



In This Issue...

- ORS partners with MDE and DTMB on School Aid Fund communications
- UX team wraps up work with ORS
- Spring cleaning at ORS done - or is it?
- ORS Garden Team regroups, replans, and redesigns
- Staff Training
- Business Briefs
- Comings & Goings
- Mark your calendar for the 23rd Annual ORS Golf Outing
- What did you do this Memorial Day weekend?

Calendar

June

Public school board meeting	5
Flag Day	14
Father's Day	21
State employees board meeting	27

On the Horizon

- Tigers Game - June 5

ORS partners with MDE and DTMB on School Aid Fund communications

The Unfunded Accrued Actuarial Liability (UAAL) is a fixed cost that's shared by all school districts to finance the public school retirement system's obligation to provide retirement benefits to its members. The recent public school retirement reform set a cap on the UAAL charged to employers at 20.96 percent. Any payment over that amount now comes from the School Aid Fund.



As **Steve Crippen** explains, "Many school districts privatize services like custodial, transportation, or food services, thinking that they don't have to pay the UAAL on those positions and can save money. While they may see a savings in the short term, in reality they're placing an overall larger burden on the School Aid Fund, since the UAAL still has to be paid. As more and more districts make similar decisions, the burden increases proportionally and the entire School Aid Fund falls into jeopardy."

ORS is preparing a special communication to all superintendents and school finance officials that explains the situation and includes a [worksheet](#) that they can use to conduct a true cost-benefit analysis of keeping services in-house, or privatizing them.

For Fiscal Year 2013, a total of \$173 million will be distributed to school districts, libraries, and community colleges from the School Aid Fund to make up the difference for the UAAL. For Fiscal Year 2014, the amount is expected to be \$436 million.

ORS is working with the Michigan Department of Education and DTMB's Financial Services to communicate with employers about the process, payments, and invoices for this change.

[back to top](#)

UX team wraps up work with ORS

- Central Perk cleaning
- June 10
- Father's day
- June 16
- Judges board meeting
- June 20
- State employees board meeting
- June 27
- Independence Day
- July 4

Quick Links

- [ORS Member Website](#)
- [ORS Employer Website](#)

Commonly Used Acronyms

AST	Application Support Team
BLA	Business Leadership Assembly (EPC, BPOs, and BPLs)
BPD	Benefit Plan Design
BPL	Business Process Leader
BPO	Business Process Owner
CE	Customer Education
CS	Customer Service
DB	Defined Benefit
DC	Defined Contribution
DTMB	Department of Technology, Management and Budget
EPC	Executive Process Council (<i>Phil, Laurie H, Anthony, Laurie M, Kerrie</i>)
EPO	Executive Process Owner
ER	Employer Reporting
ORS	Office of Retirement Services
PRIM	Preretirement Information Meeting (<i>public school employees</i>)
PRO	Preretirement

The State of Michigan User Experience (UX) team began working with ORS in 2012 to identify areas where we can improve the online experience for our customers. This week, the UX team presented their final recommendations and detailed prototypes of the potential redesign to ORS for consideration and future development.



The team, paired with members of AST, CE, and PS have reviewed and analyzed our online services, including our website and several processes within miAccount. The UX team confirmed some assumptions and identified some new gaps to address.

- ORS's customers trend older, have low computer literacy and low confidence when using computers.
- Users do not differentiate between websites and web applications. miAccount and the public ORS sites are seen as one location/site, not as companion pieces for separate uses.
- Users had difficulty finding and signing in to their retirement account.
- Users often became confused about their location in the collection of ORS sites and applications.
- Users had difficulty skimming and finding information.

The UX team designed a new look and feel for the website and miAccount that helps organize the content in a consistent and easy-to-navigate way. This includes a more prominent search tool, consistent links and buttons, an expanded and extended footer, and a layout that adjusts to the size of the internet window users have open.

Each of these features follows the four principles of media to help readers make sense of information: proximity, alignment, repetition, and contrast. Jesse Woodruff, an interaction designer on the team, said, "Making better use of these principles will improve the overall customer experience by reducing visual noise and reinforcing our message through consistent visual display."

In the coming months, expect to see changes both big and small to miAccount and the ORS websites. Big thanks to Gwen Calewatts, Jesse Woodruff, and Yvonne Morrison from the UX team, and **Mike Bilek, Ian Broughton, Danielle Fowler, Deb Grescowle, Anitha Japa, Meg Leonard, Marla Milton, Nate Parrish, Jenniffer Smith, Ben Southwell, and Allison Wardlaw** from the ORS team for their efforts.

[back to top](#)

Spring cleaning at ORS is done - or is it?

Earlier this month ORS conducted our annual spring cleaning of cubicles, offices, and common areas. We cleaned out our drawers and cabinets, swept away the dust bunnies, and filled our confidential recycle bins full of outdated and no longer needed paperwork.

But this isn't the end of our spring cleaning! Now, we're in the process



	Orientation (<i>state employees</i>)
PS	Process Support
SME	Subject Matter Expert
UAT	User Acceptance Testing

of cleaning up our network drives as well.

Have you ever found yourself frustrated looking for a spreadsheet on the shared drive, only to find it in a folder for a project you completed a year ago? Network drives can eventually start looking like the kitchen junk drawer. Things can get out of hand quickly, especially if your coworker saves another copy of the same document to a different folder for a project she's working on. By the end, there can be fifteen copies of the same document in eleven folders with seven different sets of revisions. Here are some of the ways that ORS, with the help of Process Support, will be addressing this issue:

- Establishing a set folder structure.
- Naming individuals to be responsible for setting the folder structure and naming convention.
- Teaching employees about what types of documents and records should be kept.
- Encouraging employees clean up their folders on a regular basis.
- Ensuring the proper security settings and security accesses are in place.

You'll see more information on this topic in the near future. In the meantime, check out the QuickKnowledge Email Retention training on the [PS KL page](#) as you start to "spring clean" your computer.

[back to top](#)

ORS Strategic Goals



- **Innovate and Improve Customer Service**
- **Best In Class Business Practices**
- **Instill Confidence in Staff Through Quality Communication**
- **Engage Top Talent to Realize Potential**
- **Continuously Renewed Business-Driven Technology**
- **Build Business Capacity Through Education and Development**
- **Proactive Policy Development and Legislative Strategy**

ORS Garden Team regroups, replans, and redesigns

Though you may not know it, the garden plots on each side of the main entrance to the GOB are maintained by ORS. Originally, ORS volunteered to maintain the space to ensure the outside of the building was neat, organized, and welcoming, just like our office.

Over the last few years, the garden has become untamed and overgrown. But this spring, a group of plant-loving, beauty-enhancing people have come together to take over the land and make it a source of pride again.

In the ORS interest survey conducted last year, **Mona "Iris" Banta**, **Tony "Digger" Contu**, **Katie "Daisy" Little**, **Lisa "Echinacea" Schmidt**, and **Cherie "Violet" Vaughn** responded to the call for help with the garden project, and the new team met with **Laurie "Hollyhock" Hill** to create a plan of action. Over the course of the last few weeks, the team has been digging, weeding, cutting down, and selling extra plants. The funds will go towards buying spring bulbs, fall flowers, and tasteful garden art.

The next time you come or go, the Garden Team encourages you to stop, enjoy the flowers, and luxuriate in the wonders of nature.





The new ORS Garden Team gets to work.

[back to top](#)



Rosenfeld Summit gives ORS the end user scoop

Anitha Japa, Marla Milton, Nate Parrish, Amy Price, and Ben Southwell attended a webcast of the Rosenfeld Summit on usability on May 29. Members of the UX team hosted the event at the Michigan Library and Historical Center, with staff from various agencies learning more about the complex facets of website usability.

Six notable web experts offered practical tips ranging from visual organization and responsive web design to plain language and the psychological needs of humans. They emphasized how the online experience can benefit from considering the human element (the people who use the software), aligning the primary purpose of the business with the website, and keeping the site visually engaging.



One presenter shared case studies demonstrating how simplifying the number of clicks to complete a form or process increases the completion rate exponentially. Other highlights include limiting each page to include only 2-3 major points to reduce clutter and assisting page readers and increasing ADA compliance by creatively

coding pages. Insights from this webcast will be incorporated into future updates of the website and miAccount.

[back to top](#)

business briefs

2013 Engagement Survey completed

The EPC thanks everyone who shared their input by completing the May 2013 ORS Engagement survey. [Here are some of the highlights:](#)

- The overall engagement score was 76.6 percent (the highest score to date!)
- 82.8 percent of ORS employees responded to the survey
- The scores improved for 7 out of 8 questions

Next, members of the BLA will review the details of the survey, and your comments, to decide on the next steps to continue to make ORS a great place to work.

Summer AWS begins

On May 28, the summer Alternative Work Schedule (AWS) began. The schedule will run through September 2. Make sure to update your Outlook calendar if your work hours have changed.

[back to top](#)



Coming

CS welcomed **Steven Scavarda** and **Gabrielle Whitfield** to the team as students on May 13.



Steven is originally from Holt, and lives in Grand Ledge with his wife and three children. Steven recently worked with the Department of State and is working on his degree in business administration and management. He spends most of his free time with his family, coordinating the kids' schedules while still allowing some time to root for Notre Dame sports.

Gabrielle recently moved from Washington, D.C. to Lansing with her husband after getting married this past February. Gabrielle is taking classes on religious studies at

MSU and LCC and enjoys shopping, singing, and listening to music.

Going

CS and all of ORS wish the best to long time employee **Bill Motz**. His last day is May 31.

[back to top](#)

Mark your calendar for the 23rd Annual ORS Golf Outing

As many of you know, last year was a year of change for the Golf Outing. Based on survey responses after the event, almost everyone loved the changes. So this year we're sticking with the same plan!

- Wednesday, August 14th
- 10:00 a.m. shotgun start
- Centennial Acres Golf Course (Sunfield)
- \$42/person (\$168 per foursome)

This event is open to everyone at ORS, our business partners, family, and friends. Make sure you get appropriate leave approval from your supervisor.

The outing is a four person scramble and, at \$42/person, is an excellent bargain as it includes 18 holes of golf with a cart, free driving range, hot dog lunch during outing ("at the turn"), and a carved roast beef dinner after the outing. In addition, a variety of golf and door prizes will be awarded.

Watch for more details coming soon, but mark your calendar today!



Good times at the 2012 ORS Golf Outing

To see previous years results, check out the [history document](#) in the shared drive. If

you have questions, contact the planning team: **Travis Peake**, **Doug Murray**, **Andy Kolp**, and **Fred Covert**.

[back to top](#)

What did you do this Memorial Day weekend?

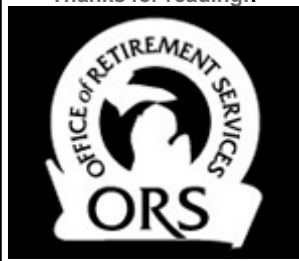
 Andrew Silva	Spent his Memorial Weekend outdoors with his boys and visited an old friend from ORS.
 Joe Osentoski	Joe typically has Mondays off, so he enjoyed spending another Monday off with his family.
 Drew Gililand	Got outside to play some golf and basketball with his friends.
 Stormee Gallagher	Got out and enjoyed riding the sand dunes up at Silver Lake with some friends.
	Had dinner with her family and her famous brother Big Daddy Savory Taste prepared dinner.

ORS Purpose:
We are an innovative
retirement
organization driven to
empower our
customers for a
successful today and
a secure tomorrow.

The *LookOut* is
published by the
Office of Retirement
Services,
Department of Technology,
Management and Budget,
State of Michigan

Director:
Phil Stoddard
Edited by Customer
Education

Thanks for reading!!



Letitia Levi	
 Malachi Hooser	<p>Enjoyed his Memorial Day by spending time doing absolutely nothing on his birthday intentionally.</p>
 Matt McCool	<p>Went to Higgins Lake and hung outside with family.</p>
 Danielle Fowler	<p>Took a trip to Chicago with friends and pet a stingray.</p>
 Marla Milton	<p>Enjoyed her birthday over the weekend with a trip to Kalamazoo with her family.</p>

[back to top](#)

Note: Because some of the links in this newsletter point to network resources, some of the links may not work if you are reading this outside of the organization.