



UAT Release 24, Cycle 1 - Getting Started Assessment updates

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Overview

User Acceptance Test (UAT) Release #24 cycle 1, has been deployed to the SIU UAT environment. Security constraints for this environment will require a login through the State Login Portal. When you follow the link to the UAT environment, the system will route the user to the State of Illinois Login. After a successful login, the user will be returned to the UAT environment where IWDS-2.0 is running.

Purpose

The purpose of Release #24 cycle 1 is to review updates to the Getting Started Assessment. The UAT cycle will be open from **6/15 to 6/18**. .

UAT Release 24 – Cycle 1 Expectations & Homework

Homework Areas - For this week, your UAT tasks will focus on the following key area listed below. More information on these areas can be found in the next section of this document.

- Getting Started Assessment

Due Date

Please complete your testing in these areas and submit your feedback by **June 18th at end of working day**.

Access to UAT Environment

To access the UAT environment in your browser, follow the link provided here.

<https://testapps.illinoisworknet.com/iwdst-Preview>

Reporting Issues

Please document any issues, bugs, or enhancement requests you identify in our shared notebook - [UAT Notebook Link](#). The main purpose of using a shared notebook is for collaboration between members of the UAT team and the business analysts. This will cut down on duplicate issues being reported.

- **When logging your entries:**
 - You should document this information as you are completing your UAT work.
 - The top section in the notebook is labeled **Example Issue Reporting**. Please refer to that page to get an idea of how you can report an issue.
 - In the notebook you will find a section labeled **Release 20- Getting Started Assessment**. The section is divided into several pages, each page is specific to a specific page of the assessment. Ensure that each item is tracked under the correct page you are providing feedback on.
 - Be concise but detailed.
 - If multiple issues arise in one area, log each one separately for clarity.
 - Please provide the name of the customer you are using when you log an issue so we can easily go in and take a look at what is going on to troubleshoot.
 - Log the URL of the page where you ran into an issue.
 - **If you have issues accessing the OneNote notebook-** Please contact one of the business analysts (BA) on the team. The business analysts are:
 - Kelly Trimble – Kelly.trimble@siu.edu
 - Olivia Miller- olivia.miller@siu.edu
 - Lynette Tritz- lynette.tritz@siu.edu
 - Al Menke – al.menke@siu.edu

Expectations for UAT

As you test these areas, please keep in mind the following best practices:

- **Test Thoroughly:** Ensure that you navigate through all functions and features within these areas. Pay attention to any discrepancies between expected and actual results.
- **Detail-Oriented:** When reporting issues, provide as much context as possible, including:
 - Steps to reproduce the issue
 - Screenshots or recordings, if possible
 - Browser or device used during testing
 - Expected vs. actual outcomes
- **Feedback Categories:**
 - **Bugs-** When the system does not perform as expected, and the system is not performing according to the requirements, then a bug will be reported, tracked, fixed, and retested.
 - **Issues-** If the system is performing according to the requirements, but the user feels that the requirement was not captured correctly or now the user feels like the requirement is just not working as expected, then this is recorded as an issue. Issues are tracked and prioritized for change.
 - **Enhancements-** Once we are in UAT and the users recognize an area that could be improved, then this will be also logged as an issue and tagged as an enhancement.

Best Practices for Effective UAT

- **Think like the end user:** Approach your testing from the perspective of someone unfamiliar with the system. This will help you identify usability issues and areas for improvement.
- **Be specific and thorough:** The more specific your feedback, the easier it will be to address. Include specific steps, expected outcomes, and actual results.
- **Provide context:** Always give context for your feedback. For instance, explain why an enhancement would improve the user experience or system performance.

By following these guidelines and providing detailed feedback, you're helping to ensure the final product meets user expectations and performs as intended.

Overview for Completing Getting Started Assessment Testing

This section provides an overview of how to access and complete **Getting Started Assessment testing** during User Acceptance Testing (UAT). Detailed, step-by-step instructions are available in the linked [Quick Start Guide](#).

Important System Rules to Keep in Mind

- An adult or dislocated worker customer must have **completed Eligibility Certification** before a Getting Started Assessment record can be started.
- The Getting Started Assessment is accessed from the **Intake** section of the Customer Profile under the **Getting Started Assessment** tab.
- Data from the customer's profile (e.g., health needs, transportation, housing, legal, and money situation) will be **pre-populated** on the Introduction page from previously entered prescreening and application information. Testers should review this data for accuracy.
- **The Getting Started Assessment is personalized for each customer.** At the top of each section, a grey box displays key information pulled from the customer's prescreening and application record. The question sets shown throughout the assessment are **driven by those pre-populated answers**, making the assessment targeted and relevant to each individual. As a result, testers may see different questions depending on which customer profile they are using. This is expected system behavior and should be validated as part of UAT.

General Navigation and Information

Assessment Progress Bar

A progress bar is displayed at both the top and bottom of each assessment page, showing the percentage of questions answered across all sections. The bar will fill incrementally as testers answer questions throughout the assessment. Testers should verify that the progress bar updates correctly as responses are entered and reflects overall completion across sections, not just the current page.

Side Panel

The side panel shows all assessment pages and highlights your current page. You can use it to navigate back to previous pages at any time.

Responsive Questions

Questions adapt based on your responses. Additional questions may appear, or unnecessary ones may be skipped, creating a dynamic and intuitive experience.

Customer-Centered Design

The assessment uses customer-centered, asset-based language at a 5th–6th grade reading level to ensure clarity and accessibility for all users.

- **Customer-Centered:** Focuses on clarity, respect, and ease of understanding.
- **Asset-Based:** Highlights strengths and opportunities rather than deficits.

UAT Reminder

The goal of Getting Started Assessment testing is to ensure users can successfully **navigate and complete each section** of the assessment. Users should focus on validating system behavior, section navigation, pre-populated data accuracy, and data capture across all sections. The priority is **how the system behaves**, not whether the test data looks perfect.

Updates to the Getting Started Assessment

Use the [Quick Start Guide](#) for detailed instructions on how to complete the Getting Started Assessment

Since the first cycle of testing, the following changes have been made:

- The Getting started assessment is in 2 parts
 - 1st part includes the introduction, Job Preferences, Skills Assessment, Goals, Education History, Employment History. This section is focused on helping to determine suitability. This section helps to determine services and other assessments that the customer may need.
 - Pages and questions have been moved to flow better
 - On the skills assessment page, a career planner can click Start New Quiz and complete the Interest profiler with the customer
 - Dislocation jobs entered in the application are present on the Employment History page
 - Added additional items in the drop downs for questions to identify if the question does not apply to the customer
 - Ready to enroll (Adult and Dislocated workers only) – this section serves as a way to reflect on what the career planner knows about the customer and share



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING
JB Pritzker, Governor

UAT Release 20 Cycle 1 - Getting
Started Assessment - Guide
Author: SIUC CWD
Created: 4/21/2026
Updated: 4/22/2026

information on whether enrollment or referral may be beneficial. Review the
guided language

← Back to Intake
Getting Started Assessment: test adult >
Assessment progress 0%

- Introduction
- Job Preferences
- Skills Assessment
- Goals
- Education History
- Employment History
- Ready to Enroll**
- Health
- Transportation
- Childcare & Dependent Care
- Legal Needs
- Money Needs
- Veteran Information

Ready to Enroll!

You've learned a lot about this customer — their goals, work history, and what they bring to the table. Now is the time to decide if enrolling is the right next step.

Before you continue, ask yourself:

- Does this customer want to work toward employment or a new career?
- Are they ready and willing to build a plan together?

Did you check that this is a good fit?

Enrolling works best when the goal truly fits the customer. Take a moment to make sure you've done these things:

- Talked through whether the goal builds on their skills, interests, and strengths
- Looked at what might get in their way, and lined up services that can help
- Thought about whether the training and job fit their life — things like schedule, travel, care responsibilities, and any physical or mental demands

If you can say yes to these, you've done the work to confirm this is a good fit — and enrolling them is a great way to connect them with the support, tools, and services that can help them move forward.

What happens when you enroll

When you click **Continue and Enroll**, this customer:

- Becomes a participant
- Is included in performance tracking

Because of that, it's worth feeling confident this is the right step before you continue.

I'm not sure
Continue and Enroll →

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.

Assessment progress
0%

End Assessment
Continue and Enroll →

WIDST **UAT**
Home Customers Dashboard Reports Management Tools
Hi, Lynette Tritz

← Back to Intake
Getting Started Assessment: test adult >
Assessment progress 0%

- Introduction
- Job Preferences
- Skills Assessment
- Goals
- Education History
- Employment History
- Ready to Enroll**
- Health
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What happens when you enroll

When you click **Continue and Enroll**, this customer:

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Because of that, it's worth feeling confident this is the right step before you continue.

Continue and Enroll →

Not sure? That's okay — here's what to consider.

If a customer needs career services — like job search help, resume support, or interview coaching — or if they need training to build new skills, those are strong reasons to enroll. Enrollment connects them to the tools and funding that make these services possible.

Here's what we've collected about this customer so far. Review this information to help determine whether enrolling is the right fit for their situation and goals.

Health needs: I do not have any health needs

Accommodation needs: Not Answered

Transportation - How will you get to work or school? Car

Childcare or Dependent Care Situation: My childcare situation is stable

Housing Situation: I have a stable and permanent place to live

Legal Situation: I do not have any legal needs · No

Money Situation: I do not have any money needs

Public Assistance: Not Answered

Family Income Calculator Results: Not Answered

Basic Skills Screening Tool:

- I can use a computer to complete tasks. (Example: Send an email, apply for a job, shop online, or pay bills): I need help
- I can fill out forms. Example: medical forms or Job applications: I need help

Based on what you've reviewed, which is the best route for this customer?

Continue and Enroll →
End Assessment
Create a Referral

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.

Assessment progress
0%

End Assessment
Continue and Enroll →

- 2nd part includes health, transportation, Childcare & Dependent care, Legal Needs, Money Needs, Veteran Information. This part helps identify other needs the customer may have, informing recommended services and referrals in the career plan.
 - Some questions in this section have been moved
 - Additional responses have been added, such as this does not apply to me, so that all questions can be answered
 - Additional Demographics questions have been moved to other sections, and this page has been removed.

Remember that the pre-screen, application and the Getting Started Assessment help to inform the universal career plan – items answered here will help the system to recommend which services are needed.