

Suggested Script for SIDES E-Response User Survey

1) Are you currently using SIDES E-Response to respond to your Notice to Employer forms regarding Arizona Unemployment Insurance Claims?

- Yes No

(Items 2-8 use the scale listed below):

1 Strongly Disagree	2 Disagree	3 No opinion	4 Agree	5 Strongly Agree
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1) Overall, SIDES E-Response is easy to use.

- 1 2 3 4 5

2) The login and password process is clear and easy to understand

- 1 2 3 4 5

3) The instructions on the SIDES E-Response are clear, accurate, and easy to understand.

- 1 2 3 4 5

4) The information on the help screens answered my questions.

- 1 2 3 4 5

5) It is easy to move through the screens.

- 1 2 3 4 5

6) I could fill out the response without help from customer service.

- 1 2 3 4 5

7) Overall, I am satisfied with the service I receive from the Unemployment Insurance program.

- 1 2 3 4 5

8) Please list any suggestions for the SIDES E-Response system that could make it easier to navigate/use:

Comments:

