

Illinois workNet® Customer Group Q & A Session

November 8, 2011
10:00 AM



Learn or ask questions about how to do the following online:

- Add customers to your Illinois workNet customer groups
- Create subgroups
- View assessment results and provide next steps for skill enhancement
- View activity responses
- Send messages to customers (send notices of upcoming deadlines, events, opportunities, follow-up)



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What is the purpose of an Illinois workNet® customer group?

- To provide an interface that allows Illinois workNet partners to provide assistance and guidance to customers through the use of technology. Customer groups allow workforce partners to:
 - View customer career interest survey results;
 - View customer work readiness activity responses;
 - View customer assessment results; and
 - Communicate with the customer.

Who is in a customer group?

- Customers who have an Illinois workNet® individuals account can be added to a group.

Who can currently set up a customer group?

- All Illinois workNet partners have access.
 - WPPs not synced with IWDS use Personal Groups using an invitation process.
 - WPPs synced with IWDS have customer groups pre-populated with their customers.



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Need Assistance?

Home
My Tools
Admin
Request More Tools
Business Layouts and Closings
Customer Groups
Incumbent Workers
Incumbent Worker Reports Reporting
Get Connected
Past Newsletters
My Illinois workNet
My Notes
My Messages
My Shortcuts
Website Updates

My Customer Groups

Select a Group

Current Customer Group Title: **Personal Group for Natasha Telger (PA)**

Delete Group

My Groups Customers Customer Emails Instructions

My Invitation Groups

Select Select a Group
Personal Subgroups Select a Group
Create Subgroup

Personal Group for Natasha Telger (PA)

Group ID 1303

Trade Customer Group Invitation Customer Search

Export Customers List

Filter By Last Name: Go

Page Size 25

Select	Remove	Name / User Name / Birth Date / Secret Answer	Contact Information / Date Added to Group	Customer Summary / Work Site Evaluation
Select	Remove	Account Information	Contact information	Customer Summary Page Employer Evaluations Observational Evaluations No Work Assessments

My WDS Customer

Send email, and/or User Message
Email Only User Message Only Both
Email Subject
Email Text

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Actions	Name / User Name / Birth Date / Secret Answer	Contact Information / Date Added to Group	Customer Assessments
Remove	10, NTnewuser		Customer Summary Worksite Evaluation Observational Evaluation
Archive	NTnewuser10,		Customer Summary Worksite Evaluation Observational Evaluation View Interests

Customer Summary

Illinois workNet Group Personal Group for Natasha Telger (PA)

Customer
Pat workNet
E-mail: ntelger@illinoisworknet.com
Address: 2450 Foundation Drive
Dolton, IL 62909
Illinois workNet Registration Date: Feb 28, 2007
Birth Date: May 24, 1974
VOS Userid: 1542

Programs

SYEP 2010 Youth Program - New student

Pre-Assessment Date: May 18, 2009 Score: 43%
Post-Assessment Date: May 19, 2010 Best Score: 81%
Met Requirements Has met the program requirements
Click here to view complete Customer details for the SYEP activities.

My Activities

Post-Assessment Date: Dec 14, 2010 Best Score: 100%
Met Requirements Has met the program requirements
Click here to view complete Customer details for My Youth Activities.

My Employability Activities

Click here to view complete details for Employability Activities.

Observational Evaluations

Click here to view your Observational Evaluations.

Activities, Pre-Assessment, and Career Development Assessment
Employer (Worksite) Evaluation
Observational Assessment
Skills & Interests Profiles
NOCTI 21st Century Skills



Activities Tab (Individuals view):

- An optional pre-assessment/study guide.
- Eleven activities that allow the individual to save their responses within their account.
- Career development assessment with unlimited attempts.
- Certificate of completion saved with the customer's account once the individual scores 70% or higher on the career development assessment.
- Workforce partners can view the results through the customer groups (Customer Summary link).

are

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Jobs

ices

a Location

Pre-Assessment

Start Complete
 Pre-Assessment Study Guide
 Date: Oct 1/2011 Score: 29%
[Click here to view the results of your Pre-Assessment Study Guide.](#)

Prepare

Activity Complete
[Set Up Your Email and Update Your Illinois Profile Account](#)

Activity Complete
[Identify Your Skills](#)

Activity Not Complete
[Introduction to Job Search Preparation & Resume Writing Activity](#)

Activity Not Complete
[Introduction to Exploring Careers and Training Activity](#)

Activity Not Complete
[Introduction to Workplace \(Soft Skills\)](#)

Activity Not Complete
[Introduction to Interviewing for a Job Activity](#)

Learn

Activity Complete
[Find Training Programs](#)

Find a Job

Activity Not Complete
[Introduction to Job Searching and Applying for a Job Activity](#)

Activity Not Complete
[Use Networking](#)

Achieve Your Goals

Activity Not Complete
[Manage Your Money](#)

Activity Not Complete
[Set Your Goals and Make a Plan](#)

Post-Assessment

Test Complete
 Career Development Post-Assessment
 Date: Oct 07, 2011 Best Score: 100%
[Click here to view the results of your last Post-Assessment](#)



Additional Self-Survey Assessments:

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Messages Skills Activities Needs

My Skills and Interests

Consider your skills and explore your interests. Complete any, or all, of the interest surveys to help you find the best career path for you. Score results for future reference. Find more helpful resources in the Prepare for a Job section on the left.

Interest Profiler **SKILLS Profiler**

Duration 10-20 minutes Duration 10-20 minutes

[Click here for information on the Interest Profiler](#) [Click here for information on the Skills Profiler](#)

Work Importance Location **Career Change Interest**

Duration 2-10 minutes Duration 1-20 minutes

[Click here for information on the Work Importance Location](#) [Click here for information on the Career Change Interest](#)

Refresh the page (by pressing the F5 key) to see updated results.

Skills & Interests Profilers

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Messages Skills Activities Needs

Computer Skills

Documents Videos Links

1 Use the Computer Skills Self-Survey Find out your computer skill level.

2 Read computer training recommendations for your skill level. Discover your computer skill level based on your Self-Survey answers.

3 Take online computer courses and tutorials. Improve your basic, intermediate, or technical professional computer skills.

ADD EDUCATION: GED, ESL & TABE
 Apprenticeships
 Basic Skills
 College Admission Tests
 ACT, SAT & GRE

Computer Skills Training

Self-learning
 Computer Skill Level
 Take Online Courses

Financial Aid/Scholarships
 Find Education and Training Options
 Find by Occupation
 Find by Program

Computer Skills



**New Assessments Implementation:
Update Workplace Skills Information In Illinois workNet®**

Identify workplace skills that employers expect and provide a format that:

- Is easy to follow and to understand what employers expect
- Offers resources to improve workplace skills
- Is cross walked to national and state standards
- Is linked to assessment results to provide access to resources to enhance workplace skills



Prepare

- Organize Yourself
- Skills and Interests
- Set Goals
- General Wages & Trends
- Explore Job Information
- Career/Job Change
- Volunteer
- Prepare Your Resume
- Write a Cover Letter
- Prepare for an Interview
- Apply for a Job
- Workplace Skills**

[Back to Skills Wheel](#)



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Sample Work Readiness Process Flow

Sample Work Readiness Process Flow Using Assessment in Illinois workNet® (Text Version)

Use customer group tools, activities, and assessments to assist customers. Click on the areas of the sample process flow for additional resources in the workforce professionals pathway.

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    graph TD
      A[Customer goes to class/orientation session that incorporates Illinois workNet resources.] --> B[Customer is directed to complete the computer skills assessment (online or paper version). Direct them to beginner computer skill resources and local content to find basic computer skill workshops/training. Next steps are provided based on their self-survey results.]
      B --> C{In a computer lab?}
      C -- Yes --> D[Workforce Professional provides orientation/demo and invites group to join the customer group. Provides a link/invitation to the group via handout/computer screen.]
      C -- No --> E[Workforce Professional provides orientation/demo and invites group to join the customer group. Provides a link/invitation to the group via handout with step-by-step instructions.]
      D --> F[Customer accepts invitation and is directed to their My Activities.]
      E --> G[Customer goes to the resource room or uses a computer from home.]
      F --> H[Customer is directed to complete pre-assessment. Results are saved within their account. **Modify the pre-assessment to follow the workplace skills wheel and direct to appropriate area based on their results.]
      G --> H
      H --> I[Customer is directed to complete the appropriate activities.]
      I --> J[Customer participates in training/workshops and completes the activities (including career interest & skill profilers) for skill enhancement.]
      J --> K{Decision?}
      K -- Yes --> L[WP reviews activities responses and analyzes participant behavior during.]
      K -- No --> M[WP completes observational assessment and participant is notified an assessment has been completed.]
      L --> M
  
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