRS needs more customer service reps in that area?*
- *Please provide additional training to the call center regarding the information being provided when members call about their refund or retirement certifications. Instead of stating "your District hasn't submitted what we need," please provide the members with more specific information such as, "we just sent the certification on x date and your District needs to process that and the monthly report which is not due until x date, so you can contact your District about their process time."*
- *I think it would be beneficial to make notes on worklist visible for TRS phone reps. when employees call regarding their refund/retirement status, they are directed to call HISD. If notes were visible for TRS phone staff/coaches, we would look more professional and cohesive when answering questions. directing them to call around looks unprofessional. example note: Jan. check pending-phone rep could tell them HISD is waiting for Jan checks. etc.*

2.15i Additional Resources

A few comments (2.3%) focused on the need for additional resources such as step-by-step instructions, updated forms, and more trainings.

- *I am old school been at this district a long time, I like step by step instructions on how to fix errors.*
- *For a district our size who does not have (and cannot currently afford) dedicated staff to solely work on TRS, it is a challenge (especially during the heavy change in staff seasons) to get such a huge amount of data complete and feel confident in its accuracy.*
- *Please update the ED45 form so that the edit function works for employees changing positions. Currently each month it is an error and I have to change the ED45 to end the position and then after the report is complete submit a new ED40.*
- *I would like to have a training with TRS for beginners and let us know what terminology TRS uses - why we have to do adjustments - if we could just get a class on the basic at least we would know what things mean-*

2.15j More Consistent TRS Services Info

Some comments (1.8%) highlighted the needed for more consistent information about TRS services to ensure employees can report information accurately and efficiently.

- *Additionally, employees have expressed some concern that the information provided from the TRS member services hotline is inconsistent with known reporting procedures and deadlines.*
- *As a very large district, there is a huge burden on staff who have many job duties to complete this responsibility. I'm curious how TRS expects those staff to do this job duty also and whether it's communicated to district leaders a suggested staffing allocations and responsibilities. I don't think my administrator has any idea that this is such a large undertaking and support from TRS on that front would be helpful.*

3 Summary of Results

The objective of the Reporting Employer Satisfaction Survey is to help TRS leadership assess the usage and evaluation of TRS services by REs in order to apply the best-targeted strategy to improve TRS services, when administratively feasible.

Based on the analyses of the feedback, the following actionable insights are generated:

- **Explore the significant increase in REs uncertain about the reasonableness of the one-day response expectation.** Almost no REs found the recently established one-day response standard unreasonable; however, a significant number of REs were unsure of how reasonable a one-day response is, indicating an expectation of a faster response time. This could potentially develop into ratings of unreasonableness if not fully understood.
- **Explore why REs rate their Coaches more highly than overall quality and experience.** REs continued to be more highly satisfied with their Coaches than with all other areas of TRS services, quality, and experience. Determine how to bring overall ratings in line with their high Coach ratings.
- **Tailor certain coaching functions to REs exclusively contacting their Coach during reporting deadlines.** Most REs contacted their RE Coach during reporting deadlines. Consider how can RE Coaches better serve those contacting them during or outside of reporting deadlines? Are there ways to reduce the numbers of REs that only contact during deadlines. Consider catering resources to REs contacting TRS exclusively during reporting deadlines.
- **Improve the speed of responsiveness from TRS and RE Coaches.** A consistent theme found in many open-ended questions was the need for timely responses from TRS and RE Coaches. Many REs identified they are concerned about submitting reports on time if they do not receive a prompt response from their RE Coach.
- **Provide additional training topics.** Respondents provided suggestions on additional topics that could be included in future training, including how to fix errors in reports, and employee management and information. Respondents also requested more in-person trainings rather than virtual, as they thought that would be more comprehensive and interactive.
- **Create training material that individuals can use as reference.** Respondents stated having videos and easily-understood manuals that they could refer to would help support them through the reporting process.
- **Leverage the increased use of the Employer Toolkit.** Gain understanding of what caused the increase in use of the toolkit in 2025 and why twice as many REs were unsure about the helpfulness of the Toolkit as those who found it “Very Helpful” or “Extremely Helpful”. Additionally, achieve clarity on why REs who only contact RE Coaches during reporting deadlines more highly value the Toolkit when they less highly value all other communication tools and services.
- **Consider scaling back multiple part questions.** Most survey respondents answered similarly for all items in groups of items related to communication, resource satisfaction, and RE Coach character and quality. Responses continue to be highly correlative, meaning that reducing the number of questions should yield nearly identical results with less burden to REs.
- **Improve RE Portal and TRS website content.** Great improvement was made in satisfaction ratings for more traditional channels of communication (call transfers, letters, toll-free telephone access, and access to a live person, and electronic mail) while RE Portal and TRS website RE content still lagged behind in terms of “Very Satisfied” rating. Explore ways to improve Portal and RE related website content to better meet RE needs and increase satisfaction.

- **Learn what REs want from resources.** Most REs continued to just be “Satisfied” with TRS resources. Develop insight on what is preventing these materials, services, and communication tools from being more highly valued by REs.

A summary of results is provided below.

3.1 TRS Overall

The 2025 results showed similar percentages of REs were “Very Satisfied” with the overall quality of services received from TRS compared to 2024. Approximately half of REs reported being “Very Satisfied” overall with the agency. Few respondents report being “Unsatisfied” or “Very Unsatisfied” with TRS overall. The percentage of respondents “Satisfied” with the agency decreased from 2024 to 2025. The percentage of respondents with a “Very Unsatisfied” and “Unsatisfied” experience with the agency (as to the overall satisfaction with TRS services) remained the same over previous years, although the percentage of respondents with a “Neutral” experience increased slightly from 2024 to 2025.

3.2 Contact with Reporting Employer Coach

Results for 2025 are consistent with the frequencies of RE contact with their RE Coach for the past two years. The majority of respondents reported contacting their RE Coach during reporting deadlines and over a third of respondents report contacting their coach during and unrelated or outside of reporting deadlines. Respondents representing public schools reported contacting their RE Coach more often during reporting deadlines than respondents representing higher education institutions.

3.3 Quality of Service Received by Reporting Employer Coach

The quality of service received by RE Coach was the highest rated program element again in 2025. Nearly three-fourths of REs (74%) were “Very Satisfied” with the quality of services provided by RE coaches. This is an increase from last year, and there were no respondents who report being “Unsatisfied.”

3.4 Rating of Reporting Employer Coach by Dimension of Service

There was an increase in each of the seven dimensions of RE Coach service from last year to this year. The highest rated services by highest satisfaction level were “Explaining the steps needed to correct errors,” “Communicating via email,” “Understanding your questions and responding appropriately,” “Responding to your initial question within the current service standard (one business day),” “Resolving your initial question within two business days,” and “Directing you to appropriate resources on the website.” “Being available so you can speak to a person on the phone” has been the least positively evaluated service for the past three years.

3.5 Rating of the Importance of Services Provided by Reporting Employer Coach

Overall, importance ratings remained high across all services with slight fluctuations over the years. “Understands your questions” and “Responds appropriately” and “Explains the steps needed to correct errors” consistently received the highest importance ratings. Importance placed on “Directs you to appropriate resources on the website” is consistently rising. “Being available so you can speak to a person on the phone” consistently ranks lower than other services.

3.6 Standard Reporting Employer Coach Response Time

A limited number of REs did not find the current response time standard acceptable, but nearly equal amounts of REs agreed the standard is reasonable as those who are unsure.

3.7 Reported Reporting Employer Coach Response Time

In 2025, most REs reported receiving a response from their RE Coach within 24 hours, which was an increase from the previous years. Additionally, 99% of REs reported receiving a response in 48 hours. Nearly none of the REs waited more than two days for a response.

3.8 Training Attendance

Nearly two-thirds of REs attended training this year. This reflected a nominal decrease from 2024.

3.9 Preference for Receiving Training Materials

REs preferred to receive training materials by either through live online interactions (33%) or recorded videos (31%). There was a decrease in the request for in-person and written online trainings compared to previous years.

3.10 Ratings for TRS Communications

There was steady improvement in ratings for TRS communication with REs from 2023 to 2025, with “Very Satisfied” responses increasing from 2023 to 2025. Ratings of toll-free telephone access showed a gradual increase of “Very Satisfied,” which was similar to ratings of call transfers which showed a gradual increase of “Very Satisfied” responses over the past three years. The ratings for TRS communication in terms of access to a live person have shown a positive trend from 2023 to 2025. Ratings for TRS communication through letters indicated a gradual shift toward higher satisfaction over the three-year period. Ratings for TRS communication via email showed a positive shift in satisfaction over time. Ratings for the RE Portal's ease of use indicated consistently high satisfaction across 2023 to 2025. Ratings for the RE Portal's access to information across 2023 to 2025 showed the majority of users rated the RE Portal as either “Satisfied” or “Very Satisfied,” with a slight decrease in 2025. Ratings for the TRS Website RE Section ease of use showed that the percentage of respondents who were “Very Satisfied” increased from 2023 to 2025, while those who were “Satisfied” slightly declined from 2023 to 2025. Ratings for the TRS Website RE Section access to information showed that satisfaction remained consistently high.

3.11 Awareness, Use and Evaluations of the Employer Toolkit

Awareness of the Employer Toolkit increased by 15% and use of the Toolkit has also increased almost 15%. The biggest source of learning about the Toolkit is the *Update* Newsletter. Nearly half of REs using the Toolkit who provided helpfulness ratings considered it to be “Extremely Helpful” (8%) or “Very Helpful” (33%), while 45% of the entire sample of REs who used the Toolkit were not sure how helpful it was.

Appendix A – TRS Reporting Employer Satisfaction Survey 2025

The Teacher Retirement System of Texas (TRS) wants to best understand the needs of Reporting Employers to continue to improve the information, resources, training, and services it provides. TRS has partnered with Elite Research to conduct the annual Reporting Employer Satisfaction Survey. The survey should take approximately 10-15 minutes to complete. Survey responses are confidential and will only be used to help improve the information, resources, training, and services TRS provides to its Reporting Employers. Please provide your candid and honest feedback. **Please note:** The survey will be sent to everyone listed as an RE Contact in the TRS RE Portal and should be completed by the individual who submits reports to TRS. If you are not the person who submits reports to TRS, please select "No" for question 1.

_____ Page Break _____

1. Are you responsible for submitting monthly TRS Reports, including payroll, demographic, and employment after retirement reports?

- Yes
- No

If yes is selected on Q1, skip the following two questions.

If no is selected on Q1, skip to Q4.

Exclusion Criteria

Display this question if the RE selects "No" on Q1.

2. Do you know the person who should receive this survey?

- Yes
- No

_____ Page Break _____

Display this question if the RE selects "Yes" on Q2.

3. Please enter their contact information.

Full Name: _____

Email: _____

Cell Phone _____

End the survey if Email is entered on Q3.

Display this question if the RE selects "Yes" on Q1.

4. How satisfied are you with the overall service you have received from TRS?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied
- Not Applicable

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q4.

5. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

_____ Page Break _____

6. Please rate your overall satisfaction with the agency.

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied
- Not Applicable

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q6.

7. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

_____ Page Break _____

8. What, if anything, would you change about the services TRS provides to its Reporting Employers? *(Please limit your response to 500 characters.)*

9. In a typical month, when does your organization communicate with your Reporting Employer Coach *(either through phone calls, chat, or email)*?
- During reporting deadline needs
 - Unrelated or outside of reporting deadline needs
 - Both

Display this question if the RE selects "Unrelated or outside of reporting deadline needs" or "Both" on Q9.

10. What are the reasons you reach out to your RE Coach? *(Please limit your response to 500 characters)*.

11. How would you rate your Reporting Employer Coach on:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of TRS Reporting Requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of RE Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identifies themselves by name	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q11.

12. You selected **"Very unsatisfied"** or **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

_____ Page Break _____

13. How satisfied are you with the quality of service you receive from your Reporting Employer Coach?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied
- Not Applicable

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q13.

14. You selected **"Very unsatisfied"** or **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

_____ Page Break _____

15. When you do contact your Reporting Employer Coach, how would you rate them on:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Understanding your questions and responding appropriately?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directing you to appropriate resources on the website?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining the steps needed to correct reporting errors?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding to your initial question within the current service standard (one business day)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resolving your initial question within two business days?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being available so you can speak to a person on the phone?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicating via email?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display this question if the RE selects “Very unsatisfied” or “Unsatisfied” on Q15.

16. You selected “**Very unsatisfied**” or “**Unsatisfied**” with one or more of the items above. Please provide more detail on your unsatisfactory rating (*Please limit your response to 500 characters*).

_____ Page Break _____

17. How important is it to you that your Reporting Employer Coach:

	Not Important	Slightly Important	Important	Moderately Important	Very Important	Don't Know/ Not Sure
Understands your questions and responds appropriately	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directs you to appropriate resources on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explains the steps needed to correct reporting errors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responds to your initial question within the current service standard (one business day)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resolves your initial question within two business days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is available so you can speak to a person on the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates via email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Please select the three most important things your Reporting Employer Coach can do for you and your organization. *(Select up to three).*

- ☐ Understands your questions and responds appropriately
- ☐ Directs you to appropriate resources on the website
- ☐ Explains the steps needed to correct errors
- ☐ Responds within the current service standard of one business day
- ☐ Is available so you can speak to a person on the phone
- ☐ Communicates via email
- ☐ Communicates via chat
- ☐ Something else, please explain *(Please limit your response to 500 characters).* _____

19. How can TRS improve the Reporting Employer Page on the TRS website? _____

20. TRS' goal is to respond to you within one business day. Do you think this timeline is reasonable?

- ☐ Yes
- ☐ No
- ☐ Don't Know/Not Sure

Display this question if the RE responds "No" on Q20.

21. If no, what do you think is a reasonable response time *(Please limit your response to 50 characters)*?

_____ Page Break _____

22. On average, how quickly does your Reporting Employer Coach **respond** to your organization's calls or emails?

- ☐ Within 24 hours
- ☐ Within 48 hours
- ☐ Within a week
- ☐ Within a month
- ☐ My Reporting Employer Coach rarely responds to calls or emails
- ☐ Don't Know/Not Sure

23. On average, how quickly does your Reporting Employer Coach **resolve** your issue?

- ☐ Within 24 hours
- ☐ Within 48 hours
- ☐ Within a week
- ☐ Within a month
- ☐ My Reporting Employer Coach rarely responds to calls or emails
- ☐ Don't Know/Not Sure

24. What are the reasons you contact your Reporting Employer Coach? *(Check all that apply).*

- ☐ Concurrent Employment
- ☐ Creditable Compensation
- ☐ Employment After Retirement (EAR)
- ☐ Membership Eligibility
- ☐ Member Specific
- ☐ ORP
- ☐ Overrides
- ☐ RE Ledger
- ☐ Report Errors
- ☐ Don't Know/Not Sure
- ☐ Other, please specify *(please limit to 500 characters)*. _____

25. In the past year, have you attended a TRS training session?

- ☐ Yes
- ☐ No

Display this question if the RE responds "No" on Q25.

26. Briefly explain the reason why you did not attend an employer reporting training session in the past year *(Please limit your response to 500 characters.)*

_____ Page Break _____

27. Please list any recommendations on training topics you would like TRS to cover in the future.

_____ Page Break _____

Display this question if the RE responds "Yes".

28. Which of the following resources have you used during the last year? *(Check all that apply)*

- ☐ Error and Warning List
- ☐ Error Resolution Guide
- ☐ File Formatting Guide
- ☐ Payroll Manual
- ☐ RE Portal Certification Guide
- ☐ RE Portal Chat User Guide
- ☐ RE Portal Co-Browse User Guide
- ☐ RE Portal Training Videos
- ☐ RE Portal Web Message
- ☐ TRS Emails
- ☐ *Update* Newsletter
- ☐ None of the above

Display this question if the RE selects "Error and Warning List" as a resource utilized last year on Q28.

29. How satisfied were you with the **Error and Warning List** you utilized during the last year?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q29.

30. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "Error Resolution Guide" as a resource utilized last year on Q28.

31. How satisfied were you with the **Error Resolution Guide** you utilized during the last year?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q31.

32. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "File Formatting Guide" as a resource utilized last year on Q28.

33. How satisfied were you with the **File Formatting Guide** you utilized during the last year?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q33.

34. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "Payroll Manual" as a resource utilized last year on Q28.

35. How satisfied were you with the **Payroll Manual** you utilized during the last year?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q35.

36. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "RE Portal Certification Guide" as a resource utilized last year on Q28.

37. How satisfied were you with the **RE Portal Certification Guide** you utilized during the last year?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q37

38. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "RE Portal User Guide" as a resource utilized last year on Q28.

39. How satisfied were you with the **RE Portal User Guide** you utilized during the last year?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q39.

40. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "RE Portal Co-Browse User Guide" as a resource utilized last year on Q28.

41. How satisfied were you with the **RE Portal Co-Browse User Guide** you utilized during the last year?
- Very Unsatisfied
 - Unsatisfied
 - Neutral
 - Satisfied
 - Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q41.

42. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "RE Portal Training Videos" as a resource utilized last year on Q28.

43. How satisfied were you with the **RE Portal Training Videos** you utilized during the last year?
- Very Unsatisfied
 - Unsatisfied
 - Neutral
 - Satisfied
 - Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q43.

44. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "RE Portal Web Message" as a resource utilized last year on Q28.

45. How satisfied were you with the **RE Portal Web Message** you utilized during the last year?
- Very Unsatisfied
 - Unsatisfied
 - Neutral
 - Satisfied
 - Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q45.

46. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "TRS Emails" as a resource utilized last year on Q28.

47. How satisfied were you with the **TRS Emails** you utilized during the last year?
- Very Unsatisfied
 - Unsatisfied
 - Neutral
 - Satisfied
 - Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q47.

48. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "Update Newsletter" as a resource utilized last year on Q28.

49. How satisfied were you with the **Update Newsletter** you utilized during the last year?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q49.

50. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

Display this question if the RE selects "None of the above" on Q28.

51. How can TRS improve its reporting employer resources?

52. What is your preferred method for receiving training materials?

- Written online
- Live online interaction (e.g., Webinar)
- Recorded videos
- In-person
- Other, please specify *(Please limit your response to 500 characters)*: _____

53. Are there any training sessions or materials that are not currently available that you would like to see offered by TRS?

- Yes
- No
- Don't Know/Not Sure

Display this question if RE selects "Yes" on Q53.

54. What training sessions or materials that are not currently available would you like to see offered by TRS? *(Please limit your response to 500 characters.)*

_____ Page Break _____

55. How would you rate TRS' communications, including toll-free telephone access, call transfers, access to a live person, letters, and electronic mail?

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toll-free telephone access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to a live person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Letters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display this question if the RE selects “Very Unsatisfied” or “Unsatisfied” on Q55.

56. You selected “Very unsatisfied” or “Unsatisfied”. Please provide more detail on your unsatisfactory rating (*Please limit your response to 500 characters*).

_____ Page Break _____

57. How can TRS improve its communication to reporting employers?

_____ Page Break _____

58. How would you rate the Reporting Employer Portal on:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Site ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to information, such as resource materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display this question if the RE selects “Very Unsatisfied” or “Unsatisfied” on Q58.

59. You selected “Very Unsatisfied” or “Unsatisfied”. Please provide more detail on your unsatisfactory rating (*Please limit your response to 500 characters*).

_____ Page Break _____

60. How would you rate the Reporting Employer section of TRS' Internet site on:

	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	Not applicable
Site ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to information, such as resource materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q60.

61. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*.

_____ Page Break _____

62. Are you aware of the Employer Toolkit to assist your employees with TRS benefit questions?

- Yes
- No

Display the next three questions if RE selects "Yes" on Q62.

Skip to Q68 if RE selects "No" on Q62.

63. How did you learn about the Employer Toolkit?

- Facebook
- X (formerly Twitter)
- Email
- RE Portal
- *Update* Newsletter
- Other, please specify *(Please limit your response to 500 characters)*: _____

64. Have you utilized the Employer Toolkit to assist your employees with benefit questions?

- Yes
- No

65. How helpful did you find the Employer Toolkit?

- Not Helpful
- Somewhat Helpful
- Helpful
- Very Helpful
- Extremely Helpful
- Don't Know/Not Sure

Display this question if the RE selects "Not helpful" or "Somewhat helpful" on Q65

66. You selected "Not helpful" or "Somewhat Helpful". Please provide more detail on why you did not find the resource helpful. Do you have any suggestions for how the Employer Toolkit could be improved *(Please limit your response to 500 characters)*?

Display this question if the RE selects "Helpful" or "Very Helpful" or "Extremely Helpful" on Q65.

67. You selected "Helpful", "Very Helpful", or "Extremely Helpful". What did you find helpful about the Employer Toolkit? Do you have any suggestions for how the Employer Toolkit could be improved *(Please limit your response to 500 characters)*?

_____ Page Break _____

68. How long have you been in your current position?

- Less than one year
- One to two years
- Three to five years
- More than five years

69. What is the single most important thing TRS can do to improve its relationship with Reporting Employers *(Please limit your response to 500 characters)*?

70. Is there anything else about your organization's work with TRS that you would like to tell us that is not covered elsewhere in this survey *(Please limit your response to 500 characters)*?

71. May we contact you for follow-up regarding any of your response(s) in this survey? If so, please provide your name and email.

Name _____

Email _____

About Elite Research, LLC

In 2024, Elite Research, LLC celebrated its 20th year globally assisting researchers and practitioners. Since its inception, Elite Research has had the mission of empowering researchers in the nonprofit, academic, and business realms by educating and mentoring clients, providing research and editing expertise, and stepping in at the research point where clients are ready. Elite Research has assisted with thousands of projects ranging from research design, survey development, and data collection to advanced statistical models, data analytics, and dissertation preparation. As evidence of the team members' excellence in empowerment and ensuring project success, many clients return for multiple projects.

To enquire with Elite Research regarding this report, contact Pete Gackenbach at info@eliteresearch.com.