

# Employer Record System Focus Groups

## Unduplicated Summary of Comments – All Sessions

### Comments

- Cumbersome to use.
- Likes the system, just too much system.
- People use their own spreadsheets to record data, and nobody knows what others are doing.
- Percentages information on Business Summary screen – don't have this information and employers don't respond when asked for it.
- EXPOE doesn't update sites correctly. In WJOS, Trade Names and other information is being changed when changes are made (records updated) in ERS. This happens automatically without the Job Order Responsible staff person being aware of the changes in WJOS. *(This situation was corrected via a system enhancement in September 2003.)*
- Have never used "recruitment methods" information on Hiring Summary screen.
- The longer it takes to do things, the less you will do of it.
- Unprofessional appearance of ERS.
- Return rate from mailing labels was over 50%. Not useful. Awful.
- What is the point of ERS? We don't have time to use the system. Needs to be marketed to partner agencies. They need to know what information is in ERS and its value to them so they will have a reason to use and support the system. Need good arguments, marketing campaign to encourage use by non-users.
- Staff don't associate Webi or WJOS with ERS. The connection needs to be made so they will see its value to them. They need to get usable information back from the system to show its usefulness. Need to prove "what's in it for me?".
- Require all WDBs to use ERS. Mandate its use.
- How should the system be utilized? Define.
- Not a high priority on using ERS.
- ERS is kind of like ASSET for employers – comments, tracking, etc.
- Would be valuable if ERS was a mini-database for LMI.
- Garbage in, garbage out – if you don't enter the information, you can't extract it either.
- Lost interest due to incorrect data listed – SIC codes, etc.
- Some offices have access problems - ERS doesn't work, technical problems, access problems, system locks up frequently, especially when going from WJOS to ERS using the link on the WJOS menu tree, menu tree doesn't expand in ERS. Manual doesn't open from menu tree. Sometimes it works, sometimes not. Says "no authorization", etc. May only work 1 in 4 tries. Also asks user to sign in again.
- Updating ERS should be local only and it should not change active job orders.
- Some reports don't have data when the report is run. *(If there is no data in ERS that matches what you asked for, you will get either a blank report or the message "No data*

to fetch.” For example, if you run a report asking for all employers in Lafayette County with NAICS code 111120, and there are no employers in Lafayette County with that NAICS code, you will get the message “No data to fetch.”)

- Another office or staff person changes the Site Trade Name, Profile Legal and Trade Name to what they want, not what it actually is. *(Staff are encouraged to change these fields to what the business is known as locally, to make it easier for everyone to find the record in the system. The actual name, as reported by the employer, is now shown on the Profile and Location screens. You can search for the business by the EXPOE reported information (what the employer reported on their Labor Market survey), or by the Profile Legal Name, Profile Trade Name, or Site Trade Name that can be updated by staff.)*
- History button to track who changed what in the past (similar to the Event History button on job orders).
- Have a Legal Name, Trade Name, and Site Trade Name is confusing and leads to duplicate records. It is easy to confuse parent companies with subsidiaries. Difficult to search (Profile Legal, Profile Trade, Site Trade) – better clarification needed (UI account numbers).
- Easy to enter a duplicate because of the above (The, A, apostrophes, spacing). Takes longer to search than to write the job order.
- Need to define Legal, Trade, and Site names so everyone is consistent in using these fields.
- Should link to similar names and spellings, parent companies. Need ways to help staff identify ownership of companies when subsidiaries are involved.
- Hard to enter information in ERS without a job order. Too many screens.
- Too time-consuming.
- Data integrity is suspect.
- Confidentiality – not comfortable with entire state being able to view employer information for our county.
- System not built to manage contacts.
- Identify purpose of ERS. Is it the same as when it started? Is it meeting our needs?
- NAICS codes aren’t specific enough.
- Not worth the energy to update.
- Impression from training materials is that you can do more with ERS than you really can.

## **Suggested System Enhancements**

- Too many passwords and logins between ERS, WJOS, CARES, Webi. Log in process is too lengthy and needs to be simplified. Passwords get goofed up with the Webi login process. *(Webi passwords are maintained separately, as are CARES mainframe passwords. Active Directory covers the web applications, and your password changes with your network logon password.)*
- Moving from WJOS to ERS – eliminate the second sign-in process. *(We are looking into this.)*

- Contact person's address should default to the site address. *(This enhancement was implemented in September 2003.)*
- Make ERS simpler to use, and more visually appealing.
- Ability to delete duplicates and inactive employers at the local level. Suggest designated team leader to do this function.
- Enhance the menu tree, making it all-inclusive, so it's easier to get at what needs to be added. Don't like the "right click" to add screens.
- Condense screens. Too cumbersome and time-consuming. Easy access – 3 clicks to get in, find something, etc.
- Flag local WDA when someone outside my WDA (in a bordering city or county) enters a job order, comments, etc.
- Make some reports available on the ERS menu tree – staff activities, employer email addresses, contact information, employers by size, NAICS code, etc. so you don't have to go into Webi to get the information.
- Flag on Profile screen to identify employers using JobNet.
- Out-of-State designation in County field on Location screen – break down by County versus WDA.
- Generate an error message when an email address is entered in the Web Address field instead of a URL.
- Add an Update button on the bottom of screens.
- Have an indicator on the Activity List to indicate that there is text in the Comments field for each individual Activity. Add two columns to Activity List – Account Rep and first few words of associated comments.
- On the Service Plan screen add identifiers such as Platinum, Gold, Silver – as suggested in the Melanie Arthur training.
- Add a site-specific Company description. *(This was added as an enhancement in mid-October.)*
- Need fewer activities on Activity Type drop-down menu.
- Add keyword search to Activity List.
- Add these Activity Types:
  - Employer Visit at Job Center
  - Rapid Response
  - Rapid Response-Worker Orientation
  - Presentation to Group (Chamber of Commerce, etc.)
  - WJOS Training for Employers
  - Contact by Email
  - Employer Survey
  - Complaint Filed About Employer
  - Other (and the ability to type in/explain what "Other" is)
  - PowerPoint Presentation
  - Customer Satisfaction Survey
  - Employer Satisfaction Survey
  - Plant Tour (or Tour, then be able to specify the type)
  - OFCCP Request
  - Follow-up Phone Call

- Employer Walk-in
- Online glossary of terms.
- Need a way to do a mass change when the account rep. changes.
- Direct link to the actual record in ERS from WJOS.
- More cross-updating between WJOS and ERS. Enable employers to update ERS.
- Some sort of indicator to show you are actually working with the employer.
- Make the data in ERS available to job seekers via JobNet.
- Mechanism to email resumes.
- Benefits – make it position specific. Part-time, Full-time, union, etc. Default basic information, or be able to copy and paste. In WJOS, when saving benefit information, have a choice between saving Part-time and Full-time benefits (allow two benefit “profiles”).
- Provide for direct live links for employer websites in ERS. This should include room for corporate websites and the employment pages (or local company websites). *(Website addresses for companies can be entered in ERS. If an address is present, it is automatically pulled into the job order. There is a live link on Internet JobNet from the job order to the company’s website.)*
- Mandate use of the Unemployment Insurance (UI) Account Number to avoid duplicate records in ERS. Manual override for the situations not having these numbers.
- Add a field for the company’s toll-free telephone number.
- Add information or tracking of staff use of ERS so the system can be used to supervise staff.
- Better federal contractor identifiers. Are there qualifying questions to ask employers that will identify them as a federal contractor?
- Federal contractor information doesn’t carry over to WJOS from ERS. Federal contractor information from ERS should automatically show up in WJOS. Shouldn’t have to look it up.
- Ability to get updated email addresses for contact persons.
- Ability to update information statewide, i.e. name changes. For example, when a company with multiple sites changes its name, should be able to update all sites with the same change at the same time.
- Link WOTC information with ERS so staff will know which employers are interested in or use WOTC. Approval of tax credits should show up in ERS.
- Link from Equal Rights to ERS regarding which companies requested work permits for minors.
- Ability to get information from Unemployment Insurance or the employer on companies.
- Include information on what occupations companies have, or skills that are needed at that company. Add O\*Net codes for jobs at that employer.
- Gather information from employers regarding their training needs.
- “On strike” information or indicator. Have it appear in both ERS and WJOS.
- Provide TAA information including certification dates.
- Identify staffing agencies in ERS with automatic links to WJOS to activate the icon on job orders.
- Alert to staff when a company has had past activity, now there is no activity.

- Ability to list more than one NAICS code for companies working in multiple industries (i.e., staffing agencies that do both consulting and employment agency work).
- Create a contact list in Outlook, palm pilot, etc. from ERS or Webi.
- Better search parameters.
- Add FEIN to ERS, and add the ability to search by FEIN.
- Button in ERS to automatically update the fax number, mailing address or site location from WJOS. *(This already happens in both ERS and WJOS. When staff use the Update Company button on the job order to update information, the following question pops up once the Save button is clicked: "Do you want to save the company information in ERS and to open and pending job orders?" In ERS, when data is changed that could affect job orders, a statement pops up saying "Click OK to save company information to open and pending job orders or Cancel to continue to the page you requested.")*
- Contact person's fax number in WJOS should update in ERS. *(This already happens. When you use the Update Contact function on the WJOS menu tree, or the Update Contact button on the job order, to update a Contact's information, it is automatically updated in ERS as well.)*
- Mailing address should update from WJOS contact person to ERS mailing address. *(Currently if the Contact person's address is updated in WJOS, the Contact person's address is updated in ERS but the mailing address is not updated.)*
- Layoff history or other UI information in ERS.
- Organize the Program Participation screen by funding source; add WIA Adult and Wagner-Peyser Select, and Job Center Team.
- Service Plan screen – more choices on things to track – screening, testing, on-site recruitment.
- System alert that you're entering a duplicate site.
- Driver flow – when entering a new company so you don't miss screens. Make it like CARES. Establish mandatory fields on screens.
- UI account numbers are difficult to find. Need a link to LOED and STAL screens.
- Ability to record the same activity (i.e., that a mailing was done) for 45 companies without doing a separate activity for each one (like MREF in the old AMS). It's nice to report these things, but too time-consuming.
- Ability to post several activities for the same employer simultaneously. Be able to choose more than one activity from the Activity Type drop-down menu.
- Auto-fill repetitive fields. *(This feature has been added to some fields in the last few months.)*
- Crossmatch between job seekers and employers regarding skills, types of positions, etc.
- Ability to email the Contact from the Contact screen (live link).
- Auto-send letters via ERS.
- Auto-record more activities.
- Transfer Staff Comments and Employer Comments from the job order to ERS.
- "Lock" inactive records so no more data can be added, can't be used for a job order.
- Automatic reminder for tickler list.
- Simplify (checkbox) to indicate a scheduled activity was completed.

- On the Contact Record, move the cell phone number so it is underneath the Fax number.
- Comment section to list “subsidiary of 3M”.
- Include email address on Location screen.
- Email addresses should pop up everywhere and be easy to update.
- Flag duplicate records and provide an error message and cross check for duplicate records and common errors.
- Make ERS work more like a contact management software (ACT and GoldMine are examples).
- Seems like a lot of extra space is around the data display area. Could use it to make display area larger. Could list more content.
- Recurring “how to apply” instructions for a company should be included in ERS so it automatically gets pulled into the job order. Same with public transportation information.
- Identify decision-maker at company.
- Add hot link to any web site (i.e., storing results of employer survey).
- Ability to have other partners (Economic Development, Technical College, Chamber of Commerce, etc.) have access to update contact activity so ALL related activity with a company is shown. For example, employer is on Workforce Development Board, employer has co-op students from technical college, etc.
- Don’t require having the first and last name as mandatory fields for employer contact names.
- Ability to “red flag” a record to alert others that this employer doesn’t pay minimum wage, has labor law complaints, labor dispute is in progress, etc.
- Spell checker in ERS and all systems.
- Ability to see in ERS which companies are registered to use WJOS.
- Be able to do an email blast to several employers.
- Alphabetize the names on the Contact List and any other lists or drop-down menus that aren’t currently alphabetized.
- Ability to bookmark companies I frequently work with.
- Excel interface so we can download and manipulate data.
- In WJOS entering “http://” for a company URL will create an error because the system has the prefix already. Fix ERS and WJOS so this will not occur. *(It is not necessary to type http:// at the beginning of a web address when adding it to ERS or WJOS. The system will automatically assume it needs to be there when a user clicks on the link in the job order.)*
- Method for creating an email distribution list using email addresses in ERS. *(You can obtain a list of email addresses using the Webi report “ERS Employer Contact Listing by County”. Download the report to Excel, then copy and paste the email addresses into a blank email message.)*
- Define the Activity Types on the Activity Detail screen.
- Clean up duplicate sites in ERS, those associated with “Unknown County”, those with no number of employees listed.

## Training

- If performance goals are set, train everyone.
- What are the core parts that we really need to use?
- Don't know how to access all the information in ERS.
- Increased emphasis on system/data/process. Why is this important?
- Using information to contact employers regarding job fairs, etc.
- Staff need to know what reports are available, a definition of each report, how to use the Webi reports.
- Need more training on what's available, how to use it.
- What is the value of completing information in ERS. Explain to staff.
- Explain what "inactive" means. Why are there duplicate records?
- Need to know what can and can't be changed in ERS. (*Anything in a white text field can be changed or added.*)
- How soon is a brand new employer added to ERS?
- If you add an employer, even with the UI number, does it add another site? How is it updated?
- Show the connection to work. Case examples: I want to create a report of... Give examples – real life. Show what needs to be completed in ERS to get that information out of the system.
- Refresher courses for new and experienced staff.
- Help identifying which site to use, correct UI account number – predecessor number, successor number, etc.

## Suggestions

- Partner with Manpower, Chamber of Commerce, to gather information, share our information with them.
- Make system names business friendly, not bureaucratic. Example: Business Information System, Employer Information System.
- Consensus on what information in ERS is useful to staff.
- Recreate the ERS Data Collection Form.
- Develop an easy way to locate UI numbers.
- Have some screens in ERS that are confidential and only available to the account rep.
- Have a controller in Madison to monitor all new entries, keep system free of duplicates.
- List a secondary account rep. for companies that work with more than one Job Center.

## Policy

- Mandate entry of data in Comments field on Activity Detail screen.
- Give broader access to LOED and STAL screens.
- Designate local person to monitor database, consolidate sites, remove duplicates, and make changes.
- Policy – establish standards for who is responsible for completing screens. Need a mandate.

## Policy Question: Expanding Security to Allow Access to More Information

*“Currently you can view any record statewide (except the Service Plan and Activities), and can update any record within your Workforce Development Area. Should security be changed so you can view and update any record anywhere in the state?”*

### Advantages

- Ability to record activities and comments for employers in another WDA. Don't allow other information to be changed – account rep., address, etc.
- Can take credit for all services rendered.
- Keeps account rep. current.
- Non-duplication of sites in ERS.
- Managers can track all activities.
- Opportunity to share information, network.
- Uniformity.
- Easier to update/work with employers in border areas.
- Make everyone aware we're working toward the same goal – serving the employer.
- Open access to a Job Service district. Not quite statewide, but more open than just your own WDA.
- Would be aware of things going on statewide with a company, and reduce staff time spent gathering the same information in multiple WDAs.
- If the company moves, could easily transfer data.
- If we could view the activities, could tie into what we're doing. Also, ability to copy and paste activities entered by staff in one WDA to another WDA to save keying time.
- Share information with job seekers that are relocating, doing research.
- Wouldn't need to contact another office to enter information.
- Employers have locations in multiple WDAs.
- Staffing issues – low staffing in some offices, out sick, on vacation.
- Ability to move an employer record to the correct county outside my WDA.
- Ability to post comments regarding like industries. Facilitate dislocated worker relocations.
- Employers outside the area run ads in the local newspaper. If we contact the employer, we can't record the activity.
- Don't have to contact central office for assistance.
- Able to answer questions for job seekers about out-of-area employers.
- Opens lines of communication with case managers regarding worker relocations.
- Would encourage more use by partners.
- If we go to a more centralized function like job order taking, would need more access – across WDAs, statewide.
- Can see what others are doing, get some ideas.
- When employer's headquarters is in one WDA and worksite is in another WDA, would make updates easier.
- Reflects the reality that this is one labor market rather than contrived districts/WDAs.
- More control and flexibility to enter data. Saves staff time.
- Reduces need for separate databases and spreadsheets (cost issue – money and time).

- Data will be more accurate.
- Knowledge is power and this allows more sharing of knowledge.
- Changes will be real-time (not having to go through the central office or contacting other offices to make changes and record information).
- Save you from embarrassing situations, multiple contacts with the same employer.
- Strike up conversations with employers.
- Employer relations sales tool.
- Some of the blanks might get filled in.
- It would help all staff to work together to get better data.

### Disadvantages

- Crosses lines, steps on others' territory. Turf issues will creep in. Lack of control.
- Out of area users may replace good data with inaccurate data.
- Flag changes made to record by someone outside your WDA.
- Limit it to adding Contacts, comments, and Activities. No capability to edit or delete information.
- If field is blank, have the ability to add information, but not to overwrite existing data.
- Will it record who made the changes? I want to know who to call to talk about the information entered, and how do I find out who that is? Need an audit trail.
- Employer could elect to work with an account rep. in a different area.
- Policies and procedures differ.
- Would lose accountability.
- Could enter information that's correct in Green Bay but could negatively impact other sites statewide. Your knowledge of the company may not be valid in other areas of the state.
- Primary area wouldn't know about changes made by another area. Would need an alert.
- Not many times when you need to make a change on a company in another WDA.
- Staff aren't knowledgeable enough about ERS (including transferring, deleting, consolidating).
- Mandate assigning an account rep. so there is a point of contact.
- Mandated use could create a glut of new users who may not have experience, or enter erroneous information.
- Centralized work could result in less marketing, system updates due to focus on getting done what must be done.
- Takes away continuity.
- If information is misunderstood, error rate could increase.
- Data integrity.
- Responsibility to employer to keep their data accurate is lost.
- How can you rely on information that can be changed at any time, by anyone?
- Creates confidentiality issues.
- Don't know whom to contact when issues arise.
- Disgruntled staff could sabotage records.
- Central control point for changes would be better.

## Explanations Needed

- Eliminate the sites where the only information is an asterisk (\*).
- Why are there asterisks (\*) in some fields on the Webi reports?
- NAICS codes are meaningless.
- When should I inactivate an employer? Who does it, why, when, etc.?
- Long-time companies that can't be found in ERS. How to track them down? (Company contact doesn't know the UI account number.)
- Explain the importance of having the correct UI account number in ERS.
- Simple explanation on how to create mailing labels.
- Does the FEIN number change when the UI account number changes?

## Webi Reports Needed, Suggested Enhancements for Webi

- Generate reports by Legal Name, Site Trade Name, and Federal Contractor.
- Generate mailing label for the primary employer contact only, not all 12 contacts listed in ERS. Don't need 12 identical letters going to the same location.
- Download labels into Excel to edit them. *(This already happens when producing labels.)*
- Reduce the number of reports.
- Query ability instead of canned reports.
- Identify employers that don't have an employee range. They don't show up on reports and this is not immediately evident.
- If an employer has 20 sites, only list it once (Legal Name).
- Invalid NAICS codes.
- Print more information per page. Reports are too long to print efficiently.
- New Employers Added by EXPOE Report – add mailing address so letters could be sent to welcome these new employers.
- JobNet usage report. How many job seekers are looking at each area? How are we doing compared to other offices?
- ERS usage report. Don't feel we are doing a very good job entering data.
- Caseload management report down to activity level.
- Report you can sort by agency, or statewide, want to do 2-3 individuals or by partner agencies.
- First contact/new contact report showing who hasn't used Job Service before.
- Who just used JobNet for the first time?
- Who is a repeat user?
- Non-JobNet users.
- Employers' interest in OJT, participation in job fairs, etc. *(Reports providing this information are already available in Webi.)*
- Summary report – how many employers contacted, etc. Pull up all activities for an employer during a certain time period. *(Reports providing this information are already available in Webi.)*
- Unduplicated contacts – show one contact, even if five were made on the same day.

- List of federal contractors, contact name, phone number. Show who has, and who has not, placed a job order and when.
- Ability to sort/filter Contact names when doing mailing labels. Is it the right person for this mailing?
- Designate a primary contact at the company to receive mailings.
- Ability to sort/filter government entities so only the main address comes up instead of all schools in a school district, all campus addresses, all county offices, etc.
- Webi report for Contacts with email addresses only. *(Have Webi reports available now with Contact email addresses, however there is other information on the report as well.)*
- Report on local companies not in ERS under the correct name, including a way to track previous company names.
- Easier way to create a list by industry, not NAICS codes.
- Create a list of people hired (UI) and job orders.
- List of employers without a UI account number.
- Need penetration report by industry – federal, new, size, year.
- Comprehensive master labels with contacts, address, phone, email, size, NAICS, by county or zip.
- Labels and reports by industry. *(There are already a number of reports available by NAICS code and NAICS name. No labels are available by industry, however.)*
- Introduction letters.
- Economic development organizations (Chambers of Commerce, etc.) – list and labels.
- Business closings report.
- Ability to find all employers who are registered to use WJOS, and new registrants. *(A Webi report, “WJOS Employers Registered to use WJOS by Job Center”, was added in June. The report includes the last date the employer accessed WJOS. For a list of new registrants, use the WJOS Request for Contact list on the menu tree. Switch the Status to “Inactive” and the Type to “Registration” and click the Submit button. The resulting list will show new registrants in the last two weeks.)*
- Have labels format automatically. Current process works but is cumbersome.
- Fix the current job orders report. It is broken down too much, takes up too much space.
- Benefits – ability to sort based on who offers insurance, retirement, etc.
- Businesses’ web addresses.
- Report showing which employers we’re working with, and which ones we’re not working with. (Would need an indicator in ERS to denote this.)
- Ability to run reports on your (account rep.) assigned employers. *(Some reports are already available by Account Rep.)*
- A list of which employers use an in-house staffing agency. (Would need some sort of indicator in ERS.)
- A report on contact name and account reps by district and office.
- Put employer phone number on reports.
- Ability to sort reports by staff or activity, comments, etc. By county, city, zip is not enough.
- Create a screen on each site with checkboxes indicating what we want to do mailings for. Ability to extract reports based on that.

- If you run a report re: job fair mailing, be able to dump that data back into ERS to record as an activity for individual employers.
- Track placements via a report to see who got hired. Need easy access to a report on who is working by Social Security Number.
- Ability to track hiring trends.
- Report on companies that shows hiring patterns from New Hire data.
- Ability to extract information on companies by size, product line, etc. NAICS codes are too broad.
- Ability to sort by zip code. *(Several reports are already available by zip code.)*
- Types of jobs they are hiring (current and past) from JobNet postings.
- Statewide reports – all employers in Wisconsin, etc.
- Make the Webi reports downloadable to Excel. It's easier to sort, etc.
- Track trends – ups and downs in number of employees – seasonally.

### Reasons Why Not Currently Using ERS

- Time constraints.
- Incorrect data, misspelled names, hard to correct errors.
- Bad experience using system as an employer account rep.
- Enormous paper waste when printing Webi reports.
- Takes a long time to drill down.
- No short cuts, i.e. always have to enter dates. Should default to today's date, then change it if it's wrong.
- Can only enter one Activity at a time.
- Activity Types are vague, hard to differentiate.
- Quarterly update overwrites/changes data. *(This situation was corrected via a system enhancement in September 2003.)*
- Time lapse between rollout and training.
- Retraining, access.
- Duplicate sites.
- Go directly to employer's website for information and to apply for jobs.
- Defaulting benefits from job order to ERS creates more work because they are sometimes different for each job order. *(There is a question immediately following the Benefits section on the job order that asks "Do you want to update ERS with this information?". It defaults to "no". Unless you change the answer to "yes", ERS does not get updated with the benefit information from the job order.)*
- Data carryover to WJOS can be a hindrance if you don't check carefully.
- ERS is outdated except for what relates to WJOS.
- Employers reluctant to provide information.
- System is not graphically appealing.
- Can't get the information we need from ERS and Webi.
- Need to be able to pull information from ASSET, WJOS and ERS.
- Need more time to enter data.
- More complicated than it needs to be for beginners. Flatten the learning curve. Make it easier to get used to.

- Job duties don't require it. As a supervisor, views some things but doesn't do direct employer contact.
- Have to do more with less. Most colleagues don't have to do all the functions I do.
- It is a choice between contacting employers and doing data entry of employer data.
- Don't have the time, or make the time, to use it.
- No return on investment of time. No good stuff coming back from the system.
- Staff have too many other systems they are required to use.
- Cumbersome, can't easily find information for casual users.
- Learning curve is too steep.
- Historically the focus has been on job seekers and not employers. The system is set up to collect job seeker data not employer data. No Federal mandate to report or track business data.
- Ability to populate ERS with information from Chamber of Commerce, IRMA, etc. IRMA has information on employers that affects a customer, but doesn't have information on all employers.
- Nobody is saying we have to use it.
- We need to build relationships with employers not drill them for data.
- Only have one data entry person for ERS.
- Corporate versus site structure is confusing.
- No way you are going to utilize/collect all the data fields. Simple, basic data – name, address, contact information is all that is needed. Don't need to collect other fields.
- Is all the information used? Who else uses the data but the Job Centers and us?
- No information in the system – only basic information. Employer's name and address is all that is in there. Nothing about how they hire, starting wage. Local offices don't seem to be updating. Lots of blanks.
- Didn't know I have access.
- Difficult to get down to details.
- Difficult to enter data. No enough space, need to abbreviate.
- Very centered on Job Service activities (job orders) versus partner activities.
- Only using for job orders. Not much information there for other purposes.
- Everyone needs to be entering data.

### **What Would Make You Want to Use ERS?**

- A directive or mandate from the state that this will be the system to use.
- Track performance with ERS and Webi.
- Narrow the list of Activity Types, and define them.
- Make it easy for economic developers to use ERS and find out what economic developers need.
- Collect information about which employers are willing to do OJTs.
- Need more information on type of jobs at the company, skill sets needed.
- Some way to indicate which employers support career ladders.
- Work with LMI regarding industry clusters.
- Overcome problem of some people not being up to speed, not using ERS.

- Combine ERS and WJOS menu trees, or make it easier to get information from WJOS into ERS.
- Some way to tie in the conversation you have by phone to record that in ERS without needing to make notes, then re-enter it in ERS.
- Make it like the new ASSET, with tabs, to make it easier to find information.
- Takes way too long to print reports. We only have a Bubblejet printer. Too much dead space on the reports.
- Make it work and look like Access so that it is easier to manipulate information, create charts, graphs, etc.
- Staff don't associate Webi or WJOS with ERS. The connection needs to be made so they will see its value to them. They need to get usable information back from the system to show its usefulness. Need to prove "what's in it for me?".
- Know the purpose – what will be gained.
- Easier to use.
- Need to keep it in front of people – reminder.
- Ability to determine penetration rate regarding employer contacts.
- Less cumbersome, easier to access and use, manipulate, move around.
- Mandate use.
- Too many fields, captures too much information. Reduce the number of fields, too many required fields.
- Regularly available training for new and existing staff.
- Show staff what the value is to them in using the system.
- Staff need to get back value for the effort to use the system.
- Needs to be connected to what we DO for employers.
- Some hold the attitude that when you let others (non-DWS) use it, it's not worth anything.
- Can't control non-DWS partners.
- Need ad hoc query and report capabilities from ERS.
- Reader's Digest condensed version of ERS.
- Budget cuts may lead to centralized job order taking. This would reduce local incentive to use and update ERS or to market JobNet.
- Ability to update ERS across WDAs.