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

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

Video with brief overview for each step.

Simple How-To Instructions

Activity to automatically indicate completion.

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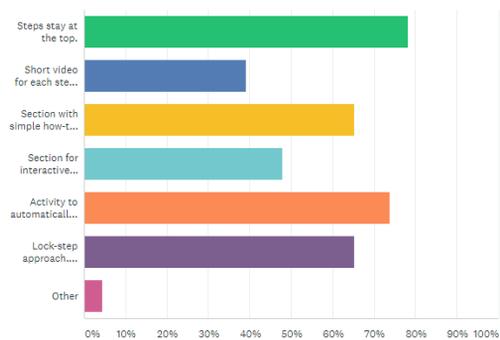
If the steps have actually been modified that would be great, I don't think the short video for each step is necessary.

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

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.

MY PLANS & TOOLS: COMPARE CAREERS 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
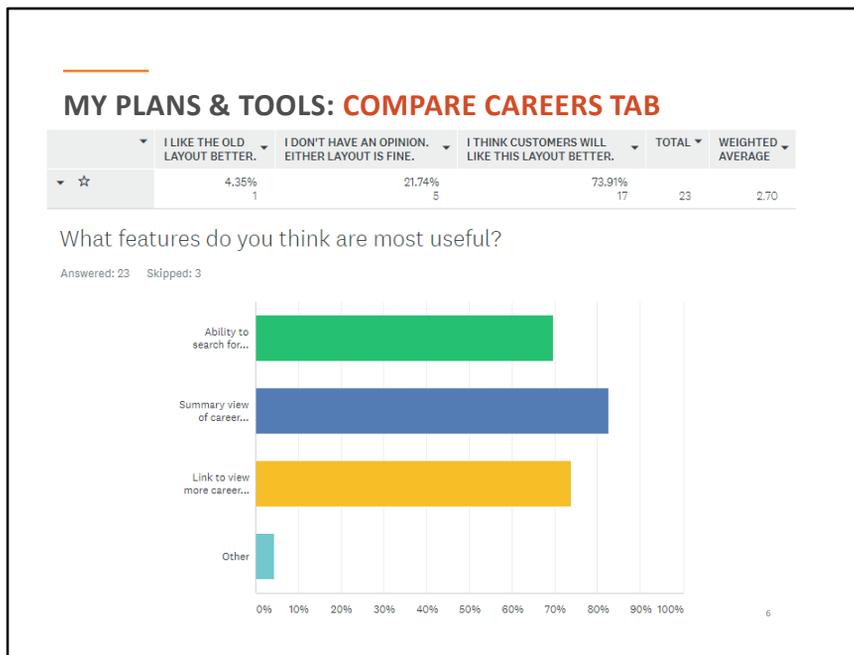
a tool to forward these bookmarks to career planners/coaches and pathway specialist

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

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
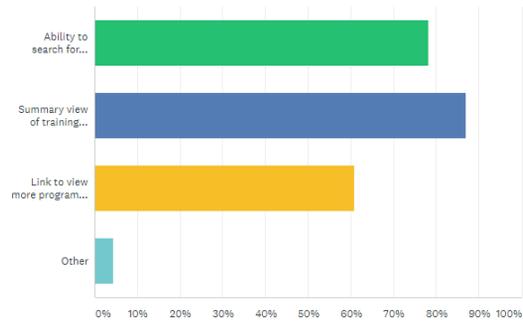
Potential career pathways or mobility

MY PLANS & TOOLS: JOB SEARCH ORGANIZER TAB

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
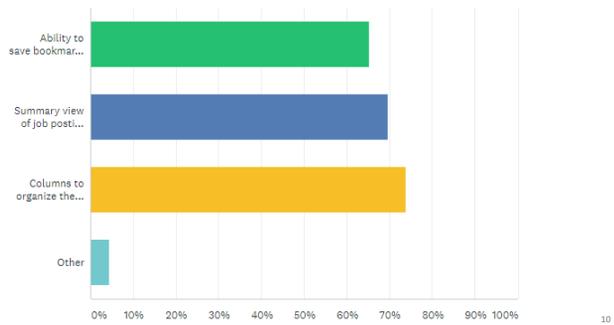
the bookmark isnt really useful

Favorite Jobs to show at the top of the list.

MY PLANS & TOOLS: UPDATE JOB SEARCH CARD VIEW

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

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☆	0.00% 0	47.83% 11	52.17% 12	23	2.52

What features do you think are most useful?

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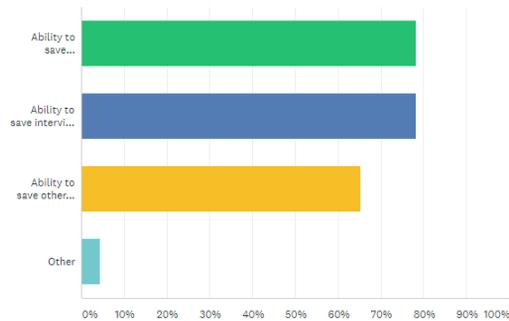
Make it more visually appealing

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

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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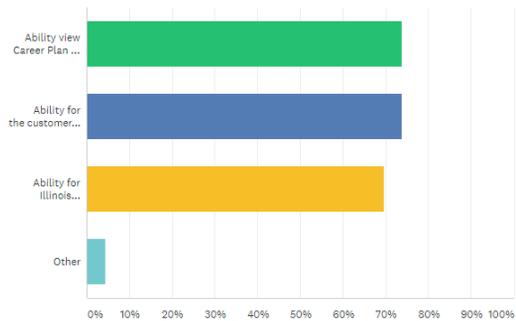
Partners are still able to add goals

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

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What features do you think are most useful?

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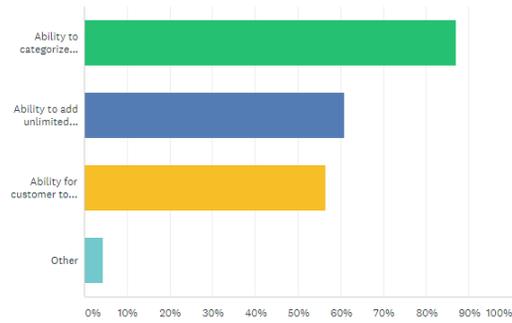
I don't think this is necessary

Editing for spelling errors

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

MY DASHBOARD: UPDATES OUTSIDE EMPLOYMENT 101

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?

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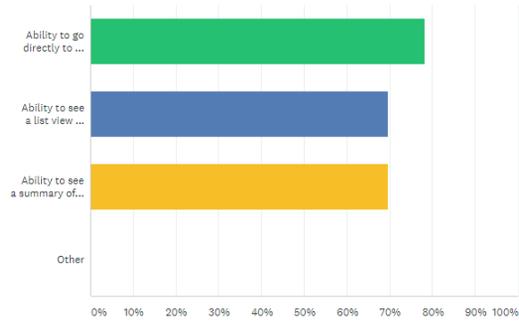
PROPOSED UPDATES: OVERALL GENERAL COMMENTS

- 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.**