Claimant Customer Satisfaction

The Problem Statement

To Decrease the total defects by determining where claimants feel there are problems in the Unemployment process over the last year

What Defines Success?

A successful statistical analysis of defects in the claims process.
Recommendations to reduce defects that would improve claimant experience.
A process developed for regular analysis of claimant data
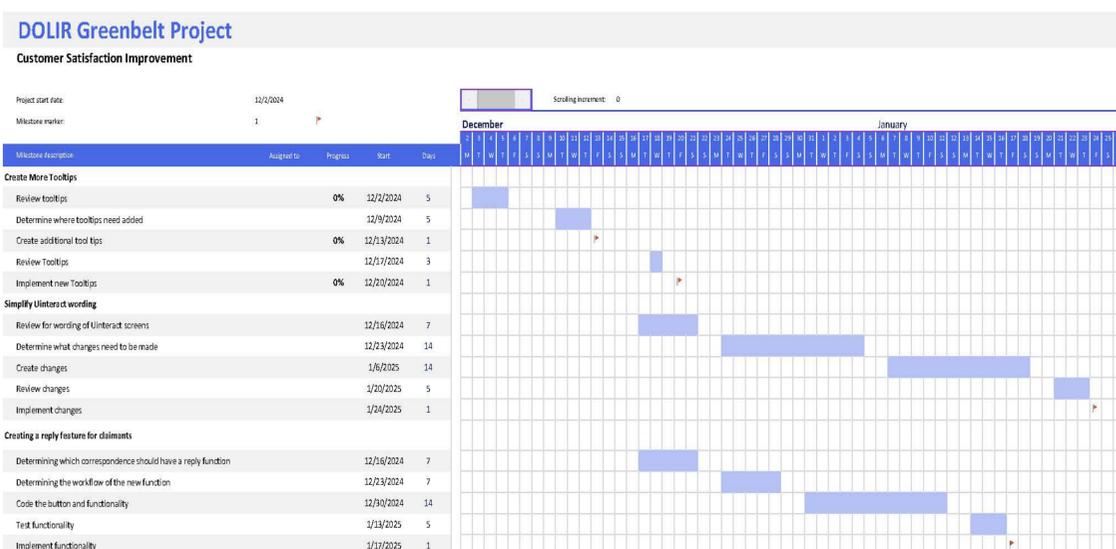
Common Themes

1. Wording in Uinteract is hard to understand
2. Call volumes are large
3. Cannot Respond to Correspondence in Uinteract
4. There are not enough help files for claimants to understand how to answer questions

Proposed Solutions

	Difficulty/Risk	
	Low ... High	
High (Impact)	Create more tooltips Simplify the wording of Uinteract questions so that the public can understand them easier **Implement**	Review UInteract for Errors that halt the claims process and fix Create a live chat function Implement a reply button so claimants can request more information **Challenge**
Low (Impact)	Remove terms that the general public may not understand Create an email distribution list for claimants to request correspondence information **Possible**	Allow alternate paper applications to be submitted Review regulations regarding timeouts and extended request Review and Adjust Staffing Levels **Kibosh**

Potential Timeline

DOLIR Greenbelt Project
Customer Satisfaction Improvement

Milestone description	Assigned to	Progress	Start	Days
Create More Tooltips				
Review tooltips		0%	12/2/2024	5
Determine where tooltips need added			12/9/2024	5
Create additional tool tips		0%	12/13/2024	1
Review Tooltips			12/17/2024	3
Implement new Tooltips		0%	12/20/2024	1
Simplify Uinteract wording				
Review for wording of Uinteract screens			12/16/2024	7
Determine what changes need to be made			12/23/2024	14
Create changes			1/6/2025	14
Review changes			1/20/2025	5
Implement changes			1/24/2025	1
Creating a reply feature for claimants				
Determining which correspondence should have a reply function			12/16/2024	7
Determining the workflow of the new function			12/23/2024	7
Code the button and functionality			12/30/2024	14
Test functionality			1/13/2025	5
Implement functionality			1/17/2025	1

The Data

Dolir Greenbelt Project / Claimant Survey Dashboard

DEPARTMENT OF LABOR & INDUSTRIAL RELATIONS
Claimant Satisfaction Survey
Number of responses 17,292

Claimant's Overall Satisfaction

Number of responses 17,292

Claimant — 73.03% (12,631)
Neutral — 13.67% (2,364)
Claimant — 13.28% (2,297)

Number of responses 1,299

Topics	Count	Sentiment
Information	387	
Phone	355	
Job	258	
password	249	
claims	197	
system issues	171	
Payment	149	
website	130	
process	78	
Verification	55	

Claimant was not satisfied (1) ● Neutral responses (3) ● Claimant was satisfied (5)

Claimant's ability to Use Uinteract without Assistance

Could use — 88.84% (15,363)
Could not use — 11.10% (1,929)

Topics	Count	Sentiment
Payment	149	
system issues	171	
website	130	
Verification	55	
claims	197	
Job	258	
process	78	
password	249	
Information	387	
Phone	355	

Could not use without assistance (0) ● Could use without assistance (1)

Claimants Able to understand the questions and information on UInteract.

Was — 87.15% (14,307)
Neutral — 11.04% (1,600)
Was not — 8.80% (1,276)

Topics	Count	Sentiment
claim issues	230	
Phone issues	327	
Questions	505	
instruction/help issues	264	
explanation issues	213	
Date issues	373	
system issues	209	
website	11	
Work search issues	352	
Job	57	

Was not easy to understand (1) ● neutral response (3) ● Was easy to understand (5)

Can claimants find the information they were looking for?

Yes (5) 79.23%
No (1) 8.44%
Neutral — 12.32%

Topics	Count	Sentiment
claim issues	84	
File claim	26	
payment issues	11	
Phone issues	100	
question issues	542	
instruction/help issues	14	
people issues	27	
wording issues	23	
explanation issues	90	
explanation issues		
Work search issues	262	
system issues	107	

No (1) ● Neutral response (3) ● Yes (5)