

## Virtual OneStop® / Virtual LMI Feature Enhancement Release Notes (FERN) in V18.0 R3 (from V17.2 R1)

The enhancements to Virtual OneStop® and Virtual LMI in version 18.0 consist of new functionality for individuals, employers, staff (including staff assisting providers), and LMI Analysts. These enhancements include new tools for résumés, a cost of living calculator, an option for access to advanced job interviewing practice tools, the ability to associate employer jobs with their Job Fair events, a new Provider Services wizard for SSEP Programs, a revised, friendly look and feel for LMI profiles, and more.

**Note:** Users reviewing these notes should also consult the Version 17.2 Feature Enhancements Release Notes document. Some changes described in this document may have already displayed in recent deployments of version 17.2.

Click a link below to jump to the table for the user indicated.

**Individual User:** Job seekers and individual users will have numerous additional capabilities in version 18.0, including the following enhancements:

- **Registering with a Résumé\*\*** - lets individuals perform a quick registration by registering with a résumé that is parsed to collect registration data
- **LinkedIn “Who you know” link** - adds links in the details of a job order, so that users can quickly open LinkedIn to see if they know any employees for that employer
- **Cost of Living link** - lets individuals compare cost of living factors between where they live and the location of a job they are considering
- **Résumé Scoring tool** - displays a score for résumés and lets individuals see factors and suggested improvement to their resume
- **Interviews tab\*\*** - a purchasable module adding a tab that accesses a job interview practice and training system through an interface with Big Interview®
- **Help Desk – Live Chat\*\*** - a purchasable module that lets individuals click Live Chat from any page to have an online chat with designated staff (identified for support)

**Employer User:** The enhancements for employers include the following:

- **Associating Jobs to Job Fairs** – lets registered employers manage applications of jobs specifically through job fairs (requires Attendance Tracking module)
- **Help Desk – Live Chat\*\*** - a purchasable module that lets employers click Live Chat from any page to have an online chat with designated staff members.

**Staff User:** Staff members will have numerous additional capabilities in version 18.0, including the following enhancements:

- **Jobs to Job Fairs** – lets the staff who see registered employers for Job Fairs (from a Manage Attendees screen), now, also add their job orders from a link via the attendees screen for the job fair
- **Integrated VOScan and VOSGreeter®** – lets staff (for customers who purchased both modules) identify the setup of kiosks and the Visit Reason codes for VOScan, for VOSGreeter® or for both VOScan & VOSGreeter®
- **Assisting a Provider - SSEP Programs Wizard** – an in-progress rewrite of Self-Service Education Programs (SSEP) lets staff create/edit programs through a wizard, with improvements to the Training Programs list, as well as new Certification and Review tabs. **Note:** Customer sites will initially be switched Off for this feature, at Go Live. It can be switched On in UAT sites, for evaluation, upon request.
- **Help Desk – Live Chat\*\*** - a purchasable module lets staff designated for Help Desk support see chat requests routed to them, and use the Live Chat feature to help end users

**Admin User:** Several changes have been added to system settings, and to the staff privileges in admin, providing a wider range of control of how the system is used.

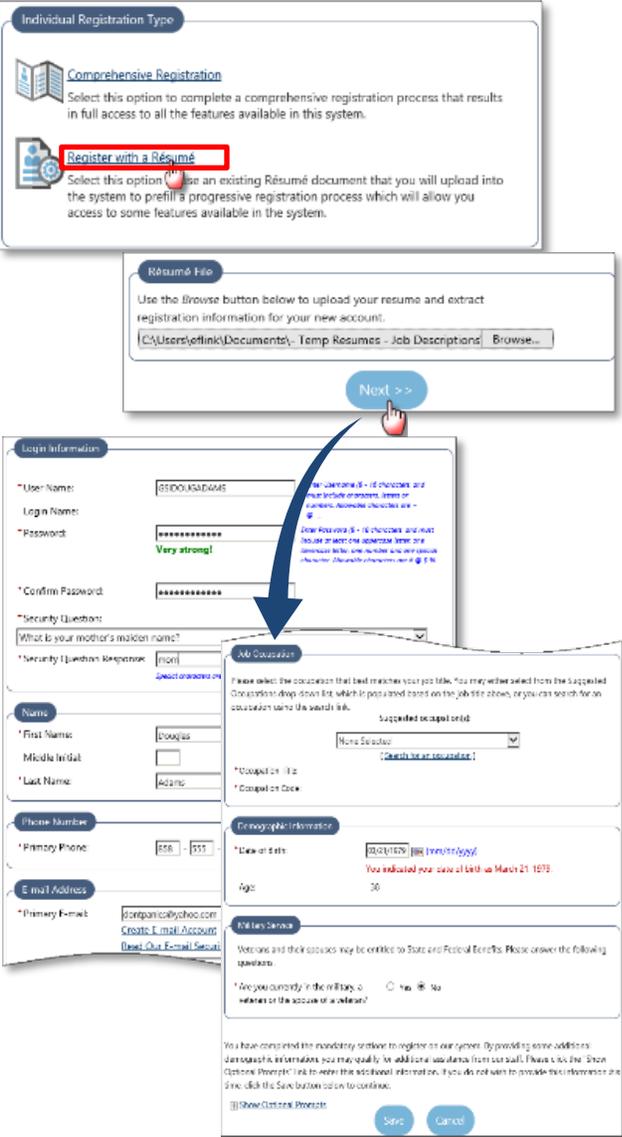
- **System Settings** – includes added menu options to support new registration and résumé enhancements, as well as added settings under the System Defaults options
  - **Manage Résumé Score Criteria** - an added option under system settings that lets administrators manage what rules and criteria the Résumé Scoring tool will use to create the scoring
- **Staff Privileges** – includes three privileges to identify staff who can be made available for live chats, and identified for AORs connected to the options Help Desk module
- **Data Administration** – includes two separate tools for customers with the Help Desk module, to let administrators Manage Help Desk FAQs and Manage Help Desk AORs

**Analyst:** The LMI Profiles have been enhanced to include a simpler interface, integration with the responsive design capabilities, a simple summary tab, flexible link for maps/graphs/filters for each data group, and enhancements to the comparison capabilities (to allow up to six comparisons at once).

**\*\*** Geographic Solutions must host the site for the modules/features designated by asterisks, above. They will not be deployed in self-hosted systems.

**Note:** In some instances, a feature description includes a [link](#) to additional graphics located at the end of the document.

Individual User

Module (Left Nav. bar)	Component (fly-out/menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
<p><b>Registration</b> <i>Configurable</i></p>	<p>Registration (additional type for résumé upload)</p>	<p><i>Register with a Résumé**</i></p>	<p>This change introduces a configurable enhancement, which allows individuals to perform a quick registration by registering with a résumé. The system will prompt the user to select their résumé file for upload and extract registration information from it for their new account.</p> <p>The system will prefill the screen of the Quick Registration wizard with most fields. The user will need to complete fields in the Login Information area, and may need to enter some other data (e.g., date of birth, if homeless, or a vet), depending on what can be determined from parsed data.</p> <p><b>Note:</b> This feature uses résumé creation components similar to those used in creating a résumé with the Upload creation method. Both involve uploading a résumé file and require résumé parsing to identify key registration/résumé fields.</p> <p>Because of the résumé parsing, this enhancement is a configurable option that is <i>only</i> available for internally hosted sites. <b>This feature is <u>not</u> available for self-hosted sites.</b></p> <p>After the individual completes this résumé upload and registration, the system displays a “What Next?” screen (a sample of which is on the next page). This screen has links for directly accessing some important options to consider first. For example:</p> 

Individual User

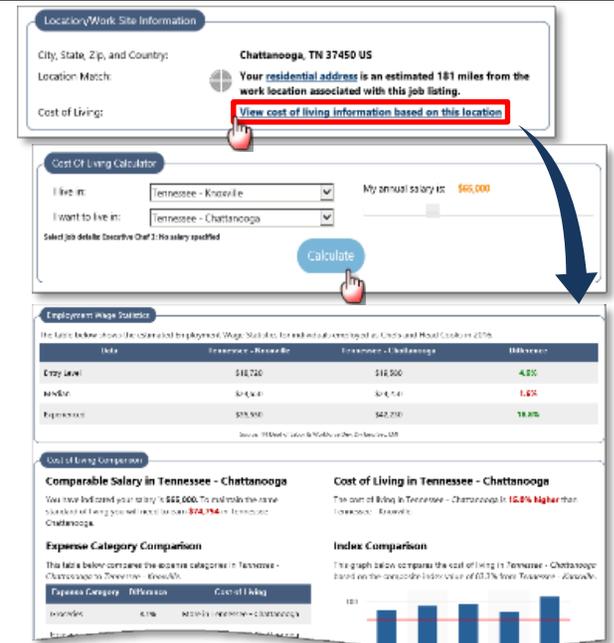
Module (Left Nav. bar)	Component (fly-out/menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
			<ul style="list-style-type: none"> <li>• <a href="#">Finish Your Résumé</a> steps the user through finishing their extracted résumé, including reviewing and saving the parsed employment history and education records.</li> </ul> <p><b>Note:</b> <i>The résumé <u>upload</u> process is complete with this type of registration, but the résumé will still display as “Incomplete” on the Résumé tab, if the user does not “finish” their résumé. If the user does not go through this last step, they will need to access the Résumé tab and click the <b>Restart</b> link for that résumé, in order to walk through the extracted records, and any other steps for entering and saving all employer searchable items.</i></p> <p><i>Users should consider making entries in all other résumé steps to complete the résumé (e.g., <b>Technical Skills and Tools, Contacts, References</b>).</i></p> <ul style="list-style-type: none"> <li>• <a href="#">Employment Strategy</a> helps staff create a custom plan, with data and links to strategize and use the most useful tools to assist in quickly finding jobs that match to the user’s location, background, and training goals</li> </ul> <p><b>Note:</b> <i>The Employment Strategy tab is only available if the site is a GUS system.</i></p>
<p>My Individual Workspace -&gt; My Dashboard <b>Configurable</b></p>	<p>Dashboard Widgets</p>	<p>My Assessments Widget <i>Talify - Soft Skills</i></p>	<p>The My Assessments widget indicates the different types of self-assessments in Virtual OneStop, and provides quick links to each of the related tabs on the individual’s Self-Assessment Profile.</p> <p>For customers who have purchased the <i>Talify</i> soft skills assessment module, and have the related Soft Skills tab displayed in the individual’s Self-Assessment Profile folder, this widget will include the Soft Skills icon as a link to the Soft Skills tab.</p> <p>The <a href="#">Soft Skills</a> link on the widget (for customers with the Talify option) will take the individual directly to the Soft Skills tab, which displays the results of the Talify skills assessments test.</p> <p>See the entry on page <a href="#">7</a> for more on <a href="#">Soft Skills– Talify assessments</a>.</p> 

Individual User

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<p>Quick Menu <i>Base</i></p>	<p>Job Search <i>[Search Results]</i></p>	<p>Job Order Details Page, Show Additional Job Information Employment Info Area [LinkedIn “Who you know” link]</p>	<p>A new link is available for job seekers in the expanded Job Order Details screen, if the system can match the employer for the job posting with a LinkedIn account.</p> <p>A job seeker viewing the Job Order Details page, can click a <b>Show Additional Job Information</b> to expand the job details, and view more information, including Employer Info, Location/Work Site Info, etc.</p> <p>With this new feature, details in the Employer Information area will include a link, which the job seeker can click to open a pop-up for a LinkedIn account for that employer. The job seeker can then click a link for the employer, to open information about them, in LinkedIn (in a separate window), and then see individuals in LinkedIn who are listed as working for that employer.</p> <p>Note that when the job seeker clicks this link to access the account:</p> <ul style="list-style-type: none"> <li>• The “Find Out Who You Know” link will not display unless both the job seeker and the employer for the job posting have a LinkedIn account.</li> <li>• The user may be required to supply a name and password to access LinkedIn through their account.</li> <li>• The displayed LinkedIn screen may include a link to identify the number of employees on LinkedIn.</li> <li>• LinkedIn may also include links that identify connections between the user and employees at that employer (e.g., employees that graduated from the same school as the user).</li> <li>• If the employer is a large employer, e.g., Lowe’s, and exists in multiple states, the link will display access to see all employees at that employer. The system will not define employers in LinkedIn for the specific address associated with the Job Order Details screen.</li> <li>• If more than one employer exists for the employer name in the job posting, the pop-up will display each employer company in LinkedIn, with links to each.</li> </ul> <p>See examples of the LinkedIn data in the figure <a href="#">Job Order Details, LinkedIn Data for Employer</a>.</p>   

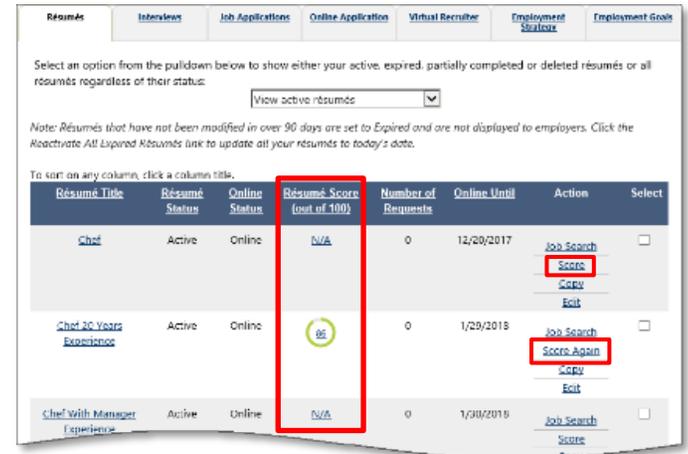
Individual User

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<p>Quick Menu <i>Base</i></p>	<p>Job Search <i>[Search Results]</i></p>	<p>Job Order Details Page, Show Additional Job Information Location/Worksite Info Area [“View Cost of Living” link]</p>	<p>Another new tool is available as a link for job seekers in the expanded Job Order Details screen, as the last link in the Location/Worksite Information Area. This link lets them calculate and compare cost of living factors between the location where they live and the location of the job they are considering.</p> <p>Clicking the link, “<a href="#">View cost of living information based on this location</a>,” displays a useful tool to calculate and view comparative occupation data for the job posting. As shown in the figure at right, the link displays at a point in the job search where an individual may need to consider factors for moving closer to the job, if they are hired. A job seeker may also use the tool because they recently moved into the state where this job is located, and they need to compare cost of living data against that of their previous location.</p> <p>Job seekers can change the two area selections above the Cost of Living Calculator – the defaults are the job seeker’s location and the job’s work site location.</p> <p>When the user clicks the <b>Calculate</b> button, the screen expands to display detailed labor market information relevant to the cost of living for the two areas, shown side-by-side. This includes:</p> <ul style="list-style-type: none"> <li>• Employment Wage Statistics (to occupation code of the viewed job posting)</li> <li>• Comparable Salary and Cost of Living</li> <li>• Expense Category Comparisons (for the two areas)</li> <li>• Comparable Salary and Expense Category Distribution (for several other regions that are close to the area where the job seeker wants to live)</li> </ul> <p>See a more detailed example of the comparison data in the figure <a href="#">Job Order Details, Cost of Living Tool</a>.</p> <p><b>Note:</b> <i>The Cost of Living Calculator link also shows in the Desired Salary part of the Employer Search Items step in Résumé Builder.</i></p>
<p>Quick Menu <i>Base</i></p>	<p>Résumé Builder</p>	<p>Résumés Tab <i>Résumé Score</i></p>	<p>A new column displays on the Résumés tab labeled <i>Résumé Score (out of 100)</i>. This functionality is part of a new <i>Résumé Scoring</i> enhancement, which individuals can use to help them build a better résumé. This feature adds a scoring tool, which considers ranking values for several of the different elements in the résumé (elements associated with data collected at different points in Résumé Builder wizard).</p>



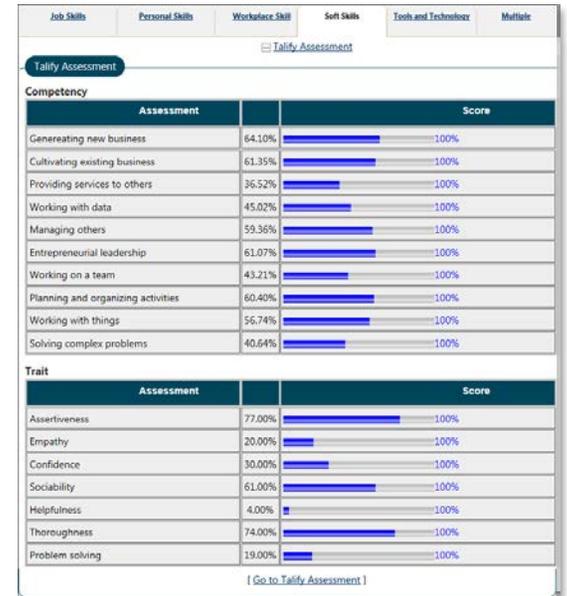
Individual User

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			<p>When an individual creates a résumé, the system calculates a Résumé Score at the end of the Résumé Builder wizard. The system displays the score at the top of the final Résumé Review screen, as well as on the Résumés tab, as a numeric value (as shown below). This value is determined by as many as 13 different scoring items, which may include:</p> <ul style="list-style-type: none"> <li>• Provide a strong résumé title</li> <li>• Use an appropriate résumé length</li> <li>• Use correct spelling and grammar</li> <li>• Do not speak in the first person (limit use of "Me, Myself or I")</li> <li>• Do not over use certain words</li> <li>• Include contact information</li> <li>• Include email as a contact method</li> <li>• Provide a valid email address</li> <li>• Provide a valid mailing address</li> <li>• Include your education history</li> <li>• Include your employment history</li> <li>• Avoid gaps in employment history</li> <li>• Include a résumé summary</li> <li>• Use an appropriate résumé summary length (20 to 40 words)</li> <li>• Include your résumé objective</li> <li>• Use an appropriate résumé objective length (10 to 40 words)</li> <li>• Include your references</li> <li>• Specify your knowledge of tools and technology</li> <li>• Specify your job skills</li> </ul> <p>Individuals can click a <a href="#">Score</a> link, in the Action column, to generate a score for any résumé that does not already have one (e.g., a résumé created before this enhancement), or click a <a href="#">Score Again</a> link to regenerate an existing score (e.g., after they made specific changes to the résumé).</p> <p>An individual can click on the numeric score in the Résumé Score column of the Résumé tab to display a screen with details for each of the scoring criteria that made up the Résumé Score number. The screen provides users with visual suggestions on which element in their résumé they should improve before they regenerate their score again, and they continue with the use of their résumé (e.g., determining that their résumé summary is too short, and opening the résumé to highlight their expertise in the summary). For a sample screen showing the score details (results that determined the score and comments for consideration) see the figure <a href="#">Résumé Score Details Screen</a>.</p> <p>Administrators can determine which scoring items the system uses to calculate the Résumé Score, and how the items are weighted. See the System Setting option, <a href="#">Manage Résumé Score Criteria</a> on page <a href="#">Error! Bookmark not defined.</a> in the Admin Users section, for more on setting the rules and the criteria.</p>

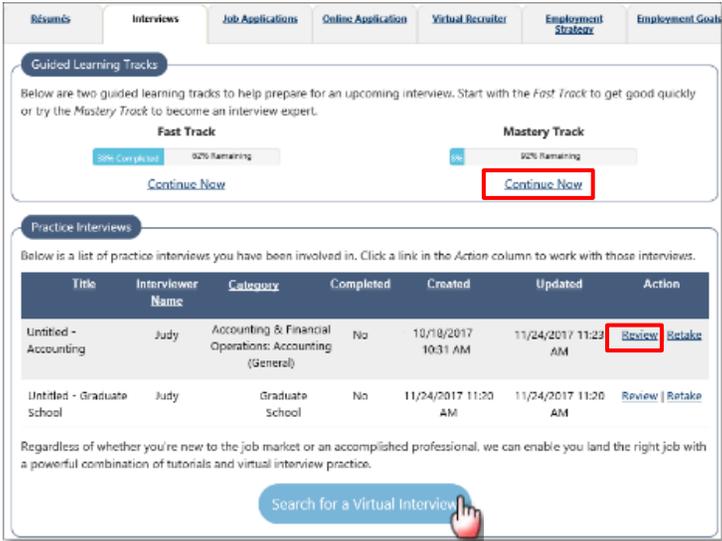


Individual User

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<p>Quick Menu <i>Configurable</i></p>	<p>My Portfolio, My Individual Profiles</p>	<p><i>Self-Assessments Profile, Soft Skills Tab Soft Skills– Talify assessments</i></p>	<p>This purchasable module allows customers to have their site configured for an additional assessment, Talify, which is a unique type of soft skills assessment that measures abilities acquired naturally or developed through education, training, self-study, hobbies, or on-the-job tasks.</p> <p>Through the added Soft Skills assessment tab, job seekers can access a site to answer questions, such as whether they prefer generating new business or managing a team or whether they consider themselves more assertive or collaborative. The system adds the recorded assessment to the Soft Skills tab (and employers can view the assessment as an additional tool to identify candidates they want).</p> <p>When the configurable Talify Assessment option is purchased, the individual will see:</p> <ul style="list-style-type: none"> <li>• An added Soft Skills tab in their Self Assessments Profile (for Talify assessment)</li> <li>• A <a href="#">Go to Talify Assessment</a> link on the tab (to access the Talify Assessment site and perform the self-assessment)</li> <li>• A view of their recorded assessment (as shown at right)</li> </ul>

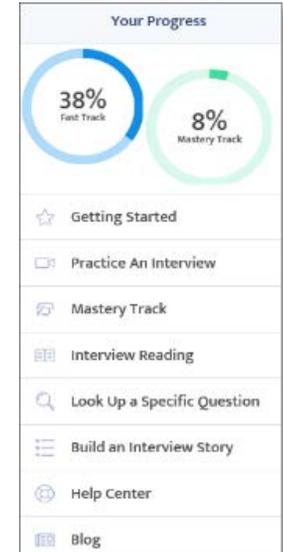


Individual User

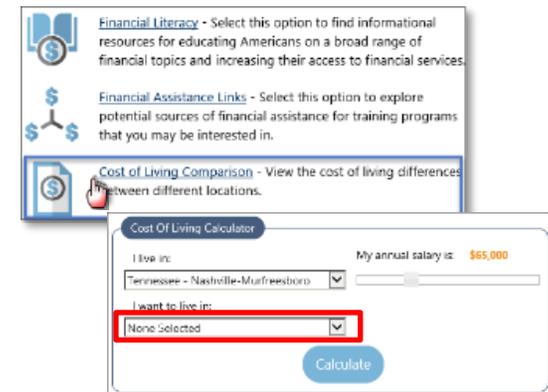
Module (Left Nav. bar)	Component (fly-out/menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
<p>Quick Menu <i>Configurable</i></p>	<p>My Portfolio Individual Plans</p>	<p><i>Employment Plan Profile, Interviews Tab** , (An Integrated link to Big Interview website)</i></p>	<p>This purchasable module adds a Virtual Interview component as a configurable item, which customers can purchase by request. When this feature is configured and enabled, individual users can use an added Interview tab to access an on-demand, user-friendly, job interview training system, through an interface with Big Interview®.</p> <p>Individuals can access interview tools and videos, perform practice interviews, and track their progress in both. They can learn from ten modules, full of video and written training. As they conduct practice interviews, the system automatically saves them on the <i>Interviews</i> tab of their <i>Employment Plan Profile</i>.</p> <p>Individuals can review their results, retake the interview, or search for a new interview to take.</p> <p>They can easily move from their Interview tab to a specific point in <i>Big Interview</i> (using links, as shown in the figure at right), and return to their Interview tab, at any point, from a link in the <i>Big Interview</i> toolbar.</p>  <p><b>Note:</b> This feature is <u>not</u> available for self-hosted sites.</p> <p>This module provides individuals with a powerful suite of tools, including:</p> <ul style="list-style-type: none"> <li>• <b>Answer Builder</b> – Individuals can use this four-step framework to create and structure the behavioral question answers that are crucial to their interviews</li> <li>• <b>Question Library</b> - Individuals can search for specific interview questions, including searching by general questions, by industry, by competency, by admissions interview, by public service items, by military items, or by state-customized items</li> </ul>

Individual User

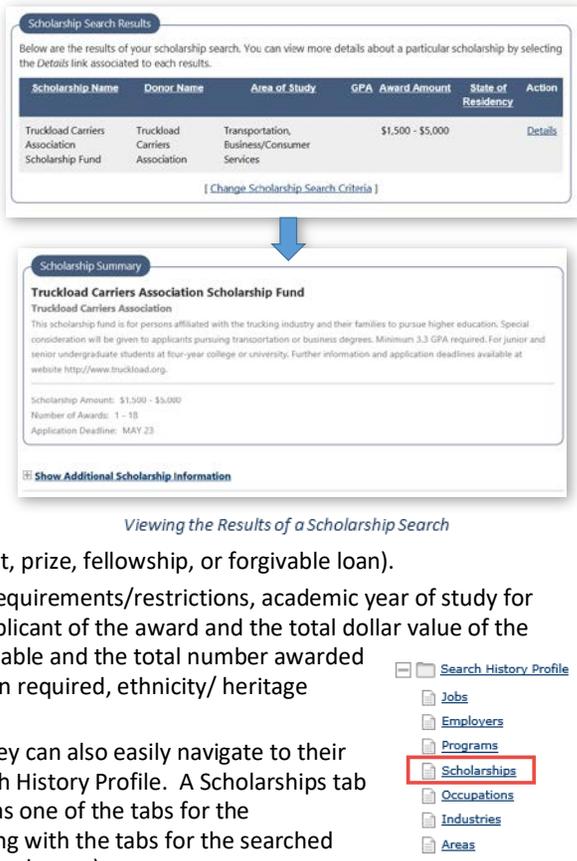
Module (Left Nav. bar)	Component (fly-out/menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
			<ul style="list-style-type: none"> <li>• <b>Interview Roulette</b> – Individuals can use the interview practice software that connects with their webcam and allows them to practice with a library of thousands of mock interviews tailored to their specific job, industry, and experience level</li> </ul> <p>The “Fast Track” curriculum covers essential interview tips and the most common questions in a series of short 5-10 minute lessons. Individuals progress to The “Mastery Track” for more in-depth lessons with more difficult and competitive interviews. Practice interviews cover a wide range of individuals from behavioral and competency-based questions to industry-specific (covering over 140 different industries) questions.</p> <p>The system displays a “Your Progress” widget on the dashboard for logged in individuals and includes a comprehensive menu of selections from the dashboard, including a “Getting Started” link. From there, users can watch three short videos to get a Big Interview Overview, Intro to the Interview Curriculum, and Conducting a Mock Interview. The site includes a dashboard that identifies user progress of both “Fast Track” and “Mastery Track” sections.</p> <p>Individuals can “Practice an Interview” by selecting from a standard set (including General, Admissions, By Industry, Government, By Competency, and Veterans), or a custom set based on state requirements. Individuals can also record their practice interviews as videos, and save them, so that they can review them, critique how they did, and retake the interviews.</p> <p>For a sample screen showing the Interview tab and a related Big Interview screen, see the figure <a href="#">Big Interview Tools via Interview Tab</a>.</p>
<p>Services for Individuals <i>Base</i></p>	<p>Financial Services</p>	<p><i>Cost of Living Comparison</i></p>	<p>The new Cost of Living tool described previously on page 5, as a link in the expanded Job Order Details (in the Worksite Information Area), is also available as an added option in the Financial Services area.</p> <p>For customers who are configured to have Financial Services options, the Cost of Living Comparison in Financial Services will function identically to the link on a job order, except that the field, <i>I want to live in</i>, is blank and must be selected.</p> <p>See the description on page 5, or see an example of the comparison data in the figure <a href="#">Job Order Details, Cost of Living Tool</a>.</p>



Big Interview’s Dashboard Progress Widget



Individual User

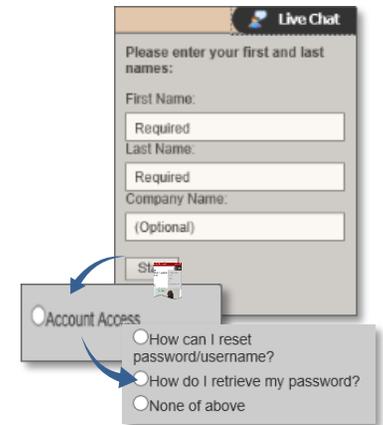
Module (Left Nav. bar)	Component (fly-out/menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
<p>Services for Individuals <i>Base</i></p>	<p>Education Services</p>	<p><i>Scholarship Search</i></p>	<p>If the customer/site includes the Additional Services for Individuals module, it will now include a new Scholarship Search that is part of the Education Services menu options. This enhancement lets individuals search for scholarships across the United States.</p> <p>The system uses a comprehensive database of individual financial aid awards valued at over \$10 billion from a variety of sources, the most significant being Peterson's Financial Aid Database. Individuals can use basic and advanced search criteria for scholarships. Users can enter search criteria such as the area of study, location of the college and state of residency, the school year, or a specific college.</p> <p>Available information for each award includes the name of the award and a description of the program, the sponsoring organization's name and description, and the type of award (scholarship, grant, prize, fellowship, or forgivable loan).</p> <p>Also included are special characteristics and award requirements/restrictions, academic year of study for which the award is intended, the dollar value per applicant of the award and the total dollar value of the awards distributed last year, and how many are available and the total number awarded last year, application deadline, any religious affiliation required, ethnicity/ heritage requirements, gender requirements etc.</p> <p>Once an individual performs a scholarship search, they can also easily navigate to their history of searched/saved scholarships in their Search History Profile. A Scholarships tab will displayed the previously searched scholarships, as one of the tabs for the individual's previously searched items portfolio (along with the tabs for the searched jobs, employers, programs, occupations, industries, and areas).</p> <p>For a sample showing more of the Scholarship Search options, see the figure <a href="#">Scholarship Search Screens</a>.</p> 

Individual User

Module (Left Nav. bar)	Component (fly-out/menu selection)	Sub-component (fly-out, page or feature)	Description of Feature																				
Other Services <i>Base</i>	Appointment Center <i>Events Calendar Job Fair Event</i>	<i>Apply for Jobs attached via Job Fair Events</i>	<p>An enhancement to Events, specifically for a Job Fair event, allows employers who staff registered for Job Fairs, to associate their online jobs specifically with their registration in the Job Fair events.</p> <p>For individuals, this means that they can see the Job Fair event, see the employers registered for the event (in a screen indicating the employers/booths), and click on an employer to see the jobs associated with the event.</p> <p>The job seeker can then open the specific job, and, depending on the job application method, go to the Job Fair to apply at that employer's booth. They can also apply via another method (if the employer indicated multiple accepted methods), beyond "Via Job Fair on Event Calendar."</p> <p>As shown at right, this enhancement allows employers to tie jobs to Job Fair events. When employers do this, the individual can:</p> <ul style="list-style-type: none"> <li>• View Employers at Job Fair</li> <li>• Click on an employer (at booth)</li> <li>• Open a screen for the jobs the employer has marked for focusing on at the Job Fair</li> <li>• Click the Job Title to open the standard Job Details screen for that job. If the only Application Method is Job Fair, the individual will see only that Apply type in the screen to apply for the job.</li> </ul> <div data-bbox="919 1094 1356 1247" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p><b>Apply at Job Fair</b></p> <p>The employer requests you apply at an upcoming job fair. When visiting, please be sure to reference the job order number and title listed above for the Employer and/or job fair Staff. You should also have a current cover letter and your resume/statement of qualifications ready to present to the Employer/Staff</p> <p style="text-align: center;"><a href="#">Apply via Job Fair</a></p> </div> <div data-bbox="1423 354 1955 488" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p><b>Job Application Methods Accepted</b></p> <p>Check the methods that individuals may use to apply for this job</p> <p><input type="checkbox"/> Provide a JOBS4TN.GOV Application Online</p> <p><input checked="" type="checkbox"/> Via Job Fair on event calendar.</p> <p><input type="checkbox"/> Via Email (test@geosolinc.com)</p> </div> <p style="text-align: center; margin: 5px 0;"><i>Employer picks "Via Job Fair" as application method.</i></p> <div data-bbox="1423 537 1997 1333" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p><b>Event Information</b></p> <p>Event Title: <b>Job Fair Project Grad Career Fair Mobile</b></p> <p>Event ID: <b>25030</b></p> <p>Event Category: <b>Job Fair</b></p> <p>Description: <b>None Specified</b></p> <p>Employers and Jobs: <a href="#">View Employers Attending the Job Fair</a></p> <hr/> <p><b>Schedule</b></p> <p>Schedule Type: <b>One Time</b></p> <p>Start Time: <b>12/21/2017 at 10:00 AM</b></p> <p>End Time: <b>12/21/2017 at 2:00 PM</b></p> <p>Booths: <b>Booth 1 (McLane Company), Booth 2 (Checkers), Booth 3 (ABC Diner)</b></p> <hr/> <p><b>ABC Diner</b> Antioch, TN 37011 Industry Title (NAICS): 722110 - Full-Service Restaurants No. of Employees (Company Size): 50-99</p> <p><b>Available Job Orders:</b> Click the job title below to see a summary of the job order To sort on any column, click a column title.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Job ID</th> <th>Last Modified date</th> <th>Job Title</th> <th>Location</th> <th>Salary</th> </tr> </thead> <tbody> <tr> <td>577064</td> <td>12/6/2017</td> <td><a href="#">Cook (Fair Focus)</a></td> <td>Antioch TN</td> <td>\$20.00 per Hour</td> </tr> <tr> <td>577065</td> <td>12/5/2017</td> <td><a href="#">Chef (Fair Focus)</a></td> <td>Antioch TN</td> <td>\$22.00 to \$33.00 per Hour</td> </tr> <tr> <td>577066</td> <td>12/5/2017</td> <td><a href="#">Waiter (Fair Focus)</a></td> <td>Antioch TN</td> <td>\$22.00 to \$33.00 per Hour</td> </tr> </tbody> </table> </div> <p style="text-align: center; margin: 5px 0;"><i>Individual can see Employer's jobs from the Job Fair details.</i></p> <p>See the entry for <a href="#">Attach Employer Jobs to Job Fair</a> on page 13, for a description of how employers attach their jobs to their registration for a Job Fair event. See the figure, <a href="#">Associating Job Orders to a Job Fair</a>, for detailed screens of staff attaching a job to a registered employer.</p>	Job ID	Last Modified date	Job Title	Location	Salary	577064	12/6/2017	<a href="#">Cook (Fair Focus)</a>	Antioch TN	\$20.00 per Hour	577065	12/5/2017	<a href="#">Chef (Fair Focus)</a>	Antioch TN	\$22.00 to \$33.00 per Hour	577066	12/5/2017	<a href="#">Waiter (Fair Focus)</a>	Antioch TN	\$22.00 to \$33.00 per Hour
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Individual User

Module (Left Nav. bar)	Component (fly-out/menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
<p>Top of all screens <i>Configurable</i></p>	<p><i>Help Desk/Live Chat**</i></p>	<p><i>Live Chat button (top right of screen)</i></p>	<p>This new, purchasable module adds <i>Help Desk Management</i> module as a configurable module, which customers can purchase by request. It provides a <i>Live Chat</i> capability for multiple types of users (job seekers, employers, training providers, and labor market analysts). Live Chat lets these users communicate directly with staff members designated as Help Desk staff. The users can receive immediate assistance and responses to questions via a real-time online chat.</p> <p>A user first sees selections for Areas of Responsibility (AORs) as radio buttons – they can pick one of these for related FAQs, or start chatting:</p> <ul style="list-style-type: none"> <li>• Once the <b>Live Chat</b> button is clicked, the user is presented with appropriate AORs.</li> <li>• Upon click of an AOR (e.g., Résumé), the user is presented with related FAQs.</li> </ul> <p>If “None of above” is selected, the user is asked for a brief description of inquiry (which starts the chat).</p> <p>Once a user activates a chat, it appears in a separate window. Users can easily navigate to their profile while receiving assistance. The displayed AORs depend on the user type for the user initiating the chat. (The example above show possible default AORs for a registered individual.)</p> <p>Guests can request assistance even prior to registering. If a guest user clicks the <b>Live Chat</b> button, the system first asks them to enter their first and last name. The AOR will then be “Account Access, and they will see FAQs for resetting or retrieving their password (as shown at right).</p> <p><b>Note:</b> This feature is <u>not</u> available for self-hosted sites.</p> <p>See listings at the end of the Employer, Staff, and Admin sections, for more on the features for the Live Chat module specific to each user. Also see the figures starting with <a href="#">Help Desk Staff View – Live Chat</a>, for detailed screens for the Help Desk Management - Live Chat module.</p>

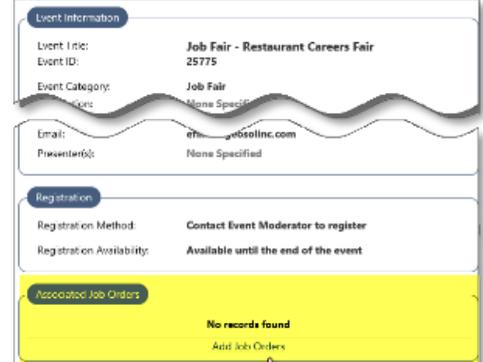


Employer User

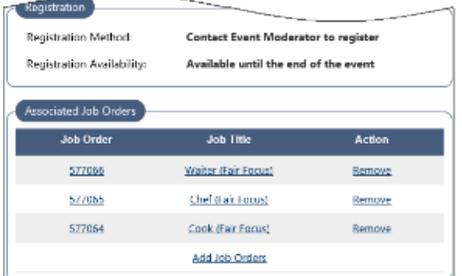
Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
Other Services <i>Base</i>	Appointment Center <i>Events Calendar Job Fair Event</i>	<i>Attach Employer Jobs to Job Fair</i>	<p>An enhancement to Events, specifically for a Job Fair event, allows employers who staff registered for Job Fairs, to associate their online jobs specifically with the registration that staff made for them in Job Fair events.</p> <p>For employers, this means they can see a drop-down in their job order after checking the “Via Job Fair on Event Calendar” application method to choose which job fair to associate with the job (as shown at the top right with two job fair choices).</p> <p>Employers can also use the Events calendar to go to the specific job fair. This enhancement lets employers tie jobs to Job Fair events. They can:</p> <ul style="list-style-type: none"> <li>• See an Associated Job Orders area at the bottom of the Job Fair details screen</li> <li>• Click to see a list of their job orders</li> <li>• Click on job orders from their list, to associate them to the Job Fair</li> <li>• See their added/associated job orders on the list, and use links to:             <ul style="list-style-type: none"> <li>▪ Remove a job from association with Job Fair</li> <li>▪ Open job details screen to make detailed changes (e.g., Application Methods Accepted)</li> </ul> </li> </ul> <p>See the entry for <a href="#">Staff Attaching Jobs to Job Fairs</a>, on page <a href="#">15</a>, for a description of how employers attach their jobs to their registration for a Job Fair event. See the figure, <a href="#">Associating Job Orders to a Job Fair</a>, for detailed screens for staff attaching job to a registered employer.</p> <p><b>Note:</b> This ability requires that the customer/site also has the Attendance Tracking module.</p>



Employer picks “Via Job Fair” as application method on the job.



... Or they can use an arrow at bottom of event, to add job orders to Job Fair.



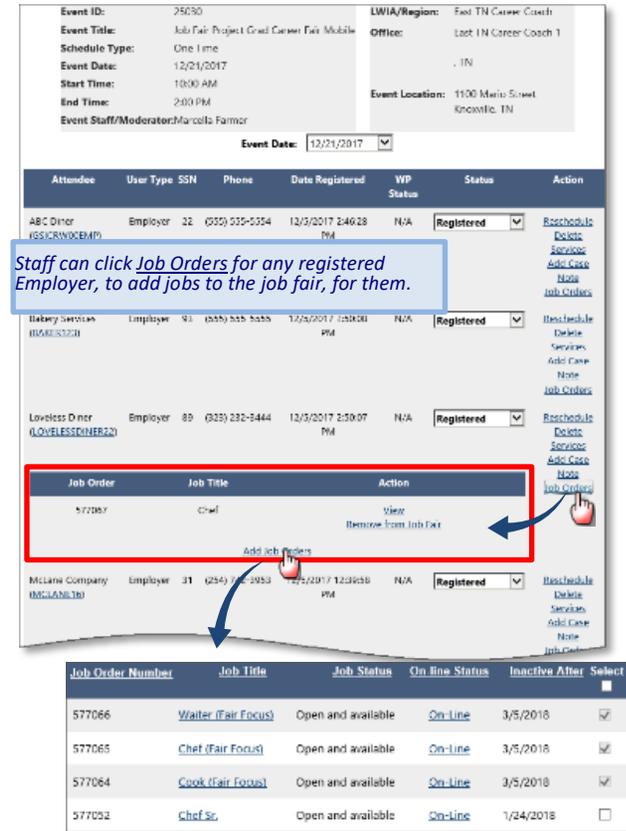
Added jobs will display above Add Job Order link. Employers can remove them a Remove link.

Employer User

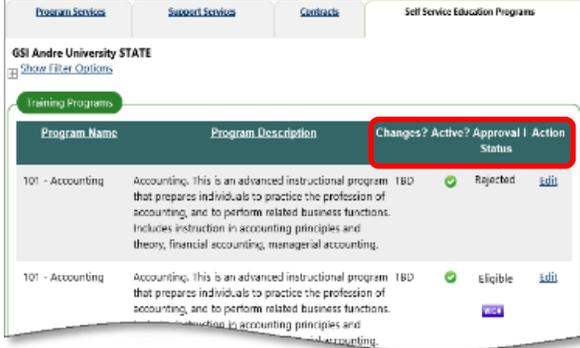
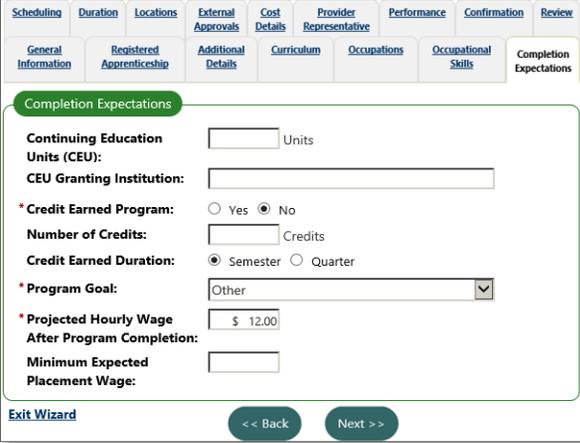
Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
<p>Top of all screens <i>Configurable</i></p>	<p>Help Desk / Live Chat**</p>	<p>Live Chat button (top right of screen)</p>	<p>As indicated for individuals, above, this enhancement adds <i>Help Desk Management</i> as a purchasable, configurable module, which provides a <i>Live Chat</i> capability for multiple types of users.</p> <p>Employers can click the <b>Live Chat</b> button to communicate directly with Help Desk staff, and receive immediate assistance and responses to questions via a real-time online chat.</p> <p>The employer first sees selections for Areas of Responsibility (AORs) as radio buttons:</p> <ul style="list-style-type: none"> <li>• Once <b>Live Chat</b> is clicked, the employer is presented with appropriate AORs.</li> <li>• Upon click of an AOR (e.g., <i>Résumé</i>), they are presented with related FAQs.</li> </ul> <p>If “None of above” is selected, the employer is asked for a brief description of inquiry (which starts the chat).</p> <p>See the figures starting with <a href="#">Help Desk Staff View – Live Chat</a>, for detailed screens for the Help Desk Management - Live Chat module.</p> <p><b>Note:</b> This feature is <u>not</u> available for self-hosted sites.</p>  <p>The screenshot shows a 'Live Chat' window with a 'Resume Communications' button highlighted by a yellow arrow. Below it is a list of radio buttons for Areas of Responsibility (AORs): Account Access, Jobs (or Job Orders), Resume, and Communications. A second yellow arrow points to the 'Resume' radio button. To the right is a list of FAQs, with a hand cursor pointing to the 'None of above' option. Below the FAQs is a text input field with the prompt 'Please briefly describe what we can help you with today:' and a 'Start Chatting' button.</p>

Staff User

Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
<p>Manage Activities <i>Base</i></p>	<p><i>Events (select a Job Fair Event)</i></p>	<p>Manage Attendees <i>Staff Attaching Jobs to Job Fairs</i></p>	<p>An enhancement to Events, specifically for a Job Fair event, lets employers who staff has registered for Job Fairs, associate their online jobs specifically with their registration in the Job Fair events.</p> <p>For staff, this enhancement includes adding the ability for staff to see the registered employers (from the Manage Attendees screen), and to see a <u>Job Orders</u> link in the action column. From this link, staff members can access a list of the online job orders for the employer, and add them as associated jobs for the Job Fair event. They will also see the already associated job orders displayed, below the employer row, when they click the <u>Job Order</u> link (as shown at right for <i>Loveless Diner</i>).</p> <p>Staff can open a list of job orders and add or remove associations, and go to the job order details, from this screen.</p> <p>Their capabilities are similar to those for the employer viewing the job fair, except that they can see all employers registered for the job fair, from one screen, as they open and close areas for specific employers' job orders. This enhancement lets staff tie jobs to Job Fair events, for the employer, while managing the Job Fair registrants (without having to navigate through assistance of the specific employer, and open their Job Orders screen).</p> <p>See the entry for <a href="#">Attach Employer Jobs to Job Fair</a> on page 13, for a description of how employers attach their jobs to their registration for a Job Fair event. See the figure, <a href="#">Associating Job Orders to a Job Fair</a>, for detailed screens for staff attaching a job to a registered employer.</p>



Staff User

Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
<p>Manage Providers <i>Base</i></p>	<p>Assisting a Provider</p>	<p>Provider Programs, Self-Service Education Programs tab <i>Training Programs List</i></p>	<p>Part of enhancements to SSEP management is a new Training Programs list on the Self-Service Education Programs tab. This list makes it easier for staff assisting a provider to identify programs that need attention. Changes to the list include:</p> <ul style="list-style-type: none"> <li>• More filters for listing the programs (Status, Program Type, Program Name, Changes). Submitted, and Approval Status).</li> <li>• Additional columns to separately identify changes, active status, and approval status.</li> </ul> <p>Added columns let staff more easily identify:</p> <ul style="list-style-type: none"> <li>• <b>Changes</b> (recent changes that may require approval)</li> <li>• <b>Active</b> (or Inactive) status</li> <li>• <b>Approval Status</b> (e.g., Rejected, Accepted, as well as WIOA Approved)</li> <li>• <b>Action</b> (a link to open the program, via the new SSEP Wizard, to make edits/changes, or review the program)</li> </ul> <p>See the figure <a href="#">SSEP Program List (Starting the Wizard)</a> for a more detailed screen sample.</p> <p><b>Note:</b> <i>Geographic Solutions will initially switch this Program Wizard feature Off for all customer sites, in Production, for Go Live. Customers can have this switched on in their UAT site for evaluation, upon request.</i></p> 
<p>Manage Providers <i>Base</i></p>	<p>Assisting a Provider</p>	<p>Provider Programs, Self-Service Education Programs tab <i>SSEP Wizard</i></p>	<p>Provider Services has several enhancements for management of Self-Service Education Programs (SSEP). The significant changes include an SSEP Wizard format that makes it easier to work through required information for adding programs, via a step-by-step progress bar/tab format (as is used in other areas of Virtual OneStop). These enhancements to managing SSEP programs include:</p> <ul style="list-style-type: none"> <li>• A revised SSEP tab with changes to the Training Programs list</li> <li>• An SSEP Wizard – with a friendly format for adding and editing programs (via 16 separate tabs)</li> </ul> 

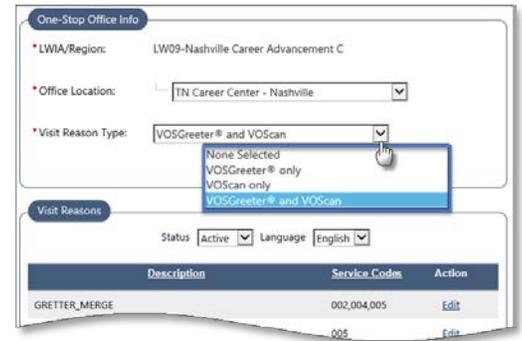
Staff User

Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
Manage Providers <i>Base</i>	<i>Assisting a Provider</i>	Provider Programs, Self-Service Education Programs tab  <i>Add Program Wizard</i>	<p>A major enhancement to managing Self-Service Education Programs (SSEP) is conversion of program creation/editing to an SSEP Program wizard. This changes the creation from a long, scrolling screen (with many sections and fields), to a step-by-step, standard wizard format. Staff can progress through steps to add an SSEP program, and edit the program by associated segment/tabs. These steps include the segments/tabs for staff who assist a provider (as well as for provider users) to define the general information, curriculum, occupation, durations, confirmations, reviews. It also includes new or revised features in the steps. The user-friendly SSEP Wizard has 16 tabs to add or edit programs. These include:</p> <ul style="list-style-type: none"> <li>• Apprenticeship tab (and streamlined entry requirements for Registered Apprenticeship programs)</li> <li>• Duration tab (with checkboxes for Multiple Durations)</li> <li>• Confirmation Tab (with prompts determined by ITA, Registered Apprenticeship, or Non- ITA Training)</li> <li>• Review Tab (with a display grid for the reviewed program – with separate rows for each set of changes related to a review)</li> </ul> <p>See the figure <a href="#">Program Wizard Tabs</a> for screen samples of some of the tabs.</p> <p><b>Note:</b> Geographic Solutions will initially switch this SSEP Program Wizard feature Off for all customer sites, in Production, for Go Live. Customers can have this switched on in their UAT site for evaluation, upon request.</p>

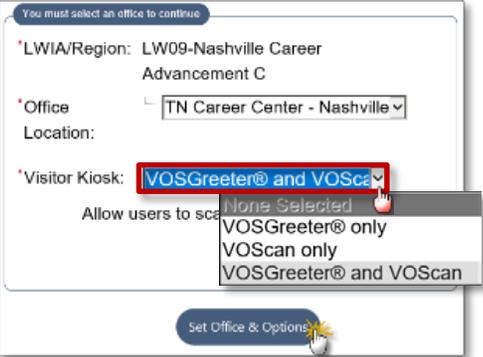


Staff User

Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
Services for Workforce Staff -> Manage Visitors  <i>Configurable</i>	<i>Visitor System Configuration</i>	Add Visit Reason (VOScan & VOSGreeter® reasons at same Kiosk)	<p>This enhancement integrates VOScan and VOSGreeter® and merges the functions and their use and setup for kiosks. It allows both modules to work either independently or cooperatively. This enhancement makes it possible for customers who have purchased both modules, to select on the fly, how users will use each kiosk location (via a drop-down menu they see when they first open the Visitor Kiosk). They can pick if they want to use that kiosk as a VOSGreeter® only, VOScan only, or VOSGreeter® and VOScan, each time they first open the Visitor Kiosk page.</p> <p>Staff supporting this integrated configuration can:</p> <ul style="list-style-type: none"> <li>• Modify the VOSGreeter® Kiosk screens to function as either VOSGreeter® or VOScan Kiosk or both.</li> <li>• When staff create the Visit Reasons, they can pick if they will be creating or editing Visit Reasons for only VOScan use, for only VOSGreeter® use, or for both (as shown at right).                         <ul style="list-style-type: none"> <li>▪ If clients only have one module, appropriate items related to that module are displayed while also following respective module business rules.</li> <li>▪ If clients have both modules, visit reasons (for VOSGreeter®) and (formerly) "full time buttons" (for VOScan) will be displayed for selection.</li> </ul> </li> </ul> <p>For full screen samples of adding a combined visit reason, see the figure <a href="#">VOScan and VOSGreeter® Merge</a>.</p>



Staff User

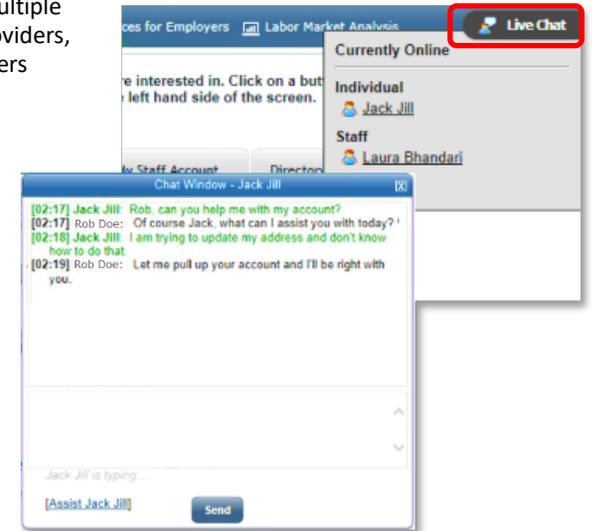
Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
Services for Workforce Staff -> Manage Visitors <i>Configurable</i>	Visitor Kiosk	Set Kiosk (VOScan & VOSGreeter® for Visitor Kiosk type)	<p>As mentioned for adding Visit Reasons (above), this enhancement integrates VOScan and VOSGreeter® and merges the functions and their use and setup for kiosks. It makes it possible for customers who have purchased both modules, to select on the fly, how users will use each kiosk location (via a drop-down menu they see when they first open the Visitor Kiosk). They can pick if they want to use that kiosk as VOSGreeter® only, VOScan only, or VOSGreeter® and VOScan.</p> <p>Staff supporting this integrated configuration can:</p> <ul style="list-style-type: none"> <li>• Modify the VOSGreeter® Kiosk screens to function as either VOSGreeter® or VOScan Kiosk or both (via a drop-down selection, as shown at right).</li> <li>• Set the office and options (including the VOSGreeter® or VOScan selection), open a sample Kiosk screen, and preview the selection for a user (which will now include the visit reasons defined for both (which will display for any user accessing the kiosk</li> </ul>  <p>For screen samples of setting a combined kiosk, see the figure <a href="#">VOScan and VOSGreeter® Merge</a>.</p>
Communications > Alerts <i>Configurable</i>	Intelligent Alerts**	Push Notifications	<p>A separate module, which is a powerful enhancement introduced in this release, is <i>Intelligent Alerts</i>. This module lets staff create alerts that will display under specific conditions, as “push notifications,” which will ask the job seekers (or other users) crucial questions that require a response from them. Then actions can occur based on the users’ response to the alert.</p> <p>For example: Staff can set a Job Order Intelligent Alert to go out to job seekers who applied for a job, with a setting that will send them the alert 10 days after the application, asking if they got the job or not. If they respond <i>Yes</i> to the alert, then the system can trigger an alert with additional questions (such as a list of each of the jobs that job seeker has applied for in Virtual OneStop). Based on their response to the follow up alert (such as the identified job they indicated they got), the system can generate a service in their service plan.</p> <p><b>Note:</b> This separate module is <u>not</u> available for self-hosted sites.</p> <p>See the figure <a href="#">Push Notifications – Staff Selection</a> and <a href="#">Push Notifications – Sample Notification</a> for screen samples of Intelligent Alert screens, and the example pop-up indicated above.</p> 

Staff User

Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
Document Management > Search Documents <i>Configurable</i>	Bulk Scanning	Scanned Documents Review <i>Print Barcode Links</i>	<p>Bulk scanning was first introduced as a purchasable option for an Unemployment Insurance customer in a previous version of GUS. This enhancement adds to the bulk scanning capabilities, through a purchasable, configurable option that lets Virtual OneStop customers have their site set up so that bulk scanning can be utilized on the Workforce side with federal application programs, e.g., WIOA, SNAP, and TAA.</p>  <p>When this feature is configured for the site, any program verification links, such as those in application tabs for federal programs, will include a <b>Print Barcode</b> link to the right of the other <u>Verify</u>, <u>Scan</u>, or <u>Upload</u> links. Clicking the <b>Print Barcode</b> link will generate a Scan Cover Sheet (in PDF format) that includes the same key information that would be automatically inserted in key fields for a document that was scanned at that point. In other words, the generate PDF Scan Cover Sheet will include the Program, Application ID #, Verification Item, and Verification type (which are also part of a scanned document) as well as the date, Case Manager, and applicant name. The bottom of the PDF will include a barcode.</p> <p>Case Managers can use these <b>Print Barcode</b> links to print separate Scan Cover Sheets at the points where they identify required verification documents, and select Verification Types, during the creation of a program application. This functionality allows them to walk through a program application with the individual and supply the individual with the cover sheets for any document they do not have but will have to bring with them when they return. Then, when the individual returns with the appropriate verification documents and cover sheets, staff can use the Bulk Scanning feature to scan their entire set of documents in one process (or even bulk scan multiple individuals' documents at one time, in one process. The barcode on each Scan Cover Sheet will identify the scanned document that follows, so that it has the associated document fields.</p> <p>Then staff can quickly link all of the individual's bulk scanned documents, either via the <u>Link</u> next to each verification type in the program tab, or through the separate <u>Link</u> points on the Verifications Summary panel of the Case Summary tab for that individual.</p>  <p>The Verifications Summary panel will also include barcode links. Staff can use links from that page to click <u>Print All Barcodes</u> and print a set of Scan Cover Sheets related to verifications used for all of an application's verifications, all of a participation record's verifications, and/or all Activity record verifications.</p> <p>See the figure <a href="#">Bulk Scan - Barcode Links and Scan Cover Sheets</a> for screen samples of the barcode link, and the associated Scan Cover Sheets.</p>

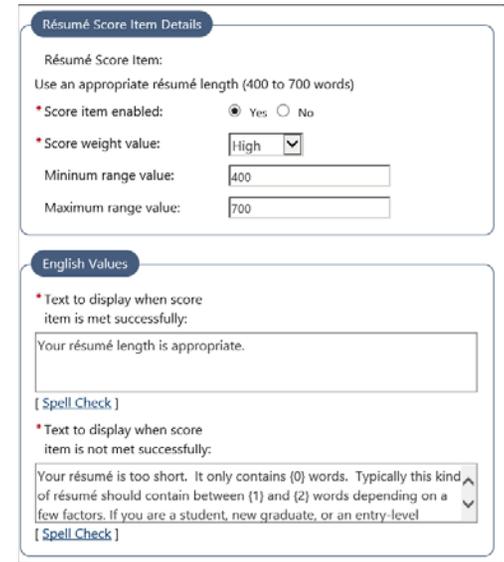
Staff User

Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
<p>Top of all screens <i>Configurable</i></p>	<p>Help Desk/Live Chat**</p>	<p><b>Live Chat button (top right of screen)</b></p>	<p>This enhancement adds <i>Help Desk Management</i> as a configurable module, which customers can purchase by request. It provides a <i>Live Chat</i> capability for multiple types of users (job seekers, employers, training providers, and labor market analysts). Live Chat lets these users communicate directly with staff members who administrators have designated as Help Desk staff for customer support.</p> <p>Once a user activates a chat, it appears in a separate window. Staff users can easily navigate to user’s profile while they assist them. The Help desk staff supporting Live Chat can accept chat requests with active system users. The user’s name appears as a hyperlink for staff (as shown at right), giving them quick, one-click access to the user’s information/profiles.</p> <p>The system also saves each chat session as part of the user’s file notes, giving staff a convenient way to reference past communication and to track quality assurance.</p> <p>See the figures starting with <a href="#">Help Desk Staff View – Live Chat</a>, for detailed screens for the Help Desk Management - Live Chat features.</p> <p><b>Note:</b> This feature is <u>not</u> available for self-hosted sites.</p>

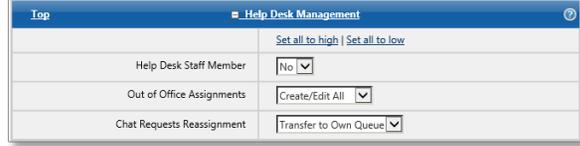


Admin User

Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
System Settings <i>Configurable</i>	System Defaults	<i>Employer Parameters</i>	<p>There is an additional Employer Parameter, created primarily for the purchasable Talify module (originally for one specific customer), which enables the feature for customers who have the option configured for them:</p> <ul style="list-style-type: none"> <li>• <b>Link to Talify website from Employer Recruiting Widget</b> – This field defines the website location to be used for the link to access the Talify website. The link is included on the <i>My Recruitment Plan</i> dashboard widget. <b>Note:</b> <i>This is currently implemented for one customer, specifically using Talify. It can be configured for other users, if purchased.</i></li> </ul>
System Settings <i>Configurable</i>	System Defaults	<i>Manage Résumé Score Criteria</i>	<p>This option opens a screen that lists Résumé Score Items, and lets administrators manage the rules and criteria that the Résumé Scoring tool will use in creating scores for résumés. Administrators can determine which scoring items the system uses to calculate the Résumé Score (enable or disable the items). Administrators can also change each item’s score weight (e.g., High, Average, or Low). For many of the items, they can also set a minimum and/or maximum value (e.g., an appropriate résumé length of 400 to 700 words, as shown at right), and they can indicate the text to be displayed for an item, when that item’s score is met or not met successfully.</p> <p>See the <a href="#">Résumé Scoring</a> feature (described on page 5, for Individual Users), for more on the actual enhancement to the Résumés tab.</p> <p>For sample screens that show the score details (the results that determined the score and comments for consideration) see the figures <a href="#">Résumé Score Details Screen</a> and <a href="#">Admin – Manage Résumé Criteria</a>.</p>

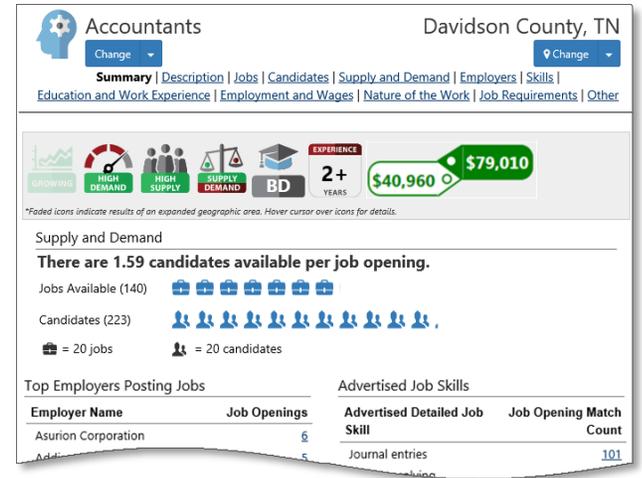


## Admin User

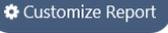
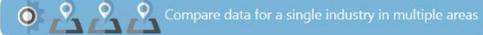
Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
Staff Administration -> Administer a Staff Account <i>Configurable</i>	Staff Privileges List	<i>Help Desk Management Privileges</i>	<p>The section has three privileges, to identify staff for the Help Desk – Live Chat module:</p> <p><b>Help-Desk Staff Member</b> – when set to <i>Yes</i>, staff can be the available for <i>Live Chat</i> Help Desk assignment. This lets the staff member log on to Live Chat as Help Desk staff, be seen in Manage Help Desk Staff Role screens, and f be participants in use of the <i>Live Chat</i> feature to chat with end users.</p> <p><b>Out of Office Assignments</b> – this priv for <i>Live Chat</i> allows the staff to be considered for “out-of-office” assignments.</p> <p><b>Chat Requests Reassignment</b>– allows the staff member to reassign <i>Live Chat</i> assignments to a different, available Help Desk staff member.</p> 
Data Administration > Manage Help Desk FAQs <i>Configurable</i>	Add or Modify FAQs		This option lets administrators add or modify the Frequently Asked Questions displayed within each Area of Responsibility for Help Desk Management.
Data Administration > Manage Help Desk FAQs <i>Configurable</i>	Add or Modify Canned Help Desk Suggestion		This option let administrators or modify add or modify the Canned Help Suggestions initially displayed when Frequently Asked Questions are selected within an Area of Responsibility for Help Desk Management.
Data Administration > Manage Help Desk AORS <i>Configurable</i>	Add or Modify FAQs		This option lets administrators add or modify the Areas of Responsibility (AORs) that will be associated with FAQs, and with the user types who can access Live Chat.

Analyst User

Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature
Labor Market Profiles <i>Base</i>	Area, Industry, Occupation, and Education Profiles	<i>Redesigned Profiles</i>	<p>Each of the four primary LMI Profiles has been fully redesigned and enhanced to include a simpler, user-friendly interface, an integrated responsive design, an improved summary, and flexible controls for picking maps, graphs, text, or filters to access the details for each data group. These enhancements include:</p> <ul style="list-style-type: none"> <li>• <b>A simple, improved summary</b> (displayed as a default for each profile)</li> <li>• <b>Easier access to details by category</b> (through data category links at the top of each profile page)</li> <li>• <b>An integrated responsive design</b> (for mobile, tablets and desktop use)</li> <li>• <b>Simpler profile <span>Change</span> controls</b> (at the top of screens, below the base profile selections (e.g., to change occupation, area, industry, or program))</li> <li>• <b>Flexible links for maps, graphs, filters</b> (with controls for each data group – instead or for the entire page)</li> <li>• <b>Enhanced comparisons</b> (for up to six comparisons at once)</li> </ul> <p>These enhancements provide the user with a simpler, easier view to focus on the profile information. The view also does not require loading of all data categories and items on one screen, which improves response time. It allows analysts to use controls at the right of each data item to change the display types for that item, without changing the display types for any other data items on the screen.</p> <p>See the figure <a href="#">LMI Profiles - General Enhancements</a> for screen samples of icons in the four Summary tabs.</p>



Analyst User

Module (Left Nav. bar)	Component (fly-out / menu selection)	Sub-component (fly-out, page or feature)	Description of Feature																		
Labor Market Profiles <i>Base</i>	Area, Industry, Occupation, and Education Profiles	<i>Redesigned Profiles (Buttons for Data Items and for Display Types)</i>	<p>Part of the enhanced LMI profile screens is a  button that displays just after the section links, and allows analysts to check boxes for the data categories and data items they wish to display. For some LMI Profile sections, like Supply and Demand for the Occupation Profile, there will only be one data category and four data items (as shown at right). For others, like Employment and Wages, there may be several data categories and data items.</p> <p>Profiles also show Display Type buttons:     </p> <p>These controls/icons display to the right of the title of each data item, and let the analyst select which display types are used to show the data on the screen. Depending on the data item, the flexible controls can display data as tables, graphs, maps, and/or text. Only the controls that apply for that item will show. See the figure <a href="#">LMI Profiles – Enhanced Display Controls</a> for screen samples of the Display Type buttons.</p> <p>Note: The  and the      buttons will display for all sections, in all profiles, <i>except</i> for the default Summary section.</p> <div data-bbox="1606 414 2005 722" style="border: 1px solid gray; padding: 5px;"> <p>Please choose which display modes you would like to see from the options below.</p> <p><b>Jobs Data Options</b></p> <p><input type="radio"/> Level 1 - Low level de-duplication of advertised job openings (more jobs)</p> <p><input checked="" type="radio"/> Level 2 - High level de-duplication of advertised job openings (for statistical analysis)</p> <p><input type="checkbox"/> Show green jobs</p> <p>Please choose which data categories you would like to see from the options below.</p> <p><a href="#">[ Check All ]</a> <a href="#">[ Uncheck All ]</a></p> <p><b>Supply and Demand</b></p> <p><input checked="" type="checkbox"/> All Supply and Demand</p> <p><input checked="" type="checkbox"/> Jobs and Candidates Available</p> <p><input checked="" type="checkbox"/> Jobs and Candidates Area Distribution</p> <p><input checked="" type="checkbox"/> National Supply and Demand Summary</p> <p><a href="#">Set Customizations</a></p> </div>																		
Labor Market Profiles <i>Base</i>	Area, Industry, Occupation, and Education Profiles	<i>Redesigned Profiles Comparison</i>	<p>Enhancements to the LMI profiles include an enhanced Profile Comparison capability, with pivoted data views, that increase the number of profiles that can be compared on a single screen (for (whether Areas, Occupations, Industries, or Education Programs).</p> <p>Analysts can view up to six comparisons, which will be displayed in columns side-by-side for comparison of the Summary section for the selected profile (as shown at right), or by tabular data displays of the different data elements for some of the other sections (e.g., Employment and Projections or Industries).</p> <p>See the figure <a href="#">LMI Profiles – Comparisons</a> for screen samples of the comparison options and displays for a comparison of three industries.</p> <div data-bbox="1522 885 2016 1364" style="border: 1px solid gray; padding: 5px;"> <p> Compare multiple industries in an area</p> <p> Compare data for a single industry in multiple areas</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Construction</th> <th>Manufacturing</th> <th>Retail Trade</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td>Average Monthly Wage: \$1260</td> <td>Average Monthly Wage: \$1169</td> <td>Average Monthly Wage: \$607</td> </tr> <tr> <td><b>4.1%</b> of all jobs in Tennessee</td> <td><b>11.7%</b> of all jobs in Tennessee</td> <td><b>11.7%</b> of all jobs in Tennessee</td> </tr> <tr> <td><b>924</b> job openings advertised online on December 9, 2017</td> <td><b>3,501</b> job openings advertised online on December 9, 2017</td> <td><b>7,680</b> job openings advertised online on December 9, 2017</td> </tr> <tr> <td><b>16,154</b> employer locations listed for Construction</td> <td><b>7,906</b> employer locations listed for Manufacturing</td> <td><b>36,812</b> employer locations listed for Retail Trade</td> </tr> </tbody> </table> </div>	Construction	Manufacturing	Retail Trade				Average Monthly Wage: \$1260	Average Monthly Wage: \$1169	Average Monthly Wage: \$607	<b>4.1%</b> of all jobs in Tennessee	<b>11.7%</b> of all jobs in Tennessee	<b>11.7%</b> of all jobs in Tennessee	<b>924</b> job openings advertised online on December 9, 2017	<b>3,501</b> job openings advertised online on December 9, 2017	<b>7,680</b> job openings advertised online on December 9, 2017	<b>16,154</b> employer locations listed for Construction	<b>7,906</b> employer locations listed for Manufacturing	<b>36,812</b> employer locations listed for Retail Trade
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# Sample Figures (Report Screens)

## Job Order Details, LinkedIn Data for Employer

**Job Summary**  
 Job #: 574555  
**Full Time Line Chef**  
 Gettysvue Country Club  
 Knoxville, TN - 37922  
 Posted 9/7/2017 on JOBS4TN.GOV  
 Positions available: 2  
 Occupation: Cooks, Institution and Cafeteria ★★★★★  
**Job Requirements**  
 HS 24 18 YEARS DL  
**Job Properties**  
 Full Regular ESOP

**Requirements Match**  
 General Requirements Matched Specialized Requirements

**Job Order Number:** 574555  
**Job Title:** Full Time Line Chef  
**Job Duration:** Over 150 Days  
**Type of Job:** Regular  
**Full or Part Time:** Full Time (30 Hours or More)  
**Job Position(s):** 2  
**Date Job Order Created:** 9/7/2017  
**Date Job Order Last Updated:** 9/9/2017  
**Last Day Job Order Available Online:** 12/6/2017  
**Source:** Preferred Employer  
**Site:** JOBS4TN.GOV  
**Work At Home:** No

**Employer Information**  
**Employer Name:** Gettysvue Country Club  
**Company Size:** 50-99  
**Type of Employer:** Private Sector  
**Other Local Job Listings:** [View other job listings for Gettysvue Country Club located in Tennessee](#)  
**All Job Listings:** [View all job listings available for Gettysvue Country Club](#)  
**LinkedIn Company Profile:** [Find out who you know at Gettysvue Country Club](#)

**LinkedIn Company Profile: Gettysvue Polo, Golf & Country Club**  
 Recreational Facilities and Services • Knoxville, TN • 138 followers  
[See all 18 employees on LinkedIn](#)  
[Follow](#) [See jobs](#)

**LinkedIn Company Matches**  
 Gettysvue Polo, Golf & Country Club  
 Gettysvue Polo, Golf & Country Club  
 Recreational Facilities and Services; 51-200 employees  
[Close](#)

**LinkedIn Company Matches**  
 IMAGE NOT AVAILABLE Piccadilly  
 Piccadilly  
 1-10 employees  
 IMAGE NOT AVAILABLE Piccadilly Restaurants  
 Piccadilly Restaurants  
 Restaurants; 1001-5000 employees  
 IMAGE NOT AVAILABLE Piccadilly Pub  
 Piccadilly Pub  
 Restaurants; 11-50 employees  
[Close](#)

**LinkedIn Company Matches**  
 IMAGE NOT AVAILABLE Piccadilly Restaurants  
 Piccadilly Restaurants  
 Restaurants; 1001-5000 employees  
 IMAGE NOT AVAILABLE Piccadilly Pub  
 Piccadilly Pub  
 Restaurants; 11-50 employees  
[Close](#)

Clicking "Find out Who You Know" will display a pop-up to access the employer and employees in LinkedIn.

If the Employer name in the job posting fits several employers in LinkedIn, they will all display in the pop-up (with links).

Job Order Details, Expanded for Additional Info, with a link for LinkedIn Company Profile

## Job Order Details, Cost of Living Tool

**Location/Work Site Information**

City, State, Zip, and Country: **Chattanooga, TN 37450 US**

Location Match: **Your residential address is an estimated 181 miles from the work location associated with this job listing.**

Cost of Living: **View cost of living information based on this location**

**Cost Of Living Calculator**

I live in: **Tennessee - Knoxville** My annual salary is: **\$65,000**

I want to live in: **Tennessee - Chattanooga**

Select job details: **Executive Chef 3; No salary specified**

**Calculate**

**Employment Wage Statistics**

The table below shows the estimated Employment Wage Statistics for individuals employed as Chefs and Head Cooks in 2016.

Data	Tennessee - Knoxville	Tennessee - Chattanooga	Difference
Entry Level	\$18,720	\$19,380	4.6%
Median	\$24,650	\$24,250	1.6%
Experienced	\$35,550	\$42,230	18.8%

Source: TN Dept of Labor & Workforce Dev. Div. Insp. Sec. LMI  
The median wage is the estimated 50th percentile; 50 percent of workers in an occupation earn less than the median wage, and 50 percent earn more than the median wage. Entry Level and Experienced are represent the means of the lower 1/3 and upper 2/3 of the wage distribution, respectively. Data is from an annual survey.

**Cost of Living Comparison**

**Comparable Salary in Tennessee - Chattanooga**

You have indicated your salary is **\$65,000**. To maintain the same standard of living you will need to earn **\$74,754** in Tennessee - Chattanooga.

**Cost of Living in Tennessee - Chattanooga**

The cost of living in Tennessee - Chattanooga is **15.0% higher** than Tennessee - Knoxville.

**Expense Category Comparison**

This table below compares the expense categories in Tennessee - Chattanooga to Tennessee - Knoxville.

Expense Category	Difference	Cost of Living
Groceries	8.1%	More in Tennessee - Chattanooga
Housing	28.3%	More in Tennessee - Chattanooga
Utilities	11.2%	More in Tennessee - Chattanooga
Transportation	11.2%	More in Tennessee - Chattanooga
Health Care	16.9%	More in Tennessee - Chattanooga

Cost of Living data provided by C2ER

**Index Comparison**

This graph below compares the cost of living in Tennessee - Chattanooga based on the composite index value of 83.3% from Tennessee - Knoxville.

**Comparable Salary Area Distribution**

The table below contains the comparable salaries with other regions that are close to the area you want to live in based on the salary you indicated are making of **\$65,000**.

Area	Comparable Salary	Difference
Tennessee - Chattanooga	\$74,754	\$9,754
Tennessee - Cleveland	\$65,390	\$390
Tennessee - Cookeville	\$69,682	\$4,682
Tennessee - Jackson-Madison County	\$70,072	\$5,072
Tennessee - Knoxville	\$65,000	\$0
Tennessee - Memphis	\$65,234	\$234
Tennessee - Morristown	\$73,349	\$8,349
Tennessee - Nashville-Murfreesboro	\$74,598	\$9,598

This graph below contains the comparable salaries with other regions that are close to the area you want to live in based on the salary you indicated are making of **\$65,000**.

**Index Area Distribution**

The table below compares the cost of living expense categories with other regions that are close to the area you want to live in.

Area	Groceries	Housing	Utilities	Transportation	Health Care	Composite
Tennessee - Chattanooga	92.0%	96.5%	98.1%	91.3%	105.1%	95.8%
Tennessee - Cleveland	93.6%	73.2%	85.7%	83.4%	85.3%	83.6%
Tennessee - Cookeville	93.2%	69.6%	98.2%	88.6%	89.2%	89.3%
Tennessee - Jackson-Madison County	79.5%	75.3%	76.8%	91.4%	92.0%	89.8%
Tennessee - Knoxville	85.9%	75.2%	88.2%	82.1%	89.9%	83.3%
Tennessee - Memphis	90.6%	65.0%	93.4%	92.1%	88.8%	83.6%
Tennessee - Morristown	101.1%	73.4%	115.4%	94.2%	88.8%	94.0%
Tennessee - Nashville-Murfreesboro	95.6%	87.8%	90.7%	101.7%	82.4%	95.6%

The graph below compares the cost of living expense categories with other regions that are close to the area you want to live in.

The Cost of Living tool is accessible from within a job order's details. If the system is configured for the Financial Services option, it is also available from that menu option.

The Detailed Cost of Living Tool (from the Location/Worksite Information area in Expanded Job Order Details)

## Résumé Score Details Screen

[Résumés](#) | [Interviews](#) | [Job Applications](#) | [Online Application](#) | [Virtual Recruiter](#) | [Employment Strategy](#) | [Employment Goals](#)

Select an option from the pull-down below to show either your active, expired, partially completed or deleted résumés or all résumés regardless of their status:

View active résumés

Note: Résumés that have not been modified in over 90 days are set to Expired and are not displayed to employers. Click the Reactivate All Expired Résumés link to update all your résumés to today's date.

To sort on any column, click a column title.

Résumé Title	Résumé Status	Online Status	Résumé Score (out of 100)	Number of Requests	Online Until	Action	Sele
Chef	Active	Online	N/A	0	12/20/2017	<a href="#">Job Search</a> <a href="#">Score</a> <a href="#">Copy</a> <a href="#">Edit</a>	<input type="checkbox"/>
<a href="#">Chef 20 Years Experience</a>	Active	Online	86	0	1/29/2018	<a href="#">Job Search</a> <a href="#">Score Again</a> <a href="#">Copy</a> <a href="#">Edit</a>	<input type="checkbox"/>
<a href="#">Chef With Manager Experience</a>	Active	Online	N/A	0	1/30/2018	<a href="#">Job Search</a> <a href="#">Score</a> <a href="#">Copy</a> <a href="#">Edit</a>	<input type="checkbox"/>

Clicking the score displays all criteria details....

### Résumé Score Details

**Résumé Title:** Chef 20 Years Experience  
**Résumé Last Modified:** 10/31/2017 10:37:00 AM  
**Résumé Score:** 86 out of 100

Résumé Score Item	Result	Comments
Provide a strong résumé title	✓	Your résumé title is appropriate.
Use an appropriate résumé length (400 to 700 words)	✗	Your résumé is too short. It only contains 143 words. Typically this kind of résumé should contain between 400 and 700 words depending on a few factors. If you are a student, new graduate, or an entry-level candidate with less work history you may have low total word counts.
Use correct spelling and grammar	✓	Your résumé doesn't have any spelling errors.
Do not speak in the first person (do not use "Me, Myself or I")	✓	You effectively avoided speaking in the first person.
Do not over use certain words	✓	You have not overused any words in your résumé.
Include your contact information	✓	Your contact information is complete.
Include your email as a contact method	✓	You have included an email address.
Provide a valid email address	✓	Your email address appears to be valid.
Provide a valid mailing address	✓	You appear to have a valid mailing address.
Include your education history	✓	The résumé includes sufficient details on your education history.
Include your employment history	✓	The résumé includes sufficient details on your employment history.
Avoid gaps in your employment history	✓	Your résumé does not have any gaps in employment history.
Include a résumé summary	✓	Your résumé includes a summary.
Use an appropriate résumé summary length (20 to 40 words)	✗	Your résumé summary is too short. It only contains 18 words. A good summary length is between 20 and 40 words long and should compel the reader to keep reading. Highlight your areas of expertise, specific results you have achieved and types of organizations and industries you have worked for.
Include your résumé objective	✓	Your résumé includes an objective.
Use an appropriate résumé objective length (10 to 40 words)	✓	Your résumé objective length is appropriate.
Include your references	✗	Your résumé does not include any references. Many potential employers ask for a list of references in a job application or at the end of the interview.
Specify your knowledge of tools and technology	✓	You have specified your knowledge of tools
Specify your job skills	✓	You have specified your job skills.

... The Score Details include Green or Red indicators, and comments for the result of each Résumé-Score Item.

## Admin – Manage Résumé Criteria

Resume Score Item	Score Weight	Enabled	Action
Provide a strong résumé title	High	Yes	<a href="#">Edit</a>
Use an appropriate résumé length (400 to 700 words)	High	Yes	<a href="#">Edit</a>
Use correct spelling and grammar	High	Yes	<a href="#">Edit</a>
Do not speak in the first person (do not use "Me, Myself or I")	High	Yes	<a href="#">Edit</a>
Do not over use certain words	Average	Yes	<a href="#">Edit</a>
Include your contact information	Average	Yes	<a href="#">Edit</a>
Include your email as a contact method	Low	Yes	<a href="#">Edit</a>
Provide a valid email address	High	Yes	<a href="#">Edit</a>
Provide a valid mailing address	High	Yes	<a href="#">Edit</a>
Include your education history	Average	Yes	<a href="#">Edit</a>
Include your employment history	Average	Yes	<a href="#">Edit</a>
Avoid gaps in your employment history	Average	Yes	<a href="#">Edit</a>
Include a résumé summary	Low	Yes	<a href="#">Edit</a>
Use an appropriate résumé summary length (20 to 40 words)	Low	Yes	<a href="#">Edit</a>
Include your résumé objective	Low	Yes	<a href="#">Edit</a>
Use an appropriate résumé objective length (10 to 40 words)	Low	Yes	<a href="#">Edit</a>
Include your references	Average	Yes	<a href="#">Edit</a>
Specify your knowledge of tools and technology	High	Yes	<a href="#">Edit</a>
Specify your job skills	High	Yes	<a href="#">Edit</a>

The Résumé Score Details are determined by settings that Administrators make for each Score Item.

### Résumé Score Item Details

Résumé Score Item: Use an appropriate résumé length (400 to 700 words)

\* Score item enabled:  Yes  No

\* Score weight: High

Minimum range value: 400

Maximum range value: 700

---

### English Values

\* Text to display when score item is met successfully: Your résumé length is appropriate. [ Spell Check ]

\* Text to display when score item is not met successfully: Your résumé is too short. It only contains {0} words. Typically this kind of résumé should contain between {1} and {2} words depending on a few factors. If you are a student, new graduate, or an entry-level [ Spell Check ]

---

### Spanish Values

\* Text to display when score item is met successfully: La duración de su currículum es apropiada. [ Spell Check ]

\* Text to display when score item is not met successfully: Normalmente hay de {0} a {1} palabras por página dependiendo de algunos factores. Los estudiantes, los recién graduados y los candidatos de nivel de entrada con menos historial de trabajo a menudo tienen un [ Spell Check ]

Save Cancel

## Big Interview Tools via Interview Tab\*\*

Links from the Interview Tab open Big Interview at the appropriate point for the individual to continue ....

... A link from *Big Interview* returns the user to their Interview tab.

Search for a Virtual Interview

Title	Interviewer Name	Category	Completed	Created	Updated	Action
Untitled - Accounting	Judy	Accounting & Financial Operations: Accounting (General)	No	10/18/2017 10:31 AM	11/24/2017 11:23 AM	<a href="#">Review</a> <a href="#">Retake</a>
Untitled - Graduate School	Judy	Graduate School	No	11/24/2017 11:20 AM	11/24/2017 11:20 AM	<a href="#">Review</a> <a href="#">Retake</a>

Regardless of whether you're new to the job market or an accomplished professional, we can enable you land the right job with a powerful combination of tutorials and virtual interview practice.

Part 1: Interview Fundamentals - Answering Inappropriate Questions

It's not illegal to ask these questions

It is illegal to base a hiring decision on the information

Playlist

- Introduction 0:23
- Best Practices 5:29
- Types of Interviews 7:17
- Types of Interviewers 5:21
- Answering Inappropriate Questions 4:02
- What to Wear 3:12

Part 2: Acing Common Questions 42:25

Graduate School Name: Untitled - Graduate School Edit

html5 flash

Play Record

Tell me about yourself.

Previous question Next question

## Associating Job Orders to a Job Fair

**Staff** can click Job Orders for any registered Employer, to add the employer's jobs to the job fair for them.

The **Manage Attendees** screen shows Employers and their Job Orders (for multiple registered employers).

Event ID: 25030  
 Event Title: Job Fair Project Grad Career Fair Mobile  
 Schedule Type: One Time  
 Event Date: 12/21/2017  
 Start Time: 10:00 AM  
 End Time: 2:00 PM  
 Event Staff/Moderator: Marcella Farmer  
 Presenter(s):

LWIA/Region: East TN Career Coach  
 Office: East TN Career Coach 1  
 , TN  
 Event Location: 1100 Mario Street  
 Knoxville, TN

Event Date: 12/21/2017

Attendee	User Type	SSN	Phone	Date Registered	WP Status	Status	Action												
ABC Diner (GSSICRW00EMP)	Employer	22	(555) 555-5554	12/5/2017 2:46:28 PM	N/A	Registered	Reschedule Delete Services Add Case Note Job Orders												
<table border="1"> <thead> <tr> <th>Job Order</th> <th>Job Title</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>577066</td> <td>Waiter (Fair Focus)</td> <td><a href="#">View</a> <a href="#">Remove from Job Fair</a></td> </tr> <tr> <td>577065</td> <td>Chef (Fair Focus)</td> <td><a href="#">View</a> <a href="#">Remove from Job Fair</a></td> </tr> <tr> <td>577064</td> <td>Cook (Fair Focus)</td> <td><a href="#">View</a> <a href="#">Remove from Job Fair</a></td> </tr> </tbody> </table>								Job Order	Job Title	Action	577066	Waiter (Fair Focus)	<a href="#">View</a> <a href="#">Remove from Job Fair</a>	577065	Chef (Fair Focus)	<a href="#">View</a> <a href="#">Remove from Job Fair</a>	577064	Cook (Fair Focus)	<a href="#">View</a> <a href="#">Remove from Job Fair</a>
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577066	Waiter (Fair Focus)	<a href="#">View</a> <a href="#">Remove from Job Fair</a>																	
577065	Chef (Fair Focus)	<a href="#">View</a> <a href="#">Remove from Job Fair</a>																	
577064	Cook (Fair Focus)	<a href="#">View</a> <a href="#">Remove from Job Fair</a>																	
Bakery Services (BAKER123)	Employer	93	(555) 555-5555	12/5/2017 2:50:08 PM	N/A	Registered	Reschedule Delete Services Add Case Note Job Orders												
Checkers (CHECKERSPIZZA1)	Employer	00	(865) 208-1301	12/5/2017 2:50:08 PM	N/A	Registered	Reschedule Delete Services Add Case Note Job Orders												
Loveless Diner (LOVELESSDINER22)	Employer	89	(323) 232-3444	12/5/2017 2:50:07 PM	N/A	Registered	Reschedule Delete Services Add Case Note Job Orders												
McLane Company (MCLANE16)	Employer	31	(254) 742-3953	12/5/2017 12:39:58 PM	N/A	Registered	Reschedule Delete Services Add Case Note Job Orders												

Total Users: 5  
 Registered: 5  
 Seats Remaining: Unlimited

**Employers** can click Add Job Orders, to associate any of their jobs to the job fair.

The **Event Details** screen shows their Associated Job Orders at the bottom of the screen (and a link for adding / removing any of their Job Orders).

Event Information

Event Title: Job Fair Project Grad Career Fair Mobile  
 Event ID: 25030  
 Event Category: Job Fair  
 Description: None Specified

Schedule

Schedule Type: One Time  
 Start Time: 12/21/2017 at 10:00 AM  
 End Time: 12/21/2017 at 2:00 PM  
 Recurs: Never

Location

Region: East TN Career Coach  
 Office(s): East TN Career Coach 1  
 Location: None Specified

Last Name: Lewis  
 Phone: (865) 340-5169  
 Ext: None Specified  
 Email: bfgaomni649@mapavv.noemail.org  
 Presenter(s): None Specified

Registration

Registration Method: Contact Event Moderator to register  
 Registration Availability: Available until the end of the event

Associated Job Orders

Job Order	Job Title	Action
577066	Waiter (Fair Focus)	Remove
577065	Chef (Fair Focus)	Remove
577064	Cook (Fair Focus)	Remove

[Add Job Orders](#)

## SSEP Program List (Starting the Wizard)

The previous Program List only had one filter and two status columns.

It now has more filter criteria and four columns (including one to identify changes that occurred since the last approval status).

The Education Program name is a "wild card" filter – entered characters will be found anywhere in the name, and included in the filtered list.

Add Self Service Education Program

Add Self Service Education Program

The previous Add Program screen was one long, scrolling entry screen.

The new Add Program wizard has all entries organized by 16 different progress segments.

The segments will display as tabs for editing after successful entry through the Review segment.

## Program Wizard Tabs

**Edu. Program Information**

Provider: GSI Andre University STATE  
 Edu. Program:  
 Service ID:  
 CIP Code:

**General Information**

\* Status:  Active  Inactive  
 Education Program to be submitted for ETPL Approval:  Yes  No  
 \* Education Program Type: PS - Approved Provider Training - ITA  
 \* CIP Code: 513001 - Registered Nursing Registered Nurse. [ Search for CIP Code ]  
 \* Education Program Name: Associate of Science in Nursing  
 Education Program Description: A program that generally prepares individuals in the knowledge techniques and procedures for promoting health providing care for sick disabled infirmed or other individuals or groups. Includes  
 \* This program of study leads to:  
 An industry-recognized certificate or certification  
 A certificate of completion of an apprenticeship  
 A license recognized State involved or Federal Governmentment  
 An associate degree  
 A baccalaureate degree  
 A community college certificate of completion  
 A secondary school diploma or its equivalent  
 Employment  
 A measurable skills gain leading to a credentia  
 A measurable skills gain leading to employme  
 \* This program leads to a credential or degree  Yes  No  
 Name of Associated Credential:  
 \* Completion Level: None Selected  
 \* Attain Credential: None Selected  
 Other, Specify:  
 Certification / License Title:  
 Certification / License Type: None Selected  
 \* Green Job Training:  Yes  No  
 What is a green job?  
 \* Is this education program in a partnership with business?  Yes  No  
 If so, please describe the partnership in 800 characters or less (supportin: documentation required):  
 LWDB Submitted: None Selected

Next >>

During program creation, tabs display as segments on a progress bar.

**Scheduling** **Duration** **Locations** **External Approvals** **Cost Details** **Provider Representative** **Performance** **Confirmation** **Review**

**Registered Apprenticeship**

\* Is this Education Program a Registered Apprenticeship?  Yes  No  
 \* Apprenticeship Registration Date: 05/15/2016 Today  
 \* Apprenticeship Description: The participant will serve as an apprentice to a fully-certified, skilled worker in addition to completing classroom training  
 Number of active apprentices: 2  
 \* Technical instruction is provided by another provider  Yes  No

**Instruction Provider**

\* Name: Another Instruction Provider, Inc.  
 \* Address 1: 1188 Omaha Circle  
 Address 2:  
 \* City: Palm Harbor  
 \* State: Florida  
 \* ZIP Code: 34683

Exit Wizard

After a first review is completed, steps display as tabs for editing.

Prompts displayed on the Confirmation tab will depend on items identified in this tab (as well as other areas).

E.g., if a Registered Apprenticeship is indicated, then the prompt "Request inclusion on ETPL" is set to Yes and is disabled on the Confirmation tab.

**General Information** **Registered Apprenticeship** **Additional Details** **Curriculum** **Occupations** **Occupational Skills** **Completion Expectations**

**Duration**

Duration Title	Primary Duration	Duration	Schedule Intensity	Weekly Schedule	Classes Offered	Action
test2	Yes	18 Weeks	Full-Time	M W F	Day Night Weekend Summer	Edit   Delete

[ Add Duration ]

Exit Wizard

<< Back Next >>

Multiple Duration records are possible (and class times offered, via checkboxes)

**Duration**

Duration Title:  
 Primary Duration:   
 Duration:  
 Duration Type: None Selected  
 Schedule Intensity:  Full-Time  Part-Time  
 Weekly Schedule:  
 Day  Weekend  
 Night  Summer

Save Cancel

SSEP Program Wizard Tabs (General Info, Registered Apprenticeship, Duration)

## Program Wizard Tabs (continued)

During program creation, tabs display as segments on a progress bar.

General Information Registered Apprenticeship Additional Details Curriculum Occupations Occupational Skills Completion Expectations

Scheduling Duration Locations External Approvals Cost Details Provider Representative Performance Confirmation Review

\* Indicates required fields. For help click the question mark icon next to each section.

**Edu. Program Reapplication Confirmation**

Request inclusion on ETPL?  Yes  No

Request removal from ETPL?  Yes  No

Submit changes for Review and Approval.

Prompts on the Confirmation tab are determined by ITA, Registered Apprenticeship, or Non- ITA Training.

E.g., a Registered Apprenticeship sets "Request inclusion on ETPL" to Yes and disables changes.

The displayed grid/table on the Review tab includes rows for changes.

E.g., if an ITA program was first reviewed and approved, a row will show for when it was made eligible. If a change was entered after that (and rejected), that will be a separate row. Since it was rejected, the action link will only allow staff to View not to Edit the record.

General Information Registered Apprenticeship Additional Details Curriculum Occupations Occupational Skills Completion Expectations

Scheduling Duration Locations External Approvals Cost Details Provider Representative Performance Confirmation Review

**Review**

Review Type	Status	Subsequent Review Due Date	Date Reviewed	Last Edit Date	Review Location	Current Action
Change	Rejected, N/A	8/18/2018	12/6/2017	12/6/2017 10:14:25 AM	State STAFF, GSISAO	<a href="#">View</a>
ITA	<b>WIOA</b> Approved/Eligible	8/18/2018	8/18/2017	8/18/2017 9:49:09 AM	State STAFF, GSISAO	
Registered Apprenticeship - ITA	<b>WIOA</b> Registration Verified	12/8/2019	12/8/2017	12/8/2017 2:38:46 PM	State McGovern, Lois	<a href="#">Edit</a>

Records Per Page

**Case Notes**

[Add New Case Note | Print Selected Case Notes]

+ Show Case Note Privileges

+ Show Filter Criteria

0 Records Found

[ View Case Note Templates | View Deleted Case Notes ]

**Exit Wizard**

SSEP Program Wizard Tabs (Confirmation and Review)

## VOScan and VOSGreeter® Merge

**Staff can set create or edit Visitor Reasons that are for VOScan, VOSGreeter®, or both.**

**Staff can also change the reason types as they edit a visit reason.**

**The Add link is set for the currently selected Visit Reason Type.**

**One-Stop Office Info**

\* LWIA/Region: LW09-Nashville Career Advancement C

\* Office Location: TN Career Center - Nashville

\* Visit Reason Type: VOSGreeter® and VOScan

**Visit Reasons**

Status: Active Language: English

Description	Service Codes	Action
GRETTER_MERGE	002,004,005	Edit
TESTONE	005	Edit
VOSGREETER AND VOSCAN1	005	Edit
VOSGreeter/VOScan reason	003,004	Add

**One-Stop Office Info**

\* LWIA/Region: LW09-Nashville Career Advancement C

\* Office Location: TN Career Center - Nashville

\* Visit Reason Type: VOSGreeter® and VOScan

**Visit Reason Details**

\* Description (English): Greeter\_Kiosk\_Scan\_Merge

Description (Spanish): Fusión de Exploración VOSGreet en Kiosk

Default e-mail(s):

Hint: Use a semicolon (;) to separate multiple email addresses

Default staff user: Staff, GSI

Create Date: 10/23/2017 3:45:27 PM

Create User: Staff, GSI

Edit Date: 12/12/2017 5:43:30 PM

Edit User: McCarthy, Mac

Status:  Active  Inactive

Staff Assistance Required:  No  Yes

Staff Use (Manual Check-In):  No  Yes

Only:

Service(s):

- 002-OneStop Employment And Workforce Information Service
- 003-Self Service Registration
- 004-Self Service Information On Training Providers, Performance Outcomes
- 005-Self Service Labor Market Research

Save Cancel

**Staff can also set each Visitor Kiosk for use via VOScan, VOSGreeter®, or both user types.**

**One-Stop Office Info**

\* LWIA/Region: LW09-Nashville Career Advancement C

\* Office Location: TN Career Center - Nashville

\* Visitor Kiosk: VOSGreeter® and VOScan

Allow users to scan documents

**Set Office & Options**

Please wait while we load your settings

**Welcome to TN Career Center - Nashville**

Hello Test One and welcome to TN Career Center - Nashville. Select the reason(s) for your visit today and then press **Check-In**

A new VOScan reason

Another State Reason

Greeter\_Kiosk\_Scan\_Merge

I am here to see a specific staff member.

Orientation

VOSCAN ONLY1

State Visit Reason

State Visit Reason 2

1 of 3

Check-In Cancel

**Setting Kiosk options will let staff open a sample Kiosk screen (as before). But, the options will now also reflect the "VOSGreeter® and VOScan" visit reasons (if the kiosk was set for that).**

Options for VOScan and VOSGreeter® in Visit Reasons, and in Kiosk Configuration

## Bulk Scan - Barcode Links and Scan Cover Sheets

**WIOA Wizard**

Start Contact Demographics Veteran Employment  
Education Public Assistance Barriers Family Income Eligibility and Grants

Contact Information

\* First Name: Richard  
Middle Initial: M  
\* Last Name (including suffix e.g. Jr., Sr., PHD, etc.): Lam  
\* SSN (do not enter dashes, eg: 999999999): 020730749 [Edit SSN]

[ Verify | Scan | Upload | Link | Print Barcode ]  
 Social Security Card

Current Address

**Verification Summary (All Applications)**

Filter Programs  
 Title III - Wagner-Peyser  Title I - Workforce Development

Filter Verifications  
 Display All (Available and Not Available) verifications.  
 Display Available verifications only.  
 Display Not Available verifications only.

Participation Verifications  
 Print all Barcodes

Verification Item	Verification Used	Documentation	Action
Employment Status	A - Self Attestation	None	Modify Verify Scan Upload Link Print Barcode
Unemployment Compensation Status	Not Available.	None	Verify Scan Upload Link
School Status	D - App		

Do you want to open or save WIOA SSN Verification.pdf (101 KB) from app-vos47000000-igeosolinc.com?

Open Save Cancel

Case Manager : Marissa Banks  
 Applicant : Richard Lam  
 Program : WIOA  
 Application ID : 301179030  
 Verification Item : SSN Verification  
 Verification Type : Social Security Card

**Print Barcode** from a Program Tab Verification link generates one Cover Sheet (for one verification)

Date : 12/9/2017  
 Case Manager : Marissa Banks  
 Applicant : Richard Lam  
 Program : WIOA  
 Application ID : 301179030  
 Verification Item : Employment Status  
 Verification Type : A - Self Attestation

Scan Cover Sheet

Date : 12/9/2017  
 Case Manager : Marissa Banks  
 Applicant : Richard Lam  
 Program : WIOA  
 Application ID : 301179030  
 Verification Item : School Status  
 Verification Type : D - Applicant statement or attestation

## Push Notifications – Staff Selection \*\*

Alert Information

\* Title:

\* Begin Delivery On:  [Today](#)

End Delivery On:  [Today](#)

\* Delivery Method:

None Selected  
 Text Message  
 Email  
 Message Center

\* Recipient User Type:

\* System Trigger:

Execution Delay (in days):

\* Alert Type:

None Selected  
 Questionnaire  
 Job Response

\* Alert Message Text:

\* Alert Yes Link Text:

\* Alert No Link Text:

Check this if you would like to use a Landing Page for additional follow up questions. If so, you will be able to define questions for the positive response to the alert and for the negative response to your alert.

[Save Alert Info](#)

Current Intelligent Alerts

To sort on any column, click a column title.

Title	Start Date	End Date	Action
Job Order Alert	12/04/2017	12/18/2017	<a href="#">Edit</a>   <a href="#">Delete</a> <a href="#">View Results</a>

[\[ Create New Intelligent Alert \]](#)

**The Intelligent Alert module will let staff enable push notifications, to occur for a specific trigger point, which ask job seekers (or other users) pivotal questions that require a response.**

**Staff are prompted with selections to set up each alert, with displayed questions and link text for Yes and No responses.**

## Push Notifications – Sample Notification \*\*

[Reply](#) [Reply All](#) [Forward](#) [IM](#)  
 Mon 12/4/2017 1:54 PM  
 I4 Marketing <systemalert@geosolinc.com>  
 I4 Marketing - Follow Up Survey  
 To: Pete Dion  
 Phish Alert  
 I4 Marketing: Accountant Assistant  
 Did you get a job?  
[Yes](#)  
[No](#)

Tell us about it - <https://goo.gl/ewFE1F> [resend](#)  
 14:24:06 17-Nov-2017 - From Campaign: PushWorkflow\_PWE  
 reply  
 I4 Marketing: Accountant Assistant Did you get a job? - Reply Yes Or No.  
 14:17:21 17-Nov-2017 - From Campaign: GeoSolPushQuestionsPWE [resend](#)  
 Thank you for your Reponse  
 18:42:06 10-Nov-2017 - From Campaign: PushWorkflow\_PWE [resend](#)

Please select the job that you were hired for:

Action	Job information
<a href="#">I got this job</a>	Accountant Not Available Knoxville, TN 37901
<a href="#">I got this job</a>	accountant I The Dassing Accounting Firm 123 Main Street Murfreesboro, TN 37127
<a href="#">I got this job</a>	Accountant IV PLDEMPCO 123 Main St Greenville, TN 37743
<a href="#">I got this job</a>	Accountant V The Dassing Accounting Firm Murfreesboro, TN 37127
<a href="#">I got this job</a>	Delivery Driver

**Push notifications can be set up via Email, Text, or Internal Message Center. Example: Set up a Job Order Alert to go out to job seekers that applied for a job 10 days later, asking if they got the job or not. If they say Yes, the system may trigger additional questions. The system will also generate a service in the individual's service plan based on how they answered the question.**

## LMI Profiles - General Enhancements

Buttons at the top of each profile screen are below the initial selections for the profile, allowing users to change them, at any time.

Links at the top of each profile quickly take users to related data areas.

Area	Number of Employees	Average Hourly Wage†	Average Weekly Wage	Average Annual Wage†
Davidson County	479,839	\$29.08	\$1,163	\$60,476
LWDA 9	647,522	\$27.38	\$1,095	\$56,940
Tennessee	2,949,889	\$24.15	\$966	\$50,232

The Summary Area (for Occupation Profile and Area Profile)  
Last modified: 1/11/2018 - Final

## LMI Profiles – Enhanced Display Controls

**Jobs and Candidates Available**

This section shows the number of job openings advertised online, as well as potential candidates in the workforce system in Davidson County, TN for Accountants and for the related occupational group of Business and Financial Operations Occupations on December 9, 2017 (Jobs De-duplication Level 2).

Occupation	Job Openings	Candidates	Candidates per Job
Accountants	140	223	1.59
Business and Financial Operations Occupations	648	1,074	1.66

**Jobs and Candidates Area Distribution**

This section shows the distribution of the number of job openings advertised online, as well as potential candidates in the workforce system for Accountants in Tennessee by counties on December 9, 2017 (Jobs De-duplication Level 2).

Rank	Area Name	Median Wage	Job Openings	Candidates	Candidates per Job
1	Wilson County	\$59,130	1	125	125.00
2	Robertson County				
3	Sevier County				
4	Washington County				
5	Hickman County				
6	Putnam County				

**Jobs and Candidates Area Distribution (MSA)**

This section shows the distribution of the number of job openings advertised online, as well as potential candidates in the workforce system for Accountants in Tennessee by metropolitan statistical areas (2003) on December 9, 2017 (Jobs De-duplication Level 2).

Rank	Area Name	Median Wage	Job Openings	Candidates	Candidates per Job
1	Johnson City, TN MSA	\$58,766	1	108	108.00

**Customize Report**

Analysts can customize a section of the profile for the data items to display in that section.

Level 1 - Low level de-duplication of advertised job openings (more jobs)  
 Level 2 - High level de-duplication of advertised job openings (for statistical analysis)  
 Show green jobs

Supply and Demand

All Supply and Demand  
 Jobs and Candidates Available  
 Jobs and Candidates Area Distribution  
 National Supply and Demand Summary

Area distribution by: Metropolitan Statistical Area (2003)  
 Records to display: Highest  
 Number of records: 10  
 Data item to display: Candidates per Job  
 Include candidates willing to work anywhere in the state: Yes  
 Average Wage Statistical Type: Median

Analysts can also toggle on/off the display types for the shown data, and change any display parameters that are available for the data.

The Supply and Demand Area (for Occupation Profile – with controls shown)

## LMI Profiles – Comparisons

Compare multiple industries in an area

Compare data for a single industry in multiple areas

### Multiple Industries Tennessee

Summary | Jobs | Employers | Wages | Employment and Projections

Industry	Demand	Average Weekly Wage	Employment %	Jobs Available	Employers
Construction	11,659	\$1260	4.1%	924	16,154
Manufacturing	6,727	\$1169	11.7%	3,501	7,906
Retail Trade	21,786	\$607	11.7%	7,680	36,812

### Long Term Industry Projections

This section shows the long term industry projections for the industries selected in Tennessee.

Data	Construction	Manufacturing	Retail Trade
Estimated Employment	107,680	324,860	321,030
Projected Employment	122,690	335,910	352,280
Total Employment Change	15,010	11,050	31,250
Total Annual Average Employment Change	1,501	1,105	3,125
Total - Percent Change	13.90%	3.40%	9.70%
Total Annual Percent Change	1.30%	0.30%	0.90%

### Industry Projections Distribution

Area	Construction	Manufacturing
LWDA 9	23,600	48,140
LWDA 2	3,123	12,566
LWDA 12	8,761	

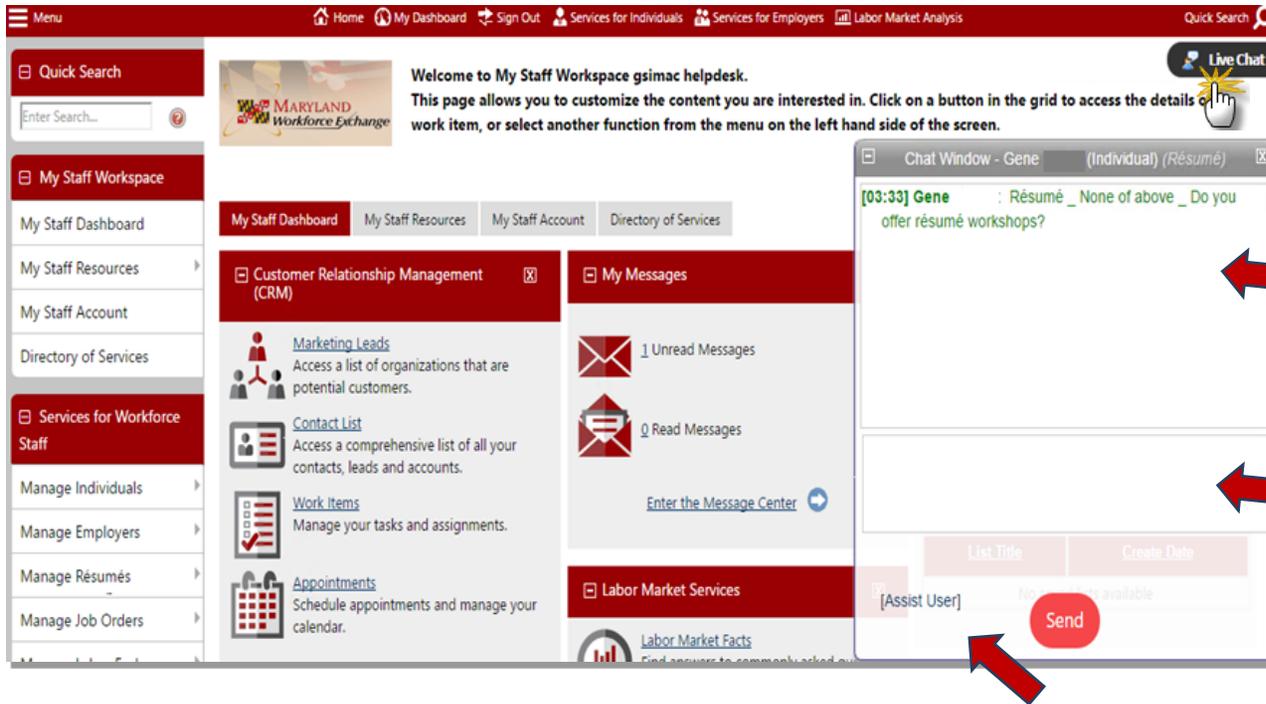
### Occupational Employment Distribution

This section shows top the occupations with the highest estimated employment for the industries selected in Tennessee based on a 2014 estimate.

Occupation	Construction	Manufacturing	Retail Trade
Construction Laborers	12,910	230	N/A
Electricians	8,450	1,580	N/A
Carpenters	6,790	740	Confidential
Supervisors of Construction and Extraction Workers	5,470	370	70
Plumbers, Pipefitters, and Steamfitters	5,190	230	Confidential
Construction Managers	4,160	60	Confidential
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	3,950	80	Confidential
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	3,870	2,020	2,520
General and Operations Managers	3,690	4,900	5,010
Operating Engineers and Other Construction Equipment Operators	2,490	Confidential	N/A

Industry Profile Comparisons for Three Industries (for Summary and for Employment and Projections sections)

## Help Desk Staff View – Live Chat \*\*



- Upon click of an FAQ or Start Chatting, available Help Desk Staff receives a Chat Window
- Chat Window displays user's name, type, AOR, FAQ, and (if applicable) the description
- Help Desk Staff converses with user in real-time
- Link to Assist User

## Help Desk Staff View – Chat Requests

Welcome to My Staff Workspace gsimac helpdesk.  
This page allows you to customize the content you are interested in. Click on a button in the grid work item, or select another function from the menu on the left hand side of the screen.

My Staff Dashboard | My Staff Resources | My Staff Account | Directory of Services

Customer Relationship Management (CRM)

- Marketing Leads**  
Access a list of organizations that are potential customers.
- Contact List**  
Access a comprehensive list of all your contacts, leads and accounts.
- Work Items**  
Manage your tasks and assignments.
- Appointments**  
Schedule appointments and manage your calendar.

My Messages

- 1 Unread Messages
- 0 Read Messages
- [Enter the Message Center](#)

Labor Market Services

- [Labor Market Facts](#)  
Find answers to commonly asked

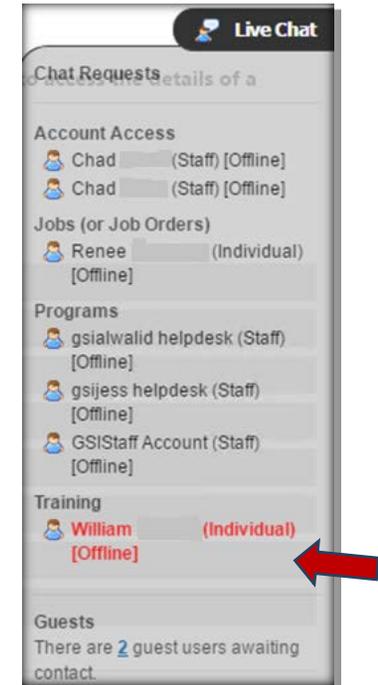
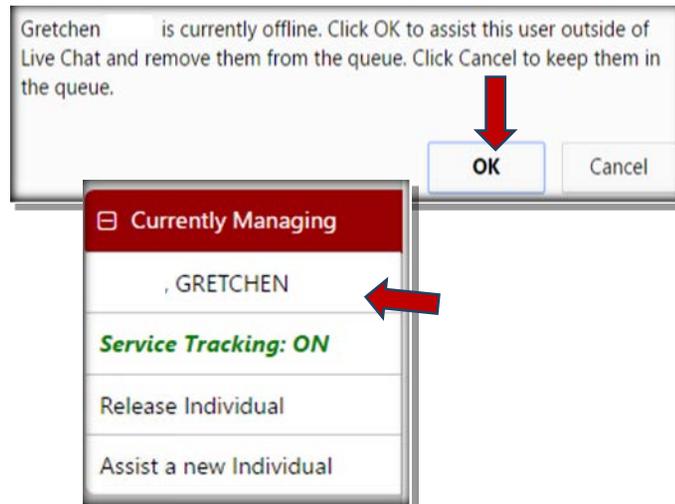
Chat Requests

- Account Access
  - Chad [redacted] (Staff) [Offline]
  - Chad [redacted] (Staff) [Offline]
- Jobs (or Job Orders)
  - Renee [redacted] (Individual) [Offline]
- Programs
  - gsialwalid helpdesk (Staff) [Offline]
  - gsijess helpdesk (Staff) [Offline]
  - GSIStaff Account (Staff) [Offline]
- Training
  - Gretchen [redacted] (Individual) [Offline]
  - William [redacted] (Individual) [Offline]
- Guests
  - There are 1 guest users awaiting contact.

- Chat Requests indicate AORs, User Name, User Type, and if they're Offline
- Highlights next-in-line request
- Guest messages

## Help Desk Staff View – Offline Chat User

- Clicking an Offline user in their queue gives Help Desk Staff the option to assist
- Clicking OK assists that user (just like the Assist User link in the Chat Window)
- Assisting and releasing that user updates the queue
- The next-in-line Offline user is now highlighted



## Scholarship Search Screens

- Services for Individuals
  - Training Providers and Schools
  - Career Services
  - Job Seeker Services
  - Education Services**
  - Labor Market Services
  - Financial Services
  - Unemployment Services
  - Workplace Training
- Training and Education Programs
- ETPL Approved Programs
- Education Program Completers
- Online Learning Resources
- Education Profile Informer
- Scholarship Search**

**Scholarship Search Criteria**

Keyword:

Area of Study:
 

- Agriculture
- Agribusiness
- Horticulture/Floriculture
- Animal/Veterinary Sciences
- Food Science/Nutrition

Gender:
  Female
  Male
  I do not wish to answer.

\*State of Residency:

State of College:

Grade Point Average (GPA):

[\[ Reset Criteria \]](#)

**Search**

**Scholarship Search Results**

Below are the results of your scholarship search. You can view more details about a particular scholarship by selecting the details icon associated to each result.

Show  entries  [Previous](#) [Next](#)

Scholarship Name	Donor Name	Area of Study	GPA	Award Amount	State of Residency	Action
5th Year Full Tuition Scholarship	South Dakota CPA Society	Accounting	3.0	\$7,500		
AICPA Fellowship for Minority Doctoral Students	American Institute of Certified Public Accountants	Accounting		\$12,000		
AICPA/Accountemps Student Scholarship	American Institute of Certified Public Accountants	Accounting	3.0	\$2,500		<a href="#">Details</a>
American Society of Women Accountants Undergraduate Scholarship	American Society of Women Accountants	Accounting		Not Reported		<a href="#">Details</a>
Crush The CPA Exam Scholarship	Crush The CPA Exam	Accounting	3.0	\$1,000 - \$2,295		<a href="#">Details</a>
Excellence in Accounting Scholarship	South Dakota CPA Society	Accounting	3.0	\$1,000		<a href="#">Details</a>
Institute of Management	Institute of	Accounting, Business/Consumer	3.0	\$1,000 - \$2,500		<a href="#">Details</a>

**Scholarship Summary**

**5th Year Full Tuition Scholarship**  
**South Dakota CPA Society**  
 Scholarship pays for the full tuition up to \$7,500 for a South Dakota student to attend an accredited South Dakota college or university. If awarded the scholarship, the student must become a member of the SD CPA Society, work for or be supervised by a member of the SD CPA Society for 2 years, and upon eligibility, must sit for a minimum of 4 parts of the CPA exam per year for two years or until completed.

Scholarship Amount: \$0 - \$7,500  
 Number of Awards: 1 - 2  
 Application Deadline: APR 30

**Hide Additional Scholarship Information**

**Scholarship Requirements**

Minimum GPA Required: **3.00**  
 School Year: **Senior, Master's, Doctoral, or First-Professional study**  
 Institution Type: **Four-Year College**  
 Residency: **None Specified**  
 Location of College: **South Dakota**  
 Area of Study: **Accounting**  
 Religious Affiliation: **None Specified**  
 Ethnicity / Heritage: **None Specified**  
 Gender: **None Specified**

**Scholarship Sponsor**

Organization: **South Dakota CPA Society**  
 Address: **5024 S Bur Oak Pl #108 Sioux Falls, SD 57108**  
 Contact: **Laura Coome**  
 Contact Title: **Executive Director**  
 Telephone: **605-334-3848**  
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