



“Reimagining Workforce Services for a Virtual World”
Presented by, Kris Stadelman & Luther Jackson with NOVAWorks
Statewide Peer-to-Peer Event Questions & Answers
Tuesday, November 10, 2020

Q: For your assessment process do you advise that your clients complete all of the assessments that are in My Plan?

A: No. Assessments depend on multiple factors such as the customer skill level, desired job they are looking for. NOVA makes recommendations but the customer decides.

Q: Can you elaborate on the difference between "passive" and "active" feedback loops?

A: Active feedback: Requires the customer to take some action on their own, such as go to NOVAworks website and find the feedback forms, or if in the office, find the suggestion box to make a suggestion. Passive feedback: There is no additional action required by the customer. The request for feedback is embedded in the service such as a pop-up survey at the end of the workshop. It's important to develop a culture of a customer feedback that engages customer so they feel a part of the original design as well as offering solutions to any problems.

Q: What was the name of the volunteer organization again?

A: The volunteer organization is call [US Digital Response](#). US Digital Response places experienced, pro-bono technologists to work with government and organizations responding to crisis, to quickly deliver critical services and infrastructure that support the needs of the public. They are non-partisan, fast, and free.

Q: Do you have any metrics on what clients are accessing most frequently through NOVAs website and myplan?

A: Yes, NOVA use Google analytics. Google analytics shows NOVA how many times web pages are being visited.

Q: Which web pages are the most popular based on the google analytics?

A: The #1 visited web page on NOVA website is their job board that includes employer connections and is open and accessible to the public.

Q: What techniques do you find effective in keeping the students engaged and involved?

A: NOVA keeps asking customers what they think about the services/presentations they received and NOVA make improvements based on what customers think and want. It is important to notice when customers are not engaged, to solicit specific feedback and then to make appropriate changes. NOVA is always refining and creating new workshops to make sure they stay relevant.

Q: How does the job board interact with CalJOBS?

A: The NOVAWorks job board doesn't interact with CalJOBS.

Q: How long does the process take for someone to become a customer?

A: Not very long. Everyone who chooses to enroll is enrolled. Eligibility is tied to specific services like training or supportive services that require eligibility for a particular grant. Getting documents and uploading them into the system usually takes the longest. NOVAWorks staff do their best to walk participants through any issues they may have over the phone.

Q: When is your next presentation?

A: Feel free to call or email with questions.

Q: Is the MyPlan option only available to WIOA clients?

A: No, MyPlan is open and online for everyone including private vendors and individuals in other parts of the country also access it. It is licensed by Creative Commons which means that anyone can use it but no one can sell it. Currently, customers cannot sign up for NOVA workshops unless they are a NOVA customer. However, [MyPlan](#) is accessible to everyone including the online content and all downloadable tools.

Q: Do you have any suggestions/solutions for rural areas where a good amount of the population has no access or limited access to technology?

A: Access to technology is a huge issue everyone is dealing with. California Emerging Technology Fund is working on it in California and encourages involvement to help address this issue. Various local solutions have emerged. Libraries have a lending system for hotspots for participants to borrow. San Mateo County Schools allow customers/students to park in their parking lot to access their hotspots. Multiple organizations have mobile hotspots as well. It is important to seek out and get engaged in current efforts and support efforts to help resolve this issue.

Q: Do you wait until you have a certain number of people interested to then schedule a workshop?

A: No, NOVA does not wait. A calendar is posted a month in advance that reflects the dates and times of all workshops. NOVA staff is always available if there are any questions.

Q: Where is there a list of all your workshop?

A: On NOVA [website](#)

Q: When you state 'enrolled' in NOVA to participate, does that mean actual workforce services enrollment or registering with bare minimum information?

A: Everything. If a customer chooses to join NOVAworks (it's ALL customer choice), they have access to all workshops and content. NOVA does not control the number of individuals that are enrolled. We have had up to 12,000 enrollees during the last recession. Prior to the pandemic NOVA averaged anywhere from 3000 – 4000 enrollees per year.