



REPORTING EMPLOYER SATISFACTION SURVEY



2026 Report



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Executive Summary

The Teacher Retirement System (TRS) Reporting Employer Satisfaction Survey (RESS) is designed to provide critical feedback on its services provided to Reporting Employers (REs). Each year, REs are provided with the opportunity to evaluate TRS services and give feedback on the Reporting Employer Portal (RE Portal or Portal), their interactions with TRS Reporting Employer Coaches (RE Coaches or Coaches), and overall TRS system are functioning from the RE's perspective. This information is used to improve the services TRS provides to REs, monitor standards of quality in services, and identify areas with opportunities for improvement.

In this year's survey, the initial population of contacts provided by TRS included 1,335 REs. As a result of the same RE contact potentially representing multiple REs, as well as some REs having multiple RE contacts, TRS provided Elite Research with 5,197 unique email addresses. One hundred and eight (108) email addresses unsubscribed either through the survey collection tool or via email and four hundred and seventy-three (473) were returned as a hard-bounce (a permanent failure in email delivery, meaning the message will never reach the recipient, usually occurs because the email address is invalid, or non-existent). Of those that reported they were not the correct contact, one hundred and two (102) new RE contacts were identified and invited to take the survey. For emails that were not delivered due to an invalid email address, as well as for individuals who did not respond, the individual was called (up to three times) to obtain an updated email, provide a new contact person, or asked to complete the survey. This outreach was conducted as an effort to improve response rates.

The final results from the 2026 survey were based on 1,253 individual respondents representing 1,080 REs. For comparison, the final results from the 2025 survey were based on 1,103 individual respondents representing 990 REs. Overall, the response rate to the survey of represented REs increased from 74% in 2025 to 81% in 2026. In other words, 81% of REs with at least one contact with a valid email address completed the survey in 2026.

Overall satisfaction with TRS grew in 2026 as overall quality ratings remained consistent with the previous two years. There was great progress made in improving satisfaction with most TRS resources and most types of TRS communication. The change made in 2023 to reduce the standard business response timeline to 24 hours has resulted in nearly all REs finding the standard reasonable and nearly all REs receiving responses from their RE Coaches within 24 hours. REs continue to have the highest satisfaction with the quality and dimensions of their RE Coaches (compared to TRS overall, TRS communications, TRS resources, etc.) although ratings for Coaches dropped for nearly all items in 2026. There were limited differences in satisfaction ratings depending upon whether REs primarily contacted their Coach during reporting deadlines or outside of reporting deadlines. REs want a quicker response time, particularly around reporting deadlines, as they are concerned about making the deadline if they are still waiting to hear from their Coach.

Overall Satisfaction with TRS and Quality of Service Ratings are Converging: For the first time, the majority of REs were "Very Satisfied" with the agency overall (53%) in 2026. Satisfaction with the quality of services remained comparably high to the previous two years in 2026 with the majority again "Very Satisfied" with overall quality (57%) and 92% "Satisfied" or "Very Satisfied" with the quality of overall service provided by TRS as an agency.

The One-Day Standard Response Time is Reasonable and is Consistently Met by Coaches: Nearly all REs indicated that the one business day standard response goal was reasonable (95%). Similarly, 89% reported receiving responses from their RE Coach within 24 hours and more than three-fourths responded that their RE Coach resolves their issue within 24 hours on average.

More REs are “Very Satisfied” than “Satisfied” with TRS Communication Elements and the RE Portal:

There was a notable shift from greater numbers of REs “Satisfied” with communication elements in 2025 to more REs “Very Satisfied” in 2026 across all TRS communications (toll-free telephone access, call transfers, access to a live person, and email) and RE Portal communication measures. Growth in 2025 continued into 2026, such that the majority of REs are now “Very Satisfied” with toll-free telephone access (50%), access to a live person (50%), and email (55%). While the largest groups of REs were still “Satisfied” with the TRS Website RE Section components, the greatest increases in “Very Satisfied” levels across all TRS communications items were for the two website components.

Satisfaction Improved for Nearly All Resources: Greater percentages of REs were “Very Satisfied” with all TRS resources used by at least 40 contacts in 2026 compared to 2025 levels. While the majority of REs using TRS resources continue to be “Satisfied” with resources, the gap is closing between “Very Satisfied” and “Satisfied”. More than one-third of REs are “Very Satisfied” with the *Update* newsletter, TRS emails, RE Portal Training Videos, Payroll Manual, File Formatting Guide, RE Portal Certification Guide, Error and Warning List, and the Error Resolution Guide. Frequencies for using TRS resources remained consistent with 2025 trends with the largest use indicated for TRS Emails, *Update* Newsletter, Payroll Manual, and Error and Warning List. All other resources were used by less than half of the REs surveyed. The Error and Warning List was frequently mentioned in the open-ended questions, as REs noted issues with the notifications and coding. While some individuals appreciated the newsletter and found the information they received was enough, one individual requested that they be able to download the newsletter for future reference.

Contacts Continue to Rate RE Coaches Highest: REs value their RE Coaches. Greater percentages of REs were “Very Satisfied” with RE Coach quality, RE Coach personal traits, knowledge, and all dimensions of service than with TRS quality, TRS satisfaction overall, and all other satisfaction measures. Ratings tapered off for most RE Coach measures compared to 2025; however, approximately two-thirds of REs were “Very Satisfied” with overall quality of Coach service (67%), personal ratings (69-72%), and dimension of service (56-68%).

Coach Contact Trends Remain Consistent: REs continued to contact their RE Coach mainly to report errors and seek assistance with overrides. Nearly identical to 2025, the majority of REs primarily contact their RE Coach during reporting deadlines (55%) compared to outside of reporting deadline needs (9%). There were few differences in satisfaction ratings depending upon contacting RE Coaches during or apart from reporting deadlines. REs also noted that they would prefer to meet with their Coach via phone rather than email but indicated that the information they received was not helpful. Open-ended responses showed that REs were primarily contacting their Coach to ask specific questions on situations they had not dealt with before, while others shared that they had questions about their employees or errors made in the reporting.

Training Attendance is Dropping Again: Training attendance decreased annually in the three years following Covid before a drastic jump in 2024. Training has decreased each of the past two years dropping from 64% in 2024 to 58% in 2026.

No Clear Preferred Training Methods: There are multiple approaches to how REs prefer to receive training material. Expanded question options in 2026 allowing for analysis by ranked order revealed that the greatest numbers of REs prefer training materials to be delivered written online (36%), and yet it is third most frequently selected method when evaluating methods ranked anywhere in the top three (68%). Conversely, recorded videos are third most frequently ranked as the top-ranked preference for receiving training material (23%) and yet is the most frequently ranked choice anywhere in the top three (85%).

Live online interactions, such as webinars, have the second highest percentage of being top choice and the highest percentage of second-ranked preferences.

Forward Strategy: Continued growth was achieved by TRS overall and in key communication and resource areas in 2026. Overall satisfaction with TRS increased notably while RE Coach ratings decreased despite being the highest rated TRS component. New and ongoing opportunities for improvement were revealed or confirmed. The push from “Good” to “Great” is a challenging and important pursuit with strong progress achieved and remaining in 2026. Continue practices that encourage a transition from satisfactory to exceptional, in RE perception. Several immediate opportunities are identified that provide growth opportunities for achieving higher levels of satisfaction from REs.

- Provide additional analysis or qualitative interviews/focus groups that classify the needs of REs creating common RE types and needs so that targeted initiatives or programs could be made to address these different needs.
- Maintain and expand on progress made moving REs from being “Satisfied” to “Very Satisfied” with TRS communication.
- Explore rationale for decrease in RE Coach ratings as overall satisfaction with TRS and TRS communications increased.
- Identify reasons for decreased training attendance and split training material preferences.
- Groups of questions continue to be strongly correlated with limited distinctions made across sets of questions about the same concepts (Coach qualities, dimensions of service, communication tools, etc.).

1 Methodology

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

The survey methodology for the 2026 survey was nearly identical to the 2025 survey; questions related to the employer toolkit were removed in 2026. Longitudinal results are presented where applicable and possible. Some conceptual changes in 2025 and 2026 prevent certain year-over-year comparisons or require additional context or limitations. Similar to prior years, TRS provided multiple email contacts in an effort to increase survey response rates, including multiple contacts for each RE (e.g., payroll contact, web administrator, and reporting official). As noted below, most REs had two unique email contacts available.

1.1 Data Collection

The initial contact list for the survey was provided by TRS and included 5,197 unique email addresses representing 1,335 REs, including public schools, charter schools, and colleges and universities. Although the survey was sent to various contact types, the survey methodology was designed to target payroll contacts. For REs without a payroll contact, a reporting official was substituted as the RE's contact. 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 to complete the survey. The invitations included language assuring potential respondents that their responses would remain confidential, and the survey results would only be used to improve TRS services. To ensure the invitation was sent to the appropriate person, the survey asked the recipients if they were the correct contact or to respond with the appropriate individual's contact information; the survey was routed accordingly.

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

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

1.2 Quality Review

A validity check of the data was conducted to ensure the highest quality of survey responses. Criteria included ensuring respondents took a reasonable amount of time to complete the survey, completed enough of the survey to provide meaningful content, and varied responses throughout the survey rather than selecting identical responses for all items. Respondents who completed the survey too quickly (less than two minutes), answered less than a third of the survey questions, or answered the same way across all items were removed from the final data. In addition, duplicate survey responses were removed from the survey. Out of the 1,334 respondents who began the survey, 1,253 respondents (94%) were valid for analysis and represented 1,080 organizations. For comparison, the final results from 2025 were based on 1,103 individual respondents representing 990 REs and results from 2024 were based on 888 individual respondents representing 822 REs. Overall, the survey response rate of represented REs increased from

74% in 2025 to 81% in 2026. In other words, 81% of REs with at least one contact with a valid email address completed the survey in 2026.

In survey research, response bias typically poses a greater concern than low response rates. Response bias refers to systematic differences between those who respond to a survey and those who do not, particularly in terms of their evaluations, attitudes, or behaviors. Therefore, the key factor in assessing a survey's validity is the representativeness of its respondents rather than the response rate itself. Table 1 illustrates the representativeness of the 2026 RESS by comparing characteristics of the survey respondents to population parameters derived from the original sample data provided by TRS.

Table 1 also includes a comparison of the original list of all RE emails provided by TRS (N=6,229) to individual survey respondents and to the organizations represented in the survey. The list increased almost five times in 2025, in comparison to 2024 (N=1,346). The increase was due to the inclusion of all the RE contact types (i.e., Web Administrator, TRS Active-Care Contact, Health Administrator, Head of Institution, HR Contact, Payroll Contact, Initial RE Contact, Reporting Official, Staff Contact, and Web Administrator). For the data included in column three (REs Represented), it should be noted that an individual can represent multiple REs. The first column of Table 1 (All Reporting Employers) presents data for all 6,229 RE contacts representing 1,335 REs. The second column (Survey Respondents) presents data for RE contacts who validly responded to the survey (N=1,253). The third and final column (REs Represented) presents data for REs represented by the survey (N=1,080). The same individual respondent may represent multiple REs (n=329).

Finally, Table 1 shows the survey respondents by RE Coach color. REs working with higher education institutions are underrepresented in the 2026 sample with only roughly one-third the REs from these institutions responding. There are only minor differences between the REs represented by survey respondents (N=1,080) and all 1,335 REs on these key characteristics. This result increases the confidence that the final results reflect the larger population of REs as a whole.

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

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

Results are presented for the full 1,253 sample rather than the 1,080 unique RE Numbers represented. The majority of REs are represented by a single respondent (86%). No REs were represented by more than 3 survey respondents.

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

	All Reporting Employers		Survey Respondents		REs Represented	
	Count	%	Count	%	Count	%
RE Coach Color						
Aqua	410	6.6	67	5.3	57	5.3
Blue	320	5.1	60	4.8	54	5.0
Bronze	178	2.9	39	3.1	36	3.3
Brown	270	4.3	62	4.9	56	5.2
Copper	174	2.8	38	3.0	33	3.1
Coral	327	5.2	72	5.7	64	5.9
Gold	175	2.8	34	2.7	30	2.8
Gray	312	5.0	71	5.7	54	5.0
Green	309	5.0	63	5.0	55	5.1
Ivory	339	5.4	65	5.2	61	5.6
Navy	337	5.4	72	5.7	64	5.9
Olive	356	5.7	73	5.8	62	5.7
Orange	358	5.7	67	5.3	55	5.1
Pink	339	5.4	71	5.7	56	5.2
Purple	376	6.0	78	6.2	57	5.3
Ruby	368	5.9	75	6.0	67	6.2
Silver	179	2.9	47	3.8	40	3.7
Tan	132	2.1	29	2.3	27	2.5
Teal	381	6.1	64	5.1	58	5.4
White	268	4.3	45	3.6	40	3.7
Yellow	321	5.2	61	4.9	54	5.0
RE Type						
Higher Education	968	15.5	123	9.8	81	7.5
Public Schools	5261	84.5	1130	90.2	999	92.5
Years of Experience						
Less than one year	-	-	129	10.3	90	8.3
One to two years	-	-	200	16.0	163	15.1
Three to five years	-	-	259	20.7	242	22.4
More than five years	-	-	665	53.1	585	54.2
Total	6229	100.0	1253	100.0	1080	100.0

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

2 Survey Results

2.1 Overall Quality

The initial survey question prompts respondents to provide a rating on overall satisfaction with TRS services in order to capture an immediate reaction. The specific question wording is listed as follows:

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

Figure 1 displays the longitudinal comparison of the 2026 results with the previous two years. Results for 2026 are nearly identical to overall quality ratings from the previous two years. The majority of REs (57%) continue to be “Very Satisfied” with the overall quality of TRS services compared to 58% in 2025. The number of respondents who indicated being “Satisfied” increased in 2026 (35%) from 2025 (33%). Less than 10% indicated they were “Neutral” (6%) or “Unsatisfied” or “Very Unsatisfied” (2%) with the overall quality. A total of 92% of REs were “Satisfied” or “Very Satisfied” with the quality of services. This combined satisfaction is consistent with the past two years.

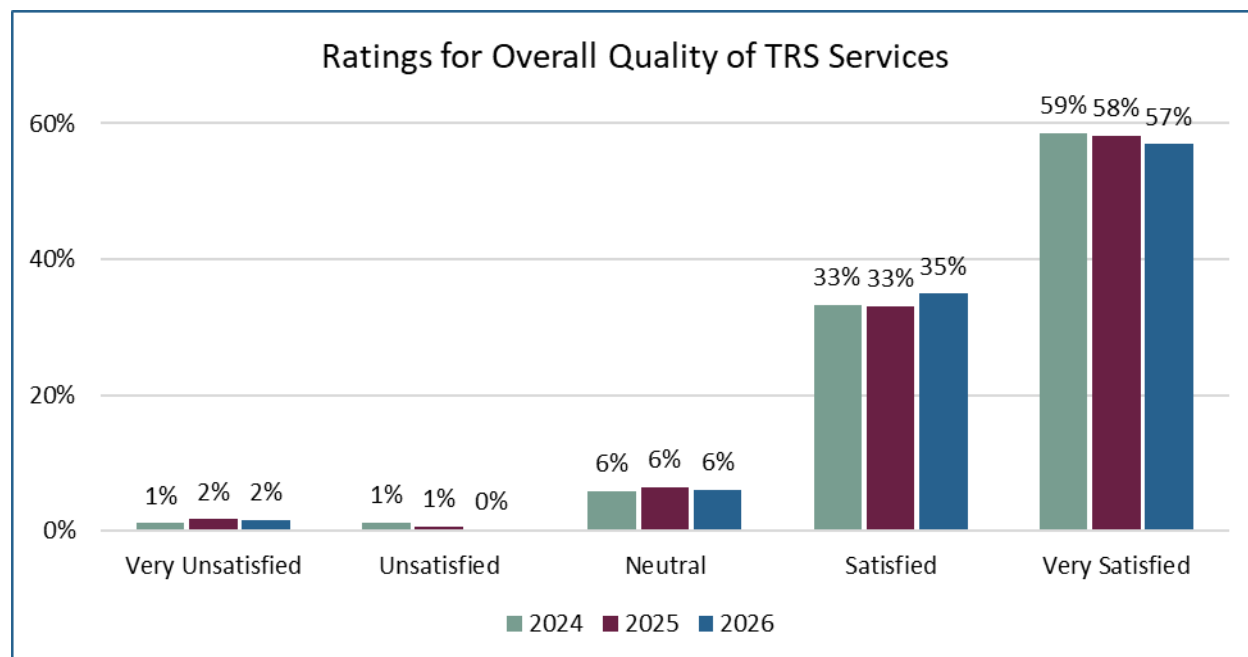


Figure 1: Ratings for Overall Quality of TRS Services

Trends have shifted over time regarding how REs from different institution types rate TRS. In 2026, RE contacts representing public schools have comparable ratings for the overall quality of service with marginally higher overall satisfaction with TRS ratings than RE contacts representing higher education institutions. RE contacts representing public schools have comparable ratings for TRS overall quality of service (Mean=4.47, $SD=.77$) as do RE contacts representing higher education institutes (Mean=4.38, $SD=.62$). The difference in overall satisfaction with TRS stratified by institution is more pronounced (Public School: Mean=4.42, $SD=.77$; Higher Education: Mean=4.28, $SD=.64$), while still not reaching statistically significant levels, ($p > .1$). On average, RE contacts from both institution types increased their overall satisfaction with the agency compared to 2025.

When asked about how they rated their overall service satisfaction, some respondents selected that they were very unsatisfied or unsatisfied and were asked to elaborate on their selection with an open-ended

response. Of these comments, almost half of them (45.5%) noted that the website was not user friendly or needed to improve the speed of the website. Almost thirty percent (27.3%) of responses mentioned issues with communication, such as inconsistent communication between TRS, RE Coaches, and employees, while another 27.3% were unsatisfied with response times, noting that they were slow and unhelpful.

- *When district employees call TRS, they are often referred to us to answer questions. The call center tells our employees that we aren't providing information, instead of telling them the district sends a report by a certain date with all of the information. I need more than 500 characters.*
- *The site is slow to process files, the UI is outdated, and it is difficult to use*
- *Processes are unduly burdensome, demanding, and inefficient creating excess labor costs and challenges for agencies.*
- *Response times are slow. It's hard to reach anyone by phone when you have an urgent matter.*
- *Response times from RE coaches are long and often we are needing to follow up for updates (5+ business days after) when we were told updates would be sent to us. Support is often times unhelpful and/or ineffective.*

The second question of the survey asked respondents to rate their overall satisfaction with the agency. Prior to 2025, this question was phrased as the overall “experience” with TRS. The recent terminology change maintains the essence of this question historically. Results were compared longitudinally despite this change. For the first time in recent history, the majority of REs reported being “Very Satisfied” with TRS. Combined satisfaction (“Very Satisfied” plus “Satisfied”) has hovered around 90% for the past three years with 91.2% “Very Satisfied” or “Satisfied” in 2026. These results presented in Figure 2 are similar to those presented in Figure 1. Ratings for quality of service and overall satisfaction continue to be highly correlated ($r=.68$) This suggests that ratings of overall services largely correspond with ratings of one’s satisfaction with the agency.

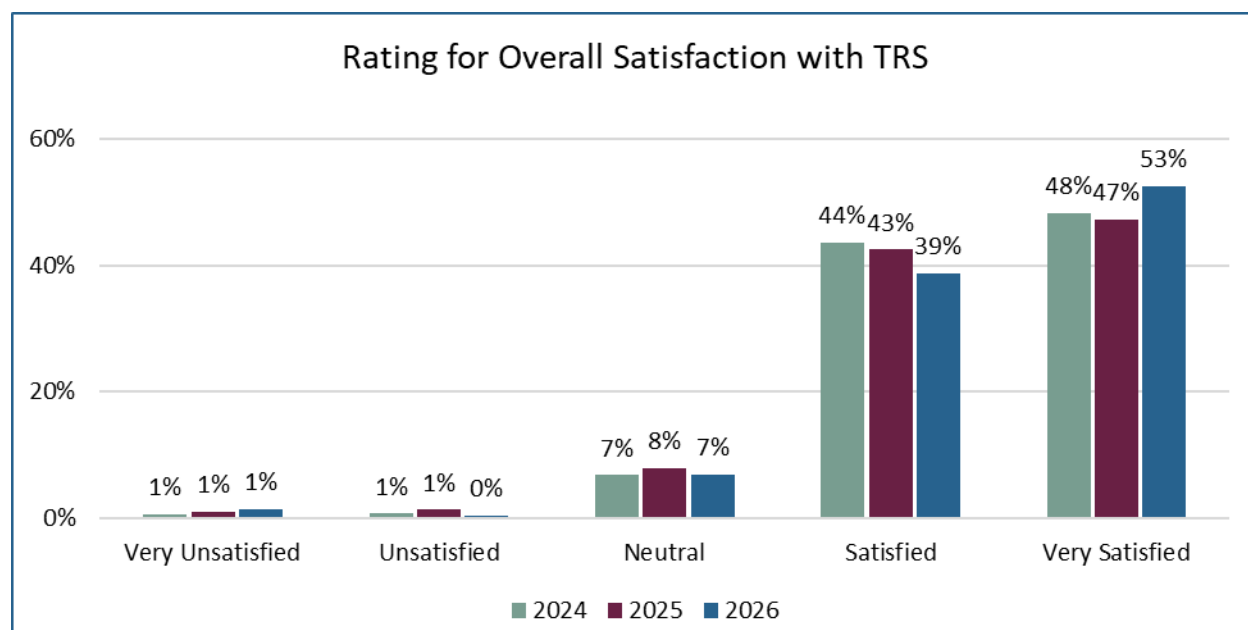


Figure 2: Rating for Overall Satisfaction with TRS

When asked about how they rated their overall satisfaction with the TRS agency, some respondents selected that they were “Very Unsatisfied” or “Unsatisfied” and were asked to elaborate on their selection with an open-ended response. A quarter of responses (25.0%) discussed RE Portal, program, and software issues as their reason for dissatisfaction. For 18.8% of responses, they were unsatisfied with the communication they received, while another 18.8% were unsatisfied with the issues that occurred with reporting. Availability of RE Coaches was also a reason for dissatisfaction from 18.8% responses, while 12.5% of comments stated that the reporting deadlines were unreasonable.

- *While your employees are great when answering questions, the system itself is very hard to navigate and understand. The deadlines set by TRS do not concede with many payroll dates/deadlines. Trying to determine when employees should and should not be contributing is nearly impossible with your system thus requiring consistent adjustments and additional workloads.*
- *We have to stop working in the portal at 7:00 pm because the agency has to shut down for nightly maintenance, meaning we have to wait until the next day to continue working. Often, the coaches take time off at the end of the grace period, leaving us to work with whoever might respond to the reporting email. They are very helpful, but don't know the history of certain issues.*
- *The expectations placed on the District staff are unreasonable. I said last year, and I'll say again this year, it is unreasonable to have funds submitted by the 6th of every month without having ample time to review each employee is correct. The email inbox is terrible. The changing of TRS Coaches doesn't benefit the District. The lack of communication between TRS departments is zero. Why do I have to report sub days when if a sub wants those days to count then we also have to submit a form?*
- *The file processing time and the required surveys*

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 Reporting Employers?” This is asked early in the survey and immediately following the ratings questions to elicit unstructured “top of mind” responses. Overall, 35% (n = 439) of the 2026 survey respondents (N = 1,253) provided a specific response to this item.

To analyze the results, each comment is evaluated and coded according to themes present in the individual’s answer. Responses were coded into categories. For example, a respondent might note the need for quicker response times from TRS while also questioning the reporting deadlines. The categories identified were based both on previous year’s survey results and Elite Research’s close reading of the responses in the 2026 survey. In Table 2, the number of open-ended comments coded to each theme in the individual responses are presented. It is important to note that each percentage represents those who responded to this question rather than the percentage of total survey respondents. The most common coded themes included: (1) improve TRS’ response times, (2) provide better communication to REs, (3) make technical changes, (4) improve the RE Portal, and (5) provide better quality instructions.

Of the open-ended responses, while several of the categories were similar to those expressed in previous years, the order shifted significantly. In 2025, the top theme found was “Extend/Flexible Deadlines”, but in 2026, the top requests were to improve response times and provide better communication (both themes with 11.2% of total responses). Beyond improving response times, suggestions on improved communication included to ensure consistency and accuracy in the information provided to REs and

providing deeper and clearer instructions on how to correct errors. Improving the RE Portal was a higher priority than making overall technical changes last year, but this year, the two flipped with Make Technical Changes at 5.9% of responses and Improve the RE Portal at 5.1%. The request for providing better quality instructions also moved up this year, as it was 2.4% of responses in 2025 and 4.7% in 2026. Representative comments on the five most common themes are included below.

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

Response Category	Count	%
Number of Unique Members that Responded to Question	439	
Improve Response Times	55	11.2%
Provide Better Communication to REs	55	11.2%
Make Technical Changes	29	5.9%
Improve the RE Portal	25	5.1%
Provide Better Quality Instructions	23	4.7%
Keep Coach for Extended Period of Time	22	4.5%
Improve Access to Coaches	21	4.3%
Extend/Flexible Deadlines	10	2.0%
Change Requirements	6	1.2%
Provide Training/In-Person Training	5	1.0%
None/NA	238	48.7%
Total	489	100.0%

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

2.2a Improve Response Times

Of those who offered a suggestion for improving TRS services, 11.2% noted the need to improve response times. Many REs noted that faster response times are needed, particularly around report deadlines, and some suggested implementing an online chat or more thorough instructions to help save time. They also noted that the Coaches need to have more understanding of TRS and the reporting processes overall to help speed up the response time when REs reach out to the Coaches.

- *Response speed needs to be faster & TRS RE Coaches needs to be subject matter experts in all things "TRS".*
- *Maybe have an online chat instead of waiting for a response since the reports have deadline dates.*
- *Respond sooner if we have a deadline that we are trying to meet.*
- *Quicker responses to emails. Since we only have a few business days to submit reports and payments it doesn't make sense that it could take "up to 48 hours" to get a response.*
- *Quicker response times if possible. I've had Coaches that give you detailed/step-by-step instructions that is very helpful and time saving - really like that!*

2.2b Provide Better Communication to REs

Comments about better communication made up 11.2% of responses and generally focused on the need for clearer information from RE Coaches. REs also pointed out that Coaches should thoroughly review what REs send, as they think that the RE Coach does not fully grasp what is being asked or fails to notice included documents, resulting in the need for REs to resend materials. Some REs also indicated that accessing Coaches should be easier, noting that they had to go through too many steps to reach them. Others stated that when they contact someone, they are met with frustration or disinterest in their concerns or questions.

- *The services coaches provide are generally good. There's times I wish they would read the entire message we have sent from the LEA so we don't waste time providing information that we've already sent or receiving a response that doesn't answer our true question. Other than that, it's nice knowing we will hear back from our coach within 24 hours when we have a question. They are generally very helpful.*
- *That they would be able to tell us exactly what is wrong and why instead of giving us examples to try and figure it out. I report for only 5-6 employees that are in TRS. I do not work for an employer, in which all or most of the employees are contributing, and would have to know all the ins and outs of TRS. I just report the RE report. My knowledge is very limited. So, concrete help would be appreciated. Especially, when contracts are updated and how to enter that on an RE report.*
- *Sometimes the responses given by the representatives are not clearly understood, and it's probably due to how they are trained to answer to protect themselves. However, because of that sometimes the responses are not very clear.*
- *My coach expects me to reach out only through email. I like to make a quick phone call or use the chat. I also do not have an extension number for her. Only one time I have called and reached her directly.*
- *I wish that TRS RE Coaches could give information regarding retirement questions in general. If you call the TRS phone# with general questions as an RE, it seems that they are not willing to help. I have had this exact scenario happen multiple times. After I give my SSN, because it is required, and then the TRS Rep finds out that I am not asking about my own retirement, but have general questions, I can clearly hear the frustration, and I pick up on the unwillingness to help.*

2.2c Make Technical Changes

Nearly 6% (5.9%) of the comments focused on the need to make technical changes to improve how REs handle reporting or request assistance. Some suggestions they provided include updating how quickly the system prompts errors and reducing the number of secured or encrypted emails. Some REs praised the addition of the chat feature but wanted to access at all times or at least for longer windows, while others requested a chat feature in the Portal.

- *The chat feature has been a welcome addition, but I do wish it was available at all times.*
- *Response deadlines. I would love to see a live chat option within the portal instead of emailing back and forth. Usually when some needs to speak to their coach it is for a question right then.*
- *I do not understand why the System will not alert on the initial submission for an employee who is flagged as part-time or less on an ED but then is reported with half-time or more hours. It does not flag until months later.*

- *Every email should not require a secure message if no confidential information is included in the email.*
- *Communicating over encrypted emails is difficult to manage. It makes it hard to login, find previous communication, etc. There has got to be a better way to work with coaches.*
- *Portal open longer and the chat feature to be available*

2.2d Improve the RE Portal

Comments about the need to improve the RE Portal, made in 5.1% of responses, note that the Portal is difficult to navigate, and the terminology is difficult to understand. They also note that the way options are phrased are often very similar, causing confusion about which options to select. REs report that the report validation process takes too long and that the Portal seems overloaded during reporting time periods.

- *The TRS re-portal validation times are way too long. Sometimes a report comes back rejected but will stay locked for validation for over 30 minutes. The time that I wait on opening my reports once they are submitted are not ideal. Seems like the portal is overloaded on work days and works much smoother on the weekends when there aren't as many people submitting reports. Reports come back within minutes on weekends. TRS should look into addressing that.*
- *The coach is fine. It is the portal and deadlines and downtime of portal during peak operating times.*
- *Less steps, less confusion. Better terminology. More user friendly website. Everything is so wordy, it's like TRS is trying to make it difficult.*
- *I wouldn't change anything about the people, but the reporting could use a little help. The most trouble I have is deciding which category to apply the payments to each month. The wording of them is so close. If you can number them or have some identifying maker other than just the description, would make my job just a little easier.*
- *I really like our Coach, [REDACTED]. Very helpful. The report validation is very slow and why do you have to do maintenance every night? Larger districts(I report over 8,000 employees a month) need more time.*

2.2e Provide Better Quality Instructions

Nearly 4.7% of the comments focused on improving the quality of instructions provided by RE Coaches and TRS, as REs suggested providing more detailed checklists, walkthrough documents, or training on the reporting process and resolving errors. Many REs do not receive all of the steps needed to resolve an issue or encounter too many steps in the process.

- *That they would be able to tell us exactly what is wrong and why instead of giving us examples to try and figure it out. I report for only 5-6 employees that are in TRS. I do not work for an employer, in which all or most of the employees are contributing, and would have to know all the ins and outs of TRS. I just report the RE report. My knowledge is very limited. So, concrete help would be appreciated. Especially, when contracts are updated and how to enter that on an RE report.*
- *sometimes it would be helpful to provide a deeper explanation on why an error occurs or how to fix it*

- Offer checklists or walkthrough documents tied to common employer questions. Share annotated examples when explaining corrections. Moving from reactive to proactive support. Increasing clarity and consistency. Reducing repeat errors. Strengthening long-term relationships. Improving employer confidence and compliance
- My TRS RE Coach does a great job about getting back with me when I have a question or issue. However, when there is an issue I don't always know ALL the steps to correct the issue. The one thing that I wish could be changed is that when steps are given to resolve an issue is to give all the steps needed from start to complete.
- Less steps, less confusion. Better terminology. More user friendly website. Everything is so wordy, it's like TRS is trying to make it difficult.

2.3 Contact with Reporting Employer Coach

RE Coach contact reasons and needs vary greatly depending on the timing of contact with TRS. RE Coach contact was evaluated in a new manner in 2025 and again in 2026 to capture feedback related to how contact correlates to reporting deadlines in order to understand differing needs depending on timelines of typical communication. The specific question wording is as follows:

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

Results from 2026 are nearly identical to 2025. The majority of respondents reported contacting their RE Coach during reporting deadlines (55%), while only (9%) reported contacting their RE Coach unrelated to or outside of reporting deadlines. More than a third of respondents (36%) reported they contacted their RE Coach “Both” during and outside of reporting deadlines (Figure 3). All percentages are within +/-1% of 2025 levels.

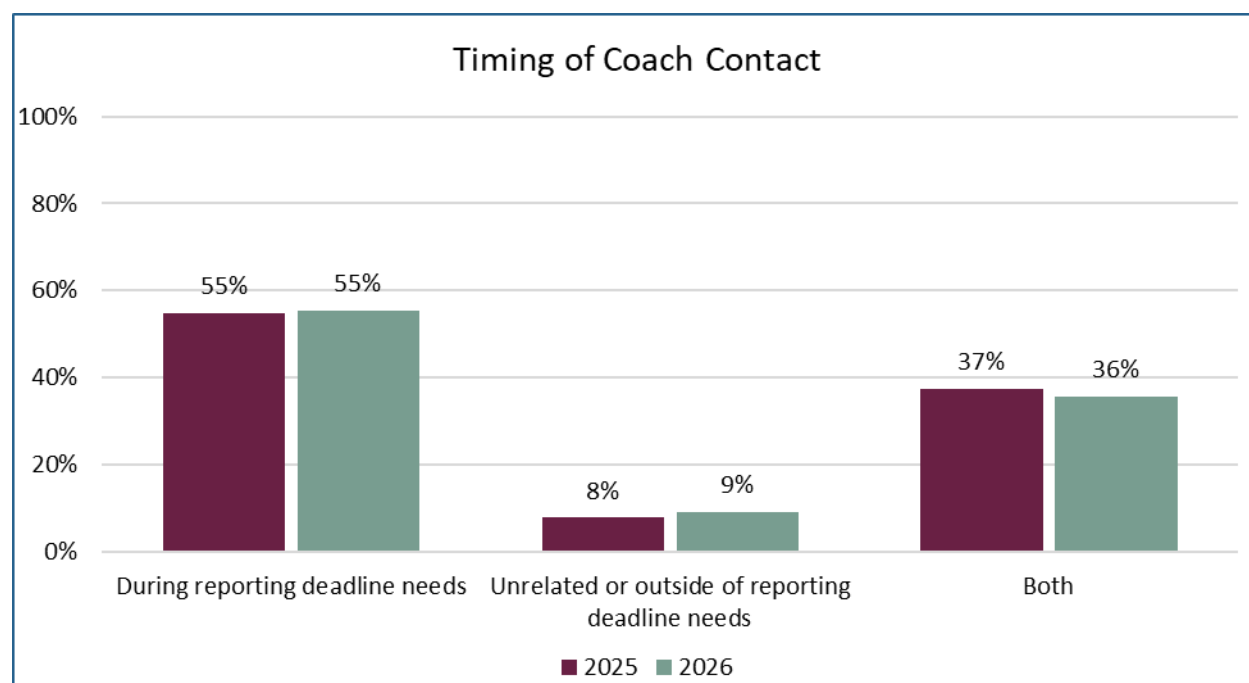


Figure 3: Timing of RE Coach Contact

Figure 4 displays the timing of RE Coach contact split by institutional type to explore differences in when public school and higher education REs contact their RE Coach. Results compared to 2025 are nearly identical to 2026 for public school respondents where the majority of REs continue to contact their RE Coach during deadlines (57%). The majority of respondents representing higher education institutions again indicated that they contacted their RE Coach “Both” during reporting deadlines and unrelated to reporting deadlines (51%). While this was similar to 2025 when 54% reported contacting their RE Coach during “Both” timeframes, the percentage of REs representing higher education institutions contacting their RE Coach during reporting deadline needs dropped from 42% in 2025 to 33% in 2026. This shift was offset by an increase in REs reaching out to their RE Coach unrelated to reporting deadline needs (2025: 5%; 2026: 16%).

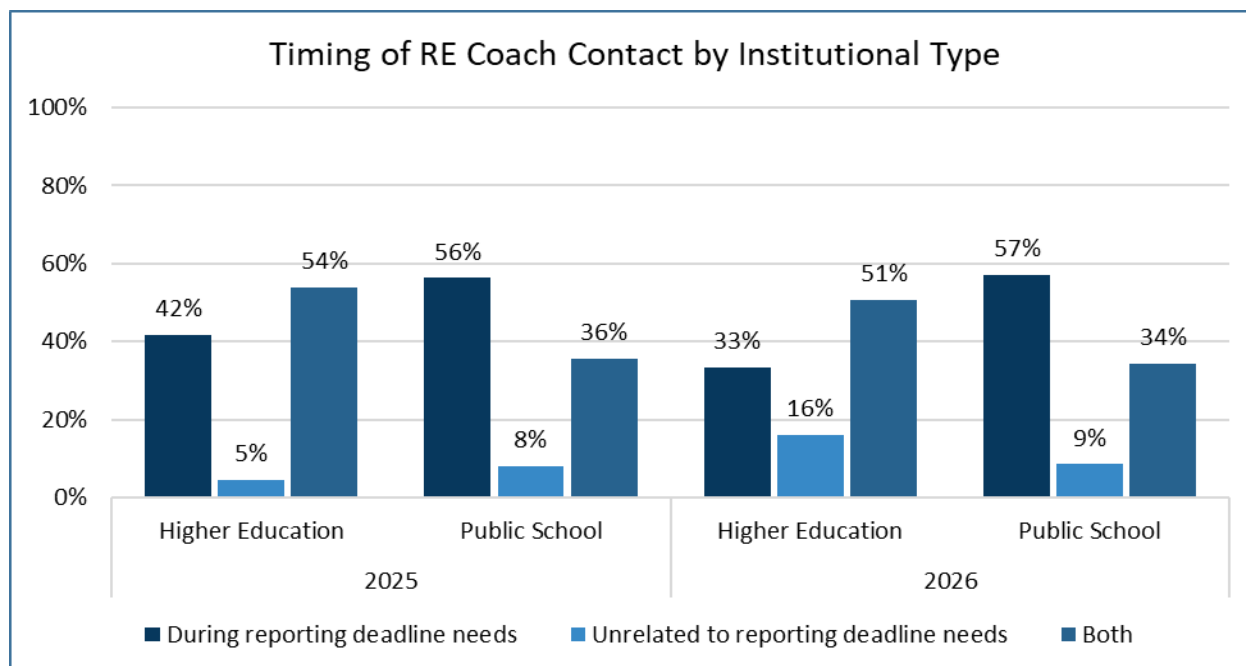


Figure 4: Timing of RE Coach Contact by Institutional Type

When asked about the reasons for contacting the RE Coach, a little over thirty percent of responses (31.9%) noted the reason for contacting their Coach was to ask about errors, overrides, or adjustments they needed assistance with. For 20.5% of responses, they were looking for general assistance, questions, or clarification from their Coach. A little over thirteen percent (13.1%) had questions regarding the reporting process, while another 9.6% needed assistance with retirement questions. A little over seven percent (7.8%) were reaching out to their Coach with employee-specific questions. Representative comments on the five most common themes are included below.

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

Response Category	Count	%
Number of Unique Members that Responded to Question	371	
Errors/Overrides/Adjustments	187	31.9%
General Assistance/Questions/Clarification	120	20.5%
To Submit Reports/To Report Questions	77	13.1%
Retirement Questions	56	9.6%
Employee Questions	46	7.8%
Eligibility	37	6.3%
Certifications	29	4.9%
Verification of Information	20	3.4%
Warnings	4	0.7%
State Minimum Questions	4	0.7%
None/NA	6	1.0%
Total	586	100.0%

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

2.3a Errors, Overrides, and Adjustments

For the 31.9% of responses that noted reaching out to their Coach about errors, overrides, and adjustments, REs specifically noted reaching out for overrides or adjustments that they could not resolve on their own. Many also noted that they reached out about errors that they caused due to still being new to the reporting process.

- *When TRS counselor give our district employee conflicting information and have to verify with our coach. ED, RP, ER and Override issues we are not able to resolve on our own.*
- *When we have questions about errors on the reports at submission or general questions.*
- *When I receive errors while reporting or have first time questions I am uncertain of an answer and need clarity.*
- *Typically for corrections that need override for Retirement certifications*
- *Reporting errors that I am unsure how to resolve or cannot resolve without the assistance of the coach.*

2.3b General Assistance, Questions, and Clarifications

For the 20.5% of responses that noted general assistance, questions, or clarifications as the primary reason for reaching out to their RE Coach, REs specified that it was typically when they came across an issue that was new to them or they were unfamiliar with. They also noted reaching out for technical problems and general eligibility clarification. For some, they noted trying to work through the issue with every resource they had before reaching out to their Coach.

- *when a report won't complete and I don't know what is wrong*

- *We reach out to our coach for assist us with situations that are new to us or we are unfamiliar with. We attend the TRS training sessions and refer back to our notes when we have questions. After we have exhausted our resources, we contact our coach.*
- *We are both new in our roles here in Boyd ISD so we contact [REDACTED] for any questions we may have on TRS.*
- *To clarify if payments are TRS eligible - or if files on the TEAMS portal have trouble completing*
- *Technical questions as how to clear an error or handle a TRS problem I do not have clarity on.*

2.3c To Submit Reports and Report Questions

Comments about reporting questions, made in 13.1% of responses, specified that their primary reason for contacting their RE Coach was to receive help with understanding the reporting process or to walk through the submission process.

- *Reporting questions mainly. My coach helps me break down the different reports and explains the RE ledger*
- *Rarely, but usually in unusual reporting situations, such as prolonged LWOP situations.*
- *Mostly reporting questions, sometimes during the process and sometimes before I start.*
- *Most of the time when we require assistance with the monthly reporting*
- *If I have trouble getting reports to completed status or with worklists.*

2.3d Retirement Questions

Almost ten percent (9.6%) of comments about why RE Coaches were contacted mentioned needing guidance with retirement questions, including specific questions about retirement certifications. Most of the responses mentioned a need for support with retiree rehires and how to process their applications or reports.

- *Usually out of date retirees, people that left over 5 years ago and I can no longer enter dates for retirement or refunds.*
- *To find out about Retiree rehires, mainly as a sub*
- *Retirement cert questions, limbo retirees trying to work when their applications are still in process. TRS members working in multiple districts*
- *problems certifying refunds/retirement out unusual cases that require clarification*

2.3e Employee Questions

Comments about reaching out to the RE Coach for employee-specific questions were made in 7.8% of responses and generally focused on the need for questions about employees changing positions, unusual employee situations, or clarifying employee information.

- *When we have questions with an employee that is changing positions or come across something we are unfamiliar with and how to address it correctly.*
- *Usually, when an unusual situation happens with an employee.*
- *To clarify employee information or to submit reports as needed.*
- *Questions about specific scenarios with employees, requesting overrides on reporting, and fixing suspended records in reporting.*

2.4 Quality of Service Received by Reporting Employer Coach

REs rated their RE Coach on quality of service, various personal traits, and multiple dimensions of service. The initial question assesses the “Quality of Service” provided by their RE Coach. This question is as follows:

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

Respondents continued the historical trend of more highly rating their RE Coach quality and personality traits than rating TRS service and quality overall. However, this gap closed noticeably in 2026 as TRS overall quality measures increased (Overall Quality) or stayed consistent (Overall Satisfaction) and RE Coach scores dropped for quality of services and all five personal aspects. Despite this decrease, more than two-thirds of RE contacts remain “Very Satisfied” with the overall quality (67%) and all five personal measures with the percent of contacts “Very Satisfied” ranging from 69% - 72% for these items. The combined percentage of respondents “Very Satisfied” and “Satisfied” with the quality of service received by their RE Coach has remained steady between 91% - 92% in each of the past three years. Combined dissatisfaction (“Very Unsatisfied” plus “Unsatisfied”) with RE Coach quality remains under 3% again in 2026.

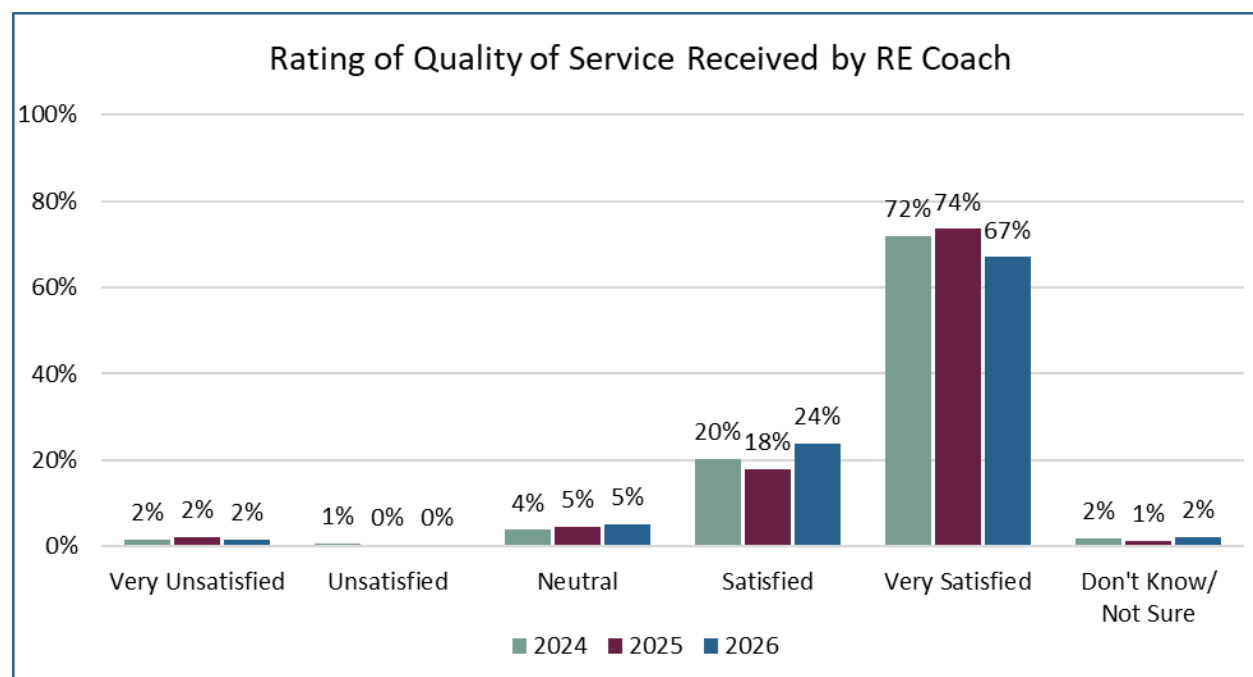


Figure 5: Rating of Quality of Service Received by RE Coach

Again in 2026, RE contacts representing multiple REs have nearly identical mean scores for the quality of TRS service ($Mean = 4.40, SD = .82$) as do RE contacts representing one RE ($Mean = 4.40, SD = .81$). Additionally, RE contacts representing one RE have nearly matched overall satisfaction mean scores ($Mean = 4.37, SD = .79$) as RE contacts representing multiple REs ($Mean = 4.39, SD = .77$). Results displayed in Figure 6 reveal that regardless of the number of REs represented, contacts have almost identical quality of service ratings for TRS.

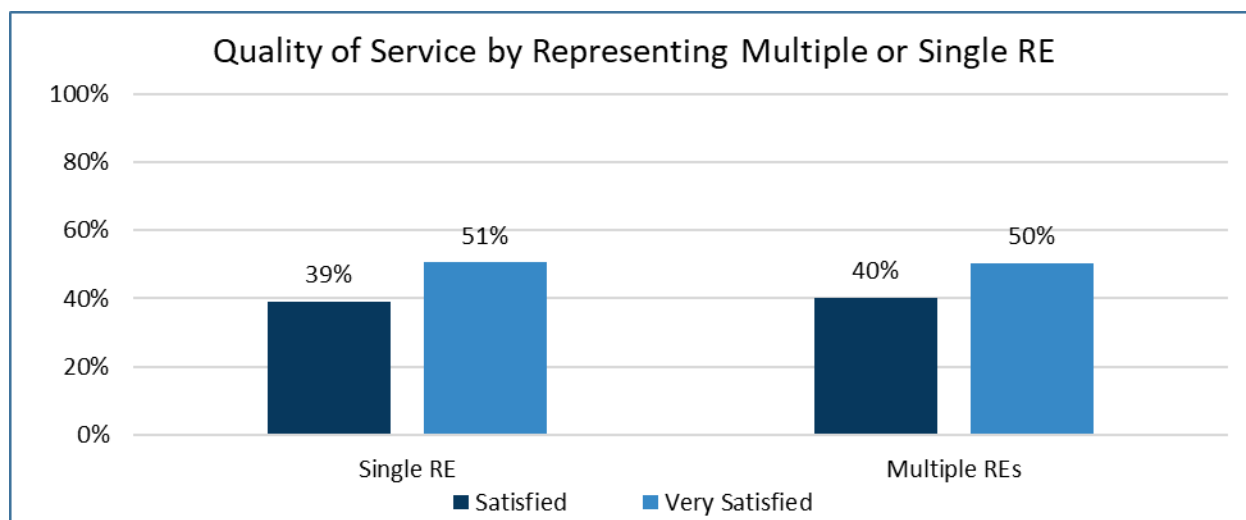


Figure 6: Rating of Quality of Service Received by Single RE and Multiple REs

When asked about how they rated the quality of service received from the RE Coach, eight respondents selected that they were “Very Unsatisfied” or “Unsatisfied” and were asked to elaborate on their selection. Of these comments, over half (60.0%) had noted that they were unsatisfied as they had issues with scheduling or connecting with their Coach. Some responses (20.0%) mentioned being dissatisfied because of incorrect information they were given. One individual (10.0%) stated that their Coach was unpleasant to work with.

- *We recently changed coaches and due to scheduling, I have had penalties twice since the coach switch and I hadn't had any of those in my 3 years with the college.*
- *Our current coach is very slow to respond on the rare occasions that we reach out. We often have to send a follow-up email. Past coaches have been very responsive and almost always responded within the day, if not within hours.*
- *Coach is hesitant to delay - corrections needed for a Retiree was delayed for over a month due to the lack of response and assistance that was needed. Override was needed for a correction from years ago and she provided incorrect information and did not respond for weeks on an update.*
- *I don't have a good way to put it in words. We do not have a mutual sense of respect for one another. I base that on our email interactions because I have never spoken to her in person.*

RE contacts rated their RE Coach on five qualities (courtesy, friendliness, knowledge of reporting requirements, knowledge of the RE Portal, and self-identifying by name). Results presented in Figures 7a-7e display results from the most recent three years. The percentage of respondents rating their experience across all dimensions as “Very Satisfied” decreased from 2025 to 2026 by 5%-6% for all five items. Combined satisfaction remained generally consistent suggesting a shift from “Very Satisfied” to “Satisfied” for certain respondents. Again in 2026, REs most highly rated their Coach identifying themselves by name (72% “Very Satisfied”) across these five measures. More than two-thirds of REs were “Very Satisfied” with each of these five elements of the RE Coach qualities (69%-72% each). Less than 10% of REs report being “Neutral,” “Unsatisfied,” or “Very Unsatisfied” with any of these items. These items are highly correlative (all $r > .89$ where 1 is a perfect one-to-one correlation) meaning that nearly all REs provide identical ratings for each of the five RE Coach quality items. This correlation implies that REs who identify their RE Coach as very courteous and friendly also consider them to be very knowledgeable about the RE Portal and reporting requirements, and vice versa.

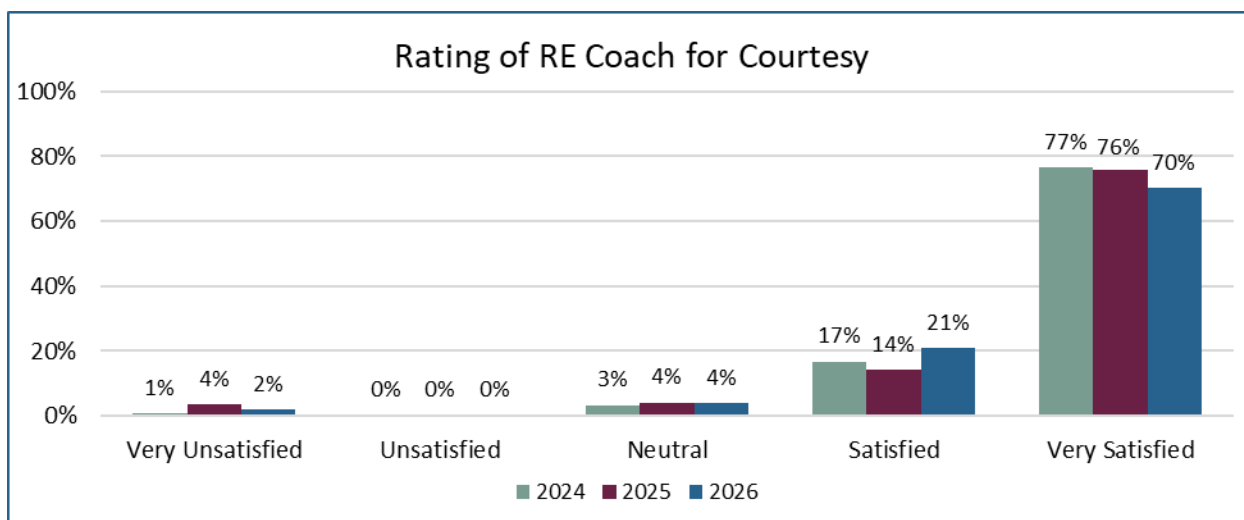


Figure 7a: Rating of RE Coach for Courtesy

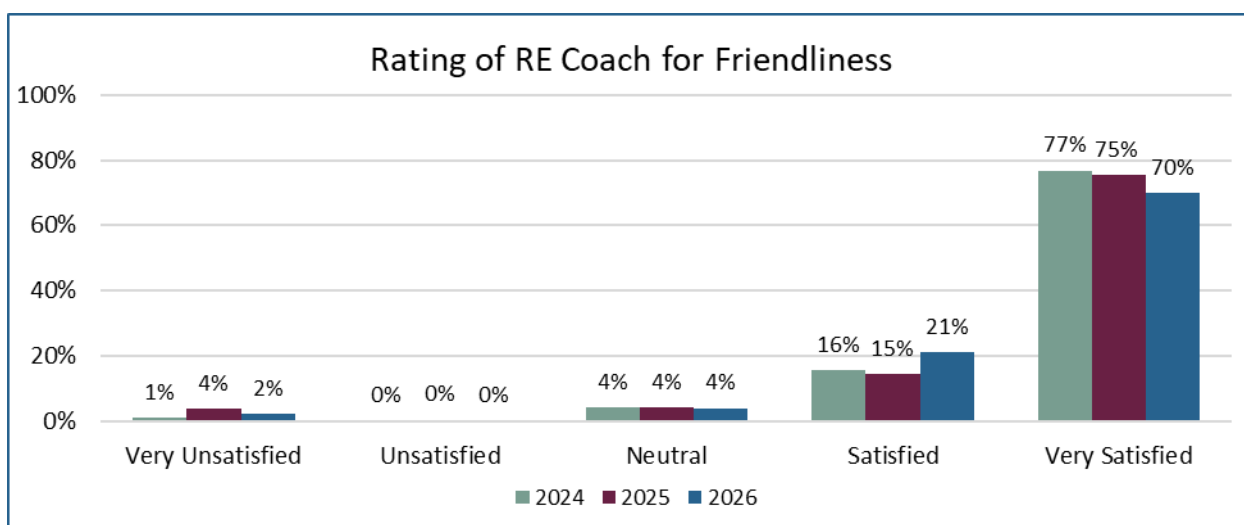


Figure 7b: Rating of RE Coach for Friendliness

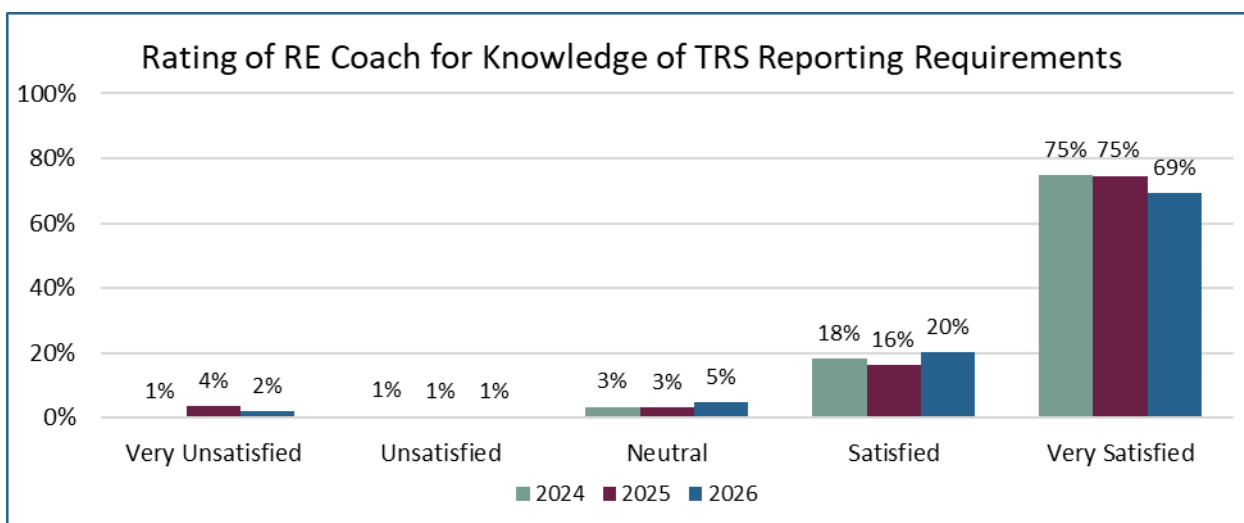


Figure 7c: Rating of RE Coach for Knowledge of TRS Reporting Requirements

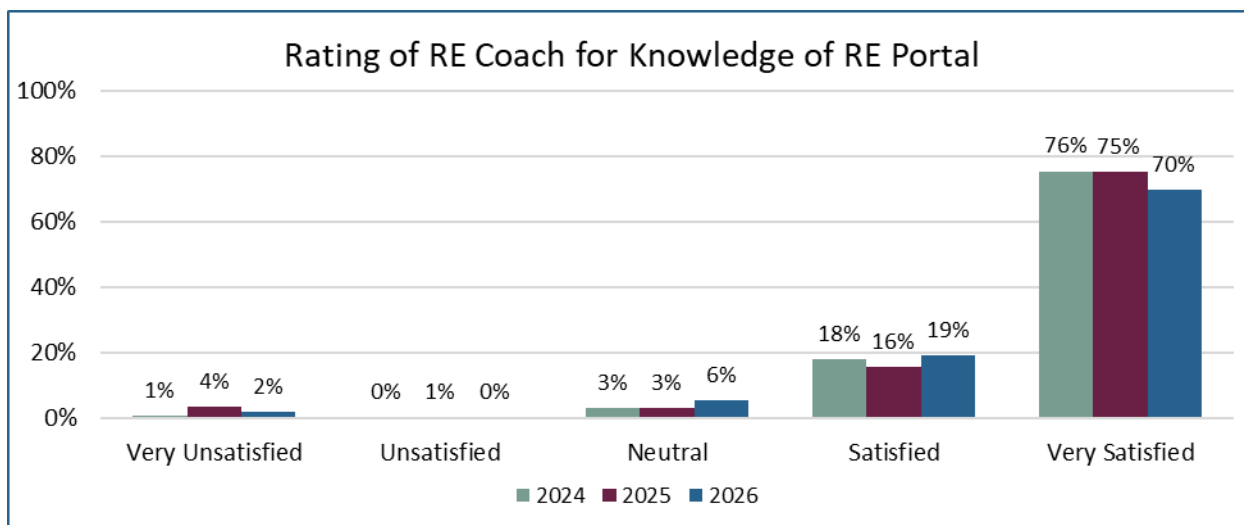


Figure 7d: Rating of RE Coach for Knowledge of RE Portal

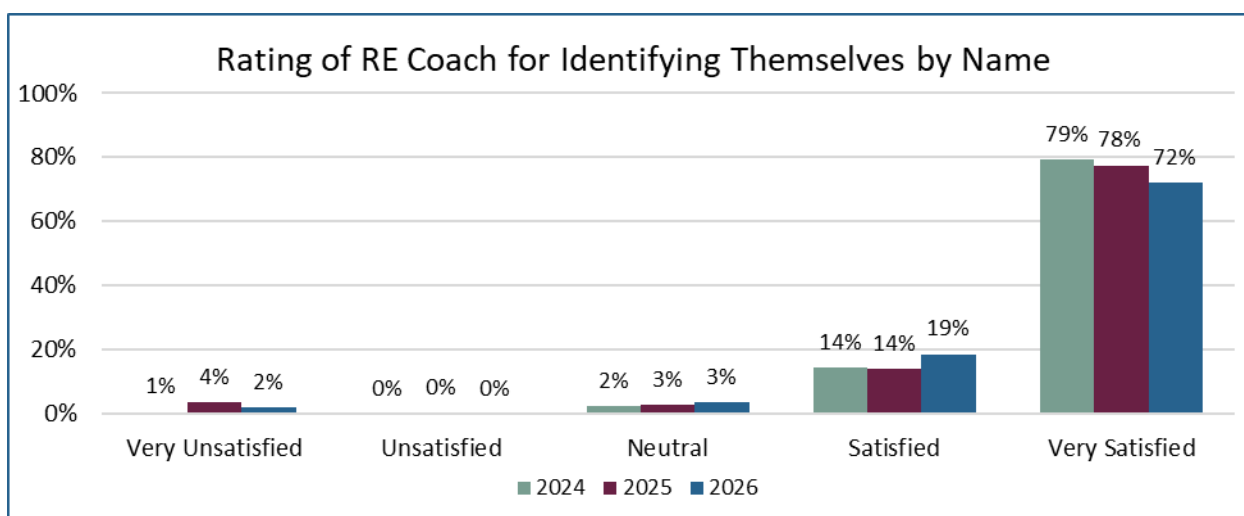


Figure 7e: Rating of RE Coach for Identifying Themselves by Name

When asked about how they rated the RE Coach on courtesy, friendliness, knowledge of TRS reporting requirements, knowledge of RE Portal, and identifying themselves by name, some respondents selected that they were “Very Unsatisfied” or “Unsatisfied” and were asked to elaborate on their selection. Of these comments, over half of the comments (52.9%) mentioned that there was bad communication and incorrect information was provided. Almost thirty percent of comments (29.4%) cited poor demeanor or attitude from their Coach as the reason for being dissatisfied. Two responses (11.8%) noted that they were dissatisfied due to the slow response times or lack of availability of RE Coaches.

- *Since the recent coaching changes, my new coach and I don't seem to be able to communicate very effectively with each other. I am not sure of her experience level, but it seems she requires me to restate or rework many of the requests I make. It usually takes a little time to get used to a new coach and new RE, but I don't see that happening between us.*
- *Provided wrong information regarding correction needed for Retirement Cert - This resulted in penalty fees, which she would not send in waiver. District had to pay penalty fees for a mistake on her behalf and inefficient timing*

- *Our previous coach was very helpful. Our new coach seems aggravated and unapproachable so I only communicate when absolutely necessary*
- *Coach responds with incorrect corrections even after a phone call where I question the guidance due to the information that I have experienced in my years of doing TRS. Causes delay in events.*
- *In one inquiry, she was not too sure of the answer and it took a few days for responses. In another inquiry, I didn't get a response until I included another coach.*

2.5 Rating of RE Coach by Dimension of Service

Coach dimension of service ratings mirror the trends in RE Coach quality of service and RE Coach personal aspects. Figure 8 shows that the percentage of REs indicating being “Very Satisfied” with each dimension of service decreased 3-6% across each of the seven items consistent with 2024 levels. Despite this shift, more than two-thirds of RE contacts continue to indicate being “Very Satisfied” with their RE Coaches regarding communicating via email (70%), explaining steps needed to correct errors (69%), understanding and responding appropriately to questions (69%), responding within the current service standard time (68%), resolving initial questions within two business days (67%), directing respondents to appropriate resources on the website (67%), “Not Applicable” was added as a valid response in 2026; however, percentages of “Very Satisfied” were calculated exclusive of these responses to align with the historical approach to calculating these percentages. Subsequent figures display the percentages for all categorical responses including “Not Applicable”. “Being available so that you can speak to a person on the phone” continues to be the least positively evaluated service.

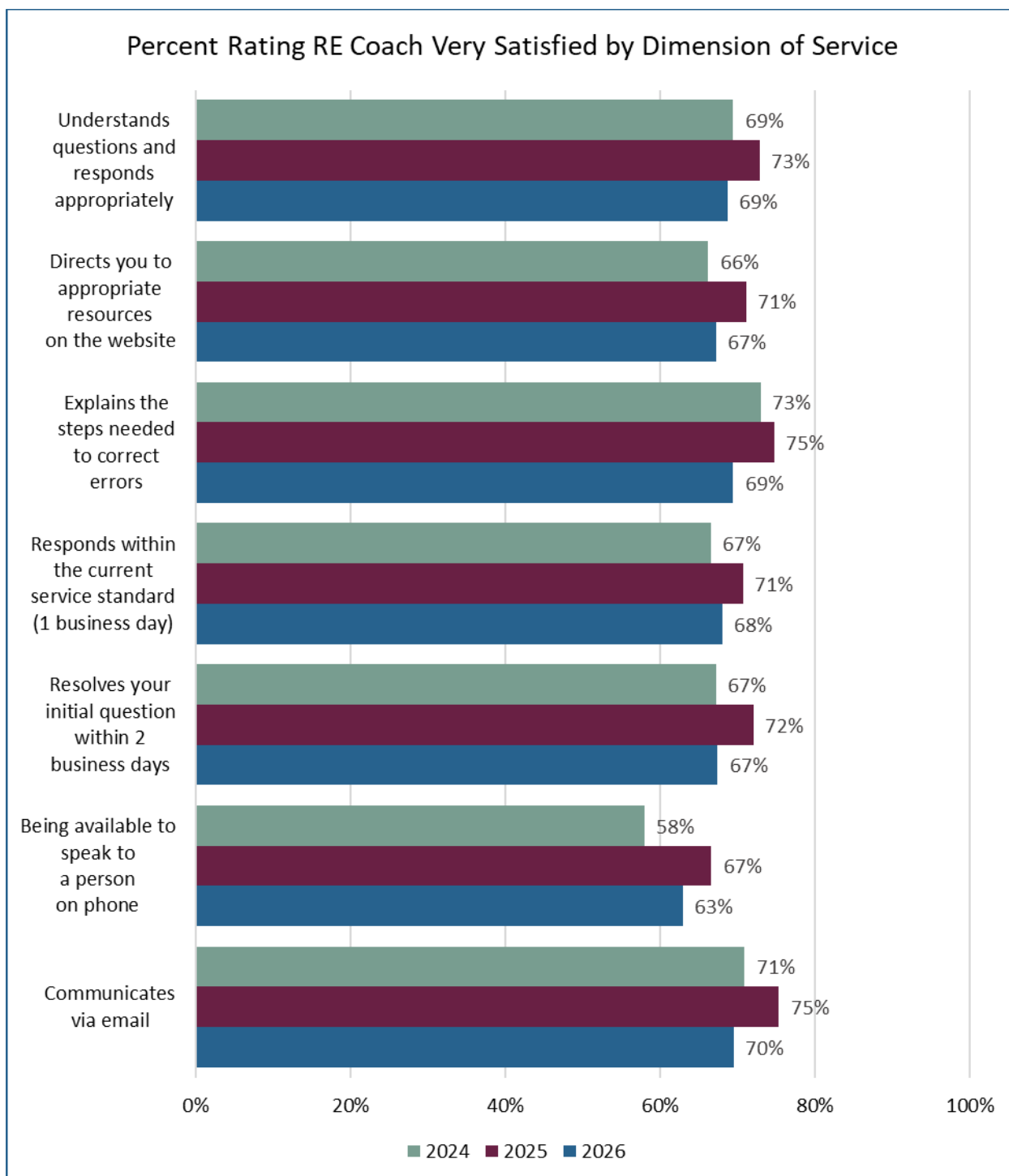


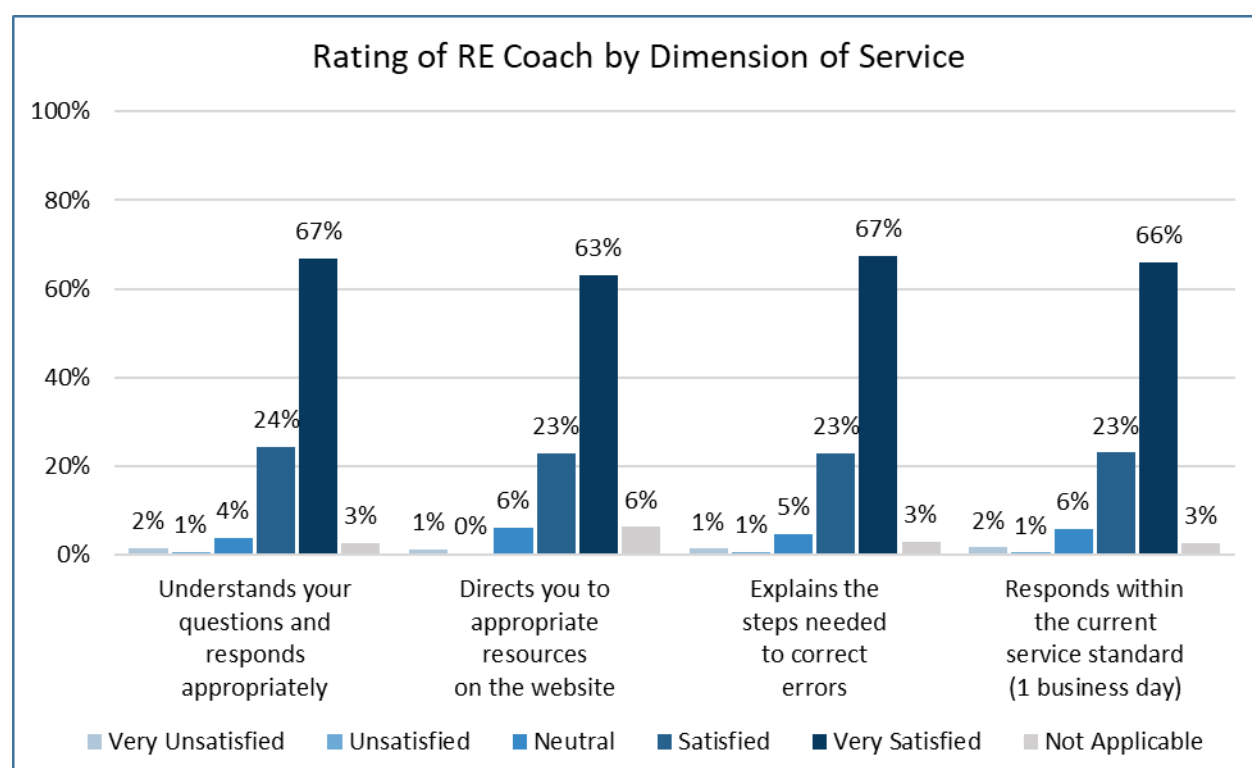
Figure 8: Percent Rating RE Coach Very Satisfied by Dimension of Service

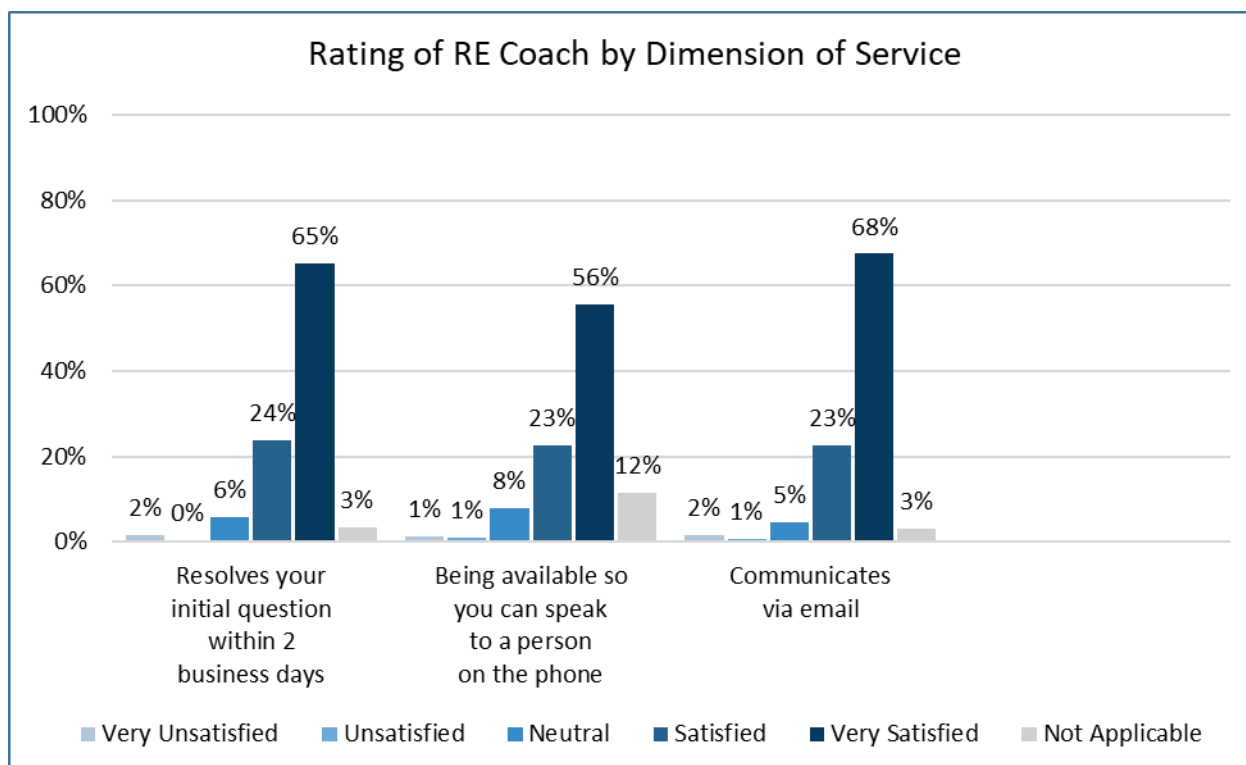
*Prior to 2024 this question referenced a service standard of two-business days instead of one day.

Comprehensive results are displayed in Figures 9a and 9b which show response frequencies for all levels of satisfaction with each dimension of service including “Not Applicable”. The percentages of respondents “Very Satisfied” will vary nominally for these figures compared to the longitudinal comparison due to the inclusion of “Not Applicable” in these calculations. Figure 9a shows strong performance across four key service dimensions, with approximately two-thirds of respondents indicating they were “Very Satisfied” with each dimension of RE Coach service. Specifically, 67% of respondents state the RE Coach understands their questions and responds appropriately, 63% report they are directed to appropriate online resources, 67% are “Very Satisfied” with how the steps to correct errors are explained, and 66% are “Very Satisfied” with the timeliness of responses within the one business day service standard. Very few respondents rated their experiences as “Neutral,” “Unsatisfied,” or “Very Unsatisfied,” with negative ratings below 3% in all dimensions.

There were 6% of REs who indicated that directing them to appropriate website resources was “Not Applicable” to them, while all other items had 3% of contacts indicate “Not Applicable”.

Similarly, figure 9b demonstrates strong satisfaction with the RE Coach across the three remaining dimensions of service. Email is the most highly rated dimension of service with 68% of RE contacts “Very Satisfied” with RE Coach communication via email. Additionally, nearly two-thirds of respondents (65%) were “Very Satisfied” with their RE Coach’s ability to resolve their initial question within two business days with an additional 24% “Satisfied.” Over half of RE contacts were “Very Satisfied” with their RE Coach’s availability to speak on the phone (56%) with 23% “Satisfied.” This dimension has been ranked the lowest rated service dimension for the past four years with the highest rates of individuals “Neutral” (8%) as well as “Not Applicable” (12%).





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

When asked about how they rated the RE Coach on service dimensions, thirty-six respondents selected that they were “Very Unsatisfied” or “Unsatisfied” and were asked to elaborate on their selection. Responsiveness of Coaches accounted for nearly 53 percent (52.3%) of the comments citing reasons for an unsatisfied rating of RE Coach contact. Close to 20 percent (18.2%) of comments mentioned the form of communication as the reason for being unsatisfied with RE Coach contact, as some individuals want to talk to their Coach over the phone rather than email. Some REs (18.2%) reported that it was difficult to get help and that, when they did get help, it was not very helpful. Close to five percent (4.5%) noted that they were unsatisfied as the instructions on how to resolve errors were unclear. One individual (2.3%) noted that they disliked the inconsistency of terminology throughout the reporting process but acknowledged that it was not their Coach’s fault.

- *It took multiple days to get a response, and the reason the issue was prolonged for so long was because the proposed solution never really worked.*
- *I feel as though it takes a long time to get a response when I email a question, if I get a response at all. Other times I feel as though my question is not directly answered.*
- *TRS is due by the 5th of every month. If there is an error in the reporting and I can't find the answer it would be nice to actually speak to someone instead of trying to explain in an email. Sometimes the email that I receive back is very vague and not a lot of detail. Especially if you finally payroll is at the end of the month and the 5th falls on a Monday.*
- *More than once we have had to repeat our questions in different ways to get our RE Coach to understand what the initial question is. When they don't know the answer, they tend to no respond quickly & may have to pull in a supervisor to assist.*

- *The emails are excellent resources to refer back to; however, when you're facing a moment of error, it can be very stressful not knowing which direction to take. If submissions(ED45,RP25) are not in the correct order, it can lead to additional errors. Moreover, submitting or deleting items might result in penalties, adding to the pressure.*
- *This is not the coach's fault. TRS does not use the same terminology throughout. Every transaction needs to be called the same thing all the way through the process and by every district and entity involved in TRS.*

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

Figure 10 presents the percentage of respondents who rated various RE Coach services as “Very Important” for each of the previous three years. Respondents indicated lower levels of “Very Important” priority for all dimensions of service compared to 2025 ratings, with five of the seven dimensions lower than 2024 levels as well. General trends remain consistent to the past years regarding dimensions considered more important (error correction steps, understanding/responding appropriately to questions, responding within the service standard, resolving within two business days) and dimensions not as highly important (phone availability and direction to website resources). Four of the dimensions were within 3% of 2025 percentages. At least three-fourths of REs consider each dimension of service as “Very Important.” REs highly and consistently rated the importance of understanding, responding, and resolving questions with nearly identical ratings in each of the past three years for these items. REs consistently rated “Understands your questions and responds appropriately” (89%) and “Explains the steps needed to correct errors” (91%) as the highest importance. Importance placed on “Communicates via email” decreased from 89% in 2025 to 83% in 2026. This was the biggest decrease in importance across all aspects. “Being available so you can speak to a person on the phone” consistently ranked lower than other dimensions (70%).

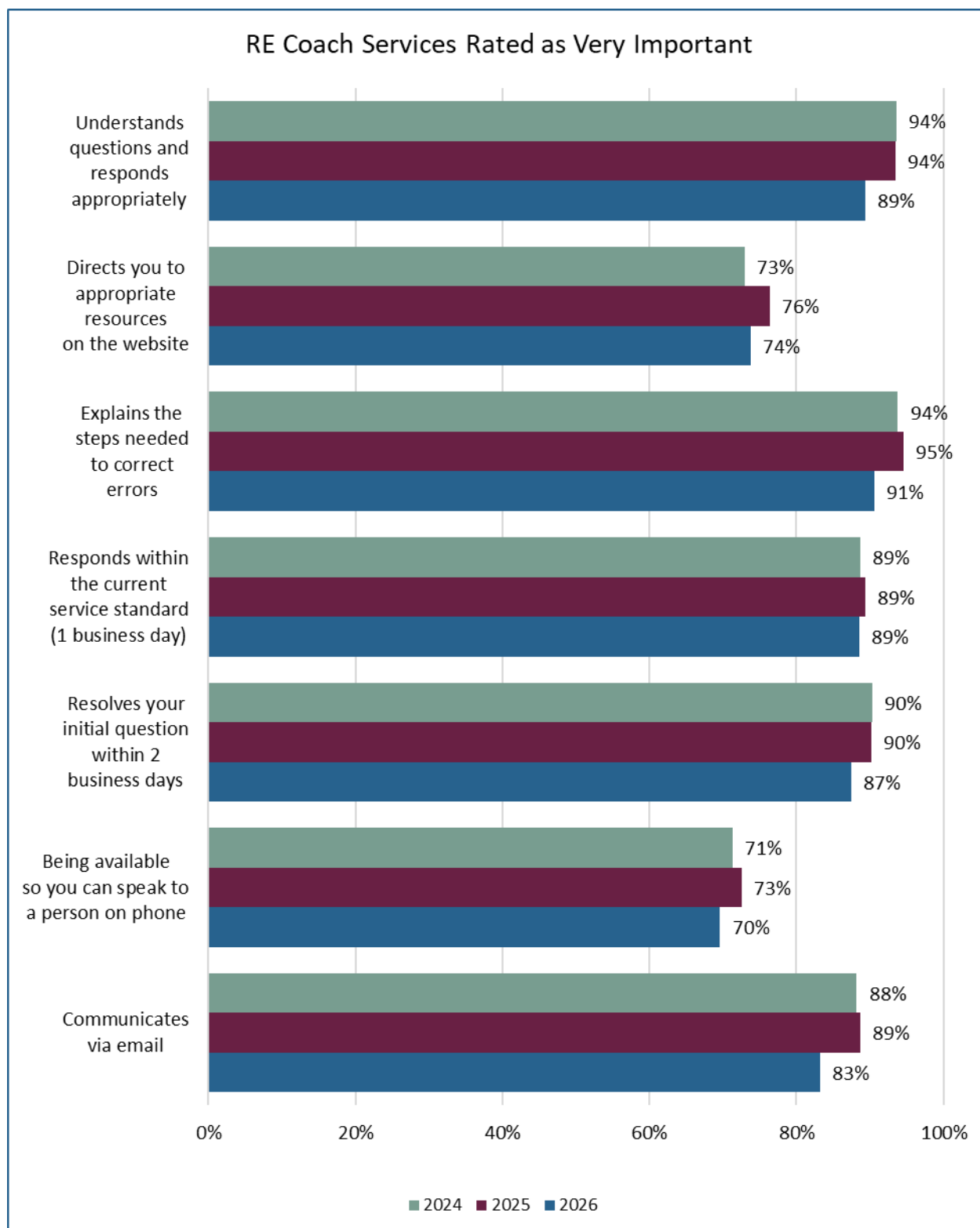


Figure 10: RE Coach Services Rated as Very Important

2.7 Ranking of TRS Services

The final section of RE Coach ratings requested respondents to choose the three services from their RE Coaches that they considered most important. Table 4 displays the results, ordered by the number of respondents, who ranked each service as the top three in 2026. There has been no change to the order of the services most frequently selected as important services provided by RE Coach. Explaining the steps needed to correct errors has been the most selected answer for the top three important RE Coach services in each of the past three years. In 2026, 989 REs ranked “Explain the steps needed to correct errors,” 896 REs ranked “Understand your questions and respond appropriately,” and 640 REs ranked “Responds with Current Service Standard (1 business day)” in their top three for most important TRS services. More REs selected every dimension as a top three important service in 2026 than in 2025.

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

	2026	2025	2024
Explain the Steps Needed to Correct Errors	989	921	740
Understand Your Questions and Respond Appropriately	896	827	664
Responds with Current Service Standard (1 business day)*	640	547	493
Call So You Can Speak to a Person on the Phone	335	327	236
Communicate via Email	285	259	212
Direct You to Appropriate Resources on the Website	115	91	69
Communicate via Chat	25	23	29
Something Else (specify)	21	21	17

When asked to rank important things that the RE Coach could do to support REs and their organizations, twenty-one individuals selected “Something Else” and specified further. A little over thirty percent of responses (30.4%) noted that they either have a new Coach or do not use their Coach often enough to suggest items for this question. For 21.7% of responses, respondents indicated that Coaches should respond to REs faster and be more available.

For another 21.7% of responses, they requested that REs provide other means of communication, such as phone calls or a live chat option. For almost 9% of responses (8.7%), REs had a positive comment about their Coach, while another 8.7% wanted their Coaches to have better understanding of software issues.

- *We just got our new coach and I have not worked long enough with her to give much feedback. Thus far we are satisfied with her support,*
- *Understand the complex issues that arise and the quick response needed for our decision makers*
- *Sometimes it so much easier and clearer to be able to have a quick conversation instead of going back and forth all day on email, especially when having to log into the other email secure site. (which can be difficult sometimes)*
- *My RE Coach is a wonderful Coach always willing to help and provide me information that can help me with my TRS reports.*
- *Understanding the constraints of our software.*

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?”

Nearly all REs found the current standard business response time to be reasonable (95%) in 2026. Responses to this question mirror 2024 levels following the shift from two to one-day business standard. In 2025, there was some ambiguity in responses to this item as few found the standard not to be reasonable, while there was a large contingent unsure about the standard. That uncertainty disappeared in 2026 as only 3% reported “Don’t Know” to this question. REs are nearly unanimous in their support and acceptance of the reasonableness of a one-day business standard.

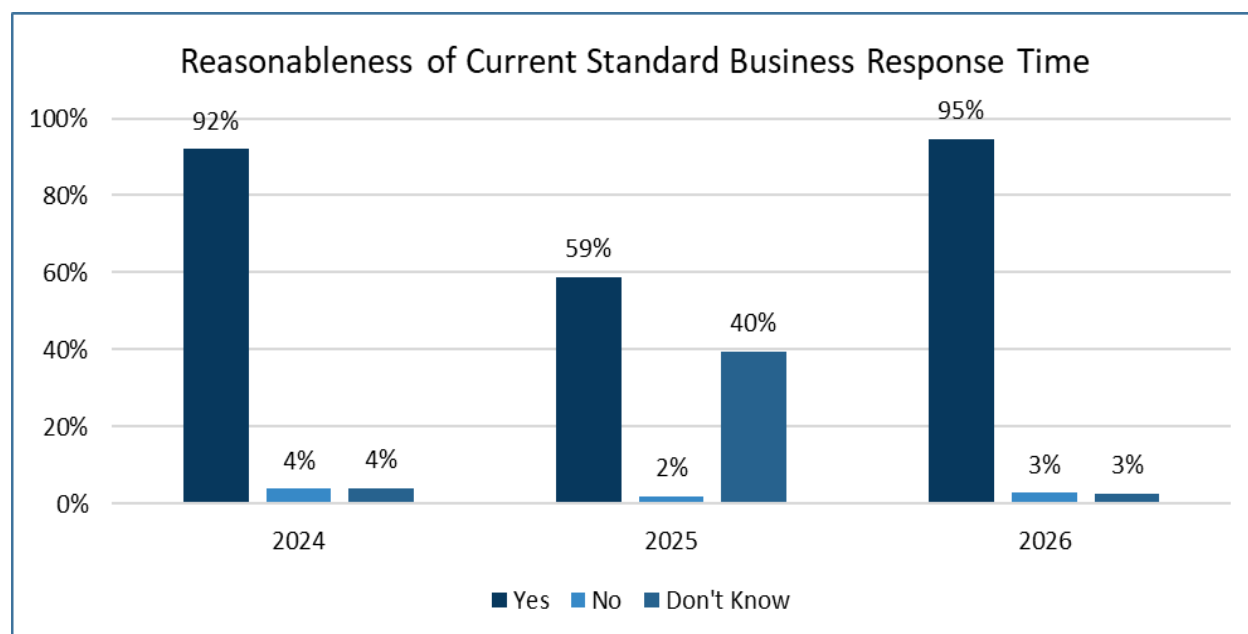


Figure 11: Reasonableness of Current Standard Business Response Time

When asked about the reasonableness of the one business day response time, 41 respondents selected no. When asked what a reasonable response time would be to receive a response from TRS, most comments (43.9%) mentioned that the response time should be a few hours or less. Close to twenty percent of responses (19.5%) noted that a response should be sent as soon as possible when they are near a deadline, while another 19.5% requested a response the same day. A little over twelve percent (12.2%) reported that a response should be immediate. One individual (2.4%) stated that two business days would be efficient.

- *Respond within 2 hours or do not charge penalties.*
- *Needs to be within the hour and not a full day.*
- *Should be within the same day.*
- *Same day if reporting time starts/ends on weekends*
- *In most cases we need immediate responses*
- *2 days is responsible*
- *Tight timeline + late response = negative impact*

2.9 Reported Reporting Employer Coach Response Time

RE Coaches are meeting the standard response time expectations in their communications with REs. Nearly all REs (89%) received responses from RE Coaches within 24 hours in 2026. Average response time for REs who contacted their RE Coach only during reporting deadlines ($Mean = 4.90, SD = .33$) was comparable to REs who contacted their RE Coach unrelated to reporting deadlines ($Mean = 4.84, SD = .45$). These results suggest that there is no impact on response timeline regardless of whether REs contacted their Coach during deadlines or unrelated to reporting deadlines (Figure 12).

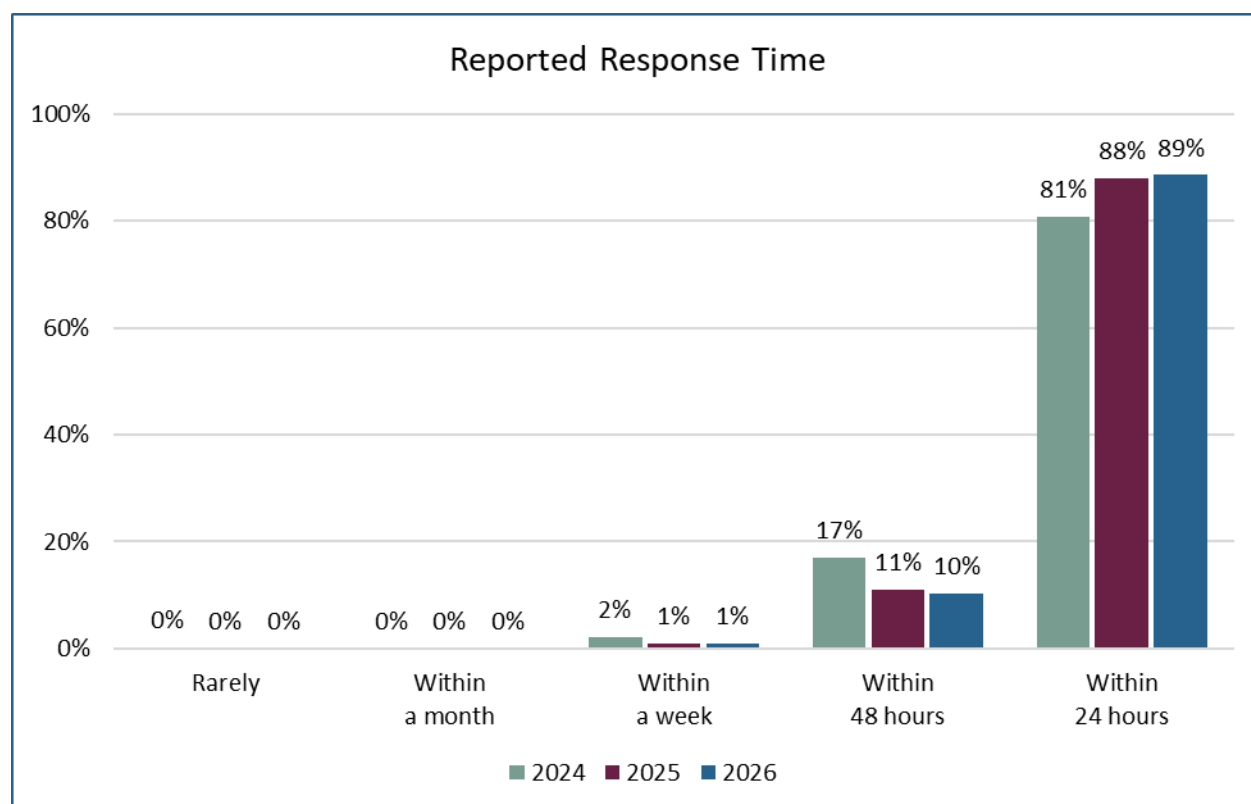


Figure 12: Reported Response Time

REs primarily contacted their RE Coach to report errors and override administrative mistakes. Percentages largely mirror 2025 results with the same order for the top five most frequently selected reasons for contacting RE Coaches. Contacts again selected “Report Errors” most frequently (82%) followed by “Overrides” (46%) and “Employment After Retirement (35%). Less frequently selected reasons such as “Creditable Compensation” (13%) and “Optional Retirement Program” (4%) correspond with higher education institutions which are less common among respondents.

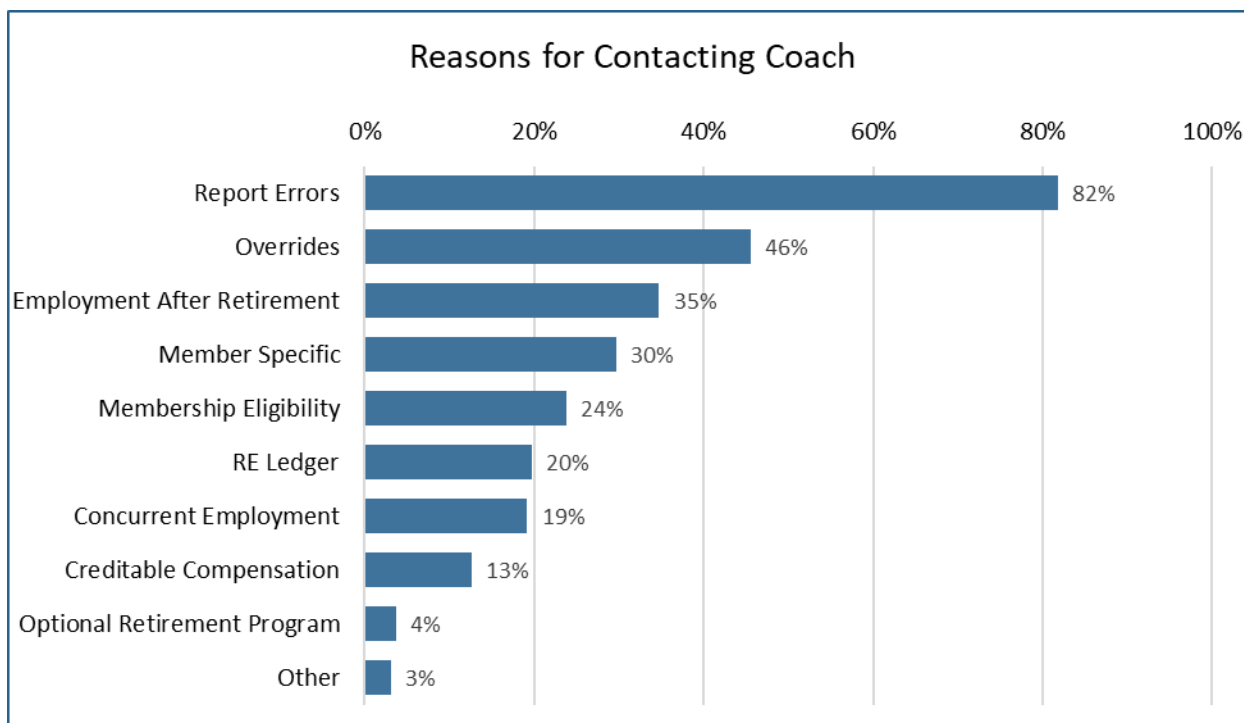


Figure 13: Reasons for Contacting Coach

When asked about the reasons why they contacted the RE Coach, among options such as concurrent employment, creditable compensation, employment after retirement (EAR), membership eligibility, member specific, ORP, overrides, RE ledger, report errors, and do not know or not sure, some participants selected “other” and were asked to specify. Of those specified responses, close to 30 percent (28.9%) of comments said they contacted the RE Coach due to questions that arise, such as issues that they had never run into before. A little over fifteen percent (15.8%) noted that they do not use their Coach, while another 15.8% stated that they contacted their Coaches for specific questions about employee processes, such as employees’ documentation. For 13.2%, assistance with corrections, adjustments, and errors was their primary reason for contacting their Coach, while another 10.5% reached out for questions about certifications.

- *Weird issues never encountered before, like the time one employee had been entered into our system under two different social security numbers.*
- *questions about deleting records, adding employees, any errors that come up during the report, how to submit the reports, etc..*
- *I have a new coach and have not needed to contact him.*
- *When I have an employee's documents but they don't match what TRS has. Has a completely different name and DOB.*
- *Certification Errors*
- *Any error when uploading data for monthly reporting that I have not seen before and don't know how to handle.*

2.10 Training Attendance

Figure 14 reveals that there has been a modest decline in training attendance in each of the past two years. Despite this slight trend, more than half of REs reported attending training in the previous year (58%).

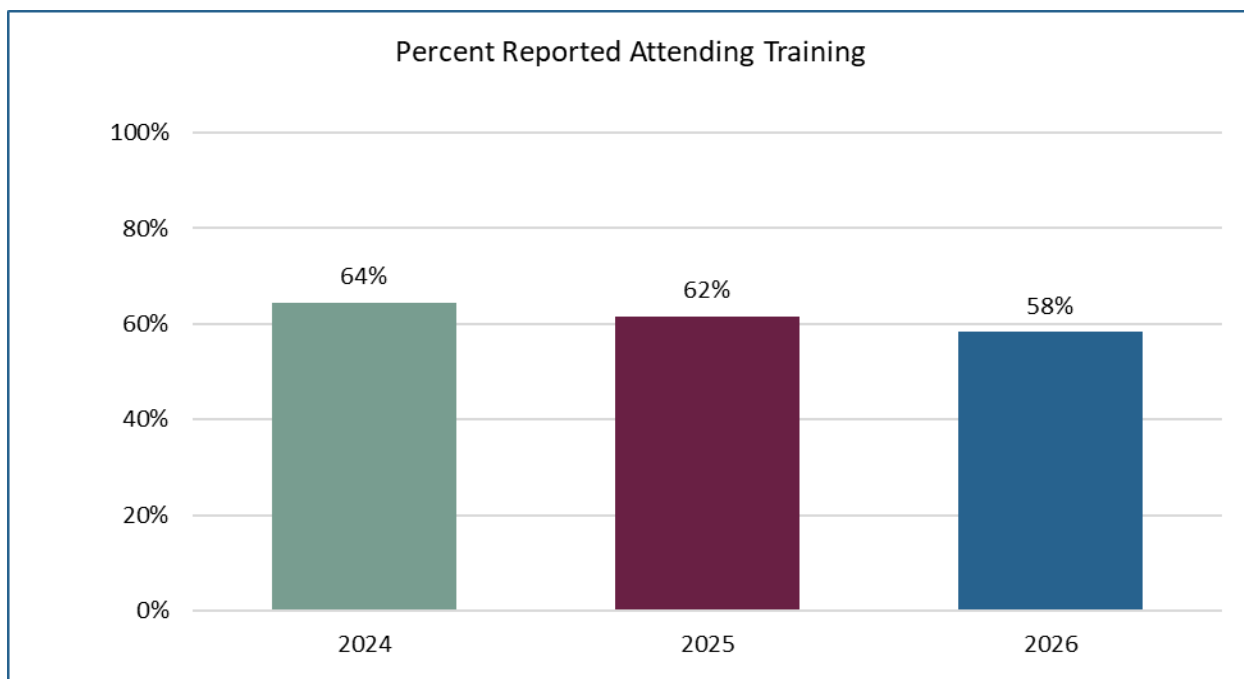


Figure 14: Percent Reporting Attending Training

When asked about the reasons for not attending an employer reporting training session in the past year, around forty percent of responses (39.8%) noted that they had scheduling trouble or did not have the time to attend. A little under twenty-five percent of responses (24.4%) noted that they did not need to attend the training session. Respondents also stated they were not aware of any training (8.7%) and that they simply had not attended a session yet or were new to the position (7.4%). A little over 5 percent (5.4%) of comments mentioned that they did not attend a training session because they had in the past and there was no new information. Representative comments on the five most common themes are included below.

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

Response Category	Count	%
Number of Unique Members that Responded to Question	268	
Lack of Time/Busy/Scheduling	119	39.8%
Did Not Feel A Need To Attend	73	24.4%
Not Aware Of The Trainings	26	8.7%
Just Have Not Yet/New to Position	22	7.4%
Have Attended in the Past/No New Information	16	5.4%
Forgot/Missed the Day	11	3.7%
Need Different Types (In-Person, Virtual, Higher Level)	10	3.3%
Travel Distance	10	3.3%
Someone Else Attends	6	2.0%
Personal Reasons	5	1.7%
None/NA	1	0.3%
Total	299	100.0%

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

2.10a Lack of Time, Busy, or Scheduling

Many comments (39.8%) mentioned that scheduling issues were a deterrent from attending the employer training session in the past year. Specifically, they mentioned that their team was in the process of converting to new software and did not have the time to attend. Others noted that there was not a time offered that worked with their schedule.

- *We have been going through a software conversion and it has taken all of our time and energy.....*
- *Usually not at a time that works with my schedule.*
- *Trainings have not been given when my schedule could allow for me to go and I did not think I needed to attend any at that time.*
- *Time constraints. They always seem to held during my busy times when it's not possible for me to be out of the office.*

2.10b Did Not Feel a Need to Attend

About 24.4% of responses discussed how they did not feel the need to attend the employer reporting training session. Many comments mentioned that they had been reporting for many years and did not need the training or received what information they needed from other resources such as the website or newsletter. They also noted that what they needed training on was typically for specific cases or problems that typically were not offered in the sessions.

- *we tend to research the needs on your webpage and or our coach will provide the details.*
- *unhelpful. most errors / needs for support are case-specific*
- *They really don't apply to what I do with TRS*

- *Reading the Update Newsletters keeps me informed of any TRS changes in reporting or any general TRS rule changes.*

2.10c Not Aware of the Trainings

Some responses (8.7%) mentioned a lack of awareness about the training sessions as the reason for not attending. Comments specified that they did not receive information about training and they were not aware of any available training. Others noted that they did not know when the sessions were being held.

- *Wasn't aware of when TRS training sessions were held.*
- *not sure i was aware of the training sessions offered*
- *I'm not always in the know of the trainings that are available to me.*
- *I don't recall seeing any training opportunities, but I may have passed over them if they did not apply to my needs at the time.*

2.10d Have Not Yet or New to the Position

Several comments (7.4%) listed that they were new to the position and had not had the time to attend. Others noted that there was no specific reason or that they simply did not attend.

- *new in this job position, will attend a training soon*
- *I only just started in this position officially three weeks ago. No time for trainings yet. I would like to attend some in the future though.*
- *Simply haven't yet.*
- *No specific reason.*

2.10e Have Attended in the Past

A little over five percent (5.4%) of responses noted that they had attended training sessions in the past and they had not learned anything beneficial. Others noted that they were experienced enough to not need to attend the sessions.

- *I've been doing this for several years and have not learned anything new in the last few trainings I've attended.*
- *I have been working on TRS reporting since 2018. Some of the trainings would be a refresher for me and at this point in time I'm not sure how beneficial the TRS training session would be. It depends on the time of the year as well.*
- *I have been in my position for several years and the last couple of trainings have not given me any new info, so there is no reason to go.*
- *I have attended training sessions in the past and feel that, along with the coach support I have received, have become knowledgeable in the reporting requirements.*

When asked about recommendations for training topics that should be covered in the future, a little under nineteen percent of responses (18.8%) recommended training on specific issues around workforce, staffing, and retirement issues. Responses also included recommendations for training on reporting (14.2%), fixing errors and improving processes (13.5%), and using software, website, and the Portal (5.2%). Many respondents (4.5%) also suggested training on the statutory minimum requirements. Representative comments on the five most common themes are included below.

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

Response Category	Count	%
Number of Unique Members that Responded to Question	258	
Workforce/Staffing Related/Retirement	54	18.8%
Report Creation	41	14.2%
Fix Errors/Improve Process	39	13.5%
Software/Portal/Website	15	5.2%
Statutory Minimum	13	4.5%
Financial Processes	12	4.2%
General (Best Practices, Beginner Levels)	11	3.8%
Eligibility	9	3.1%
Request of Different Modalities	7	2.4%
Trainer Related Requests	3	1.0%
Regular Updates	2	0.7%
More Complicated Problems	2	0.7%
District Specific	2	0.7%
Certifications	1	0.3%
None/NA/Already Happy	77	26.7%
Total	288	100.0%

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

2.10f Workforce/Staffing Related/Retirement

Many responses (18.8%) recommended training on workforce/staffing related topics, such as how to manage different scenarios with employees, how to deal with retirement, eligibility criteria, and coaching guidance.

- *With the lack of new teachers coming into the system. More info about vacant positions and long term subs.*
- *Understanding the TRS Position Code and what employee type typically goes to each code and the significance of each code.*
- *The unpredictability of part-time employees work days/hours for eligibility purposes and how to limit changing them from non-eligible to eligible when days/hours fluctuate.*
- *The difference between retirees and the rules associated with them based on WHEN they retired.*

2.10g Reporting

Some responses (14.2%) recommended training on reporting. This included providing training on reporting for beginners or those who are new to the position. Others specified providing more detailed instruction on reporting, as they indicated the training available is brief and does not cover all of the aspects needed.

- *TRS reporting as a whole for a brand new payroll person.*
- *There needs to be training on the RE report. Especially, when the new contract year begins and the numbers have to change on the RE report. This is generally the only time I need to contact the coach because the instructions are not clear on this.*
- *Reporting rules and guidelines more in depth. The trainings are short and always the same ones.*
- *More information on Mid Month reporting and how it differs.*

2.10h Fix Errors/Improve Process

Some responses (13.5%) recommended training on how to correct reporting errors and how to improve the process around adjustments, including how to work with different systems and the steps needed to correct errors.

- *Working with the different systems on how to correct errors in our system so we do continuously receive errors during reporting.*
- *Understanding and steps on how to correct errors.*
- *Take each error and place them on display with step by step instructions.*
- *Submitting adjustments for past months when something has been changed in current month payroll.*

2.10i Software/Portal/Website

Nearly 5.2% of comments recommended training for the website or Portal, such as navigating the website and examples of how to resolve issues in the Portal. They also noted that it would be helpful to have trainings on specific programs such as Munis and Teams.

- *When is your software going to get better and when is going to speed up.*
- *Website navigation training.*
- *It would be nice to have program specific training (Munis, Teams, any other financial programs) so that reporters can ask report questions based on the information they have.*
- *Is there a class to go over the new website and where to find information?*
- *Case studies or troubleshooting issues covered in the overviews, the trainings I have attended seem more like an overview of terms and areas of the portal than examples of how to use the portal and resolve issues.*

2.10j Statutory Minimum

About 4.5% of comments recommended training on calculating or adjusting the statutory minimum for employees.

- *Stat Min and calculating it for each employee.*
- *Stat min adjustments for teachers being docked in their gross wages.*
- *Not clear on which employee types need to have Stat Min entered.*
- *In depth training of Stat Min.*

2.11 Evaluations of TRS Resources

RE contacts indicated which TRS resources they used and provided satisfaction ratings for relevant TRS resources used. Figure 15 presents the total number of RE contacts who reported using each TRS resource during the last year. The ranked order of TRS resources remained identical to 2025 when sorted from most used to least used. More REs indicated using every TRS resource option in 2026 than in 2025. The most commonly used resource was TRS emails used by 764 respondents, followed by the *Update* Newsletter with 671 users, the Payroll Manual with 579 users, and the Error and Warning list with 556 users. Less than 100 users reported using the File Formatting Guide (59), RE Portal Chat User Guide (38), and the RE Portal Co-Browse User Guide (18). There were 41 respondents who indicated using no TRS resources, identical to the total in 2025.

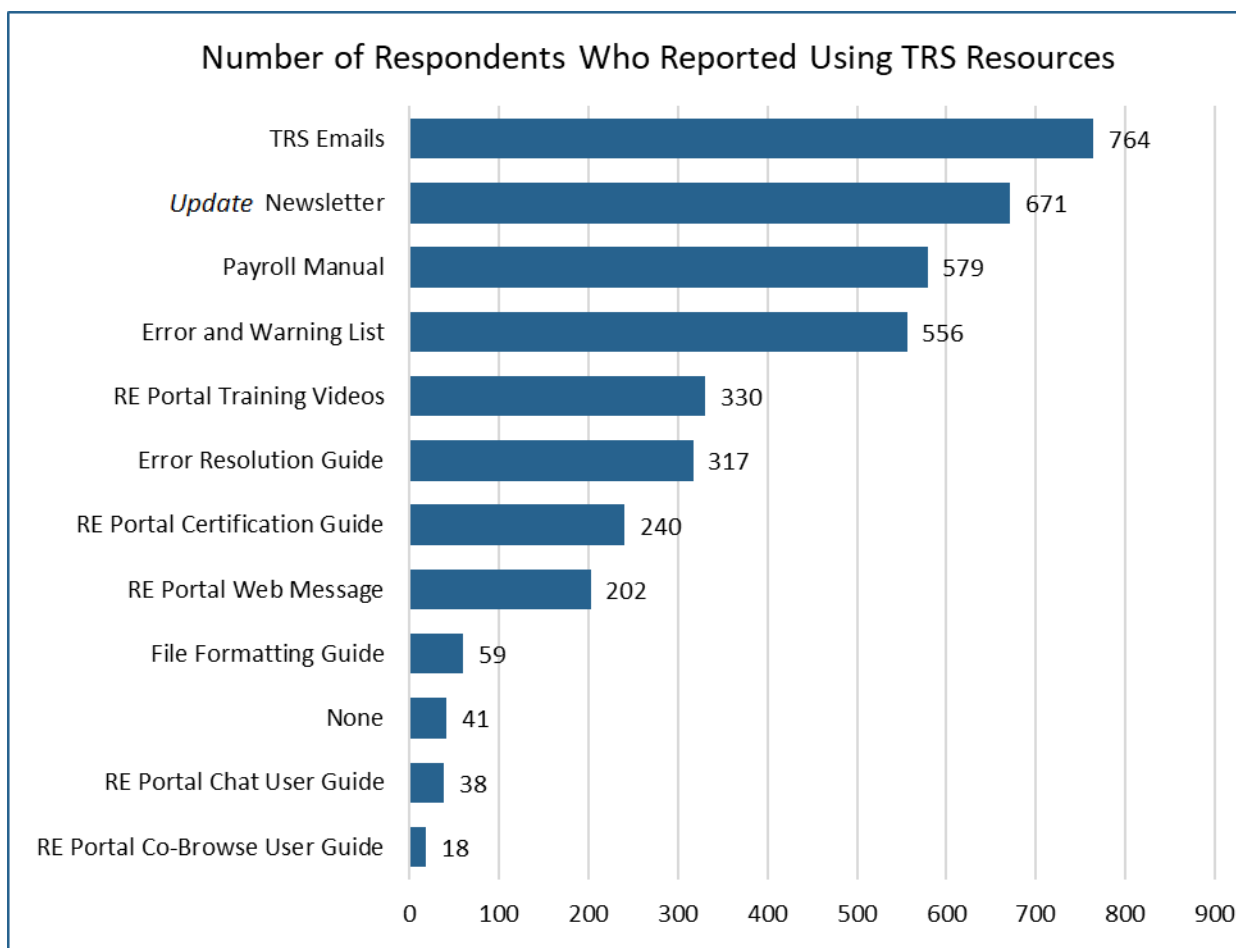


Figure 15: Number of Survey Respondents Who Reported Using TRS Resources

Respondents rated their satisfaction with each resource they used. The majority of REs were “Satisfied” with each resource as opposed to being “Very Satisfied” (Figures 16a-c). These results are consistent with trends from recent years. More than one-third of REs indicated that they were “Very Satisfied” with the *Update* Newsletter (42%), TRS emails (38%), Payroll Manual (37%), RE Portal Training Videos (37%), RE Portal Certification Guide (36%), File Formatting Guide (36%), and Error Warning List (35%). Combined satisfaction trended upward in 2026 with only the Error Resolution Guide (89%), RE Portal Co-Browse User Guide (89%), and RE Portal Web Messages (86%) falling below 90% threshold of REs who were “Very Satisfied” or “Satisfied” with those resources.

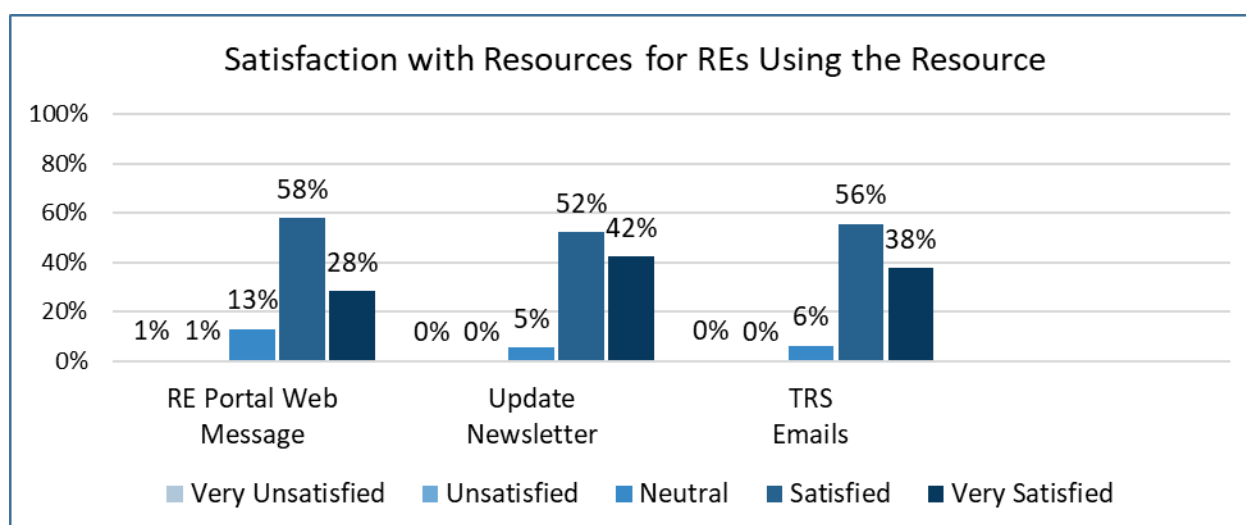
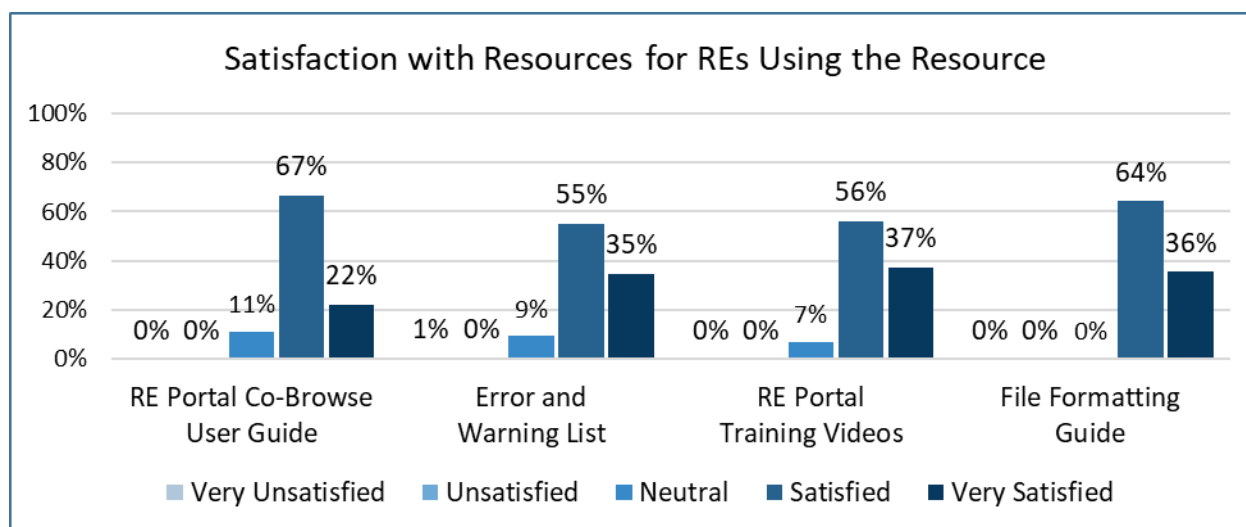
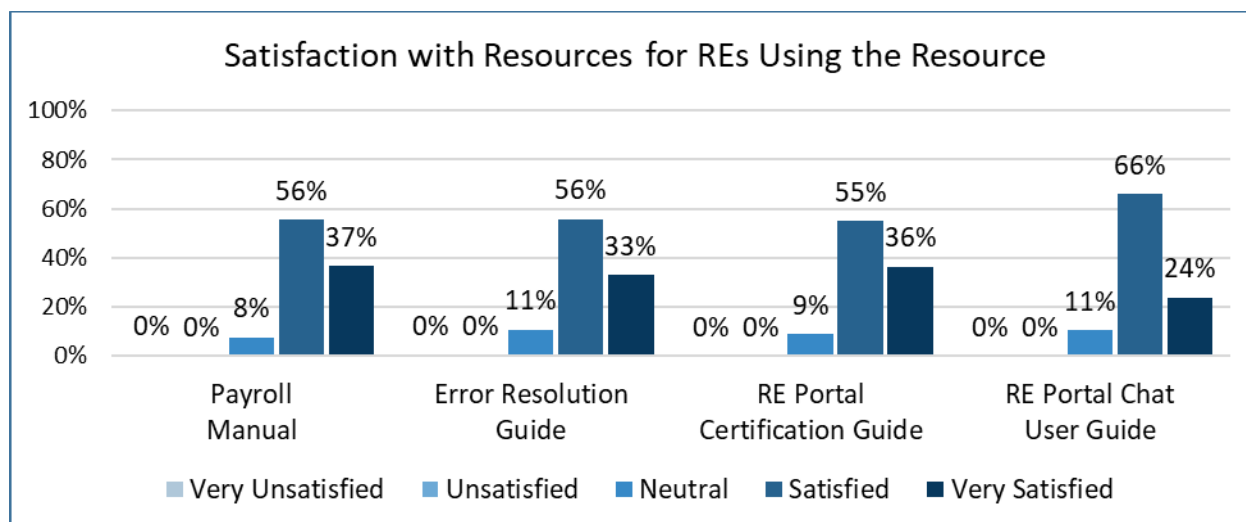


Figure 16a/b/c: Satisfaction with Resources for REs Using the Resource

Totals may not equal 100% due to rounding

Figure 17 illustrates the percentage of REs who reported being "Very Satisfied" with each TRS resource used from 2024 to 2026. RE satisfaction with nearly all TRS resources increased significantly in 2026 countering a trend of decreased levels of being "Very Satisfied" observed in 2025. There were a greater percentage of respondents indicating being "Very Satisfied" with all resources with at least 40 users. The *Update* Newsletter (42%) and TRS Emails (38%) have the highest percentages of REs "Very Satisfied" with a particular resource. There was a notable decrease in the percent of users who were "Very Satisfied" with the RE Portal Co-Browse User Guide in 2026. However, due to small sample sizes for this resource, this amounts to a reduction from 7 out of 14 "Very Satisfied" in 2025 to 4 out of 18 who were "Very Satisfied" in 2026. Overall, in 2026, great progress was made in increasing the percent of users who were "Very Satisfied" with all heavily used resources.

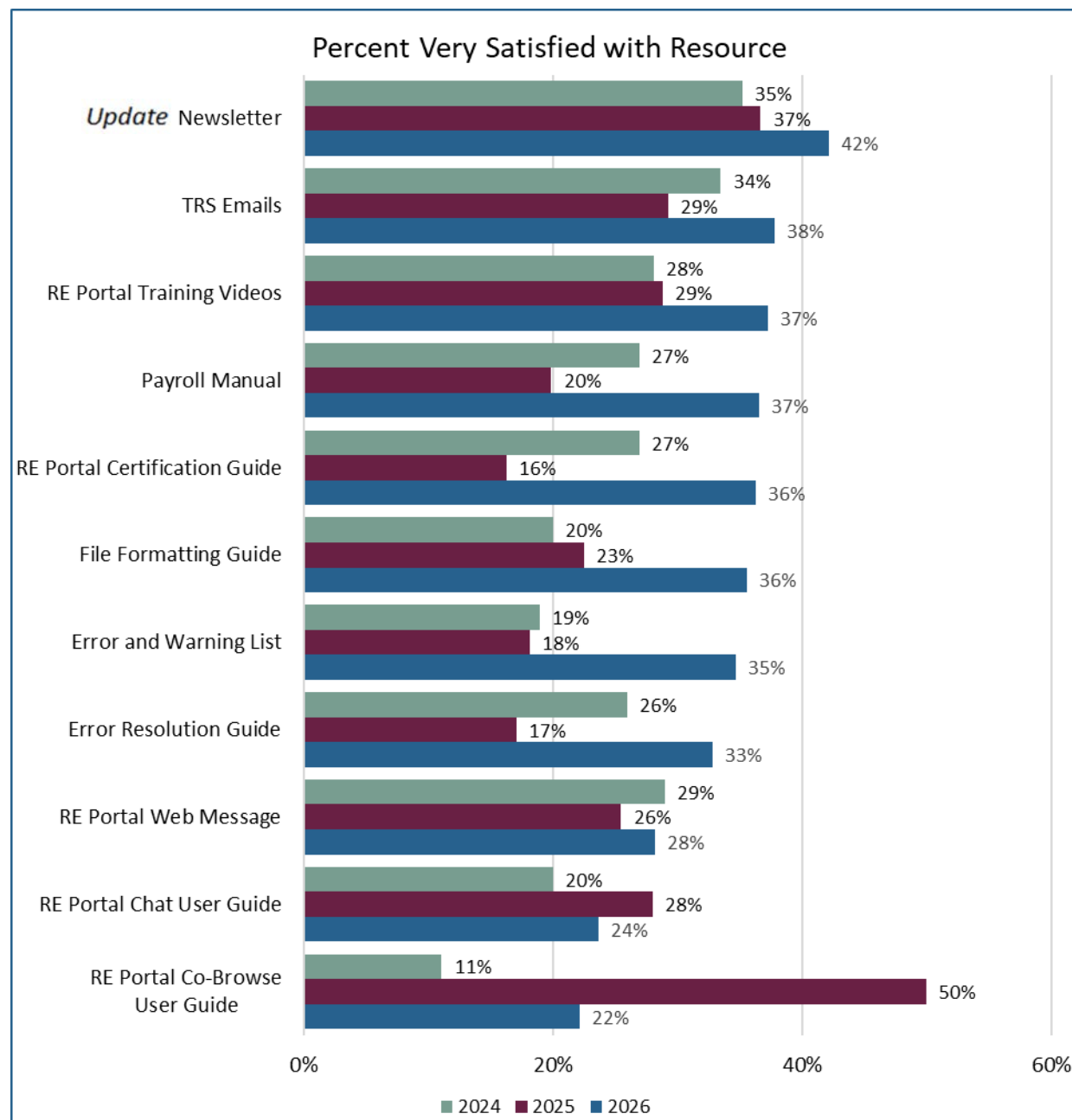


Figure 17: Percent Very Satisfied with Resources for REs Using the Resource

2.11a Satisfaction with Resources Utilized

When asked about how satisfied they were with the resources RE contacts utilized in the last year, six respondents selected “Very Unsatisfied” or “Unsatisfied” and provided feedback on the resources provided. For 28.6% of responses, the Error & Warning List notifications and responses were too slow, while another 28.6% indicated that the instructions to use any of the resources provided were unclear. One individual (14.3%) noted that they liked downloading the newsletter for reference in the future but were unable to download it in the past year. Another individual (14.3%) reported that the Error & Warning List coding was complicated, while another individual (14.3%) stated that the Error Resolution Guide should be more visual.

- *When we have errors, they are generally unique and require an override which takes a long time to achieve.*
- *On the Error list it gives two to three codes that basically mean the same thing so I have to spend a lot of time weeding through it. One that says needs ED40 or ED20 would be a lot simpler.*
- *Notified once on an issues and it was already marker as high priority. Wish I would have been notified sooner or more than once.*
- *You used to be able to download the newsletter; however, you can no longer do that & I often refer to the information in some of them, which is why I like to download a copy.*
- *need a more visual guide.*
- *unclear sometimes.*

When asked what TRS could do to enhance resources for REs to be more effective, almost sixteen percent (15.4%) of responses were suggestions on making the Portal and website more user-friendly. Close to nine percent (8.8%) suggested improving communication in general, while another 8.5% suggested increasing the number or quality of the resources provided. Around six percent (5.8%) suggested providing a better reporting system, while another 5.8% suggested providing more training opportunities. Representative comments on the five most common themes are included below.

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

Response Category	Count	%
Number of Unique Members that Responded to Question	223	
More User-Friendly Portal/Website	40	15.4%
Improved Communication	23	8.8%
Increase Number/Quality of Resources	22	8.5%
Better Reporting System	15	5.8%
Training (onsite, in person, videos)	15	5.8%
Correct Errors	14	5.4%
Improve Response Times/Availability of Assistance	10	3.8%
Provide Examples	10	3.8%
Increase Deadline	10	3.8%
Maintenance Window	9	3.5%
Workforce/Staffing Related Information	4	1.5%
Chat Feature	4	1.5%
Provide Resources in Spanish	1	0.4%
None/NA/Doing Good Job	83	31.9%
Total	260	100.0%

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

2.11b More User-Friendly Portal/Website

Nearly sixteen percent (15.4%) of comments mentioned that making the Portal more user friendly would enhance resources for REs to be more effective. This included allowing individuals to download their reports and providing a user-friendly knowledge base for future reference.

- *The system should allow us to download ED reports for all our members to verify their ED information. Right now we have to go one by one and open the employee information record to see what information is in their ED.*
- *Provide a centralized, user-friendly knowledge base with clear SOPs, FAQs, and scenario-based examples. Standardize guidance across RE Coaches to ensure consistency, enhance search functionality, and include quick-reference guides and downloadable templates. Add proactive updates, deadline alerts, and training resources to support accurate and efficient reporting.*
- *Make them easier to find and search for them on your website.*
- *Make the search feature on the website more accurate. It gives all kinds of weird things that are not what I am looking for.*

2.11c Improved Communication

About nine percent (8.8%) of responses mentioned that better communication would help REs use resources more effectively. Specifically, better customer service and more targeted training would enhance the resources provided.

- *To have better knowledge maybe of the other entity to allow us to reach out if there is a delay or time lapse to get assistance. Also better communication from customer service area.*
- *send out communication and procedures that can help with the most common errors*
- *Provide better (real-life scenario) training to TRS staff members that are answering member questions. It is rare to get the same answer twice. Then the lack of empathy that is shown to individuals who are weighing life choices, whether it be to retire or making a plan for retirement. Making more of an emphasis on balancing the rules and the person would be a much better approach to help them be responsive and caring during those conversations would be revolutionary to how members view TRS.*
- *Make sure your employees are properly trained so they can answer questions*

2.11d Increase Number/Quality of Resources

Most comments (8.5%) suggested increasing the number and the quality of resources, such as more detailed materials and step-by-step guides.

- *TRS can enhance resources by providing more entity-specific guidance, standardized job aids, and real-world scenario examples that address complex reporting situations. Improving system usability, reducing redundant data entry, and offering clear, centralized documentation would increase efficiency, consistency, and overall compliance for Reporting Employers.*
- *There are some instances that come up where it would be more helpful to have more detailed resources for.*
- *Step by step guides to ED 40's and 45's*
- *Sometimes I am looking for a resolution to a specific problem, but the manual doesn't always have a solution.*

2.11e Better Reporting System

Some respondents (5.8%) indicated that improving the reporting system would enable REs to be more effective. Suggestions included reducing the time needed for reporting and providing an option to edit previous reports.

- *Validation times taking way too long for reports.*
- *Reduce the amount of time needed to complete TRS reporting*
- *I believe that TRS provides adequate training and resources. The employer portal is what I would recommend updating.*
- *Have a way to edit prior ED's without having to remove all RP records to make a change to an ED record.*

2.11f Training (Onsite, In Person, Videos)

Many responses (5.8%) mentioned that increasing training opportunities would improve available resources, including on-demand training or how-to videos to correct errors.

- *When I was new to TRS reporting, over 20 years ago, I had specific training at Region 7. I would like that same training for my staff. Would there be anything in the future for this kind of training in our local area?*
- *The on-demand trainings are helpful as refreshers and for new staff.*
- *offer onsite training. Need to see real life, every day mistakes and how to correct.*
- *How to videos for corrections....or overall training video for employers for “dummy’s” for those of us that need to see the big picture.*

2.12 Preference for Receiving Training Materials

RE contacts ranked their preferences for receiving training materials as opposed to previous years where a single preferred method was selected. Additionally, a new method was added to the options (eLearning Modules). Results are calculated from the full sample rather than the aggregated data since the data was nominal in nature and there are limitations in combining or averaging rankings or preferences for multiple respondents in the same RE. Longitudinal comparison may be limited due to the changes in format and additional response option. Results are presented comparing preferences for receiving materials in recent years according to the percentage ranking each individual item as their first/top preference in 2026, as opposed to a single closed-response item in previous years. Live online interactions such as webinars were the most popular preference for training material in the previous three years, yet in 2026 the largest group of REs ranked “Written online” as their first-choice preference for receiving training materials. The number of respondents preferring in-person training remained consistent, between 13-16%, over the three years. The new option added in 2026, eLearning Modules received top rankings from 6% of REs.

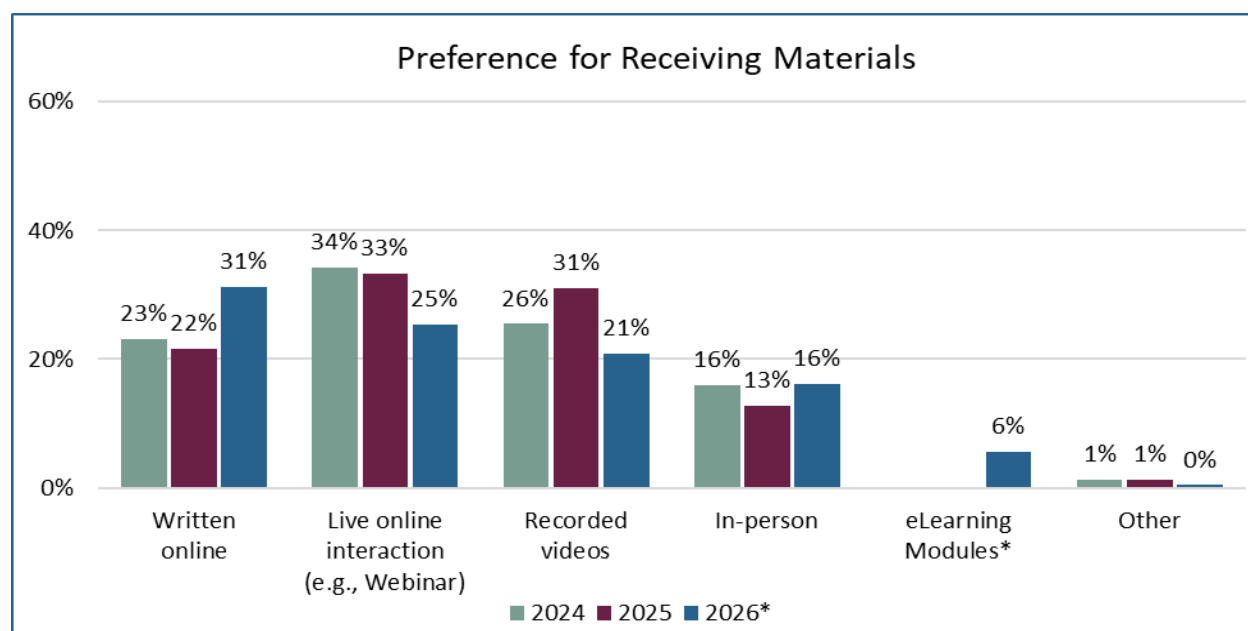


Figure 18: Preference for Receiving Materials

Note. 2026 results are calculated as a series of six items where REs were requested to rank each option from 1 to 6. Percentages displayed are based on the percentage of REs selecting a ranking of 1 for each item.

For those who selected “Other”, nearly twenty-two percent (21.4%) of comments preferred to receive materials online. In-person training was the next preference with the highest number of responses with 14.3%. Over ten percent (10.7%) of responses indicated a preference for recorded videos. A little over seven percent of responses (7.1%) wanted to select all of the options, while another 7.1% preferred to receive materials over e-mail.

- *live online interaction webinar*
- *Recorded because I can watch anytime; Live because you can ask questions; Not sure what written online or eLearning module is; in-person is not convenient because of my other job duties*
- *in person is my 1st choice, elearning 2nd. 3 ive online interaction,*
- *email with details from coach.*
- *all of the above*

When asked about training sessions or materials that are not currently available but would like to be offered by TRS, 31 respondents provided feedback. Most comments (3.9%) focused on having training related to the reporting process. The next four major themes each represented 2.4% of responses and included updated training regarding state minimum wages, instruction on calculating hours worked, information on retirement, and common questions or issues encountered by the Coaches.

- *Everything related to how TRS reporting works*
- *Trainings related to hours and days worked in a month and how that is calculated, how many less than part time employees can work to NOT be TRS eligible, etc*
- *Employer steps and training on how to better assist employees, for example, general guideline for preparing for retirement.*
- *Advanced, scenario-based training that bridges TRS requirements with real-world system processing (e.g., Workday transactions to TRS reporting). Topics could include complex eligibility cases, contract timing, and error resolution (ED20/ED40/ED90). Additionally, offer quick-reference guides, recorded modules, and step-by-step job aids tailored to different roles (HR, Payroll, Reporting).*
- *Training on what is discussed with a potential retiree, so when they meet with us we understand what they were told during their one on one meeting with TRS.*

2.13 Ratings for TRS Communications, RE Portal, and Website

Respondents were asked to rate their satisfaction with various aspects of TRS communications. Historically, RE contacts tend to be more “Satisfied” than “Very Satisfied” with most TRS communications. That trend shifted in 2025 and grew more pronounced in 2026. The majority of REs in 2026 were “Very Satisfied” with email (55%), access to a live person (50%), and toll-free telephone access (50%). Greater percentages of REs were “Very Satisfied” than “Satisfied” with seven of the nine TRS communications components measured.

Questions were grouped according to more traditional forms of communication (toll-free telephone access, call transfers, access to a live person, letters, and electronic mail), RE Portal communication, and the RE section of the website. Consistent with historical trends, higher levels of REs were “Very Satisfied” with traditional communication followed by RE Portal ratings. The RE Section of the TRS website received

the lowest levels of “Very Satisfied” ratings from RE contacts. Each of these three groupings of tools and assessments were highly correlated, indicating consistent evaluations about all items related to phone communications, RE Portal, and the RE Section of the TRS website.

Strong correlations suggest that REs tended to be generally positive, generally neutral, or generally negative for rating each communication tool in these groupings. The first five figures reveal that equal or greater numbers of REs were “Very Satisfied” than “Satisfied” with TRS communication, toll-free telephone access, call transfers, access to a live person, letters, and email.

Figure 19a illustrates how “Very Satisfied” ratings of toll-free telephone continued to increase, growing from 41% in 2024 to 44% in 2025 and reaching 50% in 2026. Less than 2% of contacts were dissatisfied with toll-free phone access. Ratings for call transfers increased again in 2026 as the percentage of REs “Very Satisfied” has increased 5%-7% in each of the past two years growing to 47% this year. Neutral and dissatisfied ratings have plateaued for call transfers as “Satisfied” REs have become “Very Satisfied” over time. RE satisfaction with access to a live person has grown over recent years as the majority of REs are now “Very Satisfied” with their access to a live person (50%), up from 39% in 2024 and 46% in 2025. Dissatisfaction remained low with less than 2% “Unsatisfied” or “Very Unsatisfied” in 2026 (Figure 19c). Letters are the lowest rated traditional (non-website/non-Portal) communication approach, and yet the proportion of REs “Very Satisfied” increased from 41% in 2025 to 45% in 2026. Additionally, less than 1% (2 individuals) were “Unsatisfied” or “Very Unsatisfied” with TRS letters. Email continues to be the most highly rated communication across all types of communication (traditional, website, Portal), and levels of “Very Satisfied” increased yet again in 2026 growing to 55%. One in ten REs was “Neutral” about email (10%), the lowest neutrality for all communications items. Less than 1% were “Very Unsatisfied” or “Unsatisfied” with TRS email.

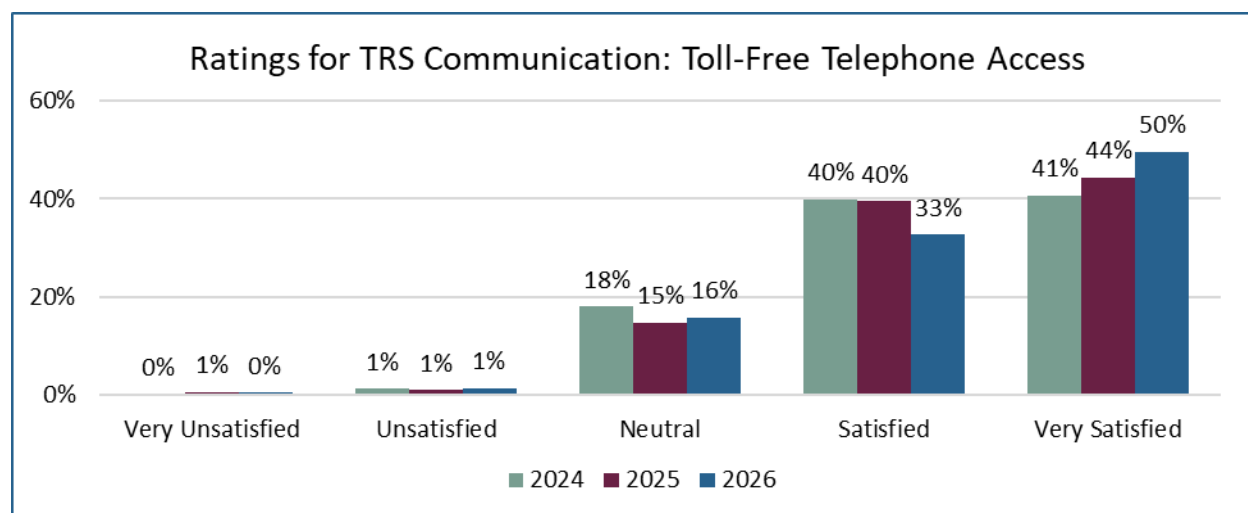


Figure 19a: Ratings for TRS Toll-Free Telephone Access

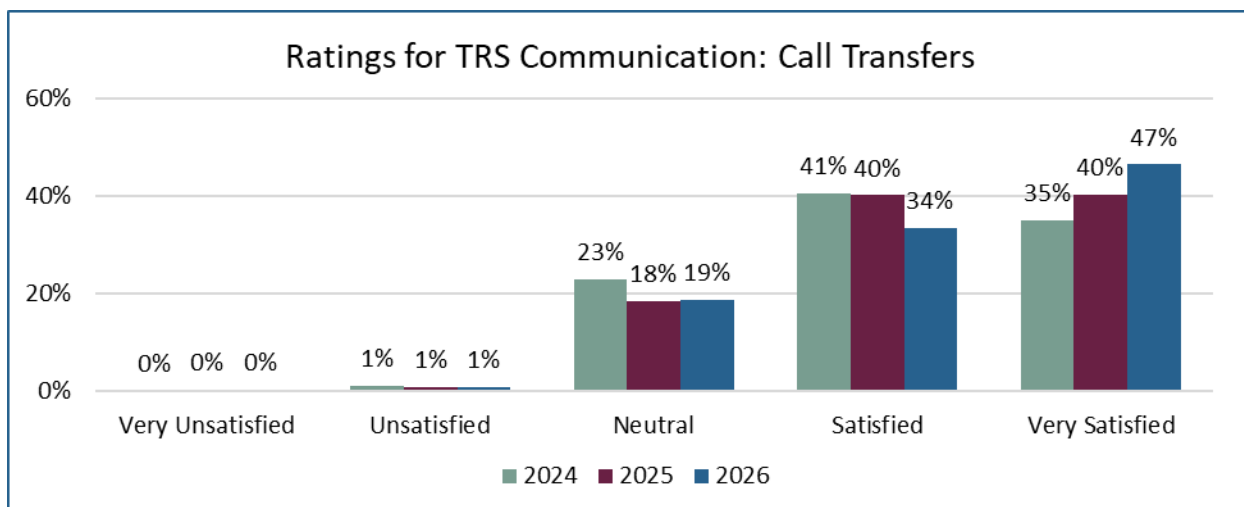


Figure 19b: Ratings for TRS Call Transfers

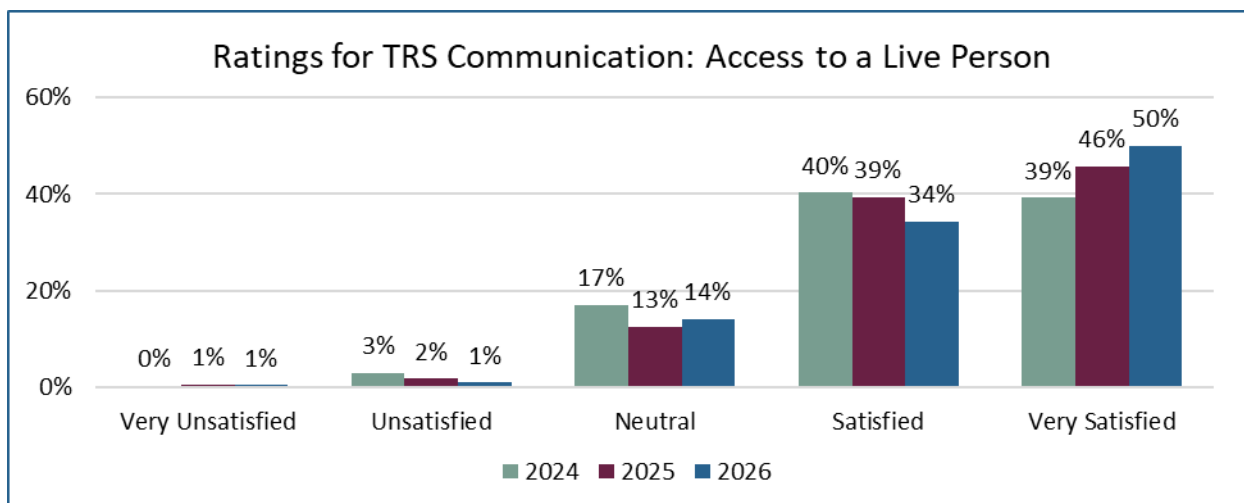


Figure 19c: Ratings for TRS Access to a Live Person

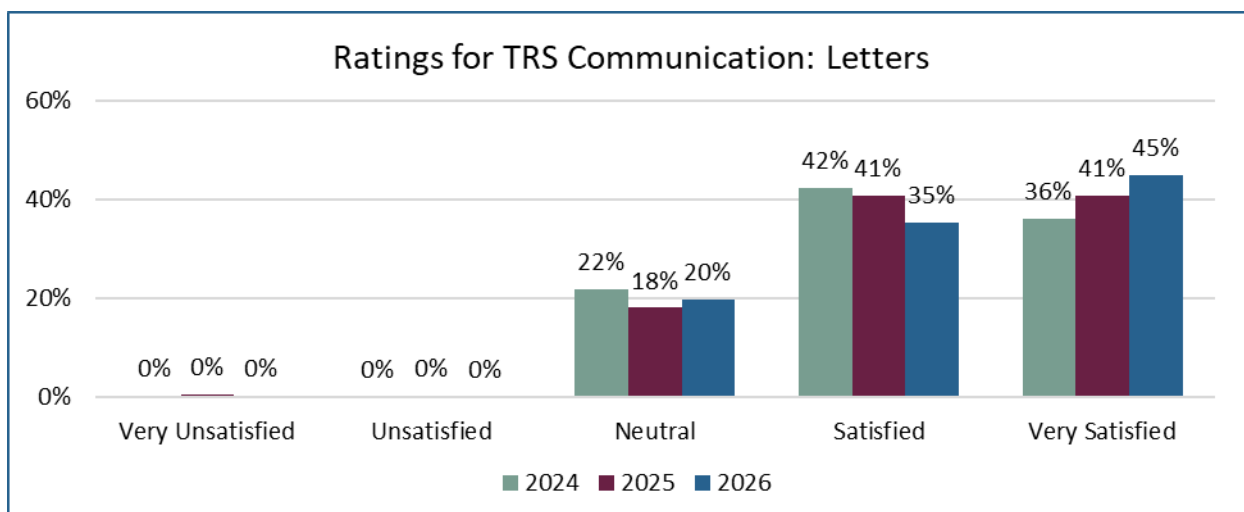


Figure 19d: Ratings for TRS Letters

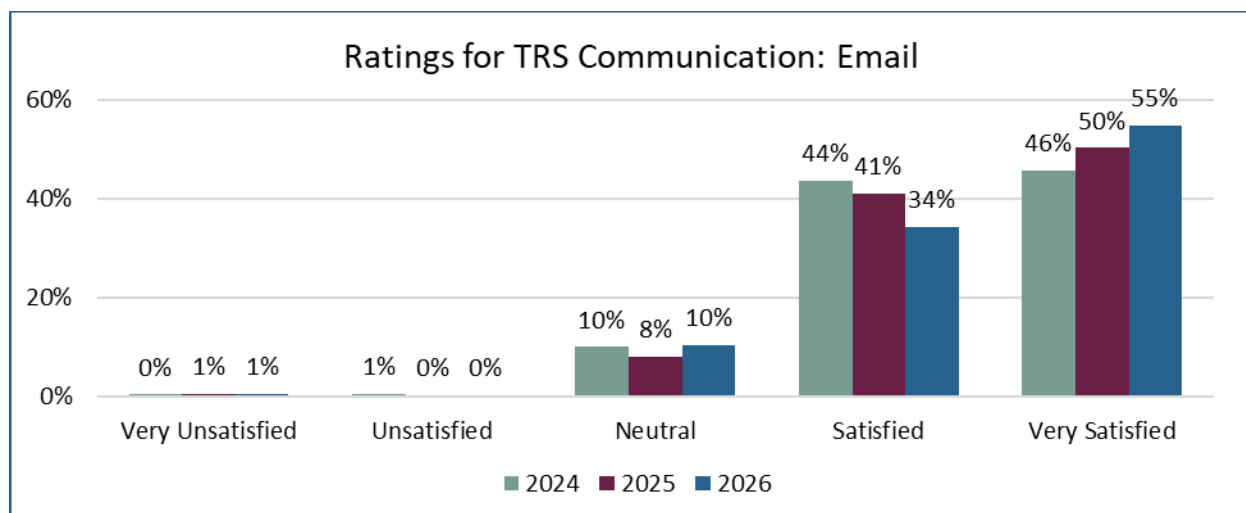


Figure 19e: Ratings for TRS Electronic Mail

When asked about how they rated TRS communication, including toll-free telephone access, call transfers, access to a live person, letters, and electronic mail, twenty respondents indicated that they were “Very Unsatisfied” or “Unsatisfied” and elaborated on their selection. Of these comments, over half (63.6%), mentioned dissatisfaction due to how difficult it was to get an answer or speak to a person directly. In a similar vein, many comments cited dissatisfaction due to long response times (9.1%) while others mentioned issues with the software (9.1%) and the information they received not being helpful (9.1%) as reasons for being unsatisfied with TRS communication. Some responses (4.5%) said that they were dissatisfied due to the overwhelming number of emails they received.

- *You cannot reach someone by phone. You have to send an email and wait.*
- *Our employees have repeatedly mentioned that when they dial the 1-800 number to TRS it takes a long time to get a hold of a person if they are even able to get through.*
- *I am hung up on regularly and usually have to try numerous times to get through.*
- *Your software does not work adequate people running reports your software can handle it 7:00 deadline to not work for me or for anybody that I've spoken to in the state of Texas. And since you're the fiduciary y'all should be doing all the changes not us.*
- *TRS reps on the phone have not been willing to answer general retirement questions, in my experience.*
- *When ever you are receiving audits multiple times through out the month, as well as trying to work with your coach on reports. It can be overwhelming. Especially i the president is being C'c on the emails.*

Ratings for the RE Portal improved across both measurements. In 2025, the largest groups of respondents were “Satisfied” with the Portal ease of use and access to information. In 2026, the largest groups of REs were “Very Satisfied” with the RE Portal ease of use (44%) and RE Portal access to information (43%). Figure 19f shows that as “Very Satisfied” levels increased, dissatisfaction remained below 4% and “Neutral” sentiments decreased to 11% from 13% in 2025. Similarly, as combined satisfaction increased to 84% for RE Portal access to information, “Neutral” levels remained consistent and combined dissatisfaction remained low.

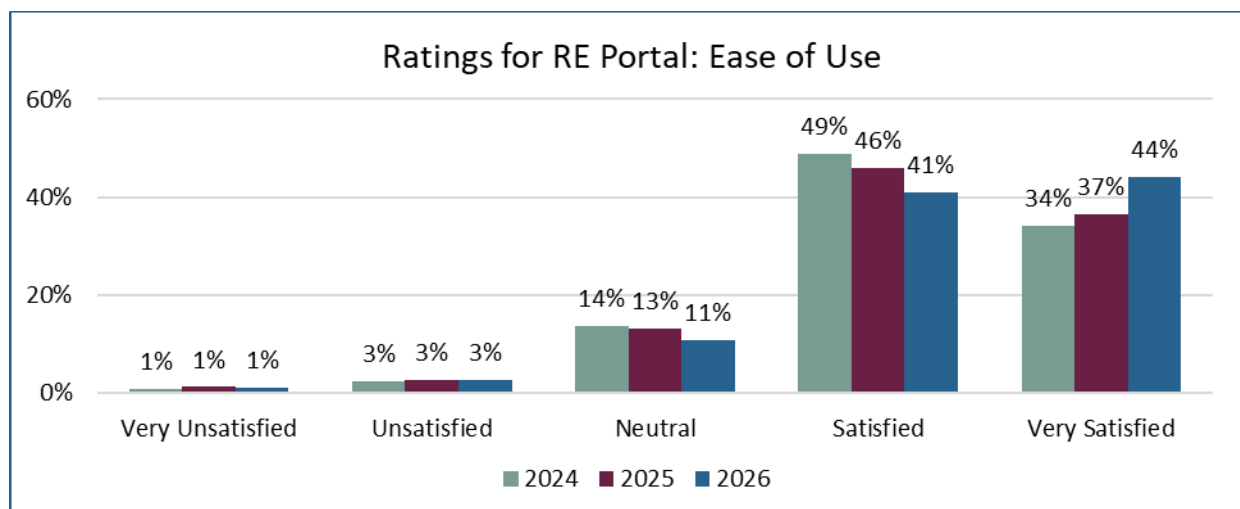


Figure 19f: Ratings for RE Portal: Ease of Use

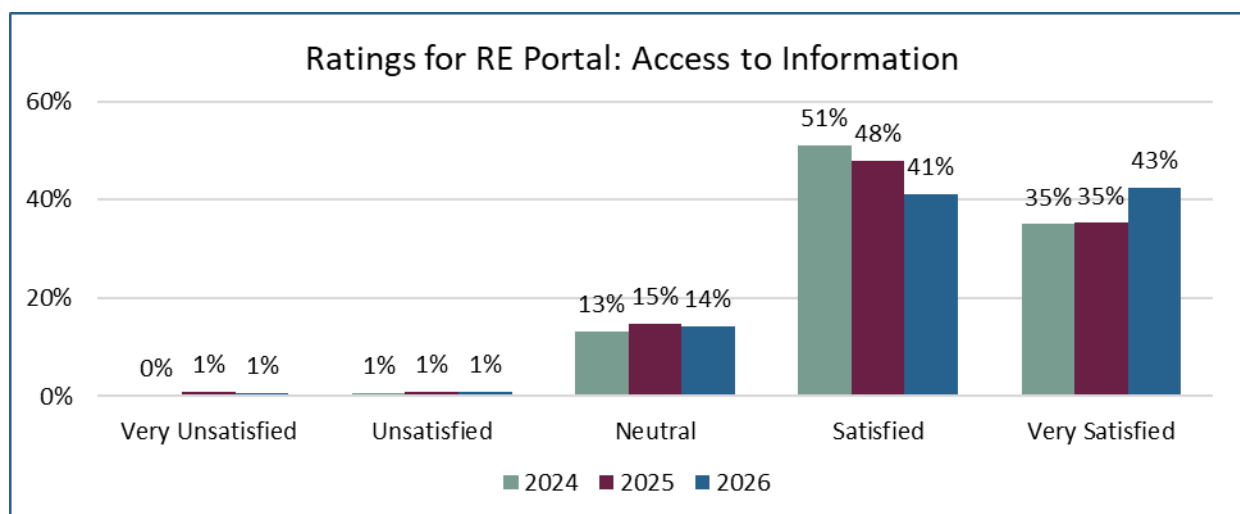


Figure 19g: Ratings for RE Portal: Access to Information

When asked about how people would rate the RE Portal on ease of use and access to information, such as resource materials, those who selected “Very Unsatisfied” or “Unsatisfied” were asked to provide details on their rating. Close to forty percent (37.3%) discussed reporting issues as the reason for being unsatisfied with the Portal. Another 37.3% of comments mentioned that the Portal is confusing, slow, or not user friendly, with some respondents noting that the Portal is cumbersome and not efficient. Sixteen percent of responses said that the Portal makes things more time consuming and that there are unnecessary steps that delay processing. A few responses (5.3%) mentioned that they found it difficult to find resources in the Portal, and others (4.0%) touched upon the Portal maintenance time as a reason for dissatisfaction.

- *You still can't sort the errors (by error) on the same screen you are working on. I know you can sort them via CSV. That is cumbersome. Example: name change errors versus money errors.*
- *using the re portal is painful. it is slow, clunky and outdated. waiting on periodic validations makes submissions unnecessarily time consuming. only being able to upload a txt file or manually enter is painful.*

- *It is annoying that after you make a correction that you then also have to click on the button on the bottom to return to the page, to many unnecessary clicks.*
- *Since the site upgrade, it is harder to find materials needed to report monthly or answer questions from our employees.*
- *The site is glitchy. I am constantly having to refresh the site due to some error message about site maintenance or completely get out of what I'm working on because of some error. It never just flows smoothly when working in the portal.*

Ratings for the RE Section of the TRS website tend to lag below ratings for the traditional communication channels and the RE Portal. While this trend continued in 2026, there was improved growth. In 2025, the majority of RE contacts were “Satisfied” with the TRS Website RE Section for both ease of use and access to information. Figures 19h and 19i display that the percent of REs “Satisfied” decreased 6%-7% for each measure with the percent of REs “Very Satisfied” increased 7% for each such that nearly equal groups are “Very Satisfied” as “Satisfied” with each. The percentage of respondents who were “Very Satisfied” with the ease of use for the RE section of the website increased from 34% in 2025 to 41% in 2026 while “Neutral” and combined dissatisfaction remained constant or decreased. Similarly, ratings for the RE Section of the TRS website access to information illustrate improved levels of RE contacts who are “Very Satisfied” (2025: 33%; 2026: 40%), minor decrease “Neutral” responses (2025: 15%; 2026: 14%), and consistently low combined dissatisfaction (2025: 2%; 2026: 2%).

Additional comparative means analyses were evaluated to identify significant differences in TRS communication based on timing of RE Coach contact. Results revealed minimal statistically significant differences regarding communication tool satisfaction for REs only reaching out to their Coach during reporting deadline needs or unrelated to deadline needs.

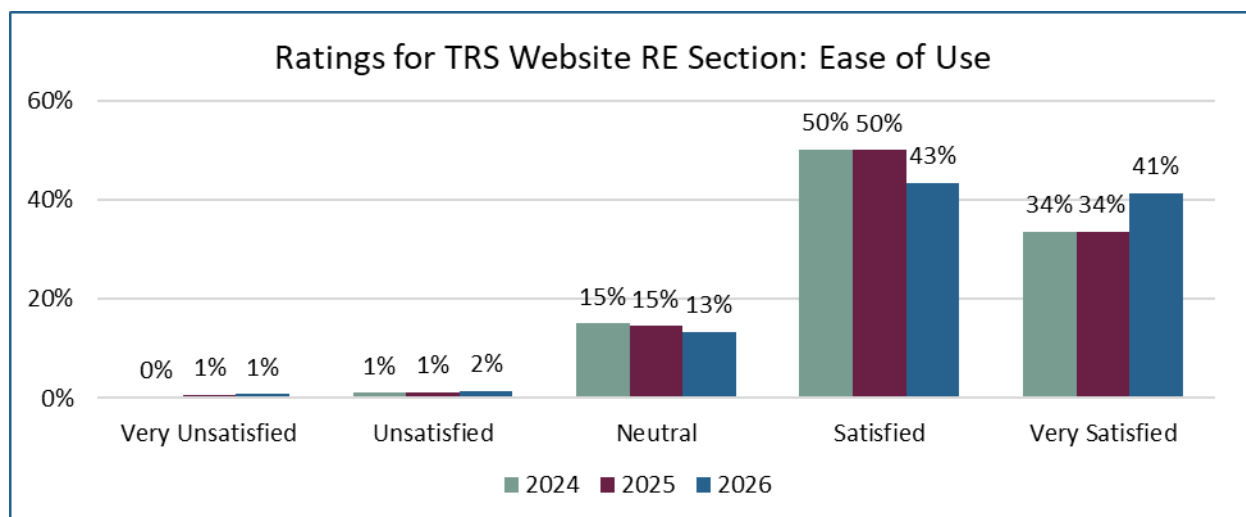


Figure 19h: Ratings for TRS Website RE Section: Ease of Use

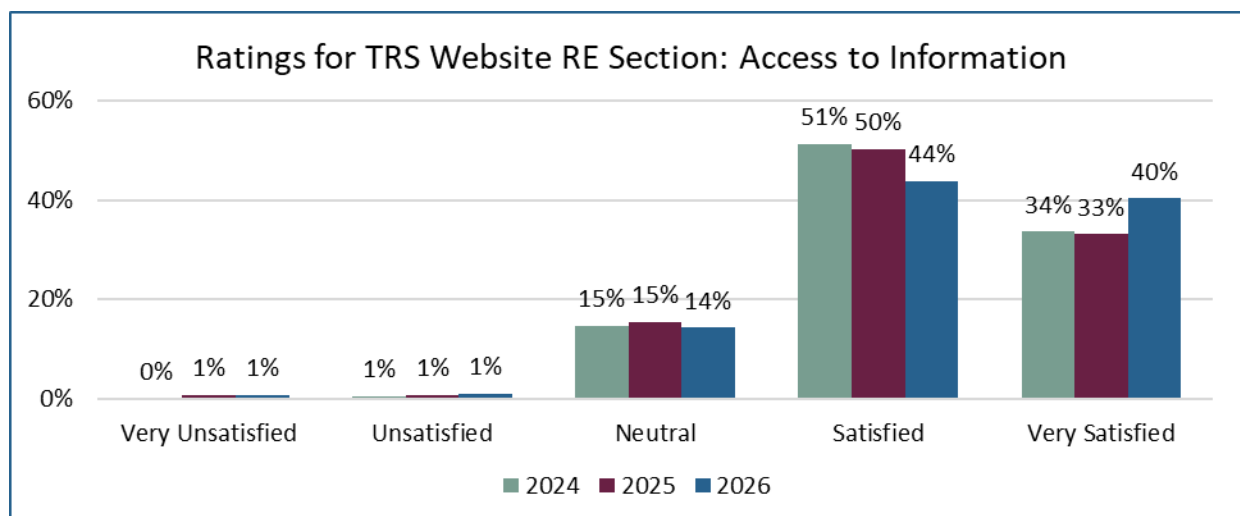


Figure 19i: Ratings for TRS Website RE Section: Access to Information

Totals may not equal 100% due to rounding

When asked about how they rated the RE section of the TRS website on ease of use and access to information, such as resource materials, nineteen respondents selected that they were “Very Unsatisfied” or “Unsatisfied” and elaborated on their selection. Of these comments, 32.0% mentioned that the RE section of the TRS website was not user friendly and was difficult to navigate. Similarly, another 32.0% of responses mentioned that the RE Portal is difficult to use. Sixteen percent (16.0%) of comments reported that the information on the website is not well organized, and it is often difficult to find the items they need, while 8.0% indicated that the processing time was too long. One individual (4.0%) mentioned that the website removed records when a job was completed, and having access to that information for reference would be beneficial.

- *It's a little more difficult to navigate through when looking for something specific. The previous layout was more user friendly.*
- *There is nothing easy about the RE portal, especially when the new contracts start and trying to update their info so that the report processes properly.*
- *The Reporting Employer section is not user-friendly and requires excessive steps to complete basic processes. Key functions, such as updating ED40 records, involve redundant data entry of information already on file. Navigation is not intuitive, and guidance is not always clear, which creates inefficiencies and increases the risk of reporting errors.*
- *Searching for items on site doesn't work well.*
- *It takes an unreasonable amount of time to process, the number of clicks to complete reporting is higher than expected, the system will be thrown off by middle names, and there is no task list.*
- *When a job has ended, sometimes the whole ended record disappears and a lot of times we need to refer back to it. It would be great if the history could remain, at least for the previous year.*

When asked about what TRS could do to enhance communication methods, a little over nine percent (9.9%) mentioned that having increased access to their Coach or to a live person would improve the communication process. Respondents also mentioned that there is a need for more consistent information and more knowledgeable staff (8.8%). Nearly seven percent (6.6%) of responses noted improving the encrypted email system, while another 5.5% suggested timely follow-ups. Close to five

percent (4.4%) of responses suggested improvements to the chat feature. Representative comments on the five most common themes are included below.

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

Response Category	Count	%
Number of Unique Members that Responded to Question	168	
Talk With A Live Person/Availability of Coach	18	9.9%
Knowledgeable Staff/Consistent Information	16	8.8%
Improve Encrypted Email/Use Regular Email	12	6.6%
Timely Follow-Ups in Writing/Reminders	10	5.5%
Chat Feature	8	4.4%
Quicker Response Times	7	3.9%
Update Website/Software	6	3.3%
System Maintenance/Access to Portal	4	2.2%
Conference Calls	2	1.1%
Online Space for FAQs/Issues	2	1.1%
In-Person/Live Training	2	1.1%
New Coach/Need More Coaches	2	1.1%
Provide Info in Spanish	2	1.1%
Have an Assigned Back-up	1	0.6%
Send Info about Trainings	1	0.6%
Monthly Check in Calls	1	0.6%
None/NA/Good As Is	87	48.1%
Total	181	100.0%

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

2.13a Talk with A Live Person/Availability of Coach

Many responses (9.9%) requested an increase of Coach availability or the ability to speak to a live person when contacting TRS. They also noted that if their Coach is not available, they would like to speak to a different Coach or be told in advance that their Coach is unavailable.

- *There are times you can quickly reach a live person through the toll-free calls and then there are times when there is a long waiting time to get to a real person so to be able to reach someone without having to wait several minutes is helpful to be able to get our jobs done more efficiently.*
- *More availability to speak with a live person by phone for urgent reporting matters.*
- *If my TRS coach is not available, I would like to talk to another one. I am usually stuck when I call and need an answer to proceed quickly.*
- *Email has been good but if it is a difficult problem i like to talk to a live person.*

2.13b Knowledgeable Staff/Consistent Info

About nine percent (8.8%) of responses indicated TRS staff needed more information when answering calls to ensure more accurate and consistent information.

- *TRS can improve communication by ensuring consistent guidance across all RE Coaches, reducing call transfers, and improving access to a live representative. Providing clear, timely follow-ups in writing and establishing a centralized communication channel for updates and FAQs would enhance efficiency and reduce confusion for Reporting Employers.*
- *Provide consistent and accurate information that does not make the entity appear not in favor of the individual from customer service reps.*
- *Make sure coaches and TRS consultants are telling the members the same information. It makes it hard with the consultants are telling the members that their employer is doing something wrong and then the coach says no that we're doing it correctly.*
- *Improve consistency in guidance across RE Coaches, reduce call transfers, and provide more direct access to a live representative. Ensure timely, clear written follow-ups and create a centralized communication hub for updates, FAQs, and policy clarifications to reduce confusion and improve efficiency.*

2.13c Improve Encrypted Email/Use Regular Email

Over six percent of responses (6.6%) suggested that improving the encrypted email system would improve communication, including reducing the number of encrypted emails, as the current process is cumbersome.

- *When the question does not involve secure information, just communicate on regular email, not the secure. I have to log into secure email for a yes or no answer and this is an extra step.*
- *The TRS encrypted email system does not provide copy or forward functionality.*
- *Secure messaging is over used. None confidential communications should not be done through secure messaging.*
- *Remove encryption in emails.*

2.13d Timely Follow-Ups in Writing/Reminders

Some responses (5.5%) recommended timely follow-ups or reminders before reporting deadlines, including tips in the reminder emails addressing common errors or upcoming requirements.

- *I am terrified to miss the certifications. Can we get more reminders via email or something to make sure we don't forget? Or maybe this is already in practice.*
- *Labeling the communication first attempt, second attempt, and so on and then involving a Superintendent if the reporting individual is busy and hasn't responded in TRS' time frames comes across as very rude. We know that they are just following protocol, but remove the labels and give people a chance to respond. It might take longer than 10 days, if it is an extremely busy time.*
- *Maybe tips for certain times of the year in emails for employers, Like it's summer expect to file your retiree certs, or it's the beginning of the year, here are some common errors*
- *Quick summary (top 3 takeaways), Detailed explanation, Action steps, Key deadlines*

2.13e Chat Feature

For 4.4% of comments, they stated that the chat feature needed to be more available or working, particularly during the reporting period.

- *Maybe have the chat feature working*
- *have chat available during reporting period*
- *Chat Feature Available*
- *Have the chat feature available*

When asked about how TRS could improve the Reporting Employer page on the TRS website, close to sixteen percent (15.8%) noted that the page was confusing to navigate and difficult to use. Nearly seven percent (6.6%) of responses suggested updating the page and where information is located. A little over six percent (6.1%) noted that providing timely maintenance and quicker information updates would be helpful. Around five percent (5.3%) noted that TRS could improve the search feature on the website, while 3.6% suggested that TRS could make it easier to submit or upload documents. Representative comments on the five most common themes are included below.

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

Response Category	Count	%
Number of Unique Members that Responded to Question	318	
Confusing to Navigate/Difficult To Use	57	15.8%
Change Page and Information Locations	24	6.6%
Timely Maintenance and Information Updates	22	6.1%
Improve Search Feature	19	5.3%
Make It Easier to Submit or Upload Documents	13	3.6%
Improve Training Resources	10	2.8%
Downloadable Resources	7	1.9%
Include Real-Time Updates/Deadlines/Alerts	5	1.4%
Improve Certification Processes	5	1.4%
Able to Have Two Screens Open	5	1.4%
Chat Feature	3	0.8%
Little Interaction with Coach/Website	3	0.8%
Password Expiration	1	0.3%
None/NA	187	51.8%
Total	361	100.0%

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

2.13f Confusing to Navigate/Hard to Use

Nearly sixteen percent (15.8%) of responses found the employer page on the TRS website difficult to navigate. They noted that information was challenging to find and simplifying the navigation would be an improvement.

- *Very hard to find things on the new website*
- *TRS can improve the Reporting Employer page by simplifying navigation and reducing the number of steps required to complete tasks. Processes like updating ED40 records should auto-populate existing data to eliminate redundant entry. Clearer instructions, better organization of resources, and a more intuitive layout would improve efficiency and reduce reporting errors.*
- *The website is a little confusing. I always have a hard time finding what I need.*
- *the new design is more challenging to navigate than the prior one.*

2.13g Change Page and Information Locations

Over six percent of comments (6.6%) suggested changing the location of various elements on the page would improve usability, such as restoring the login back the top of the page, adding drop-down menus at the top of the page, and reducing the number of steps required to find information.

- *put the login back at the top of page*
- *Maybe have the drop down menus at the top instead of the side. The RE PORTAL link a little bigger or on top. It gets lost in the page.*
- *Limit the amount of steps/clicks to get to information*
- *I wish we could click on the link to the portal without having to clicking on employers first - but it's not the end of the world.*

2.13h Timely Maintenance and Information Updates

Some responses (6.1%) focused on the need for more timely maintenance of the page, including the need for quicker updates on new information or processes released by TRS.

- *updating concurrent employment accurately and timely*
- *The system update time seems to hinder my ability to work in the evening. It would be helpful for the time to be later as to allow those who need to get on in the evening a chance to complete tasks on time.*
- *SCHEDULING WEBSITE MAINTENANCE DELAYS REPORTING BEFORE DUE DATES.*
- *Post new FY info/limits/rates earlier for the new FY (EAR hrs limits, contribution rates, etc). Direct link to forms page.*

2.13i Improve Search Feature

A little over five percent (5.3%) of responses mentioned to improve the search feature, stating that the search function does not work as well as it could and that it is difficult or time consuming to find information. Comments suggest keywords auto-populating during searches would be helpful.

- *The search field should only search information regarding Reporting Employers. That way if I key in Stat Min it brings up the Stat Min table or if I type in Rates it brings up the current and historical rates. It is pretty bad now. If you do not know where you are going it takes hours to find something you do not know where it is. Better Key word search is a must.*
- *The search feature doesn't work as well as it could.*
- *Sometimes when I am looking on how to resolve certain errors, I have to look around for a bit. I would like to search and those keywords populate*
- *Sometimes is a little difficult to find what I need from the search option.*

2.13j Make It Easier to Submit or Upload Documents

Close to four percent (3.6%) of comments suggested that TRS should improve or simplify the process to submit or upload required documentation. The submission process was described as inconvenient or time-consuming. Additionally, it was recommended that the system provide confirmation notifications upon document submission and acceptance, as well as an updated inventory of all uploaded materials.

- *Maybe just everything. Submitting forms is super annoying. All the errors that occur; if they could just be a better system and website. Maybe even implement AI to help the reasoning of the system to fix the little errors that are just simple fixes, and for it to be able to submit to completion so much faster than how long it takes normally. It can be from half an hour to an hour.*
- *The ability to have multiple windows/tabs of the RE portal open at once would be very helpful. When I'm reporting and need to submit ED records, it would be nice to be able to have a manual report window open while also being able to look at an employee's previous ED and RP records.*
- *When submitting a TRS28 via the document upload, it would be very helpful if the confirmation email indicating acceptance would include some type of identifying information relating to the document received (ex. last four of social security number of the member)*
- *When we upload TRS28 forms, the information we receive back could be better like: how many forms we've uploaded. It'd also be helpful to be able to upload more than one TRS28 form at a time. Those are suggestions I believe would be most helpful.*

2.14 Open-Ended Comments

At the end of the survey, respondents were offered the opportunity to provide open-ended comments in response 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 regarding how TRS could improve its relationship with its REs are presented in Table 10.

When asked about what the single most important thing TRS could do to improve its relationship with REs, approximately twenty-three percent of responses (23.7%) commented on how TRS could improve their communication. About 20.6% mentioned that improving response time and availability would be helpful, while another 9.3% mentioned improving the Portal and reporting process. For 8.7% of responses,

extending deadlines were noted as a way TRS could improve. Close to six percent (5.9%) noted that providing training, particularly in person, would be helpful. Respondents also stated that improving response availability (7.0%) would be helpful. Representative comments on the five most common themes are included below.

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

Response Category	Count	%
Number of Unique Members that Responded to Question	312	
Improve Communication	84	23.7%
Improve Response Time & Availability	73	20.6%
Improve Portal/Reporting	33	9.3%
Extend Deadlines	31	8.7%
Provide Training/In-Person	21	5.9%
Satisfied/ Great	21	5.9%
More Coaches / Overworked / Less Changeover	13	3.7%
Reduce System Downtime	12	3.4%
Improve Understanding	6	1.7%
More Access to Documents & Employee Details	5	1.4%
Many Improvements Made Already	5	1.4%
Keep Grace Periods & Remove Penalties	3	0.8%
Accuracy/Match of Information	3	0.8%
None/NA	45	12.7%
Total	355	100.0%

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

2.14a Improve Communication

Several comments (23.7%) stated that improved communication would be helpful to improve TRS' relationship with REs. Some responses suggested improving the customer service that the Coaches deliver, as RE contacts perceive being unsupported or frustrated by Coach responses. Others requested that TRS check in with REs more frequently to assess their needs.

- Work with us. We are all busy and we really do try our best to get everything done timely and correctly. We all need to be on the same page and support each other. I don't feel supported some of the time. Some of the things the call center tells our employees makes the employees feel like we don't care or aren't doing our job. The call center needs to blame less and help more.*
- When you are already frustrated with an issue, it would help if the TRS Coach is more personable and can show some nicer customer service.*
- We are regularly called by recent retirees that tell us they contacted TRS and were told that they are waiting on the RE to submit the certification/report. Retirees get the impression we are failing to submit, when we are still working on the current report. It would be nice if whoever at TRS that*

answers that question would actually explain to them that there are deadlines to complete the report and to follow up after that date.

- *Touch base with us every now and then and see if all is well or if there is any need that can be addressed.*

2.14b Improve Response Time & Availability

Some responses (20.6%) mentioned that improving TRS' response time and general availability would help support the REs. Specifically, RE contacts noted that extending the Coach work hours even an hour would be beneficial, as would quicker response times during reporting deadlines. They also noted that providing additional training for Coaches would enable them to be better prepared to respond to questions during reporting times.

- *TRS should revamp their employee's work hours during the first week of every month. The 6th is a critical deadline and the first week of the month should not be treated as a normal 8am-5pm workweek. Data cannot be submitted to TRS until RE's complete the previous month. RE's are working longer hours to meet these monthly deadlines. My suggestion goes back to the small group concept for coaches. During the first week, extend one coach work hours until 6pm. Rotate this schedule every month.*
- *Timely communication-we need responses ASAP most of the time so we can get payments and reports submitted*
- *Support the entities - have coaches ready to answer questions during peak reporting times. Decrease the time it takes to receive overrides when required. An entity should not have to wait several days for an override.*
- *Quicker response time when assistance is needed to meet reporting deadlines.*

2.14c Improve Portal/Reporting

Comments related to the improvement of the Portal and the reporting process were made in 9.3% of responses. RE contacts requested to improve the speed of the Portal, including reducing the time it takes to process file submission. Comments also suggested simplifying the process would be helpful and less time-consuming.

- *Updating how the reporting portal operates to take less time and accomplish more tasks would be very helpful.*
- *Update the employee reporting portal! It is not easy to update monthly when you are viewing your information you can't sort or filter or even identify what employee line you are on. The monthly RP is always difficult and NOT USER FRIENDLY!*
- *Stop requiring surveys and reduce the processing time after uploading a file*
- *Maybe TRS needs to work on an easier submitting process to correct reporting errors. We should not have to go back several years in the current year to correct an incorrect reporting., It should be easy and straight to the point, not delete the ED, then delete the RP, wait for an override, then resubmit all that has been deleted.*

2.14d Extend Deadlines

Approximately nine percent of responses (8.7%) mentioned that extending reporting deadlines would be helpful, noting that while the grace period helps, RE contacts were unsure if the grace period would continue to be available in the future. They suggested either extending the deadlines or improving the reporting process to be more efficient and less time-consuming.

- *When the 1-6 fall on a holiday or weekend, and you all are closed, it would be nice to have an extra day for us to complete our reports and submit payments as well.*
- *Understanding the amount of time accurate reporting takes and that Districts are not equipped with the staff needed to competently meet the deadlines set by TRS. It would be helpful for some processes and reporting to be streamlined; The number of steps to correct some errors is extremely too long and time consuming.*
- *The steps required to clear an RP/ED error are unnecessarily time consuming, especially given our deadline on the 6th. Although we currently have a grace period, we do not know how long that will remain in place in future years.*
- *stay lenient on deadlines; the current deadlines and grace periods are sufficient; if they are reduced, this would affect our processes tremendously since they are primarily manual*

2.14e Provide Training/In-Person

Close to six percent (5.9%) of comments stated TRS should provide additional training, particularly more in-person opportunities. They also suggested providing more one-on-one training sessions.

- *Reach out to the contacts and build relationships with an actual person. Keep updated on changing of personnel, be available to conduct 1-on-1 intro training or guided zoom-call-type support to walk us through error resolution.*
- *Providing more in-person training sessions in the Beaumont area*
- *Proactive communication and accessible training resources would help employers ensure accuracy, maintain compliance, and reduce processing delays. I do believe that TRS is on the right track.*
- *More in person training sessions*

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

When asked if there was anything else that RE contacts wanted to share that was not covered elsewhere in the survey, about sixteen percent (15.9%) of responses requested that TRS improve the report process and extend the report deadlines. Nine percent of responses (9.0%) provided praise for their Coaches and the improvements TRS has made. A little over eight percent (8.5%) mentioned improving communication, and 5.5% mentioned ensuring that the communication TRS provides is more consistent. A little over three percent of responses (3.5%) suggested providing more RE Portal availability in the evening and on weekends. Representative comments on the five most common themes are included below.

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

Response Category	Count	%
Number of Unique Members that Responded to Question	189	
Improve Report Process /Deadlines	32	15.9%
Praise for Coaches/TRS Improvements	18	9.0%
Improve Communication	17	8.5%
More Consistent TRS Services Information	11	5.5%
Portal Availability in Evening/Weekends	7	3.5%
More/Ongoing Training For Staff	6	3.0%
Inform Retirees Better/Retirement Specific Information	4	2.0%
Survey Related	3	1.5%
None/NA	103	51.2%
Total	201	100.0%

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

2.14f Improve Report Process/Deadlines

Many responses (15.9%) discussed the need to improve various aspects of the report process. This included extending the deadlines and making the Portal more user-friendly.

- *The reporting deadline of the 6th is no longer reasonable. Anything that TRS can do to support changing to later in the month would be appreciated.*
- *The RE portal process of searching information/eliminating errors is a bit cumbersome. The data updates could be a bit more efficient to make updates.*
- *The main issue we are having is submitting the reports. I submit the records several times until finally It locks. WHY??? Just now I have submitted a small ED report more than 10 times and it is yet to lock. This happens with all reports (ED/ER/RP). Will something be done to correct this? It has been this way for a couple of years, and I feel like it has been getting worse.*
- *My fantasy world is a place where TRS rules/regulations/reporting are not set up to be so unbelievably complex and complicated. It should not be this hard.*

2.14g Praise for Coaches/TRS Improvements

Some responses (9.0%) shared praise of the RE Coaches and the improvements that TRS has put into place. Specifically, they noted that they appreciate the support from TRS and the Coaches. They also appreciate the resources provided, such as the *Update* newsletter.

- *The last two coaches I have had the pleasure of working with have been really good.*

- *Overall, we are very grateful to have the help and support from TRS to get the reporting done timely and accurately. We take TRS reporting very seriously and want to get it absolutely right for all our employees. Thank you all for your help and support!*
- *I love the Reporting Employers UPDATE news letter we receive every month. This has so much information and help me keep up with the upcoming changes.*
- *I do want to say this about my coach: my email had stopped working, and she called me directly to let me know my emails were bouncing back. I appreciated that she took the initiative to call me to let me know. She has a great sense of humor, which makes it easier to deal with the TRS issues that I have reported to her.*

2.14h Improve Communication

Nearly nine percent (8.5%) of comments highlighted the importance of improving communication as important, with some mentioning that more frequent updates on any changes or improvements that TRS makes would be helpful. RE contacts also suggested quicker response times, clearer expectations, and additional training for TRS staff who respond to questions.

- *The new look to the website is a great improvement. I may have missed the introduction to the new website, but I would have liked to have known about it in advance. I may need to see if I am subscribed to receive the notifications.*
- *quicker response times in the reporting process would be nice.*
- *One area that consistently makes the greatest difference for our organization is clarity clear expectations, plain-language guidance, and advance notice of changes. When communication is timely and easy to interpret, it significantly reduces confusion, errors, and follow-up questions*
- *Provide better (real-life scenario) training to TRS staff members who are answering member questions. It is rare to get the same answer twice. Then the lack of empathy that is shown to individuals who are weighing life choices, whether it be to retire or making a plan for retirement. Making more of an emphasis on balancing the rules and the person would be a much better approach to help them be responsive and caring during those conversations would be revolutionary to how members view TRS.*

2.14i More Consistent TRS Services Info

Over five percent of responses (5.5%) emphasized the importance of consistent communication about TRS services across all channels, including Coaches, the 800 number, and TRS.

- *We value our partnership with TRS and appreciate the support provided to Reporting Employers. Continued focus on consistency in guidance, timely responses, and enhanced centralized resources will further strengthen efficiency and collaboration. Ongoing training and clear communication will help ensure accurate and compliant reporting across entities.*
- *It would be nice to know if/when an employee is being reported by another entity*
- *I spoke with another coach because my coach is out of the office until tomorrow. When I spoke with her, I received contradicting information regarding how to complete an ED report. I mentioned this and the coach suggested that I keep the report that I submitted the same because maybe my coach had more info than they did. It left me feeling a lack of confidence in both of*

them as to the information I am being provided. One guide for everyone to go off of seems necessary.

- *Again, the work of the coaches and the TRS resources available are not generally an issue. It's more about the specific member issues that result from employees contacting the 800 number. It seems as though the TRS departments are not always aligned.*

2.14j Portal Availability in Evening/Weekends

About four percent (3.5%) of comments mentioned that the Portal should be available during evenings and on the weekends to help meet the report deadlines.

- *There are busy times of the year that it would be beneficial if the TRS portal was available after 7:00 pm. Especially times of year when it is time for our annual audit and I am busy working with them during the day then in the evening I could process some files for that months reporting when I stay late to catch up what I was not able to work on during the actual working hours while assisting the auditors. Just a thought*
- *Please do not schedule maintenance/updates or close reporting offices for training/meetings within at least 10 days prior to reporting deadline.*
- *Make the TRS portal available for longer hours in the evening.*
- *Keeping the TRS Portal available to at least 9 pm on a daily basis and not close it down at 7 pm. I know this request has been made multiple times from our district and other reporting employers.*

2.15 Relationship Building Suggestions

When asked about what TRS could do to strengthen relationships with REs as part of their practice of rotating Coaches every few years, most comments (36.7%) stated that Coaches were changed too often and they wanted to keep their Coach. For another 20.6% of responses, they provided praise for their current Coach or for the process overall. Close to nine percent (8.5%) of responses suggested that the Coaches should be more informed or knowledgeable, while another 8.2% suggested improving the communication process and have the Coaches introduce themselves to the REs. A little over four percent (4.1%) of responses suggested allowing districts to select their own Coach. Representative comments on the five most common themes are included below.

Table 12. Coded Open-Ended Responses of suggestions to strengthen relationships with REs.

Response Category	Count	%
Number of Unique Members that Responded to Question	264	
Coach Changes Too Often/Keep Same Coach	116	36.7%
Praise for Coach	65	20.6%
Have Informed/Knowledgeable Coaches	27	8.5%
Improve Communication/Provide Introduction	26	8.2%
Let Districts Pick Their Coaches	13	4.1%
Have Transition Plans	8	2.5%
Improve Response Times	2	0.6%
Survey Related Comment	2	0.6%
Do Not Have Coach	1	0.3%
Portal Availability	1	0.3%
Override Process	1	0.3%
None/NA	54	17.1%
Total	316	100.0%

Note. As part of our standard practice of rotating Coaches every few years, we aim to strengthen our relationships with Reporting Employers. What suggestions do you have to help us improve this process?

2.15a Coach Changes Too Often/Keep Same Coach

RE contacts preferred to keep the same Coach that they had grown accustomed to and did not want to spend time building trust with a new Coach.

- *Would like to keep same coach and there be no rotating.*
- *While rotating coaches builds broader relationships, frequent changes during my first three years felt disruptive. It takes significant time to build the trust and mutual understanding necessary to navigate TRS requirements effectively. To improve this, I suggest that the 1st 5 years not to change coaches. This would ensure continuity, reduce the burden of restarting, and maintain the strength of the partnership.*
- *Stop that practice. I liked my old coach and do not want to get to know another coach and have to learn what they are good in and what they are not in and their quirks and what I can depend on them for. Leave it alone unless I am not happy with the coach and volunteer to change coaches.*
- *Please stop changing our coaches. Just as we get to know someone, we lose them.*

2.15b Praise for Coach

A little over twenty percent (20.6%) of responses expressed appreciation for their Coach or the process, frequently highlighting positive experiences with their Coach.

- *Works real well, would like to keep all my TRS coaches they are the best*
- *Not sure, I have only been doing the TRS reporting for 1 1/2 years. So far, both coaches have been great.*

- *Meeting my previous coach "in-person" at an on-site training was surprisingly fantastic & helpful. It fleshes out that "voice only connection."*
- *I was satisfied with my last coach and also love this one.*

2.15c Have Informed/Knowledgeable Coaches

Many responses (8.5%) suggested that increasing the Coaches' knowledge or keeping them informed would help build trust with new Coaches.

- *When putting a less experienced coach on a larger district that may have more issues, it would good to have a more experienced coach as "back-up" who can quickly answer the RE's questions if the less experienced cannot.*
- *Strong, tenured coaches partnered with people new to their position (under 5 years) would be awesome.*
- *Please make sure all higher ed receives an experienced coach. Mine is experienced, but I know of other schools that do not have a coach that is experienced in higher ed.*
- *Make sure the coach is more prepared to answer questions and resolve errors in a more timely manner.*

2.15d Improve Communication/Provide Introduction

Slightly over eight percent (8.2%) of comments suggested better and increased communication along with providing introductions would help build a stronger relationship with their Coach. RE contacts noted that they appreciate when Coaches introduce themselves, whether in email or in person.

- *The introduction email has been real nice in the past. I would continue that practice.*
- *the coaches could reach out when they change and introduce themselves*
- *More communication. Our district had an RE Coach that was overly attentive, and at the time we thought it was a bit excessive. After the last few rotations, we realized how much we missed her attentiveness.*
- *In person meetings to get to know others in our region and meet our TRS Coaches.*

2.15e Let Districts Pick Their Coaches

A little over four percent (4.1%) of responses suggested allowing REs to select their own Coach or to volunteer if they want to change to another Coach, rather than making it mandatory.

- *To weed out the bad coaches, allow the district to be able to change coaches or stick with the current coach. This will determine which coaches are your best coaches.*
- *I wish changes were made by request not by mandatory changes, Why change a good working team. And coaches are not allowed to communicate after they are changed. I really hate this!*
- *I would like to be able to make the option if we can keep the coach we have. I get connected with the coaches and when they are changed it takes a while to get used to there communication style.*
- *It might be helpful to be able to request a change of coach. I have not needed that. I like my new coach better than the previous.*

3 Summary of Results

The Reporting Employer Satisfaction Survey aims to enhance TRS leadership strategy by better understanding the usage and evaluation of TRS services by REs in order to improve TRS services, when administratively feasible.

Based on quantitative and qualitative feedback from the survey process, the following actionable insights were generated:

- **Explore disconnects in RE Coach ratings and TRS overall satisfaction and quality ratings.** Nearly all RE Coach measures declined slightly in 2026 as TRS overall satisfaction increased and quality remained steady. RE Coach ratings still exceed ratings for all TRS overall, communication, and resource satisfaction items. Connect with REs to understand the rationale for historically rating RE Coaches much higher than TRS overall and what caused a decline in RE Coach satisfaction in 2026 that still resulted in similar improved overall TRS satisfaction and quality scores.
- **Leverage improved perception of resources and communication.** Progress was made across nearly all TRS resources and communication approaches. The gap between “Satisfied” and “Very Satisfied” is still considerable for most of the TRS resources. Further insight into the needs or gaps may be needed to achieve the highest levels of satisfaction.
- **More information is needed to understand how the timing of coach contact impacts TRS interactions and satisfaction.** Most REs contacted their RE Coach during reporting deadlines. Consider how RE Coaches can better serve those contacting them during or outside of reporting deadlines. In 2025, there were more noticeable differences in satisfaction ratings depending on timing of contact, but that trend was not as evident in 2026. There are certainly differences in needs, usage, and expectations based on RE Coach contact during and apart from reporting deadlines. There was not much deeper insight gleaned from the initial data for 2026 so further exploration/conversations/evaluation may be helpful.
- **Consider scaling back multiple part questions on the survey.** Again in 2026, multiple questions related to grouped concepts are strongly correlated, suggesting some redundancy. Removal of excessive questions could allow for new exploration into critical areas. There’s also a nearly direct correlation with ease of use and access to information scores in the communication items for the RE section of TRS’ website. Telephone-related communication items (call transfers and toll-free telephone access) are strongly correlated as well and could likely be reduced to a single phone-related item.
- **Improve RE Portal and TRS website content.** Search for opportunities to understand and correct the reasons that the TRS website lags behind the RE Portal and all other communication channels. Are there opportunities to address changing RE needs based on reporting deadlines through the RE section of the TRS website? Possibly expand into more of the niche resources/needs that aren’t as widely required or used.
- **Improve the accuracy and consistency of information provided.** Many respondents across multiple questions noted that if they had to contact two separate Coaches or their Coach and TRS, they often received conflicting information. They also shared problems with TRS giving employees incorrect information, which the employees would then bring to the REs. Responses suggested finding ways to make sure everyone receives the same information across all parties to reduce errors and frustration.
- **Improve the speed and functionality of the RE Portal.** Respondents often shared that the RE Portal was slow, particularly when submitting reports or uploading documents. They also noted that it was not user-friendly or easy to navigate and suggested working to improve how the Portal is designed.

- **Consider extending deadlines and improving the reporting process.** Concerns about meeting deadlines was a consistent theme across many questions. While REs appreciated the grace period that they typically received, respondents were hesitant to rely on the grace period in fear of it no longer being available. There were concerns mentioned regarding deadlines around holidays or over the weekend. Some responses suggested leaving the Portal open later at night and over the weekends, while others encouraged Coaches to respond faster during reporting times, so errors could be resolved and reports could be submitted on time.

A summary of results is provided below.

3.1 TRS Overall

Similar percentages of REs were “Very Satisfied” with the overall quality of services received from TRS across the previous three years. Combined satisfaction with overall service exceeded 90% again in 2026. The majority of REs reported being “Very Satisfied” overall with the agency for the first time ever. Few respondents reported being “Unsatisfied” or “Very Unsatisfied” with TRS overall. The percentage of respondents “Satisfied” with the agency decreased from 2025 to 2026. Less than 2% of respondents are “Very Unsatisfied” or “Unsatisfied” with the quality of the agency or overall satisfaction of TRS.

3.2 Contact with Reporting Employer Coach

Patterns in the timing of RE Coach contact in relation to reporting deadlines closely mirrored 2025 trends. The majority of respondents reported contacting their RE Coach during reporting deadlines while just over one-third of respondents report contacting their Coach both during and unrelated to reporting deadlines. Additional analysis revealed minimal differences in satisfaction regardless of contacting Coaches during or outside of reporting deadlines. Respondents representing public schools reported contacting their RE Coach more often during reporting deadlines than respondents representing higher education institutions. REs with multiple RE Coaches have similar overall ratings for TRS as those only interacting with one RE Coach.

3.3 Quality of Service Received by Reporting Employer Coach

The quality of service received by RE Coach remained the highest rated program element by percentage of REs “Very Satisfied” despite a decrease in 2026. Two-thirds of REs (67%) were “Very Satisfied” with the quality of services provided by RE Coaches and combined satisfaction reached 91%. Ratings declined across the board for all personal ratings of RE Coaches such as courtesy, friendliness, knowledge, and referring to themselves by name.

3.4 Rating of Reporting Employer Coach by Dimension of Service

RE Coach dimension of service satisfaction also tapered off in 2026 as lower percentages of REs were “Very Satisfied” with every dimension compared to 2025. Similar proportions of REs were “Very Satisfied” with six of the seven dimensions of service (67-70%). Only “Being available so you can speak to a person on the phone” was less positively rated, maintaining its status as the least highly rated service in each of the past four years.

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

Generally, importance levels dropped marginally across all services in terms of REs rating each service as “Very Important.” The most important items remain those related to understanding, explaining, responding and resolving questions and errors promptly and efficiently. Phone availability remains the lowest importance again in 2026.

3.6 Standard Reporting Employer Coach Response Time

REs were nearly unanimous that the one business day timeline is reasonable (95%).

3.7 Reported Reporting Employer Coach Response Time

RE reported response time improved again in 2026 with 89% of REs reporting Coach responses within 24 hours and 99% of REs reported receiving a response within 48 hours.

3.8 Training Attendance

The majority of REs attended a training session in the past year despite nominal decreases in each of the past two years.

3.9 Preference for Receiving Training Materials

RE preference for receiving training materials shifted in 2026. Written online content was the most frequently top-rated preference for training material in 2026 despite being third most frequently selected in 2025. Fewer REs preferred live online interactions such as webinars or recorded videos compared to percentages last year. However, these two methods were the most frequently selected options when considering rankings anywhere in the top three of preference.

3.10 Ratings for TRS Communications

TRS communications ratings continued to improve across all channels of communication. The percent of “Very Satisfied” responses increased each of the past four years collectively and for nearly all communication tools. Progress was made in shifting from the majority of REs only being “Satisfied” to larger groups of REs being “Very Satisfied” than “Satisfied.” Email was the most highly rated communication channel again with 55% of REs “Very Satisfied” with TRS emails. Additionally, the majority of REs were “Very Satisfied” with access to a live person and toll-free telephone access. Most general trends continued to hold across communication approaches. REs more highly rated traditional communication approaches (phone, in-person, email) than the RE Portal or RE section of the TRS website. The RE Portal continues to be more highly rated than the RE section of the website and in 2026 more REs were “Very Satisfied” than “Satisfied” with both Portal measures. The largest groups of REs are only “Satisfied” with the RE Section of the TRS website for both items, but the gap closed drastically in 2026 such that the totals for “Very Satisfied” are only 2% and 4% below those “Satisfied” with the website communication measures.

Appendix A – TRS Reporting Employer Satisfaction Survey 2026

The Teacher Retirement System of Texas (TRS) wants to best understand the needs of Reporting Employers (RE) to continue to improve the information, resources, training, and services it provides. TRS has partnered with Elite Research to conduct the annual Reporting Employer Satisfaction Survey.

The survey should take approximately 10-15 minutes to complete. Survey responses are confidential and will only be used to help improve the information, resources, training, and services TRS provides to its Reporting Employers. Please provide your candid and honest feedback.

Please note: The survey will be sent to everyone listed as an RE Contact in the TRS RE Portal and should be completed by the individual who submits reports to TRS. If you are not the person who submits reports to TRS, please select "No" for question 1.

_____ Page Break _____

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

- Yes
- No

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

If no is selected on Q1, skip to Q5.

Exclusion Criteria

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

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

- Yes
- No

_____ Page Break _____

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

3. Please enter their contact information.

Full Name: _____

Email: _____

Cell Phone _____

End the survey if Email is entered on Q3.

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

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

Display this question if the RE selects “Yes” on Q1.

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

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

Display this question if the RE selects “Very Unsatisfied” or “Unsatisfied” on Q5.

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

_____ Page Break _____

7. Please rate your overall satisfaction with the agency.

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

Display this question if the RE selects “Very Unsatisfied” or “Unsatisfied” on Q7.

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

_____ Page Break _____

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

10. In a typical month, when does your organization communicate with your RE Coach (either through phone calls, chat, or email)?

- During reporting deadline needs
- Unrelated or outside of reporting deadline needs
- Both

Display this question if the RE selects "Unrelated or outside of reporting deadline needs" or "Both" on Q10.

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

12. How would you rate your RE 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" on Q12.

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

_____ Page Break _____

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

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q14.

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

_____ Page Break _____

16. When you do contact your RE 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/chat?	☐	☐	☐	☐	☐	☐

Display this question if the RE selects “Very Unsatisfied” or “Unsatisfied” on Q16.

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

_____ Page Break _____

18. How important is it to you that your RE 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/chat	☐	☐	☐	☐	☐	☐

19. Please select the three most important things your RE Coach can do for you and your organization. (Select up to three).

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

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

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

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

Display this question if the RE responds "No" on Q21.

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

_____ Page Break _____

23. On average, how quickly does your RE Coach **respond** to your organization's calls or emails?

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

24. On average, how quickly does your RE Coach **resolve** your issue?

- ☐ Within 24 hours
- ☐ Within 48 hours
- ☐ Within a week
- ☐ Within a month
- ☐ My RE Coach rarely resolves my issues
- ☐ Don't Know/Not Sure

25. What are the reasons you contact your RE Coach? (Check all that apply).

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

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

- ☐ Yes
- ☐ No

Display this question if the RE responds "No" on Q26.

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

_____ Page Break _____

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

_____ Page Break _____

Display this question if the RE responds "Yes".

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

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

Display this question if the RE selects "Error and Warning List" as a resource utilized last year on Q29.

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

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q30.

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

Display this question if the RE selects "Error Resolution Guide" as a resource utilized last year on Q29.

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

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q32.

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

Display this question if the RE selects "File Formatting Guide" as a resource utilized last year on Q29.

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

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q34.

35. You selected **"Very Unsatisfied" or "Unsatisfied"**. Please provide more detail on your unsatisfactory rating *(Please limit your response to 500 characters)*. **Display this question if the RE selects "Payroll Manual" as a resource utilized last year on Q28.**

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

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q36.

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

Display this question if the RE selects "RE Portal Certification Guide" as a resource utilized last year on Q29.

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

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q38.

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

Display this question if the RE selects "RE Portal User Guide" as a resource utilized last year on Q29.

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

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q40.

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

Display this question if the RE selects "RE Portal Co-Browse User Guide" as a resource utilized last year on Q29.

42. How satisfied were you with the **RE Portal Co-Browse User Guide** you utilized during the last year?

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q42.

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

Display this question if the RE selects "RE Portal Training Videos" as a resource utilized last year on Q29.

44. How satisfied were you with the **RE Portal Training Videos** you utilized during the last year?

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q44.

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

Display this question if the RE selects "RE Portal Web Message" as a resource utilized last year on Q29.

46. How satisfied were you with the **RE Portal Web Message** you utilized during the last year?

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q46.

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

Display this question if the RE selects "TRS Emails" as a resource utilized last year on Q29.

48. How satisfied were you with the **TRS Emails** you utilized during the last year?

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q48.

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

Display this question if the RE selects "Update Newsletter" as a resource utilized last year on Q29.

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

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

Display this question if the RE selects "Very Unsatisfied" or "Unsatisfied" on Q50.

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

Display this question if the RE selects "None of the above" on Q29.

52. What can TRS do to enhance resources for Reporting Employers to be more effective? *(Please limit your response to 500 characters.)*

53. Rank your preferred method for receiving training materials. 1 = Most Preferred, 6 = Least Preferred.

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

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

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

Display this question if RE selects "Yes" on Q54.

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

Page Break

56. 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” on Q56.

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

Page Break

58. What can TRS do to enhance our communication methods and practices to be more effective? (Please limit your response to 500 characters.)

59. As part of our standard practice of rotating coaches every few years, we aim to strengthen our relationships with Reporting Employers. What suggestions do you have to help us improve this process? (Please limit your response to 500 characters.)

Page Break

60. 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” on Q60.

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

_____ Page Break _____

62. How would you rate the Reporting Employer section of TRS’ Internet site on:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	Not applicable
Ease of use	☐	☐	☐	☐	☐	☐
Access to information, such as resource materials	☐	☐	☐	☐	☐	☐

Display this question if the RE selects “Very Unsatisfied” or “Unsatisfied” on Q62.

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

_____ Page Break _____

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

_____ Page Break _____

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

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

Name _____

Email _____

About Elite Research, LLC

In 2026, Elite Research, LLC celebrated its 22nd 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.