

# DRS Employer Training

Recap for 2013 and looking forward to  
2014

# New for 2013 - Online Training for New Employer Contacts

- ▶ DRS began providing online training for new employer contacts utilizing the WebEx conferencing software in March 2013
  - 2 hour training sessions once per month for different employer types (Education and Political Subdivision)
  - Allows new payroll/HR to be aware of basics of retirement
  - Training is provided monthly so we can provide the information when it's useful to employer and not when it's convenient for us
  - Reduction in errors made for employers who have attended
  - 13 sessions provided for 2013
  - These trainings will continue for 2014 with alternating sessions monthly based on employer type

# New for 2013 - State Wide Training Online

- ▶ DRS began providing State Wide training in an online format
  - 5 Full Day classes provided utilizing the WebEx software
    - 2 classes for Political Subdivisions
    - 2 classes for School Districts/Educational Service Districts
    - 1 class for State Agencies
  - Allows training to be provided to employers who otherwise couldn't attend onsite and in-person
  - 47 attendees for the trainings representing 44 different employers (46 attendees enrolled for today's online training)

# Training Presentations Provided at Conferences

- ▶ DRS provides training at yearly conferences that involve our employer partners
  - BIAS software - training was provided in conjunction with representatives from one of the vendors who provides payroll software to a population of our employer community
  - WASBO - new employer training (DRS basics) was provided to roughly 30 employers at this year's WASBO conference in Vancouver, WA. (Washington Association of School Business Officials)
  - WFOA - A DRS representative provided the DRS basics training in Tulalip, WA to approximately 70 representatives from our employer community (Washington Finance Officers Association)

# One on One Training and Account Reconciliation

- ▶ DRS conducts 1 on 1 training and account reconciliation with employers based on an employer request
  - 29 onsite trainings with individual employers were conducted during 2013
  - Includes training that is tailored to their individual needs
  - Includes reconciling receivables on accounts
  - Includes identifying and correcting errors and edit messages

# Joint Training With NWRDC (Northwest Regional Data Center)

- ▶ DRS provided a joint-training opportunity for School Districts and ESD's with collaboration from Northwest Regional Data Center
  - 4 full day training sessions (Everett, Renton, Bellingham, and online)
    - 59 attendees
    - 34 school districts represented
    - Attendees from WSIPC (Washington School Information Processing Cooperative)
  - Overwhelming positive feedback from participants regarding the usefulness of the training
  - We're currently working on expanding this type of training opportunity for the 2014 calendar year based on feedback from this effort

# State Wide Employer Training for 2013 (Recap)

- ▶ ESS representatives traveled the State between June 18<sup>th</sup> and November 13<sup>th</sup>
  - 19 cities were visited (added Pullman, Omak, and Aberdeen)
  - 37 full day classes were offered with 325 attendees representing 248 employers (roughly 20% of our employer community)
    - Political Subdivisions - 18 classes
    - School Districts/ESD's - 17 classes
    - State Agencies - 2 classes
  - Surveyed employers prior to scheduling the trainings to tailor our delivery to meet their needs (full day vs. Half day, Topics of interest, Online vs. Onsite etc.)

# Planning for 2014

- ▶ We recently sent out a survey to ask employers what they'd like to see offered for 2014. Here's what we asked...
  - Did you attend in 2013?
  - If not, why not?
  - How valuable are the subjects we cover? (Plan overview, Service credit rules, Eligibility, Reportable Compensation, Transmittal reporting, WBET corrections)
  - Would you like training structured differently?

# Planning for 2014

## ▶ What we heard...

- 70% of employers that responded would like SWT offered each year
- The subjects that are covered are useful and the responses indicated that no one subject is more or less important than the others
- The biggest reason that employers did not attend (43%) was that they were “too busy at work”
- School districts indicated that they would like joint training that involves their ESD’s and the traditional lecture style training equally
- All employers indicated they do not prefer DRS to come to their organizations for 1 on 1 training/account correction

# Planning for 2014

- ▶ We will be expanding our training in 2014 to include Institutions of Higher Education
  - Currently working on materials to offer trainings similar to the training provided to other employer types
  - We would like to know what our Higher Education employers would like to see provided
    - Joint trainings with PPMS user group meetings
    - Onsite training for Colleges
    - Online training

# Open Discussion