

# NEVADA AOSOS UPDATE

## "An Information Exchange for Nevada One-Stop Offices and Affiliates"

Produced by the Department of Employment, Training and Rehabilitation  
Workforce Investment Support Services

Volume 2, Issue 3

March, 2004



### Did You Know?

#### **Reporting Employer Activities**

- When working with an employer, enter the Employer Registration information whether or not that employer is submitting a job order. The employer may be receiving services other than assistance with recruiting employees.
- Report the type of activity you provide employers by clicking on the **Activity** Button on the bottom of the page of the Employer Detail Tab. A list of activities will display. Select an activity and click **OK**. Be sure to enter information in the Comments section of the activity to better describe the activity. *Example:* To further describe an On-Site Visit you could enter – "Discussed OJT contracts."
- Employer activities cannot be backdated beyond the previous quarter of the current quarter. *Example:* The current quarter started 01/01/04. You can backdate an employer activity to 10/01/03. If you attempt to backdate prior to 10/01/03 you will receive the following error message: `AF ValidationError at /osos/request/employers/employer[@uuid='46']/activities/activity[@uuid='56'] Activity date cannot be earlier than the start of the previous quarter`
- Before making contact with an employer you should always do a search in AOSOS for that employer and click on the Activity Tab (top of page) to review any activities that have previously been provided to the employer.
- All One-Stop Partner staff that have responsibility for employer relations should enter their activities and comments into AOSOS. This will allow us to serve the employer more efficiently as a One-Stop system.
- A list of Employer Activities and a Definition Guide is being distributed with this newsletter.

#### **Enhancements**

A new navigational button called **Emp Detail** has been added to the bottom toolbar in the **Employer Job Order Module**. This button will take you to the employer registration for the job order.

#### **Reminder**

Please do not forget to make the appropriate designations for your customers on the Programs & Public Assistance screen. Anything entered on this page is searchable from the Customer Search/Programs Tab.



### Questions and Answers

**(Q) A police officer came into the JobConnect office and asked for a customer's address. Are we allowed to provide this information from OSOS?**

**(A)** Information in OSOS is considered confidential and cannot be given out. Requests for information must be submitted to the Employment Security Administrator. Please refer to the OSOS confidentiality page at the point of entry into the OSOS application for additional information.

#### **Reminder**

The excellent work you do is being evaluated by Customer Satisfaction surveys required by federal law. Every month, DETR's Research and Analysis Bureau surveys employers who place job orders and job seekers who visit JobConnect and affiliate offices. Customers are asked three questions on a 1 to 10 scale. The questions rate satisfaction with services, whether expectations were met, and how our services compare with the ideal services for the employer or job seeker.

A sampling (January employers) of recently completed surveys reveal that 95 percent of employers contacted give ratings better than 5 on all three questions. 32% of employers surveyed give our offices the highest mark possible of 10/10/10. That means that our employers, for the most part, speak highly of our employees and the services that we provide. Tabulating the comments given by employers reveals that employers want more follow-up services. Referring applicants without the necessary skills or qualifications is another common complaint from employers.

All OSOS users should make an effort to confirm and correct phone numbers and addresses of clients so that they can be contacted to complete our satisfaction surveys. Without the correct contact information Research & Analysis will not be able to complete surveys and could result in not meeting the customer survey performance measures.

**ABOUT THIS PUBLICATION** - Nevada AOSOS Update is published by the WISS Automated Collection, Tools and Reporting Team. Submit topics and tips you think may assist other users to Ed Seely, Susie Giurlani, Nancy St. Clair or Ed Walton at (775) 684-0301 or email to: [eiseely@nvdetr.org](mailto:eiseely@nvdetr.org), [sagiurlan@nvdetr.org](mailto:sagiurlan@nvdetr.org), [njstclair@nvdetr.org](mailto:njstclair@nvdetr.org) or [eewalton@nvdetr.org](mailto:eewalton@nvdetr.org)

