



Detailed Analysis Report

Project:

**Review of States Unemployment Insurance Websites /
Recommendations for Improvement /
Development of a Standardized Portable Website Template**

DETAILED ANALYSIS REPORT

Project Sponsor: NASWA/CESER
Project Manager: ITSC
Design Team: AMERICA'S JOB EXCHANGE, A SUBSIDIARY OF NAVISITE
400 MINUTEMAN ROAD
ANDOVER, MA 01810

NOVEMBER 23, 2010



Detailed Analysis Report

Contents

Executive Summary.....	6
Objective of the Detailed Analysis.....	7
Scope of the Detailed Analysis.....	7
In Scope.....	7
Out of Scope.....	7
Methodology.....	8
Approach.....	8
Primary Review.....	8
Quality Assurance Review.....	8
Data Analysis.....	8
General Focus Areas.....	9
Noteworthy Considerations.....	11
State-by-State Analysis Results.....	13
Arkansas.....	14
General Findings.....	14
Arkansas Noteworthy Features and Superior Approaches.....	15
Arkansas Areas for Improvement.....	15
Arkansas Categories / Usable Content.....	16
Arizona.....	18
General Findings.....	18
Arizona Noteworthy Features and Superior Approaches.....	19
Arizona Areas for Improvement.....	19
Arizona Categories / Usable Content.....	20
Idaho.....	22
General Findings.....	22
Idaho Noteworthy Features and Superior Approaches.....	23
Idaho Areas for Improvement.....	23
Idaho Categories / Usable Content.....	24
Indiana.....	26
General Findings.....	26
Indiana Noteworthy Features and Superior Approaches.....	27
Indiana Areas for Improvement.....	27
Indiana Categories / Usable Content.....	28
Louisiana.....	30
General Findings.....	30
Louisiana Noteworthy Features and Superior Approaches.....	31
Louisiana Areas for Improvement.....	31
Louisiana Categories / Usable Content.....	32
Maryland.....	34
General Findings.....	34
Maryland Noteworthy Features and Superior Approaches.....	35
Maryland Areas for Improvement.....	35
Maryland Categories / Usable Content.....	36
Massachusetts.....	38



Detailed Analysis Report

General Findings	38
Massachusetts Noteworthy Features and Superior Approaches.....	39
Massachusetts Areas for Improvement	39
Massachusetts Categories / Usable Content.....	40
Missouri	42
General Findings	42
Missouri Noteworthy Features and Superior Approaches.....	43
Missouri Areas for Improvement.....	43
Missouri Categories / Usable Content.....	44
Nebraska	46
General Findings	46
Nebraska Noteworthy Features and Superior Approaches.....	47
Nebraska Areas for Improvement	47
Nebraska Categories / Usable Content.....	48
Nevada	50
General Findings	50
Nevada Noteworthy Features and Superior Approaches.....	51
Nevada Areas for Improvement	51
Nevada Categories / Usable Content	52
New Jersey	54
General Findings	54
New Jersey Noteworthy Features and Superior Approaches.....	55
New Jersey Areas for Improvement	55
New Jersey Categories / Usable Content	56
New Mexico	58
General Findings	58
New Mexico Noteworthy Features and Superior Approaches.....	59
New Mexico Areas for Improvement	59
New Mexico Categories / Usable Content.....	60
Ohio.....	62
General Findings.....	62
Ohio Noteworthy Features and Superior Approaches	63
Ohio Areas for Improvement.....	63
Ohio Categories / Usable Content.....	64
Oregon	66
General Findings	66
Oregon Noteworthy Features and Superior Approaches.....	67
Oregon Areas for Improvement	67
Oregon Categories / Usable Content.....	68
Pennsylvania	70
General Findings	70
Pennsylvania Noteworthy Features and Superior Approaches.....	71
Pennsylvania Areas for Improvement	71
Pennsylvania Categories / Usable Content.....	72
Rhode Island.....	74
General Findings	74



Detailed Analysis Report

Rhode Island Noteworthy Features and Superior Approaches.....	75
Rhode Island Areas for Improvement.....	75
Rhode Island Categories / Usable Content.....	76
South Carolina.....	78
General Findings.....	78
South Carolina Noteworthy Features and Superior Approaches.....	79
South Carolina Areas for Improvement.....	79
South Carolina Categories / Usable Content.....	80
Texas.....	82
General Findings.....	82
Texas Noteworthy Features and Superior Approaches.....	83
Texas Areas for Improvement.....	83
Texas Categories / Usable Content.....	84
Virginia.....	86
General Findings.....	86
Virginia Noteworthy Features and Superior Approaches.....	87
Virginia Areas for Improvement.....	87
Virginia Categories / Usable Content.....	88
Wyoming.....	90
General Findings.....	90
Wyoming Noteworthy Features and Superior Approaches.....	91
Wyoming Areas for Improvement.....	91
Wyoming Categories / Usable Content.....	92
States by User Type and Category.....	94
Important Areas by State.....	114
Content Ratings by State.....	116
Appendix A – Section 508 Accessibility Testing Areas.....	118



Detailed Analysis Report

Document Revision History

Revision Number	Date	Author	Reason
1.0	11/15/2010	Cindy Green / Barbara Ciccolini	Initial publication
2.0	11/18/2010	Cindy Green / Barbara Ciccolini	Changes requested by ITSC and corrections
3.0	11/23/2010	Cindy Green	Final changes requested by ITSC



Detailed Analysis Report

Executive Summary

An analysis of the 53 UI websites was conducted by America's Job Exchange (AJE) during October 2010 to evaluate how states compared to each other in the features, functions, and content areas they offered. The deliverable was the Summary Analysis Report in which the states were ranked on overall site design, and on claimant/employer/re-employment content and functionality.

Using the rankings, ITSC and AJE selected 20 states to review more closely. The sites ranged from those deficient in content and/or functionality to those that were superior in those areas. During this Detailed Analysis phase, AJE was tasked with confirming existence of key UI areas and evaluating the quality of the associated content areas. The deliverable was to be a comprehensive report of the findings.

These 20 states were chosen:

State
Arkansas
Arizona
Idaho
Indiana
Louisiana
Maryland
Massachusetts
Missouri
Nebraska
Nevada
New Jersey
New Mexico
Ohio
Oregon
Pennsylvania
Rhode Island
South Carolina
Texas
Virginia
Wyoming

This phase is now complete and the findings are contained within this report, in alphabetical order by state name. This data capture process was more comprehensive and meticulous than the one previously performed. Analysts performed a deep dive into each site with multiple objectives in mind.

Detailed Analysis Report

First, they had to determine which “important areas” were present. These are areas stated by ITSC as being critical to any Unemployment Insurance website. For those found, the content describing each had to be scrutinized for completeness and quality. If the text was well-written, the message was clear, and the content was easily understood by a layperson, that site area was identified as “potentially usable” for the UI prototype. A follow-up review will be performed for any content identified as such, with the objective of determining the “best” for the UI prototype. Second, analysts searched for other functionality and content that was not identified as “important” but was known to exist on at least some of the original 53 sites. Lastly, the existence of any new and/or unique content or functionality was to be noted. While these may not be eligible for the prototype at this time, it was important to note them for consideration in later phases of the prototype or for states’ websites in general.

As the Detailed Analysis phase comes to a close, AJE is building a well-stocked repository from which it will select the best, high quality content to incorporate into the UI website prototype for ITSC approval.

Objective of the Detailed Analysis

The primary objective was to determine the degree of completeness and quality of UI information and functionality in the 20 websites and to capture the important and superior elements for use in the UI prototype. The final deliverable for the phase is this comprehensive Detailed Analysis Report.

Scope of the Detailed Analysis

In Scope

The detailed review was conducted on all 20 states’ websites using the navigation and links provided within, regardless of how deep within the site each element was located. To enable capture of any potentially usable content, analysts continued the search for UI functions and content, even when a different design scheme or branding was encountered. Travel down each path of this search continued until a login was required.

Out of Scope

The detailed analysis was limited to the 20 selected states’ UI websites. Analysis stopped at the point where no further access was allowed without registering or logging in.

Methodology

Approach

To ensure that the review process was as accurate and thorough as possible, AJE employed the help of multiple analysts to review all 20 sites.

Primary Review

A primary analyst traversed through each of the 20 sites, starting at the link(s) provided for the UI Websites at www.itsc.org. A search was done for each of the required elements, continuing down to deep within the site as necessary to find them. The analyst recorded the presence of each element and made a determination of overall prominence of features, functionality, and content across the site.

The quality of the content found in each area was also evaluated and noted. Content that was readable, clear, and complete was marked as “content usable”. Many sites had usable content for the same area. Therefore, “content usable” only indicated potential and not final selection.

When links transported the analyst to a seemingly different site, the focus of the review was solely on the quality of the content presented there. Review continued until the data/content capture requirement was satisfied or until a login was required. As the last step, the primary analyst recorded any noteworthy observations and overall impressions of the site experience.

Quality Assurance Review

Following each primary review, a Quality Assurance (QA) review was performed by analysts other than the primary. These QA resources scrutinized each site further, focusing mostly on areas marked as “not present”. Adjustments to the captured data were made as required to ensure that the site’s current status was properly represented. The QA analysts also recorded overall observations and impressions.

Data Analysis

Upon completion by all reviewers, the captured data was massaged into state-specific and category-specific views. This enabled AJE to clearly identify in this report the front-runners for presenting the “important areas” and which are in need of specific or significant improvement.

General Focus Areas

The general areas of focus included:

1) "Important areas"

Workers/Claimants
Announcements/News
How to apply for UI benefits
Taxation of UI Benefits
Apply for Unemployment Benefits:
required Information
reopen an existing claim
Claim Center TN
Contact someone
File (bi)weekly claim online
File (bi)weekly claim by phone
How to check on your claim
Direct Deposit
Debit Card
Form 1099
Report Fraud
Benefits overpayment and recovery
FAQ's
Appeals
Job Seeker Resources
One-Stop Center Locations
Why register with UI Employment Services
Register with Employment Services
Employers/Businesses
Announcements/News
Employment Services Home page
Apply for Unemployment Tax ID
UI Tax rates for (year)
File Quarterly Report
Appeals
Contact UI tax personnel
Forms and Publications (list)
Employment related posters
Submit a "request for separation information"
File Wage Information on-line

2) Other topics found on many of the 53 UI sites:

Workers/Claimants
UI Handbook
Estimate UI Benefits
file on line
file by phone
file in person
UI terms definitions
Update existing claim information
View recent payments
Disaster Unemployment Assistance
\$25 Federal Additional Compensation fact sheet
EUC- Emergency UI Compensation Update
Request emergency UI benefits extension
File for an extension program
Report of Hire information
TRA/TAA Benefits
Job Seeker Resources
Find a job
Education and training
Resume assistance
Submit Resume
Job fairs & employment centers
Employers/Businesses
UI Handbook
Post Jobs
UI Tax info
UI Issues - disqualifying reasons and penalties
Work Sharing

3) Quality of content

NOTE: To identify the quality, content was rated on these three elements: 1) readable; 2) clear; 3) comprehensive. Numerical values from 1 (deficient) to 5 (superior) were assigned. The three ratings were then averaged to determine an overall quality rating of the content.

Noteworthy Considerations

Accuracy

AJE deployed multiple reviewers for analyzing the 20 sites. While this approach provides a higher rate of success, AJE cannot guarantee that something was not missed. That said, if multiple reviewers missed the presence of an element, it is likely that a citizen visiting the site would miss it as well.

Note: Non-UI Subject Matter Experts were used to perform the analysis in order to best capture the user experience of a typical claimant. Where content is identified as 'Not Found' by the analyst, it is possible that:

- *Content may be contained on website, but not recognized due to wording that was not clear to the analyst.*
- *Content may be present, but not logically placed on the website.*
- *Content may be present, but buried within other content or not specifically labeled.*

User Perspective

AJE reviewers were focused on finding specific areas of the site. Therefore, their experience within each site was not that of a typical UI user. The reason for noting this is not to diminish the "General Findings" but rather to call out the fact that AJE reviewers did not experience the site as a typical claimant, job seeker, or employer trying to generally use the site.

Website Families

During the detailed review, analysts drilled down many different navigation paths. This often resulted in landing on a website with an entirely different look and feel than the previous. Since many of those are actually part of the state's UI website family, all were considered in the state-by-state narratives within this document.

Accessibility/Section 508 Compliance

AJE used multiple Section 508 accessibility checkers in determining which UI websites were compliant:

WatchFire Bobby software (installed locally)

<http://www.cynthiasays.com/>

<http://www.section508.info/> *

Each tool requires entry of a web address (URL). Completion of a test returns a page with indication of 'pass' or 'fail'. When a failure is encountered, details are provided on the specific issues. In some cases, a test could not be completed. However, those scenarios are not reported in this document as 'failing the test'. Only sites where the test completed successfully but the result was 'fail' are reported as being non-compliant with Section 508 requirements.

The areas covered by the 508 tests are described in Appendix A – Section 508 Accessibility Testing Areas. States requiring further details on the Section 508 test results should contact the ITSC.



Detailed Analysis Report

A complete list of tools for confirming Section 508 compliance can be found here:

<http://www.w3.org/WAI/ER/tools/complete.html>.

** This tool was used for Section 508 compliance checking. However, it should be noted that this site has recurring access issues and is available intermittently.*

State-by-State Analysis Results

The following pages contain information about each of the 20 states reviewed during the Detailed Analysis phase. Information presented for each state includes:

- 1) Overall assessment of the state’s UI presence
- 2) Detailed comments about claimant, job seeker, and employer sections of the state websites including important areas not found during the review process
- 3) Noteworthy / positive standouts about each state
- 4) Specific areas for improvement recommendations

A table of the specific data captured for each state follows the textual write-up.

The following notations were used within the “Present” column:

Notation	Meaning
Y	Function or content area or link found
N	Function or content area or link not found

Note: Where content is identified as ‘Not Found’, it is possible that:

- *Content may be contained on the site but not recognized due to wording that was not clear to the analyst.*
- *Content may be present, but not logically placed on the website.*
- *Content may be present, but buried within other content or not specifically labeled.*

The term “usable” in the “Content Usable” column means that the content was of a degree of quality that made it worthy of a closer look for potential use in the UI prototype. In some cases, the same area was deemed “usable” in multiple states. All those flagged are being reviewed again for selection of the best.

Arkansas

General Findings

The link to the Arkansas UI site from the ITSC UI Website page lands the user on a portal page with several different UI functions available. While some more experienced visitors may like having so many options visible, new claimants might be overwhelmed. The portal offers links to numerous UI features, many of which are on the ADWS (Arkansas Department of Workforce Services) website. Upon getting to the ADWS Home Page, the user finds an organized site with predictable and consistent navigation. Most of the information and/or functionality available is called out in the navigation, thereby immediately informing the user about the content within the site.

The claimant handbook on this site is one of the best found among the UI sites. The terms definition section would be a helpful resource for new and existing claimants.

Section 508 validation tests report this website as being less than 100% compliant.

Claimants

The UI handbook is well-organized, easy to use and to understand. The information within is presented in an appealing fashion, making it more inviting and less daunting for an inexperienced claimant.

In general, UI claimant content in this site is minimal. However, requirements for each type of claim filing are published on this site. A PDF guide on claims filing by phone and an extensive FAQ section are also offered. The claimant "appeals" section has its own FAQ section and appears quite complete. Information was found about debit cards under "Avoiding Debit Card Fees" excluding how to apply.

An online UI application is forthcoming and until it is available, a new claimant must report to a local DWS office for the initial application. After that, filing can be done online or by phone. Checking on a claim is by phone only. Claim center telephone numbers and a list of office locations and phone numbers are available for services not offered online.

The Arkansas UI site offers information not found on other sites including UI law details in PDF and several UI claimant forms (also in PDF format) organized into one list – e.g. Benefit Table, Application for Unemployment Benefits, Weekly Claim Form for Unemployment Benefits, Tax Withholding Information, and the UI Claimant Handbook.

Job Seekers

Some general job-related information is available to job seekers on the main DWS site. Much more is provided in the Arkansas JobLink site (<https://www.arjoblink.arkansas.gov/ada/default.cfm>) where users are required to have an account. The job seeker is able to apply for a job on the USAJOBS site (<http://www.usajobs.gov/>) after login.

The ability to contact or visit a One-Stop Center would be helpful to job seekers but the information was not located on this site.



Detailed Analysis Report

Employers

Employers can file for a tax ID and the quarterly report online after login. Login also enables them to post jobs on the USAJOBS site. UI forms for employers are available in one list as they are for claimants.

Arkansas Noteworthy Features and Superior Approaches

- Claimant UI Handbook
- Terms definition
- Claimant appeals section
- Career-related sections
- Employer New Hire Registry
- UI law details
- UI claimant forms

Arkansas Areas for Improvement

General

- More functionality and content for the anonymous user (i.e. without an account)
- Add more claimant content
- Add search capability
- Address the Section 508 compliance issue

Important Areas Not Found

Claimant:

- 1) Apply for UI benefits online
- 2) Reopen an existing claim
- 3) Form 1099
- 4) Benefits overpayment and recovery

Job Seeker:

- 5) One-Stop Center locations
- 6) Why register with UI Employment Services
- 7) Register with Employment Services

Employer:

- 8) Announcements/News
- 9) Employment Services Home Page
- 10) UI Tax Rates (yearly)
- 11) Contact UI tax personnel
- 12) Request for Separation Information

Arkansas	Important Areas Found	Important Areas Not Found
		20



Detailed Analysis Report

Arkansas Categories / Usable Content

Important Areas *	Arkansas	Present	Content Usable
	Workers/Claimants		
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI	Y	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	N	
*	required Information	Y	
	file on line	N	
	file by phone	N	
	file in person	Y	
*	reopen an existing claim	N	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	Y	
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	N	
	Disaster Unemployment Assistance	Y	
	\$25 Federal Additional Compensation fact sheet	N	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	N	
	File for an extension program	N	
*	Direct Deposit	Y	Y
*	Debit Card	Y	Y
*	Form 1099	N	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	Y	Y
*	Benefits overpayment and recovery	N	
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		Y
	UI Law	Y	
	Confidentiality Policy	Y	
	UI Claimant Forms	Y	
	Job Seeker Resources		
	Find a job	Y	Y
	Education and training	Y	Y
	Resume assistance	N	
	Submit Resume	Y	
	Job fairs & employment centers	N	

Important Areas *	Arkansas	Present	Content Usable
*	One-Stop Center Locations	N	
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	
	Other Content		
	Job career info	Y	Y
	Employers/Businesses		
*	Announcements/News	N	
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	N	
*	File Quarterly Report	Y	
*	Appeals	Y	Y
*	Contact UI tax personnel	N	
*	Forms and Publications (list)	Y	
*	Employment related posters	Y	
	UI Issues - disqualifying reasons and penalties	Y	
*	Submit a "request for separation information"	N	
	Work Sharing	Y	Y
*	File Wage Information on-line	Y	
	Other Content		
	UI Employer Forms	Y	Y
	New Hire registry	Y	

Arizona

General Findings

Upon visiting the Arizona UI site, the user sees a well-organized page with clear claimant and employer segregation. A Spanish section is also provided. From that point forward, the experience becomes unpredictable and confusing. Pages typically take a number of seconds to load. A top navigation is high on the page (and easily missed). A left navigation is sometimes present but clicking the various options results in various page styles and behavior. Additionally, the navigation option currently selected is not highlighted in the navigation bar as being active.

A site map feature helps with navigation to specific sections but it is in alphabetical order rather than depicting the site organization. A user-centric function - the ability to “rate this page” – is presented on many pages.

Arizona appears to be cognizant of the need for accessibility. Users can increase/decrease font size on some pages and a “Web Accessibility” footer link is offered. However, Section 508 validation tests report this website as being less than 100% compliant.

Claimants

There is a significant amount of well-written content for claimants, especially in the UI benefits area. However, the information is sometimes difficult to locate and related topics are often spread across multiple sections. Users often must click through several pages to find all the information on the topic.

A user must initially request UI benefits through a local office, not online. To help prepare the claimant, an instructional video is available online. Once a claim is filed, the claimant will be able to submit bi-weekly claims, reopen an existing claim when appropriate, and view recent payments online after logging in. Checking the status of a claim can only be done via phone call to the claim center. FAQ-type of information is available to claimants on several different pages – i.e. not consolidated into one FAQ area.

A UI handbook is available but difficult to find. It was only discovered while searching for other information. Content regarding TRA/TAA benefits is offered but no form for filing is provided.

Job Seekers

Arizona provides extensive job-related informational links. Advanced functionality often takes the user to an external site where many functions require login.

There is some information on job seeker education and training but it is difficult to get to. For example, there is a link to “Training Programs” but no list behind the link. A page offers instructions on how to submit a resume but doing so requires login.

Employers

Employer content is especially good on this site. It includes a UI handbook for Tax info and FAQs. Actual UI tax rates are not published within the site but there is a note indicating that employers will receive the appropriate information automatically each January.



Detailed Analysis Report

The site provides information on Internet and manual filing for the UI tax Id application and a Quarterly Report. Access to filing wage information online is available in multiple areas, each providing a link to the wage reporting system. The capability to post jobs is offered after registration/login.

Arizona Noteworthy Features and Superior Approaches

- Claimant content
- Employer content
- Spanish content available
- Rate This Page feature

Arizona Areas for Improvement

General

- Consistency in the presentation and navigation
- Address the Section 508 compliance issue

Important Areas Not Found

Claimant:

- 1) Taxation of UI Benefits
- 2) How to check on your claim
- 3) Form 1099
- 4) Benefits overpayment and recovery

Job Seeker:

- 5) Why register with UI Employment Services
- 6) Register with Employment Service

Employer:

- 7) Announcements/News
- 8) Employment Services Home Page
- 9) UI Tax Rates for year
- 10) Employment-related Posters
- 11) Request for Separation Information

Arizona	Important Areas Found	Important Areas Not Found
	21	11



Detailed Analysis Report

Arizona Categories / Usable Content

Important Areas *	Arizona	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	Y	
*	Taxation of UI Benefits	N	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	Y
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	Y	
	UI terms definitions	N	
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	N	
*	How to check on your claim	N	
	View recent payments	Y	
	Disaster Unemployment Assistance	N	
	\$25 Federal Additional Compensation fact sheet	Y	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	Y	Y
	File for an extension program	Y	Y
*	Direct Deposit	Y	Y
*	Debit Card	Y	Y
*	Form 1099	N	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	
*	Report Fraud	Y	Y
*	Benefits overpayment and recovery	N	
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	Misc Claimant UI forms	Y	Y
Job Seeker Resources			
	Find a job	Y	Y
	Education and training	Y	
	Resume assistance	N	
	Submit Resume	Y	
	Job fairs & employment centers	Y	Y
*	One-Stop Center Locations	Y	
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	

Detailed Analysis Report

Important Areas *	Arizona	Present	Content Usable
	Other Content		
	Employers/Businesses		
*	Announcements/News	N	
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	Y
*	UI Tax rates for (year)	N	
*	File Quarterly Report	Y	
*	Appeals	Y	Y
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	Y	Y
*	Employment related posters	N	
	UI Issues - disqualifying reasons and penalties	Y	Y
*	Submit a "request for separation information"	N	
	Work Sharing	Y	Y
*	File Wage Information on-line	Y	Y
	Other Content		

Idaho

General Findings

The Idaho UI website projects a positive image to its users with a clean and visually appealing design and an organized approach to presentation of features and information. With a navigational scheme that provides all available navigation options right up front, users are easily able to take a direct path to the area of interest to them. The website even offers a guide for usage of the site.

Users can access the majority of what is needed. However, the path to the information is not always clear because of the way links or navigation options are named. The labels do not always indicate what is actually behind the link. For example, the link to a list of general FAQs has a title of "UI Benefits" instead of the standard "FAQ" name. Also, the UI handbook is called the "Resource Guide" on this site while it's typically called the "UI Handbook" on other sites.

Section 508 validation tests report this website as being less than 100% compliant.

Claimants

Claimant-related content is abundant here. A handbook is offered in both English and Spanish. Another handbook offers information on Disaster Unemployment Assistance and the \$25 Federal Additional Compensation facts.

UI benefit filing and related functions including viewing recent payments are available but only via a login on another site. Direct deposit and 1099 sections also require login.

The FAQ section contains useful information on many different topics including but not limited to requirements for filing for benefits and (bi-weekly) claims (both by phone and in person). The claimants' UI Fraud section provides good information on what constitutes fraud, and the user is able to report fraud on that same page. Information on TRA/TAA benefits is available on the site as well.

Information on appeals is shared whereby the same information is presented to both claimants and employers.

One non-standard but attractive feature found in this site is a clickable calendar of events. Since this requires customized programming and direct connection to a content management system, it is not a candidate for the UI prototype at this time. However, this feature definitely stands out as a possible future enhancement to the prototype and to states' UI sites.

Job Seekers

Multiple helpful links to job search information and job-related websites are offered. Users can search for jobs at this link but login is required to apply:

<http://jobservice.us/IdahoWorks/secure/Logon.aspx?ReturnUrl=%2fidahoworks%2fdefault.aspx>.

Job seekers have the ability to submit a resume and search for a job but these and many other job-related functions require login.



Detailed Analysis Report

Employers

Most, but not all, of the information needed by employers is included in this site in an area specific to the topic or in the UI handbook. Some key functional areas requiring login include filing for a tax Id and filing wage information online. They also have access to a downloadable program for wage and tax reporting.

A directory of tax representatives is presented. Appeals information is available for employers but it is the same as what is offered to claimants.

Employers can post jobs after logging in to a job service site. The site also offers information about a non-standard feature – the Work Opportunity Tax Credits (WOTC) program.

Idaho Noteworthy Features and Superior Approaches

- Site design
- Claimant content
- Clickable calendar of events
- Downloadable program for wage and tax reporting

Idaho Areas for Improvement

General

- Make link and navigation option names clearer
- Address the Section 508 compliance issue

Important Areas Not Found

Claimant:

n/a

Job Seeker:

- 1) One-Stop Center Locations
- 2) Why Register with UI Employment Services
- 3) Register with Employment Services

Employer:

- 4) Announcement/News
- 5) Employment Services Home page
- 6) Request for Separation Information

Idaho	Important Areas Found	Important Areas Not Found
	26	6



Detailed Analysis Report

Idaho Categories / Usable Content

Important Areas *	Idaho	Present	Content Usable
	Workers/Claimants		
*	Announcements/News	Y	Y
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	Y	Y
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	Y	Y
	file in person	Y	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	Y	
	UI terms definitions	Y	
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	Y	
	Disaster Unemployment Assistance	Y	Y
	\$25 Federal Additional Compensation fact sheet	Y	Y
	EUC- Emergency UI Compensation Update	Y	
	Request emergency UI benefits extension	N	
	File for an extension program	N	
*	Direct Deposit	Y	
*	Debit Card	Y	Y
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	Y	Y
*	Benefits overpayment and recovery	Y	Y
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	UI Eligibility Requirements	Y	Y
	Job Seeker Resources		
	Find a job	Y	
	Education and training	Y	
	Resume assistance	N	
	Submit Resume	Y	
	Job fairs & employment centers	N	
*	One-Stop Center Locations	N	
*	Why register with UI Employment Services	N	



Detailed Analysis Report

Important Areas *	Idaho	Present	Content Usable
*	Register with Employment Services	N	
	Other Content		
	Employers/Businesses		
*	Announcements/News	N	
	UI Handbook	Y	
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	Y	
*	Appeals	Y	
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	Y	Y
*	Employment related posters	Y	Y
	UI Issues - disqualifying reasons and penalties	Y	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	Y	
	Other Content		
	Work Opportunity Tax Credit	Y	Y

Indiana

General Findings

The Indiana UI site scored high in style, search capabilities, and overall page layout. It is user-friendly and well-organized for job seekers and employers. However, no claimant-specific section was found. Claimants have no option but to search through the site for the information they need. A person new to UI might not find the information unless they stumble upon it.

The content presented for specific topics is clear and comprehensive. It is especially good in the Employer areas. However, a number of topics do not appear on the site whereas those same topics are found on many other UI sites. For example, there is no information on UI benefits taxation, filing bi-weekly claims by phone, updating claim info or estimating benefits.

Claimants

Claimants can submit a claim online but only after registration and login. An audio tutorial is offered to assist. Applicants can also file for an emergency extension through the same online process. No information was found on filing claims by phone, updating an existing claim or estimating benefits.

A claimant handbook has information on UI terms, a link for reopening and checking on a claim and much more. It also includes information on taxation on UI benefits. The FAQ page provides minimal information but additional lists referred to as "FAQs" were found elsewhere.

Information on Federal extensions is provided but not enough about the \$25 Federal Additional Compensation benefit to call it a fact sheet. Content and links for filing for TRA/TAA benefits are available. An appeal process is described but it is essentially the same content as for employers. Form 1099 is not available on the site but a link explains how to access the form. The ability to report fraud exists but with no content describing what constitutes fraud.

Job Seekers

The site provides a link to a job seeker site where various job and training search opportunities and resume writing functions exist. Resume assistance and applying for a job require login.

Employers

A handbook contains a significant amount of content and help for employers including for employment services and employer UI tax filing. Employers can post jobs, apply for a UI tax Id and file a quarterly report after login.

The ability exists on this site to upload quarterly wage information files. The appeal process presented to employers is the same as for claimants. The FAQ page also has a link to Unemployment Insurance for employers; however, selection results in a "page not found".

This site also contains a Work Opportunity Tax Credit (WOTC) section.



Detailed Analysis Report

Indiana Noteworthy Features and Superior Approaches

- Style and page layout
- Search capabilities
- Employer content
- Upload capability for quarterly wage files

Indiana Areas for Improvement

General

- Many UI topics comprehensive but others common to other sites were not found

Important Areas Not Found

Claimant:

- 1) File biweekly claim by phone
- 2) Direct Deposit
- 3) Form 1099

Job Seeker:

n/a

Employer:

- 4) Announcement/News
- 5) UI Tax Rates for year
- 6) Contact UI personnel
- 7) Request for Separation Information

Indiana	Important Areas Found	Important Areas Not Found
	25	7



Detailed Analysis Report

Indiana Categories / Usable Content

Important Areas *	Indiana	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	N	
	file in person	Y	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	Y	
	UI terms definitions	Y	
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	N	
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	N	
	Disaster Unemployment Assistance	Y	Y
	\$25 Federal Additional Compensation fact sheet	N	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	N	
	File for an extension program	Y	
*	Direct Deposit	N	
*	Debit Card	Y	Y
*	Form 1099	N	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	Y	
*	Benefits overpayment and recovery	Y	Y
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	Other assistance programs	Y	Y
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	
	Resume assistance	Y	
	Submit Resume	N	
	Job fairs & employment centers	Y	Y
*	One-Stop Center Locations	Y	
*	Why register with UI Employment Services	Y	
*	Register with Employment Services	Y	

Important Areas *	Indiana	Present	Content Usable
	Other Content		
	Employers/Businesses		
*	Announcements/News	N	
	UI Handbook	Y	Y
*	Employment Services Home page	Y	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	N	
*	File Quarterly Report	Y	
*	Appeals	Y	
*	Contact UI tax personnel	N	
*	Forms and Publications (list)	Y	Y
*	Employment related posters	Y	Y
	UI Issues - disqualifying reasons and penalties	Y	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	Y	
	Other Content		
	Work Opportunity Tax Credit	Y	Y

Louisiana

General Findings

There is a wealth of UI information provided to users on the Louisiana UI site and it is easily found. FAQs are present for almost every UI topic on the site, and they are centrally located and easy to read and understand. There are several FAQ sections –e.g. general FAQs, claimant FAQs, and appeals FAQs.

While the abundance and quality of content is admirable, the site design is in need of improvement. The navigation offers access to main sections only. Pages are clean and organized but they lack luster. Other than the black navigation bar and a slight smattering of green, the site is essentially stark white. There are some positive aspects in the design but the overall sense is that the site is somewhat uninviting. Also, Section 508 validation tests report this website as being less than 100% compliant.

Users have access to various online functions via one of two pages – i.e. they are not required to visit a different page for each claim-related function. The same is true for job information. Job openings, training and help, employer job postings and candidate search are all in one place within the site.

Claimants

A UI handbook and information on taxation of UI benefits are offered in PDF format. FAQs inform the user of the requirements for claim filing (for both online and by phone). The claimant is able to access all the primary claim-related functions – i.e. file a claim online, reopen an existing claim, view recent payments, change address information, and view the Form 1099 as well as request an emergency UI benefits extension. Registration/login is required for all these features. Numerous files are available for download in a separate “Downloads” section of the site.

A “Benefits Duration Estimator” is available to enable prospective claimants to estimate the maximum number of weeks for which they might receive benefits. Much of the information sought by claimants is found in the FAQs, including Claim Center telephone numbers, information about the appeals process, and about the TRA/TAA benefits. A PDF is also available with questions and answers about eligibility.

Direct Deposit and Debit Card information is found within site content, with the Debit Card information being in FAQs. Both offer a PDF application form. There is an appeals FAQ section and a PDF with information on the appeal law. Further assistance for all topics is available via the claim center (phone numbers available in FAQs).

Job Seekers

Job seeker information is available with a search capability that can limit the results by region and city. Resume assistance and job application capabilities are available after login.

One-Stop Career Center details are shown by region/city. Job fairs are presented in calendar format.

Employers

Several PDFs are available to employers including a UI handbook. Also available in PDF format is an application for a UI tax Id, a list of UI tax personnel, and information on disqualifying reasons and penalties related to UI. UI tax rates are described in a PDF but are also available in content on the site.



Detailed Analysis Report

Employment-related posters, including those that are federally-required, are available for download. Employers are able to post jobs after registration and login.

Although information on appeals is available for claimants, none was found for employers.

Louisiana Noteworthy Features and Superior Approaches

- Claimant, Employer, and Job Seeker content
- Calendar format for job fairs
- Download section
- Ease of Access to information

Louisiana Areas for Improvement

General

- Make the site more inviting and interesting with better site design and navigation
- Address the Section 508 compliance issue

Important Areas Not Found

Claimant:

- 1) How to apply for UI benefits
- 2) Contact someone
- 3) Benefits overpayment and recovery

Job Seeker:

- 4) Why register with UI Employment Services
- 5) Register with Employment Services

Employer:

- 6) Announcements / News
- 7) Employment Services Home page
- 8) Appeals
- 9) Forms and Publications
- 10) Request for Separation Information

Louisiana	Important Areas Found	Important Areas Not Found
	22	10



Detailed Analysis Report

Louisiana Categories / Usable Content

Important Areas *	Louisiana	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	N	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	Y	Y
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	Y
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	Y	
*	File (bi)weekly claim online	Y	Y
*	File (bi)weekly claim by phone	Y	Y
	Update existing claim information	Y	Y
*	How to check on your claim	Y	
	View recent payments	Y	Y
	Disaster Unemployment Assistance	Y	
	\$25 Federal Additional Compensation fact sheet	N	
	EUC- Emergency UI Compensation Update	N	
	Request emergency UI benefits extension	Y	
	File for an extension program	N	
*	Direct Deposit	Y	Y
*	Debit Card	Y	Y
*	Form 1099	Y	Y
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	Y	
*	Benefits overpayment and recovery	N	
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	Dependency Benefits	N	
	UI Eligibility Requirements	Y	Y
	Benefits duration Estimator	Y	Y
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	Y
	Resume assistance	Y	
	Submit Resume	Y	
	Job fairs & employment centers	Y	Y
*	One-Stop Center Locations	Y	



Detailed Analysis Report

Important Areas *	Louisiana	Present	Content Usable
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	
	Other Content		
Employers/Businesses			
*	Announcements/News	N	
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	Y
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	Y
*	File Quarterly Report	Y	Y
*	Appeals	N	
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	N	
*	Employment related posters	Y	Y
	UI Issues - disqualifying reasons and penalties	Y	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	Y	
	Other Content		
	FAQ's	Y	

Maryland

General Findings

The Maryland site provides a positive user experience in that the design is appealing, with appropriate use of graphics and effective page layout. The UI information presented is comprehensive as well. Links are clearly identified with descriptive text and FAQs provide detailed information on a variety of UI topics. Links related to one topic are grouped and displayed in a topic-specific area.

Users are not required to traverse the whole website to find what they need, especially given the comprehensiveness of FAQs. Claimant and employer-related areas are assembled appropriately. However, no job seeker section was found and the link to finding a job was easily missed as it was at the very bottom of the page.

Claimants

A video is offered on how to apply for UI benefits. Users are able to file claims and also to check them online. The site also offers a function similar to direct deposit. It is not labeled as such but is similar in that it offers the ability to transfer unemployment insurance payments to a personal bank account.

Information on debit cards is available in site content and in FAQs. The ability to estimate UI benefits was found on the site. There is general information about the taxation of benefits but it is specific to changing to a non-taxable status. After further review, more extensive information about this subject was found in FAQs.

The Report of Hire (ROH) audit process is explained on the site. Text describing the \$25 Federal Additional Compensation benefit and the Emergency UI Compensation benefit is present and is quite thorough. However, the language is difficult for a layperson to comprehend.

Content regarding the appeal process is present as well as a phone number for reporting unemployment insurance fraud.

Job Seekers

Claimants and employers have their own sections on the UI site but job seekers do not. In fact, the one link to finding a job is easily missed because it is at the very bottom of the page.

General information about job fairs and employment centers is offered on the job search site. Most other seeker functions require login - including finding a job and submitting a resume. Maryland provides a jobs-related site with assistive services and job seeker resources – e.g. job searches, writing resumes, and registering for job fairs. General information is available without login but a user must register to access functions such as applying for a job, getting resume assistance, saving job openings, etc.

The One-Stop Center page includes a well-done clickable map of counties.

Employers

A general UI handbook is available in the “Forms and Publications” section on the UI landing page. A secondary handbook is provided for UI Tax information and it includes the ability to apply for a UI tax Id. The ability to file a quarterly report is available after login.

The state offers a job-related site for use by employers. It includes services and resources such as posting jobs and finding applicants. General information is offered to public users. Login is required to manage job orders, edit contact information, search for qualified applicants, register on-line for workshops and job fairs, etc.

Work sharing is described in FAQs.

Maryland Noteworthy Features and Superior Approaches

- Claimant and employer content
- FAQs grouped by topics

Maryland Areas for Improvement

General

- Apply more prominence to job seeker features
- Segregate links/content by language

Important Areas Not Found

Claimant:

- 1) Contact someone
- 2) File biweekly claim by phone
- 3) Direct Deposit

Job Seeker:

- 4) Why register with UI Employment
- 5) Register with Employment Services

Employer:

- 6) Employment Services Home page

Maryland	Important Areas Found	Important Areas Not Found
	26	6



Detailed Analysis Report

Maryland Categories / Usable Content

Important Areas *	Maryland	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	Y	
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	N	
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	Y	
	Disaster Unemployment Assistance	N	
	\$25 Federal Additional Compensation fact sheet	Y	Y
	EUC- Emergency UI Compensation Update	Y	
	Request emergency UI benefits extension	N	
	File for an extension program	N	
*	Direct Deposit	N	
*	Debit Card	Y	Y
*	Form 1099	Y	Y
	Report of Hire information	Y	Y
	TRA/TAA Benefits	N	
*	Report Fraud	Y	
*	Benefits overpayment and recovery	Y	Y
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	
	Resume assistance	N	
	Submit Resume	Y	
	Job fairs & employment centers	Y	
*	One-Stop Center Locations	Y	Y
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	
	Other Content		

Detailed Analysis Report

Important Areas *	Maryland	Present	Content Usable
	Employers/Businesses		
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	N	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	Y	
*	Appeals	Y	
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	Y	
*	Employment related posters	Y	
	UI Issues - disqualifying reasons and penalties	Y	Y
*	Submit a "request for separation information"	Y	
	Work Sharing	Y	Y
*	File Wage Information on-line	Y	
	Other Content		

Massachusetts

General Findings

The layout of the Massachusetts UI website is very organized and clear, the page structure is consistent from section to section, and the use of color and graphics is appropriate for the content presented. The navigation is clearly organized by user type, with all areas relevant to each type grouped together. There is an “online services” area at the top of each section, letting the user know immediately what functions are offered online. A “Forms & Publications” section is also offered for each user type in a consistent location on each page.

Claimants

The Massachusetts claimant cannot apply for UI benefits online but is able to submit and check on a continued or biweekly claim and view recent payments after registering and logging in. Reopening a claim requires a phone call.

The site offers a great deal of information about UI benefits via the “online services” area and within the lists of links below that. Payment-related functions such as viewing recent payments, requesting direct deposit and requesting a Form 1099 require login. The debit card option is being introduced but is not yet available online.

There is minimal information on claimant appeals and, although only brief content is presented for the Disaster Unemployment Assistance program, it is informational. The site also offers a paper application for extension and emergency benefits.

Additional information is available but not in the location expected. Claimant-related topics such as TRA/TAA benefits and the \$25 Federal Additional Compensation were found in the Employer section. Information and an online form for reporting fraud was found but only in the Workers and Unions section.

Some unique areas were found on the Massachusetts site including assistance with medical insurance for those receiving UI benefits, information about the Medical Security and Section 30 benefits, and post-benefit help.

Job Seekers

The Massachusetts UI site offers a substantial amount of job seeker information. Many functions are available to the job seeker after registration and login. Resume assistance was located under the Workers and Unions section. Posting a resume requires login.

A list of one-stop centers is available on the site, including information on available assistance. No information was found on Employment Services for claimants.

Employers

A guide for UI tax info is available to employers in PDF format. Several employer functions are available in the Massachusetts UI site but many require login – e.g. applying for a UI tax Id, filing the quarterly report, filing wage information online, and posting jobs.

There is a ‘news and updates’ section for employers, with the content being based on the page the user is visiting. There is a section for employer career services but not a general UI employment services home page. Information on appeals is minimal. The Work Opportunity Tax Credit program is discussed on the website.

Massachusetts Noteworthy Features and Superior Approaches

- Site design
- Employer and Job Seeker content
- Additional helpful information:
 - Assistance with medical insurance for those receiving UI benefits
 - Information about the Medical Security
 - Section 30 benefits
 - Post-benefit help

Massachusetts Areas for Improvement

General

- Add a general overview of the UI program
- Ensure ‘quick links’ are also available in the main topic areas
- Move claimant-related topics such as TAA/TRA from the employer section to a claimant-specific section

Important Areas Not Found

Claimant:

- 1) Reopen an existing claim
- 2) Contact someone
- 3) Debit Card

Job Seeker:

- 4) Why register with UI Employment Services
- 5) Register with Employment Services

Employer:

- 6) Employment Services Home page
- 7) UI tax rates (for year)
- 8) Contact UI tax personnel
- 9) Request for Separation Information

Massachusetts	Important Areas Found	Important Areas Not Found
	23	9

Massachusetts Categories / Usable Content

Important Areas *	Massachusetts	Present	Content Usable
	Workers/Claimants		
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	N	
	file by phone	Y	
	file in person	Y	
*	reopen an existing claim	N	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	Y	
	Disaster Unemployment Assistance	Y	Y
	\$25 Federal Additional Compensation fact sheet	Y	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	Y	
	File for an extension program	Y	
*	Direct Deposit	Y	
*	Debit Card	N	
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	
*	Report Fraud	Y	
*	Benefits overpayment and recovery	Y	Y
*	FAQ's	Y	Y
*	Appeals	Y	
	Other Content		
	Forms & Publications	Y	Y
	Medical Security Benefit	Y	Y
	Help after UI benefits end	Y	Y
	Section 30 Benefits	Y	Y
	File an Interstate claim	Y	Y
	Job Seeker Resources		
	Find a job	Y	
	Education and training	Y	Y
	Resume assistance	Y	
	Submit Resume	Y	

Important Areas *	Massachusetts	Present	Content Usable
	Job fairs & employment centers	Y	
*	One-Stop Center Locations	Y	Y
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	
	Other Content		
Employers/Businesses			
*	Announcements/News	Y	Y
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	N	
*	File Quarterly Report	Y	
*	Appeals	Y	Y
*	Contact UI tax personnel	N	
*	Forms and Publications (list)	Y	
*	Employment related posters	Y	
	UI Issues - disqualifying reasons and penalties	N	
*	Submit a "request for separation information"	N	
	Work Sharing	Y	Y
*	File Wage Information on-line	Y	
	Other Content		
	Work Opportunity Tax Credit	Y	Y

Missouri

General Findings

The Missouri UI site is considered a favorable design with a consistent and intuitive navigation scheme and an organized page layout. The subdued color scheme seems appropriate for the serious subject matter being presented but introduction of some color would make the site more appealing.

The clarity and completeness of the content earns high scores. The UI topics are clearly outlined and presented in a way that allows users to easily find the desired information. There is ample content presented for almost every UI topic. Links to the most frequently used functions are clearly identified and they direct the user to an abundance of well-written, useful content areas. The site also offers podcasts on a number of UI topics.

Section 508 validation tests report this website as being less than 100% compliant.

Claimants

Claim functions such as filing, updating and checking on a claim and viewing payments require login. An especially attractive feature for the newly unemployed is a benefits estimator. There is a quick path to the estimator in a banner ad on the claimants' page. Some specialized UI programs and benefits are touched upon on this site, e.g. Disaster Unemployment Assistance, \$25 Federal Additional Compensation, and emergency UI compensation and extension. The emergency topics include an application.

The site offers an extensive contact list with many different people organized by their area of expertise. The list includes phone numbers and email addresses of real people. To further assist claimants, the Missouri site offers an "After I File" section with general information about claims, requirements for job search, and payment methods. It also offers podcasts on multiple UI topics.

Job Seekers

The site contains a number of links to information for job seekers. Although most expected links were found, the site does not have a separate high-level tab focused on jobs or job seekers. After scrolling down on the page, users will find a link to a state job services website where login is required.

Employers

There is a general "employer information" content section on the site that is clear, easy to read, and easy to use. An Employer FAQs section is also available with tax-specific information. A UI "Resource Guide" includes disqualifying reasons and penalties information and much more. Employers are also able to access multiple employment posters.

Links to online tax functionality and tax information including tax rates are available with contacts for general tax and tax rate questions listed. The site also provides information about applying for a UI tax Id and a link to the site where the request can be submitted. Login is required for that as well as for filing a quarterly tax report.



Detailed Analysis Report

The same state job services website found for seekers is available to employers interested in posting jobs and finding candidates.

Missouri Noteworthy Features and Superior Approaches

- Completeness of general claimant, job seeker and employer offerings
- “After I File” section
- Podcasts on UI topics
- Benefit estimator feature

Missouri Areas for Improvement

General

- More color in the site design to make it more interesting
- Address the Section 508 compliance issue

Important Areas Not Found

Claimant:

n/a

Job Seeker:

n/a

Employer:

- 1) Employment Services Home page
- 2) Request for Separation Information
- 3) File Wage information online

Missouri	Important Areas Found	Important Areas Not Found
	29	3

Missouri Categories / Usable Content

Important Areas *	Missouri	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	Y
	UI Handbook	N	
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	Y	Y
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	Y
	file on line	Y	
	file by phone	Y	
	file in person	Y	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	Y	Y
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	Y	
*	How to check on your claim	Y	
	View recent payments	Y	
	Disaster Unemployment Assistance	Y	
	\$25 Federal Additional Compensation fact sheet	Y	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	Y	Y
	File for an extension program	N	
*	Direct Deposit	Y	Y
*	Debit Card	Y	Y
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	
*	Report Fraud	Y	Y
*	Benefits overpayment and recovery	Y	Y
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	After I File' information	Y	Y
	Podcasts	Y	
Job Seeker Resources			
	Find a job	Y	Y
	Education and training	Y	Y
	Resume assistance	Y	Y
	Submit Resume	Y	Y
	Job fairs & employment centers	Y	Y
*	One-Stop Center Locations	Y	Y
*	Why register with UI Employment Services	Y	Y



Detailed Analysis Report

Important Areas *	Missouri	Present	Content Usable
*	Register with Employment Services	Y	Y
	Other Content		
	Employers/Businesses		
*	Announcements/News	Y	Y
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	Y	Y
	UI Tax info	Y	Y
*	Apply for Unemployment Tax ID	Y	Y
*	UI Tax rates for (year)	Y	Y
*	File Quarterly Report	Y	
*	Appeals	Y	Y
*	Contact UI tax personnel	Y	Y
*	Forms and Publications (list)	Y	Y
*	Employment related posters	Y	Y
	UI Issues - disqualifying reasons and penalties	Y	
*	Submit a "request for separation information"	N	
	Work Sharing	Y	Y
*	File Wage Information on-line	N	
	Other Content		
	Employer Information	Y	Y
	Employer FAQ's	Y	Y

Nebraska

General Findings

The Nebraska site has a visually pleasing and organized appearance, earning high marks in navigation scheme and overall page layout. A multitude of good information that is easy to access, read, and understand compliments the site even more. A link or navigation to every available content section is not always visible up front but is typically found in a sub-section of the site.

To help ensure an effective user experience, the site enables translations of content into multiple languages. It also offers the ability for users to adjust the text size up or down as is appropriate and visually comfortable for them. Section 508 validation tests report this website as being less than 100% compliant.

Claimants

Unemployment insurance claims information is found on a separate site. Upon request of that site, users must first select either a Mac or PC interface, and then the site is presented in a new window. A suggested improvement is to update the coding techniques and practices to support both MAC and PC, thereby avoiding the question altogether.

A well-done UI handbook is available in the site. In contrast, the UI FAQ section is somewhat difficult to work with as the answer to every question opens in a new window (which is re-used for each new question clicked).

Based on the text found, it appears that a Direct Deposit payment option is offered. However, the actual link to request it was not found. Additionally, it appears that a claimant is able to check on a claim since the Claim Center phone number(s) is provided. However, there is no text indicating that this is the case.

Information presented for appeals is very useful and offers a link to an online appeal request function. An explanation of TAA benefits is presented, including who is covered and petition filing. There is significant information in PDFs about the \$25 Federal Additional and Emergency UI Compensation benefits. However, the EUC information was last updated in November 2009.

Job Seekers

This site offers a plethora of options for job seekers including job searching and assistance with resume writing. There are multiple links to training and educational opportunities – i.e. the state training site, job fairs by region, and financial aid and other financial resources. A section called “Career Tips” is offered with suggestions and more links for job-related assistance. Resume assistance and the ability to submit a resume require login.

A good textual introduction is provided for the One-Stop Center section.

Employers

This UI site contains the most comprehensive employer tax section seen across the sites. The employer UI handbook is also excellent. It is well organized and fairly easy to read and understand.

Nebraska Noteworthy Features and Superior Approaches

- Well done Claimant UI handbook
- Superior Job Seeker content
- Superior Employer content including an excellent UI handbook
- Translation of UI content to several other languages
- Text size adjustment capability

Nebraska Areas for Improvement

General

- Minimize use of pop-ups – e.g. UI FAQs present each answer in a new pop-up window
- Enhance code to support both MAC and PC operating systems
- Address the Section 508 compliance issue

Important Areas Not Found

Claimant:

- 1) How to apply for benefits
- 2) Contact someone
- 3) Debit Card
- 4) Report Fraud
- 5) Benefits overpayment and recovery

Job Seeker:

- 6) Why register with UI Employment Services

Employer:

- 7) Announcement/News
- 8) Employment Services Home page
- 9) Contact UI tax personnel
- 10) Request for Separation Information
- 11) File Wage Information online

Nebraska	Important Areas Found	Important Areas Not Found
		21

Nebraska Categories / Usable Content

Important Areas *	Nebraska	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	N	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	N	
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	Y	
*	How to check on your claim	Y	
	View recent payments	Y	
	Disaster Unemployment Assistance	N	
	\$25 Federal Additional Compensation fact sheet	Y	Y
	EUC- Emergency UI Compensation Update	Y	
	Request emergency UI benefits extension	Y	
	File for an extension program	Y	
*	Direct Deposit	Y	
*	Debit Card	N	
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	N	
*	Benefits overpayment and recovery	N	
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	
	Resume assistance	Y	
	Submit Resume	Y	
	Job fairs & employment centers	Y	Y
*	One-Stop Center Locations	Y	Y
*	Why register with UI Employment Services	N	
*	Register with Employment Services	Y	
	Other Content		

Important Areas *	Nebraska	Present	Content Usable
	Career Tips	Y	Y
	Employers/Businesses		
*	Announcements/News	N	
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	Y
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	Y
*	File Quarterly Report	Y	
*	Appeals	Y	
*	Contact UI tax personnel	N	
*	Forms and Publications (list)	Y	
*	Employment related posters	Y	
	UI Issues - disqualifying reasons and penalties	N	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	N	
	Other Content		
	Re-employment services	Y	
	FAQ's	Y	Y

Nevada

General Findings

The Nevada UI website would benefit from an enhanced design strategy. A more defined style and structure would enable a more effective and enjoyable user experience. Accessing the site as a new user, it is difficult to determine where to start. There is a long bulletin board of various links and several more in the right-hand column that span several topics. After entering the claim filing section, helpful text is presented but the display could use more organization and some graphical elements that would help to grab the user's interest.

There is a limited amount of UI claimant content available on the site. For those areas that are present, it is not readily apparent to users how to access it. The content is dispersed across areas of the site rather than being organized by user type. Searching out a specific topic or area of interest requires significant effort on the user's part.

Claimants

The UI handbook is quite good on this site. It is clear and easy to understand and contains a lot of valuable information. It includes telephone numbers for specific topic areas that are not presented on the site – e.g. reporting fraud, benefits overpayment and recovery, and appeals.

Information about debit cards is included in FAQs. The Form 1099 is also available but under “request a duplicate 1099-G” label.

Claimants have access to most of the basic UI functions but finding many of the UI topics requires too much effort on their part. Many areas of interest are either very difficult to find or are just not available.

Job Seekers

There is a well-written “Resource Guide” available to job seekers. It is a “step-by-step guide to dealing with a job loss, starting a new job and everything in between” which provides positive inspiration, suggestions, and tools for job search.

The site provides one-link access to a set of job search sites that users can access to assist them in finding work.

Employers

This site has a lot of information for businesses including a customer satisfaction survey. The employer handbook is a valuable feature with a good amount of content that is easy to read and understand. Within the site, there are links to job posting sites. The ability to file the Employer's Quarterly Tax & Wage Report online is available after creating an online account and logging in.

Accessing the aforementioned set of job search sites offers an “Employers” link that provides access to an abundance of employer-related UI content.



Detailed Analysis Report

Nevada Noteworthy Features and Superior Approaches

- Claimant UI handbook
- Job Seeker Resource Guide
- Employer content
- Customer Satisfaction Survey for employers

Nevada Areas for Improvement

General

- Claimant content is difficult to find
- Consolidate content into user-centric categories
- No search capabilities were found

Important Areas Not Found

Claimant:

- 1) How to apply for UI benefits
- 2) File a biweekly claim by phone
- 3) Direct Deposit
- 4) Report Fraud
- 5) Benefits overpayment and recovery
- 6) FAQs
- 7) Appeals

Job Seeker:

n/a

Employer:

- 8) Appeals
- 9) Employment-related posters
- 10) Request for Separation Information

Nevada	Important Areas Found	Important Areas Not Found
	22	10

Nevada Categories / Usable Content

Important Areas *	Nevada	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	N	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	Y	
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	N	
	Update existing claim information	Y	
*	How to check on your claim	Y	
	View recent payments	Y	
	Disaster Unemployment Assistance	N	
	\$25 Federal Additional Compensation fact sheet	N	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	Y	
	File for an extension program	Y	Y
*	Direct Deposit	N	
*	Debit Card	Y	
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	N	
*	Report Fraud	N	
*	Benefits overpayment and recovery	N	
*	FAQ's	N	
*	Appeals	N	
	Other Content		
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	
	Resume assistance	N	
	Submit Resume	Y	
	Job fairs & employment centers	N	
*	One-Stop Center Locations	Y	
*	Why register with UI Employment Services	Y	
*	Register with Employment Services	Y	
	Other Content		

Important Areas *	Nevada	Present	Content Usable
	Job Seekers Resource Guide	Y	Y
Employers/Businesses			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	Employment Services Home page	Y	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	Y	
*	Appeals	N	
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	Y	
*	Employment related posters	N	
	UI Issues - disqualifying reasons and penalties	N	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	Y	
	Other Content		
	Employer UI FAQ's	Y	Y
	Report of New Hire	Y	

New Jersey

General Findings

The New Jersey UI website design is fitting for the subject matter but there is room for improvement. Some additional styling and better organization would increase its appeal to users and separating out the Unemployment Insurance content and links from other topics would make it easier and quicker to find. It should also be noted that the main navigation only included two of the three main user areas. No area specific to claimants was found.

The left navigation is organized alphabetically rather than with related topics together. The fact that clicking on “Unemployment Insurance” results in a left navigation and page content that includes many non-UI topics may be overwhelming to a new user. On a positive note, links change from page to page so they are relevant to the selected topic in each case.

Section 508 validation tests report this website as being less than 100% compliant.

Claimants

The claim filing path (via right navigation links) provides guidance on the required information and on who can apply for UI. It also presents the privacy policy and security information.

A link for claiming benefits by phone sends the user to a page where the phone number could not be located. Checking on a claim is done via phone as well. That information was provided under “Call for Claim Information”.

The site includes information on the Disaster Unemployment benefit and provides links to government agencies for more. There is a brief, simple description of other compensation types such as the \$25 Federal Additional Compensation. An overview about the Emergency UI Compensation benefit was found on the UI site landing page with added content on a secondary page.

The Direct Deposit payment method is described on the site with further access available after login. There are also FAQs regarding overpayment and recovery with links to related forms. This site also contained a unique section on Dependency Benefits including a PDF application.

Job Seekers

Diverse job seeker information is presented on this site including job seeker resources, access to self-employment assistance, and job readiness workshops. Separate links are provided for job centers and job fairs. Users are able to submit resumes after logging in.

This site offers a Financial Aid / Training Grants section including information on getting funding for training and education.

Employers

The site offers a news area for employers whereby information presented is relevant to the page or topic being visited by the user. The Employers’ information page contains links to multiple areas of UI tax information – well beyond what was typically found in other sites.



Detailed Analysis Report

Employers are able to apply for a UI Tax Id online after registering and logging in. They are also able to file wage information but only via paper forms.

Employers can access the “Request for Separation Information” within the site but it is difficult to find. It was located under a disabilities-related section.

New Jersey Noteworthy Features and Superior Approaches

- Financial Aid / Training Grants
- Job seeker content
- Employer content
- Privacy Policies and Security content

New Jersey Areas for Improvement

General

- Design needs more style
- Navigation should include “claimants”
- Organize content by user type (e.g. “claimant”) and by subject area
- Address the Section 508 compliance issue

Important Areas Not Found

Claimant:

- 1) Taxation of UI benefits
- 2) Debit Card

Job Seeker:

- 3) Why register with UI Employment Services
- 4) Register with Employment Services

Employer:

- 5) Employment Services Home page
- 6) Contact UI tax personnel
- 7) File Wage information online

New Jersey	Important Areas Found	Important Areas Not Found
	25	7

New Jersey Categories / Usable Content

Important Areas *	New Jersey	Present	Content Usable
	Workers/Claimants		
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	Y	
*	Taxation of UI Benefits	N	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	Y
	file on line	Y	Y
	file by phone	Y	
	file in person	Y	
*	reopen an existing claim	Y	Y
*	Claim Center Telephone Numbers	Y	
*	Contact someone	Y	
	UI terms definitions	N	
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	N	
	Disaster Unemployment Assistance	Y	Y
	\$25 Federal Additional Compensation fact sheet	Y	Y
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	N	
	File for an extension program	Y	Y
*	Direct Deposit	Y	Y
*	Debit Card	N	
*	Form 1099	Y	Y
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	Y	
*	Benefits overpayment and recovery	Y	Y
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	Dependency Benefits	Y	Y
	Job Seeker Resources		
	Find a job	Y	
	Education and training	Y	
	Resume assistance	N	
	Submit Resume	Y	
	Job fairs & employment centers	Y	
*	One-Stop Center Locations	Y	Y
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	

Detailed Analysis Report

Important Areas *	New Jersey	Present	Content Usable
	Other Content		
	Financial Aid/ Training Grants	Y	Y
	Employers/Businesses		
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	Y
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	Y
*	File Quarterly Report	Y	Y
*	Appeals	Y	Y
*	Contact UI tax personnel	N	
*	Forms and Publications (list)	Y	Y
*	Employment related posters	Y	Y
	UI Issues - disqualifying reasons and penalties	Y	
*	Submit a "request for separation information"	Y	
	Work Sharing	N	
*	File Wage Information on-line	N	
	Other Content		

New Mexico

General Findings

The design of the New Mexico UI site is clean and visually attractive. The sections for each user type are clearly defined on the landing page. However, there is no introduction to unemployment insurance or an overview before jumping into individual action items. For example, clicking on “Apply for Benefits” immediately requires the user to enter an SSN or to register/login without providing any information or warning that entry of that information will be required.

Usage of the site is not intuitive or easy. Information is typically only found with multiple clicks to multiple links. Some UI claimant content and information is available but it is not complete.

Claimants

To keep claimants informed, the site offers links to relevant publications. Claimants can apply for benefits and file a claim online after login. For checking on a claim, the Claim Center phone numbers are offered but there is no text that conclusively says you can actually get that information via those phone numbers.

Information on Disaster Unemployment Assistance was difficult to find. A PDF on the subject was found via search results. The search results link seemed to take the user to a non-UI area.

Debit card information was provided but there was no access to an application. Content on TRA/TAA benefits was found but under the Employer section. Information on Appeals was available. Filing an appeal requires the user to register and login.

A link to ‘Register with Employment Services’ is available on this site. Many additional and useful links were found here: <http://www.dws.state.nm.us/dws-links.html> .

Job Seekers

This site offers many useful links including one where job information and suggestions are offered but not actual job search capabilities. The user has the option of linking to and registering on an online job seeker site and on a second site which provides tips, information and suggestions for job seekers. Via the various sites, the user has multiple options for job search and training and educational opportunities. They also have access to a calendar of job search events and links to job fairs.

The career solutions section is easy to use and provides hints and tips for job seekers. Features such as resume writing and online job services require login.

There is an abundance of One-Stop center information within a PDF file but that same information could not be found on the site itself.

Employers

Many useful links are available to employers including some to UI tax information within a PDF. They have access to online tax filing and tax related publications, and links to “Register with Employment Services”. The ability to post jobs, apply for a UI Id, and file the quarterly report requires login.

New Mexico Noteworthy Features and Superior Approaches

- Calendar of job search events
- Job seeker content

New Mexico Areas for Improvement

General

- Add an overview of the UI program
- Claimant content
- Add content/functionality for some or all of the “Important Areas” listed below

Important Areas Not Found

Claimant:

- 1) Taxation of UI benefits
- 2) Reopen an existing claim
- 3) Contact someone
- 4) File biweekly claim by phone
- 5) Check on your claim
- 6) Direct Deposit
- 7) Form 1099
- 8) Report Fraud
- 9) Benefits overpayment and recovery

Job Seeker:

- 10) One-Stop Center Locations

Employer:

- 11) Announcement/News
- 12) Employment Services Home page
- 13) Appeals
- 14) Request for Separation Information
- 15) File Wage information online

New Mexico	Important Areas Found	Important Areas Not Found
	17	15

New Mexico Categories / Usable Content

Important Areas *	New Mexico	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	N	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	Y
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	N	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	N	
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	N	
	Update existing claim information	N	
*	How to check on your claim	N	
	View recent payments	N	
	Disaster Unemployment Assistance	Y	
	\$25 Federal Additional Compensation fact sheet	Y	
	EUC- Emergency UI Compensation Update	Y	
	Request emergency UI benefits extension	N	
	File for an extension program	Y	y
*	Direct Deposit	N	
*	Debit Card	Y	y
*	Form 1099	N	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	
*	Report Fraud	N	
*	Benefits overpayment and recovery	N	
*	FAQ's	Y	Y
*	Appeals	Y	
	Other Content		
	Links	Y	
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	
	Resume assistance	Y	
	Submit Resume	N	
	Job fairs & employment centers	Y	
*	One-Stop Center Locations	N	
*	Why register with UI Employment Services	Y	Y
*	Register with Employment Services	Y	

Important Areas *	New Mexico	Present	Content Usable
	Other Content		
	Pell Grant	Y	Y
	Employers/Businesses		
*	Announcements/News	N	
	UI Handbook	N	
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	Y	
*	Appeals	N	
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	Y	
*	Employment related posters	Y	
	UI Issues - disqualifying reasons and penalties	Y	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	N	
	Other Content		

Ohio

General Findings

The Ohio website has a clean design and appears organized but as with some other sites, it is difficult to find the UI portion of the website and to locate a claimant-specific section. Unemployed workers must click on individual links to find what they need. For example, clicking on “For general information about unemployment compensation, [Click Here](#)” presents a page of news items versus an overview that was expected. There is some help getting to UI benefits in the left navigation but the navigation is not persistent across the site.

Limited claimant information was found other than in FAQs. The content that is presented is not all in the same place. Much of it was located by clicking on different links.

Claimants

A UI handbook is available as a “Guide” in English and Spanish but not in its entirety. Users must submit a request and are required to order a minimum of 20 copies. Claimant information was found in various sections. Much of the content was found by clicking random links.

One area of content found here is text surrounding state-funded resources and programs – e.g. money, food, housing, and health care.

Filing for UI benefits online requires registration and login. PDFs are offered as instruction on how to use the online benefits filing section of the site and on estimating benefits. The estimator provides weekly UI benefit forecasts based on the user’s average weekly salary.

The site offers a valuable set of UI terms and definitions. Disaster Unemployment Assistance is addressed in only one sentence. Direct Deposit information is addressed in FAQs.

Job Seekers

The most information on the site was found in the job search area although accessing it is cumbersome. One section found is specific to resources for unemployed workers.

The job seeker experience can be confusing as each job seeker informational link redirects to a different website.

Employers

Employers are not able to apply for a UI tax ID or make quarterly payments within this site. There is a wage reporting guide here but employers cannot file online:

<http://www.odjfs.state.oh.us/forms/file.asp?id=47303>

Forms & Publications are made available to employers. They can order a copy of any publication via mail, phone, or email. Information is also provided via the FAQs.

Ohio Noteworthy Features and Superior Approaches

- Information on state-funded resources
- Terms and definitions

Ohio Areas for Improvement

General

- Site navigation and usability
- Claimant content
- Job seeker links all link to different websites

Important Areas Not Found

Claimant:

- 1) Taxation of UI benefits
- 2) Reopen an existing claim
- 3) Contact someone
- 4) File biweekly claim by phone
- 5) Form 1099
- 6) Benefits overpayment and recovery

Job Seeker:

- 7) Why register with UI Employment Services
- 8) Register with Employment Services

Employer:

- 9) Announcements/News
- 10) Employment Services Home page
- 11) Contact UI tax personnel
- 12) Forms and Publications
- 13) Employment-related Posters
- 14) Request for Separation Information
- 15) File Wage information online

Ohio	Important Areas Found	Important Areas Not Found
	17	15



Detailed Analysis Report

Ohio Categories / Usable Content

Important Areas *	Ohio	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	Y	Y
*	Taxation of UI Benefits	N	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	N	
*	Claim Center Telephone Numbers	Y	Y
*	Contact someone	N	
	UI terms definitions	Y	
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	N	
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	N	
	Disaster Unemployment Assistance	Y	
	\$25 Federal Additional Compensation fact sheet	Y	
	EUC- Emergency UI Compensation Update	Y	
	Request emergency UI benefits extension	N	
	File for an extension program	Y	
*	Direct Deposit	Y	Y
*	Debit Card	Y	Y
*	Form 1099	N	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	
*	Report Fraud	Y	
*	Benefits overpayment and recovery	N	
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	Resources for unemployed workers	Y	
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	
	Resume assistance	Y	
	Submit Resume	Y	
	Job fairs & employment centers	N	
*	One-Stop Center Locations	Y	
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	

Important Areas *	Ohio	Present	Content Usable
	Other Content		
	Employers/Businesses		
*	Announcements/News	N	
	UI Handbook	N	
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	Y
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	Y	
*	Appeals	Y	
*	Contact UI tax personnel	N	
*	Forms and Publications (list)	N	
*	Employment related posters	N	
	UI Issues - disqualifying reasons and penalties	N	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	N	
	Other Content		
	New Hire Reporting	Y	

Oregon

General Findings

The Oregon UI site has a crisp and organized look although an increased use of graphics and color would provide more interest and appeal for users. There is no top navigation but the left navigation offers access to various areas within the site and is mostly consistent. Additional options are in the right-hand column but the mix of languages within the list is visually distracting. Accessibility has obviously been a focus of this state as the site offers the ability to adjust font size and provides a text-only version of the site as well as providing help in converting PDF files to screen-reader friendly format.

The site has a fair amount of information but it is not centrally located. Many links to claimant functions and information do appear on the UI landing page. However, there are no clearly identifiable sections for employer and job seeker. The user must go to the government home page to access job-related content. Employer information is available via a drop down menu in the left navigation. A new user who does not know what information should be available could easily miss pertinent or helpful content.

The online claims site requires login and provides different login pages for different tasks. The site does inform the user about information that will be required to obtain the desired content or function.

Claimants

There is a good UI handbook available for claimants. It is comprehensive and is easy to read and understand.

The user is made aware of the required information on the first page of the online claim site. Functions such as filing, updating, reopening and checking on a claim are all available upon login. The same is true for Direct Deposit and Form 1099 requests.

FAQ content could be embellished on this site – i.e. there is not as much information here as is available on other sites. The same situation exists for appeals – very limited compared to some other sites.

There is a significant amount of information on TAA benefits. Information for filing via phone and for finding a Claim Center is available. Both request entry of a zip code by the user to ensure the proper details are conveyed.

Job Seekers

The site offers links to job openings, resources and suggestions for resume writing, education and training resources, and job fairs and events. This site also offers a FINRA Job Loss Pamphlet that provides information and suggestions on how to manage after a job loss.

Employers

A well-written UI handbook is included on this site for employers. It contains a multitude of information and is easy to understand. General information and links for UI taxes are provided as well as a list of contacts for tax help by area of expertise. A link to tax rate information provides details back to 1975. The employer is able to file a quarterly report after login.



Detailed Analysis Report

There is a good amount of information about work sharing, describing how the program works, what the eligibility requirements are, the pros and cons, etc. There is also a work sharing brochure and a work sharing claimant handbook which is not offered on other sites.

Oregon Noteworthy Features and Superior Approaches

- Accessibility
- Claimant UI handbook
- Work Sharing information and claimant handbook
- FINRA Job Loss Pamphlet
- Employer Tax FAQs
- New Hire Reporting Form

Oregon Areas for Improvement

General

- Separate content into user-centric areas
- Segregate text/links by language

Important Areas Not Found

Claimant:

- 1) Contact someone

Job Seeker:

- 2) Why register with UI Employment Services
- 3) Register with Employment Services

Employer:

- 4) Announcements/News
- 5) Forms and Publications
- 6) Employment-Related Posters
- 7) Request for Separation Information
- 8) File Wage Information online

Oregon	Important Areas Found	Important Areas Not Found
	24	8



Detailed Analysis Report

Oregon Categories / Usable Content

Important Areas *	Oregon	Present	Content Usable
	Workers/Claimants		
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	Y	
*	Taxation of UI Benefits	Y	Y
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	Y
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	Y	
*	How to check on your claim	Y	
	View recent payments	N	
	Disaster Unemployment Assistance	Y	Y
	\$25 Federal Additional Compensation fact sheet	N	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	Y	
	File for an extension program	N	
*	Direct Deposit	Y	
*	Debit Card	Y	Y
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	Y	Y
*	Benefits overpayment and recovery	Y	Y
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	Job Loss Pamphlet	Y	Y
	Job Seeker Resources		
	Find a job	Y	
	Education and training	Y	
	Resume assistance	Y	
	Submit Resume	N	
	Job fairs & employment centers	Y	
*	One-Stop Center Locations	Y	Y
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	

Important Areas *	Oregon	Present	Content Usable
	Other Content		
	Employers/Businesses		
*	Announcements/News	N	
	UI Handbook	Y	Y
*	Employment Services Home page	Y	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	Y	
*	Appeals	Y	
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	N	
*	Employment related posters	N	
	UI Issues - disqualifying reasons and penalties	Y	Y
*	Submit a "request for separation information"	N	
	Work Sharing	Y	Y
*	File Wage Information on-line	N	
	Other Content		
	Tax FAQ's	Y	Y
	New Hire Reporting Form	Y	

Pennsylvania

General Findings

The navigation, organization, and page structure of the Pennsylvania UI site can all use enhancement but the search capabilities are excellent and more robust than on most sites. The advanced search is very useful in finding the desired content. This feature is invaluable to the site, given that content is not easy to track down.

This site is another that carries an abundance of content but it is not easily accessible via the UI landing page. Employment and job seeker pages are accessible via the state home page but no links for them appear on the UI landing page. Users may stumble upon the desired information if they keep clicking. Improvement in usability would enable a user to more easily navigate through the site and to locate the large amount of content that is presented.

Claimants

There is a UI handbook available online and in PDF format. However, it does not provide the same level of content as other sites and it is not easy to read or interpret. There is benefit estimation functionality available. The page on which it is found on gives access to multiple estimators based on salary. The site offers a UI terms definition feature but there are limited terms present, and it does not have the appearance of a comprehensive glossary of terms.

Filing, updating a claim and viewing recent payments are available after registration and login. After searching specifically for it, information was found on the Disaster Unemployment Assistance program. Multiple links to Emergency UI Compensation were found. A handbook on TRA/TAA benefits and on UI benefits overpayment and recovery are also presented in this site.

Information on Direct Deposit was presented along with a link to enroll, update, and change the options. Debit Card information was also available with associated FAQs, making the information much more comprehensive here than on most sites. FAQs were also provided for the Form 1099 requirement that included a link to request one.

Job Seekers

A One-Stop Career Center section was available although difficult to find. It was titled 'CareerLink Centers' but referred to in supporting documentation as One-Stop Career Centers.

Employers

Announcement/News is handled on this site with a collection of newsletters published quarterly. A forms and publications area was found but only as the result of a specific search for it. Links to employer-related posters and the posting requirements were found on the site.

Tax info is provided on the site. Applying for a UI tax Id requires login. Filing a quarterly report also requires login and a paper form option is offered as an alternative. Filing wage information does not seem to be available on this site.

Pennsylvania Noteworthy Features and Superior Approaches

- Search
- Debit Card content

Pennsylvania Areas for Improvement

General

- Improvements in navigation to key information to avoid having to search
- UI handbook incomplete and not easy to understand
- Segregate text/links by language

Important Areas Not Found

Claimant:

- 1) File biweekly claim by phone
- 2) Check on a claim

Job Seeker:

- 3) Why register with UI Employment Services
- 4) Register with Employment Services

Employer:

- 5) Employment Services Home page
- 6) Request for Separation Information
- 7) File Wage Information online

Pennsylvania	Important Areas Found	Important Areas Not Found
	25	7



Detailed Analysis Report

Pennsylvania Categories / Usable Content

Important Areas *	Pennsylvania	Present	Content Usable
	Workers/Claimants		
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	Y
	Estimate UI Benefits	Y	Y
*	Taxation of UI Benefits	Y	Y
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	Y	Y
	file in person	N	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	Y
*	Contact someone	Y	Y
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	N	
	Update existing claim information	Y	
*	How to check on your claim	N	
	View recent payments	Y	
	Disaster Unemployment Assistance	Y	
	\$25 Federal Additional Compensation fact sheet	Y	Y
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	Y	Y
	File for an extension program	Y	Y
*	Direct Deposit	Y	Y
*	Debit Card	Y	Y
*	Form 1099	Y	Y
	Report of Hire information	N	
	TRA/TAA Benefits	Y	
*	Report Fraud	Y	Y
*	Benefits overpayment and recovery	Y	Y
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	Job Seeker Resources		
	Find a job	Y	
	Education and training	Y	
	Resume assistance	N	
	Submit Resume	Y	
	Job fairs & employment centers	Y	
*	One-Stop Center Locations	Y	
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	
	Other Content		

Important Areas *	Pennsylvania	Present	Content Usable
	Employers/Businesses		
*	Announcements/News	Y	
	UI Handbook	N	
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	Y
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	Y
*	File Quarterly Report	Y	Y
*	Appeals	Y	Y
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	Y	
*	Employment related posters	Y	Y
	UI Issues - disqualifying reasons and penalties	N	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	N	
	Other Content		
	FAQ's	Y	Y

Rhode Island

General Findings

The Rhode Island UI site design is clean and uncluttered with a consistent main navigation that shows the user all the options up front and on every page. The Home page presents several graphics in the left column that provide access to various topics. While this adds interest and quick navigation, the use of so many colors and varying sizes and shapes can be difficult to process from a visual standpoint.

The UI content is easy to access here. Multiple links are accessible to users by hovering over section headers on the landing page. The site contains ample content for claimants and employers but not so for job seeker information. To access the job seeker section, the user must go to the Rhode Island Dept of Labor and Training site via a link at the bottom of the UI page and upon access to the site, the user has multiple options for job searching and information.

Performance was found to be quite slow in the Rhode Island site. Multiple analysts reviewing at different times experienced a 5-10 second load time on every click.

Claimants

This site does not seem to offer a UI handbook as other sites provide although two other similar and helpful documents are available – the UI Guide and the Digest of Labor Laws document.

Information on estimating benefits is available in the FAQ section as is content related to taxation of UI benefits. Filing and checking on a claim as well as viewing recent payments are available after login. Information for filing by phone is available via FAQs.

Utilizing the appeals section and requesting a 1099 form can be done after logging in. Content for the \$25 Federal Additional and the Emergency UI Compensation Updates and about filing an extension is found within FAQs. TAA information, with links, is also available on this site.

Debit Card information is available as content on the site as well as in a PDF form.

Job Seekers

Multiple links for job search are available in this site as well as access to information on education and training. The job seeker has access to One-Stop Career Centers through this site. There was no link or content area found for Employment Services.

Employers

The site offers links to forms and publications and to employment-related posters. Other employer-related features require login including posting jobs, applying for a UI tax Id, filing a quarterly report and submitting an appeal. A link to the wage reporting was not found.

Work sharing information is quite robust on this site. There is a content area as well as a PDF brochure on the subject.

The employer user has direct access to One-Stop Career Centers through this site.

Rhode Island Noteworthy Features and Superior Approaches

- Navigation
- Claimant content
- Employer content
- Work Sharing information
- Report of Hire Information
- Employer Tax FAQs

Rhode Island Areas for Improvement

General

- Job seeker content
- Add search capability

Important Areas Not Found

Claimant:

- 1) Reopen an existing claim
- 2) Contact someone
- 3) Report fraud
- 4) Benefits overpayment and recovery

Job Seeker:

- 5) Why register with UI Employment Services
- 6) Register with Employment Services

Employer:

- 7) Employment Services Home page
- 8) Request for Separation Information
- 9) File Wage information online

Rhode Island	Important Areas Found	Important Areas Not Found
	23	9



Detailed Analysis Report

Rhode Island Categories / Usable Content

Important Areas *	Rhode Island	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	N	
*	How to apply for UI benefits	Y	Y
	Estimate UI Benefits	Y	
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	Y
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	N	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	Y
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	Y	
	Disaster Unemployment Assistance	Y	
	\$25 Federal Additional Compensation fact sheet	Y	Y
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	N	
	File for an extension program	Y	Y
*	Direct Deposit	Y	
*	Debit Card	Y	Y
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	N	
*	Benefits overpayment and recovery	N	
*	FAQ's	Y	
*	Appeals	Y	
	Other Content		
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	Y
	Resume assistance	Y	
	Submit Resume	N	
	Job fairs & employment centers	Y	
*	One-Stop Center Locations	Y	
*	Why register with UI Employment Services	N	
*	Register with Employment Services	N	
	Other Content		

Important Areas *	Rhode Island	Present	Content Usable
	Pell Grant info	Y	Y
	Employers/Businesses		
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	Y
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	Y	
*	Appeals	Y	
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	Y	
*	Employment related posters	Y	
	UI Issues - disqualifying reasons and penalties	N	
*	Submit a "request for separation information"	N	
	Work Sharing	Y	Y
*	File Wage Information on-line	N	
	Other Content		
	Report of Hire information	Y	Y
	Tax FAQ's	Y	Y

South Carolina

General Findings

The South Carolina UI site is an outstanding example of good site design. It employs excellent page structure and incorporates a rotating area that captures the audience while providing relevant information. The navigation scheme also receives high marks for presenting all the sub-navigation options right up front and on every page. Clicking on the main navigation options presents a clean and organized page of informational links.

The UI site provides information to users in a clear and user-friendly manner. Each user-type section is identified. Multiple links are available to access information on claimant issues, job seeker services and employer UI tax requirements. Overall, this site exceeds most other sites for usability and the amount of content.

Claimants

Good information is provided to claimants on how to file. Links to other filing options are also provided with details about each included. Filing a claim online can be done after login. Filing in person is also available whereby, on the "Understanding the Claims Process" page, it says "File this claim in person at one of our offices or online". Claimants are also able to change the payment method in which they receive benefits. Requesting a Form 1099 is available after login.

Direct Deposit and Debit Card are available as options on the site. A UI terms content area is presented on the site, referred to as the "Glossary".

There are multiple options for reporting different types of fraud.

Job Seekers

This site offers a FINRA "Job Loss Pamphlet" with information and suggestions for managing after a job loss. Links to other state sites offer job search, and education and training. Resume assistance is available to the job seeker after login.

Regarding "Why register with UI Employment Services", you must register for work if you are a South Carolina resident. Info on why you should register with Employment Services is located under 'Apply for Benefits / Register' as well as on the specific link provided where registration can be done.

Employers

Announcements/News is provided in a red box on the right side of the employer page. It contains three news stories at a time which are not limited to employer-related stories.

A page for Employment Services is presented with a list of links. The employer has the ability to post jobs, apply for a tax Id and file a quarterly report after logging in. A form is available to employers for filing wage information but there is no online filing option.

The forms and publications list is present and includes forms, records, and reports.



Detailed Analysis Report

South Carolina Noteworthy Features and Superior Approaches

- Site Design
- Usability
- Overall content
- FINRA Job Loss Pamphlet

South Carolina Areas for Improvement

General

- Ensure that all Important Areas are included within the site

Important Areas Not Found

Claimant:

- 1) Reopen an existing claim
- 2) Contact someone
- 3) Benefits overpayment and recovery

Job Seeker:

n/a

Employer:

- 4) Employment Services Home page
- 5) Contact UI tax personnel
- 6) Employment-Related Posters
- 7) File Wage information online

South Carolina	Important Areas Found	Important Areas Not Found
	25	7



Detailed Analysis Report

South Carolina Categories / Usable Content

Important Areas *	South Carolina	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	N	
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	Y	
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	Y	
	file in person	Y	
*	reopen an existing claim	N	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	Y	
*	How to check on your claim	Y	
	View recent payments	N	
	Disaster Unemployment Assistance	N	
	\$25 Federal Additional Compensation fact sheet	N	
	EUC- Emergency UI Compensation Update	Y	
	Request emergency UI benefits extension	N	
	File for an extension program	N	
*	Direct Deposit	Y	
*	Debit Card	Y	
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	y
*	Report Fraud	Y	Y
*	Benefits overpayment and recovery	N	
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	Job Loss Pamphlet	Y	Y
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	
	Resume assistance	Y	
	Submit Resume	N	
	Job fairs & employment centers	Y	
*	One-Stop Center Locations	Y	
*	Why register with UI Employment Services	Y	Y
*	Register with Employment Services	Y	

Important Areas *	South Carolina	Present	Content Usable
	Other Content		
	Employers/Businesses		
*	Announcements/News	Y	
	UI Handbook	N	
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	Y
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	Y	
*	Appeals	Y	Y
*	Contact UI tax personnel	N	
*	Forms and Publications (list)	Y	
*	Employment related posters	N	
	UI Issues - disqualifying reasons and penalties	N	
*	Submit a "request for separation information"	Y	Y
	Work Sharing	N	
*	File Wage Information on-line	N	
	Other Content		

Texas

General Findings

The Texas UI site incorporates a design that is more textual and more aligned than most. Many links are presented in clearly defined categories, making it easier for users to find what they need. The alignment of the link lists helps to provide organization to the information but softening the structure with more use of graphical elements or color would likely result in a more pleasing user experience. For pages where primarily text is presented, it would be advantageous to apply more consistency in the fonts and bullets. For example, on the Businesses & Employers page, at least four different fonts and three types of bullets are used within three columns of links.

The site contains many UI links and pages with ample information in all three user-centric areas (i.e. claimant, job seeker, and employer). The significant amount of content is presented within the same areas with both English and Spanish links interspersed. Analysts found this visually difficult, given that one user would be looking for one language or the other.

Claimants

News is offered to claimants on the right side of many pages. A UI handbook is presented although it is not the easiest to understand. FAQs are included in the site but they could be more complete.

Filing and checking on an online claim and requesting a Form 1099 can be performed after login. Direct deposit and debit card content areas were found on the site.

The section for reporting fraud offers information on various types of fraud. The appeals area provides information and a tutorial that walks the user through step-by-step.

Some states allow a claimant to collect UI while establishing his/her own business. This site offers information on that.

Job Seekers

Job search is available to all users. Login enables additional functionality and job services. Multiple links are available to seekers including but not limited to job searches, training resources, and career and resume resources. The content provides detail about submitting a resume but login is required to actually do so.

This is one of the few sites offering an explanation of why the user should register for UI Employment Services. A registration page is also presented.

Employers

There is a good amount of information in the employer section with links to an application for a tax ID, to a section on paying quarterly taxes and on other UI related issues online. As with other sites, most functions including posting jobs are available after login.

Tax information is provided via links and forms. There are links as well as Instructions for filing wage information. The work sharing option is also addressed here (called "shared work").



Detailed Analysis Report

As in the claimant section, the appeals section provides information and a tutorial. Content on the UI disqualifying reasons and penalties is also available under “employers” but it appears to apply to claimants as well.

There is a section on “request for separation information” and one for forms and publications although only a few forms were presented.

Texas Noteworthy Features and Superior Approaches

- Registering for UI Employment Services
- Self-employment assistance
- Work sharing information
- Appeals tutorials

Texas Areas for Improvement

General

- Claimant UI handbook and FAQs
- Segregate links by language
- Apply consistency in the use of fonts and graphics

Important Areas Not Found

Claimant:

- 1) How to apply for UI benefits
- 2) Reopen an existing claim
- 3) Contact someone

Job Seeker:

- 4) One-Stop Center Locations

Employer:

- 5) Employment Services Home page
- 6) Contact UI tax personnel

Texas	Important Areas Found	Important Areas Not Found
	26	6

Texas Categories / Usable Content

Important Areas *	Texas	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	N	
	Estimate UI Benefits	Y	
*	Taxation of UI Benefits	Y	Y
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	N	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	N	
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	Y
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	N	
	Disaster Unemployment Assistance	Y	Y
	\$25 Federal Additional Compensation fact sheet	N	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	N	
	File for an extension program	Y	Y
*	Direct Deposit	Y	Y
*	Debit Card	Y	Y
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	Y	
*	Benefits overpayment and recovery	Y	Y
*	FAQ's	Y	
*	Appeals	Y	Y
	Other Content		
	Self Employment Assistance	Y	Y
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	Y
	Resume assistance	Y	
	Submit Resume	Y	
	Job fairs & employment centers	N	
*	One-Stop Center Locations	N	
*	Why register with UI Employment Services	Y	
*	Register with Employment Services	Y	



Detailed Analysis Report

Important Areas *	Texas	Present	Content Usable
	Other Content		
	Texas Job Hunter's Guide	Y	Y
	Employers/Businesses		
*	Announcements/News	Y	
	UI Handbook	N	
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	Y	
*	Appeals	Y	Y
*	Contact UI tax personnel	N	
*	Forms and Publications (list)	Y	
*	Employment related posters	Y	Y
	UI Issues - disqualifying reasons and penalties	Y	Y
*	Submit a "request for separation information"	Y	
	Work Sharing	Y	
*	File Wage Information on-line	Y	
	Other Content		
	Report of Hire	Y	Y
	Employer FAQ's	Y	Y

Virginia

General Findings

The Virginia UI site has a unique approach to color scheme and navigation. The Home page presents user roles as links rather than straight navigation options – e.g. “I Am Unemployed” and “I Am Looking For A Job”. To continue the theme, the “unemployed” link presents a unique page layout with key links but also a link that is posed as a question - “Ok, I’m unemployed, NOW what?!?!”. Selecting that link provides an excellent introductory section for newly unemployed workers. While the approach of the site design is somewhat unconventional, it might work well in pulling the user base into the relevant sections and in making users feel more at ease with the subject areas.

The UI site carries basic information about filing UI claims but without separate content or links for features such as extended benefits and changing or checking on claims. Excluding claims filing content, most topics are contained within the FAQs. Overall, the site did contain useful information but it was not easy to access.

Claimants

The required information for filing for UI benefits is contained online in the site and also in a UI FAQ brochure. The actual filing online and reopening a claim functions are available after login. Filing in person is also an option and details for that option are provided online.

A “glossary” of UI terms is included in the site. FAQs include text as well as a video. The sections on direct deposit, debit card payments, and Form 1099 are obtainable after login. Information about appeals is included on the site in FAQs.

Many offices are listed for various UI and job services in the Claim Center section. A phone number is provided for checking on claims as well as reporting fraud.

Job Seekers

Job services are available to seekers via links in the site. They provide options for job searching and training and education. Resume assistance and posting is also available after login. For the resume help, a link to an easy-to-use tool for creating and posting a resume is provided.

Employers

A news section is presented on the main employer section page. Employers also have links to employer-related posters and to a forms and publications section.

A UI handbook is also offered to employers. UI tax information is addressed somewhat in the FAQ section and a chart is provided for yearly rates. Applying for a UI tax Id and filing a quarterly report are available upon login. Many job services are also available including links to areas where employers can post jobs.

Content on the Work Opportunity Tax Credit (WOTC) was found on this site. A unique offering on this site is the mass claim filing functionality (on behalf of employees).

Virginia Noteworthy Features and Superior Approaches

- Unique Site Design
- Mass claim filing

Virginia Areas for Improvement

General

- Better consolidation of informational areas
- Avoid scrolling panels within a browser if possible (see <http://www.vec.virginia.gov/vecportal/unins/insunemp.cfm>)

Important Areas Not Found

Claimant:

- 1) Contact someone

Job Seeker:

n/a

Employer:

- 2) Employment Services Home page
- 3) Contact UI tax personnel
- 4) Request for Separation Information
- 5) File Wage information online

Virginia	Important Areas Found	Important Areas Not Found
	27	5

Virginia Categories / Usable Content

Important Areas *	Virginia	Present	Content Usable
Workers/Claimants			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	Y	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	
	file on line	Y	
	file by phone	Y	
	file in person	Y	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	N	
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	N	
	Disaster Unemployment Assistance	Y	Y
	\$25 Federal Additional Compensation fact sheet	N	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	N	
	File for an extension program	N	
*	Direct Deposit	Y	
*	Debit Card	Y	
*	Form 1099	Y	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	Y
*	Report Fraud	Y	
*	Benefits overpayment and recovery	Y	
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
Job Seeker Resources			
	Find a job	Y	
	Education and training	Y	Y
	Resume assistance	Y	
	Submit Resume	Y	
	Job fairs & employment centers	Y	
*	One-Stop Center Locations	Y	
*	Why register with UI Employment Services	Y	Y
*	Register with Employment Services	Y	
	Other Content		

Important Areas *	Virginia	Present	Content Usable
	Site translations	Y	
Employers/Businesses			
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	Employment Services Home page	N	
	Post Jobs	Y	Y
	UI Tax info	Y	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	Y
*	File Quarterly Report	Y	
*	Appeals	Y	
*	Contact UI tax personnel	N	
*	Forms and Publications (list)	Y	Y
*	Employment related posters	Y	Y
	UI Issues - disqualifying reasons and penalties	Y	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	N	
	Other Content		
	Employer FAQ's	Y	Y
	Work Opportunity Tax Credit	Y	Y
	Mass Claims filing	Y	Y

Wyoming

General Findings

The Wyoming UI site has a nice sense of style and consistency. Graphics are excellent and color changes are applied in each section to visually distinguish one from another. The navigation presents separate sections for workers and employers but the landing pages include many topics other than just for UI. Many UI topics are also found in the left column but organizing them into more finite topics would be beneficial to users. Some of the links may be better suited in the body of the page with explanatory text for each. The UI landing page contains a good explanation of UI and the functions available to users.

There are multiple links to information but the content is not always as comprehensive as in some other sites. Also, some functionality that is available on most other sites could not be found here. Users do have access to a "Comments & Concerns" link on most pages for sharing comments about several topics. The "Contact Information" top navigation option offers details for contacting the Unemployment Division. A "Recent News" section is presented on the site - the same across all pages. There is also an "Upcoming Events" section.

Claimants

Filing for benefits online, reopening a claim online, and filing for weekly/biweekly claims are available to claimants after registration and login. A phone number is provided for the purpose of checking on a claim. Information about taxation of benefits is not provided on the site but links to the IRS are.

The ability for direct deposit was not found but a debit card payment option was. The topic of fraud is included in the site. It does not explain what constitutes fraud but does offer the ability to report fraud.

There is a general section for requesting emergency benefits extension but it requires login. Information for Disaster Unemployment and the \$25 Federal Additional Compensation benefits was found. Content, although minimal, was also found for TRA/TAA benefits.

The FAQ section offers a search by topic and also lists the top 10 FAQs. Some basic information about appeals was found although it is not as comprehensive as on other sites.

Functionality available on most other sites - e.g. estimate UI benefits, tax info and claim checking – was not found on this site. However, a unique offering is a section on IRS Assistance for Unemployed Tax Payers which includes links to the IRS.

Job Seekers

This UI site appears to offer no information to job seekers other than through one link to Wyoming job opportunities at the very bottom of the "Workers" page. Upon click, the user is taken to the WyomingAtWork.com site where numerous job-related functions are available. Job search can be done without logging in but applying for a job and using the Resume Builder function require login.



Detailed Analysis Report

Employers

Employers have access to online filing for a UI tax ID and to posting jobs after login. No links for quarterly filing were readily visible. Access is provided to state employment-related posters as well as to federal posters.

Wyoming Noteworthy Features and Superior Approaches

- Site Design
- Good introductory text for claimants
- Search by Topic in FAQs
- IRS Assistance for Unemployed Tax Payers

Wyoming Areas for Improvement

General

- Job seeker links and content
- Explanatory text to accompany UI links

Important Areas Not Found

Claimant:

- 1) Taxation of UI benefits
- 2) Direct deposit
- 3) Form 1099

Job Seeker:

- 4) One-Stop Center Locations

Employer:

- 5) Employment Services Home page
- 6) File Quarterly Report
- 7) Appeals
- 8) Request for Separation information
- 9) File Wage information online

Wyoming	Important Areas Found	Important Areas Not Found
	23	9

Wyoming Categories / Usable Content

Important Areas *	Wyoming	Present	Content Usable
	Workers/Claimants		
*	Announcements/News	Y	
	UI Handbook	Y	Y
*	How to apply for UI benefits	Y	
	Estimate UI Benefits	N	
*	Taxation of UI Benefits	N	
*	Apply for Unemployment Benefits:	Y	
*	required Information	Y	Y
	file on line	Y	
	file by phone	Y	
	file in person	N	
*	reopen an existing claim	Y	
*	Claim Center Telephone Numbers	Y	
*	Contact someone	Y	
	UI terms definitions	Y	Y
*	File (bi)weekly claim online	Y	
*	File (bi)weekly claim by phone	Y	
	Update existing claim information	N	
*	How to check on your claim	Y	
	View recent payments	N	
	Disaster Unemployment Assistance	N	
	\$25 Federal Additional Compensation fact sheet	Y	
	EUC- Emergency UI Compensation Update	Y	Y
	Request emergency UI benefits extension	Y	
	File for an extension program	N	
*	Direct Deposit	N	
*	Debit Card	Y	Y
*	Form 1099	N	
	Report of Hire information	N	
	TRA/TAA Benefits	Y	
*	Report Fraud	Y	
*	Benefits overpayment and recovery	Y	
*	FAQ's	Y	Y
*	Appeals	Y	Y
	Other Content		
	IRS Assistance for Unemployed Tax Payers	Y	Y
	Job Seeker Resources		
	Find a job	Y	
	Education and training	Y	
	Resume assistance	Y	
	Submit Resume	N	
	Job fairs & employment centers	N	
*	One-Stop Center Locations	N	
*	Why register with UI Employment Services	Y	Y
*	Register with Employment Services	Y	

Important Areas *	Wyoming	Present	Content Usable
	Other Content		
	Employers/Businesses		
*	Announcements/News	Y	
	UI Handbook	N	
*	Employment Services Home page	N	
	Post Jobs	Y	
	UI Tax info	N	
*	Apply for Unemployment Tax ID	Y	
*	UI Tax rates for (year)	Y	
*	File Quarterly Report	N	
*	Appeals	N	
*	Contact UI tax personnel	Y	
*	Forms and Publications (list)	Y	
*	Employment related posters	Y	
	UI Issues - disqualifying reasons and penalties	N	
*	Submit a "request for separation information"	N	
	Work Sharing	N	
*	File Wage Information on-line	N	
	Other Content		
	FAQ's	Y	Y
	New Hire Reporting Center	Y	

States by User Type and Category

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
CLAIMANT				
*	Announcements/News	Idaho Missouri	Arizona Arkansas Indiana Louisiana Maryland Massachusetts Nebraska Nevada New Jersey New Mexico Ohio Oregon Pennsylvania Rhode Island South Carolina Texas Virginia Wyoming	
	UI Handbook	Arizona Arkansas Idaho Indiana Louisiana Maryland Massachusetts Nebraska Nevada New Jersey New Mexico Oregon Pennsylvania Texas Virginia Wyoming	Ohio	Missouri Rhode Island South Carolina

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
*	How to apply for UI benefits	Pennsylvania Rhode Island	Arkansas Arizona Idaho Indiana Maryland Massachusetts Missouri New Jersey New Mexico Ohio Oregon South Carolina Virginia Wyoming	Louisiana Nebraska Nevada Texas
	Estimate UI Benefits	Missouri Ohio Pennsylvania	Arizona Maryland New Jersey Oregon Rhode Island South Carolina Texas	Arkansas Idaho Indiana Louisiana Massachusetts Nebraska Nevada New Mexico Virginia Wyoming
*	Taxation of UI Benefits	Idaho Louisiana Oregon Pennsylvania Texas	Arkansas Indiana Maryland Massachusetts Missouri Nebraska Nevada Rhode Island South Carolina Virginia	Arizona New Jersey New Mexico Ohio Wyoming

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
*	Apply for Unemployment Benefits		Arizona Idaho Indiana Louisiana Maryland Massachusetts Missouri Nebraska Nevada New Jersey New Mexico Ohio Oregon Pennsylvania Rhode Island South Carolina Texas Virginia Wyoming	Arkansas
*	required information	Arizona Missouri New Jersey New Mexico Oregon Rhode Island Wyoming	Arkansas Idaho Indiana Louisiana Maryland Massachusetts Nebraska Nevada Ohio Pennsylvania South Carolina Texas Virginia	

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
	file on line (initial filing)	Louisiana New Jersey	Arizona Idaho Indiana Maryland Missouri Nebraska Nevada New Mexico Ohio Oregon Pennsylvania Rhode Island South Carolina Texas Virginia Wyoming	Arkansas Massachusetts
	file by phone (initial filing)	Idaho Pennsylvania	Arizona Louisiana Maryland Massachusetts Missouri Nebraska Nevada New Jersey New Mexico Ohio Oregon Rhode Island South Carolina Texas Virginia Wyoming	Arkansas Indiana
	file in person (initial filing)		Arkansas Idaho Indiana Massachusetts Missouri New Jersey South Carolina Virginia	Arizona Louisiana Maryland Nebraska Nevada New Mexico Ohio Oregon Pennsylvania Rhode Island Texas Wyoming

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
*	Reopen an existing claim	New Jersey	Arizona Idaho Indiana Louisiana Maryland Missouri Nebraska Nevada Oregon Pennsylvania Virginia Wyoming	Arkansas Massachusetts New Mexico Ohio Rhode Island South Carolina Texas
*	Claim Center Telephone Numbers	Ohio Pennsylvania	Arizona Arkansas Idaho Indiana Louisiana Maryland Massachusetts Missouri Nebraska Nevada New Jersey New Mexico Oregon Rhode Island South Carolina Texas Virginia Wyoming	
*	Contact someone	Missouri Pennsylvania	Arizona Arkansas Idaho Indiana Nevada New Jersey Wyoming	Louisiana Maryland Massachusetts Nebraska New Mexico Ohio Oregon Rhode Island South Carolina Texas Virginia

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
	UI terms definitions	Arkansas Maryland Massachusetts Missouri Nevada Oregon Pennsylvania Rhode Island South Carolina Virginia Wyoming	Idaho Indiana Louisiana Ohio	Arizona Nebraska New Jersey New Mexico Texas
*	File (bi)weekly claim online	Louisiana	Arizona Arkansas Idaho Indiana Maryland Massachusetts Missouri Nebraska Nevada New Jersey New Mexico Ohio Oregon Pennsylvania Rhode Island South Carolina Texas Virginia Wyoming	
*	File (bi)weekly claim by phone	Louisiana Rhode Island Texas	Arkansas Arizona Idaho Massachusetts Missouri Nebraska New Jersey Oregon South Carolina Virginia Wyoming	Indiana Maryland Nevada New Mexico Ohio Pennsylvania

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
	Update existing claim information	Louisiana	Missouri Nebraska Nevada Oregon Pennsylvania South Carolina	Arizona Arkansas Idaho Indiana Maryland Massachusetts New Jersey New Mexico Ohio Rhode Island Texas Virginia Wyoming
*	How to check on your claim		Arkansas Idaho Indiana Louisiana Maryland Massachusetts Missouri Nebraska Nevada New Jersey Ohio Oregon Rhode Island South Carolina Texas Virginia Wyoming	Arizona New Mexico Pennsylvania
	View recent payments	Louisiana	Arizona Idaho Maryland Massachusetts Missouri Nebraska Nevada Pennsylvania Rhode Island	Arkansas Indiana New Jersey New Mexico Ohio Oregon South Carolina Texas Virginia Wyoming

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
	Disaster Unemployment Assistance	Idaho Indiana Massachusetts New Jersey Oregon Texas Virginia	Arkansas Louisiana Missouri New Mexico Ohio Pennsylvania Rhode Island	Arizona Maryland Nebraska Nevada South Carolina Wyoming
	\$25 Federal Additional Compensation fact sheet	Idaho Maryland Nebraska New Jersey Pennsylvania Rhode Island	Arizona Massachusetts Missouri New Mexico Ohio Wyoming	Arkansas Indiana Louisiana Nevada Oregon South Carolina Texas Virginia
	EUC- Emergency UI Compensation Update	Arizona Arkansas Indiana Massachusetts Missouri Nevada New Jersey Oregon Pennsylvania Rhode Island Texas Virginia Wyoming	Idaho Maryland Nebraska New Mexico Ohio South Carolina	Louisiana
	Request emergency UI benefits extension	Arizona Missouri Pennsylvania	Louisiana Massachusetts Nebraska Nevada Oregon Wyoming	Arkansas Idaho Indiana Maryland New Jersey New Mexico Ohio Rhode Island South Carolina Texas Virginia

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
	File for an extension program	Arizona Nevada New Jersey New Mexico Pennsylvania Rhode Island Texas	Indiana Massachusetts Nebraska Ohio	Arkansas Idaho Louisiana Maryland Missouri Oregon South Carolina Virginia Wyoming
*	Direct Deposit	Arizona Arkansas Louisiana Missouri New Jersey Ohio Pennsylvania Texas	Idaho Massachusetts Nebraska Oregon Rhode Island South Carolina Virginia	Indiana Maryland Nevada New Mexico Wyoming
*	Debit Card	Arizona Arkansas Idaho Indiana Louisiana Maryland Missouri New Mexico Ohio Oregon Pennsylvania Rhode Island Texas Wyoming	Nevada South Carolina Virginia	Massachusetts Nebraska New Jersey
*	Form 1099	Louisiana Maryland New Jersey Pennsylvania	Idaho Massachusetts Missouri Nebraska Nevada Oregon Rhode Island South Carolina Texas Virginia	Arizona Arkansas Indiana New Mexico Ohio Wyoming

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
	Report of Hire information	Maryland		Arizona Arkansas Idaho Indiana Louisiana Massachusetts Missouri Nebraska Nevada New Jersey New Mexico Ohio Oregon Pennsylvania Rhode Island South Carolina Texas Virginia Wyoming
	TRA/TAA Benefits	Arkansas Idaho Indiana Louisiana Nebraska New Jersey Oregon Rhode Island South Carolina Texas Virginia	Arizona Massachusetts Missouri New Mexico Ohio Pennsylvania Wyoming	Maryland Nevada
*	Report Fraud	Arizona Arkansas Idaho Missouri Oregon Pennsylvania South Carolina	Indiana Louisiana Maryland Massachusetts New Jersey Ohio Texas Virginia Wyoming	Nebraska Nevada New Mexico Rhode Island

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
*	Benefits overpayment and recovery	Idaho Indiana Maryland Massachusetts Missouri New Jersey Oregon Pennsylvania Texas	Virginia Wyoming	Arizona Arkansas Louisiana Nebraska Nevada New Mexico Ohio Rhode Island South Carolina
*	FAQ's	Arizona Arkansas Idaho Indiana Louisiana Maryland Massachusetts Missouri Nebraska New Jersey New Mexico Ohio Oregon Pennsylvania South Carolina Virginia Wyoming	Rhode Island Texas	Nevada
*	Appeals	Arizona Arkansas Idaho Indiana Louisiana Maryland Missouri Nebraska New Jersey Ohio Oregon Pennsylvania South Carolina Texas Virginia Wyoming	Massachusetts New Mexico Rhode Island	Nevada

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
JOB SEEKERS				
	Find a job	Arizona Arkansas Missouri	Idaho Indiana Louisiana Maryland Massachusetts Nebraska Nevada New Jersey New Mexico Ohio Oregon Pennsylvania Rhode Island South Carolina Texas Virginia Wyoming	
	Education and training	Arkansas Louisiana Massachusetts Missouri Rhode Island Texas Virginia	Arizona Idaho Indiana Maryland Nebraska Nevada New Jersey New Mexico Ohio Oregon Pennsylvania South Carolina Wyoming	

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
	Resume assistance	Missouri	Indiana Louisiana Massachusetts Nebraska New Mexico Ohio Oregon Rhode Island South Carolina Texas Virginia Wyoming	Arizona Arkansas Idaho Maryland Nevada New Jersey Pennsylvania
	Submit Resume	Missouri	Arizona Arkansas Idaho Louisiana Maryland Massachusetts Nebraska Nevada New Jersey Ohio Pennsylvania Texas Virginia	Indiana New Mexico Oregon Rhode Island South Carolina Wyoming
	Job fairs & employment centers	Arizona Indiana Louisiana Missouri Nebraska	Maryland Massachusetts New Jersey New Mexico Oregon Pennsylvania Rhode Island South Carolina Virginia	Arkansas Idaho Nevada Ohio Texas Wyoming

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
*	One-Stop Center Locations	Maryland Massachusetts Missouri Nebraska New Jersey Oregon	Arizona Indiana Louisiana Nevada Ohio Pennsylvania Rhode Island South Carolina Virginia	Arkansas Idaho New Mexico Texas Wyoming
*	Why register with UI Employment Services	Missouri New Mexico South Carolina Virginia Wyoming Indiana	Nevada Texas	Arizona Arkansas Idaho Louisiana Maryland Massachusetts Nebraska New Jersey Ohio Oregon Pennsylvania Rhode Island
*	Register with Employment Services	Missouri	Indiana Nebraska Nevada New Mexico South Carolina Texas Virginia Wyoming	Arizona Arkansas Idaho Louisiana Maryland Massachusetts New Jersey Ohio Oregon Pennsylvania Rhode Island

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
EMPLOYERS				
*	Announcements/News	Massachusetts Missouri	Maryland Nevada New Jersey Pennsylvania Rhode Island South Carolina Texas Virginia Wyoming	Arizona Arkansas Idaho Indiana Louisiana Nebraska New Mexico Ohio Oregon
	UI Handbook	Arizona Arkansas Indiana Louisiana Maryland Massachusetts Missouri Nebraska Nevada New Jersey Oregon Rhode Island Virginia	Idaho	New Mexico Ohio Pennsylvania South Carolina Texas Wyoming
*	Employment Services Home page		Indiana Nevada Oregon	Arizona Arkansas Idaho Louisiana Maryland Massachusetts Missouri Nebraska New Jersey New Mexico Ohio Pennsylvania Rhode Island South Carolina Texas Virginia Wyoming

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
	Post Jobs	Missouri Virginia	Arizona Arkansas Idaho Indiana Louisiana Massachusetts Nebraska Nevada New Jersey New Mexico Ohio Oregon Pennsylvania Rhode Island South Carolina Texas Wyoming	Maryland
	UI Tax info	Louisiana Missouri Nebraska New Jersey Ohio Pennsylvania South Carolina	Arizona Arkansas Idaho Indiana Maryland Massachusetts Nevada New Mexico Oregon Rhode Island Texas Virginia	Wyoming

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
*	Apply for Unemployment Tax ID	Arizona Missouri Rhode Island	Arkansas Idaho Indiana Louisiana Maryland Massachusetts Nebraska Nevada New Jersey New Mexico Ohio Oregon Pennsylvania South Carolina Texas Virginia Wyoming	
*	UI Tax rates for (year)	Louisiana Missouri Nebraska New Jersey Pennsylvania Virginia	Idaho Maryland Nevada New Mexico Ohio Oregon Rhode Island South Carolina Texas Wyoming	Arizona Arkansas Indiana Massachusetts
*	File Quarterly Report	Louisiana New Jersey Pennsylvania	Arizona Arkansas Idaho Indiana Maryland Massachusetts Missouri Nebraska Nevada New Mexico Ohio Oregon Rhode Island South Carolina Texas Virginia	Wyoming

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
*	Appeals	Arizona Arkansas Massachusetts Missouri New Jersey Pennsylvania South Carolina Texas	Idaho Indiana Maryland Nebraska Ohio Oregon Rhode Island Virginia	Louisiana Nevada New Mexico Wyoming
*	Contact UI tax personnel	Missouri	Arizona Idaho Louisiana Maryland Nevada New Mexico Oregon Pennsylvania Rhode Island Wyoming	Arkansas Indiana Massachusetts Nebraska New Jersey Ohio South Carolina Texas Virginia
*	Forms and Publications (list)	Arizona Idaho Indiana Missouri New Jersey Virginia	Arkansas Maryland Massachusetts Nebraska Nevada New Mexico Pennsylvania Rhode Island South Carolina Texas Wyoming	Louisiana Ohio Oregon
*	Employment related posters	Idaho Indiana Louisiana Missouri New Jersey Pennsylvania Texas Virginia	Arkansas Maryland Massachusetts Nebraska New Mexico Rhode Island Wyoming	Arizona Nevada Ohio Oregon South Carolina

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
	UI Issues - disqualifying reasons and penalties	Arizona Maryland Oregon Texas	Arkansas Idaho Indiana Louisiana Missouri New Jersey New Mexico Virginia	Massachusetts Nebraska Nevada Ohio Pennsylvania Rhode Island South Carolina Wyoming
*	Submit a "request for separation information"	South Carolina	Maryland New Jersey Texas	Arizona Arkansas Idaho Indiana Louisiana Massachusetts Missouri Nebraska Nevada New Mexico Ohio Oregon Pennsylvania Rhode Island Virginia Wyoming
	Work Sharing	Arizona Arkansas Maryland Massachusetts Missouri Oregon Rhode Island	Texas	Idaho Indiana Louisiana Nebraska Nevada New Jersey New Mexico Ohio Pennsylvania South Carolina Virginia Wyoming

Detailed Analysis Report

Important Areas *	Content Category	Content Eligible for use in UI Prototype	Content / Link Found	Content / Link Not Found
*	File Wage Information on-line	Arizona	Arkansas Idaho Indiana Louisiana Maryland Massachusetts Nevada Texas	Missouri Nebraska New Jersey New Mexico Ohio Oregon Pennsylvania Rhode Island South Carolina Virginia Wyoming

Important Areas by State

Upon initiation of the Detailed Analysis task, a list of “important areas” was established as functional and informational areas critical to an Unemployment Insurance website. The review process was not limited to those areas but since this report calls them out in various sections, they are listed here:

Important Areas:

Workers/Claimants
Announcements/News
How to apply for UI benefits
Taxation of UI Benefits
Apply for Unemployment Benefits:
required Information
reopen an existing claim
Claim Center TN
Contact someone
File (bi)weekly claim online
File (bi)weekly claim by phone
How to check on your claim
Direct Deposit
Debit Card
Form 1099
Report Fraud
Benefits overpayment and recovery
FAQ's
Appeals
Job Seeker Resources
One-Stop Center Locations
Why register with UI Employment Services
Register with Employment Services
Employers/Businesses
Announcements/News
Employment Services Home page
Apply for Unemployment Tax ID
UI Tax rates for (year)
File Quarterly Report
Appeals
Contact UI tax personnel
Forms and Publications (list)
Employment related posters
Submit a "request for separation information"
File Wage Information on-line

Detailed Analysis Report

This table indicates how many “important areas” were found or not found by state:

State	“Important Areas” Found	“Important Areas” Not Found
Arkansas	20	12
Arizona	21	11
Idaho	26	6
Indiana	25	7
Louisiana	22	10
Maryland	26	6
Massachusetts	23	9
Missouri	29	3
Nebraska	21	11
Nevada	22	10
New Jersey	25	7
New Mexico	17	15
Ohio	17	15
Oregon	24	8
Pennsylvania	25	7
Rhode Island	23	9
South Carolina	25	7
Texas	26	6
Virginia	27	5
Wyoming	23	9

Content Ratings by State

The “Content Ratings by State” table below was compiled using results from the Summary Analysis and Detailed Analysis phases.

State	Claimant Content Rating	Employer Content Rating	Content Areas Usable	Content Areas Not Found	“Important Areas” Not Found
Arkansas	5	1	17	23	12
Arizona	2.66	5	20	17	11
Idaho	4	4.33	16	14	6
Indiana	4.33	1	14	16	7
Louisiana	3.66	3.33	22	18	10
Maryland	3.66	3.66	13	14	6
Massachusetts	4	3.66	18	14	9
Missouri	3.33	3	35	6	3
Nebraska	1	1	12	18	11
Nevada	1	1	7	20	10
New Jersey	1	3	24	14	7
New Mexico	2.66	1	7	25	15
Ohio	4	4.33	7	24	15
Oregon	4.33	1	18	14	8
Pennsylvania	3	1	25	13	7
Rhode Island	2.66	1	16	16	9
South Carolina	4.66	3	10	18	7
Texas	4	3.66	19	15	6
Virginia	2.66	2.66	17	13	5
Wyoming	3	1	10	23	9

Key to Columns:

Claimant Content Rating / Employer Content Rating

During review of each state, a rating for claimant-related content and for employer-related content was assigned in these categories: 1) readability; 2) clarity; and 3) comprehensiveness. Once the individual ratings were established, an overall content rating was derived for “claimant” and “employer” by averaging the three individual scores. This is the criteria used in the review:

- a. 1 = Deficient:
 - i. Not found on the site
 - ii. Grammatically flawed
 - iii. Written in technical or legal language
 - iv. Very difficult for a layperson to comprehend
 - v. No path to further information when applicable
- b. 2 = Below Average:

- i. Fairly difficult to read and understand
 - ii. Incomplete information in most areas
- c. 3 = Average:
 - i. Moderately readable and understandable
 - ii. Fairly clear instructions and forms
 - iii. Topic covered to an acceptable level
 - iv. Included links to additional information
- d. 4 = Above Average:
 - i. Well-written
 - ii. Clear and concise
 - iii. Complete, with all critical information included
 - iv. A handbook with an acceptable degree of quality was available
- e. 5 = Superior:
 - i. Extremely well-written
 - ii. Easy read and completely understandable by a layperson
 - iii. Comprehensive handbook was available
 - iv. All user forms included clear instructions

NOTE: Given that the majority of the content related to job seekers was either on an external site or required login to view it, job seeker-related content was not rated.

Usable Content Areas

A key element of the detailed analysis task was the identification of content that could potentially be used in the UI prototype. Content qualifying as such was well-written and easily understood by a non-UI expert. As the good content areas were found, they were flagged as “content usable”. Post-review, all the “usable” content areas are receiving a closer look during which the “best of the best” content is being selected for use in the prototype.

Content Areas Not Found / “Important Areas” Not Found

While reviewing the 20 state sites, AJE analysts utilized a data capture spreadsheet containing a predefined list of features, functions, and informational areas. The list was comprised of areas designated as “important” in addition to other content areas that were found in many of the original 53 state websites. Analysts recorded whether each content area listed was found or not found. Within the “Content Ratings by State” table, the “Content Areas Not Found” column shows the total number of areas not found. The “Important Areas Not Found” column shows how many of those not found were part of the “Important Areas” list.

Appendix A – Section 508 Accessibility Testing Areas

The following areas are covered in basic 508 accessibility tests:

- a. Text Tags:
 - i. A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).
- b. Multimedia Presentations:
 - i. Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.
- c. Color:
 - i. Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.
- d. Readability:
 - i. Documents shall be organized so they are readable without requiring an associated style sheet.
- e. Server-Side Image Maps:
 - i. Redundant text links shall be provided for each active region of a server-side image map.
- f. Client-Side Image Maps:
 - i. Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.
- g. Data Table:
 - i. Row and column headers shall be identified for data tables.
 - ii. Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.
- h. Frames:
 - i. Frames shall be titled with text that facilitates frame identification and navigation.
- i. Flicker Rate:
 - i. Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.
- j. Text-Only Alternative:
 - i. A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of these standards, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.
- k. Scripts:
 - i. When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.
- l. Applets and Plug-Ins:
 - i. When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).
- m. Electronic Forms:
 - i. When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and

Detailed Analysis Report

functionality required for completion and submission of the form, including all directions and cues.

- n. Navigation Links:
 - i. A method shall be provided that permits users to skip repetitive navigation links.
- o. Time Delays:
 - i. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.