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Review of States Unemployment Insurance Websites / Recommendations for Improvement / Development of a Standardized Portable Website Template

November 22, 2010

An analysis of the 53 UI websites was conducted by America's Job Exchange (AJE) during October 2010 to evaluate how states compared to each other in the features, functions, and content areas they offered. The deliverable was the Summary Analysis Report in which the states were ranked on overall site design, and on claimant/employer/re-employment content and functionality.

Using the rankings, ITSC and AJE selected 20 states to review more closely. The sites ranged from those deficient in content and/or functionality to those that were superior in those areas. During this Detailed Analysis phase, AJE was tasked with confirming existence of key UI areas and evaluating the quality of the associated content areas. The deliverable was to be a comprehensive report of the findings.

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