



Update Employment 101 Phase 2: User Feedback

Illinois workNet® is sponsored by the Department of Commerce and Economic Opportunity. --September 2019

AGENDA



- Partner Feedback Survey Highlights
- Next Steps

THE GUIDE: LESSON PAGE WITH NEW LAYOUT PROPOSAL

EMPLOYMENT 101

Pre Assessment **Unit** Post Assessment **Resources** My Plans & Tools

2 COMPLETE THE GUIDE

Prepare a Career Plan

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EXPLORE CAREERS

More Articles **Interactive Resources & Activities** **Progress** 1/1

Select an Activity

- Done 1. Discover careers that match your interests.
- Done 2. Explore jobs, required skills/credentials, and wage information.
- Done 3. Rank your career options.



Steps stay at the top. Select to see related information below.

Video with brief overview for each step.

COMPLETE THE ACTIVITY

Activity Steps

Explore career profiles that match your interests.

1. Explore career profiles that match your interests.
2. Explore careers. Review the following:
 - a. Are there required skills/credentials or education?
 - b. How much job experience/industry education is needed?
 - c. What are the working conditions?
 - d. What are the wages?
 - e. What are the working hours?
3. Bookmark at least three careers to compare the activity responses.

Activity Response

- Done Explore career and bookmark at least three careers. [View My Plans & Tools](#)

Activity Tools

Select a job in the Activity Steps to see the tool.

MEMBERSHIP TO THIS COURSE WITH AT LEAST 3 CREDITS



Simple How-To Instructions

Activity to automatically indicate completion.

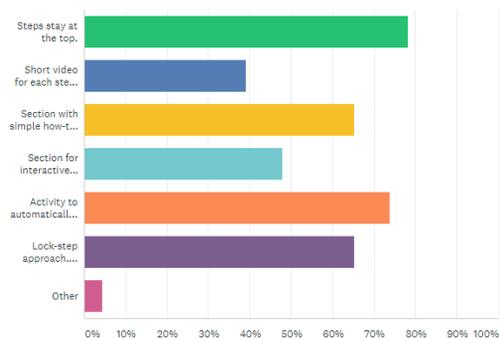
Interactive Activity, Tool, or Article View

THE GUIDE: LESSON PAGE WITH NEW LAYOUT PROPOSAL

	I LIKE THE OLD LAYOUT BETTER.	I DON'T HAVE AN OPINION. EITHER LAYOUT IS FINE.	I THINK CUSTOMERS WILL LIKE THIS LAYOUT BETTER.	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	13.04% 3	86.96% 20	23	2.87

What features do you think are most useful?

Answered: 23 Skipped: 3



If the steps have actually been modified that would be great, I don't think the short video for each step is necessary.

take away the lock in approach

I think having a lock-step approach is not great, because every student will be different and have different needs.

I think CYEP customers would benefit from having a very clear and simple one page dashboard that shows required program steps and their level of completion.

MY PLANS & TOOLS: COMPARE CAREERS TAB

EMPLOYMENT 101

File Assessment Skills Post Assessment Certificate My Plans & Tools

 JESSICA'S PLANS & TOOLS

About My Plans & Tools Compare Careers Compare Training Job Search Organizer Resume Builder Career Plans Notes

How do you want to search for careers?

Select one from a menu or graphic:
Desired Salary
Major or Certification
Career Name

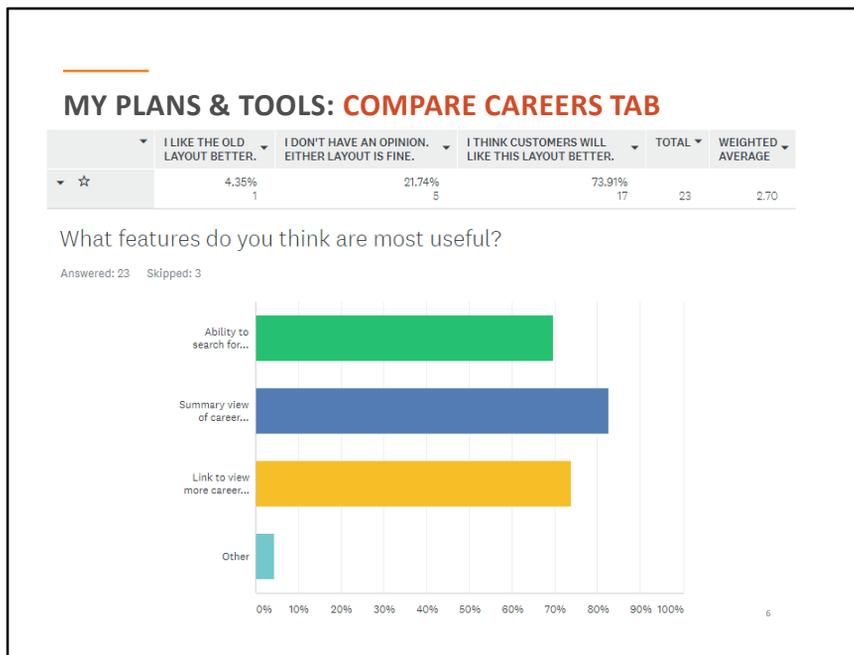
My Bookmarked Careers

Occupation	Registered Nurse
Mean Career Information	Link this career RN
Wages	Earn \$72,251 per year
Employment	Very large occupation
10-Year Growth	Average growth
Annual Openings	Very High
Licensing/Certification	Required
Programs of Study	Advanced Nursing, Registered Nursing

Occupation	Applications Programmers
Mean Career Information	Link this career SA
Wages	Earn \$87,767 per year
Employment	Very large occupation
10-Year Growth	Declining
Annual Openings	Very High
Licensing/Certification	Optional
Programs of Study	Computer Programming, Computer Science

Update the CIS career wages and trends to search using desired salary, certification/Major, or career name. NOTE: Search options are dependent on options that are currently available in the CIS API.

Use the bookmarked careers to create a summary view. Allow them to search and manage their bookmarks in the app.



a tool to forward these bookmarks to career planners/coaches and pathway specialist

More information about required training or education to qualify for the position

Update CIS Careers to search using desired salary, location, & [with] current skills.

Perhaps a way to show a few links to directly-related careers for each major career category? So you're looking at Registered Nurse, and somewhere on the page there are visible links to (for example) Phlebotomist, Pharm Tech, etc. I feel like if you're a customer and are exploring career options, it's more intuitive to navigate forward through the application as opposed to hitting dead ends and backing out to look for related options.

MY PLANS & TOOLS: COMPARE TRAINING TAB

EMPLOYMENT 101

For Assessment [Home](#) [Post Assessment](#) [On Work](#) [My Plans & Tools](#)

JESSICA'S PLANS & TOOLS

About My Plans & Tools [Compare Careers](#) [Compare Training](#) [Job Search Organizer](#) [Resume Builder](#) [Career Plan](#) [Notes](#)

Which program search do you want to use?

Search Type
Public & Private Programs

My Bookmarked Training Programs

A.A.S. Nursing (60) Degree
Harpur College
1200 W. Algonquin Road, Palatine, IL 60067
Bookmarked
Cost: \$27,208.00
Time: 72 weeks - 1428 hours
Cost: Associate Degree
Training Program Type: Vocational

NURSE ASSISTANT
NATIONAL CENTER FOR CAREERS & REINVESTMENT
1800 LINDSEY AVE. COUNTRY CLUB HILLS, IL 60521
100 Job Openings
Cost: \$1,194.00
Average Pay: \$27,280.00 in Illinois
Career Cluster: Health Science
Typical Training: Postsecondary certificate
No work experience. No on-the-job training
Career Outlook: Bright
[View Career Summary](#)

Accelerated BSN to BS Nursing
Southern Illinois University Edwardsville
Campus Area 1041 Edwardsville, IL 62026
Bookmarked
Cost: \$5,897.00
Time: 18 weeks - 324 hours

Allow customer to choose to search one of the three training searches available in Illinois workNet. Open the search in a new window.

Use the bookmarked training programs to create a summary view. Keep the existing summary views but make consistent look/feel.

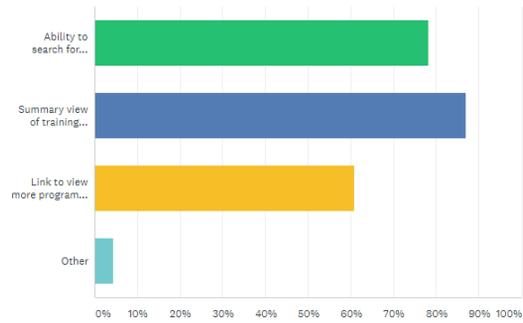
May need to indicate which search was used to find the program

MY PLANS & TOOLS: COMPARE TRAINING TAB

	I LIKE THE OLD LAYOUT BETTER.	I DON'T HAVE AN OPINION. EITHER LAYOUT IS FINE.	I THINK CUSTOMERS WILL LIKE THIS LAYOUT BETTER.	TOTAL	WEIGHTED AVERAGE
☆	4.35% 1	21.74% 5	73.91% 17	23	2.70

What features do you think are most useful?

Answered: 23 Skipped: 3



Potential career pathways or mobility

MY PLANS & TOOLS: JOB SEARCH ORGANIZER TAB

EMPLOYMENT 101

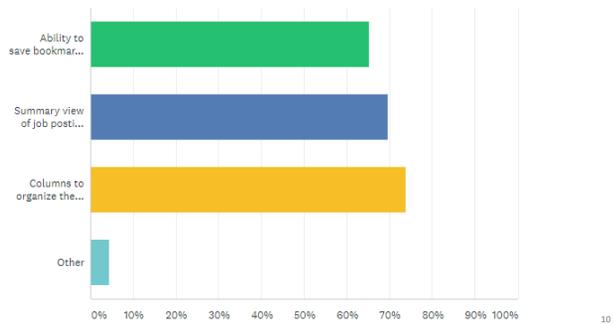
The screenshot displays the 'My Plans & Tools' interface for 'JESSICA'S PLANS & TOOLS'. The 'Job Search Organizer' tab is active, showing a grid of job cards organized into three columns: 'Job Openings', 'Applied to Jobs', and 'Job Interviews'. Each card includes fields for 'Job Position Name', 'Company address', 'City, State', 'Posted date', 'Application date', 'Interview date', and 'Sent thank you card date'. A yellow callout box on the right states: 'Job cards move to next column when they are updated to show they applied for the job, have/had an interview, or received a job offer.'

MY PLANS & TOOLS: JOB SEARCH ORGANIZER TAB

	I LIKE THE OLD LAYOUT BETTER.	I DON'T HAVE AN OPINION. EITHER LAYOUT IS FINE.	I THINK CUSTOMERS WILL LIKE THIS LAYOUT BETTER.	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	34.78% 8	65.22% 15	23	2.65

What features do you think are most useful?

Answered: 23 Skipped: 3



the bookmark isnt really useful

Favorite Jobs to show at the top of the list.

MY PLANS & TOOLS: UPDATE JOB SEARCH CARD VIEW

The screenshot displays a web interface for updating a job search card. The main content area is a form with several sections:

- Company / Organization Information:** Fields for Name, Address, Phone Number, Job/Dept. Address, and Other Information (with a note: "such as the company mission vision and core/aff. goals"). A "Print" button is located to the right.
- Individual Job Application Submitted to:** Fields for Name, Address, Change Location, and Email.
- Contact Record:** A table with columns for Date and Purpose. It includes sections for Cover Letter Submitted, Resume Submitted, and Job Descriptions.
- Interview Schedule:** A table with columns for Interview Type, Interview Date, Interview Type, and Interview Title. It includes a checkbox for "I was offered the job." and a "Note" field.

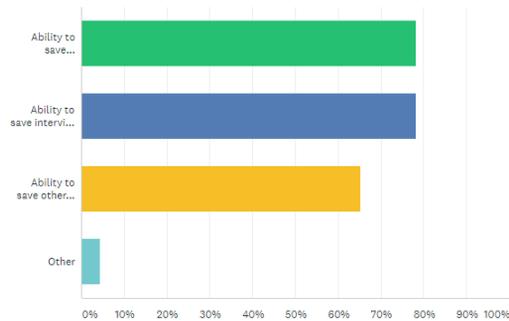
A callout box on the right side of the form states: "Job card would use the same fields as the current job search record. It would open in a modal window and would be printable."

MY PLANS & TOOLS: UPDATE JOB SEARCH CARD VIEW

	I LIKE THE OLD LAYOUT BETTER.	I DON'T HAVE AN OPINION. EITHER LAYOUT IS FINE.	I THINK CUSTOMERS WILL LIKE THIS LAYOUT BETTER.	TOTAL	WEIGHTED AVERAGE
☆	0.00% 0	47.83% 11	52.17% 12	23	2.52

What features do you think are most useful?

Answered: 23 Skipped: 3



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Make it more visually appealing

Print is good. Perhaps the possibility of emailing the form or download

It would be helpful to be able to create user-inputted cards, so we could keep track of jobs applied to NOT through the ILWN job search engine

MY PLANS & TOOLS: CAREER PLAN GOALS AND STEPS

EMPLOYMENT 101

The screenshot displays a user interface for 'JESSICA'S PLANS & TOOLS'. At the top, there are navigation tabs: 'About My Plans & Tools', 'Compare Careers', 'Compare Training', 'Job Search Organizer', 'Resume Builder', 'Career Plan', and 'Notes'. The 'Career Plan' tab is active. Below the navigation, there are tabs for 'Skills, Interest & Experiences', 'Plan Goals and Steps', 'Accomplishments', 'Job Leads', and 'Update Log'. The 'Plan Goals and Steps' tab is selected, showing an 'OVERVIEW' section with a 'CUSTOMER GOAL/PLAN AGREEMENT' and a 'CAREER PLAN' table. The table lists steps with columns for 'Goal', 'Steps', 'More Info', 'Earliest Start Date', 'Latest Due Date', and 'Status'. A blue 'Add Next Step' button is visible at the bottom of the table. A modal window titled 'ADD/UPDATE NEXT STEP' is open, showing a form to add a new step with fields for 'Step', 'Earliest Start Date', 'Latest Due Date', 'Hours per Week', and 'Unit Instructions'.

Goal	Steps	More Info	Earliest Start Date	Latest Due Date	Status
Get training to enhance your skills.	Show Next Steps		8/15/2019	8/15/2019	On Track
Get a job or work experience.	Show Next Steps				Not Started
Get support to reach your goals.	Show Next Steps				Not Started
Living independently.	Show Next Steps				Not Started

ADD/UPDATE NEXT STEP

Step:

Earliest Start Date:

Latest Due Date:

Hours per Week:

Unit Instructions:

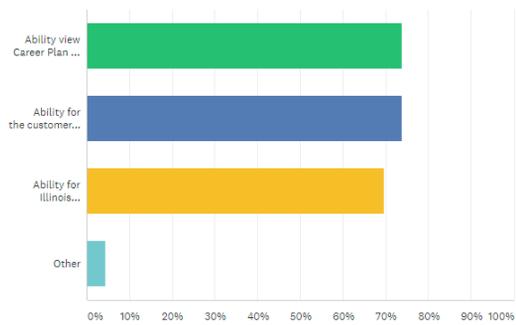
Use existing Illinois workNet basic Career Plan.
Update career plan to allow customers to add their goals and simple steps.

MY PLANS & TOOLS: CAREER PLAN GOALS AND STEPS

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Partners are still able to add goals

For the data to pull into CYEP

The process of adding steps/services to the goals is a bit time consuming to the staff, I believe it will be too time consuming for the customer and unless made easier to complete, it should not be edited by the customer.

MY PLANS & TOOLS: NOTES

EMPLOYMENT 101

Pre Assessment Skills Post Assessment Certificate My Plans & Tools

 JESSICA'S PLANS & TOOLS

About My Plans & Tools Compare Careers Compare Training Job Search Organizer Resume Builder Career Plan Notes

Start Date: End Date:

[Add Note](#) [Edit](#) [Export](#)

How: views

Category	Date	Subject	Note	Search
Careers	8/29/2019	Enrollment request	gfrfgjghfd	
Training	8/15/2019	Message Assessment	This is testing if the case note can be sent to contacts and the offender.	
Job Search	8/6/2019	This is a test note	The page should reset after this note.	
Starting a job	8/6/2019	skills assessment	jgfrkj kjm(kat) sji akmyf ag jk lqjtdlpa	
Financial	8/6/2019	Enrollment	dfg	

ADD NOTE

Category:

Subject:

Add your note:

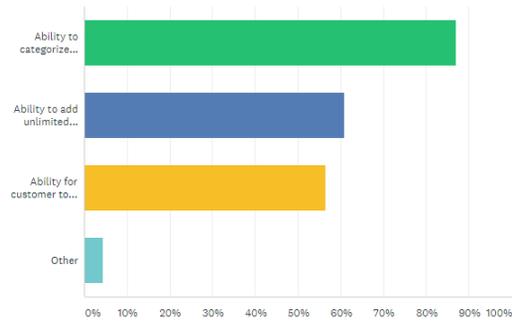
Update the note categories as needed based on the content updates.

MY PLANS & TOOLS: **NOTES**

	I LIKE THE OLD LAYOUT BETTER.	I DON'T HAVE AN OPINION. EITHER LAYOUT IS FINE.	I THINK CUSTOMERS WILL LIKE THIS LAYOUT BETTER.	TOTAL	WEIGHTED AVERAGE
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What features do you think are most useful?

Answered: 23 Skipped: 3



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I don't think this is necessary

Editing for spelling errors

To be able to export case note and print them out with less modify

MY DASHBOARD: UPDATES OUTSIDE EMPLOYMENT 101

Natasha's Dashboard

My Tools | My Assessments | Partner Tools

- Settings**
 - Update My Profile
 - Change Password
 - Update - News
 - Subscription Settings
- Message and Notes**
 - 4 Messages
 - 16 Notes
- Employment 101**
 - Employment 101 Plans
 - Guide
 - Pre-assessment - 92%
 - Post-assessment - 96%
 - Certificate of Completion
- Your Guide To Prepare:**
 - A Career Plan
 - A Job Search Plan
 - To
 - Achieve Your Goals
- Careers**
 - Explore Careers
 - CNC Operator
 - Truck Driver
 - Material Handler
 - See All
- Training**
 - Explore Training
 - Start exploring training and bookmark programs that interest you.
- Career Plan**
 - Illinois workNet
- Resume Builder**
 - Resume Builder | Guide
 - Cover Letter Saved
 - Resume Saved
 - Portfolio Saved
 - Interview Practice Saved
 - Assessments Saved
 - Website Saved
 - Are your saved items not checked? Next Steps
- Job Search Organizer**
 - Find Jobs
 - Saved Job Openings - 4
 - Applied to Jobs - 3
 - Job Interviews - 2
 - See All
 - My Bookmarked Jobs

Select "See All" to see the same type of summary view that is available in Employment 101.

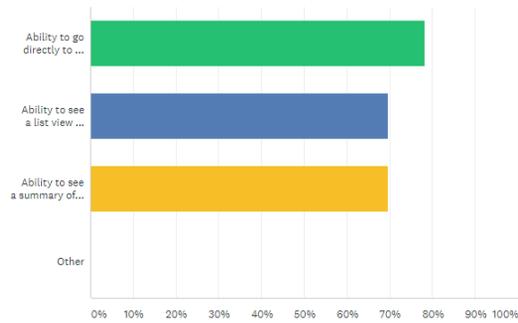
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MY DASHBOARD: UPDATES OUTSIDE EMPLOYMENT 101

	I DON'T THINK MY CUSTOMERS WILL USE THE NEW TOOLS.	I DON'T HAVE AN OPINION. EITHER LAYOUT IS FINE.	THE NEW FORMAT WILL BE MORE HELPFUL/USEFUL THAN THE CURRENT FORMAT.	TOTAL	WEIGHTED AVERAGE
☆	4.35% 1	21.74% 5	73.91% 17	23	2.70

What features do you think are most useful?

Answered: 23 Skipped: 3



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PROPOSED UPDATES: **OVERALL GENERAL COMMENTS**

- I like the new layout much better, it makes it easier for the youth
- Great visuals and I believe the new features are more engaging and will allow the youth participant to take ownership of their pathway.
- Most of the changes and updates needed are within the steps to complete tasks, but as far as layout of employment 101 it seems better.
- In general, the amount of content and variety of tools feel overwhelming to the students I work with and are not user-friendly enough for them to ever choose to use on their own. I think it might be helpful to have a more streamlined/more simple first dashboard, through which you could click a few times to access different tools based on your needs.
- I would like to make sure that youth can navigate as easily as possible . There is already enough reading and assessments to sift through it was the only problem the youth had .
- The new layout with links included in the Dashboard, should prove to be a very successful transition.
- would like a report showing the customer who does not have any case noted
- Is there a way for customers (and providers) to see data from WorkNet about: 1) which career paths have the greatest number of available positions in the current (and perhaps projected) job market? 2) The number of actual hires that have resulted from the use of WorkNet tools?

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NEXT STEPS



- SIUC Team Incorporates Feedback into Design
- SIUC Team Request Partner Feedback on Design Updates
- Update Tools, Pilot/Collect Feedback, Make Updates
- If you would like to be part of the content review team, please let me know. Email Natasha.Telger@siu.edu and I will invite you to the working group that will meet via webinar.

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. For more information please refer to the footer at the bottom of www.illinoisworknet.com.