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On The Horizon

- Judges board meeting - June 12
- Flag Day -

ORS websites feature responsive design!

The internet is constantly growing, changing, and adapting as it seeps into nearly every aspect of human existence. With the decline of desktop PC's and laptops and the rise of smart phones and tablets, we've seen how people access the internet has changed in the last decade. As the technology evolves, we have to adapt to make sure our audience is still able to get the information they need regardless of the device they use to access it. As part of a statewide effort to better serve these customers, the ORS website became the 33rd of 141 State of Michigan sites to convert to a responsive design format.



What does it mean for a website to be responsive?

A responsive site is able to change the layout, order, and structure of the web content based on the device you view it on. Since we can't control how our customers are accessing our site, we needed to add this flexibility to the back-end design. Now, all eight of our member sites have this capability so our customers have the same online experience at home or on the go.

This format allows you to essentially see what our site looks like on a mobile device from your desktop, since it responds to the dimensions of your browser. Start by clicking the Restore Down (Fig. A) icon in the upper right corner of your browsing window. Once the window is less than maximized, you will be able to adjust the size by clicking at any of the edges and dragging in the desired direction.

Fig. A.




June 12

- Father's Day
- June 15

 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 (*Phil, Laurie H, Laurie M, Anthony, and Kerrie*)

EPO Executive Process Owner

ER Employer Reporting

ORS Office of Retirement Services

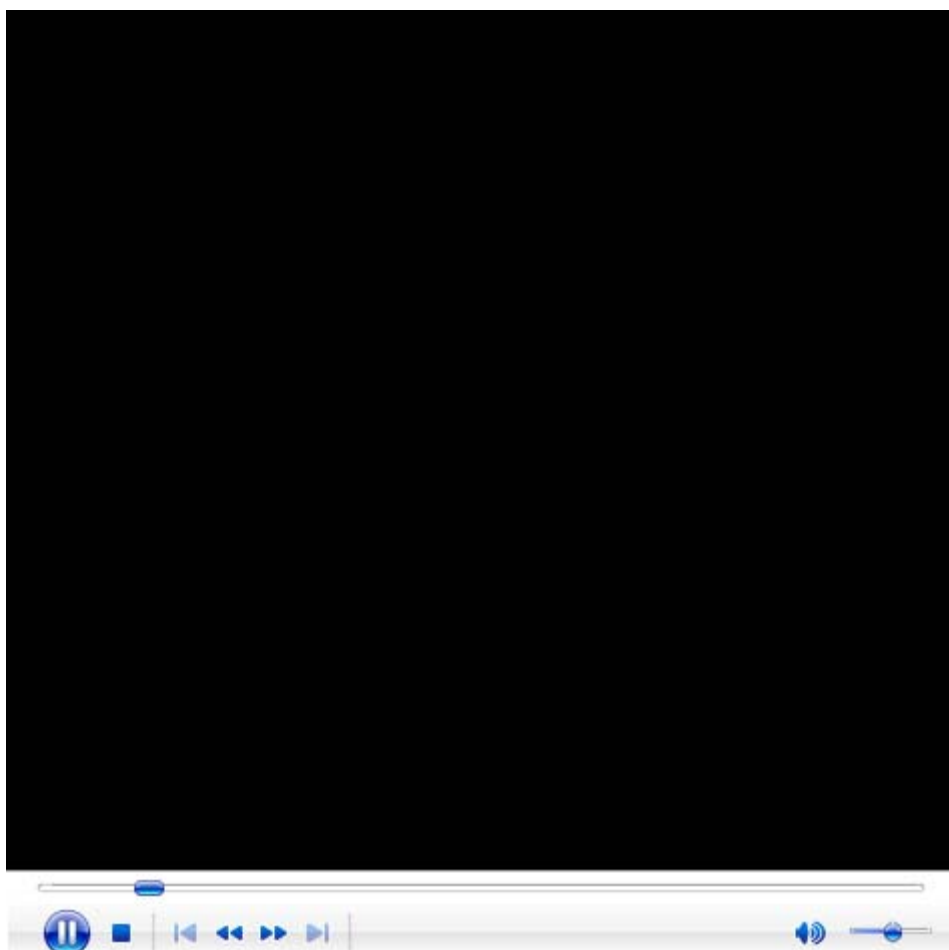
PRIM Preretirement Information Meeting (*public school employees*)

PRO Preretirement Orientation (*state employees*)

PS Process Support

SME Subject Matter Expert

UAT User Acceptance Testing



(If you have difficulties viewing this video, open the *LookOut* using Internet Explorer)

As the window shrinks, you will see that:

1. The left, top, and footer navigation links all roll-up into the new menu at the top left of the window.
2. The links on the right side of the screen flow to the bottom.
3. The search window moves beneath the banner to remain prominent.

If you are on a mobile device, you will also notice the content responds when you rotate it from portrait to landscape view. All of these changes occur to make room for a larger viewing area for the main body content, making it easier for the end-user to get to the information they seek. As with any technological advancement, this is an ongoing project and we are always looking for ways to make the user experience better. Watch for more improvements in the coming months!

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ORS presents at MSBO Annual Conference

ORS representatives from ER, CE and BPD traveled to Grand Rapids' Amway Grand Hotel and DeVos Place last week for the Michigan School Business Officials (MSBO) Annual Conference and Exhibit. Three ORS presentations provided opportunities to share updates and network with our employer partners.



ORS Strategic Intents

- **Forge Operational Excellence**
- **Instill Customer Confidence**
- **Engage Hearts and Minds**

Mary Staley and **Nicole VanVleck** presented an ORS Update to nearly 60 payroll and human resources representatives responsible for reporting to ORS. The presentation covered reportable compensation for DB and DC members, IRS limits, rules and regulations, and other issues. They also announced a new payroll certification and a training outreach program scheduled for this fall.

"People were very receptive to this announcement and seemed eager to see what ORS will be offering," said Mary. "It was a great opportunity to build our partnership with reporting members and strengthen the service we are providing."

Angie Schrauben updated attendees on employer reporting process enhancements to be implemented in the coming months, including new hire online elections, pay cycle payments, and a new look for employer statements. She advised how to prepare for these enhancements, and provided a brief legislative update.

"The better the employers understand how ORS administers the system, the smoother the process will run, so that members get what they need and expect as they plan for and enjoy retirement," said Angie.

Steve Crippen and **Kevin Kubacki**, along with Eric Formberg of Plante Moran, explained the complexities of new requirements from the Governmental Accounting Standard Board (GASB), known as GASB 68. Attendees learned what to expect from ORS in upcoming years regarding required additional information in schools' financial reports.

"The relationship between ORS and school officials is essential to our mission," said Steve. "Events like this conference help us forge stronger bonds with our employer partners."

"It's always valuable to get out and meet our members and employers, to understand their needs and expectations and make sure we are meeting them," Kevin added.



ORS's exhibit booth also saw fairly high traffic, with 50 to 60 people stopping by during the five hours the exhibit floor was open. ORS's booth looked quite professional, with a new tablecloth sporting the ORS logo and name, a 7-foot-high vertical banner promoting ORS, a digital photo frame running a slideshow and a display rack for print publications. CE's **Fred Doll**, **Ray Fleming**, and **Amy Buttery**

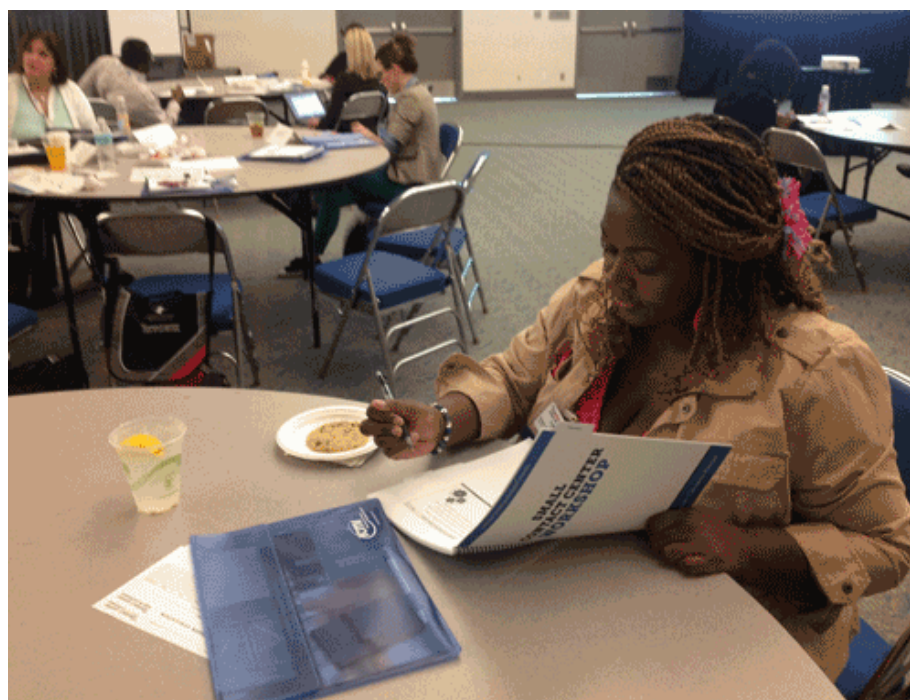
took turns working the booth to answer members' questions, while the presenters addressed questions regarding employer reporting.

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ORS is in attendance at the ICMI Call Center Conference

From May 5 to May 9, **Letitia Levi** attended the ICMI Call Center Conference in San Diego, CA. She attended many exciting classes including Moving Metrics into Action, Small Contact Center Workshop, and Best Practices in Next Generation Agent Optimization.

"During this week, I was encouraged by all the things that we do right in our business compared to our peers. For example, our individual office space is significantly larger than many other call centers, as well as the tools we have including wireless headsets and miAccount Message Board and Siebel integration," Letitia shared. Letitia will be re-joining the Customer Service team at the end of the month and has many exciting best practices to share and explore with the CS team.



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2014 Memorial Day local events

Memorial Day is a time to remember those brave men and women who died while serving in the United States Armed Forces. Many local communities have parades, commemorative events, and services at area cemeteries.

Click [here](#) to see activities scheduled on Memorial Day weekend through the end of May. If you don't see your local events listed, contact your community Chamber of Commerce, Town Hall, or cemetery office.



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Public Service Recognition Week

May 5 kicked off Public Service Recognition Week, and ORS celebrated with treats and recognition. Leadership went out of their way to show their appreciation. We want to thank the EPC for their generous contribution to the staff. Let's go into the summer with confidence and the will to accomplish our goals.



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Biking to work is easy, healthy, and fun

Flowers are blooming, green is sprouting, and it's a great time to go ride a bike. But why wait for the weekend? With a little bit of planning, you could start your day with a bike ride to work.

Lansing is one of six bike friendly cities in Michigan according to the League of American Bicyclists. For a 5 mile ride, it would take you under a half hour, and you'd burn almost 600 calories. And, the GOB has a bike rack ready to store your bike after your ride.

May is National Bike month, but there's plenty of time this summer to dust off your tires and take a spin. The National Bike Challenge runs May 1 to September 30, 2014. More than 50,000 riders are expected to log more than 30 million miles.

If that sounds right up your alley, here are a few simple tips to help you get



started:

- **Be safe.** Make sure to wear a helmet, and get your bike tuned up.
- **Check local laws.** Ride your bike as if it were a car - stay in the right lane, ride with traffic, use hand signals, and obey all traffic laws.
- **Plan your route.** Try one of the green or yellow routes on the [Tri-County Bicycle Association's](#) cross-town bicycle maps. [Google Maps](#) also has directions for bike routes.

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Start trekking the indoor track to get fit!

Exercising outdoors is great when there's no rain and the temperature is comfortable, but don't forget about our indoor track around the perimeter of Wing A.

According to **Tim Simpson**, who measured the distance for us, one circuit around the full track is 1/10 of a mile. Ten times around the track and you've covered a full mile, and all of it under dry, flat, temperature controlled conditions! The only thing missing is the breeze, unless someone whizzes by you!



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Graduation time!

Its graduation time, and that means caps and gowns, diplomas, and lots of pictures. If you or a special someone in your family is graduating this spring, let's celebrate the graduate by sharing the accomplishment.

Send name, college or school, degree, and picture to the [ORS LookOut](#) by Wednesday, May 23.



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STAFF TRAINING

On May 7 and 8, **Chantele Geisenhaver** attended a two day training offered by Civil Service titled *Crucial Conversations*. This training helps attendees to master their crucial conversations to improve their organization, strengthen their relationships, and improve their overall health.

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business briefs

Employers comply with ACH process

All employer reporting units have successfully made the transition to Automatic Clearing House (ACH) payment processing for making payments of retirement contributions. As of April 1, ORS now accepts retirement contribution payments only through ACH. Over the past few months, ORS Employer Reporting staff worked with school staff to educate them on the process and make the transition as smooth as possible.

State Police publications are updated

The May 2014 version of *Retirement Guidelines: A Member Handbook* for Michigan State Police Enlisted Officers hired before June 2012 is now available [online](#). Information on long term care insurance was also removed and information detailing the 15 day rule for insurance was added. Copies will be available later this month.

The *DROP: Deferred Retirement Plan for State Police* publication was also updated in May. The format was changed from a brochure to an information sheet format to help make updates and distribution faster and easier.

The 2014 Spring All-Staff results are in

Click on the image to see the survey results.



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Coming:



ING welcomed **Kelly Luther** to the team on March 24. Kelly, from Frankenmuth, graduated with a marketing degree from MSU and lives in the East Lansing area. She enjoys time spent with the family, whether watching little league games or exploring new places around the state.

Going:

AST bid farewell to **Krishna Mula**. His last day was May 9.

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Carrot awards are ORS' way to recognize staff for doing great work. Below are the carrot recipients since February 2014.

Coming soon! Look for the new carrot award announcements in future issues of the *LookOut*.



Kristina Braxton



Amy Buttery



Lucy Clay



Cathleen Curran



Sean Douglas



Jennifer Dunavant



Andrew Gilliland



Danielle Goodale



Robert Grescoble



Jamie Guardiola



Autumn Hubbard



Kayla Lintz



Ryan Marr



Andrea McDonnell



Seirra McNamara



David Mogle



Kris Morris



Doug Murray



Jennifer O'Herron



Nate Parrish



Jeff Rudnick



John Schiller



Joan Schneider



Thomas Schwab



Tim Simpson



Lynn Stowell



Krystal Strachan



Jennifer Thomet

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

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Director:
Phil Stoddard
Edited by Customer Education

Thanks for reading!!



Patrick Turcotte**Don Williams****Jason Wilson**

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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.