Reporting Employer Satisfaction Survey
2024 Report

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Executive Summary

The Teacher Retirement System (TRS) Reporting Employer Satisfaction Survey (RESS) is designed to provide essential insight to the Teacher Retirement System of Texas on the services provided to Reporting Employers (REs). REs are provided with the annual opportunity to evaluate TRS services sharing their experiences and feedback regarding key components of TRS services. The goal is to strengthen services by ensuring alignment between TRS service standards and RE user experience regarding using the Reporting Employer Portal (RE Portal), interacting with TRS Reporting Employer Coaches (RE Coaches), resources, receiving communications, attending trainings, and overall experience with TRS. This information is used to improve the services TRS provides to REs and identify areas of improvements and any potential trends in user experience and expectations.

In this year's survey, the initial population of contacts provided by TRS included 1,346 REs. Because the same RE Contact can represent multiple REs, as well as some REs have multiple contacts, the population included 2,378 unique email addresses. Twenty-two (22) email addresses unsubscribed either through the collection tool or via email, thirty-five (35) were returned from the collection tool there were 1991 REs with at least one valid email address, the remaining were listed as multiple REs. Of the fifty-seven (57) contacts that were not delivered or unsubscribed, forty-two (42) pointed us to the current contact for the RE, fourteen (14) requested a link. 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 or new contact, or to ask to complete the survey in an effort to improve response rates regardless of whether that particular RE was already represented in the data collection.

The final results from 2024 were based on 888 individual respondents representing 822 REs. For comparison, the final results from 2023 were based on 904 individual respondents representing 893 REs. Overall, the response rate to the survey of represented REs increased from 63% in 2022 to 66% in 2023 and decreased slightly to 64% in 2024. This can be interpreted to mean that 64% of REs with at least one contact with a valid email address completed the survey.

Last year's report revealed that most REs felt TRS was doing a good job in most of the critical areas of service. Great strides were taken in 2024 to address the opportunities presented in last year's report. Most notably the decrease in the acceptable business standard response time from two days to one day resulted in drastic shifts in reported response time. REs were very pleased with this improvement in service standards and this change is likely responsible for the improvement in overall perception. Due to this and other factors, tremendous improvement was made in nearly all of the primary measures of quality of TRS service. REs now report that TRS is currently doing a great job overall in quality of service, experience, Coach quality, and timeliness. Training attendance jumped drastically in 2024 after a decline of several years. Ratings for the quality of the training materials and content approached high levels of satisfaction whereas in 2023 they were considered mediocre. REs continue to highly value their Coaches and their satisfaction with the quality, character, dimensions of service, and communication all improved tremendously despite already high levels from previous years.

Change in Business Standard Response Timeline Well Received: The shift from a standard business response timeline of two days to one day response resulted in 92% of REs agreeing the standard response timeline is reasonable compared to 52% in 2023 when the timeline was two days. As a result, the reported response time shortened notably to the point that 81% reported responses within 24 hours compared to 53% in 2023. This resulted in 98% indicating responses within 48 hours.

Increase in Ratings of TRS Services: The proportion of REs "Very Satisfied" with TRS services overall nearly doubled in 2024 to 59% from 30% in 2023. Additionally, the rate of respondents indicating the highest level of satisfaction for their experience with the agency doubled from 24% in 2023 to 48% in 2024.

Reporting Employer Coaches: REs continue to value and appreciate RE Coaches. Ratings for Coaches were universally high in 2023, and reached even higher levels of satisfaction and importance in 2024. Nearly three-fourths of respondents rated the quality of service received by their Coach at the highest level of satisfaction (72%). RE Coaches received higher satisfaction scores across all five Coach qualities (courtesy, friendliness, reporting knowledge, etc.) and all seven dimensions of service (understanding questions, email communication, error correction steps, phone availability) in comparison to 2023.

Trainings and Materials are Improving: More REs attended training in 2024. Findings from recent years revealed that fewer people were attending trainings and those attending rated the material and content to be sufficiently adequate. The percent reporting attending training increased from 49% in 2023 to 64% in 2024. The largest groups still rate the trainings at basic levels of usefulness and improved understanding, however the averages for the highest levels of usefulness/improvement in 2024 doubled across all averaged training ratings compared to 2023 levels (Greatly improved understanding: **2023:** 17%, **2024:** 34%; Extremely useful: **2023:** 13%; **2024:** 31%).

Contact with Reporting Employer Coaches: More than three-fourths (77%) of respondents report rarely or never contacting their Coach. This level is consistent with previous years, along with a slight decrease in the proportion of REs regularly communicating with their Coaches. Higher education institutions continue to contact their RE Coaches much more frequently than public schools with 62% of higher education REs contacting their RE Coaches occasionally or more frequently whereas only 20% of public-school REs contacting their RE Coaches as often.

Satisfaction with Resources Remains Only Satisfactory: The majority of REs using all specified resources (Payroll manual, TRS email, RE Portal chat, *Update* Newsletter, Error and Warning List, etc.) are still only rating these resources as satisfactory instead of being "Very Satisfied" with them. While most other satisfaction scores trended from basic to extreme satisfaction, that did not happen with resources. There were much fewer dissatisfied REs and generally half as few "Neutral" respondents for each resource compared to 2023.

Awareness and Use of the Employer Toolkit: There was a big push to increase awareness and use of the Employer Toolkit in the past year. Due in large part to the *Update* newsletter, awareness for the portal rose from 26% in 2023 to 40% in 2024. However, that increased awareness translated to a reduction from 30% of respondents who used the toolkit in 2023 to 26% using it in 2024.

Where to go from here: Changes were made in the past year to address major concerns presented in last year's report. As a result, there was tremendous growth in overall quality, experience, Coach quality, dimensions of service, response time, training attendance, training quality, and nearly all facets of TRS services and coaching responsibilities. There is great cause to celebrate these findings and continue the practices that encouraged a shift from good to great in the eyes of respondents. There are still some areas that present opportunities to reach the next level of satisfaction from REs.

- Most modes of communication receive satisfactory ratings
- Increased awareness of the Employer Toolkit still has not translated into heavy use
- Still an opportunity to move from basic satisfaction to extreme satisfaction with TRS resources.
- Certain training sessions and resources are rarely used

- Overall quality and experience with TRS services are still slightly below the ratings for coaching qualities
- Most respondents answer similarly for all items in groups of items related to communication, resource satisfaction, Coach character/quality

1 Methodology

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

The survey methodology for the 2024 survey was very similar to previous surveys, especially the 2023 survey. Several scales shifted from excellence to satisfaction or helpfulness to usefulness, but the number of points on the scale did not change, still allowing for reasonable longitudinal comparison. There were many new training options and several new resource options surveyed. Longitudinal results are presented where applicable and possible. All questions related to the reasonableness of the business standard response timeline require consideration of the decrease in the standard from two days to one day. This context is important for framing results of those such items longitudinally as perception shifted drastically with the reduction in acceptable time for response. Similar to prior years, TRS provided multiple email contacts, in an effort to increase survey response. TRS provided multiple contacts for each RE including a 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 2,378 unique email addresses representing 1,346 REs, including public schools, charter schools, and colleges and universities. 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 invitation emails also asked the recipients to either forward the survey invitation to the appropriate individual at their RE (if the recipient was not the appropriate individual) or to respond with the appropriate individual's contact information so the survey could be sent to them.

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, emails that were returned or 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 address, a new contact, or to ask 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 take the survey. Potential respondents received up to five unique reminders requesting their participation in the survey.

1.2 Quality Review

The survey response data was reviewed to determine the validity of individual responses. Responses were reviewed to ensure respondents took a reasonable amount of time to complete the survey, responded to enough of the questions to provide meaningful content, and responses varied from one item to the next. 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 940 respondents who began the survey, 888 respondents (95%) were valid for analysis and represented 822 organizations. For comparison, the final results from 2023 were based on 904 individual respondents representing 893 REs and results from 2022 were based on 766 individual respondents representing 845 REs. Overall, the response rate to the survey of represented REs decreased from 66% in 2023 to 61% in 2024. This can be interpreted to mean that 66% of REs with at least one contact with a valid email address completed the survey.

For survey researchers, low response rates are generally less troubling than the potential for response bias. Response bias is the difference between respondents and non-respondents in their evaluations, attitudes, and behaviors. The representativeness of survey respondents, and not the overall response rate, is critical in determining the representation of a survey to the population. Table 1 provides insight into the representativeness of the 2024 RESS by comparing population parameters—based on the original sample data provided by TRS—to sample characteristics of survey respondents.

Table 1 includes a comparison of the original list of all RE emails provided by TRS (N=1,346) to individual survey respondents and to the organizations represented in the survey. For the data included in the column 3, it should be noted that an individual can represent multiple REs. The first column of Table 1 (All Reporting Employers) presents data for all 2,378 RE contacts representing 1,346 REs. The second column presents data for RE contacts who validly responded to the survey (N=888). The third and final column presents data for REs represented by the survey (N=822). The same individual respondent may represent multiple REs (n=148).

As Table 1 shows, the survey respondents are representative of RE Coach color and RE type. There are only minor differences between the REs represented by survey respondents (N=822) and all 1,346 REs on these key characteristics. This result increases the confidence that the final results reflect the larger population of REs.

Presented results combine multiple RE responses where applicable. If multiple RE contacts from the same RE number completed the survey, their responses are averaged to create one case of data for analysis. The majority of REs are represented by a single respondent (92%). Cases with multiple responses per RE 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. There were minimal occurrences requiring such rounding. In addition, for items such as trainings or reasons for contacting an RE Coach, if a respondent representing an RE with multiple respondents selected an option (specific training, resource used, reason to contact Coach, etc.) then the default was to consider that response representative of the entire RE. Thus, for the limited number of REs with multiple respondents only one person needed to use a service for that to be considered representative of the RE.

Finally, surveys can be used to estimate population parameters or to provide strategic and actionable information to an organization or actor. Satisfaction surveys of this type typically yield responses from participants who have the strongest feelings on the subject at hand and, subsequently, have something to say. As such, the RESS should identify areas of concern and issues that need to be addressed. Perhaps stated differently, if there are biases in these responses, they should be toward more negative evaluations of TRS services because these would typically be the individuals most motivated to respond to the satisfaction survey.

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	123	5.2	43	4.8	38	4.6
Black	2	.1	1	.1	1	.1
Blue	117	4.9	41	4.6	36	4.4
Bronze	106	4.5	42	4.7	41	5.0
Brown	92	3.9	33	3.7	31	3.8
Copper	107	4.5	44	5.0	43	5.2
Coral	112	4.7	46	5.2	40	4.9
Gray	96	4.0	37	4.2	35	4.3
Green	109	4.6	35	3.9	34	4.1
Ivory	114	4.8	41	4.6	38	4.6
Navy	104	4.4	44	5.0	39	4.7
Olive	100	4.2	41	4.6	36	4.4
Orange	108	4.5	45	5.1	42	5.1
Pink	108	4.5	33	3.7	32	3.9
Purple	118	5.0	47	5.3	43	5.2
Red	117	4.9	43	4.8	42	5.1
Ruby	110	4.6	40	4.5	35	4.3
Silver	96	4.0	33	3.7	33	4.0
Tan	99	4.2	41	4.6	40	4.9
Teal	120	5.0	39	4.4	36	4.4
Violet	106	4.5	43	4.8	37	4.5
White	93	3.9	34	3.8	32	3.9
Yellow	108	4.5	42	4.7	38	4.6
RE Type						
Higher Education	108	8.0	88	9.9	79	9.6
Public Schools	1238	92.0	800	90.1	743	90.4
Total	1346	100.0	888	100.0	822	100.0

2 Survey Results

2.1 Overall Quality

Survey respondents were first asked to provide an overall rating of TRS services. The specific question wording is listed as follows:

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

This question continues to be the first item presented to responders to collect an immediate reaction. Figure 1 presents a longitudinal comparison of the 2024 results with the previous two years. The scale for responses was changed from a 5-point scale of poor to excellent in past years to a 5-point scale of "Very Unsatisfied" to "Very Satisfied". The 2024 results show a dramatic increase in the number of respondents indicating being "Very Satisfied" with the overall quality. In the previous three years fewer than one-third of all respondents indicated an overall rating of excellence for the quality of TRS services, however in 2024 the majority (59%) indicated the highest level of satisfaction for overall quality of services. Less than 10% indicated they were "Neutral" (6%) or "Very Unsatisfied"/ "Unsatisfied" (2%) with the overall quality.
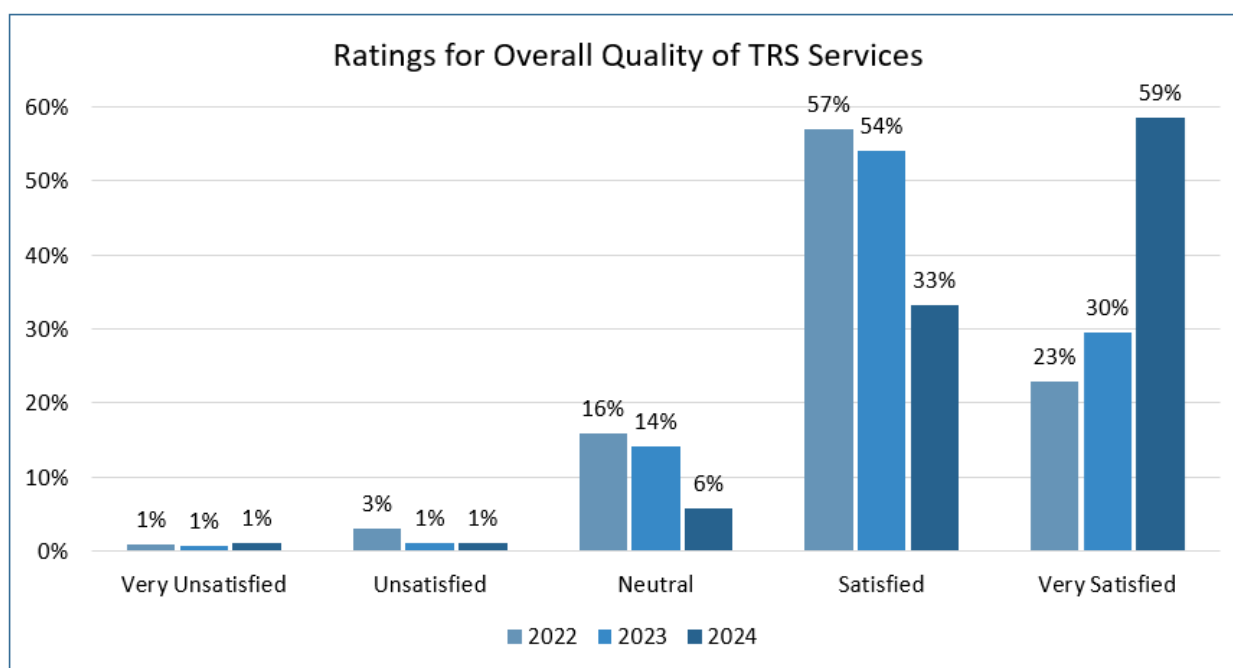
Figure 1: Ratings for Overall Quality of TRS Services

For the first time in several years, REs representing public schools and higher education had statistically similar scores for overall quality of service, (Public School: Mean=4.48, *SD*=.75; Higher Education: Mean=4.35, *SD*=.63) and overall experience (Public School: Mean=4.38, *SD*=.70; Higher Education: Mean=4.34, *SD*=.66) Respondents representing public schools have nominally higher mean scores and both groups have higher mean scores for this two central questions than they did in 2023. Respondents who represented multiple REs did not have significantly different overall quality ratings than respondents who represented only one RE.

The second question asks respondents to rate their overall experience with the agency. The results presented in Figure 2 are similar to those presented in Figure 1. Ratings for quality of service and overall experience are highly correlated (r=.74). These results imply that ratings of overall services largely correspond with ratings of one's experiences with the agency. This correlation is greater than last year (r=.71). The proportion of respondents indicating the highest level of satisfaction for their experience with the agency doubled from 24% in 2023 to 48% in 2024. There was a similar decrease in the percentage of respondents with dissatisfactory and "Neutral" experience with the agency as to the overall satisfaction with TRS services.
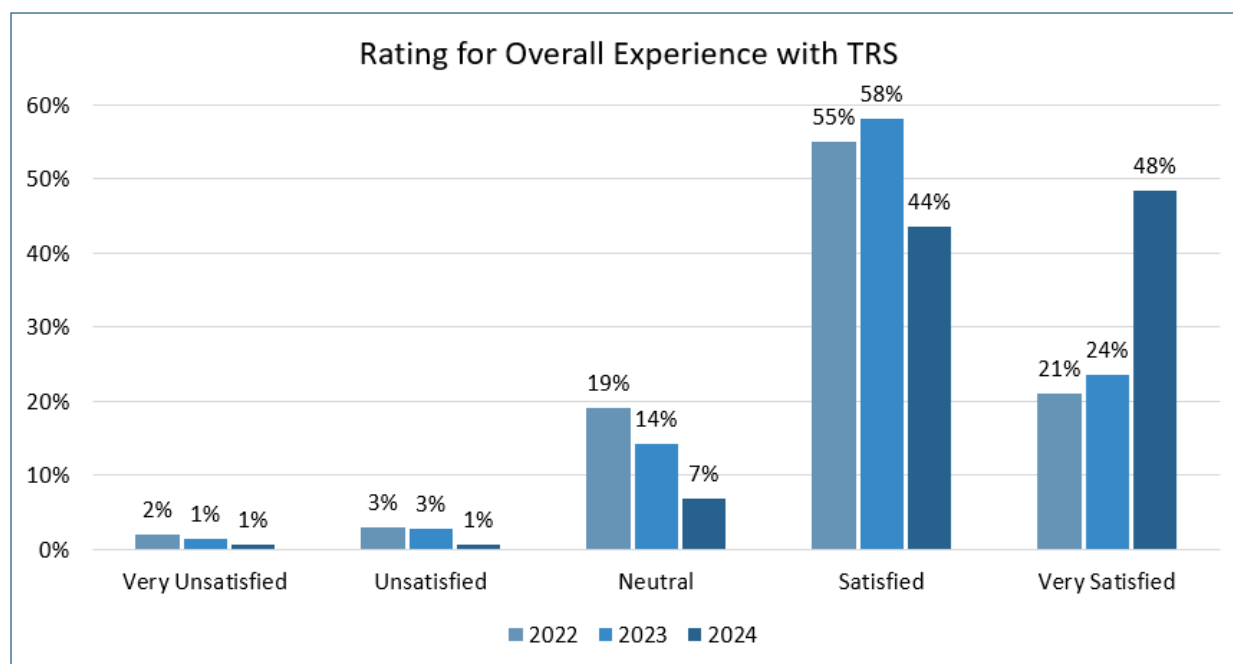
Figure 2: Rating for Overall Experience with TRS

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, 51% of the 2024 survey respondents provided a specific response to this item which was the same rate as 2023.

To analyze the results, we read through each comment and coded the responses 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 our close reading of the responses in the 2024 survey. In Table 2, we present the number of open-ended comments coded to each theme in the individual responses. 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 deadlines, (2) improving response times, (3) providing training, (4) improving the RE Portal, and (5) provide efficient ways to correct errors.

Of the open-ended responses, several of the categories were similar to those expressed in previous years. Of those who offered a comment, 17.5% noted the need to extend deadlines and 13.8% noted the need for improving response times. Respondents also stated that there is a need for TRS to provide training (8.8%). A related theme that emerges in some comments is the RE Portal needs to be improved (8.6%). Respondents also asked to be provided efficient ways to correct errors (6.8%). Representative comments of the five most common themes are included below.

Table 2. Frequency and Percent of Coded Open-Ended Responses for How TRS Could Improve Services

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

Response Category	Count	%
Extending Deadlines	80	17.5%
Improving Response Times	63	13.8%
Providing Training	40	8.8%
Improving the RE Portal	39	8.6%
Provide Efficient Ways to Correct Errors	31	6.8%
Changing Maintenance Window	25	5.5%
Employee/Member Information	24	5.3%
Chat Function During Reporting Time	19	4.2%
Improve Accessibility to Reports and Data	15	3.3%
Making Technical Changes	12	2.6%
Provide Better Quality Instructions	12	2.6%
Improve Payment Options	12	2.6%
Improve Access to Coaches	11	2.4%
Live Workshops and Trainings	10	2.2%
Improve Certification Process	10	2.2%
Need for Additional RE Coaches	8	1.8%
Improve Quality of Communication	8	1.8%
Provide Different Ways to Contact	7	1.5%
Change Requirements	7	1.5%
Improve Accessibility to TRS Website and Newsletter	6	1.3%
Retirement Info	5	1.1%
Emails Should be Sent in Secure Message	4	0.9%
Provide Better Communication to REs	3	0.7%
Shared Calendars to Schedule Appointments	2	0.4%
Penalty Fees	2	0.4%
Be More Understanding of REs	1	0.2%
Total	**456**	**100.0**

2.2a Extending Reporting Deadlines

Of those who offered a suggestion for improving TRS services, 17.5% noted the need to extend reporting deadlines. REs stated the deadline should be modified for holidays, vacation, 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.

- *I can see that TRS is trying to provide service as best as they can, but the requirements of meeting the deadline causes undue stress.*

- *My experiences have been positive. My Coach is great and always answers my questions in a timely manner. I do think that the deadlines are difficult to reach at times, since we have so many responsibilities at our district. Working on TRS is only part of our job and it is difficult to make the changes necessary for the file to be accepted while also running a payroll department.*

- *Deadline needs to be extended due to holiday and weekends.*

- *It would be nice if they would take into consideration holidays and school closures to allow for more time to get money sent and reports cleared.*

- *The due date for the reports. It is very difficult to get reports and money balanced by the 6th of the month.*

- *Giving some leeway when the 6th of the month falls on a weekend or holiday. Why can't the due date be by the next open business instead of moving the due date sooner?*

2.2b Improving Response Times

Fourteen percent of responses (13.8%) from those specifying changes, speak to the desire to improve response times. It is important to note that concerns about reporting deadlines go hand-in-hand with concerns about response times. Any issues that need to be resolved in reporting are difficult to address with a two-day standard response.

- *Quicker responses from TRS coaches due to the timelines placed on Reporting Employers to submit reports and the TEXNET deposit.*

- *Having coach give more information and respond in a timely manner.*

- *I do believe we need to have a faster response time for assistance, we have deadlines for reporting and need immediate assistance. Waiting for a day or two for a response should not be acceptable.*

- *It would be great to get assistance immediately, not a day or two later. Especially when deadlines need to be met.*

- *Quicker response time from coaches. Their email says give them 48 hours. When you can't start reports until the 1st and money is due by the 6th, a 2 day turn around on help with errors is not near quick enough!*

- *The response time to emails. Our coach is the best. We always receive the answers we need to complete our reporting. The issue is the response times that TRS has a standard. This is not an issue with our coach. The issue is the short deadlines and how the 2 day standard response time for TRS impacts the reporting deadlines.*

2.2c Providing Training

Comments about training, made in 8.8% of responses, generally focus on training for REs, including covering errors received and offering more in-person and virtual training sessions throughout the year, particularly for those new to the role.

- *More training on reporting TRS. I am fairly new and I know lots of other people who are also new and TRS is hard to learn and we do not have training on it.*

- *Only thing would probably be more explanations and trainings for new users. Sometimes having a video at your finger tips to walk you thru or explain is helpful. It can be very overwhelming when first starting to use the Portal and learning what each report means.*

- *Maybe Video training by subject....ED, RP and ER. From Start to Finish, including correcting errors.*

- *I would like to see more trainings for the TRS portal. Some of the training is so basic. We need real problem solving.*
- *More training on the reporting processes with refresher courses available due to not using all the components all the time.*

2.2d Improving the Reporting Employer Portal

Nearly 8.6% of the comments focused on improving the RE Portal, specifically to make it more efficient, decrease steps to change a position code, have the system change the log history when correcting an error or editing a record, to have an electronic confirmation, as well as to delay routine maintenance to well after working hours, even later ones.

- *The RE portal can be very confusing for new users. It would be helpful if the portal was a little more user-friendly.*

- *The services that we receive from TRS are fine, but there are some things that could be improved about the RE Portal/reporting processes that would make reporting easier and more efficient.*

- *I am sure that TRS does everything it can for us, but really there has not been any significant changes to the RE portal since going live in 2017. Below are just a few of my thoughts. The RE reporting portal is very outdated. I feel it should be more interactive. For example when an employee moves from one position to another (which happens alot) we have to go into the system to see what was initially called in along with dates and then enter that(manually) and then make the changes. This is a two step process. I think we should be able to bring up the original contract and edit it instead of keying all of it in manually. Entering ED demographic changes should be more interactive as well. When we certify that an employee no longer works here we don't get a PDF of that certification before submission and we don't get a list of all of those that we have certified. It would be nice if the system gave us a list by fiscal year. Currently we just have to do a screen shot. Same thing with the Certification of Retirement. We don't receive a PFD after certifying and we don't get a list by fiscal year (exportable to excel) of all the ones who have been certified. On day TRS reports and deposits are due the system is real slow processing batches.*

- *The software in the RE portal for TEAMS is NOT very user-friendly.*

- *The TRS RE portal is extremely useful and has upgraded a lot from the old portal. But there are still some things that could improve when submitting adjustments for members. I think it would be helpful to upgrade this so that we could select employee's records for one year and make a selection of what we need to adjust in one adjustment. Currently we have to touch each record individually which is time consuming.*

2.2e Provide Efficient Ways to Correct Errors

Comments about providing efficient ways to correct errors, made in 6.8% of responses, call for the need to improve identifying and correcting errors during the reporting process. Suggestions include allowing RE Coaches to make corrections on behalf of the REs to adjusting how the RE Portal functions.

- *Provide agents with the ability to make corrections in your software if we give them the authority. Example: When TRS asks me for corrections for a 2016 error that does not gain TRS any funds have the agent send an email to the district stating the error. Then say we would be happy to correct this on our end if you reply to this email giving us the authority to do so. OR better yet, if you want it corrected in your system and the correction will not require addition funds from the district proceed. The only reason a district would be interested in an old record is if it is going to cost us funds.   REVISE/UPDATE your TRS portal to make it easier for TRS reporting. At the end of the month when all districts across the state are in the software it crashes often. Remove Gender from your ED's. Add Notes to all Certifications.*

- *Sometimes there are multiple submissions to correct one small error that ultimately has to be approved by the coach. I would prefer a questionnaire type approach where the employer answers and the coach processes - in these situations.*

- *I think some of the import and error process could be easier.*

- *I'm sure there are a few things that could help the functionality, especially at the start of the year when there are more errors than other times. Maybe a way to refresh all RP records instead of having to go into each error and hit enter individually once you've processed ED records.*

- *The way the errors are displayed on the ED, ER, and the RP reports. If the errors were displayed without having to click on the employee`s ID number, completing the report would be much easier.*

- *If corrections are needed, it would be easier to address them in one area instead of having to go back and forth between applications.*

- *I feel a beneficial feature addition would be the ability to sort errors by error code within the portal.*

2.3 Contact with Reporting Employer Coach

Respondents reported the frequency of RE Coach interaction. Results were compared to previous years. The specific question wording is as follows:

"In a typical month, how often does your organization communicate with your Reporting Employer Coach (either through phone calls, chat, or email)?"

Results for 2024 are consistent with the frequencies of contact for the past two years. There was a slight increase in the percent of respondents rarely or never contacting their RE Coach. Additionally, the number of respondents communicating regularly dropped from 8% in 2023 to 5% in 2024. Previous versions of the survey combined "never" and "rarely" and so the full results are presented for 2024 along with the combined category to enable longitudinal comparisons. A total of 3.2% of respondents said they "never" contacted their RE Coach (Figure 3).
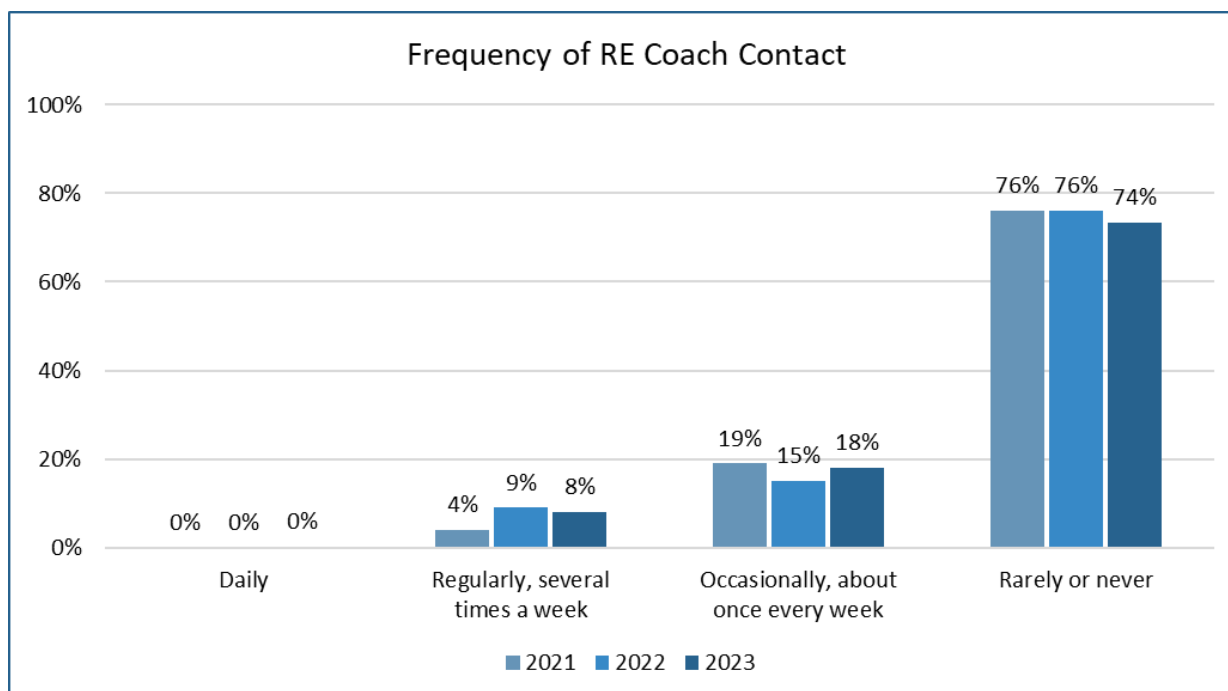
Figure 3: Frequency of RE Coach Contact

Continuing with recent trends, most respondents (77%) reported "rarely" or "never" contacting their RE Coach. There has been a decrease in the proportion of respondents regularly contacting their RE Coach. In 2024, 5% of respondents indicated contacting their Coach several times a week, compared to 8% in 2023 and 9% in 2022. Less frequent communication generally implies fewer problems or concerns as REs usually contact TRS when they have a problem or a concern. Continued reduction in frequency of RE Coach contact would be expected to result in increased overall satisfaction, which continues to be the trend.

Differences in RE Coach contact by RE type remain fairly consistent compared to previous two years (Figure 4), and appear to be trending in a positive direction (less frequent contact regardless of RE type). Respondents representing higher education report contact their RE Coach more often than respondents representing public schools. Higher Education RE Coach contact rates in 2024 are comparable to 2022 rates than in 2023. Respondents from both institution types had decreased proportions of frequent RE Coach contact and increased proportions of rare RE Coach contact. This general trend would imply fewer problems and quicker resolution when contacting Coaches with concerns.
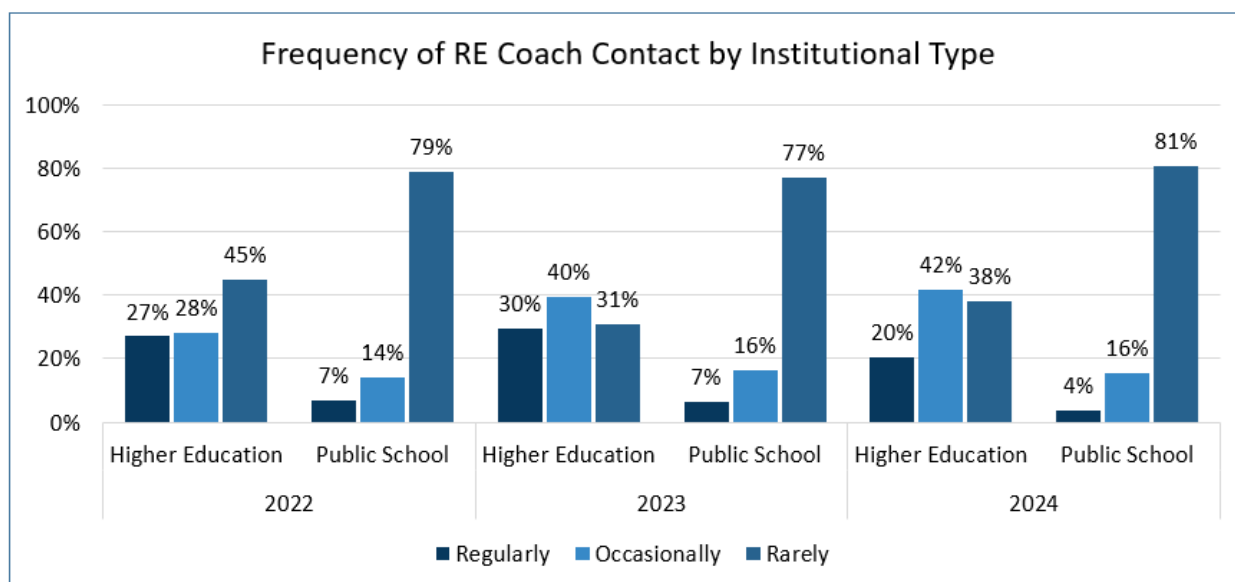
Figure 4: Frequency of RE Coach Contact by Institutional Type

2.4 Quality of Service Received by Reporting Employer Coach

REs were asked to rate their RE Coach on quality of service and multiple dimensions of service. The initial question asks 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?

Continuing the trend from previous years, respondents generally rate their RE Coach more favorably than overall TRS services. The increased satisfaction with overall services is also demonstrated in satisfaction with RE Coach. In the previous two years, approximately half of respondents were "Very Satisfied" with their RE Coach, however in 2024 those proportions increased to nearly three-fourths of respondents who indicated they were "Very Satisfied" (72%) with the quality of service from their RE Coach.
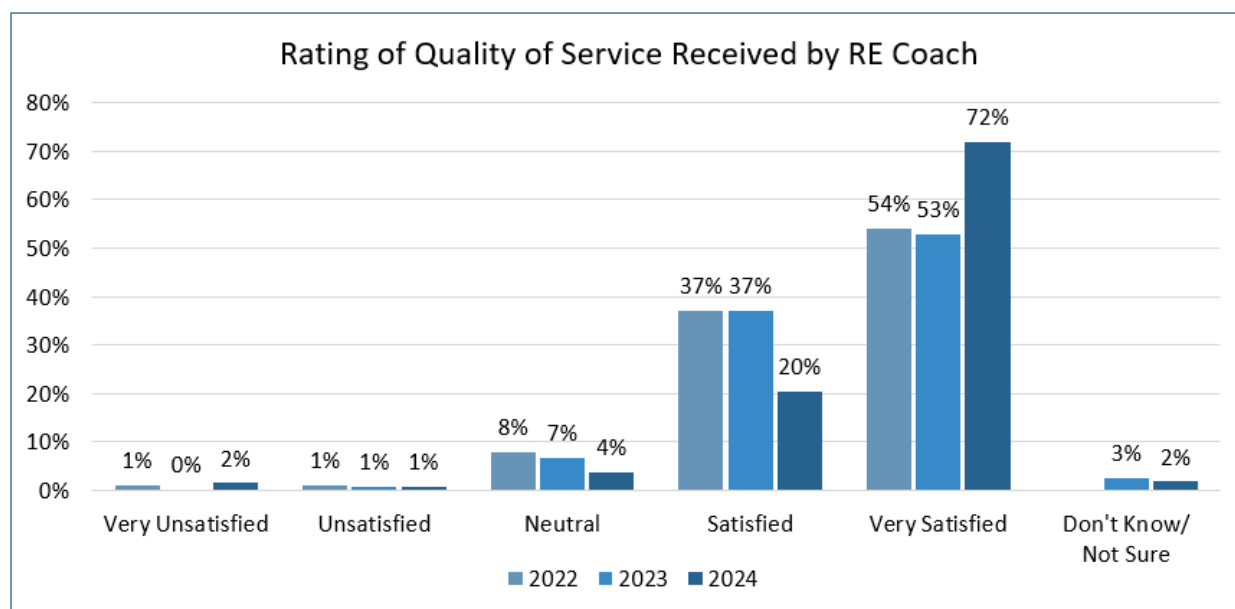
**Figure 5: Rating of Quality of Service Received by RE Coach**

Historically, REs rate their RE Coaches higher than overall quality of TRS services, experience, training, and materials. There are no notable differences by employer type, meaning that representatives of higher education institutions evaluate their RE Coaches similarly to representatives from public schools. There are no statistically significant differences between the quality of service for respondents who represent multiple REs and those who represent single REs. Last year, respondents representing a single RE gave significantly higher ratings than those representing multiple REs (**2023: Single RE: 60**% "Excellent; **Multiple REs:** 41% "Excellent"), however in 2024 these figures are comparable with those representing multiple REs nominally greater than those representing single REs (Figure 6).
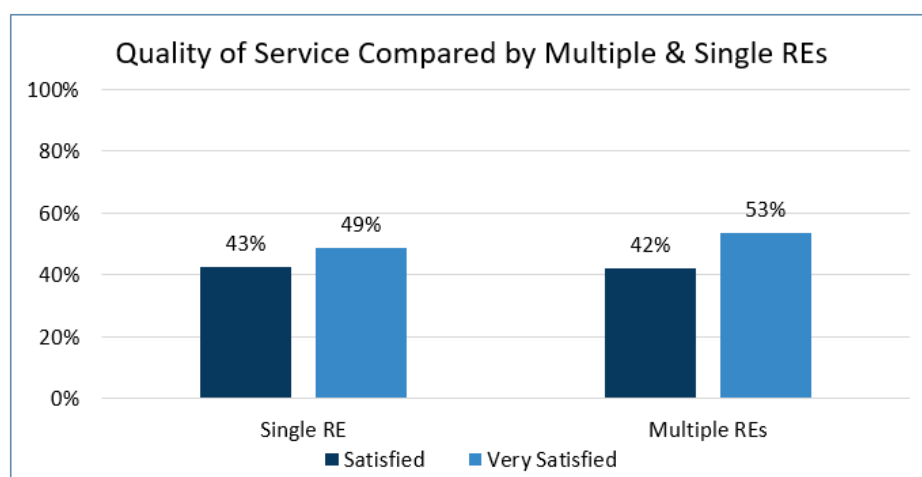

Figure 6: Rating of Quality of Service Received by Single RE and Multiple REs

The past two survey administrations also distinguished five dimensions of RE Coach qualities (courtesy, friendliness, knowledge of reporting requirements, knowledge of RE Portal, and self-identifying by name). Results presented in Figure 7a-7e display results from 2023 and 2024 demonstrating increases in the

highest levels of satisfaction for each of the 5 aspects. Analysis again reveals generally positive evaluations of RE Coaches on these dimensions in nearly equal measure. Last year, nearly all items approached two-thirds consensus while in 2024 all items resulted in three-fourths majorities selecting "Very Satisfied" with all dimensions of Coach quality. More than 90% of respondents were "Satisfied" with each coaching dimension. These ratings are positively correlated, suggesting that respondents who are very satisfied with their RE Coach rate them equally highly for all aspects and respondents who are "Neutral" or "Unsatisfied" with their Coaches tend to project this rating across all dimensions as well.
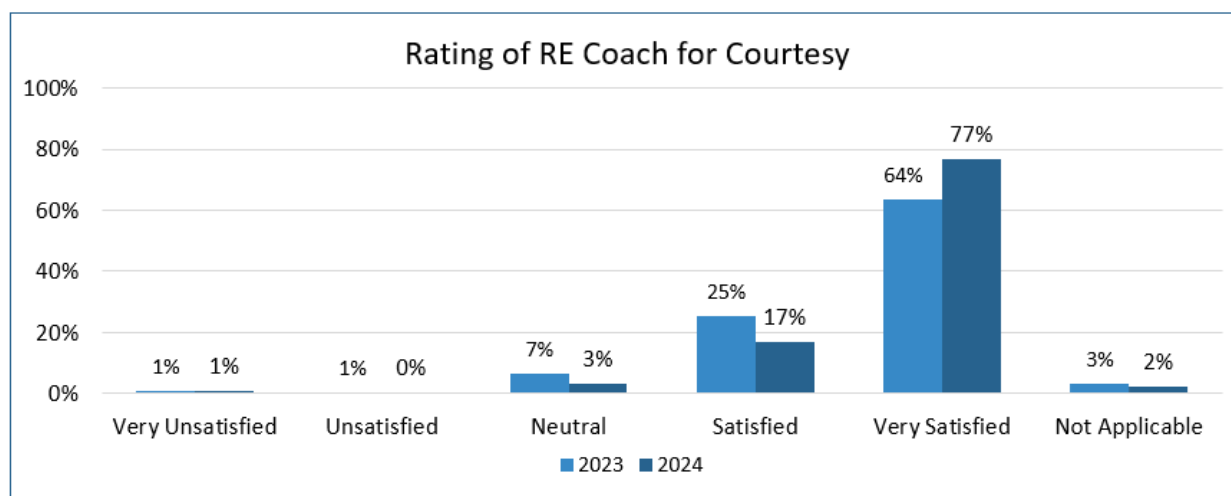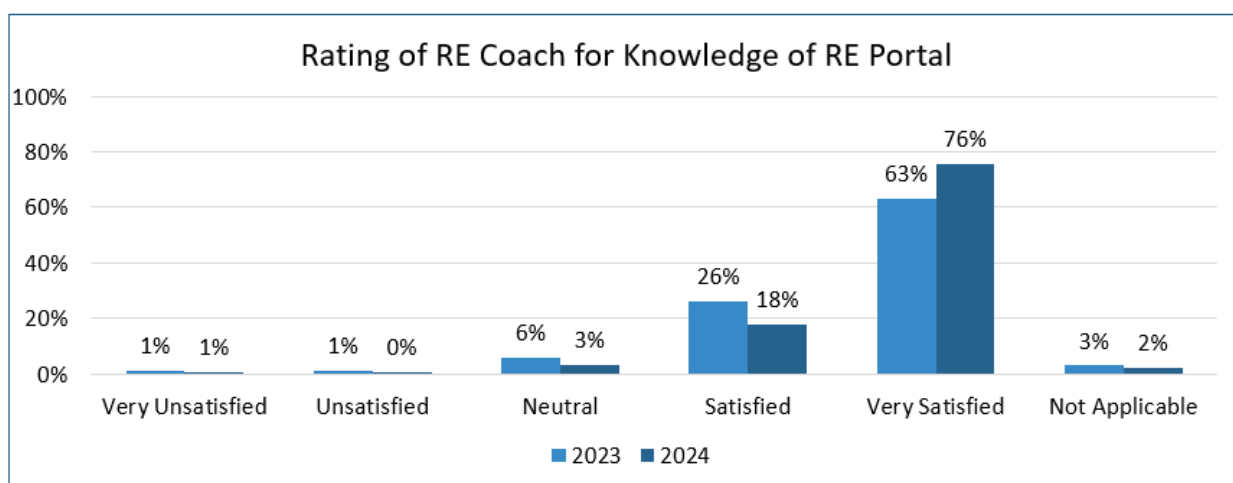

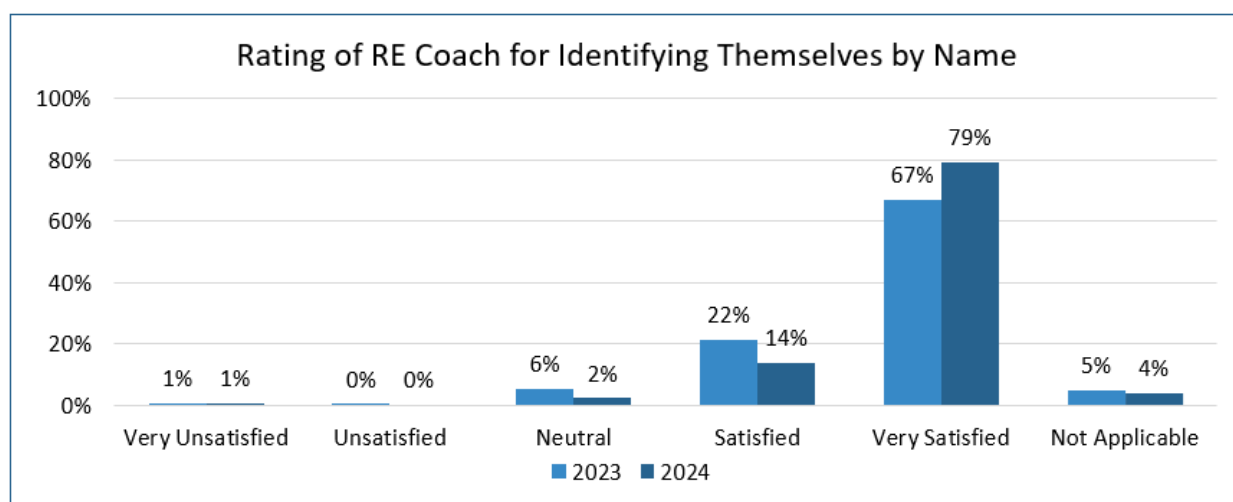**Figure 7a: Rating of RE Coach for Courtesy**
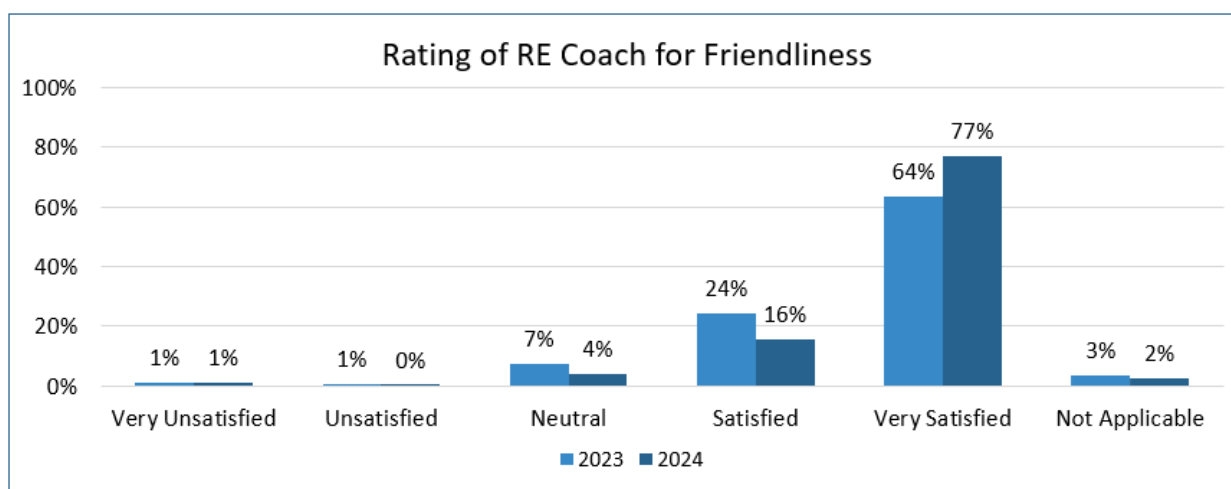
Figure 7b: Rating of RE Coach for Friendliness
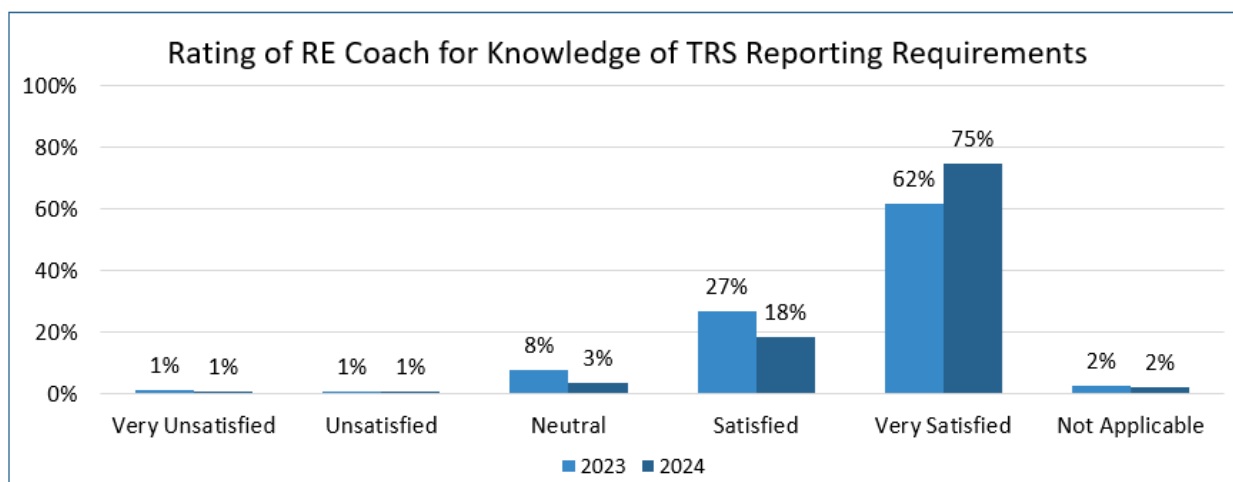
Figure 7c: Rating of RE Coach for Knowledge of Reporting Requirements

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


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

2.5 Rating of Reporting Employer Coach by Dimension of Service

RE Coaches are given positive marks for all dimensions of service again in 2024 (Figure 8). There was an increase in percentage of respondents who are "Very Satisfied" for all dimensions of service. The majority of REs indicated that they were "Very Satisfied" with their RE Coaches regarding explaining steps needed to correct errors (73%), communicating via email (71%), understanding and responding appropriately to questions (69%), resolving initial questions within 2 business days (67%), responding within the current service standard time (67%), and directing respondents to appropriate resources on the website (66%). "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. However, in 2024 the majority of respondents reported being "Very Satisfied" with this service dimension (58%). Two-thirds of respondents were "Very Satisfied" in all other facets. Expanded results are presented in Figure 9 detailing response frequencies for all levels of satisfaction for each dimension of service. Stratified results per satisfaction level for each item reveals decreased number of "Neutral" and "Satisfied" respondents along with increased "Very Satisfied" respondents for each of the dimensions of service. There were limited levels of dissatisfaction each of the past two years for all dimensions. Most dimensions have negligible dissatisfaction regardless of year, however there was an improvement in the lowest rated dimension of service with regards to individuals being dissatisfied. In 2023, 8% of respondents were "Unsatisfied" or "Very Unsatisfied" with being available to speak to a person on the phone. In 2024 the combined dissatisfaction decreased to 3%.
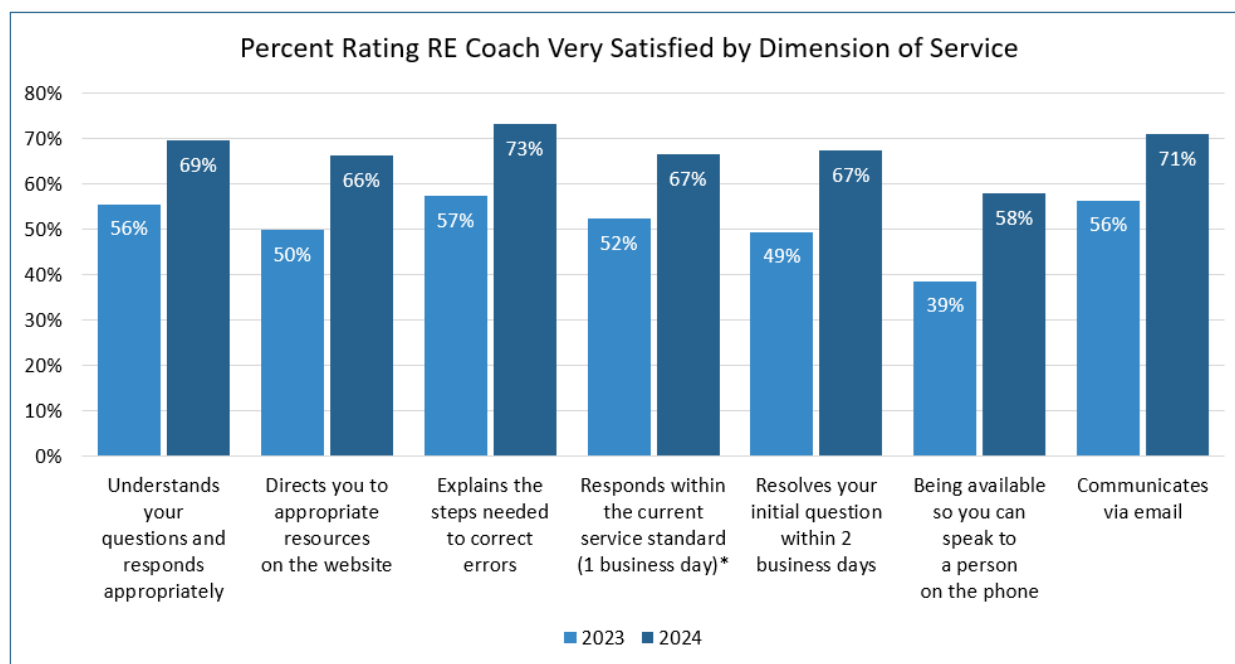
Figure 8: Percent Rating RE Coach Very Satisfied by Dimension of Service
*Previous versions of this question referenced reasonableness of prior standard of two-business days instead of one day.
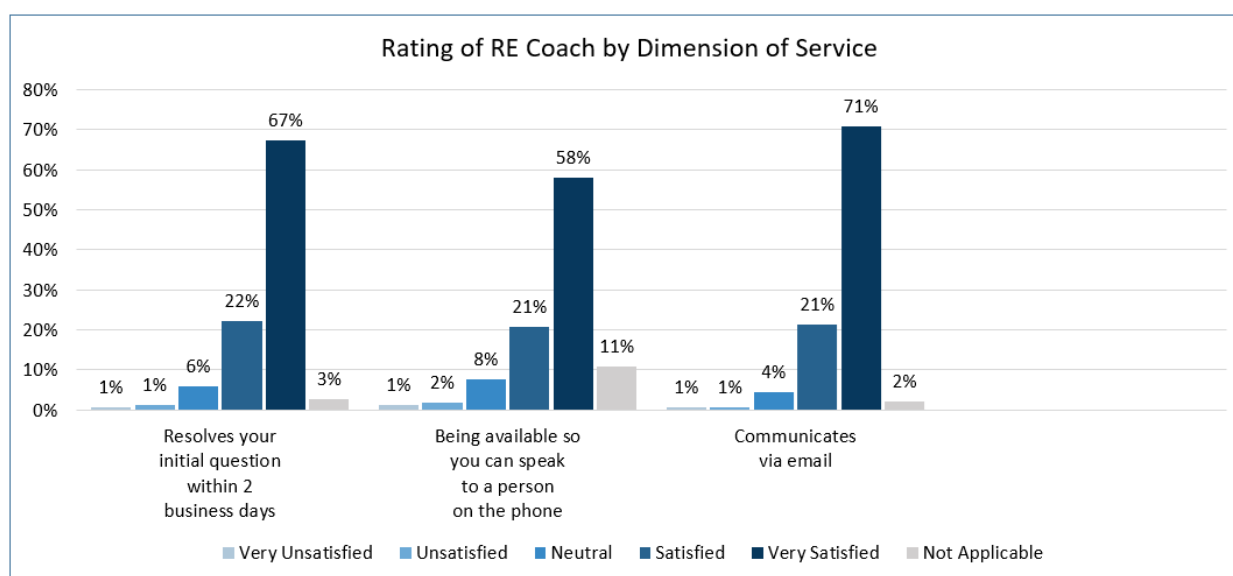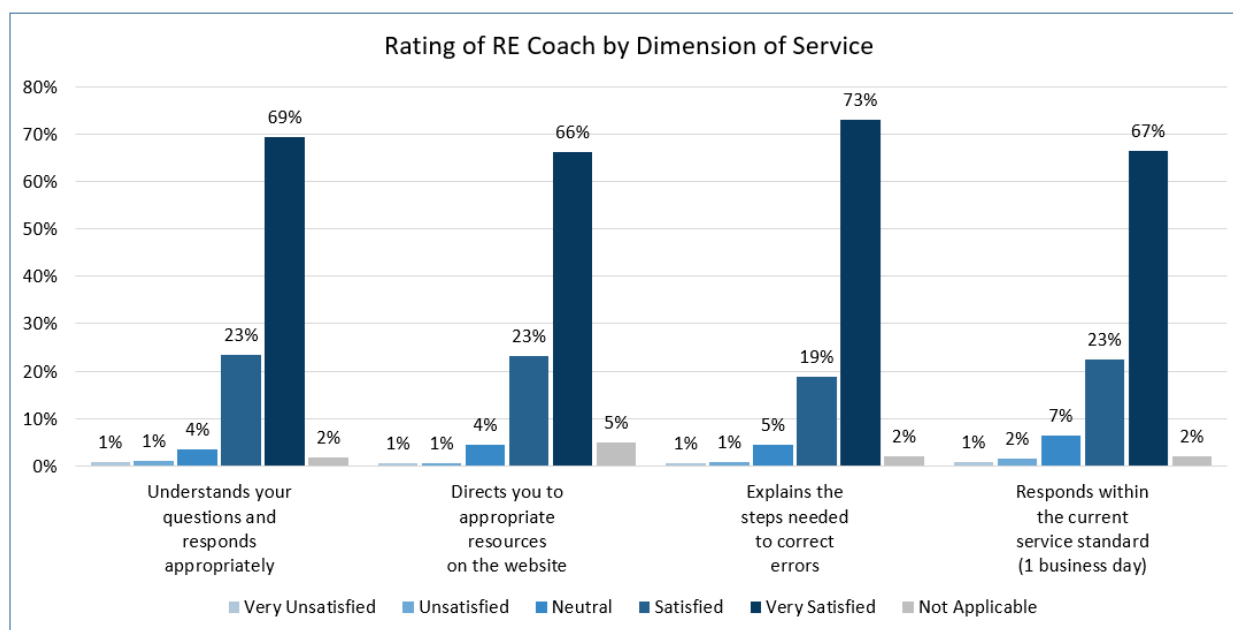
Figure 9: Rating of RE Coach by Dimension of Service.

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

Survey participants were also asked to rate the importance of the services provided by RE Coaches. The 2023 survey updated this question to a 5-point satisfaction scale whereas previous versions were a 4-point poor to excellent scale. Results are extremely consistent for this item over the past years. Approximately 90% of respondents rate "Understanding your questions and responding appropriately", "Explaining the steps needed to correct errors", "Responding within the current service standard", "Resolving initial questions within two business days", and "Communicating via email" as "Very Important".

Directing REs to appropriate online resources and being available to speak to someone on the phone have been considered somewhat less important than the other areas of service for the past three years, although both are considered "Important" by more than two-thirds of REs. Understanding questions and responding appropriately and explaining the steps needed to correct errors are the two most frequently selected Coach services (both 93%) and each dimension of service has extreme satisfaction levels greater than 70%. Being available to speak to a person on the phone has been the lowest rated dimension of service for satisfaction for the past three years, however it is also the least important Coach service as rated by respondents.

Figure 10: RE Coach Services Rated as Very Important
*Previous versions of this question referenced reasonableness of prior standard of two-business days instead of one day.
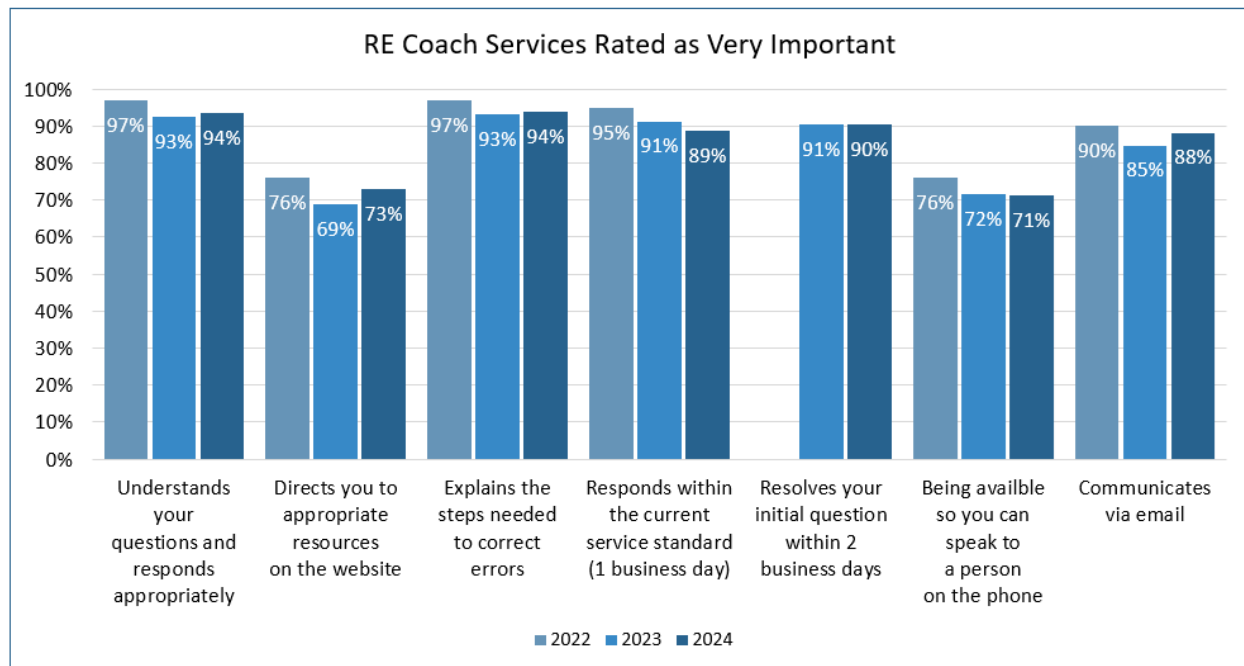Resolves your initial question within 2 business days was asked for the first time in 2023.

2.7 Ranking of TRS Services

The final section of Coach ratings requested respondents to select the top three most important services provided by RE Coaches. Table 3 presents the results ordered by the number of respondents who ranked each service in the top three in 2024. For example, 740 respondents ranked "explain the steps needed to correct errors" as one of the most important services that RE Coaches provide while 664 respondents ranked "understand your questions and respond appropriately" in their top three for TRS services. The order of the five most selected services did not change from previous years, suggesting the importance of various services is relatively stable. The importance of responding within the current service standard did not change with the decrease from two-days to one.

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

	2024	2023	2022
Explain the Steps Needed to Correct Errors	740	855	719
Understand Your Questions and Respond Appropriately	664	813	663
Responds with Current Service Standard (1 business day)*	493	533	454
Call So You Can Speak to a Person on the Phone	236	344	306
Communicate via Email	212	171	171
Direct You to Appropriate Resources on the Website	69	81	46
Communicate via Chat	29	112	98
Something Else (specify)	17	13	26

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

Table 4 reveals minimal additional responses for coaching services. Most of the other responses involved general or specific questions related to employees, the portal, and reporting.

**Table 4. Frequency and Percent of Coded Open-Ended Responses for Other Service Rank**

Response Category	Count	%
Generic Questions	6	23.1%
Portal Questions	5	19.2%
Employee-Related Questions	4	15.4%
Worklist Items	3	11.5%
Reporting Questions	2	7.7%
Technical Assistance	2	7.7%
TRS 28 Form	2	7.7%
Reporting Timeline	1	3.8%
Policy Change	1	3.8%
Total	26	100.0

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 a one-day time frame. This shift has resulted in drastic improvements related to response time satisfaction. REs are more satisfied with the response times they experience and reported much shorter experienced response times in the past year than in previous years. The longitudinal comparison of this item requires recognition of the standard two-day response timeline in 2022 and 2023 before it was decreased to one-day in 2024. In

2023, a nominal majority of 52% of respondents indicated a two-day response time was reasonable. In 2024 nearly all of respondents indicated the new standard of one-day was a reasonable timeline.
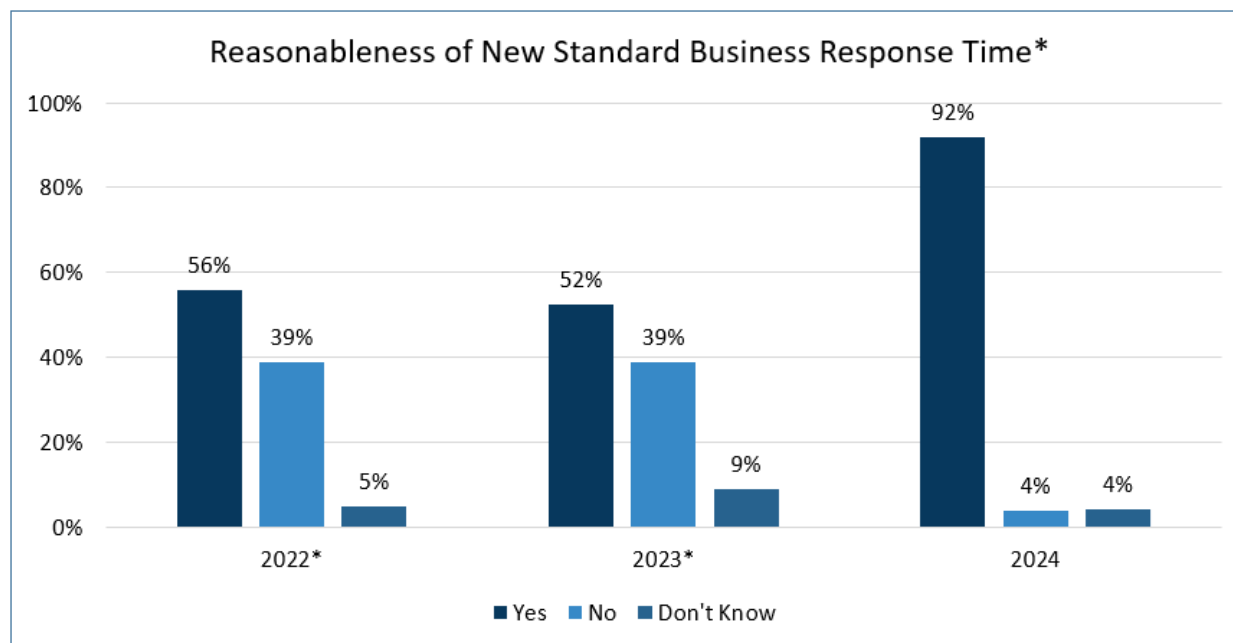

Figure 11: Reasonableness of New Standard Business Response Time
*Previous versions of this question referenced reasonableness of prior standard of two-business days instead of one day.

2.9 Reported Reporting Employer Coach Response Time

In 2024, 81% of REs reported receiving a response from their RE Coach within 24 hours, which is an increase from 53% in 2023. Additionally, 98% of REs reported receiving a response in 48 hours. Nearly none of the REs are waiting more than two days for a response. Response rates historically correlate to RE Coach ratings and overall satisfaction levels. Faster reported response times are likely to be the greatest factor responsible for the increase in overall ratings for TRS services, Coaches, and dimensions of service.
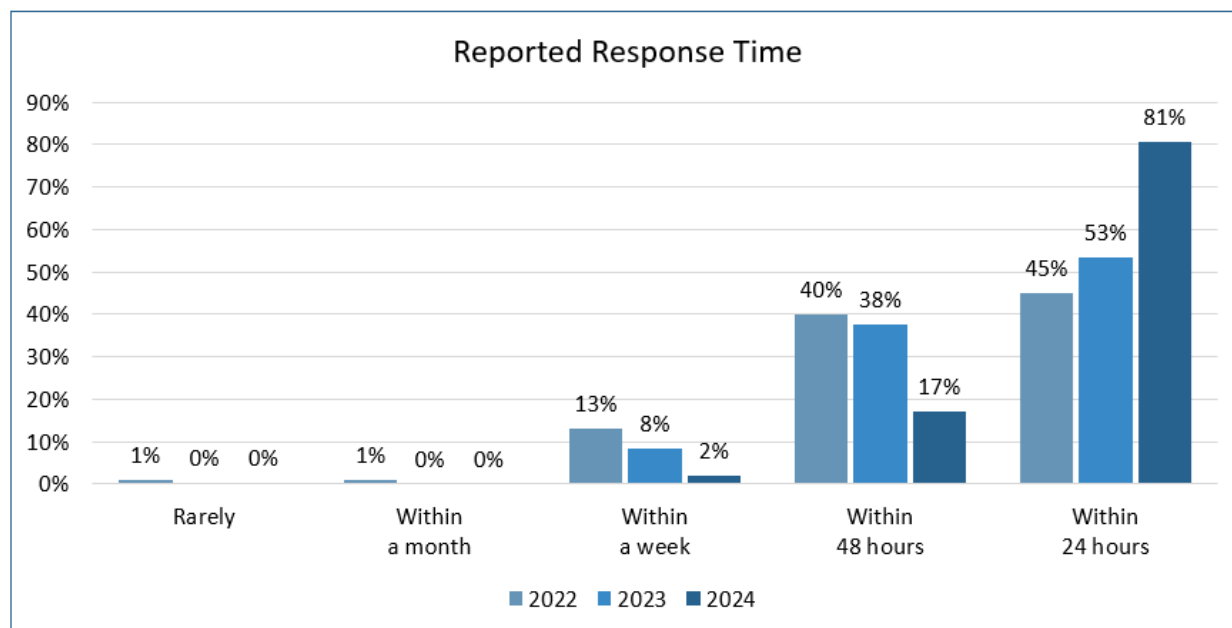
Figure 12: Reported Response Time

A new question was added this year requesting respondents identify all of the reasons for contacting their RE Coach. Reporting errors was a nearly universal reason for contacting Coaches (90%). Overrides (60%) was the only other reason selected by a majority of respondents. More than one-fourth of respondents selected Employment After Retirement (EAR) (28%). The least frequently selected reasons for contacting their RE Coach were concurrent employment (13%), creditable compensation (7%), and Optional Retirement Program (ORP) (3%).
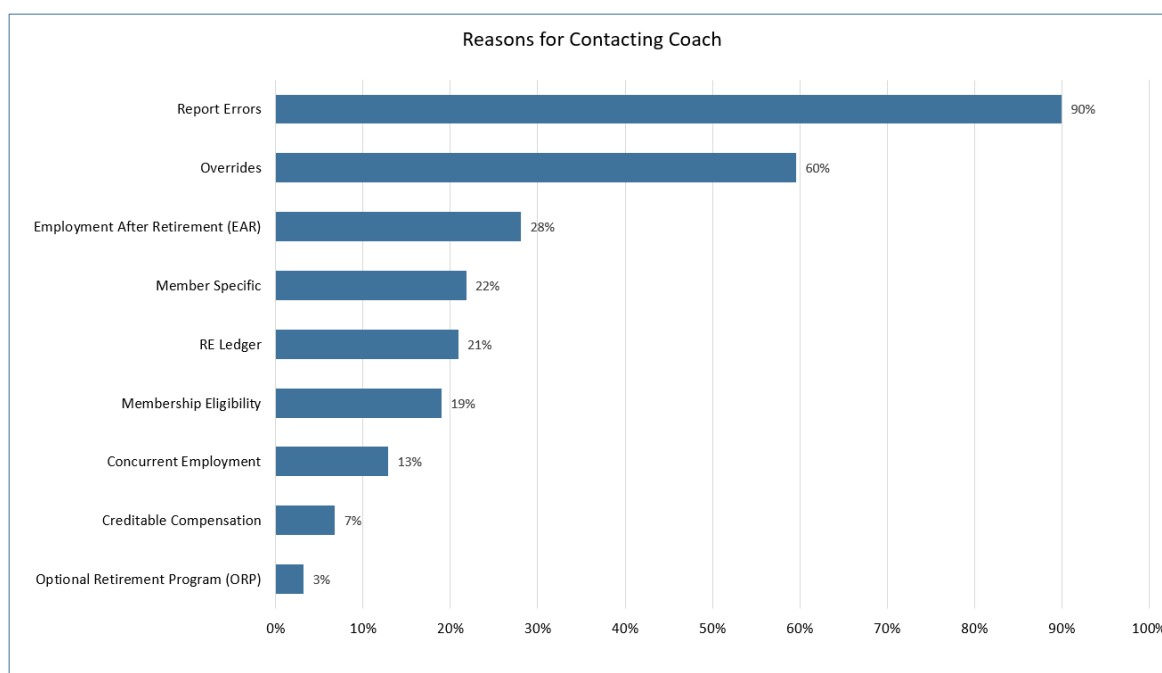

**Figure 13: Reasons for Contacting Coach**

2.10 Training Attendance

Training attendance had been declining for the past three years, since the COVID-19 pandemic. There was an increase in respondents attending training (2023: 49%; 2024: 64%). This level of training attendance approaches pre-COVID levels (72% in 2020). Specific trainings attended are detailed along with qualitative findings regarding reasons for not attending trainings during the past year.
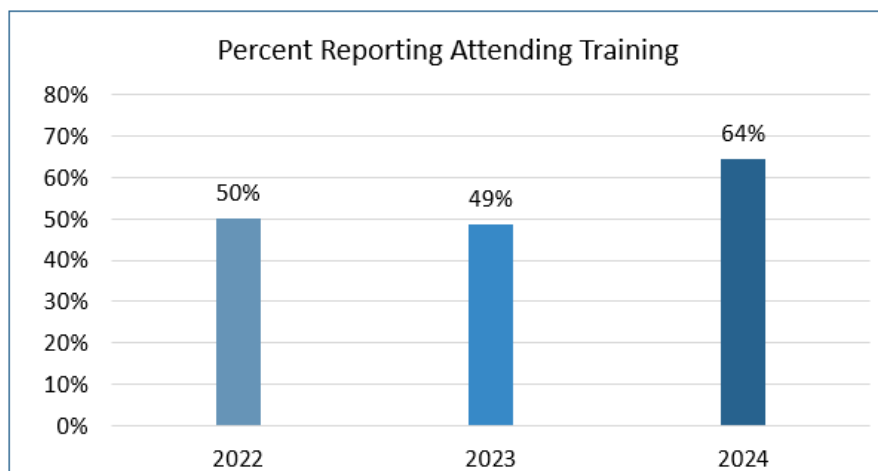
Figure 14: Percent Reporting Attending Training

Figure 15 displays which trainings REs reported attending over the past year. Respondents most frequently attended the TRS Reporting Requirements (N=337), TRS Membership Eligibility (N=275), and Employment After Retirement Reporting (N=193). REs stated a need for more training as gathered in the 2023 open-ended responses. As a result, TRS expanded the trainings offered and overall training attendance increased. The least attended trainings by respondents were higher education employer contributions, ORP-reporting to TRS, and ORP-eligibility, elections, and the TRS 28 with fewer than 50 respondents indicating attending any of these trainings.
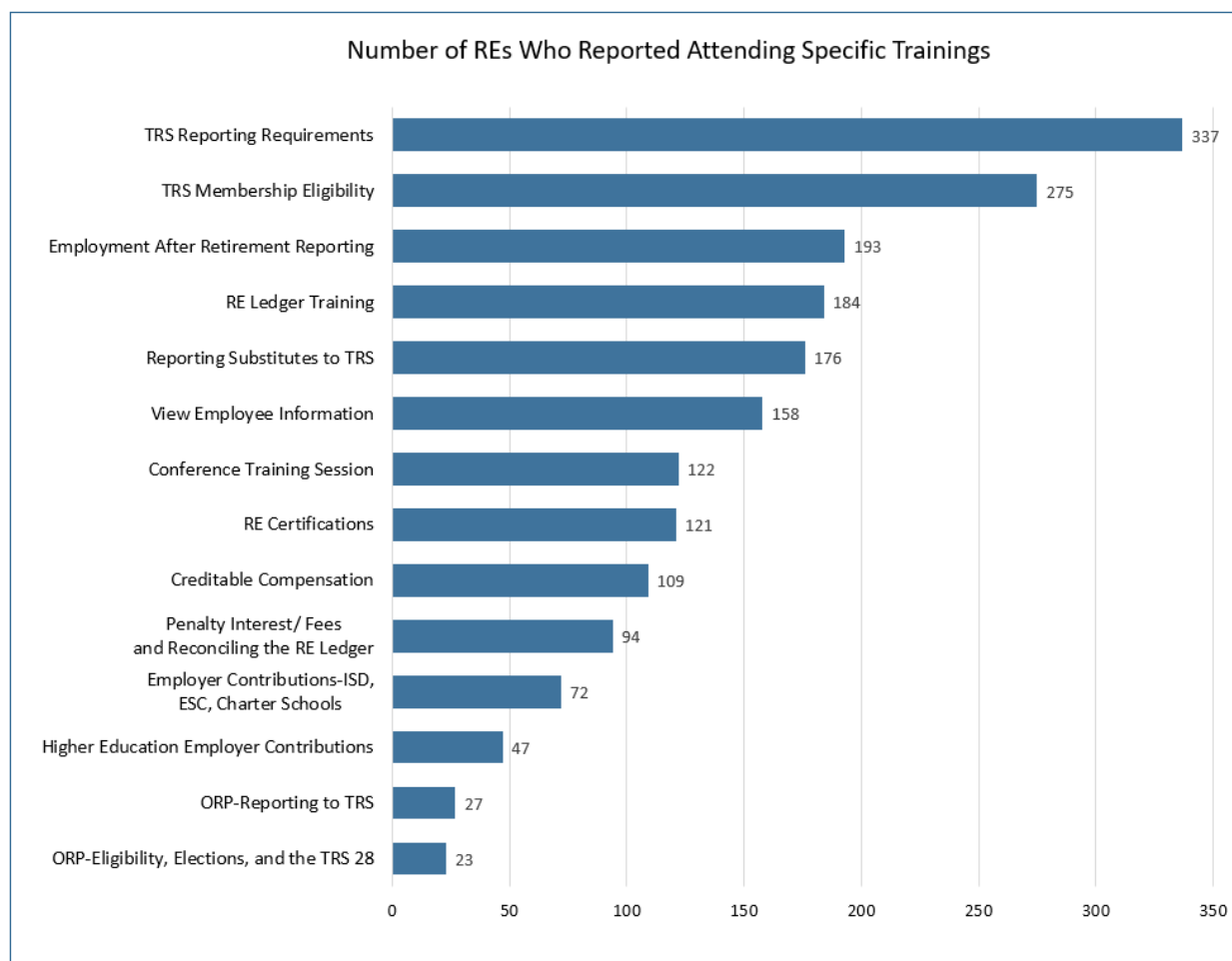
Figure 15: Number of REs Who Reported Attending Specific Trainings

To understand the lack of attendance for training sessions, respondents were asked to explain why they did not attend an employer reporting training session in the past year. Responses were analyzed by reading through each comment and coded the responses according to themes present in the individual's answer. Responses were coded into categories. The most common reasons were coded under the categories doesn't have time/too busy (16%), followed by scheduling conflicts (12.7%). Representative comments of the two most common themes are included below.

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

Response Category	Count	%
Doesn't Have Time / Too Busy	58	16.0%
Scheduling Conflicts	46	12.7%
Work Conflicts	37	10.2%
No New Information / Unnecessary	31	8.6%
Recent Hire / Change in Position	29	8.0%
Not Informed or Aware	24	6.6%
Already Knowledgeable in Area of Training	23	6.4%
"Unable to Attend" / Missed by Mistake	21	5.8%
Attended Previous Years	14	3.9%
Other Form of Training	10	2.8%
Unsure / Unable to Enroll or Find Trainings	10	2.8%
Intends to Attend in the Future	9	2.5%
Location / Not Available in Area	8	2.2%
Unsure of Benefit Training	7	1.9%
Insufficient District Travel Funds / Distance	7	1.9%
Only Attend for Updates	5	1.4%
Has Watched Online Guides & Videos	5	1.4%
Someone Else Attends	4	1.1%
Other Ways of Staying Informed	4	1.1%
Haven't Had the Opportunity Yet	4	1.1%
Not Required by Position	3	0.8%
Limited Trainings in Region	3	0.8%
Total	362	100.0

2.10a Doesn't Have Time / Too Busy

Of those who offered a suggestion for why they did not attend a training session, 16% said they did not have time to attend, as they were needing to address more pressing items at work.

- *We have been converting our Finance / HR / Payroll system to a new software, and there has been very little time to do anything except focus on that in addition to the regular job.*

- *We had some office turnover and restructuring so it was hard to take time out. We plan to attend soon!*

- *I have only been here a little over a year and came from higher education so I've been very busy learning my job. However, I am getting to the point that I will be trying to attend TRS training to help me learn the details I have not picked up working in the system.*

2.10b Scheduling Conflicts

Twelve percent (12.7%) of responses stated they had scheduling conflicts which prevented them being able to attend a session.

- *Scheduling issues; work overload. Had someone else complete training.*

- *Dates didn't work with schedule. But I will attend whenever I can.*

- *Schedule did not align with trainings.*

2.11 Training Effectiveness

Respondents evaluated training effectiveness by answering the following two questions about each training session they attended:

1. How much did attending the training session improve your understanding of the topic?
2. Please rate the usefulness of the resources and information provided to you during your training session.

Training options were expanded for 2024 with limited overlap to 2023 in terms of the same trainings evaluated both years. More than a third of all survey participants reported the training they attended "Greatly Improved" their understanding of the applicable training topic for each session. However, the aggregate improvement ratings provide some helpful context for evaluating training. In 2023, on average 15% of respondents selected moderate improvement and 17% selected great improvement for all training options examined. In 2024, on average 20% of respondents selected moderate improvement and 34% selected great improvement across all trainings provided. The most frequently selected improvement level for most trainings is "Improved", with "Greatly Improved" being the second most frequently selected followed by "Moderately Improved" as the third most frequently selected improvement option. The largest group of respondents selected "Greatly Improved" for the ORP Eligibility, Elections, and the TRS 28 (48%), ORP Reporting to TRS (48%), and Higher Education Employer Contributions (42%) trainings (Figure 16).

Last year's findings revealed higher levels of improving understanding with limited usefulness. Aggregated findings across all training sessions reveal similar levels of improved understanding and usefulness in 2024. The combined ratings for extreme usefulness of trainings nearly tripled from 2023 to 2024. For the average training session in 2023, 21% selected "Very Useful" and 13% selected "Extremely Useful". In 2024 the average training garnered 23% "Very Useful" and 29% "Extremely Useful". The majority of respondents attending the ORP Eligibility, Elections, and the TRS 28 (57%) and ORP Reporting to TRS (54%) identified the trainings as extremely useful. The lowest percentage of respondents identified Conference Trainings (15%), TRS Reporting Requirements (20%), TRS Membership Eligibility (22%), and Reporting Substitutes to TRS (22%) as "Extremely Useful". Out of the 14 training options, the majority of respondents attending nine of the trainings rated the trainings as very useful or extremely useful (Figure 17). Trainings are presented in the order asked to respondents.
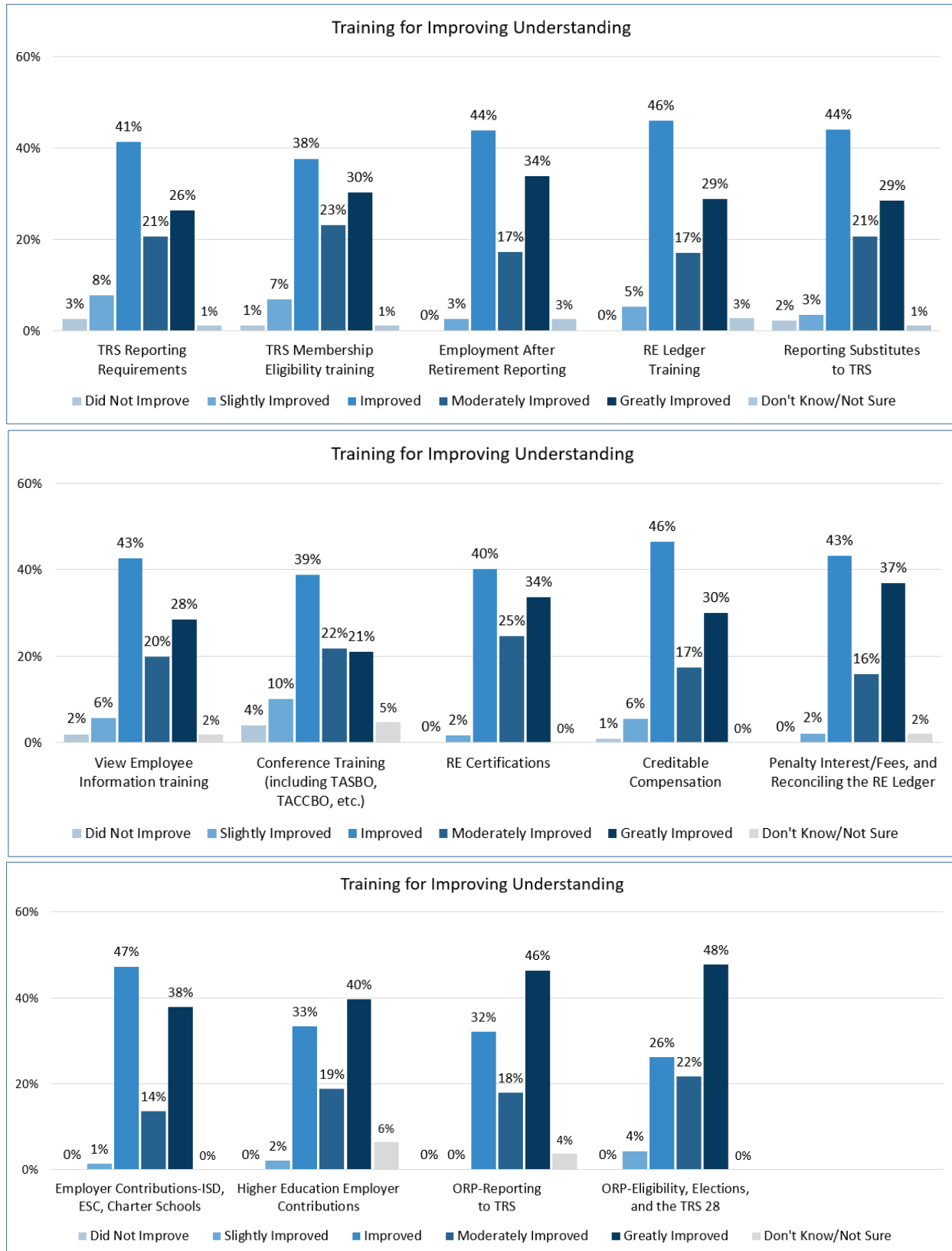
Figure 16: **Training for Improving Understanding** *Totals may not equal 100% due to rounding*
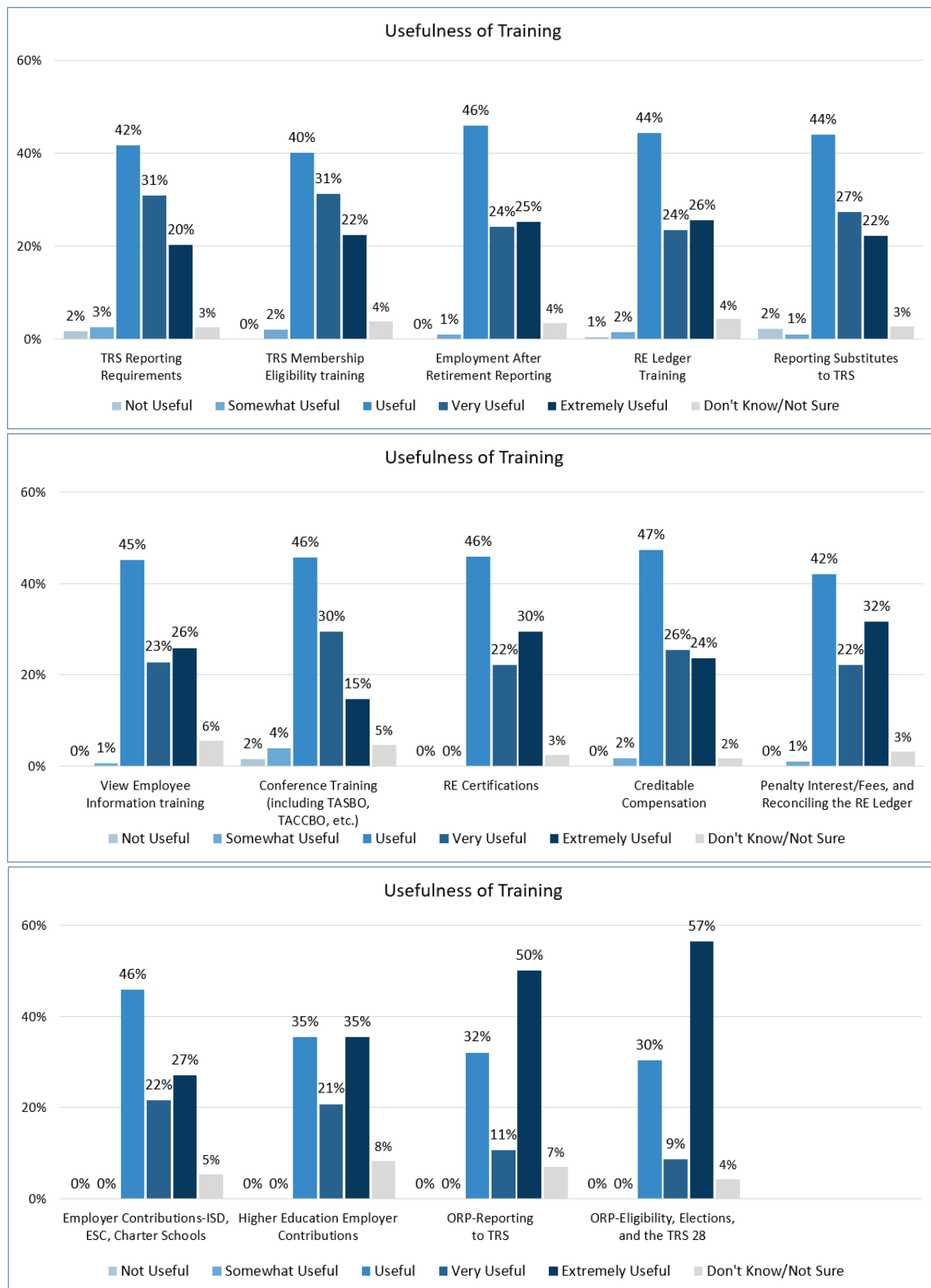
Figure 17: Usefulness of Training *Totals may not equal 100% due to rounding*

An exploratory question was added in 2024 to evaluate the helpfulness of trainings, primarily as this was seen as an area in need of improvement. The question asked,

In comparison to the trainings in the fiscal year 2023, how would you rate the helpfulness of the trainings in Fiscal Year 2024?

The largest group of REs rated 2024 trainings as "Very Helpful" (40%) compared to 2023 trainings (Figure 18). Roughly one-fourth of respondents indicated the 2024 trainings were extremely helpful (23%) compared to last year's trainings. These ratings complement the increased ratings for usefulness and improved understanding for new trainings and existing trainings evaluated in the past two years.
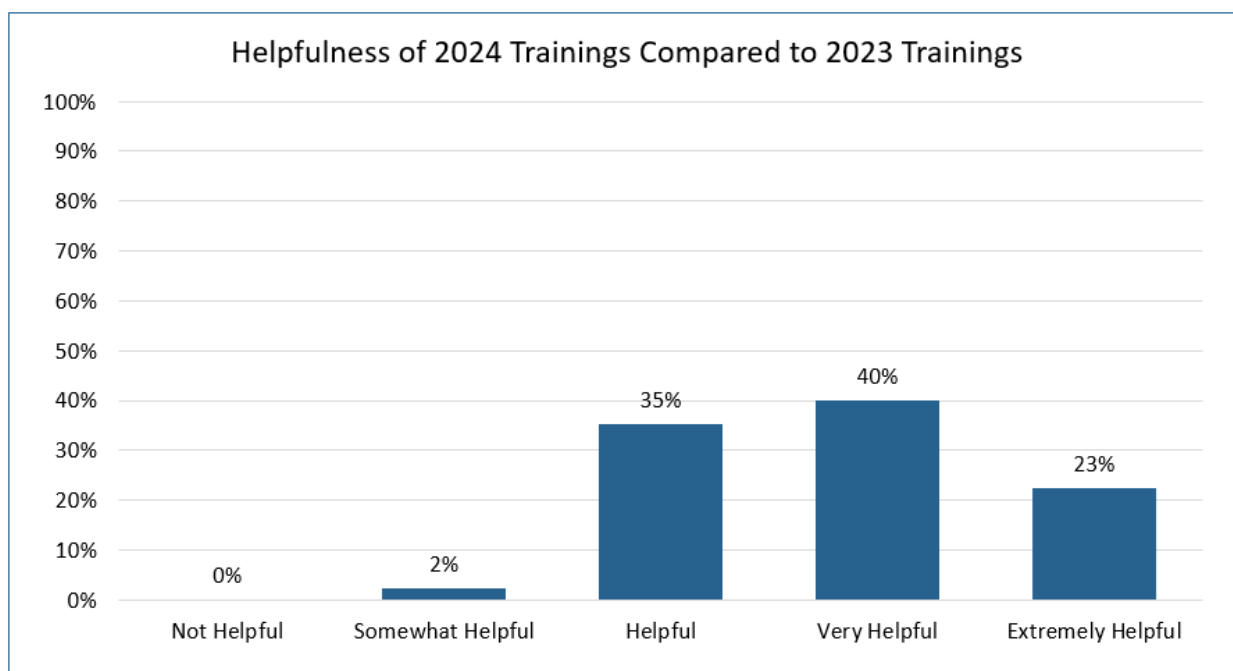
Figure 18: Helpfulness of 2024 Trainings Compared to 2023 Trainings

2.12 Evaluations of TRS Resources

Respondents identified which resources they used and how satisfied they were with each resource. Three new resource options were presented in 2024 related to RE Portal functions. Figure 19 presents the number of REs using each resource. The Payroll Manual (N=512), TRS Emails (N=497), and the *Update* Newsletter (N=487) are the most frequently used resources again in 2024. The least frequently used resources are the "RE Portal Chat User Guide" (N=40), the "File Formatting Guide" (N=35), and the RE Portal Co-Browse User Guide (N=9).
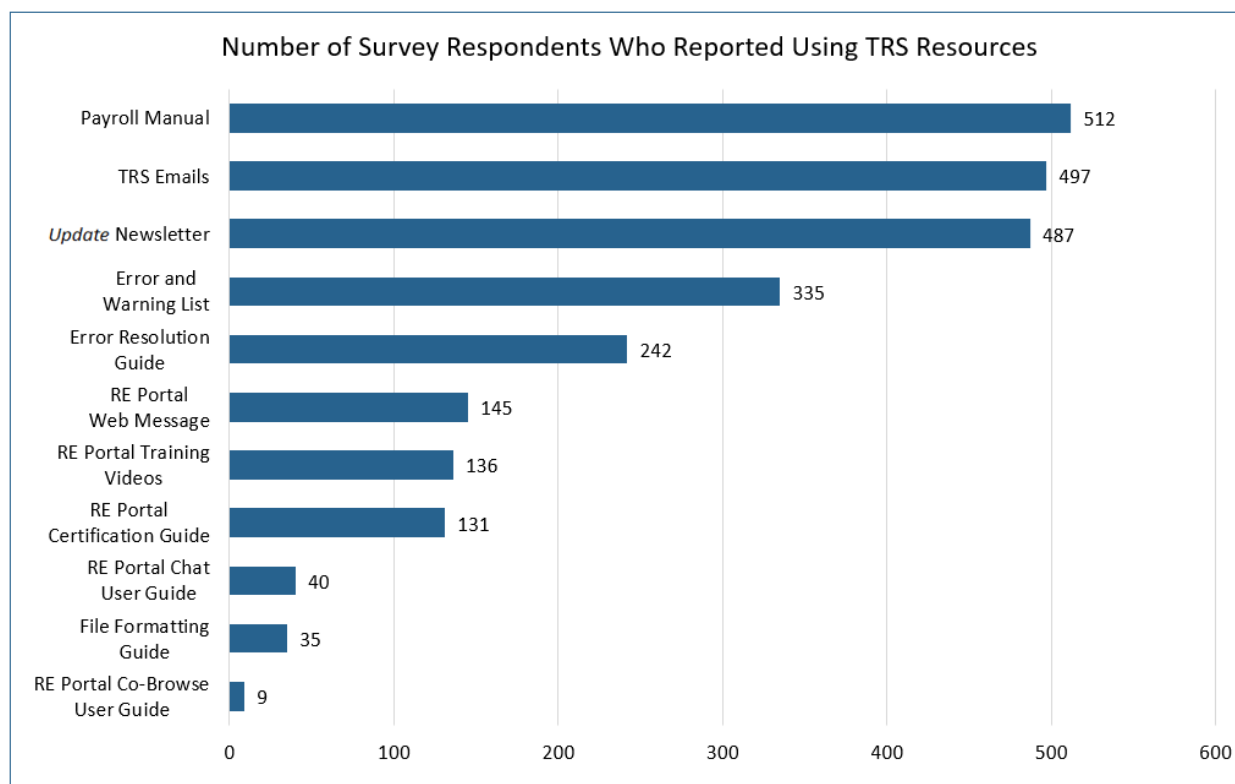
Figure 19: Number of Survey Respondents Who Reporting Using TRS Resources

Survey respondents were then asked about their satisfaction with those resources they reported using. Overall, REs were "Satisfied" with the resources yet not "Very Satisfied" with the resources (Figure 20). Last year was the first year in which satisfaction was measured with resources in the current format. The percentage of respondents using each particular resource are presented for each of the past two years where available. In 2024, there were several new resources evaluated. In general, satisfaction levels in 2024 are comparable to those of 2023. Results from 2024 revealed that most areas of evaluation experienced a strong shift from "Satisfied" to "Very Satisfied". That trend does not carry through to resource satisfaction ratings. There is still the need and opportunity to increase the level of satisfaction for most resources. There were limited improvements in extreme satisfaction from 2023 to 2024. All resources have more REs "Satisfied" than "Very Satisfied" with that particular resource.

Satisfaction with Resources for REs Using the Resource

Payroll Manual: Very Unsatisfied 0%, Unsatisfied 0%, Neutral 11%, Satisfied 62%, Very Satisfied 27%
Error Resolution Guide: Very Unsatisfied 0%, Unsatisfied 0%, Neutral 13%, Satisfied 61%, Very Satisfied 26%
RE Portal Certification Guide: Very Unsatisfied 0%, Unsatisfied 0%, Neutral 15%, Satisfied 58%, Very Satisfied 27%
RE Portal Chat User Guide: Very Unsatisfied 0%, Unsatisfied 0%, Neutral 20%, Satisfied 60%, Very Satisfied 20%

Legend: Very Unsatisfied, Unsatisfied, Neutral, Satisfied, Very Satisfied

Satisfaction with Resources for REs Using the Resource

RE Portal Co-Browse User Guide: Very Unsatisfied 0%, Unsatisfied 0%, Neutral 0%, Satisfied 89%, Very Satisfied 11%
Error and Warning List: Very Unsatisfied 1%, Unsatisfied 0%, Neutral 16%, Satisfied 65%, Very Satisfied 19%
RE Portal Training Videos: Very Unsatisfied 0%, Unsatisfied 1%, Neutral 15%, Satisfied 57%, Very Satisfied 28%
File Formatting Guide: Very Unsatisfied 0%, Unsatisfied 3%, Neutral 11%, Satisfied 66%, Very Satisfied 20%

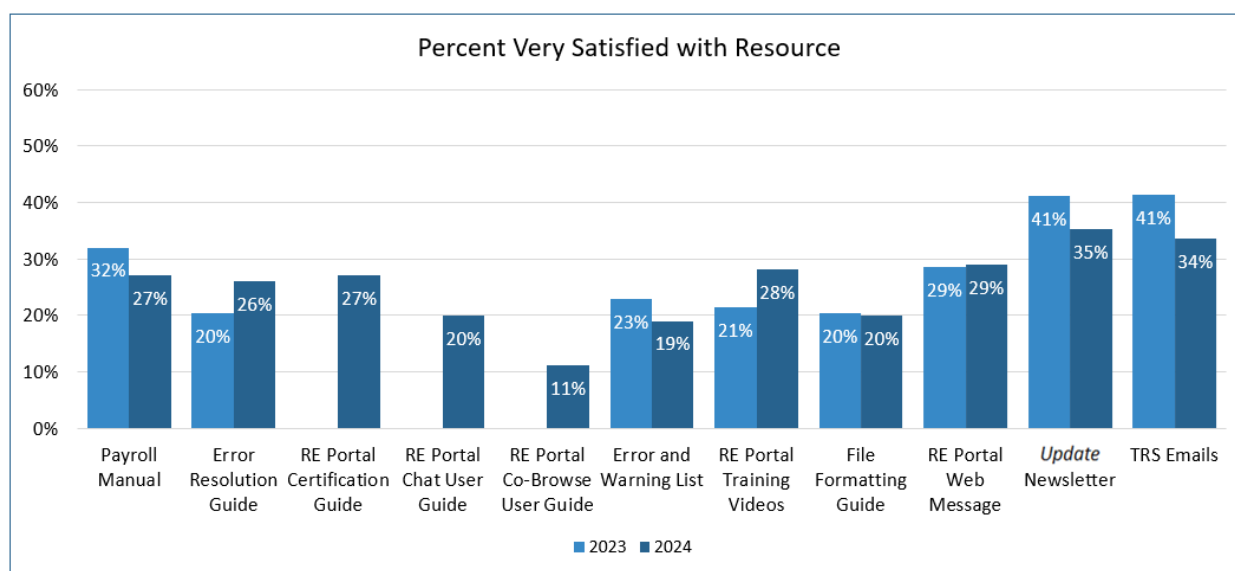Legend: Very Unsatisfied, Unsatisfied, Neutral, Satisfied, Very Satisfied

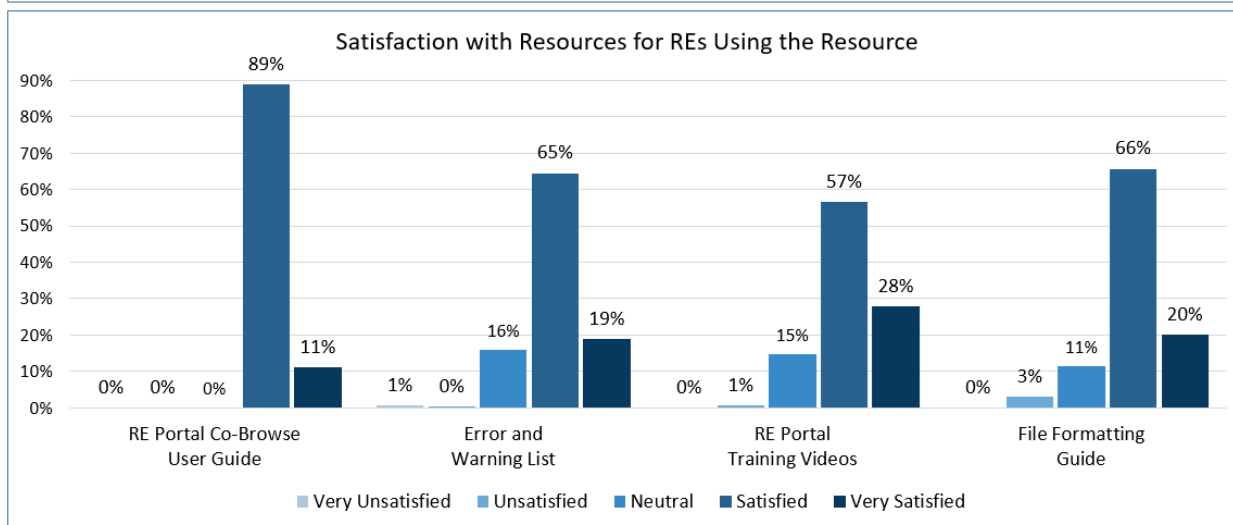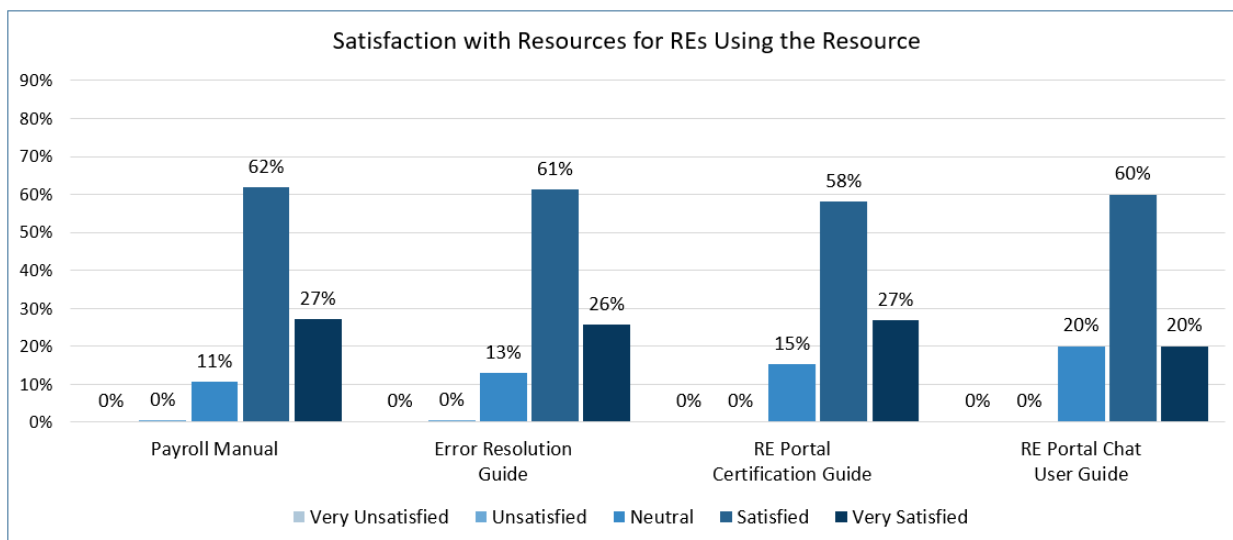**Figure 20: Satisfaction with Resources for REs Using the Resource**
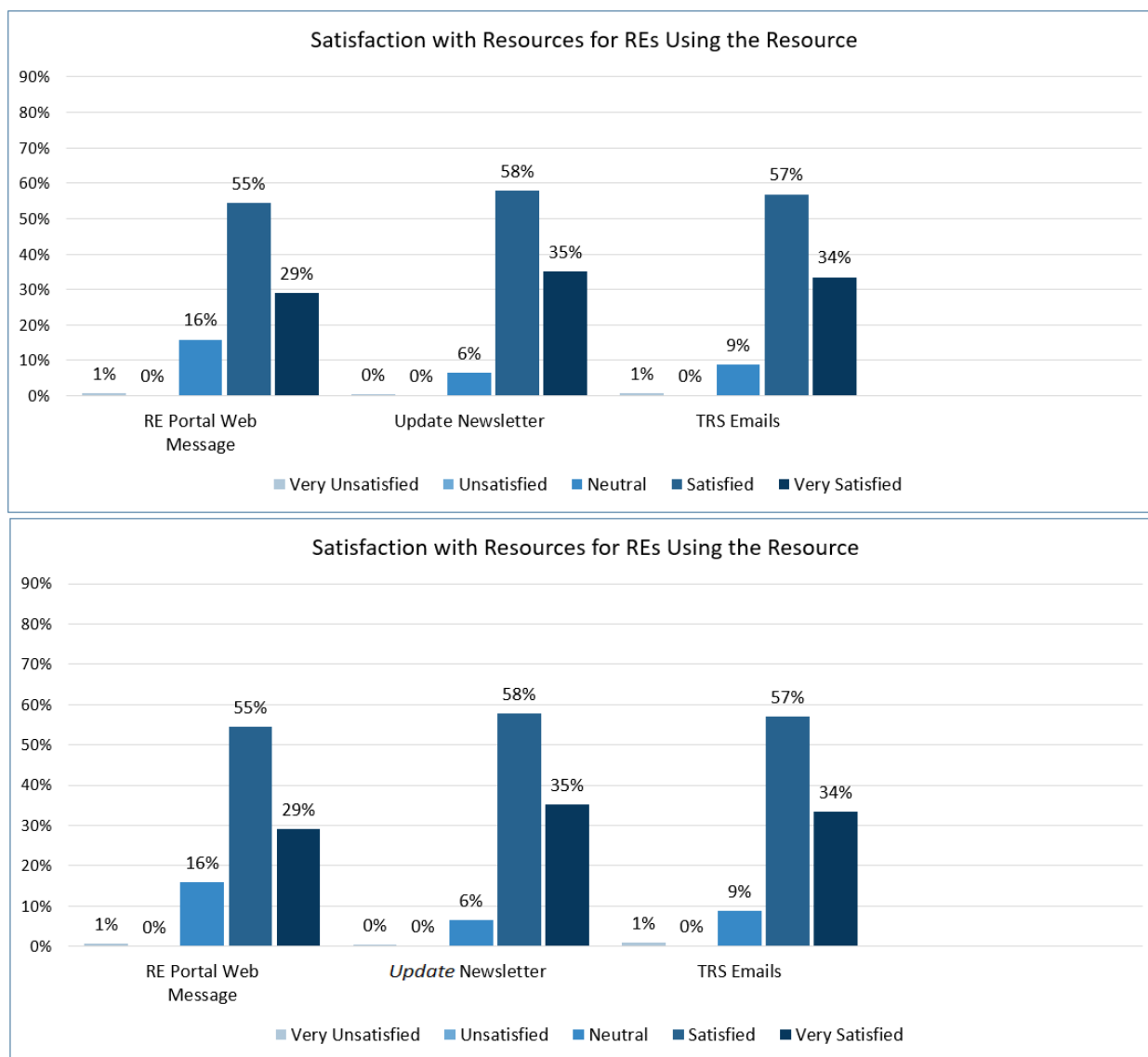*Totals may not equal 100% due to rounding*

The *Update* newsletter (35%) and TRS emails (34%) are the only resources where at least one-third of REs using the resource rated being "Very Satisfied". RE Portal Training videos and the Error Resolution Guide saw increases of greater than 5% in their rates of highest satisfaction. The Payroll Manual, *Update* newsletter, and TRS emails all had decreases of 5% or more in the frequencies of REs using those resources reporting being "Very Satisfied". Combined satisfaction (Percent "Very Satisfied" plus "Satisfied") is above 80% for all resources. In 2023, roughly one-fourth of REs rated each resource as unsatisfactory or "Neutral", however in 2024 on average less than 1% of REs rated each resource as unsatisfactory and roughly half as many respondents were "Neutral" towards resources as the previous year. These ratings are only from individuals using that particular resource so in the case of the RE Portal Co-Browse User Guide, only 9 REs reporting using this resource and 8 REs were "Satisfied" and one RE was "Very Satisfied" (Figure 21).

Figure 21: Percent Very Satisfied with Resources for REs Using the Resource

Several resources were not evaluated in 2023 and so no longitudinal data exists for these items

Satisfaction with Resources for REs Using the Resource

Resource	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Payroll Manual	0%	0%	11%	62%	27%
Error Resolution Guide	0%	0%	13%	61%	26%
RE Portal Certification Guide	0%	0%	15%	58%	27%
RE Portal Chat User Guide	0%	0%	20%	60%	20%

Satisfaction with Resources for REs Using the Resource

| Resource	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
RE Portal Co-Browse User Guide	0%	0%	0%	89%	11%
Error and Warning List	1%	0%	16%	65%	19%
RE Portal Training Videos	0%	1%	15%	57%	28%
File Formatting Guide	0%	3%	11%	66%	20%

Figure 22: Satisfaction with Resources for REs Using the Resource
Totals may not equal 100% due to rounding

2.13 Preference for Receiving Training Materials

Respondent preferences for receiving material are presented in Figure 23 comparing findings across recent years. There were decreased proportions of REs selecting in-person (2023: 23%; 2024: 16%) and written online (2023: 27%; 2024: 23%). The two most frequently selected preferences are live online interactions (34%) and recorded videos (26%). There was increased interest in in-person materials in the past two years, but in 2024 this option had the biggest decline. Live online interactions or recorded videos are the preferred method to receive training materials.
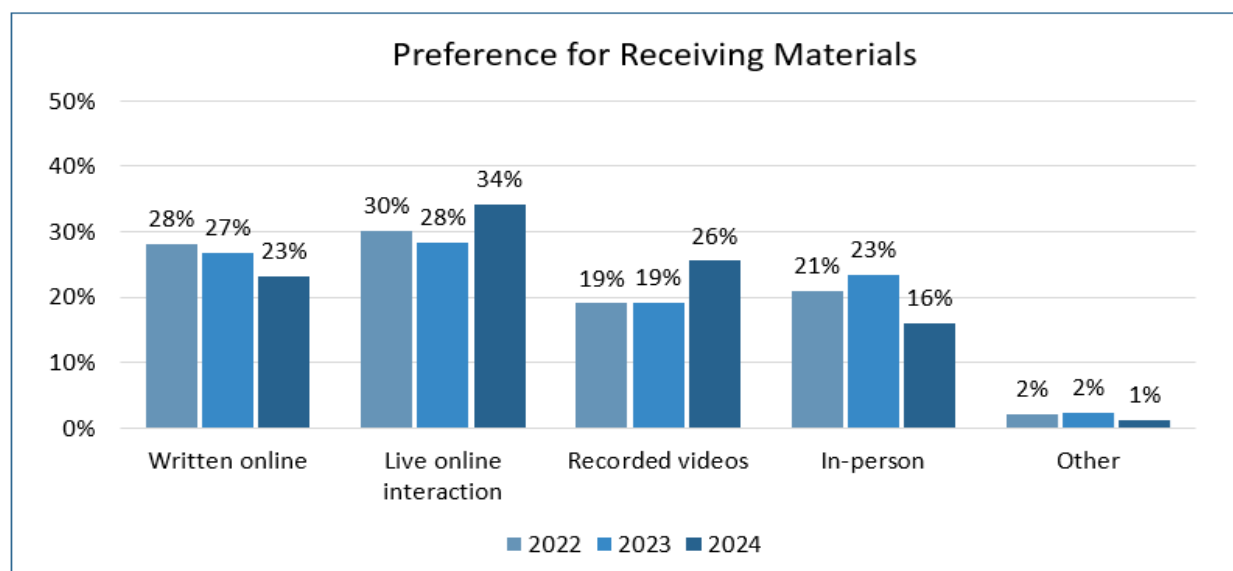
**Figure 23: Preference for Receiving Materials**

2.14 Ratings for TRS Communications and the Reporting Employer Portal

Respondents were asked to evaluate TRS communications, RE Portal, and TRS website again in 2024. Ratings for TRS Communications and the RE Portal generally mirror the ratings for TRS overall services and RE experience with the agency. There were significant increases in the proportion of respondents who were "Very Satisfied" with all communication channels compared to 2023. In 2023, REs generally rated they were "Satisfied" with TRS communications (51%), while not "Very Satisfied" (28%). In 2024, the proportion of respondents indicating being "Very Satisfied" approached the level of respondents reporting being "Satisfied". The combined satisfaction levels are comparable to 2023, although in 2024 a greater proportion report the highest levels of satisfaction with TRS communications than in 2023. Across all communication types, on average 44% of respondents indicated being "Satisfied" and being "Very Satisfied". In 2024, email was once again the highest rated communication channel; the greatest proportion of REs to select "Very Satisfied" ratings (46%). All other communication options had smaller percentages selecting "Very Satisfied". Communication (44%), toll-free telephone access (41%), and access to a live person (39%) all received "Very Satisfied" ratings from respondents. In 2023, only 19% of REs were "Very Satisfied" with call transfers, and in 2024 this rate nearly doubled to 35%. The smallest group of respondents report being "Very Satisfied" with call transfers (35%), however the majority of respondents are "Satisfied" with this communication channel. One-third of respondents were "Very Satisfied" with all modes of communications surveyed as presented in Figures 24a-24j. Frequencies of REs selecting "Satisfied" ranged from 40% to 51% for each communication channel (Figures 24a-24J). At least 40% of REs reported "Satisfied" for each of the communication options. Additionally in 2024, fewer than 5% of REs are unsatisfied ("Very Unsatisfied" or "Unsatisfied") with any particular communication type. The largest groups of "Neutral" respondents are toll-free telephone access (18%), call transfers (23%), and letters (22%).
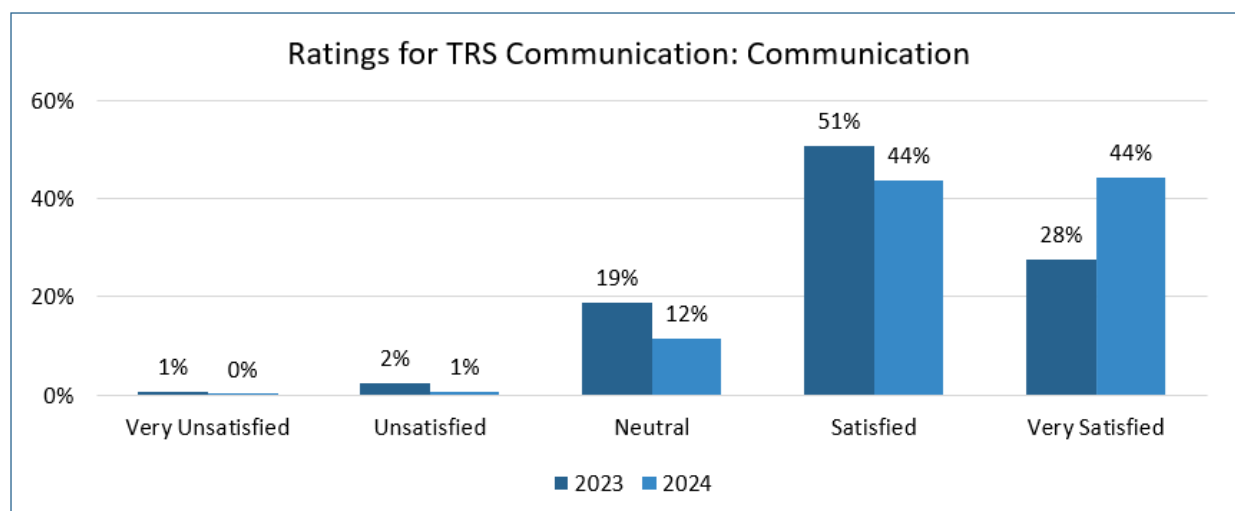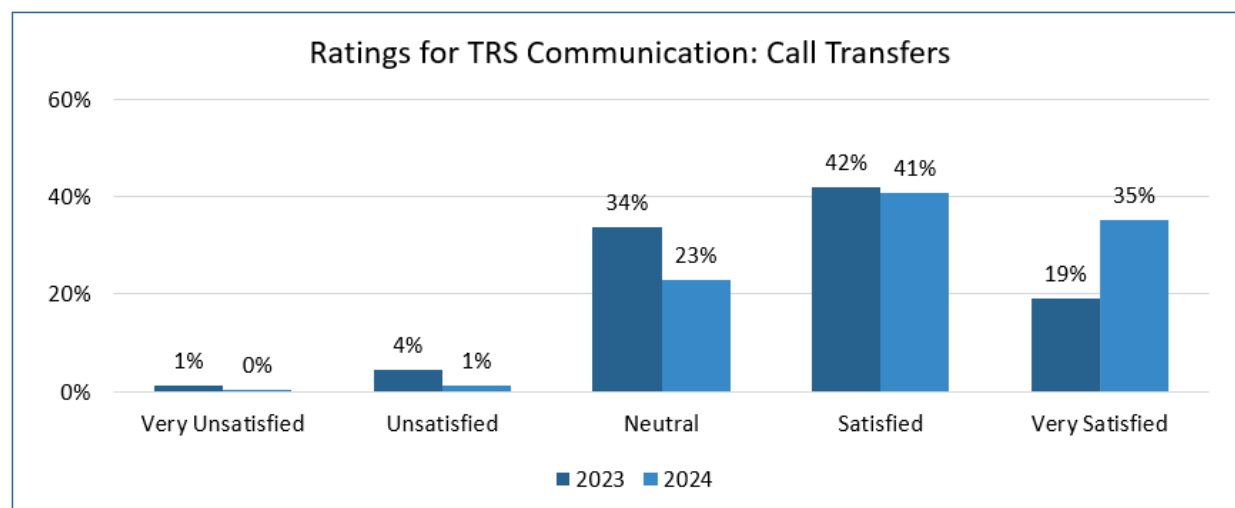
Figure 24a: Ratings for TRS Communication
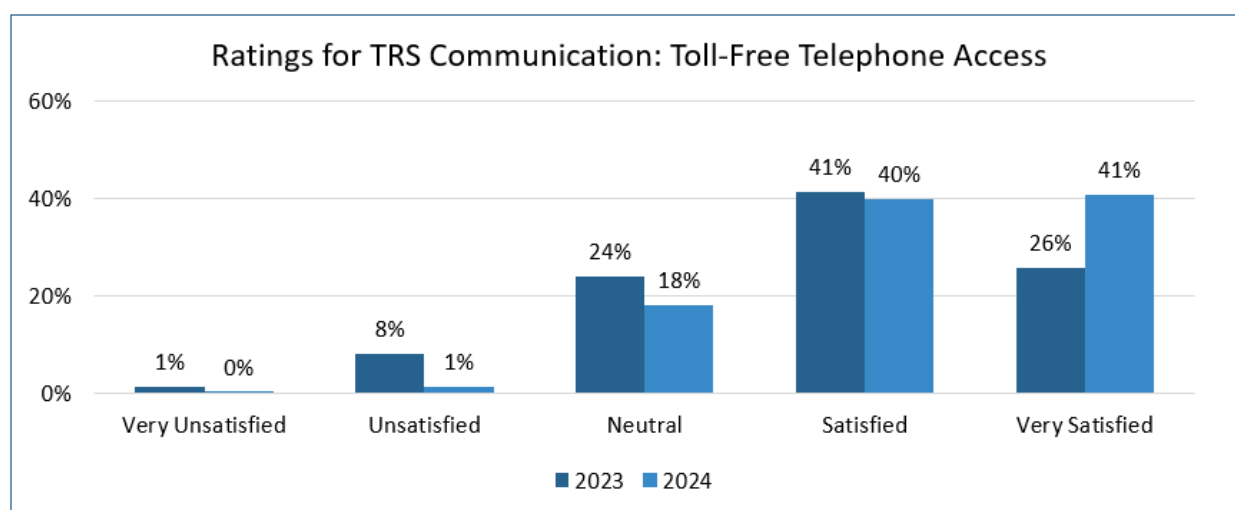
Figure 24b: Ratings for TRS Toll-Free Telephone Access

Figure 24c: Ratings for TRS Call Transfers
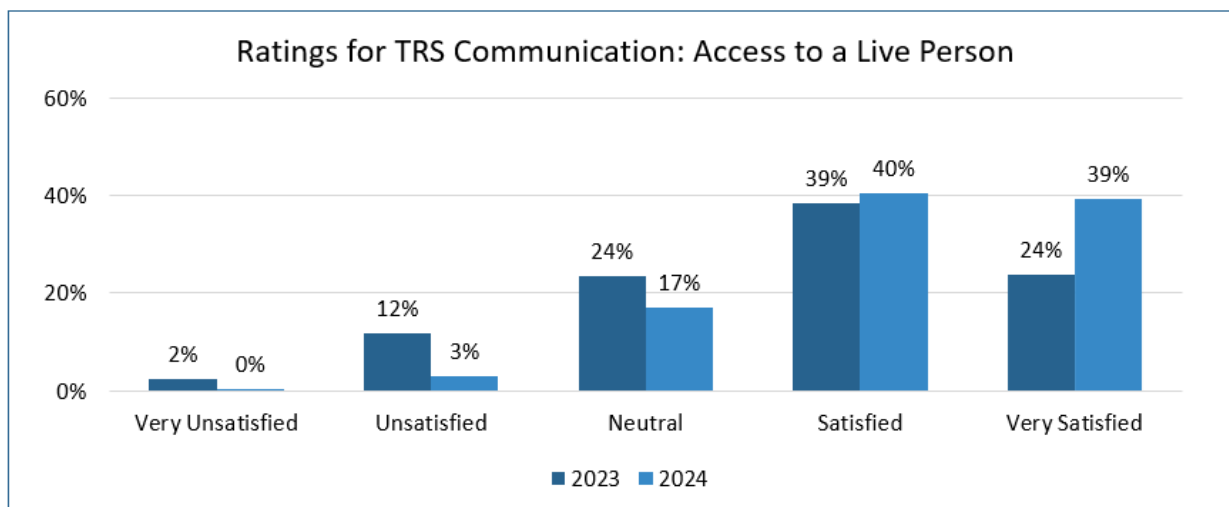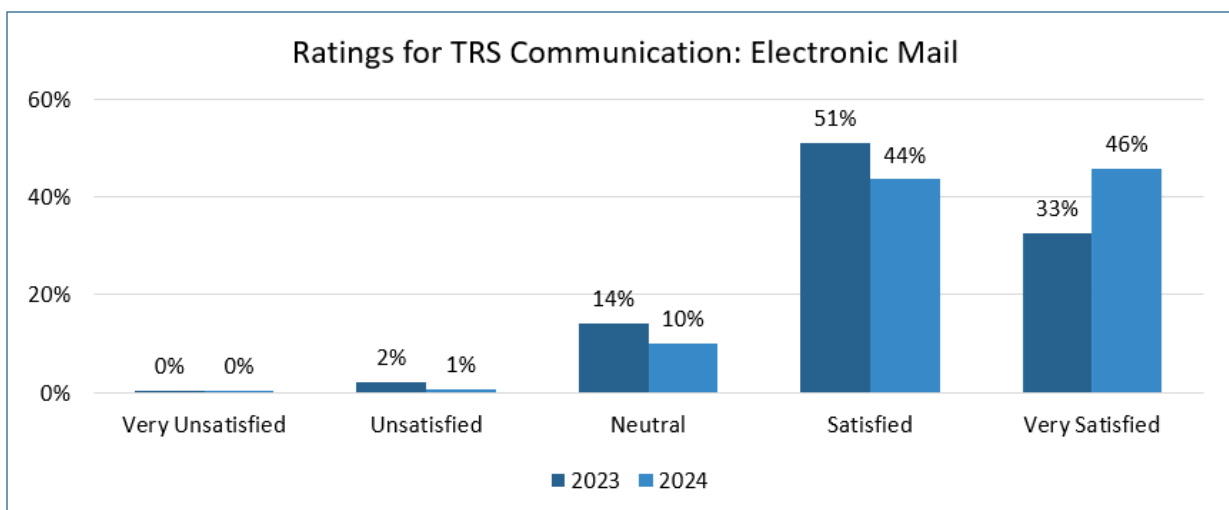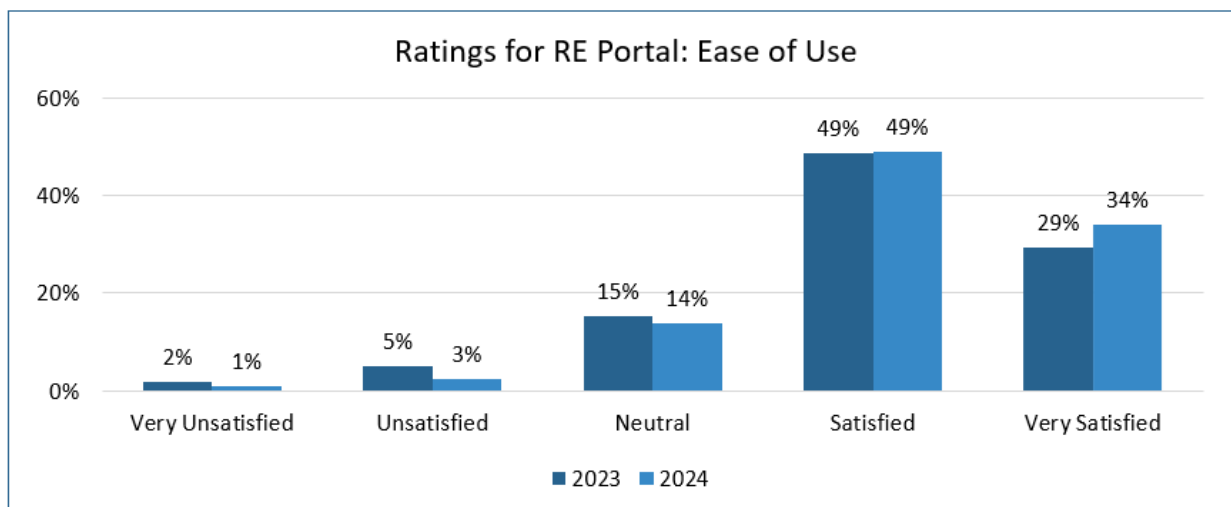
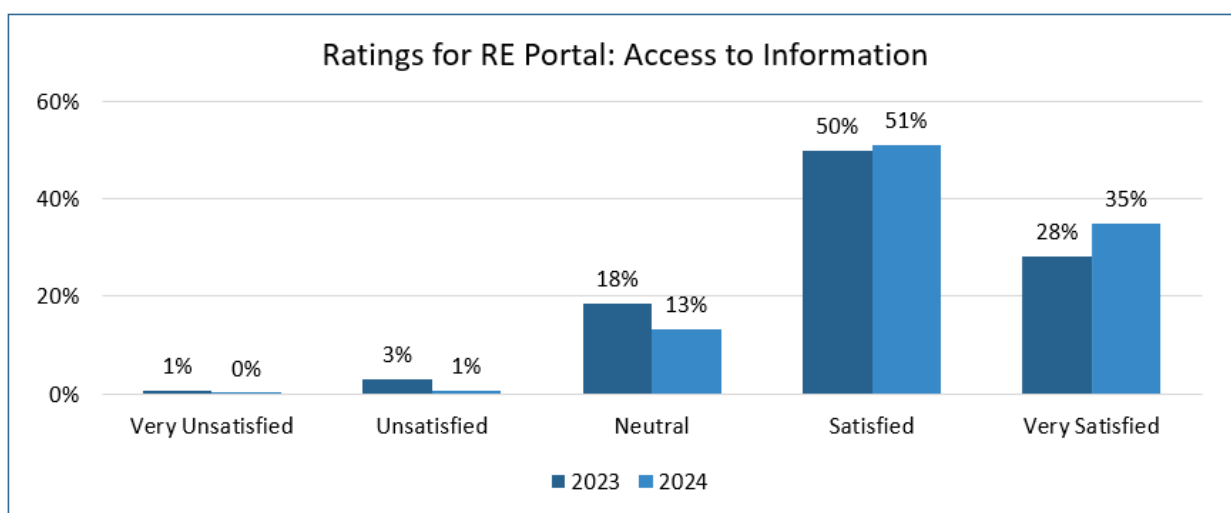**Figure 24d: Ratings for TRS Access to a Live Person**
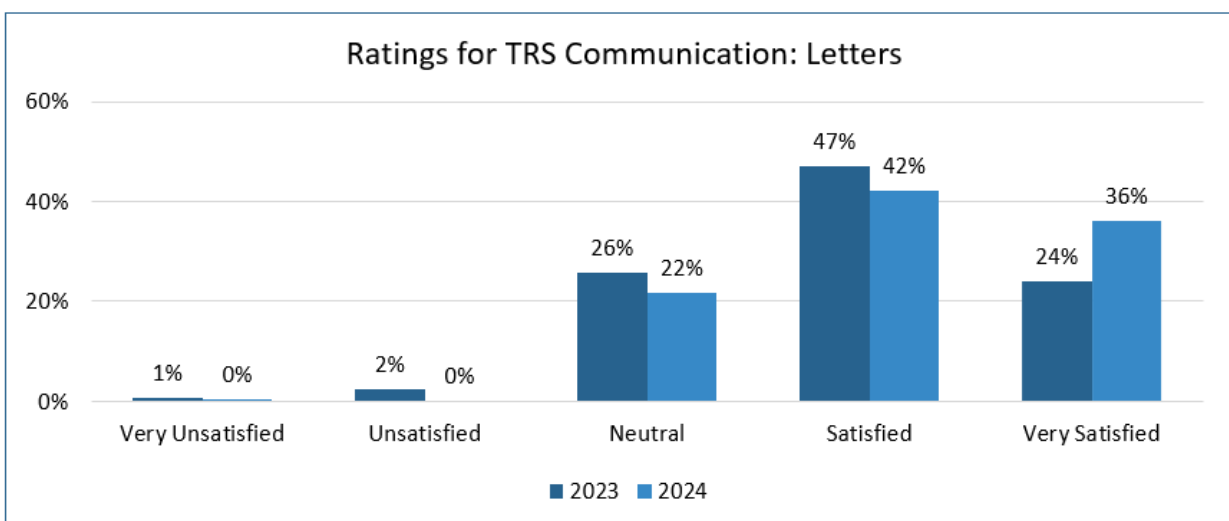
Figure 24e: Ratings for TRS Letters

Figure 24f: Ratings for TRS Electronic Mail

Figure 24g: Ratings for RE Portal: Ease of Use

Figure 24h: Ratings for RE Portal: Access to Information
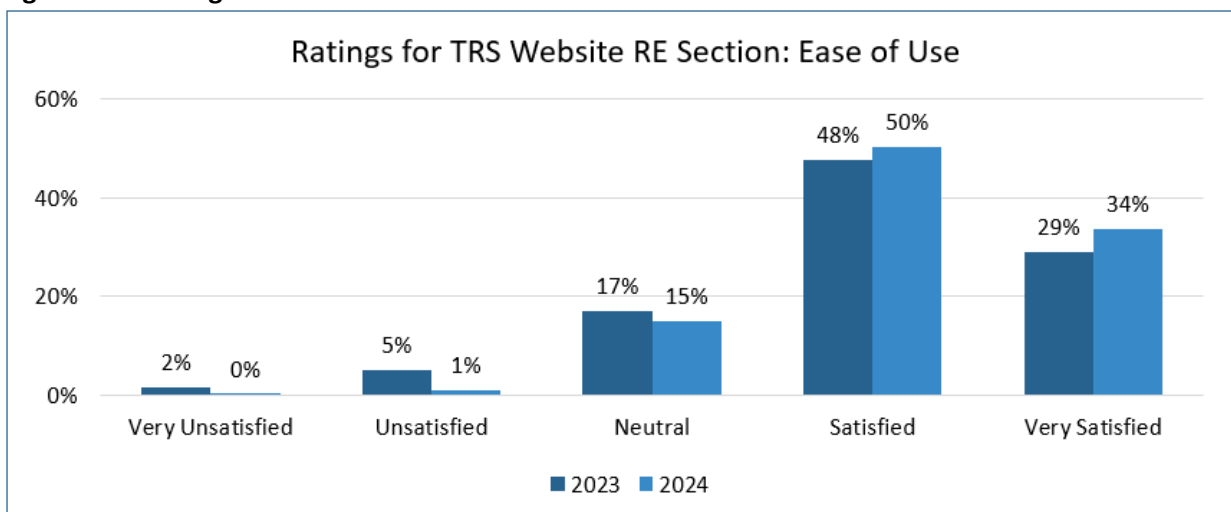
Figure 24i: Ratings for TRS Website RE Section: Ease of Use
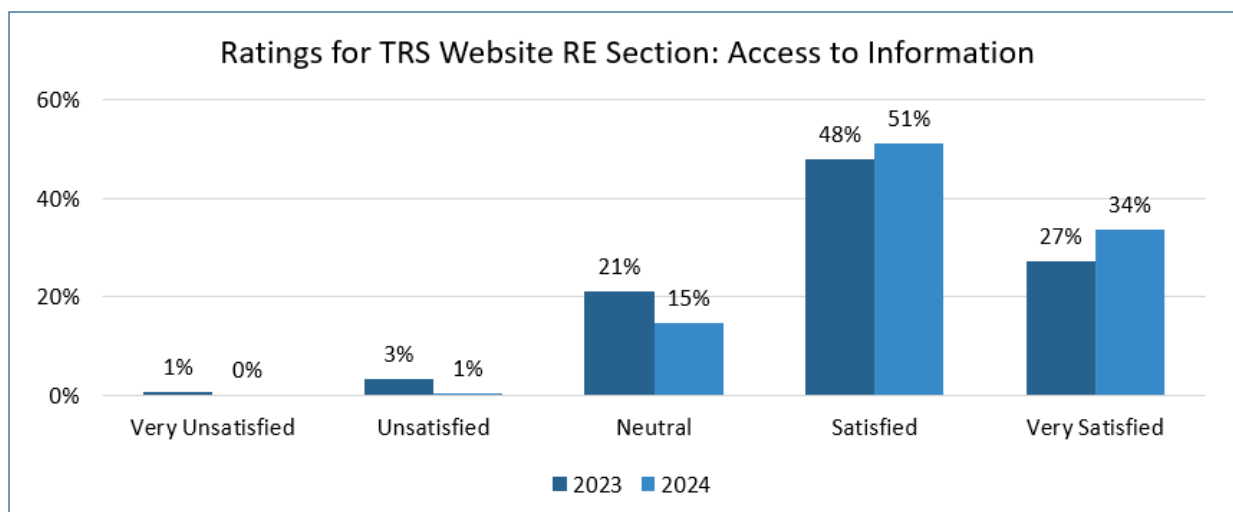
Figure 24j: Ratings for TRS Website RE Section: Access to Information
Totals may not equal 100% due to rounding

2.15 Awareness, Use, and Evaluations of the Employer Toolkit

RE Coaches are working to increase the awareness and utility of the Employer Toolkit provided to assist REs in their work. Figure 25 presents the results for awareness and use. Awareness for the Toolkit increased from 26% in 2023 to 40% in 2024, however use of the Employer Toolkit actually dropped from 30% last year to 26% this year.
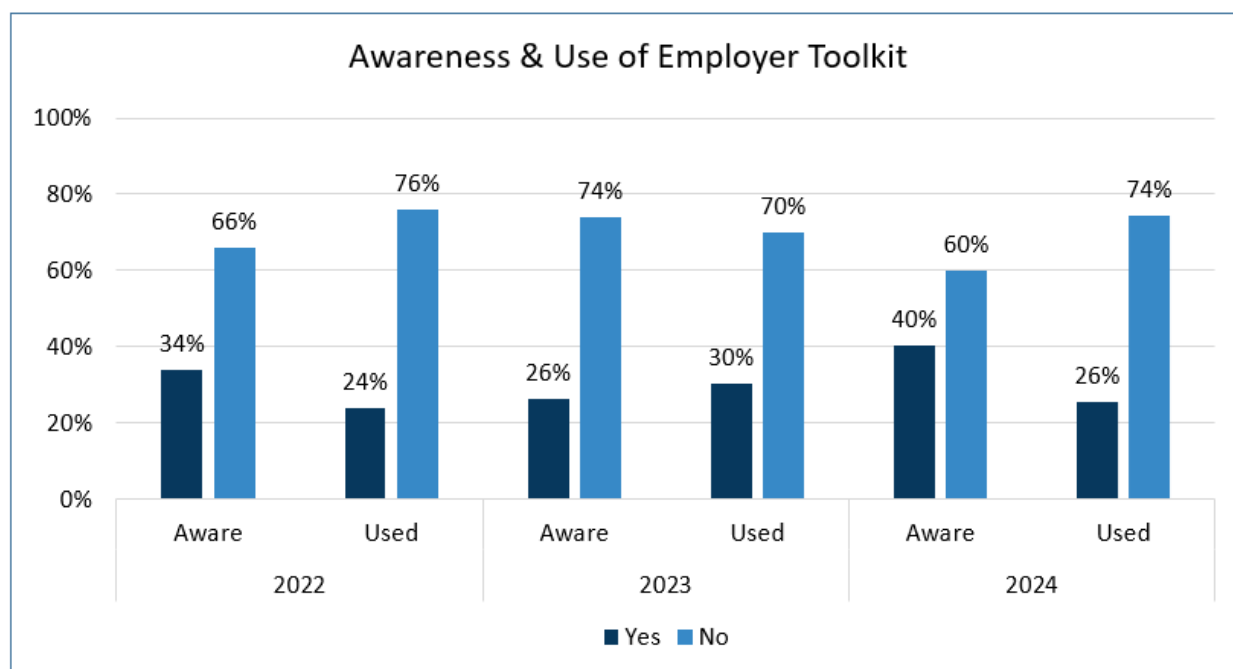
Figure 25: Awareness & Use of Employer Toolkit

In 2024, 26% of respondents reported having used the Employer Toolkit, which reflects a slight decline for the compared to last year (Figure 25). Respondents were asked to identify the source of learning about the Employer Toolkit. Results displayed in Figure 26 reveal that responses were split approximately evenly

across email, RE Portal, and the *Update* Newsletter in 2023, while in 2024 the majority of respondents reported learning about the Employer Toolkit via the newsletter (52%). While use of the Employer Toolkit continues to be low, those who use it appear to find it helpful (50%) or very helpful (32%) (Figure 27).
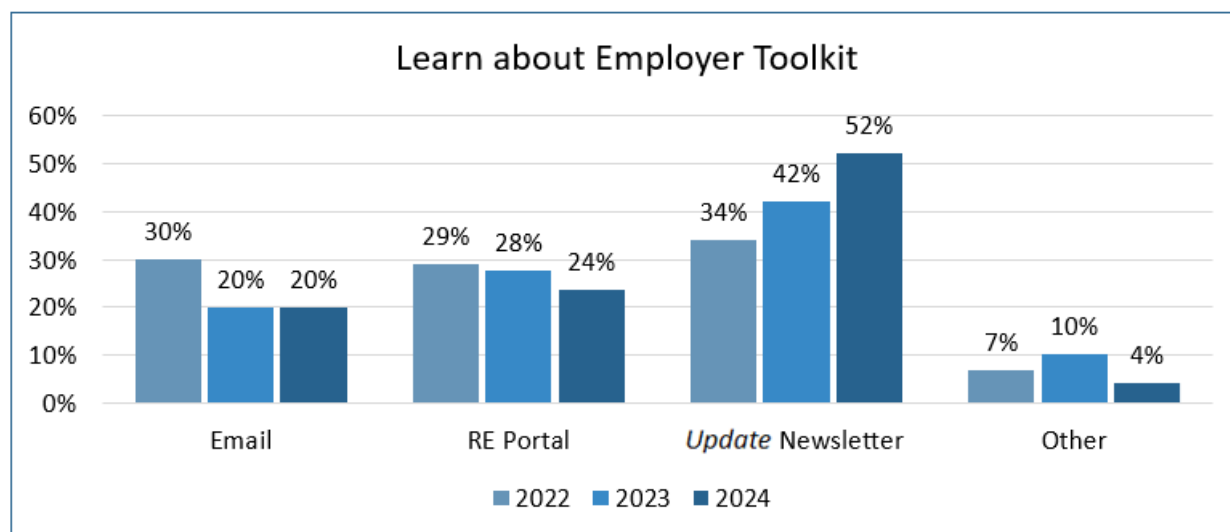
Figure 26: Learn about Employer Toolkit
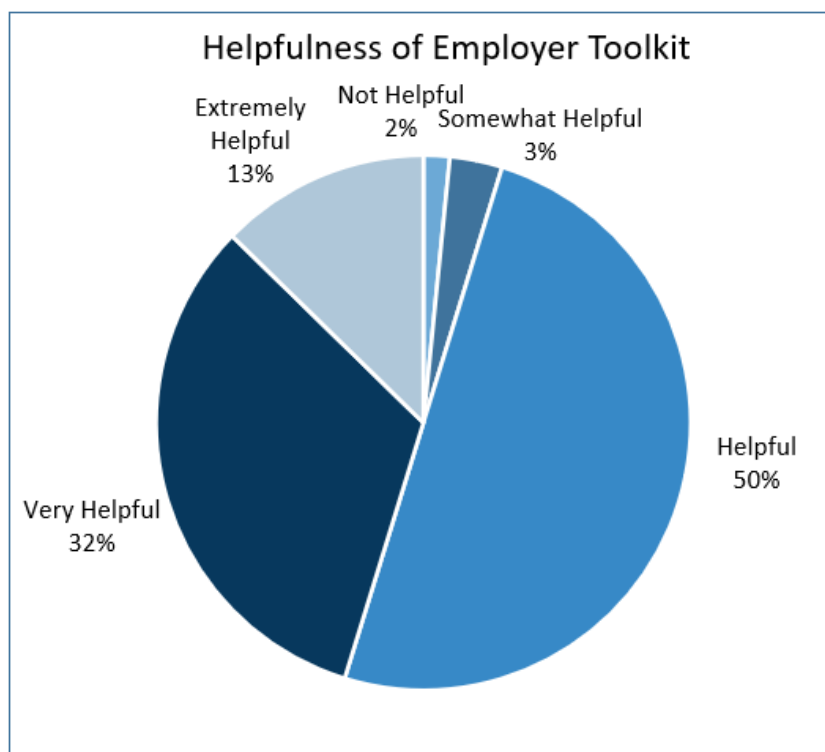
Figure 27: Helpfulness of Employer Toolkit

2.16 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 6.

Table 6. Coded Open-Ended Responses of the Most Important Thing TRS could do to Improve Its Relationship with Reporting Employers

What is the single most important thing TRS can do to improve its relationship with REs?

Response Category	Count	%
Improve Communication	187	17.1%
Provide Support / Guidance	104	9.5%
Improve Response Time	99	9.0%
Satisfied / Great (No Suggested Improvement Identified)	85	7.8%
Improve Response (Availability)	63	5.8%
Improve Portal	56	5.1%
Improve Understanding	56	5.1%
Simplify Reporting	56	5.1%
Provide Training	54	4.9%
Extend Deadlines	48	4.4%
Compliment - Specific Coach	47	4.3%
More Coaches / Overworked / Less Changeover	35	3.2%
Accuracy / Match of Information	34	3.1%
Keep Grace Periods & Remove Penalties	21	1.9%
In-person Training / Meetings	19	1.7%
Requests Training Material / Resources (Additional & Update Existing) (Archive of Previous Training)	18	1.6%
Improve Override Process	18	1.6%
Provide Specific Situational Solutions	17	1.6%
Many Improvements Made Already	17	1.6%
Improve Quality of Training / Program	16	1.5%
Allow More Access to Documents & Employee Details	15	1.4%
Online Training / Webinars	14	1.3%
Reduce System Downtime / Optimize Update Schedule	10	0.9%
Increase Annuity Checks / Payments Information	5	0.5%
Total	1094	100.0%

Responses were coded into 25 categories. The categories identified were based both on previous year's survey results and our close reading of the responses in the 2024 survey. In Table 6, we present the number of open-ended comments coded to each category in the individual responses. 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 categories included: (1) improve communication, (2) provide support/guidance (3) improve response time, (4) satisfied/great (no improvement suggested), and (5) improve response (availability).

Of the open-ended responses, several categories were similar to those expressed in previous years. Nearly one in five respondents (17.1%) who offered a comment noted the need for improved communication and 9.5% noted the need to provide support/guidance. Respondents also stated that improving response time (9%) and availability would be helpful (5.8%). Eighty-five respondents (7.8%) indicated that they are satisfied with their relationship with TRS and their RE Coaches. Representative comments of the five most common themes are included below.

2.16a Improve Communication

- *Respond back timely to emails.*

- *Improve communication - in the way they respond, they're very cut and paste, not providing detail. They don't go above and beyond.*

- *Maintain an open communication with Reporting Employers.*

- *Quicker response to questions and resolve in less back and forth emails*

- *Continue to keep the RE informed and helped with issues.*

2.16b Provide Support/Guidance

- *Just being available to assist employees with questions.*

- *Just supporting the RE users for guidance on questions.*

- *Just continue to help and work with us to get the reports done.*

- *For me is the most importing thing is being able to reach out to someone when I have an issue. There are times I would prefer to talk with someone due to I do not always ask the correct questions to the issue I am having.*
- *I think to be more kind and not so rash with things.*

2.16c Improve Response Time

- *Quicker response time. More in person training.*

- *Let the Coach do the overrides so we don't have to wait.*

- *Continuing to be available with the 24 hour window.*

- *Shorten response time to hours if possible if we have chance to meet deadlines without the grace period.*

- *Keep the one day question answer available, when I need help from my coach it is now because we only have a few days to get our Texnet out.*

2.16d Satisfied/Great

- *TRS does a great job with communication and our relationship is good.*

- *I believe TRS already has a very good relationship with its Reporting Employers.*

- *TRS has been great for us.*

- *I'm very happy with the retirement side of TRS.*

- *When we need information or help from our coach we always receive answers in a timely and professional manner. We are currently very satisfied with our relationship with TRS.*

2.16e Improve Response (Availability)

- *Availability during reporting time.*

- *Easy access to coaches!*

- *The RE coach to be available to service our questions and concerns.*

- *Continue to be available to REs during the period reports are due to help answer questions and resolve issues. This will help ensure reports are submitted and posted by the established deadline.*

- *Extended availability during reporting time (first through the fifth of each month).*

- *Have my coach available when I call on the phone. I am usually transferred to someone else, not consistent with who I talk to.*

Open-ended responses for anything else about their organization's work with TRS that they would like to tell TRS that is not covered elsewhere in this survey are presented in Table 7.

Responses were coded into 24 categories. The categories identified were based both on previous year's survey results and our close reading of the responses in the 2024 survey. In Table 7, we present the number of open-ended comments coded to each category in the individual responses. 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 categories included: (1) Positive Comment, (2) Improve website/software navigation & function, search, ability to open a second window, make it harder to mistakenly delete, (3) Specific Coach - Positive Responses, and (4) Improve Report Process - Deadlines & Penalty Fees.

Fourteen percent of respondents (14%) who offered a comment noted positive things about working with TRS. Respondents also stated the need to improve the website/software navigation & function, search, ability to open a second window, make it harder to mistakenly delete (13.3%) and improving the reporting process, specifically around deadlines and penalty fees (9.1%). Many responses also reflected positively on their experiences with their specific Coach. Representative comments of the four most common themes are included below.

Table 7. 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

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?

Response Category	Count	%
Positive Comment	20	14.0%
Improve Website / Software Navigation & Function, Search, Ability to Open a Second Window, Make it Harder to Mistakenly Delete	19	13.3%
Specific Coach - Positive Response	18	12.6%
Improve Report Process - Deadlines & Penalty Fees	13	9.1%
Addressing Errors - Process	10	7.0%
Deadlines / 30 Day Grace Periods	8	5.6%
Need for Cross System Alignment/Understanding	8	5.6%
More Training, Updated, In Person, Captioning	7	4.9%
Improve Communication Between Districts; Networking	5	3.5%
Appreciation for Website / Feature	5	3.5%
Coach Selection Options	5	3.5%
Retirement Specific Info	5	3.5%
Improve Report Process - Procedure	4	2.8%
Cumbersome System	4	2.8%
Improve Communication / Availability / Response Time from Coaches	2	1.4%
Holidays & Working Hours	2	1.4%
Improve TexNet Payment	1	0.7%
Additional Resources	1	0.7%
Overwhelmed & Feel Like Management is Working Against Them	1	0.7%
Inconsistencies in Task Assignments	1	0.7%
Newsletter	1	0.7%
Flexible Rules for Part-Time Staff	1	0.7%
Additional Participant Info Needed	1	0.7%
Higher Education Rules	1	0.7%
Total	**143**	**100.0**

2.16f Positive Comments

- *Overall I am very satisfied with TRS. I think adjusting to the new coach has been difficult because the prior coach was so good.*

- *I feel I have great support.*

- *We are happy with our RE coach (XXXXXX) and are happy with our work with TRS.*

2.16g Improve Website/Software Navigation & Function

- *Make the TRS portal more user friendly.*

- *A few suggestions on the portal: Errors/Warnings - would help in sorting if they were listed by last name first (currently listed by first name). Create/Maintain reports - would like to see the current month at the top where I don't have to search for it. Portal - would help to be able to have 2 portals opened at the same time. Could research employees' info without exiting the report that you are currently working on.*

- *I wish the ledger was easier to read and research the amounts on. Like perhaps the amounts have a hyperlink that tells you want numbers give you the balance.*

- *We wish there were calculation enhancements within the system. If the system knows there's an error, it knows the correct amount.*

- *The portal could be easier to navigate between applications.*

2.16h Specific Coach – Positive Response

- *I simply adore my coach. She is absolutely fantastic. I truly enjoy each time I get to speak with her. I am truly blessed to have her.*

- *I would like to brag on my coach (XXXXXX). Every time I have needed assistance with my reporting, she has been more than helpful. She is very knowledgeable and kind. She always has an answer for me within 24 hours and is very professional.*

- *No. I believe I covered everything. I love my coach (XXXXXX)! I also like that when she's not available, other coaches step in. TRS is doing a great job in making sure RE's are equipped with the tools for successfully submitting TRS reports.*

- *Shout out to Coach (XXXXXX). She is an excellent coach. Responds quickly and accurately. She is the only Coach who tells me of upcoming training sessions and events.*

2.16i Improve Report Process – Deadlines & Penalty Fees

- *The deadline of reporting due on the 6th; is a huge hurtle to complete 4 reporting entities. Especially where in higher education, we can begin reporting until all the payrolls for the month are complete. Sometimes leaving 3 to 4 working days to complete the report prior to deadline.*

- *The due dates for reporting are not realistic for large districts as we are still trying to get timecards approved and TRS wants the data processed and uploaded. Keeping the current one month grace period is essential for large district to ensure we are reporting the most accurate data possible.*

- *We are always concerned about meeting deadline and incurring fees and penalties. Will the grace period continue being extended?*

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 its REs and apply the best-targeted strategy to improve TRS services.

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

- **Maintain one-day timeline and strengthen the implementation of the standard.** Improving the reasonable response time from two-days to one-day resulted in increased satisfaction in nearly all areas of evaluation. Several REs referenced the old two-day response time (seemingly unaware of the new one-day standard). Targeted communication efforts (e.g., emails, newsletter content) and continued execution of the one-day standard response may help shift perceptions for those who have not noticed a change.
- **REs want more help with error corrections and deadlines.** The open-ended responses most frequently presented these two issues as the most pressing for the REs.
- **Improve communication channels.** Most modes of communication received similar levels of "Very Satisfied" ratings to last year. There are still more "Satisfied" than "Very Satisfied" respondents for all communication approaches. Explore ways REs would improve communication channels such as call transfers, access to live person, emails and RE Portal to increase "Very Satisfied" ratings.
- **Further explore why increased awareness of the Employer Toolkit still has not translated into heavy use.** More REs are aware of the toolkit, but do not use it. Consider focus groups or more direct feedback to understand why usage has not increased with awareness.
- **Learn what REs want from resources**. Most resources receive majority "Satisfied" ratings with lesser proportions selecting "Very Satisfied". What is preventing the guides, videos, newsletter, and emails from garnering the highest level of satisfaction?
- **Identify trainings that are not valued or as needed**. Certain training sessions and resources are rarely used or valued. Identify the need to continue, change, or end these trainings.
- **Explore why REs rate their Coaches more highly than overall quality and experience**. Ratings improved greatly in 2024 as REs continue to rate their Coaches more highly than all other areas of assessment. Discuss with REs how to bring the overall ratings in line with their high Coach ratings.
- **Consider scaling back multiple part questions.** Most respondents answer similarly for all items in groups of items related to communication, resource satisfaction, coach character/quality etc. There may be less need to ask 5-10 part questions if the responses are so highly correlated.

A summary of results is provided below.

3.1 TRS Overall

There was a dramatic increase in the number of respondents indicating being "Very Satisfied" with the overall quality of TRS services in 2024. In the previous three years fewer than one-third of all respondents indicated an overall rating of excellence for the quality of TRS services, and in 2024 the majority indicated the highest level of satisfaction for overall quality of services. Less than 10% indicated they were "Neutral" or "Unsatisfied" (with the overall quality).

Approximately half of REs reported being "Very Satisfied" in their experience with TRS. Twice as many REs reported the highest level of satisfaction with their experience in 2024 as did in 2023.

3.2 Changes to TRS Services

REs shared in the open-ended response questions that they would like extended reporting deadlines, improved response times, improvements to the RE Portal, and more efficient ways to correct errors.

3.3 Contact with Reporting Employer Coach
Results for 2024 are consistent with the frequencies of contact for the past two years. There was a slight increase in the percent of respondents "Rarely" or "Never" contacting their RE Coach. Few people regularly communicate with their Coach, and that number dropped in 2024.

3.4 Quality of Service Received by Reporting Employer Coach
The quality of service received by RE Coach is the highest rated program component again in 2024. Nearly three-fourths of REs are "Very Satisfied" with the quality of services provided by Coaches. This is an increase from last year.

3.5 Rating of Reporting Employer Coach by Dimension of Service
There was an increase in each of the seven dimensions of Coach service from last year to this year. The highest rated services by highest satisfaction level are explaining the steps needed to correct errors, communicating by email, and understanding questions and responding appropriately. There continues to be almost no dissatisfaction with any of the dimensions of Coach service. There is now a majority of REs who are "Very Satisfied" with all dimensions including being available to speak on the phone which has been the lowest rated dimension for several years.

3.6 Rating of the Importance of Services Provided by Reporting Employer Coach
Approximately 90% of respondents rate "Understanding your questions and responding appropriately", "Explaining the steps needed to correct errors", "Responding within the current service standard", "Resolving initial questions within two business days", and "Communicating via email" as "Very Important". Directing REs to appropriate online resources and being available to speak to someone on the phone have been considered somewhat less important than the other areas of service for the past three years. Both considered important by more than two-thirds of REs.

3.7 Ranking of TRS Services
The top five most selected services has remained constant for the past three years. The most important Coach service ranked in order of how frequently they were selected is explain the steps needed to correct errors, understand questions and respond appropriately, respond with current service standard, call to speak to a person on the phone and communicate via email.

3.8 Standard Reporting Employer Coach Response Time
The decrease in standard response time increased the proportion of REs deeming the standard reasonable from 52% in 2023 to 92% in 2024.

3.9 Reported Reporting Employer Coach Response Time
There was a dramatic increase in REs receiving responses within 24 hours given the new standard response timeline. Four out of five REs reported receiving responses in a day or less and almost all REs reported a response of two days or less (98%).

3.10 Training Attendance

Nearly two-thirds of REs attended training in the past year (64%) after less than half attended training in the previous year.

3.11 Training Effectiveness

REs rated trainings similarly in 2023 and 2024 by improvement and usefulness. More than a third of REs reported that their specific training attended helped them to greatly improve their understanding of the designated topic. The two highest rated trainings were both of the ORP trainings. Nearly one quarter of REs rated the trainings as "Extremely Helpful" compared to 2023 trainings.

3.12 Evaluations of TRS Resources

The most frequently used TRS resources were the payroll manual, TRS emails, Update newsletter, error and warning list, and the error resolution guide. Overall, REs were generally satisfied with the resources. The majority of respondents selected "Satisfied" for each resource. Satisfaction levels in 2024 are generally comparable to those of 2023.

3.13 Preference for Receiving Training Materials

REs prefer to receive training materials by video through live interactions (34%) or recorded videos (26%). There was a decrease in the request for in-person trainings compared to previous years.

3.14 Ratings for TRS Communications

Similar percentages of REs are "Very Satisfied" and "Satisfied" with TRS communications that are not related to the website or RE portal. This is a big increase over 2023 where the largest groups of REs were "Satisfied" with each communication platform. Ratings for items related to the RE Portal and RE section of the TRS portal remained mostly consistent with 2023 with more modest increases in highest satisfaction levels than the other TRS communication platforms such as email, letters, communication, and toll-free telephone access.

3.15 Awareness, Use and Evaluations of the Employer Toolkit

Awareness of the Employer Toolkit increased by more than 50%, however use of the toolkit declined. The biggest source of learning about the toolkit is the Update newsletter. Nearly half of those using the toolkit considered it to be "Extremely Helpful" (13%) or "Very Helpful" (32%).

Appendix A – TRS Reporting Employer Satisfaction Survey 2024

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 should be completed by the individual who submits reports to TRS. If you are not the person who submits reports to TRS, please send that individual's contact information to Ashley Simmons at TRSsurvey@eliteresearch.com.*

If you have any questions about the survey, please contact Ashley Simmons with Elite Research by email (TRSsurvey@eliteresearch.com) or phone (682) 294 0797.

By clicking the link below, you are agreeing to participate in the survey.

Thank you for participating in the 2024 TRS Reporting Employer Satisfaction Survey!

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".

You selected **"Very Unsatisfied".** Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

Please rate your overall experience with the agency.

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

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

You selected **"Very unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

What, if anything, would you change about the services TRS provides to its Reporting Employers? *(Please limit your response to 3000 characters.)*

_____

In a typical month, how often does your organization communicate with your Reporting Employer Coach *(either through phone calls, chat, or email)*?
- ○ Daily
- ○ Regularly, several times a week
- ○ Occasionally, about once every week
- ○ Rarely, no more than once or twice a month
- ○ Never

How would you rate your Reporting Employer Coach on:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Courtesy	○	○	○	○	○	○
Friendliness	○	○	○	○	○	○
Knowledge of TRS Reporting Requirements	○	○	○	○	○	○
Knowledge of RE Portal	○	○	○	○	○	○
Identifies themselves by name	○	○	○	○	○	○

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

You selected **"Very unsatisfied"** with one or more items above. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

You selected **"Unsatisfied"** with one or more items above. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters)*.

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters)*.

_____

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	○	○	○	○	○	○
Directing you to appropriate resources on the website	○	○	○	○	○	○
Explaining the steps needed to correct reporting errors	○	○	○	○	○	○
Responding to your initial question within the current service standard (one business day)	○	○	○	○	○	○
Resolving your initial question within two business days	○	○	○	○	○	○
Being available so you can speak to a person on the phone	○	○	○	○	○	○
Communicating via email	○	○	○	○	○	○

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

You selected **"Very unsatisfied"** with one or more of the items above. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters)*.

_____

You selected **"Unsatisfied"** with one or more of the items above. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters)*.

_____

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	○	○	○	○	○	○
Directs you to appropriate resources on the website	○	○	○	○	○	○
Explains the steps needed to correct reporting errors	○	○	○	○	○	○
Responds to your initial question within the current service standard (one business day)	○	○	○	○	○	○
Resolves your initial question within two business days	○	○	○	○	○	○
Is available so you can speak to a person on the phone	○	○	○	○	○	○
Communicates via email	○	○	○	○	○	○

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 1500 characters)*.
_____

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".

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

_____

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

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 resolves my issue(s)
- ○ Don't know/Not sure

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

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

In the past year, have you attended a TRS training session?
- ○ Yes
- ○ No

Display this question if the RE responds "No".

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.)*

_____

Display this question if the RE responds "Yes".

Which training session did you attend? *(Check all that apply).*

- ☐ View Employee Information
- ☐ TRS Membership Eligibility
- ☐ TRS Reporting Requirements
- ☐ RE Ledger Training
- ☐ Reporting Substitutes to TRS
- ☐ Employment After Retirement Reporting
- ☐ Creditable Compensation
- ☐ Higher Education Employer Contributions
- ☐ Employer Contributions-ISD, ESC, Charter Schools
- ☐ Penalty Interest, Penalty Fees and Reconciling the RE Ledger
- ☐ RE Certifications
- ☐ ORP Eligibility, Elections and the TRS 28
- ☐ ORP-Reporting to TRS
- ☐ Conference Training Session (TASBO, TACCBO, Etc.)

Display this question if the RE selects "View Employee Information" as a session they attended.

How much did attending the **View Employee Information** training session improve your understanding of the topic?
- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did not Improve" or "Slightly Improved".

You selected **"Did not Improve"**. Please provide more detail on how TRS can improve the **View Employee Information** training session *(Please limit your response to 1500 characters)*.

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve **View Employee Information** training session *(Please limit your response to 1500 characters)*.

_____

Display this question if the RE selects "TRS Membership Eligibility " as a session they attended.

How much did attending the **TRS Membership Eligibility** training session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **TRS Membership Eligibility** training session (Please limit your response to 1500 characters).

_____

You selected **"Slightly Improved".** Please provide more detail on how TRS can improve the **TRS Membership Eligibility** training session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "TRS Reporting Requirements" as a session they attended.

How much did attending the **TRS Reporting Requirements** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **TRS Reporting Requirements** session *(Please limit your response to 1500 characters).*

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **TRS Reporting Requirements** session *(Please limit your response to 1500 characters).*

_____

Display this question if the RE selects "RE Ledger Training" as a session they attended.

How much did attending the **RE Ledger Training** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **RE Ledger Training** session *(Please limit your response to 1500 characters).*

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **RE Ledger Training** session *(Please limit your response to 1500 characters).*

_____

Display this question if the RE selects "Reporting Substitutes to TRS" as a session they attended.

How much did attending the **Reporting Substitutes to TRS** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **Reporting Substitutes to TRS** session *(Please limit your response to 1500 characters).*

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **Reporting Substitutes to TRS** session *(Please limit your response to 1500 characters).*

_____

Display this question if the RE selects "Employment After Retirement Reporting" as a session they attended.

How much did attending the **Employment After Retirement Reporting** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **Employment After Retirement Reporting** session *(Please limit your response to 1500 characters).*

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **Employment After Retirement Reporting** session *(Please limit your response to 1500 characters).*

_____

Display this question if the RE selects "Creditable Compensation" as a session they attended.

How much did attending the **Creditable Compensation** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **Creditable Compensation** session *(Please limit your response to 1500 characters).*

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **Creditable Compensation** session *(Please limit your response to 1500 characters).*

_____

Display this question if the RE selects "Higher Education Employer Contributions" as a session they attended.

How much did attending the **Higher Education Employer Contributions** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **Higher Education Employer Contributions** session *(Please limit your response to 1500 characters)*.

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **Higher Education Employer Contributions** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "Employer Contributions-ISD, ESC, Charter Schools" as a session they attended.

How much did attending the **Employer Contributions-ISD, ESC, Charter Schools** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **Employer Contributions-ISD, ESC, Charter Schools** session *(Please limit your response to 1500 characters)*.

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **Employer Contributions-ISD, ESC, Charter Schools** session *(Please limit your response to 1500 characters)*.

_____

Display this question if the RE selects "Penalty Interest, Penalty Fees, and Reconciling the RE Ledger session" as a session they attended.

How much did attending the **Penalty Interest, Penalty Fees, and Reconciling the RE Ledger** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **Penalty Interest, Penalty Fees, and Reconciling the RE Ledger** session *(Please limit your response to 1500 characters)*.

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **Penalty Interest, Penalty Fees, and Reconciling the RE Ledger** session *(Please limit your response to 1500 characters)*.

_____

Display this question if the RE selects "RE Certifications" as a session they attended.

How much did attending the **RE Certifications** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **RE Certifications** session *(Please limit your response to 1500 characters)*.

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **RE Certifications** session *(Please limit your response to 1500 characters)*.

_____

Display this question if the RE selects "ORP-Eligibility, Elections, and the TRS 28" as a session they attended.

How much did attending the **ORP-Eligibility, Elections, and the TRS 28** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **ORP-Eligibility, Elections, and the TRS 28** session *(Please limit your response to 1500 characters).*

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **ORP-Eligibility, Elections, and the TRS 28** session *(Please limit your response to 1500 characters).*

_____

Display this question if the RE selects "ORP-Reporting to TRS" as a session they attended.

How much did attending the **ORP-Reporting to TRS** session improve your understanding of the topic?

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **ORP-Reporting to TRS** session *(Please limit your response to 1500 characters).*

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **ORP-Reporting to TRS** session *(Please limit your response to 1500 characters).*

_____

Display this question if the RE selects "Conference Training (Including TASBO, TACCBO, etc.)" as a session they attended.

How much did attending the **Conference Training (including TASBO, TACCBO, etc.) session improve your understanding of the topic?**

- ○ Did Not Improve
- ○ Slightly Improved
- ○ Improved
- ○ Moderately Improved
- ○ Greatly Improved
- ○ Don't Know/Not Sure

Display this question if the RE selects "Did Not Improve" or "Slightly Improved".

You selected **"Did Not Improve"**. Please provide more detail on how TRS can improve the **Conference Training (including TASBO, TACCBO, etc.)** session *(Please limit your response to 1500 characters)*.

_____

You selected **"Slightly Improved"**. Please provide more detail on how TRS can improve the **Conference Training (including TASBO, TACCBO, etc.)** session *(Please limit your response to 1500 characters)*.

_____

Display this question if the RE selects "View Employee Information" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **View Employee Information** training session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **View Employee Information** training session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **View Employee Information** training session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "TRS Membership Eligibility" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **TRS Membership Eligibility** training session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

 You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **TRS Membership Eligibility** training session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **TRS Membership Eligibility** training session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "TRS Reporting Requirements" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **TRS Reporting Requirements** training session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

 You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **TRS Reporting Requirements** training session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **TRS Reporting Requirements** training session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "RE Ledger Training" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **RE Ledger Training** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **RE Ledger Training** session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **RE Ledger Training** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "Reporting Substitutes to TRS" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **Reporting Substitutes to TRS** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **Reporting Substitutes to TRS** session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during **Reporting Substitutes to TRS** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "Employment After Retirement" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **Employment After Retirement** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **Employment After Retirement session** (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during **Employment After Retirement session** (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "Creditable Compensation" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **Creditable Compensation** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **Creditable Compensation** session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during **Creditable Compensation** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "Higher Education Employer Contributions" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **Higher Education Employer Contributions** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **Higher Education Employer Contributions** session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during **Higher Education Employer Contributions** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "Employer Contributions-ISD Charter Schools" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **Employer Contributions-ISD, ESC, Charter Schools** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **Employer Contributions-ISD, ESC, Charter Schools** session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during **Employer Contributions-ISD, ESC, Charter Schools** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "Penalty Interest, Penalty Fees and Reconciling the RE Ledger" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **Penalty Interest, Penalty Fees and Reconciling the RE Ledger** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during **Penalty Interest, Penalty Fees and Reconciling the RE Ledger** session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you **Penalty Interest, Penalty Fees and Reconciling the RE Ledger** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "RE Certifications" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **RE Certifications** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during **RE Certifications** session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to **RE Certifications** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "ORP-Eligibility, Elections, and the TRS 28" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **ORP-Eligibility, Elections, and the TRS 28** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **ORP-Eligibility, Elections, and the TRS 28** session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to the **ORP-Eligibility, Elections, and the TRS 28** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "ORP-Reporting to TRS" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **ORP-Reporting to TRS** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **ORP-Reporting to TRS** session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to the **ORP-Eligibility, Elections, and the TRS 28** session (Please limit your response to 1500 characters).

_____

Display this question if the RE selects "Conference Training (including TASBO, TACCBO, etc.)" as a session they attended.

Please rate the usefulness of the resources and information provided to you during the **Conference Training (including TASBO, TACCBO, etc.)** session.

- ○ Not Useful
- ○ Somewhat Useful
- ○ Useful
- ○ Very Useful
- ○ Extremely Useful
- ○ Don't Know/Not Sure

Display this question if the RE selects "Not Useful" or "Somewhat Useful".

You selected **"Not Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to you during the **Conference Training (including TASBO, TACCBO, etc.)** training session (Please limit your response to 1500 characters).

_____

You selected **"Somewhat Useful".** Please provide more detail on how TRS can improve the usefulness of the resources and information provided to the **Conference Training (including TASBO, TACCBO, etc.)** training session (Please limit your response to 1500 characters).

_____

In Fiscal year 2024, TRS changed the format of some of the trainings to shorter form (below are the list of trainings).

Fiscal Year 2023
- Introduction to TRS Reporting
- TRS Membership Eligibility
- Substitute Employment
- Employment After Retirement
- Employer Reporting Refresher
- TRS Training for Human Resources
- RE Ledger Training

Fiscal Year 2024
- View Employee Information
- TRS Membership Eligibility
- TRS Reporting Requirements
- Reporting Substitutes to TRS
- Employment After Retirement Reporting
- Creditable Compensation
- Higher Education Employer Contributions
- Employer Contributions – ISD, ESC, Charter Schools
- RE Ledger Training
- Penalty Interest, Penalty Fees, and Reconciling the RE Ledger
- RE Certifications
- ORP-Eligibility, Elections, & the TRS 28
- ORP-Reporting to TRS

In comparison to the trainings in the fiscal year 2023, how would you rate the helpfulness of the trainings in Fiscal Year 2024?

___Not Helpful

___Somewhat Helpful

___Helpful

___Very Helpful

___Extremely Helpful

____Don't Know/Not Sure

_____

Have you used any of the following resources during the last year?

- Payroll Manual

- Error Resolution Guide

- RE Portal Certification Guide

- RE Portal Chat User Guide

- RE Portal Co-Browse User Guide

- Error and Warning List

- RE Portal Training Videos

- File Formatting Guide

- RE Portal Web Message

- *Update* Newsletter

- TRS Emails

Display this question if the RE selects "Yes" as resource used during the last year.

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

- ☐ Payroll Manual
- ☐ Error Resolution Guide
- ☐ RE Portal Certification Guide
- ☐ RE Portal Chat User Guide
- ☐ RE Portal Co-Browse User Guide
- ☐ Error and Warning List
- ☐ RE Portal Training Videos
- ☐ File Formatting Guide
- ☐ RE Portal Web Message
- ☐ *Update* Newsletter
- ☐ TRS Emails

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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

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".

You selected **"Very Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

You selected **"Unsatisfied"**. Please provide more detail on your unsatisfactory rating (Please limit your response to 1500 characters).

_____

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 1500 characters)*:

_____

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".

What training sessions or materials that are not currently available would you like to see offered by TRS? *(Please limit your response to 1500 characters.)*

_____

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	○	○	○	○	○	○
Toll-free telephone access	○	○	○	○	○	○
Call transfers	○	○	○	○	○	○
Access to a live person	○	○	○	○	○	○
Letters	○	○	○	○	○	○
Electronic mail	○	○	○	○	○	○

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

You selected **"Very unsatisfied"** with one or more of the items above. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

You selected **"Unsatisfied"** with one or more of the items above. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

How would you rate the Reporting Employer Portal on:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Site ease of use	○	○	○	○	○	○
Access to information, such as resource materials	○	○	○	○	○	○

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

You selected **"Very unsatisfied"** with one or more of the items above. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

You selected **"Unsatisfied"** with one or more of the items above. Please provide more detail on your unsatisfactory rating *(Please limit your response to 1500 characters).*

_____

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	○	○	○	○	○	○
Access to information, such as resource materials	○	○	○	○	○	○

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

You selected **"Very unsatisfied"** with one or more of the items above. Please provide more detail on your unsatisfactory rating.

_____

You selected **"Unsatisfied"** with one or more of the items above. Please provide more detail on your unsatisfactory rating.

_____

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

○ Yes
○ No

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

How did you learn about the new **Employer Toolkit**?

○ Facebook
○ Twitter
○ Email
○ RE Portal
○ *Update* Newsletter
○ Other, please specify_____

Have you utilized the new **Employer Toolkit** to assist your employees with benefit questions?

○ Yes
○ No

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".

You selected **"Not helpful"**. Please provide more detail on why you did not find the resource helpful.

_____

You selected **"Somewhat helpful"**. What about the new **Employer Toolkit** did you not find helpful? Do you have any suggestions for how the **Employer Toolkit** could be improved (Please limit your response to 1500 characters)?

_____

How long have you been in your current position?

- ○ Less than one year
- ○ One to two years
- ○ More than two years

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

_____

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?

_____

About Elite Research, LLC

In 2024, Elite Research, LLC celebrates 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.