Q5 What improvements would make the SIDES E-Response system easier to use and navigate?

Answered: 187 Skipped: 238

#	Responses	Login (14)	Copy/ Paste (3)	Det. / Archive (19)	Define (14)	Too Long (22)	BPER / LER (3)	Req? (5)	VHSS (10)	Prior Inc (5)	Time Out (4)	Upload (3)	No Issues (35)	Demographics (1)
1	Allow easier logins (company ID, company FEIN, something that doesn't require a handful of tries due to unclear log in instructions). Rephrase questions used to determine if employees reason for leaving/termination easier to understand for anyone that does not work at DES.	1			1									
2	More time to confirm.													
3	I'd like to be able to copy and paste note easier. Many times it will not allow me to.		1											
4	The website goes down a lot (it is down today - 3/21/16) but there was not a notification that it would not be working today.													
5	I would like it if it was shorter. The old forms only took 5 minutes, this new computer form takes about 20 minutes.					1								
6	If you answer no to some questions, you don't get all the other questions that don't apply.													
7	None. It is very easy to use and I have had no issues with it.												1	
8	There is NO feedback after a claim has been filed with SIDES. E-RESPONSE. I had a claim 3 months ago, I completed the SIDES form and then never received any conformation that it was received or the outcome of the claim. I went into the SIDES E Response website later time and all it said is "no longer available". How useless is that?			1										
9	An indicator if the claim is a Base Period Employer claim or Last Employer claim (we are a non-profit)						1							

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10	the form is just too long. The part about payments after quitting work is so confusing it takes forever. Then you have to hit the arrow down and then up again before your entry is accepted. This is the worst system I have ever seen. The whole thing needs remodeled. Im no dummy and it is harder than heck to fill out.					1			1					
11	Definitions of specific phrasing or adjustments to the phrasing (ie -prior incident sections)				1									
12	It would be nice to know everything that is required. Frequently I have to go back and enter in information that originally wasn't required but the system says it is after I submit.				1			1						
13	needs more streamlining, less repetitive questions					1								
14	put red asterisk on ALL required fields and notifying any formatting errors or missing items before allowing to continue to next page				1			1						
15	Not having to fill in the note fields when I have attachments that will explain the issue.					1								
16	The interface is not as user friendly as others. It takes a little time to figure out and move through each screen.													

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17	Simplify the filing process; allow for other users to be added to a business account; send notifications or make it clearer when a determination has been made on a claim. We do not get notifications on determinations, then find out when the reports come and it is too late to appeal if we wanted to. Very frustrating. It would be nice to have an option to go back to receiving claims via mail, as they are faster and at least you get a determination after you return your response.			1										
18	None at this time, I haven't had the chance to use it.													
19	Screens are confusing. There are not always prior incidents and the system appears to require there be some to respond.					1				1				
20	I wish I had one to fill out as I was completing this survey because when I have certain termination reasons it seems to change the course of the completion. It can be a bit confusing													
21	It took awhile to learn the system but once I used it several times it's been easier.													
22	Pretty easy as is.												1	
23	Fewer screens and more clear direction				1	1								
24	Maybe a shorter PIN number	1												
25	I would like to see archived responses and notifications. There are those who try to game the system, and If I know that I have already responded, it would be easier to resubmit the previous response instead of pulling out archived files from storage to gather the information to submit again.			1										

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26	none												1	
27	I would like for the instructions to be in a different font/size to more easily identify the instructions/requirements				1									
28	As said above, some place to leave notes in regards to certain situations.													
29	To make the reason for leaving or dismissed more clear. And not have to go back and forth for the answer be accepted.				1									
30	too many options and repeat of information requested					1								
31	I get a lot of duplicate requests. It's a bit cumbersome to log in so once I've finally logged in and see it's a request I've already sent in, then having to go through and resend the response has grown tiresome. I'm not sure why this keeps happening. The other thing that would be great is to get the decisions through SIDES as well instead of the US Mail. Then the system would be complete. Thanks.			1										
32	NONE												1	
33	I am concerned that I will not receive all the employer response notices I should. DES has not been efficient in receiving my faxes and fails in having the correct agency (location) contact me			1										
34	n/a												1	
35	Nothing that I can think of. I think it is a very user friendly website.												1	
36	Have never used so cannot answer													

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37	I have used SIDES perhaps twice maximum in several years, thus cannot remember the process enough to give a very accurate response about using the system. The one important thing I will tell you is that in one important case, the information I provided was completely disregarded by UI and the claim for someone was assigned to my company anyway... this company has never had other than family member employees. SIDES didn't help in that case, and I had to fax an appeal so that an admin law judge vacated the assignment to my company and sent back to UI to correct. Would have been nice to be able to appeal as well via SIDES.													
38	Listing the potential charges to base period employers in the same area as the benefit year. When I received paper Notice to Employer forms this information was clearly listed on the form. It would be much more convenient not needing to log in separately to obtain this information on each claimant/former employee.						1							
39	More user friendly - I feel like you don't really know how it works until you have done it several times. It should be easy to follow and understand from the first time.													
40	sometimes I find that having to pick what you are responding to - makes a difference even if you have the pin. I think it would be easier if you just log in with social and pin and you are taken directly to claim.													
41	Fewer repetitive questions and confusing requests.					1								

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42	The verbiage on prior incident ta could be better. That sometimes gets confusing									1				
43	Reduce the rigidity of the program.													
44	When you have to put descriptions and explanations make it more user friendly so it could be copied and pasted.		1											
45	Some of the help screens don't really explain what you are looking for or how to calculate.				1				1					
46	you try it													
47	Why do I also get paper notices? Our employer number is missing on the paper notices. How do I stop those paper notices??													
48	it doesnt close your work for you so quickly. Twice when typing my responses it evidentally closed me out becasue when I hit save it toook me back to the log in screen and then when I returned to where I caompleted it was no longer there and I had to retype everything all over again.										1			
49	It works fine as it is.												1	
50	It would be nice to see the outcomes on a case because we don't always get results in the mail and don't find answers until quarterly statement.			1										
51	You have to enter sometimes the same information in several places, it is time consuming					1								
52	Be consistent when using it.													
53	Some of the questions are vague and could be clearer.				1									

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54	Improvements, please take the information present from the web response. A phone call to confirm the information presented by one of your reps just adds a step to the process. If you only want to verify by phone, then remove the site													
55	I understand privacy laws and protecting information but if you can not even enter the web page with the correct information, the web site is useless to me.													
56	I AM SATISFIED												1	
57	Should be much shorter. It is also very frustrating that I never get the results from claims on whether they were won or lost.			1		1								
58	It is working fine for me.												1	
59	not sure													
60	I would like to see the decisions be posted on the site. I would like it to be easier to change company information.			1										
61	It is very time intensive. If there are issues, it is impossible to find someone who can help.					1								
62	I think it is good they way is received.												1	
63	for me it is ok. the way it is												1	
64	Question about payments to be made after last day worked are unclear. I took it to mean after the last payroll date.								1					
65	In the section where we have to enter previous disciplinary actions taken in a descending order is confusing once we are ready to submit.									1				
66	The ability to check status of a filing or review previous filings online would be extremely helpful.			1										

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67	Compared to other websites we use for our business we would rate this website on the lower end of being clear and easy to use. Overall a C in quality. One thing that always seems weird is when you enter a termination date and a final work date yet you have to answer a questions that pertain to earned wages after these dates. we think making some graphic changes to how the website looks would go along way in the perception of how easy or hard it is to navigate. The graphics make it visually seem more complex than it really is. Also at times you how to format the cell you are completing is not clear. example do you put in $55.00 or do you just put in 55. ??				1				1					
68	the login method would be easier if we had a username and password assigned. it would be easier if all the questions regarding the employee were on one page instead of navigating through several pages.	1												
69	We do not have many claims, if at all, so we really haven't used the system much.													
70	None												1	
71	a lot of run around to change a password	1												
72	System does not print. No documentation to evidence claim was responded.													
73	eliminate all the pages and make it one long page					1								
74	Allow a more open ended way to respond to pay and hours questions. The system reads more for a weekly pay system but we are bimonthly.								1					
75	It's clear and easy to use. Well done.												1	
76	it is difficult to locate the correct page if you don't have a link from an email - this should be easier to find													

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77	None - I think it is a very user friendly site with no questionable surprises. Thank you												1	
78	Be able to copy and paste, especially in the login screen		1											
79	We run saturday to friday for payroll, the prorating system you have is very cumbersome and it is easier just to manually add things up.								1					
80	Can't think of any at this time.												1	
81	The site is rather manageable, but there's no feedback to what happens. It would be helpful to have a way to follow up online too. Archived items would be helpful also.			1										
82	I attached some documents to one of the responses, but the person processing the claim said they could not see the attachments. I wound up having to fax everything over which defeats some of the purpose to this system.													
83	Allow responses called "other" and provide room for explanation.													
84	being able to communicate with claim adjudicator for rebuttals													
85	We wish to go back to mail													
86	see answer to 4													

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87	* Store and repopulate basic data so we don't have to retype our name, company name, phone number, each and every time. * Allow us to retain access to our entries longer than 14 days or whatever it is. I'd recommend for the life of the claim. Allow us to view claim status (accepted/rejected, real-time payment data, etc.) * Continue to not require nonessential or non-case-specific data. This aspect of the current system is good and it would be extremely unfavorable if the data fields began requiring entries in fields that don't make sense. *If you are truly committed to making improvements to the SIDES system, let me know and I'll write you a document. I'm at smadsen@oldtucson.com and 520.908.4816.												
88	I don't get enough claims to really know													
89	none - it is a good website												1	
90	Upgrade the system to the 21st century. Ask for information in a way that makes sense to the employer. It's like the system speaks a language that is only relevant to DES.				1									
91	User based login, not requiring pin etc. Historical infomation	1		1										
92	Provide more areas for an "Other" response which would then also allow a brief description. Sometimes the selections are too restrictive. Thank you.													
93	Unknown													
94	I cannot think of any. Works fine as is.												1	
95	The process is simply too complicated. If I want to file a response the current system almost makes it impossible					1								

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96	When you send the emails if the Employee name could be added that would help. I have to log into your system then find out what employee it's for then go out and log into out payroll system to gather the information then go back to your system.													
97	Get the "compensation after separation" section to work properly.								1					
98	Ability to attach copies of emails in html format													
99	none, works well.												1	
100	Sometimes, I don't get a determination to the response I submitted. That's a critical step that is missing.			1										
101	Not an improvement, but I feel reporting in this manner offers far more information than the old method which I believe improves the decision making process for the State. Navigating the system is relatively easy.												1	
102	I like the system as it is, it makes things easy.												1	
103	It is fairly self explanatory.												1	
104	being able to click on where you want to go would be nice													
105	Fewer repetitions of what seems like requests for the same information	1												
106	Have the programmers actually use the program with a real life example of an employer response. Have them enter in the information and they will see that options for dates, explanations, are not available. It is much easier to fax or email the repsonse over.													
107	I haven't encountered any problems but have only used it twice as we are a small company.												1	

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108	This takes me three times as long as previously on paper. Even if a claim is not protested, I must go through and answer a bunch of questions that do not apply. It is annoying and wastes valuable time. I would go back to the paper system if I could.					1								
109	Make it more like the paper form.					1								
110	Easier login process.	1												
111	When you first log in it is not real clear what to do next													
112	Use simple English				1									
113	I would fire all the illegal Mexicans, change the answering message to English. So frustrating to have illegal immigrants put before legal citizens who pay taxes.													
114	None													
115	Hard to answer because just signed up. However, it would be good to have a general login to view if there are any outstanding.													
116	I honestly do not have enough to judge this.													
117	The system shouldn't let me move on until I have answered the required info on the page. Sometimes I get all the way to the end and am ready to submit but the system flags that there were sections or questions I didn't answer. I have to click back in and then click through all the pages again to submit.							1						
118	I would put more choices to choose from and just click the response instead of writing. Also, the response should be that if somebody quits volunterely, the previous employee should not even be allowed to apply for unemployment													

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119	I have not had an opportunity to use this system, yet.													
120	No comments.												1	
121	get rid of the god damned thing... paper is sixty times quicker... by the time I log in, I could have the paper done and out the door					1								
122	Better guidance on last pay, vacation pay, etc. I almost always run into issues when answering those. It will flag dates vs. pay and is challenging to enter appropriate information that system will accept.								1					
123	The numerous pages and the references to saving to tables. that was the only confusing item and unneccessary					1								
124	Less cumbersome log in process	1												
125	I would have to be able to study E-Response and its issues to answer this question. Try to eliminate questions that are duplicated but just worded different.													
126	Only questions I normally have is when at submission some responses are red flagged as if I didn't answer them. The only thing I can and do is redo them one or more times and finally it takes. I prefer online because normally it is faster but due to the number of times I have to submit before it takes it, currently it is not faster.							1						
127	Make it easier to find where the Unemployment Claims are submitted on the home page.													
128	If there are any updates or additional fields added, sent out information a month or so ahead of time													

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129	auto-fill information such as address and employer information, this would be based off of the sign on.													1
130	Let employer know whether we are the last employer or the base period employer.						1							
131	The only problem that I have is the pin... I am constantly changing the pin, sometimes twice in one day and I have 2 accounts. In the other states that I have on SIDES, the pin never change, which is great!	1												
132	Scrolling from question to question could be smoother.													
133	I just don't think this is very user .													
134	The forms should be easier to use.													
135	Letting the user know they cannot just sign in or set up online, but they have to fill out a form and submit it to your agency, would be helpful. Adding this information to the main page of your e-sides link might also save users time searching for ways to set up thier account as a result discouraging the use of the e-sides system.													
136	Tell us who the employee is in the email so we can prepare responses ahead of time													
137	Stop having local DES agents fax over requests for information and also require me to fill out the online report. I'm doing it twice.													
138	Things are redundant, simple questions all on one page, if it requires a response, then we get a pop-up.					1								
139	I think it's quick and easy, as long as you are getting ths information you need, don't change anything:) Thanks												1	

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140	Maybe a response letting employer know the progress of the claim			1										
141	The form times out which causes all entered information to be lost. The form does not allow for information to be entered easily - very difficult to use to enter previous incidents, etc. The form could use a lot of improvement										1			
142	Keep saving trees!												1	
143	Actually send the info it's supposed to													
144	Simplified instructions. Examples under the help button. Increased availability to humans.				1									
145	I would LOVE to find out the response or outcome = Did we win or loose the claim. Reporting capabilities for employers would be FANTASTIC. It would be helpful to be able to review annually claim win/loss... and the financial impact of those win/losses.			1										
146	Make it easier to log in. I right now have to put in my State, EIN, and PIN for each unemployment notice. It would be easier if I could just put in a username and password and have all the notices show up. I respond to notices for multiple companies, so if the username/password login method is implemented, allow one username to be associated with several companies.	1												
147	The attachment of docs could be improved. You have to save to table or you will lose the docs.											1		

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148	I would like to see an email directed to me that explains the outcome of a dispute. Once I log in and file my response. I don't hear anything back. Occasionally, we'll receive a letter indicating the outcome of a dispute, but by no means is it 100%. I then get my unemployment statement showing which former employees are charged to my account and some of them are incidents where I've disputed a claim and was still charged, yet I wasn't ever informed of the outcome or given the chance to appeal a decision.			1										
149	Simplify it. If it takes 5 minutes to respond on paper notice and 30 minutes to respond on the E-Response because of a lack of intuitive flow and far more info requested...					1								
150	works well for me.												1	
151	please make the user name and log in information easier to find or recreate.	1												
152	When one submits a response, if there is an error (i.e., a required field is left blank or completed incorrectly) an error message does not occur until the very end of the form, when one is submitting their response. It would make more sense for these error messages to occur prior to this point - for example, when one hits the "next" button to continue answering questions on the next page of the form.							1						
153	The only area I think needs work is where you upload documents. The steps are not clearly defined and it can be a little confusing.											1		

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154	Add the name of the company, not just the ID #. I work with multiple entities. Add the ability to copy the same information to another request for a different entity.													
155	should provide results vs mailing the findings.			1										
156	Logging in without a pin.	1												
157	Have a general login, and be consistent with sending notifications of new claims. Also it should have a benefit to the employer. It did nothing to get me responses quicker. The lag time of getting decisions from the DES can be many months, if I ever receive them at all.	1		1										
158	Nothing, it's easy.												1	
159	I would like to see a "2nd notice reminder" before deadline, so us "employer's" know we may/or may have forgot to click the "submit button" - or possibly computer error "not being rec'd on original notice." Thank You!													
160	If I am supplying write ups or other documentation, the steps of uploading and answering do not flow easily.											1		
161	Need better ways of finding the determinations			1										
162	I would like to be able to review the claim and status of the claim, easily, and not have to call and check the status. I would like to be able to file an appeal on-line and check the status on the appeal.			1										
163	Sometimes I receive duplicate requests and/or written requests as well as SIDES requests.													

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164	Why not collect the employee's pay stubs(s) and inquire only regarding hire and release dates? "Standard" work week does not always apply to each week for proration.								1					
165	Rewording the question for the final payment								1					
166	After trial and error and practice I can handle it ok now.												1	
167	Please make the section on Prior Incidents easy to navigate. Also, the web site does not accept enough attachments to support our case. Everything else works great, and I like being able to file our Employer's Report online.									1				
168	none at this time												1	
169	make the site work without freezing										1			
170	easier login process	1												
171	Clearer instructions on the function of each screen.				1									
172	I do like that options have expanded. Sometimes dates for prior incidents trigger an error so it's easier to just leave it off, but sometimes the information is needed so we end up putting it in the notes part.													
173	Would like for someone to give me a walk through it. Whenever I get the email, it just tells me that there is nothing to report.													
174	allow the previous incidents to be put in any order as long as the dates are correct									1				
175	None at this time.												1	
176	Online form significantly longer than filling out the manual form. Make it as short as possible as it wastes time.					1								

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		14	3	19	14	22	3	5	10	5	4	3	35	1
177	The system is easy to navigate. Some of the sections are very confusing and impossible to fill out. I spend too much time on them to get them to work so I just leave them blank.					1								
178	I signed up to receive forms via email. I received them for awhile and now receive forms via postal mail.													
179	I like the system - no improvements to requested.												1	
180	none												1	
181	Its been awhile since I have had to response, so I do not remember all the steps to answer these questions better.													
182	Additional Feedback: I was quite impressed on the outreach phone call I received from your department to talk to me about this system. The representative was so patient in explaining the benefits and enrollment process.													
183	Clearer, simpler instructions when incorrect information or missed information.					1								
184	The system is working very well and I much prefer using e-response to using the old paper method.												1	
185	Notification pop-ups before timing out each page would really help, rather than having all of your typed information disappear when you try to save. Some sites have a pop-up that asks if you are still using the page, so there are no surprises. Thanks for the survey!										1			
186	None - it works for me.												1	
187	So far so good. I prefer this method over the mail-in response.												1	