

MassWorkforce Issuance

100 DCS 02.108

☐ Policy ☒ Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: April 5, 2016

Subject: **Scheduling Career Center Seminars (CCS) through JobQuest**

Purpose: To notify Local Workforce Boards, One-Stop Career Center Operators and other local workforce partners that Job Seekers will be able to schedule themselves for a Career Center Seminar (CCS) through JobQuest.

Background: JobQuest will be upgraded to allow job seekers to schedule themselves for a CCS. The release date for this upgrade is April 6, 2016.

This upgrade will be transparent and will **NOT** interrupt access to MOSES or any other IT services or functions to the offices. Attached are the details of this new CCS scheduling functionality through JobQuest.

Action

Required: Local Workforce Boards, Career Center Operators, and workforce partners should ensure that their staffs are made aware of this new functionality on JobQuest.

Effective: Immediately

Inquiries: Please email all questions to mboyle@detma.org. Please reference this MassWorkforce Issuance number in your inquiry.

Schedule A Career Center Seminar Through JobQuest

When a Job Seeker is logged into JobQuest a new section will be displayed to the Job Seeker on the 'My JobQuest' tab as shown below.

The text and design for this section will change depending on the job seekers specific situation described on the following pages.

The screenshot displays the Massachusetts JobQuest website interface. At the top, a dark blue header contains the text 'The Executive Office of Labor and Workforce Development (EOLWD)' and a 'Logout' link. Below this is a navigation bar with links: Home, Find Jobs, Locate Training, Search Events, My JobQuest (selected), and Help. A secondary navigation bar shows 'Search and Find Jobs in Massachusetts with JobQuest' and 'My JobQuest'. A welcome banner for 'Kilnael MICHELEN' is visible, along with the 'Job Seeker Id: 12462017'. The main content area is divided into several sections. The 'Inbox' section on the left includes a 'Review Matched Jobs' link, a notification about 11 events at the closest Career Center, and information about a new TORQ tool. The 'My JobQuest Profile' section on the left is divided into 'Personal Information' (with links for Contact Information and Demographics) and 'Career Information' (with links for Career Objective, Work History, Education, Training, and License, Certification & Registration). A 'Review your information:' section with 'Personal Fact Sheet' and 'What Employers See' buttons is also present. On the right, the 'Schedule Career Center Seminar' section is highlighted with a red border, showing a scheduled appointment for 3/9/2016 at 09:00 AM at the Workforce Central/Worcester. Below this is the 'My Résumé' section with 'Attached Résumé' and 'Copy & Paste' options. The 'Job Match Profile' section on the right includes a list of profile completion items (Job Occupations & Job Titles, Skills Profile, Additional Skills & Preferences, Location) and a 'Match Jobs' button. The footer contains the Commonwealth of Massachusetts logo and links to Mass.gov, Site Policy, Feedback, and Contact Us.

The Executive Office of Labor and Workforce Development (EOLWD) Logout

Massachusetts JobQuest

Home Find Jobs Locate Training Search Events My JobQuest Help

Search and Find Jobs in Massachusetts with JobQuest » My JobQuest

Welcome Kilnael MICHELEN Job Seeker Id: 12462017

Inbox

*** SECURITY ALERT ***
[PLEASE READ](#)

[Review Matched Jobs](#)

Your closest [Career Center](#) has **11 Events** this week.

New TORQ Tool Available to JobQuest Users
TORQ helps you to find job openings in your current occupation and identifies additional occupations for which you are qualified

[Learn about TORQ](#) [TORQ Login](#)

My JobQuest Profile

[Change Password or Secret Answer](#)

Personal Information

- ✓ [Contact Information](#)
- ✓ [Demographics](#)

Contact Information:
[Viewable to Employers](#)

Career Information

The information in this section is used to build your 'Personal Fact Sheet'. Select 'What Employers See' to see how your information will appear to employers. Your Job Match Status must be Active for employers to see this information.

- ✓ [Career Objective](#)
- ✓ [Work History](#)
- ✓ [Education](#)
- ✓ [Training](#)
- ✓ [License, Certification & Registration](#)

Review your information:

[Personal Fact Sheet](#) [What Employers See](#)

Schedule Career Center Seminar

You are scheduled to attend a CCS on 3/9/2016 at 09:00 AM at the Workforce Central/Worcester.

If you need to cancel or change this appointment please contact the Career Center where you are scheduled. Use the [Career Center](#) list to find the contact information.

My Résumé

There are two ways an Employer can view your profile. You can attach a résumé for employers to view or copy and paste your résumé so that Employers can find you, if you match their job requirements.

Attached Résumé [Upload](#)

Copy & Paste [Add](#)

Job Match Profile

Complete the Job Match Profile to allow employers to find you and to activate the Match Jobs button.

- ✓ [Job Occupations & Job Titles](#)
- ✓ [Skills Profile](#)
- ✓ [Additional Skills & Preferences](#)
- ✓ [Location](#)

View matched jobs ... [Match Jobs](#)

Job Match Profile Status: Active

If you do not wish to be matched to any future jobs, you may [Inactivate](#) your profile at any time.

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Scheduling a Career Center Seminar

Depending on the job seekers specific situation the 'Schedule Career Center Seminar' section will be displayed as follows:

Situation 1: The "Schedule Career Center Seminar" will not be visible to Job Seekers who have attended a CCS within the last 90 days.

Situation 2: For any Job Seeker who is already scheduled for a CCS, but has not yet attended will see the following message reminding them of their upcoming seminar.

Schedule Career Center Seminar

You are scheduled to attend a CCS on 2/25/2016 at 12:29 PM at the BerkshireWorks - Pittsfield.

If you need to cancel or change this appointment please contact the Career Center where you are scheduled. Use the [Career Center](#) list to find the contact information.

Situation 3: Job Seekers who were notified to attend a CCS and are within 3 weeks of their notification date will see the following message including their deadline date for attending a CCS. Clicking the 'Schedule CCS' button will display a list of available CCS's within their deadline.

Schedule Career Center Seminar

You have been sent a notification from the Department of Unemployment Assistance (DUA) informing you that you must attend a CCS by 3/4/2016.

You can use the 'Schedule CCS' button to schedule your seminar.

[Schedule CCS](#)

You can also call 1-800-653-5586 or contact a [Career Center](#) near you to schedule.

Situation 4: For Job Seekers who were not notified or were notified but their deadline date is in the past will be able to schedule a CCS using the following scheduling box.

Schedule Career Center Seminar

Learn about the wide variety of Career Center services that can help you with your job search by attending a Career Center Seminar (CCS).

You can use the 'Schedule CCS' button to schedule your seminar.

[Schedule CCS](#)

You can also contact a [Career Center](#) near you to schedule.

CCS Scheduling Screen

State created CCS Events (same CCS Events that are available through IVRS) will list as shown below. **CCS Events created by a Career Center will not be available for scheduling.**

CCS's at Career Centers closest to the Job Seeker's address are listed first.

Seminars that are already full or have 'Do not Display on Internet' checked in MOSES on the Event schedule will not be displayed.

For Job Seekers who were notified to attend a CCS and are within their deadline date, this CCS list will only display the seminars up to their deadline date.

For all other Job Seekers, this list will contain the next 3 weeks of CCS Events.

The Executive Office of Labor and Workforce Development (EOLWD) Logout

Massachusetts JobQuest

Home Find Jobs Locate Training Search Events My JobQuest Help

[Search and Find Jobs in Massachusetts with JobQuest](#) » [My JobQuest](#) » Career Center Seminar Scheduling

Career Center Seminar Scheduling


121 event(s) found | Show results per page

Showing records 11 to 20 of 121 Page of 13 [Previous](#) | [Next](#)

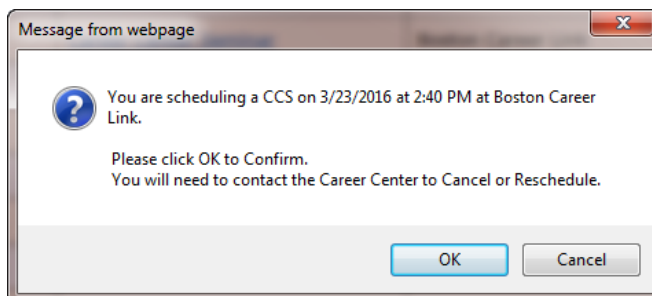
Event Date & Time	Event Name	Career Center	Duration Hours	Schedule
Tuesday 03/29/2016 01:30 PM	Career Center Seminar	Career Center of Lowell	3.0	Schedule
Monday 04/11/2016 09:00 AM	Career Center Seminar	Career Center of Lowell	3.0	Schedule
Monday 04/04/2016 09:00 AM	Career Center Seminar	Career Center of Lowell	3.0	Schedule
Monday 03/28/2016 09:00 AM	Career Center Seminar	Career Center of Lowell	3.0	Schedule
Thursday 04/14/2016 01:30 PM	Career Center Seminar	Career Center of Lowell	3.0	Schedule
Thursday 04/07/2016 01:30 PM	Career Center Seminar	Career Center of Lowell	3.0	Schedule
Thursday 03/31/2016 01:30 PM	Career Center Seminar	Career Center of Lowell	3.0	Schedule
Wednesday 04/13/2016 09:00 AM	Career Center Seminar	Career Center of Lowell	3.0	Schedule
Wednesday 03/30/2016 09:00 AM	Career Center Seminar	Career Center of Lowell	3.0	Schedule
Wednesday 04/06/2016 09:00 AM	Career Center Seminar	Career Center of Lowell	3.0	Schedule

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[Return](#)

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When the Schedule button is clicked the Job Seeker will see the following confirmation box.



When the [Career Center Seminar](#) link is clicked the Job Seeker will see the following details, including Career Center address and a description of the CCS.

The Executive Office of Labor and Workforce Development (EOLWD)

Logout



[Home](#) [Find Jobs](#) [Locate Training](#) [Search Events](#) [My JobQuest](#) [Help](#)

[Search and Find Jobs in Massachusetts with JobQuest](#) » [Search Events](#) » [Event Details](#)

Event Information


Event Date:
Monday 03/28/2016

Event Time: 09:00 AM

Career Center Location

Career Center:
ValleyWorks - Career Center of Lawrence

Address:
439 South Union Street
Heritage Place Building
Lawrence, MA 01843

 [Map this location](#)

Phone: (978) 722-7000

Event Name: Career Center Seminar

Event Type: Not Specified

Event Description:

The Career Center Seminar is your opportunity to learn about the full array of services, events, and programs available at the Massachusetts One-Stop Career Centers.

Registration Information:

Fee: \$0.00

Website: www.valleyworks.cc

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