TEXAS PENSION REVIEW BOARD

EDUCATION COMMITTEE MEETING

July 10, 2025

TEXAS PENSION REVIEW BOARD

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TEXAS PENSION REVIEW BOARD
EDUCATION COMMITTEE MEETING AGENDA

Thursday, July 10, 2025 – 2:00 PM
(or upon adjournment of the board meeting, whichever occurs later)
Capitol Extension, Committee Room E1.012
1100 N. Congress Avenue, Austin, TX, 78701

Committee members may attend this meeting by videoconference pursuant to Section 551.127, Texas Government Code. One or more committee members, including the presiding officer, will be physically present at the physical location of the meeting listed above. The meeting will be accessible to the public at the physical location listed above. The public may access the meeting virtually by joining via the Zoom link: https://us02web.zoom.us/j/81427288533. A livestream of this meeting, agenda materials of the meeting, and a recording of the meeting will be made available at www.prb.texas.gov.

1. Meeting called to order

2. Roll call of committee members

3. Consideration and possible action to approve May 9, 2024, meeting minutes

4. Public comment

5. Educational Services Survey Report and feedback

6. Minimum Educational Training program rule implementation updates

7. Future meetings: Agenda items, dates, locations, and related matters

8. Adjournment

NOTE: The committee may go into closed session concerning any item on this agenda as authorized under the Texas Open Meetings Act, Chapter 551, Government Code. Persons with disabilities who plan to attend this meeting and who may need special assistance are requested to contact Lindsay Seymour at (512) 463-1736 as far in advance as possible, but no less than three business days prior to the meeting date, so that appropriate arrangements can be made.

How to provide public comment: Members of the public who wish to provide public comment to the committee may attend the meeting in person at the address above or register for the meeting using the Zoom link provided above. If you wish to provide comment remotely by Zoom, you must contact Lindsay Seymour (lindsay.seymour@prb.texas.gov) no later than Tuesday, July 8, 2025. Note that public comments will be limited to no more than three minutes.

Education Committee Meeting Minutes
May 9, 2024

1. Meeting called to order

The Pension Review Board Education Committee was called to order Thursday, May 9, 2024, at 2:00 p.m. in the William P. Clements building, room 402, 300 W. 15th Street, Austin, Texas, 78701.

2. Roll call of board members

Board members present:

Chair Marcia Dush
Chris Gonzales
Rob Ries

A quorum being present, the meeting was called to order by Chair Marcia Dush.

3. Consideration and possible action to approve June 29, 2023, meeting minutes

a. June 29, 2023, meeting minutes

A motion was entertained to suspend the reading of minutes of the June 29, 2023, Education Committee meeting and approve them as circulated.

The motion was made and seconded.

The motion passed unanimously.

4. Invitation for public comment

There were no comments from the public.

5. Preliminary proposed revision of 40 T.A.C. Chapter 607, Public Retirement System Minimum Educational Training Program rules (0:04)

Tamara Aronstein presented a background on the Minimum Educational Training (MET) program and the goal of the proposed rule revisions. Ms. Aronstein provided the timeline of these changes and an overview of stakeholder input.

Jasmin Loomis discussed the proposed changes to 40 T.A.C. Chapter 607, Public Retirement System Minimum Educational Training Program rules. Key changes to Chapter 607, Subchapter A center around updating terminology and aligning the first year of service to reflect calendar year training cycles. Changes to Subchapter B focus on creating a limited extension application process for core requirements, changing the continuing education cycle to one year with two credit hours, allowing credit to be earned for teaching a MET activity, and extending the time frame a trustee or administrator can be off the board before repeating core courses. Changes to Subchapter C

include adding methods for verifying attendee participation, changing course credit computations, removing sponsor numbers, changes to sponsor requirements, and exemptions for certain requirements. Changes to Subchapter D include moving the PRB-2000 due date to April 1, adding an annual April 1 due date to the PRB-150, and adding a field to the PRB-150 for notifying the PRB if trustees or administrators are serving on multiple retirement systems. Ms. Aronstein discussed the next steps for the proposed rule changes.

6. **Update on PRB online course utilization (29:06)**

Mariah Miller discussed the background of the PRB online courses through the Jan. 2, 2023, launch of the new website and overall online course utilization from 2016 to 2024, noting that total course completion varies every year due to the continuing education cycles occurring over a two-year period. She also explained the four new non-core courses, as well as plans for new courses with timely topics.

7. **Future meetings: Agenda items, dates, locations, and related matters (36:46)**

Chair Dush announced that the next Education Committee meeting date was to be decided. The next full board meeting will be held July 25th, 2024, at 10 a.m. with the location to be decided.

8. **Adjournment (37:03)**

The meeting was adjourned at 2:39pm.

PRB staff in attendance:

Amy Cardona	Ashley Rendon	Tamara Aronstein	Bryan Burnham
David Fee	Jasmin Loomis	Mariah Miller	Robert Munter
Lindsay Seymour			

Members of the public in attendance:

Ben Marts- Odessa Firemen's Relief and Retirement Fund	Paul Thompson – El Paso Firemen and Policemen's Pension Fund	Erik Brown – Odessa Firemen's Relief and Retirement Fund
Jay Dyer - Texas County & District Retirement System	Art Alfaro - Texas Association of Public Employee Retirement Systems	Jessica O'Brien - Texas Emergency Services Retirement System
Seth Miller - Texas Emergency Services Retirement System		

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Chair Marcia Dush
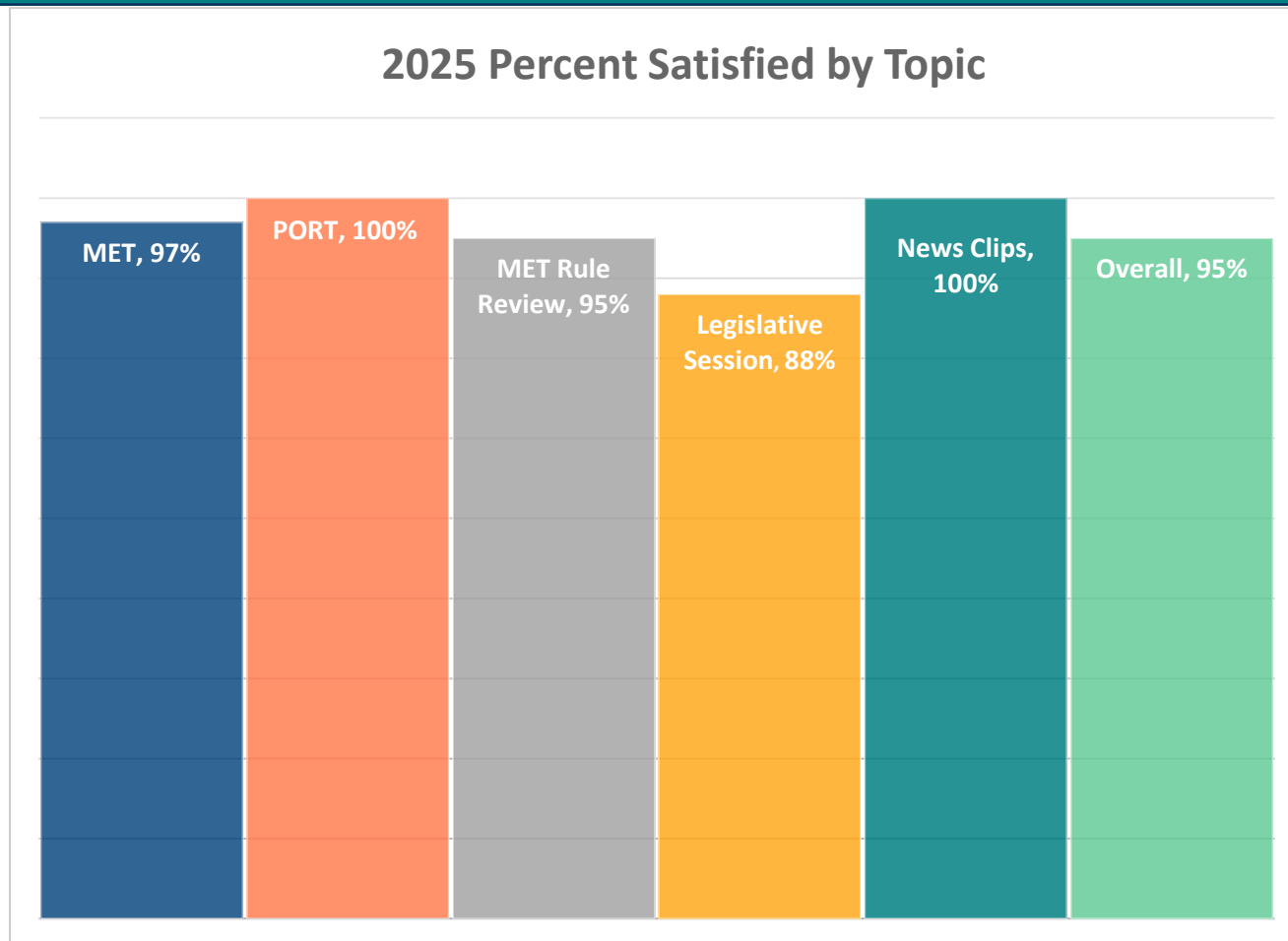
Item 5. Educational Services Survey

Jasmin Loomis

Background & Methods

- Completed in odd-numbered years since 2017 to obtain agency performance measure

- Online survey open for **four weeks:**
  - Monday, April 14 to Friday, May 9, 2025

- Options of *Very Satisfied, Satisfied, Unsatisfied, Very Unsatisfied,* or *Not Applicable*

- Responses were anonymous

- Sent to 563 people; 47 responses
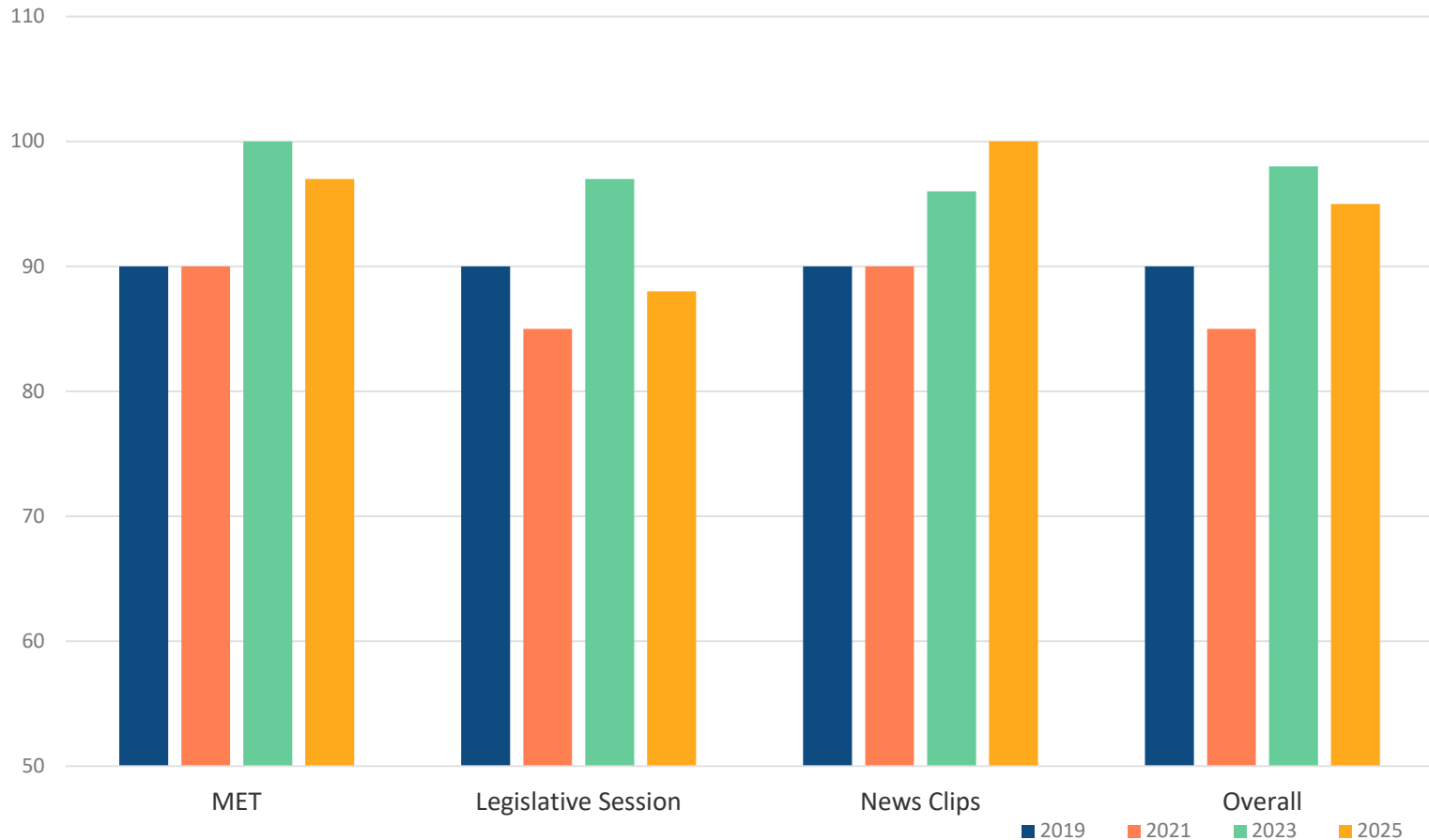 - 8.35 percent response rate

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Satisfaction Rates by Category

2025 Percent Satisfied by Topic

MET, 97% — PORT, 100% — MET Rule Review, 95% — Legislative Session, 88% — News Clips, 100% — Overall, 95%

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Compared to Previous Years

2019 to 2025 Percent Satisfied by Year

* Some topics are new to this year's survey and cannot be compared in this graph.

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Feedback Received

- MET Online Courses
  - *"Courses should be tracked, so reporting of hours is automated. Only training hours other than PRB should need to be reported."*

- MET Rule Review
  - *"Tracking the different rules applicable to different trustees required us to create a multi-category matrix for the initial year changes. However, following the initial year change, it will be much easier."*
  - *"This should make it easier to keep track of an individual trustee's training progress and subsequent reporting."*

- Accredited Training Provider Conference Attendance
  - *"Continue legislative updates, continue representation at TLFFRA events."*

- Pension Online Reporting Tool (PORT)
  - *"Usage of PORT was not obvious. Suggest having instructions or pop-out box on landing page."*

- 89th Legislative Session
  - *"I don't know about the seminars for legislative staff, and would like to know more about them."*

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Conference Attendance With MET Rule Changes

- Board directed staff to research impact of new rules on conference attendance.

- Question added to survey:

Question 4: System administrators and trustees may fulfill their MET requirements through various means. How do you primarily fulfill your MET requirements?				
The PRB's free online education courses	Accredited training provider conferences (such as TEXPERS, TLFFRA, etc.)	Both	Other	Not Applicable/No Response
18	7	18	2	2

- Comments:
  - *"Requiring every trustee to obtain 2 hours every calendar year is going to increase conference travel expenses for pension funds. While they can complete the PRB online courses for free, if you prefer in person training, it now requires travel every year."*
  - *"We need more online CE training courses, so that each trustee doesn't have to travel to an in-person conference every year to obtain their credits. Conference travel can be very expensive for small funds."*

Potential PRB updates to educational services

- Feedback received highlighted multiple areas staff hope to update in the future:
    - Updating PORT to show MET and annual reporting compliance
    - Adding interactive components to online courses
    - Expanded CE course offerings
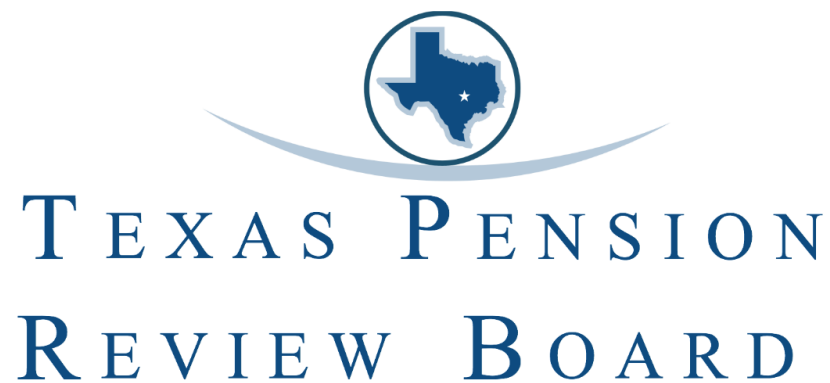   - Continued updates to existing MET courses

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Additional Services or MET Offerings Requested

- Overall
  - *"Actual support and instruction on how to complete forms/reports."*
  - *"More communication regarding any changes to the website, or training materials. Otherwise, overall great job!"*
- MET
  - *"Economic impact of public pensions in TX, both positive and negative."*
  - *"Administrative only course – annual duties/deadlines."*
  - *"More on the various types of investments available and strategies for use."*
  - *"Minutes, Rules of Order, and reporting calendar organization."*
  - *"Actuarial topics like experience studies and audits and maybe more building on the three new ones."*

Educational Services Survey Results

June 2025

**TEXAS PENSION
REVIEW BOARD**

Introduction

One of the ways the Pension Review Board (PRB) fulfills its mission is by providing a variety of educational services to inform public retirement system trustees and administrators, legislators, and the public about issues that affect Texas public pensions. Additionally, each Texas state agency must measure its performance to gauge how effectively the agency satisfies its mission to serve the people of Texas. The PRB conducts a biennial Educational Services Survey in odd-numbered years to examine the effectiveness of its current educational offerings and identify areas for improvement. The PRB has used feedback received from this survey in previous years to create new online course offerings, make updates to PRB websites including the PRB online course website and the Texas Public Pension Data Center, and improve other services the PRB offers. This report presents the results of the 2025 Educational Services Survey.

Methods

The 2025 survey was open for the four weeks between Monday, April 14, and Friday, May 9, 2025. It was conducted using an online host service to record responses anonymously. The survey link was successfully sent out by email to 563 people who had used one or more of the agency's educational services, such as retirement system administrators and trustees, weekly News Clips recipients, and legislative staff who attended the PRB's 2025 Legislative Seminar. The survey was also advertised on the PRB website, LinkedIn page, and posted in the weekly News Clips.

The 2025 survey focused on seven categories of educational services:

- **Minimum Educational Training (MET) online courses** – The PRB offers free online training modules that retirement system administrators and trustees may use to fulfill the various MET requirements. The modules include seven core courses that fulfill a participant's first year of service requirement and six continuing education (CE) courses that participants may use toward their CE cycles. The agency added two new CE courses in 2024 and one new course in the beginning of 2025.
- **MET Program Rule Review** – The agency reviewed its MET Program rules throughout 2023 and 2024 which resulted in significant changes made to streamline the program and aid with compliance. The agency reached out to stakeholders, including retirement system administrators and trustees and accredited training providers, for feedback on different components of the MET rule changes.
- **Accredited Training Provider Conference Attendance** – The board directed staff to identify any impact that new MET rules adopted in 2024 may have on training provider conference attendance. Staff also attended various conferences held by accredited training providers and presented on eight occasions since the 2023 survey.
- **Pension Online Reporting Tool** – The PRB launched its new Pension Online Reporting Tool (PORT) in August 2024 as a way for retirement system officials to securely submit reports to the agency.
- **Materials for the 89th Legislative Session** – The agency provided materials leading up to and throughout the legislative session such as the *Guide to Public Retirement Systems of Texas*, the Legislative Seminar for legislative staff, bill reports on pension-related legislation, and others.
- **Weekly News Clips** – The PRB News Clips are compiled, posted, and emailed to subscribers weekly to provide Texas and national pension and economic news.

- **Overall educational services** – This is overall satisfaction with the educational services the agency provides.
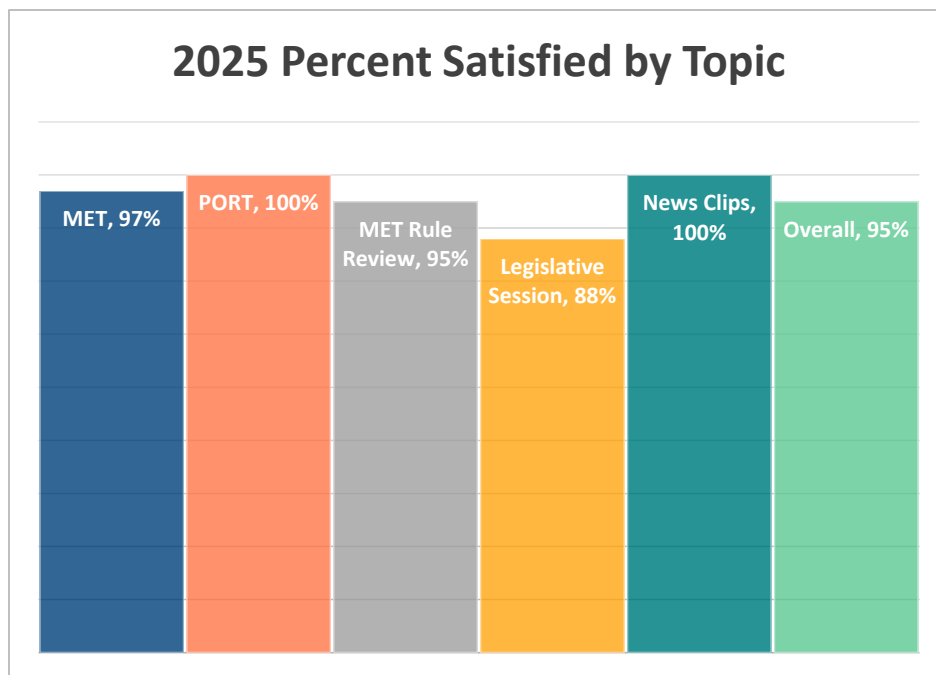
The topics included in the past surveys have remained somewhat consistent, allowing some variation depending on agency projects and recommendations from the board. Staff replaced two topics included in the 2023 Educational Services Survey with one new topic to gain feedback on some of the work completed since the last survey. The goal was to keep the survey concise and ensure the agency received feedback on its most important educational projects.

Participants were asked to rank their satisfaction for each question with the options of *Very Satisfied, Satisfied, Unsatisfied, Very Unsatisfied,* or *Not Applicable*. The percent satisfied score for each question was calculated by dividing the total number of respondents who gave *Satisfied* or *Very Satisfied* by the number of respondents for that question.
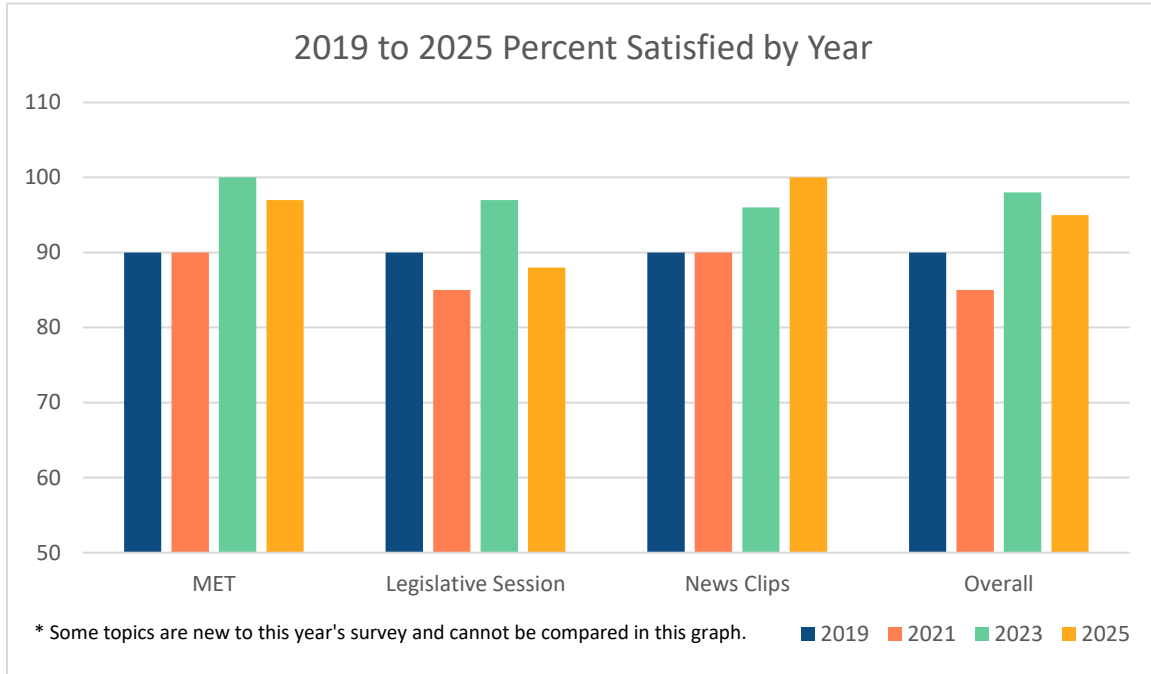
The survey used branching logic to allow participants to skip comment fields or questions that were not relevant to them. There were multiple screening questions asked to participants to make sure the feedback received for topics was only answered by those who were involved in said topic. This may explain why response rates for certain questions are relatively low. For each topic, there was also an option to leave additional written comments or feedback.

Key Findings

Of the 563 contacts sent the survey through email, the agency received 47 total responses for an 8.35 percent response rate. This was slightly lower than the 10.91 percent response rate for the 2023 survey.

2025 Percent Satisfied by Topic

MET, 97% · PORT, 100% · MET Rule Review, 95% · Legislative Session, 88% · News Clips, 100% · Overall, 95%

Following feedback from the 2023 survey, the PRB staff has been working to improve many aspects of the educational services offerings. Compared to the results of previous surveys, satisfaction rates for the MET program, legislative session, and overall satisfaction were slightly lower. News Clips satisfaction improved since the previous surveys.

Discussion of the results for specific topics, including recent and planned updates to these services, is available in the following sections. Written comments have been edited for spelling and grammar but otherwise appear as submitted.

MET Online Courses

The PRB updated its learning management system (LMS) in the beginning of 2023 and began receiving feedback on the website's usability in the 2023 survey. With the LMS being so new for the 2023 survey, staff sought continued feedback on the website, as it would be beneficial to hopefully continue updating its features. Staff has made periodic changes to the MET courses and made changes to the website aimed at increasing accessibility for users who may be utilizing screen reader software. The agency also plans to make website updates in the coming biennium which will be discussed more in depth later in the report.

Question 1a: How satisfied are you with the MET online courses provided by the PRB (content, layout, difficulty, etc.)?[1]

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
11	22	0	0	1
Total Responses: 23	Question Response Rate: 48.9%		**Percent Satisfied: 100%**	

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[1] Participants were screened before these questions to indicate whether they had completed training through the PRB's new LMS.

Question 1b: How satisfied are you with the MET website usability?

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
12	20	2	0	0
Total Responses: 24		Question Response Rate: 51.1%	**Percent Satisfied: 91.7%**	

Some participants provided comments that requested training completed through the PRB's LMS to be automatically sent to the PRB to add to their records. The PRB's LMS is hosted separately from other PRB platforms which means this automation is not currently available; however, systems are required to annually provide a comprehensive report of all completed training during the applicable cycle to the PRB on the PRB-2000 form.

Question 1c: Do you have any other comments about the MET course website regarding additional features or areas of improvement?

- The setup for each course is too cumbersome. A simple email log on should be all is needed.
- Courses should be tracked, so reporting of hours is automated. Only training hours other than PRB should need to be reported.
- When a course is completed the PRB database should be automatically updated. It'd also be useful to be able to access the compliance reports.
- Links to GFOA materials are all outdated and you have to go back to Google to find them. The model ethics and conflicts policy does not load.

In previous surveys, the PRB has received feedback from participants asking the PRB to provide additional CE courses on the education website. In 2024, the PRB uploaded two new courses to the website including a webinar provided by Investment Committee Chair Christopher Zook and a recording of a presentation made by Senior Actuary David Fee at a Texas Association of Public Employees Retirement System (TEXPERS) conference. In the beginning of 2025, the PRB also uploaded a new course to the website on retirement system reporting requirements and compliance that utilized both written materials and videos.

Question 2a: How satisfied were you with the variety of new CE courses the PRB provided?[2]

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
8	10	0	0	0
Total Responses: 18		Question Response Rate: 38.3%	**Percent Satisfied: 100%**	

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[2] Participants were screened before these questions to indicate whether they had completed any of the PRB's new online CE courses.

Question 2b: Do you have any additional comments about the new CE courses provided by the PRB?

- Quiz questions are quite hard-maybe by design. Not a complaint just an observation.
- I do not think a replay of a presentation is a good educational tool. There should be an agenda and Q&A opportunity.
- Information overload and could be explained better.

Question 3: The PRB hopes to continue expanding its CE course offerings. What topics would you like to see covered in future PRB online CE courses?

- Economic impact of public pensions in TX, both positive and negative
- Administrators only course - annual duties/deadlines
- Plan Administration
- Investments, actuary reports
- More on the various types of investments available and strategies for use
- Minutes, Rules of Order, and reporting calendar organization
- Any topics related to pension centered around Board Governance/Board Education
- Actuarial topics like experience studies and audits and maybe more building on the three new ones

During previous surveys, participants frequently requested updated and expanded CE courses from the PRB, including different topics and formats. The PRB has expanded the number of CE courses it has provided since the previous survey, and the agency hopes to continue to expand its offerings not only on the website, but through various formats. The PRB will continue using this question to capture timely topics and beneficial formats for participants.

MET Program Rule Review

The PRB reviewed the MET program's rules at the end of 2023 and adopted new rules in September 2024. The rule review focused on streamlining and simplifying the program to clarify compliance requirements and improve program efficiency. Throughout the review, staff requested feedback from stakeholders on potential new rules and how the changes could impact them.

The MET rule review was a major undertaking for staff and included continued communication with stakeholders. Receiving feedback on the success of the program's rule review can help staff make improvements to the process in the future and make sure that stakeholders have the best opportunity to provide their opinions on new rules.

Question 7a: How satisfied were you with the PRB's communication regarding the MET rule review?[3]

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
10	14	1	0	0

Total Responses: 25   Question Response Rate: 53.2%   **Percent Satisfied: 96%**

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[3] Participants were screened before this question to indicate whether they were aware of the MET rule review and if they have received communications about the MET rule review.

Question 7e: How satisfied were you with the changes made to the MET program through the MET rule review?

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
9	14	1	0	3

Total Responses: 27	Question Response Rate: 57.5%	**Percent Satisfied: 95.8%**

Due to the complexity of the changes made to the MET rules concerning education cycles, the PRB provided systems with educational resources to better understand how much training each administrator and trustee had to complete to be compliant during the transition period. Staff hosted a virtual training on new rules, created tables with information on the transition period, and informed systems that they could contact the agency for more detailed information on how the changes affected their board. After the transition period, beginning in 2026, all cycles will be streamlined for efficiency and clarity.

Question 7b: Do you have any additional comments about the PRB's MET rule review?

- The "switchover" process to the new rules has been confusing, I've reviewed information from PRB on the rules but still had to email PRB to obtain clarification on specific trustees' dates/situations.

Question 7f: Do you have any additional comments about the PRB's changes to MET rules?

- Tracking the different rules applicable to different trustees required us to create a multi-category matrix for the initial year changes. However, following the initial year change, it will be much easier.
- No more changes, please. =)
- This should make it easier to keep track of an individual trustee's training progress and subsequent reporting.

The PRB hosted a virtual training to clarify and explain the MET rule changes and provide an opportunity for stakeholders to ask any questions. The training is available on the PRB website for reference. Staff also encouraged retirement systems to reach out to the PRB if they needed specific assistance regarding their board's education compliance. Since this type of virtual training was new for staff, receiving feedback on its effectiveness will help with any future changes affecting systems.

Question 7g: How satisfied were you with the Virtual MET Training summarizing the changes to MET rules?[4]

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
5	10	0	1	0

Total Responses: 16	Question Response Rate: 34%	**Percent Satisfied: 93.8%**

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[4] Participants were screened before this question to indicate whether they attended the PRB's virtual MET training.

Question 7h: Do you have any additional comments about the Virtual MET Training on changes to MET rules?

- Even after watching the training video, it was still unclear what the requirements were for some people during the "switchover" process.
- Per discussions with new trustees, the period to take initial training should be shorter.

The PRB began accepting feedback on possible changes to the MET rules at the end of 2023. Announcements with invitations to provide informal comment through email or join a virtual stakeholder meeting on the rules were sent to stakeholders through email, social media posts, banners on the PRB website, and the PRB weekly News Clips. During the virtual stakeholder meeting, staff discussed potential changes that could benefit the program. Staff also held follow-up meetings with some stakeholders regarding specific suggestions they provided. Staff presented on the draft proposed rule changes to the PRB Education Committee in May 2024 and received three informal comments on the draft proposed rules. Staff presented on the proposed rule changes to the full board in July 2024 and did not receive any formal comments.

Question 7i: How could the PRB improve its rule review process for the future?

- I was satisfied with the written materials.
- Multiple emails could be helpful.
- Have pension administrators report on these items, or at least provide that info to the administrators.
- Acquire input from membership and implement to actually support members.
- Share communication via email or monthly newsletters with its users.

Participants overall seemed content with the changes made to the MET program rules and the effort to make compliance more streamlined, but also requested increased communication with system administrators and trustees about possible changes. For future rule reviews, staff will work to expand communications, such as increasing the number of announcements and encouraging system administrators to distribute announcements to pension staff and trustees.

Accredited Training Provider Conference Attendance

System administrators and trustees may complete the MET requirements through the PRB's online courses, accredited training providers, or approved courses provided by training providers not accredited with the MET program. Major training providers, including TEXPERS and the Texas Local Fire Fighters Retirement Act (TLFFRA) Education Foundation, hold annual conferences where system administrators and trustees may learn about current public pension topics while receiving MET credit. These conferences typically last a couple days and include presentations from investment managers, consulting firms, and other public retirement system servicers.

Previously, the rules required administrators and trustees to complete four credit hours for every two-year CE cycle. The new rules now require two credit hours every year. With the new CE cycle lengths, the

decreased number of required credit hours per cycle, and expenses with attending conferences, the board discussed concerns that the changes may reduce conference attendance. Staff was directed to research attendance at conferences and monitor the impact after rule implementation.

Staff added a question to this survey to begin collecting data on conference attendance and the effect of the new MET rules.

Question 4: System administrators and trustees may fulfill their MET requirements through various means. How do you primarily fulfill your MET requirements?

The PRB's free online education courses	Accredited training provider conferences (such as TEXPERS, TLFFRA, etc.)	Both	Other	Not Applicable / No Response
18	7	18	2	2

Total Responses: 47   Question Response Rate: 100%

In other questions throughout the survey, participants also provided feedback regarding conference attendance and the new MET rules. The PRB appreciates this feedback and plans to continue expanding its CE courses both online and in other formats to provide more options to MET participants. The PRB will also continue communication with key accredited training providers about conference attendance and note any changes that may be needed during the next MET rule review in 2028.

> *"Requiring every trustee to obtain 2 hours every calendar year is going to increase conference travel expenses for pension funds. While they can complete the PRB online courses for free, if you prefer in person training, it now requires travel every year."*

> *"We need more online CE training courses, so that each trustee doesn't have to travel to an in-person conference every year to obtain their credits. Conference travel can be very expensive for small funds."*

PRB staff also attends and presents at many accredited training provider conferences. In the last two years, staff has presented at six conferences in-person and one conference virtually to provide updates on PRB projects or information on changes effecting retirement systems. These conferences give systems the opportunity to discuss questions with staff.

Question 5a: How satisfied were you with the topics the PRB presented on at the conference(s)?[5]

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
7	11	0	0	1

Total Responses: 19   Question Response Rate: 40.4%   **Percent Satisfied: 100%**

Question 5c: Are there any topics you would like the PRB to present on at a future accredited training provider conference?

- Continue legislative updates, continue representation at TLFFRA events.
- Breakout CE sessions.

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[5] Participants were screened before this question to indicate whether they had attended any of the PRB conference presentations.

Pension Online Reporting Tool (PORT)

In August 2024, the PRB launched PORT as a way for retirement systems to securely submit reports to the agency. Systems previously had to submit reports through email which came with various security risks for both the PRB and systems. PORT can only be accessed through an authorized user's email and reports are scanned for any malware before being directly uploaded to the PRB's network.

With PORT's relatively new launch, the PRB sought feedback from retirement systems on the portal's usability and overall satisfaction. The agency anticipates further updates and new features in the near future to continue improving the portal and allow for further utilization from systems. Receiving feedback from systems allows staff to prioritize features that systems believe they will benefit from the most.

Question 6a: How satisfied are you with PORT to submit reports to the PRB?[6]

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
8	13	0	0	0

Total Responses: 21   Question Response Rate: 44.7%   **Percent Satisfied: 100%**

Question 6b: Do you have any additional comments about PORT?

- Usage of PORT was not obvious. Suggest having instructions or pop-out box on landing page.
- Under "Create Report" Fiscal Year 2005 needs to be at the bottom and 2025 at the top of easy access.

Question 6c: How satisfied are you with the usability of PORT?

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
7	14	0	0	0

Total Responses: 21   Question Response Rate: 44.7%   **Percent Satisfied: 100%**

The PRB is planning further changes and updates to the portal and will use feedback provided to inform possible updates to the portal.

Materials for the 89th Legislative Session

The PRB provides a variety of resources to assist legislators, public retirement systems, and other stakeholders during each legislative session. These resources are created to provide useful information to understand and follow pension-related legislation. For example, the *Guide to Public Retirement Systems in Texas* is published each biennium to provide recent information about the condition of actuarially funded defined benefit retirement systems in the state as well as general necessary pension basics to understand

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[6] Participants were screened before these questions to indicate whether they had used PORT to submit any reports to the PRB.

how pensions function. These offerings are updated each biennium to include the most recent available information.

Question 8a: How satisfied are you with the presentation of information by the PRB during the 89th Legislative Session (pension bill reports, seminars for legislative staff, the Guide to Public Retirement Systems in Texas, etc.)?

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
9	12	3	0	23
Total Responses: 24		Question Response Rate: 44.7%		**Percent Satisfied: 87.5%**

Total satisfaction with the PRB's legislative session materials decreased from the 2023 survey, with the previous satisfaction rate at 97.4 percent and this year's satisfaction rate decreasing to 87.5 percent. When looking at satisfaction rates over the past four surveys, satisfaction rates for the legislative session have varied, but overall satisfaction has stayed above 80 percent. Participants did not provide much feedback to indicate why satisfaction levels lowered or how the PRB could improve its legislative offerings. One participant commented that they were unaware of our seminars for legislative staff and would like more information. The survey is anonymous and the PRB does not collect any contact data about participants so the PRB cannot follow up in this regard. The agency will work on improving its communication about legislative materials during the next legislative session.

Question 8b: Do you have any additional comments about PRB communications during the 89th Legislative Session?

- I don't know about the seminars for legislative staff, and would like to know more about them.

Weekly News Clips

The PRB distributes a weekly newsletter called Weekly News Clips that includes pension and economic news in Texas and the nation. Staff also use the news clips to update stakeholders on PRB projects, board meetings, or opportunities for feedback. The news clips format has not been updated since the 2023 survey.

The PRB has received comments in past surveys related to the coverage of specific topics and the PRB has worked to increase the variety of topics it covers in the news clips to keep stakeholders updated. Since the 2023 survey, news clips satisfaction has increased from 96.4 percent to 100 percent. Participants did not provide any comments regarding this question.

Question 9a: How satisfied are you with the PRB weekly News Clips?

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
7	17	0	0	23
Total Responses: 24		Question Response Rate: 44.7%		**Percent Satisfied: 100%**

Overall Educational Services

This question captures an agency performance measure, which the agency must record each year and report during strategic planning and appropriations request processes. The overall satisfaction rate with the PRB educational services increased since the 2024 customer service survey, from 82.9 percent to 95.4 percent in 2025. The PRB expanded and updated its educational offerings drastically in the past biennium, including the MET rule changes and the creation of PORT. These two changes came with learning curves for both staff and stakeholders but will streamline communication and reporting with the PRB in the long-term.

Question 10a: Overall, how satisfied are you with the educational services provided by the PRB?

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Not Applicable / No Response
15	26	2	0	4

Total Responses: 43	Question Response Rate: 91.5%	**Percent Satisfied: 95.4%**

The PRB received comments that some participants were not aware of some of the educational services that the agency offers. The PRB communicates with stakeholders about its educational services in various ways such as through the PRB weekly News Clips, social media, email updates, and announcements on the PRB website. The PRB will continue to reach out to stakeholders regarding educational services it provides and will continue to update the agency's website with any new or updated services.

Question 10b: Do you have any additional comments/suggestions regarding PRB educational services?

- I don't receive the PRB weekly News Clips. I would like to know more about your offerings and how to sign up to receive them. Based on this survey, it appears that the PRB offers more than I know about.
- PRB has made significant enhancements in its educational service offerings that retirement systems around Texas trust and have benefited from. We hope the PRB continues to engage with retirement systems transparently and efficiently like they have done so far. Thank you!
- How do we know about these? Why are there not notifying email specifically for education?

Question 11: Are there any additional educational services you would like to see from the PRB?

- Maybe take a look at all the external CE links that you reference and be sure they work as intended. Thank you.
- I am a volunteer trustee and am aware of my substantial responsibility to the beneficiaries and the taxpayers. I take that responsibility very seriously. However, I somewhat resent the continuing training required by the State. I comply with the required training, but would prefer to spend those hours looking after the portfolio and not completing classes.
- Actual support and instruction on how to complete forms/reports.
- Just not aware of this even after serving a board for 10 years. I always went to conference for CEs.
- More communication regarding any changes to the website, or training materials. Otherwise, overall great job!

Potential PRB Updates to Educational Services

The PRB has expanded its educational services significantly in the past biennium, specifically with the updates to MET rules and PORT. The PRB requested additional funds during the 89th Legislative Session to continue the expansion of its IT program, such as the internal database, the education website, and PORT in the next biennium. With the additional funds from the legislature, the agency can begin working towards making these updates and improving user experience with PRB educational services.

The PRB also plans to continue expanding its CE courses for system administrators and trustees, including providing MET credit through new formats, updating the features on the education website, and covering new topics. With additional funds from the 89th Legislature, the PRB will be able to expand its formats, focusing on increased interactivity and quiz formatting.

Feedback Received on Potential Updates to PRB Educational Services

- To be able to print updated Compliance Reports for Trustees.
- More interactive courses instead of just quizzes
- An email notification that the report, or documents, submitted have been processed would be great.
- It would be nice to have an expanded library to choose from.
- Additional CE training courses.

Conclusion

The PRB's educational services have seen considerable updates in the past few years, especially during the last biennium. The bulk of these changes surrounded the MET program rules changes and the agency's new data portal which accounted for a lot of the feedback received in this year's survey, as well as feedback regarding potential new MET course offerings. Staff values the time stakeholders took to respond to the survey and appreciates the feedback given. The agency will use this information to continue improving the MET program and other educational offerings. Staff hopes that these changes will improve overall stakeholder experience with the PRB's educational services.

Item 6. MET rule implementation

Jasmin Loomis

Reporting changes

- PRB-2000 previously due annually by September 1

- Now, both PRB-2000 and PRB-150 are due annually by April 1
  - First new deadline was 4/1/2025

- Impacted system reporting compliance for 2025 but providing ongoing technical assistance to address noncompliance

- Report on compliance later in the year to full board
  - New annual PRB reporting requirement
  - System MET reporting compliance

PENSION REVIEW BOARD

Training and assistance provided on rule changes

- November 2024 virtual training

- TEXPERS Conference Presentation – April 2025

- TLFFRA Peer Review Presentation – May 2025

- Increased MET Compliance Report requests from systems

- Increased technical assistance

PENSION REVIEW BOARD

Overview of common technical assistance provided

- New reporting deadlines

- Accredited training provider renewals

- New training requirements

- Changes to MET cycles

PENSION REVIEW BOARD

Accredited training provider renewals

- High volume of accredited training provider renewals due to program's 10-year anniversary

- Changes to MET rule requirements for accredited training providers
  - Requiring all core courses to be submitted for review instead of previous requirement of at least two courses
  - Collecting core participant information directly from training provider

- Common technical assistance issues:
  - Requesting all core courses
  - Delays in receiving renewal applications
  - Increased questions from training providers about rule changes