People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Most/All Expectations	gdsfdfsdfsdf
Exceeded Most/All Expectations	I don't like that you can only use numbers for a password that is so hard to remeber.
Exceeded Most/All Expectations	be more user friendly
Exceeded Most/All Expectations	Can't think of anything.
Exceeded Most/All Expectations	Do not send personal information abroad.
Exceeded Most/All Expectations	I find that it is usually slow when everyone is trying to update their timesheets. Help in that area would be greatly appreciated.
Exceeded Most/All Expectations	once in a while,while trying to update/view my resume-it would not "take me there"--would just go back to the menu---tried latter on in the day--and it worked fine
Exceeded Most/All Expectations	The time length on the phone as far as waiting for someone to answer.
Exceeded Most/All Expectations	when you enter overtime on a non working day to be able to just enter it instead of having to hit save twice to confirm.
Exceeded Most/All Expectations	People first could improve in the accessibility of access state records from home. Sometimes the system does not allow you to access your file from a home computer.
Exceeded Most/All Expectations	Some services need to be handled more quickly (i.e. getting job announcements posted to the internet).
Exceeded Most/All Expectations	well as far as I am concerned --i need to unlock my computer myself and not have to call peoples first
Exceeded Most/All Expectations	I am currently am the back-up for our Personnel Liaison and will be in the position by the end of the year. I would like a training in the system.
Exceeded Most/All Expectations	Unknown
Exceeded Most/All Expectations	To be able to get from the phone menu to a person who can help more quickly.
Exceeded Most/All Expectations	Do not have any suggestions at this time.
Exceeded Most/All Expectations	No improvements needed at this time.
Exceeded Most/All Expectations	Is good as it is.
Exceeded Most/All Expectations	n/a
Exceeded Most/All Expectations	Continue to do what yo have been doing.
Exceeded Most/All Expectations	Have hours available 24/7, when I work the midnight shift, I can't get into my timesheet. Also, I have a newer computer at home at it won't let me do my weekly with having 7 version.
Exceeded Most/All Expectations	A few less clicks to get where you want to go.
Exceeded Most/All Expectations	More alerts for changes via email. The application process is still a little tendious. Provide an easier way to save your applicaton and update information.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Most/All Expectations	none
Exceeded Most/All Expectations	No suggestions at this time.
Exceeded Most/All Expectations	N/A
Exceeded Most/All Expectations	Shorter distance time between going from site to Pages
Exceeded Most/All Expectations	Ready to accept any new additions to the sytem - works well for me
Exceeded Most/All Expectations	more click and go and less pull down menus
Exceeded Most/All Expectations	I think that the application / job search services has problems. I requested notification for jobs within my county (only) and I get notifications from other counties as well.
Exceeded Most/All Expectations	unk
Exceeded Most/All Expectations	Past Leave Balances should available in a collective summary rather than having to pull up each week seperately. This is very time consuming when checking leave reports.
Exceeded Most/All Expectations	I have no ideas at this time.
Exceeded Most/All Expectations	Language. Sometimes it is hard to understand the person helping you.
Exceeded Most/All Expectations	I think the Hiring model could be refined a little. It is still a little difficult to understand (too much information on the same page)
Exceeded Most/All Expectations	Keep up the good work.
Exceeded Most/All Expectations	no comments as they are doing great
Exceeded Most/All Expectations	Time sheet entry when using different codes - it quite complicated.
Exceeded Most/All Expectations	no comments
Exceeded Most/All Expectations	It would be nice to be able to get a print out of my payroll and deductions each month on People's First instead of having to go to FLAIR.
Exceeded Most/All Expectations	The only trouble I have had is getting through on the telephone (expecially on time-entry week) but I would think that is to be expected.
Exceeded Most/All Expectations	"Back" key could be usefull.
Exceeded Most/All Expectations	Faster computers
Exceeded Most/All Expectations	I would like from them to provide information on years of service
Exceeded Most/All Expectations	No recommendations.
Exceeded Most/All Expectations	Password restrictions are difficult to remember. I will suggest a biometric solution such as a thumb print attach to PC's. Maybe a universal logon that integrates with other systems.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Most/All Expectations	I did have a bit of a problem with applications that were scanned in. I don't know what the procedure is, but I would think that they should be scanned by the deadline. There were applications that didn't show up until after the deadline. I had people tell me that they applied, called People First and confirmed it, but no application was in the HIRING section of People First.
Exceeded Most/All Expectations	Maybe a more colorful icons or print.
Exceeded Most/All Expectations	i think they are fine the way they are right now. I dont believe they need to make any changes.
Exceeded Most/All Expectations	Maybe find a simplier way to go back to the previous week. Have it distinctly marked or something like that.
Exceeded Most/All Expectations	I don't know.
Exceeded Most/All Expectations	Don't really have a comment for that.
Exceeded Most/All Expectations	Make time sheets eaisier to undo mistakes.
Exceeded Most/All Expectations	N/A
Exceeded Most/All Expectations	hate having to change passwords so much
Exceeded Most/All Expectations	n/a
Exceeded Most/All Expectations	No suggestions
Exceeded Most/All Expectations	Not sure what I could suggest to improve servcies. I am satisfied with the services provided by People First.
Exceeded Most/All Expectations	N/A
Exceeded Most/All Expectations	no comenst @ the moment
Exceeded Most/All Expectations	it's fine like it is
Exceeded Most/All Expectations	I believe with this type of customer related survey will aid in targeting specific area for improvement.
Exceeded Most/All Expectations	just keep up the good work in doing what you do which is giving the people what they need
Exceeded Most/All Expectations	If I have any complaint about the People First system - it would be with the Time Entry module. Even though templates have been added to reduce the burden of entering times under similar budget center codes, I continue to feel that it takes too much time to properly account for my work time and activities.
Exceeded Most/All Expectations	they could make the timesheet entry a little more user friendly
Exceeded Most/All Expectations	THEIR IS ALWAYS ROOM FOR IMPROVEMENT BUT IN THIS CASE I WOULD LIKE TO KNOW ALSO

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Most/All Expectations	the system itself should be modified so that only the employee can change or modify their information not the agency personnel employees. An example of that is the option of overtime pay or FLSA comp time for hours worked over your work week. According to FAC 60L rules and the SLEO contract the employee chooses the option of pay or FLSA comp time. My agency personnel department went in and changed my choosen option on this matter without my authority. Agency Personnel employees should not be allowed to modify other employees options like that
Exceeded Most/All Expectations	Date calender for time sheet could be easier to use. The way the dates are set up can be confusing.
Exceeded Most/All Expectations	Be able to bullet resume points in job narratives.
Exceeded Most/All Expectations	NO SUGGESTIONS.
Exceeded Most/All Expectations	Everything is fine the way it is.
Exceeded Most/All Expectations	Timesheet function should be modified to reflect actual times worked, not a gross number. Correction of timesheets errors is difficult.
Exceeded Most/All Expectations	People First is doing a good job.
Exceeded Most/All Expectations	Keep people involved. Weekly or monthly or whatever send out an e-mail that asks do you still know how to "do" or find "this" ? Then follow up with a menu based set of direction and walk them through it. I beleive most people will not stay profecient on infrequently used areas unless prompted because they are doing something else and just forget.
Exceeded Most/All Expectations	I'm satified
Exceeded Most/All Expectations	IT IS UP TO SPEED AND GOING WELL NOW.
Exceeded Most/All Expectations	Let print the time sheet
Exceeded Most/All Expectations	I dont think that it needs any improvements
Exceeded Most/All Expectations	n/a
Exceeded Most/All Expectations	I will always answer the questionair by it can be lengthy
Exceeded Most/All Expectations	SLL-Comment 2 XXXX
Exceeded Most/All Expectations	PLEASE DO NOT CHANGE IT AGAIN
Exceeded Most/All Expectations	Just keep doing what you do. Thanks for all your help
Exceeded Most/All Expectations	I think they are already doing a wonderful job
Exceeded Most/All Expectations	Nothing.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Most/All Expectations	The conectivity sometime is not available. We do not update the applications at the sametime, we should coordinate better with the Agencies but the Agencies also need to coordinate wth People First.
Exceeded Most/All Expectations	at this moment i think is o.k.
Exceeded Most/All Expectations	In customer service there is always space for improvement. Peoples First is doing a great job. Keep up the good work.
Exceeded Most/All Expectations	No improvements needed.
Exceeded Most/All Expectations	SLL(2) Comment
Exceeded Most/All Expectations	I do not like that I cannot use the back button when I am doing my timesheet. Also, I feel that the menus could be designed better.
Exceeded Most/All Expectations	N/A
Exceeded Most/All Expectations	It should be simpler to fill in the time sheet portion. It gets a little complicated as far as having to click so many buttons. For instance, the type of time used and the many entries for the days of the week. Some of us on flex schedules had the schedules changed recently for some reason. The flex schedules had to be re-entered.
Exceeded Most/All Expectations	Keep up the good work.
Exceeded Most/All Expectations	keep the good folks you got and don't let management "fix" anything
Exceeded Most/All Expectations	May be add a list of most common ask questions and answers.
Exceeded Most/All Expectations	SIMPLIFY TIME SHEET APPROVAL.
Exceeded Most/All Expectations	My contact with them has been for very specific reasons-they did very well-so I don't know how they could improve the service that I requested
Exceeded Most/All Expectations	I do not have any suggestions
Exceeded Most/All Expectations	The database for People's First is cumbersome.
Exceeded Most/All Expectations	I would like to be able to use the "back" option without "menuing" out; also, make the screens printable on letter-sized paper.
Exceeded Most/All Expectations	I work night shift and I always get end of processing period and maybe if the people first was availible more at night 11-7 shift. Thanks so much for this survey.
Exceeded Most/All Expectations	They are doing a good job.
Exceeded Most/All Expectations	N/A
Exceeded Most/All Expectations	Be more consistent
Exceeded Most/All Expectations	Don't take too long to answer the phone.
Exceeded Most/All Expectations	No suggestions at this time.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Most/All Expectations	Keep up the good work :o)
Exceeded Most/All Expectations	I really dont know.
Exceeded Most/All Expectations	The only thing is to upgrade the computer service for more speeding.
Exceeded Most/All Expectations	Don't use Pop-Up Window and force me to hold CTRL when clicking to log in (low priority).
Exceeded Most/All Expectations	The screen needs to be smaller because you have to scroll up-down and Left to right to select items.
Exceeded Most/All Expectations	I think that with small updates the people first system will continue to be a very valuable asset to state employees.
Exceeded Most/All Expectations	Listen to others complaints, make it possible / easier to get through to talk to a representative about their problems.
Exceeded Most/All Expectations	I don't have any answers to that question. I really like the system.
Exceeded Most/All Expectations	No comment.
Exceeded Most/All Expectations	Keep up the good work.
Exceeded Most/All Expectations	N/A
Exceeded Most/All Expectations	n/a
Exceeded Most/All Expectations	I think it's fine.
Exceeded Most/All Expectations	I do not have any suggestions
Exceeded Most/All Expectations	??
Exceeded Most/All Expectations	Meshing with IE 7.0
Exceeded Most/All Expectations	I can't think of anything.
Exceeded Most/All Expectations	Advertise for positions with PF.
Exceeded Most/All Expectations	Go out to the various agencies and do workshops on teaching hands on to employees on how to do the timesheet. Believe it or not I have to help someone do their people first timesheet. Some are still not getting it.
Exceeded Most/All Expectations	I am a monthly employee, and I enter my time at the end of the month for the entire month. It would be easier to select the entire month to input, rather than select and input week by week. Also, the PF team at DMS should get paid more - Deputy Sect on down.
Exceeded Most/All Expectations	Can't think of anything.
Exceeded Most/All Expectations	For what I use it for, I don't see any need for improvement.
Exceeded Most/All Expectations	jUST KEEP UP THE GOOD WORK

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Most/All Expectations	I do not know.
Exceeded Most/All Expectations	I don't know that it needs to.
Exceeded Most/All Expectations	keep up the good work
Exceeded Most/All Expectations	no known answers to this at this time
Exceeded Most/All Expectations	don't really know
Exceeded Most/All Expectations	nothing
Exceeded Most/All Expectations	Answer the phones quicker
Exceeded Most/All Expectations	ALTHOUGH THERE IS ALWAYS ROOM FOR IMPROVEMENT. I DON'T KNOW HOW SINCE I JUST GOT THE SURVEY AND HAVE NOT QUITE HAD TIME TO THINK ABOUT IT.
Exceeded Most/All Expectations	Faster access when contacted via phone
Exceeded Most/All Expectations	No comments
Exceeded Most/All Expectations	I truly believe the time sheet needs to be made easier to update, edit, etc. For me its easy to use but for a lot of employees who are not very computer literate they have complained its way to confusing to have to hit edit then put in the change then update and the whole time you have to move the screen to the right then the left to find the update and edit buttons.
Exceeded Most/All Expectations	Nothing at this time
Exceeded Most/All Expectations	I am not sure at the moment, maybe there could be some improvement somewhere down the road, but as for me right know when ever I call I am being helped professionally, courteously and on a timely manner and that works for me. Thank you
Exceeded Most/All Expectations	flexibility in correcting comp/pay time.
Exceeded Most/All Expectations	n/a
Exceeded Most/All Expectations	N/A
Exceeded Most/All Expectations	none.
Exceeded Most/All Expectations	Be more user friendly. Be faster. Have less steps to take when doing the time sheet.
Exceeded Most/All Expectations	No problems with current system.
Exceeded Most/All Expectations	MAINTAIN HIGHEST LEVEL OF ELECTRONIC SECURITY AGAINST HACKERS, ETC.
Exceeded Most/All Expectations	Lengthen time-outs of sessions especially on the application end of it where you're trying to respond to questions and think before you just type responses - need extra time so you don't have to start all over again with application process.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Most/All Expectations	If one can improve on excellence, why not? go ahead
Exceeded Most/All Expectations	IT THINK IT GREAT THE WAY IT IS
Exceeded Most/All Expectations	Its convenient for me, so I feel there is nothing that needs to be improved.
Exceeded Most/All Expectations	(1) For supervisors: need a report summarizing all leaves taken by an employee in a pay period available through the screen for timesheet. This will simplify review of time. (2) for Job center side, it will be helpful if an applicant can attach documents like resume, PE license, etc. (3) It will also be beneficial if the reviewers can make comments on applications and that can be reviewed by the applicant (after the decision is made). This will help applicants understand why their application was not selected for further review. (4) I came across a question during application process that asked me "if yes in previous question, which department you worked for?", but the choice of the answer was only Yes/ No. I don't know if this was an oversight or a system issue.
Exceeded Most/All Expectations	none needed
Exceeded Most/All Expectations	Nothing.
Exceeded Most/All Expectations	The system at times, not always, is very slow to respond. If you could improve on the number/capacity of users to increase response time that would be GREAT
Exceeded Most/All Expectations	Can't think of anything at this time.
Exceeded Most/All Expectations	At this time, I do not have any formal requests.
Exceeded Most/All Expectations	Have one unviersal PW to get into all information.
Exceeded Most/All Expectations	Having a coded way involving checks and balances showing/tracing who dealt with what file at what time as a way of hindering confidential information from being in the wrong hands. (I am not sure if you already such a thing because I am not cognizant of all People First system, but this is my suggestion.
Exceeded Most/All Expectations	Can't think of anything right now.
Exceeded Most/All Expectations	make the resume portion more user friendly
Exceeded Most/All Expectations	Nothing
Exceeded Most/All Expectations	Issues such as leave, insurance, retirement etc, should have first priority and People First should make every effort to correct a problem immediately.
Exceeded Most/All Expectations	BE LOCATED IN OUR BUILDING.
Exceeded Most/All Expectations	Make it easier to get to your pay statements.
Exceeded Most/All Expectations	I am rarely successful the first time entering time. Could it be simpler?

OVERALL_SATISFACTION	RESPONSE
Exceeded Most/All Expectations	NOTHING
Exceeded Most/All Expectations	I haven't had any problems yet
Exceeded Most/All Expectations	The profile/update feature tends to send listings from all over rather than a specific locale. I am still tweaking my preferences to determine whether it is me or the sytem parameters.
Exceeded Most/All Expectations	Not really sure at this time. Need some time to think on this because we are at work.
Exceeded Most/All Expectations	perhaps a explanation button to click on when something makes no sense at first use.
Exceeded Most/All Expectations	The program could be more user friendly, in the areas of password reset and time entry. I appreciate the enhancements to date, but you have to go the long back to look at leave after time entry.
Exceeded Most/All Expectations	none needed at this time i see.
Exceeded Most/All Expectations	I WOULD NOT MAKE ANY CHANGES
Exceeded Most/All Expectations	Nothing at this time
Exceeded Some Expectations	N/A
Exceeded Some Expectations	Great Job now. Great availabity
Exceeded Some Expectations	I get frustrated with having to click "edit and save" to approve the work hours for a direct report instead of being able to see the report all at one time and approve with one click.
Exceeded Some Expectations	?
Exceeded Some Expectations	Allow time to be entered all at once instead of current system that allows only one type of hours at a time. It is not user friendly.
Exceeded Some Expectations	?
Exceeded Some Expectations	This overall program is to technical for most casual users. The step by step instructions are so confusing that trying to follow them causes more frustration than need be. This was billed as a user friendly program, however, you need a computer degree to understand the written instructions not to mention using the formats presented. If it were really user friendly, it wouldn't take an act of congress to use it.
Exceeded Some Expectations	Not have to access your application with another sign-on-password.
Exceeded Some Expectations	It would be great if the qualifying questions response and applications could be bulk printed simultaneously.
Exceeded Some Expectations	It would be nice if it was easier to reset the password if you forget it and lock yourself out.
Exceeded Some Expectations	Hire customer service agents in the United States
Exceeded Some Expectations	Create one step transaction of some of the steps to get to employee information.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Some Expectations	Allow not only the hiring manager access to the information, but also their superior. This would enable functions to continue even when someone is gone.
Exceeded Some Expectations	Making it better for people to understand the process and helping when they are called upon.
Exceeded Some Expectations	Maybe a Q&A concerning what answer for which you are looking that when you click on it you are taken to the section that would provide the answer.
Exceeded Some Expectations	unsure
Exceeded Some Expectations	If it is People First that handle this than just make mine every two weeks.
Exceeded Some Expectations	Some employee need more training.
Exceeded Some Expectations	I think the time frame for hiring employees could be faster. It seems as if it takes forever just to get the apps for review
Exceeded Some Expectations	Keep expanding the functions and capabilities.
Exceeded Some Expectations	When entering a resume, sometimes you will loose entered data if you do not stop and save periodically. This has happened to me on several occasions. There could be some sort of warning a few minutes before the system will "time out". I now just stop and save frequently. There could be a notice at the beginning letting us know to stop and save periodically. Being able to access the announcement for previously applied for positions, at the same time we look at previous applications, would be nice.
Exceeded Some Expectations	Make screens more user friendly. Not everyone is well versed in using a computer.
Exceeded Some Expectations	Sometimes the system is unavailable when most needed.
Exceeded Some Expectations	Make options more simplified
Exceeded Some Expectations	It would be helpful if it would indicate that this page is a history of your Insurance, and not current coverage.
Exceeded Some Expectations	always changing and sometime not for the better-unable to print my timesheets anymore. also- from home unable to access due to some unexplained anoamoly eityher with your system or my system.
Exceeded Some Expectations	Your friendliness and politeness of staff is outstanding, but that needs to be coupled with knowledge of their jobs to provide good service.
Exceeded Some Expectations	Return phone calls sooner
Exceeded Some Expectations	get more customer service worker
Exceeded Some Expectations	n/a
Exceeded Some Expectations	Continuous monitoring is the best way to determine improvements
Exceeded Some Expectations	At home I use Mozilla Firefox and not Internet Explorer as my web browser. I cannot access People First at home because of that, and there have been times that it posed a problem.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Some Expectations	People First MUST change the way we create a password. Having numbers only is extremely unsafe. It is very easy to hack into a system with passwords made of numbers only, and very personal information is in this system. Bank Accounts, social security numbers, address, phone numbers, everything a criminal needs for identity theft. PLEASE change it so we can add letters and symbols and make our personal information safer.
Exceeded Some Expectations	I think that when your timesheet is approved it should send a confirmation email like it does when you submit your job application. I think you should also get an email when your supervisor approves your leave. It takes time to go all the way into the system and look to see if these things were approved. It would really be more efficient to see an email pop up.
Exceeded Some Expectations	Returning the ability to print information on People First.
Exceeded Some Expectations	Not sure
Exceeded Some Expectations	Not sure at this time.
Exceeded Some Expectations	To strive to continue to provide on hand problem solving issues.
Exceeded Some Expectations	Can not think of any thing at this time.
Exceeded Some Expectations	Payroll should be reconciled a little later in the evenings on Thursday. Even an hour later would make a great difference to those of us who work late. I almost always get ripped off time on the Thursdays ending the payperiod.
Exceeded Some Expectations	Leave balances should be easily available when approving time. Right now you have to go into time entry to check what employee balances are then you have to go back to time approval.
Exceeded Some Expectations	Our office requires that we print out our timesheet and turn it in maybe if we could send the sheet to that person by email.
Exceeded Some Expectations	Improve the system speed. Improve access for home computer use.
Exceeded Some Expectations	see other comments
Exceeded Some Expectations	When putting in time, if you need to check leave balances, if have to go all the way out and then in again.
Exceeded Some Expectations	Better specific knowledge, and better customer service training.
Exceeded Some Expectations	EASY TO FIND WHAT I NEED WHEN I NEED IT.
Exceeded Some Expectations	Faster action between screens. Sometimes the delay time from function to function is long.
Exceeded Some Expectations	It would be nice if biweekly people could see two weeks worth of timesheets instead on one week. Once you get to the timesheet selection screen, it is such a hassle to have to click on the up arrow to go to the previous week to enter leave and/or submit the timesheet.
Exceeded Some Expectations	Don't have a problem with PF
Exceeded Some Expectations	Continue to improve little glitches in the system. Listen to the users and make changes that will cut process time.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Some Expectations	many ways
Exceeded Some Expectations	Make the UI simpler.
Exceeded Some Expectations	It could move faster but I'm not sure how much of that slowness is related to the program or to my slow connection. It could also give you an email, say when a time entry has been rejected or a par requires attention, some signal that doesn't require you to go into the system to look for things to complete or change; that could be accomplished if the program was liked the ariba system (sends you emails when something there requires your attention.) As is, if you're not actively looking at the system you don't know if somethings been rejected or needs approval. If the system can send you an email to say there is a job opening that meets your discription why can't it tell you an email saying the second week of your monthly time entry was rejected. That way you put time in and your done; you don't have to go back week after week looking to see if somethings been rejected or approved. You put it in and that's it...done deal, no checking back.
Exceeded Some Expectations	I'm not sure. I have not used it enough to say, but I found it to be very adequate for my needs.
Exceeded Some Expectations	Listen more attentively.
Exceeded Some Expectations	Fix the problem with going back and making adjustments to the time sheets after you have submitted them. On several ocassions, an employee, (supervisory level) has neglected to enter the correct category for overtime and he has lost the ability to go back and make corrections.
Exceeded Some Expectations	Time sheet information was finally fixed.
Exceeded Some Expectations	dont know
Exceeded Some Expectations	Not always available when needed.
Exceeded Some Expectations	The ability to correct errors, although it is getting better
Exceeded Some Expectations	Provide me with a quick over view of all staff who do not complete thier time sheets. I seach the entire circuit bi-weekly.
Exceeded Some Expectations	Make less the 2 clicks to get to the time sheets
Exceeded Some Expectations	Is the Internet Explorer 7 issue still there?
Exceeded Some Expectations	Being available to staff
Exceeded Some Expectations	I realize that there are a lot of people using the same system and this slows things down but, sometimes it is extremely slow and frustrates one. It would be nice to return to the same page working on prior to checking an employees time.
Exceeded Some Expectations	Improve timesheet process
Exceeded Some Expectations	The only problem I have with the software is the time/pay section. It really have to many applications on top of applications. It can be confusing at times.
Exceeded Some Expectations	Sometimes it take too many steps or talk to more than one person to get information.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Some Expectations	more phone friendley
Exceeded Some Expectations	More compatability with Internet Explorer 7 & stay abreast of changing technologies.
Exceeded Some Expectations	Not requiring extra work codes.
Exceeded Some Expectations	Simplify time entry and saving
Exceeded Some Expectations	no suggestions
Exceeded Some Expectations	I don't know.
Exceeded Some Expectations	I don't see away it can be improved.
Exceeded Some Expectations	By not giving out information that is incorrect. If someone doesn't know the answer to a question, they should contact a supervisor and make sure the information given is correct to the letter.
Exceeded Some Expectations	I'm not sure
Exceeded Some Expectations	Two words: Better programming
Exceeded Some Expectations	The time input is difficult with People First to reflect what you actually work, especially with a flexible work schedule.
Exceeded Some Expectations	Make the time-sheets easier to use.
Exceeded Some Expectations	Sometimes the speed is a little slow- maybe upgraded servers???
Exceeded Some Expectations	When you unsubmit time and re-enter it doubles the flsa earned.
Exceeded Some Expectations	Nothing at this time.
Exceeded Some Expectations	Don't have an opinion because it is all out of the average employees control. People First exists for management.
Exceeded Some Expectations	Allow users to enter all information at the same time.
Exceeded Some Expectations	shorter passwords
Exceeded Some Expectations	Try to fix this problem
Exceeded Some Expectations	BY CONFIDENTIALY OF THE AGENACIES THAT THEY ARE CONTRACTED OUT TO.
Exceeded Some Expectations	The largest improvement to people first would be support for more browsers (i.e firefox, IE 7)
Exceeded Some Expectations	I do not know
Exceeded Some Expectations	Better access via phone

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Some Expectations	No improvements needed
Exceeded Some Expectations	Make time entry and correcting time entries easier. Better access to leave balances for supervisors to view their employees balance.
Exceeded Some Expectations	Time sheet should be easier to navigate.
Exceeded Some Expectations	Sometime they are too nice.
Exceeded Some Expectations	There should be some of awareness training on how to use the system at every local level
Exceeded Some Expectations	redo the hiring aspect-very difficult to navigate for supervisors
Exceeded Some Expectations	entering time. i do not enter my time until the final week of a two week payperiod. it is confusing to locate the begining of the pay period week.
Exceeded Some Expectations	When entering time, it would be nice if the previous week's "page" were given a direct-link on the screen display, instead of having to click on the arrow to shift the display back a "week" to get to where you can finally click on the week which I am most often entering time into.
Exceeded Some Expectations	The system could be a little more user friendly. You have to click too many times to get to a timesheet. If you aren't sure where something is, you have to look in too many places.
Exceeded Some Expectations	Don't know as I basically use for timesheet and time balances.
Exceeded Some Expectations	needs to better understand our beneits
Exceeded Some Expectations	Amp it up
Exceeded Some Expectations	Make it simpler to input info.
Exceeded Some Expectations	Password resets online rather than calling, The time entry process can be simplified.
Exceeded Some Expectations	it needs to start working with IE 7
Exceeded Some Expectations	If the time entry screen could be changed so you don't have to scroll horizontally.
Exceeded Some Expectations	Can't really think of any right now.
Exceeded Some Expectations	Provide assistance on the weekend for those who work on the weekend or out source like some of the other services have been.
Exceeded Some Expectations	CONTINUE TO BE NICE TO ALL
Exceeded Some Expectations	none
Exceeded Some Expectations	more training when hired
Exceeded Some Expectations	No suggestions.
Exceeded Some Expectations	Could be more user friendly.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Some Expectations	Sometimes it is slow and as a new user, I have found this to be confusing as to whether information that has been entered has or has not been saved/submitted, etc.
Exceeded Some Expectations	Better / easier access to stored data.
Exceeded Some Expectations	Less steps to get to info.
Exceeded Some Expectations	Would like to be able to see what others in my job title earn within my agency and other agencies
Exceeded Some Expectations	I generally works pretty well.
Exceeded Some Expectations	Time entry is tedious because you have to first enter "1000" type hours, then save. Then other leave types, such as sick leave has to be entered, then save. Then annual leave, can be entered, then save. Would it be possible to enter all leave at one time without having to revert to save in between? Also, I find myself saving my hours, but not remembering to go to the bottom of the screen and type in my password to submit my timesheet for my supervisor's approval. So I think I'm done, then my supervisor has to ask me to submit a past timesheet because I failed to actual submit it for her approval. Could this feature be more noticeable or prominent on the screen?
Exceeded Some Expectations	When I work on time sheets sometimes its a little confusing.
Exceeded Some Expectations	not totally sure
Exceeded Some Expectations	The website needs to be re-designed to become more user friendly. People should be able to easily access their benefit information from one page - including plan & account numbers. More information should be readily available about Deferred Compensation & Felxible Spending accounts. Time entered is tedious between the Edit & Save Buttons - should be able to enter, save, and submit all time without switching back and forth so much.
Exceeded Some Expectations	reduce the number of password changes.
Exceeded Some Expectations	Not sure since my usage has been so limited.
Exceeded Some Expectations	UNSURE
Exceeded Some Expectations	IMPROVE ERROR MESSAGES SO PEOPLE CAN BETTER UNDERSTAND THE PROBLEM THAT NEEDS TO BE CORRECTED.
Exceeded Some Expectations	Each pay period, it would be nice to see the complete breakdown of all areas of our pay stub
Exceeded Some Expectations	To speed up connection to Staffing link.
Exceeded Some Expectations	more customer service reps
Exceeded Some Expectations	more, custmer service
Exceeded Some Expectations	I wish we could submit W-4s

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Some Expectations	Make there website more user friendly, especially the time sheet and updating employment applications.
Exceeded Some Expectations	Make some web sites a little more user friendly.
Exceeded Some Expectations	I'm fine with it the way it is.
Exceeded Some Expectations	The website it slow a lot. It makes it frustrating.
Exceeded Some Expectations	taking some driving distance in mind when selecting these jobs. Perhaps put that on the questionnaire "how many miles are willing to drive to and from job"
Exceeded Some Expectations	Hours to speak with representative could be a little earlier; such at 7:00am. Also, at times the site is difficult to access (system busy). When it gives a red error message (in time direct) it should provide you with more details.
Exceeded Some Expectations	Have dead links not able to click on
Exceeded Some Expectations	Better coordination. I sent information per staff's instructions but still received a letter that information was not sent. I called and staff indicated I could ignore letter.
Exceeded Some Expectations	None
Exceeded Some Expectations	No recommendation at this time.
Exceeded Some Expectations	Keep trying to find ways to make things easier for us.
Exceeded Some Expectations	I am having a problem with the job application section. Forgot my password and have tried several times to have it e-mailed to me. Have also tried to start over as a new customer but can't because my name is already in the system
Exceeded Some Expectations	Just continue to protect the information and keep it easy to navigate through the various sites.
Exceeded Some Expectations	The web site could be a little more usre friendly
Exceeded Some Expectations	a more friendly time sheet method.
Exceeded Some Expectations	Better listener of what staff is calling about and not assume solution without listening the complain enterely.
Exceeded Some Expectations	I have no ideas on how to improve it. In my opinion it's already well put together.
Exceeded Some Expectations	Notify customers of changes to their benefits.
Exceeded Some Expectations	Make these areas user friendly (incorporate these 2 areas).
Exceeded Some Expectations	Faster access time, less back and forth - streamline processes
Exceeded Some Expectations	More explaination on the web site for insurance paperwork such as flexibly spending accounts-hard to find out the forms needed.
Exceeded Some Expectations	put the leave balances on the weekly time sheet

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Exceeded Some Expectations	Understand all of the available positions and how they may function(basic)
Exceeded Some Expectations	Need selections to be more detailed or offer more so that there is less time used in clicking on an item on list and find that it is not what you wanted and then there would be less frustration and haveing the end result be calling customer service.
Exceeded Some Expectations	I dont know
Failed Most/All Expectations	streamline time sheets
Failed Most/All Expectations	I don't know that you can improve on what you have now. I would recommend you begin all over again and get input from the managers and not just the personnel offices.
Failed Most/All Expectations	Provide the information advertised and make the time sheet user friendly. You shouldn't have to save everything to make another choice.
Failed Most/All Expectations	Get rid of it. It is not user friendly
Failed Most/All Expectations	less "downtime" of the system more user friendly screens, dropdpwn boxes, etc
Failed Most/All Expectations	service representatives MUST be held accountable. That accountability is lacking. I asked, both orally and in written letters that were FAX'd to People First, for a written explanation of my dental insurance situation. To this day (over six months later), I have received nothing. I am not surprised. I like the People First website. But I abhor the People First timesheet. Previously, we used TimeDirect, a logical and efficient means to log work time. The People First timesheet, on the other hand, takes several gigantic steps backward in comparison. Employees should not have to enter time for a module, save the entry, reopen the timesheet for that week, enter time for yet another module, save that entry, rinse, repeat ad nauseum. How inefficient can you get? The timesheet should be logical. Employees should be able to select ONE TIME ONLY the appropriate module(s) that will always then appear on their timesheet. No more hunting for modules on a ridiculous drop-down menu for every module entry. Furthermore, it is ridiculous to have to do this for each and every week. It is almost as if this inconvenience was
Failed Most/All Expectations	FIRE THEM and bring back the local personnel departments who was always there to service the employees. If you have ever used People First you will know what I mean without having it explained to you. FIRE THEM NOW! Thank God I only have about 10 months left to work for the Dept of Corrections, and I can get rid of People First. Because of People First, when I leave I am going to take all my money with me. I don't want to any any more dealing with PEOPLE FIRST.
Failed Most/All Expectations	HAVE STAFF ON BOARD THAT CAN HELP WHEN CALLED DON'T GIVE PEOPLE THE RUN AROUND THAT THEY NEED TO SPEAK WITH A SUPERVISOR OR ONLY ONE PERSON CAN HANDLE THIS PROBLEM AND THERE OUT TODAY. HAVE PEOPLE AVAILABLE AFTER HOURS AND WEEKENDS. WE RECEIVE MANY CALLS FROM APPLICANTS THAT EXPERIENCE PROBLEMS WITH pf AND WANT OUR HELP.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	The toll free number does not provide direct access to a live person without knowing the "trick" not to enter your password. This option should be offered directly early in the message options. The telephone staff are polite but not knowledgeable. I have had many experiences in which a one staff person tells me to do something and when it does not work I call back and the next staff person tells me that is totally wrong. Very little of what I have been told initially has proven to be correct. The caliber and training of staff needs to be significantly changed for customer service to improve. The website needs to be accessbile by additonal browsers. The hours of live staffing need to expand beyond work hours. I spent over 4 hours of work time trying to straighten out my benefits elections. Few supervisors are going to tolerate this time away from work tasks.
Failed Most/All Expectations	Make the webpage user friendly. It has been extremely disappointing to se simple operations continue tobe so hard to perform and no one will correct them. You could also help us understand why our personal benefits information can't be separated from our administrative files.
Failed Most/All Expectations	DISCONTINUE THEIR USE
Failed Most/All Expectations	After hours assistance. No shutdown or shutout over the weekend to complete your timesheet.
Failed Most/All Expectations	Take it away! Give us back our old T&A sheets.
Failed Most/All Expectations	make the time and attendance forum easier to process, and easier to imput time and leave.
Failed Most/All Expectations	MORE TRAINING IN YOUR PROGRAMS, AND MAYBE BREAK UP THE EMPLOYEES OF THE STATE BY LAST NAME. FOR EXAMPLE A-F WOULD BE HANDLED BY ONE GROUP AND G-J BY ANOTHER GROUP AND SO ON. I AM SO UPSET WITH YOUR SYSTEM. MOST STATE EMPLOYEES CALL YOU PEOPLE WORST, WE SHOULD BE ABLE TO DEPEND ON YOU FOR BETTER SERVICE
Failed Most/All Expectations	being more flexible
Failed Most/All Expectations	revamp system.
Failed Most/All Expectations	For starters, put it under the direct control of state employees who can be accountable for it's management and save the state millions of dollars. Second, completely overhaul the time entry. Way too many clicks and hoops to jump through just to enter time. Even after years of using it, it is still cumbersome and has shown almost ZERO user level improvements.
Failed Most/All Expectations	If not abolished, People First should be replaced with user friendly and effective software. There is no reason why "on-line" should be the only vehicle to apply for a job, particularly when the applicant seeks a different position with the same employer.
Failed Most/All Expectations	Eliminating the outsourcing and bringing the personnel process back under control of state employees. Don't give outside contractors access to confidential and sensitive employee information.
Failed Most/All Expectations	HAVE IT AVAILABLE 24 HOURS A DAY AND MORE USER FRIENDLY
Failed Most/All Expectations	change entire system to make more user friendly
Failed Most/All Expectations	I'm not sure. I like being able to go to the personnel office and seeing someone face to face when I have a problem that is this important to my life.
Failed Most/All Expectations	Scrap it and go to the trouble to build one that is strate forward and not convoluted.
Failed Most/All Expectations	get rid of peopleworst.
Failed Most/All Expectations	Get rid of it!!!!!!!!!!!

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	The number one improvement is to change asap the method for time entry. The should be a button as soon as you log in for time tentry which takes you stright to the screen. No other clicks just one button you are there. the second thing that MUST be done asap is to change the way that screen scrolls timesheets. If you log in on a Friday, you have to click on the up button wait, wait wait, then try and find last weeks buttton click it, hope you are now on the correct timesheet as the buttons have now moved again. this is horrible. Please fix it. Why not get some users from the field to help design this thing as its clear you have no ideas. Also please change the column order on the timeseheet list as I end up filling the wrong weeks timesheet since it is not clear what week is what.
Failed Most/All Expectations	Simply deducting the amount that was supposed to be deducted when I faxed them the information from Colonial insurance on Mat 9th, 2006. To date, they have failed to do so. Inexcusable.
Failed Most/All Expectations	Reduce wait time. Train employees to call bacek if resolution will require additional research or supervisor intervention.
Failed Most/All Expectations	Go back or modify the old system! Let the agencies offically handle their own info - they are still doing the grunt work and adjustments any!
Failed Most/All Expectations	Don't know.
Failed Most/All Expectations	Return the function back to the State agencies to operate.
Failed Most/All Expectations	Time entry could be simplier. Should be able to make entries one time instead of "edit and save" for every entry.
Failed Most/All Expectations	It could be improved by discontinuing it and moving on to something more efficient.
Failed Most/All Expectations	Fix it or replace it with a system that works.
Failed Most/All Expectations	Florida needs to get rid of the People First system! It is a failure. The state of Florida can develop a much better system and can do a better job supporting it with dignity and respect. I previewed a system developed by DMS years ago which was much better than People First. It accomplished more in six months than Convergys did in how ever many years they have been at this.
Failed Most/All Expectations	Redesign the system so leave entries can all be accomplished with one screen, one edit and one save,rather than multiples
Failed Most/All Expectations	I hate to say this, but start over... from the ground up with a system that can grow, provide useful information, and be user friendly.
Failed Most/All Expectations	Replace PF with system designed for and with the end user in mind!
Failed Most/All Expectations	I don't think they are capable of improving. I feel that this relationship should be terminated. It is not a service, it is more of a nuisance.
Failed Most/All Expectations	Do away with it.
Failed Most/All Expectations	Their contract should not be renewed. The employees of the State of Florida have proved that they can do the work better, cheaper, faster.
Failed Most/All Expectations	Disband it.
Failed Most/All Expectations	MAKE IT EASIER TO USE
Failed Most/All Expectations	Take out the unnecessary key strokes for timesheet entry
Failed Most/All Expectations	make it user friendly
Failed Most/All Expectations	Open up phone lines to talk to a person and get real customer service as we were accustomed to with our own personnel office. Deliver a system which works. If customer service cannot be provided and the system work properly, eliminate People First and refund the tax payers of Florida.
Failed Most/All Expectations	Delegate the functions back to the personnel office.
Failed Most/All Expectations	Establish actual personnel offices where people can go to for help.
Failed Most/All Expectations	Do away with it. Let the dedicated state worker handle these issues.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Need personal contact within each agency. Should not have been privatized.
Failed Most/All Expectations	Close it down and put personel back to the institutions.
Failed Most/All Expectations	Reduce the navigation to no more than two screen changes after the user logs in. Make the time entry screen come up to the the last pay period that has not been filled in. If the user wants to navigate back to previous pay periods, make a simple "drop-down calendar" that can be clicked on. Having to scroll through the list of weeks and clicking radio buttons takes too much time. Also, I would recommend using dialog boxes to navigate through entering leave time.
Failed Most/All Expectations	By putting " People First" not just naming the company People First.
Failed Most/All Expectations	Training Convergys employees in more detail about laws, what is required etc and not leaving them hanging. Getting back to HR Reps to address issues. Convergys is a 3rd party which makes things more cumbersome and less efficent for HR Reps, they could be handling many of the issues without Convergys.
Failed Most/All Expectations	I may be wrong, but they should know how addresses employees, many times they said, call Broward, the person in charge is such and such person, when you call,t hey said this is people first and back and fort. Employees must know eactly what type of services People first provided, specially with the hours that we acumulated, since the beginning no one know exactly what's gping on. Sorry, but it was better the old fashion, even when time sheets have to be done, there is not access, or if I ade any mistake, very difficult to contact you guys. SORRY if I said this.
Failed Most/All Expectations	Be replaced to what they were formerly.
Failed Most/All Expectations	Services should be available at a local level, the removal of personnel offices from institutions was a grave mistake.
Failed Most/All Expectations	Educate personnel. Redesign website. One step time sheet entry.
Failed Most/All Expectations	Get rid of it
Failed Most/All Expectations	Not my job.
Failed Most/All Expectations	Scrap it Rip it out root and branch Some things should never be privatized. God knows to what third world pest hole they sent my personal information. I certainly don't.
Failed Most/All Expectations	why not be able to make all changes at one time, in other words, do all your editing, then save
Failed Most/All Expectations	Needs a major overhaul in design.
Failed Most/All Expectations	Get rid of it.
Failed Most/All Expectations	allow the entire time entry screen to be on the screen at one time. allow multiple functions to be entered and changed at once, instead of one at a time.
Failed Most/All Expectations	The timesheets are terrible. They are the most unfriendly computer application I've used since the 70's. Why can't I complete a single payroll without going back to a "previous" page that wasn't even offered initially. Correcting mistakes after you have saved but before submitted is also difficult. Why don't you show a tally of hours as time is entered so you can check accuracy as you enter times?
Failed Most/All Expectations	scrape system.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	training on the system itself, the timesheet aspect was a nightmare during huricane season, i feel that timesheets should not be a difficult or lenghty process, entering hours worked is not a difficult process, unfortunately, people's first has made it a difficult process. It has been nicknamed "people's worst" because it is so confusing/difficult to deal with. My suggestion would be to revamp the whole system and focus on making it user friendly, so that it is not a source of added aggrevation and stress in the workplace! Viewing 4 weeks at a time vs. entering each week would be more beneficial, the error messages and warnings when entering your time should be removed completely, if you hit cancel you must re enter your time for that week; this is unnecessary. Another suggestion would be to have drop down menus instead of creating seperate columns. Also, I would remove the line that indicatesd 8 hours across with 40 hours as a total, this is confusing because it leads you to believe that is what you actually worked. Personally, i hardly ever work 8 hours a day, every day, we work nights, weekends, over time etc. all confusing entries in people' s first.
Failed Most/All Expectations	Bring it back under the State where it was better operated in the first place.
Failed Most/All Expectations	NEED KNOWLEDGE OF ALL CASE SCENARIOS AND NOT TRANSFER YOU MANY TIMES BEFORE YOU GET THE RIGHT PERSON.....
Failed Most/All Expectations	By scrapping it. Quit throwing good money after bad. Admit it has been a disaster and cut your losses. It's a black eye for privatization. It makes a great sound bite to say that administrative functions have been centralized, but the reality is that's People First has been a tremendous waste. The state employees and the public are the losers. Even the phrase People First sounds like something the communist Chinese would call a program. Last year I heard a politician on the radio extolling the virtues of People First. The reality was that he had never even seen it, which was obvious because he repeatedly referred to it as, "People's First." Why would a political leader be so eager to say something good about something he had never seen or used? Bottom Line: The king has no clothes. People First is a disaster.
Failed Most/All Expectations	It should use "Time Direct" as a model

OVERALL_SATISFACTION	RESPONSE
	IT FINALLY DOES CHANGE. THIS IS VERY FRUSTRATING AND TIME CONSUMING WHEN YOU'RE TRYING TO ENTER PAYROLL AND TIMESHEETS WITH A DEADLINE. PROVIDE A CLEAR HISTORY OF STATE EMPLOYMENT WITH DATES, AGENCIES, SALARIES...TAKE A LESSON FROM THE COPES HISTORY SCREEN. WITH THE PEOPLE FIRST SYSTEM YOU HAVE TO GO FROM SCREEN TO SCREEN TO COMPILE THE INFORMATION AND THEN YOU CAN'T BE SURE OF THE "KEY SERVICE DATES" BECAUSE THEY DON'T MAKE ANY SENSE. PUT THE ENTIRE 2 WEEKS OF THE PAY PERIOD ON THE SAME SCREEN IN THE "EMPLOYEE TIME ENTRY" SECTION. MAKE IT POSSIBLE TO GO FROM ONE PAY PERIOD TO ANOTHER BY SIMPLY KEYING IN THE PAY PERIOD DATE INSTEAD OF HAVING TO CLICK ON EACH WEEK IN BETWEEN, i.e. 10/07/2005 TO 03/09/2007. GIVE THE HR ROLES ACCESS TO VIEW THE SAME INFORMATION THE PEOPLE FIRST EMPLOYEES HAVE SO THAT WE DON'T HAVE TO KEEP MAKING THOSE TIME CONSUMING PHONE CALLS AND KEEP GETTING PLACED ON HOLD WHILE THEY CONSULT THEIR SUPERVISORS. PROVIDE REPRESENTATIVES WITH MORE KNOWLEDGE OF THE CAREER SERVICE RULES AND STATE BENEFITS SO THEY CAN MORE CONSISTENTLY ASSIST EMPLOYEES.
Failed Most/All Expectations	
Failed Most/All Expectations	Make software more user friendly. Why should you have to back out to a menu every time you submit your timesheet for a two week period. Why is the personal information sheet never available or "information will be provided in the future". It has been three years. Why do you have to have different passwords to do time and your resume??

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	The number of steps that it take to accomplish time reporting needs to be reduced, we need to be able to enter and edit time for the whole month all at one time and not week by week for excluded employees. Applicant/Job Seekers job announcement information needs to include more specific information about the job title, location of the job and a contact person. A completed job application should not be deleted from People's first without first notifying the applicant by email that deletion is pending and giving the person time to request that the application be maintained. Completing the application, especially the job description portions need to be redone to give the applicant a better idea of how much space they have before they get too much written. The personnel files need to be available for viewing. Our work week needs to be reset to a Saturday to Friday week. There need to be safeguards added to prevent active employees from having insurance cancelled or changed in error. If someone's information is changed they should receive a notification by email, letter and on People's First.
Failed Most/All Expectations	instate all of the feature that were suposed to be installed soon after peoples first took over. They are not complete yet
Failed Most/All Expectations	Start over.
Failed Most/All Expectations	It should be available more often, should not close out the page that we are working on, and we should be notified of changes in a timely manner. Personnel on phone should be more receptive to requests.
Failed Most/All Expectations	Make information available and more reliable.
Failed Most/All Expectations	Go back to Time Direct and a local human resource person. Software is stilted and designed by non-users. I could have done better 15 yrs ago with Paradox on a PC.
Failed Most/All Expectations	I have no idea except to do away with contract and return to state employees that follow procedures/policies that are published and,therefore, easy to validate what you are told.
Failed Most/All Expectations	Criminal investigation is suggested.
Failed Most/All Expectations	Stop wasting resources to "protect" the product and put those resouces into delievering a product that compliments the State's business processes.
Failed Most/All Expectations	It appears that we still need to have competent personnel in each District that can help with the People First System. I don't think the employees or the People of the State of Florida are receiving the value of the contract. Everytime you call their are different personnel that you must re-explain your situation.
Failed Most/All Expectations	Change the program.....get another vendor
Failed Most/All Expectations	Simplify all functions, so that there is less need to navigate through multiple screens in order to perform simple functions. Train staff better to listen to the reason for the call. My experience is that People First has a script of questions which it requires to be answered on each call, when, in most instances, the script is not necessary in order to answer the question posed. There also should be greater accountability. Finally, every effort should be made to reduce state employee time spent navigating this system. The system seems designed to shift personnel burdens (and associated time) to employees. This is counter intuitive in an environment where employee efficiencies are sought.
Failed Most/All Expectations	fix this problem Whwnwver you all say it is fixed, it isn't.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	I'm not sure. Better coordination with the Personnel Department.
Failed Most/All Expectations	Needs to be on-site training done by PF staff - not train-the-trainer because the system is not intuitive; need a MANUAL explaining how to accomplish actions in the system; need to speed up the system - sometimes I have to wait 5 minutes for the screen to move to the next screen. This system should have been built to spec rather than trying to show state personnel rules into a system that came to us off the shelf. PF may have reporting capabilities however I have no idea how to access them. I manage 5 staff and cannot approve all timesheets easily - have to go back in for each timesheet, waiting on the s-l-o-w system to respond. I am currently approving a timesheet for an employee who does not report directly to me, however the immediate supervisor has been unable to get PF staff to move this employee under her direct reports. I find myself apologizing to staff when I refer them to the PF help desk. This should not be the case - we ought to have a system that's user friendly, with a manual, that has regular end user training, for a system that's faster in responding.
Failed Most/All Expectations	Stop asking for our passwords pins and blood types every time you talk to a new person. A more user friendly benifits website and be able to use the back funtion. The timesheets is a nightmare and I have no suggestions on how to even make it better.
Failed Most/All Expectations	I would do away with the current system, and get a less complicated employee friendly system. I think it would be better to use the old Leave and Attendance form. Do away with the daily/weekly grind of having to sign on to approve subordinate leave and time sheets.
Failed Most/All Expectations	Hold People First accountable for their mistakes. Since that doesn't seem to be an option, the whole system needs to be dissolved, done away with and put back in the hands of state employees before we dump more millions of dollars into a broken system that is beyond repairing.
Failed Most/All Expectations	Make it more user friendly.
Failed Most/All Expectations	Make sure it is in compliance with statute. Make it so it is not a disjointed system (ex: Organization Management updates versus Employee side).
Failed Most/All Expectations	Make the system user friendly and make the PF staff more knowledgeable and friendly by cloning Keith Young.
Failed Most/All Expectations	the entire process is much more cumbersome than the last time reporting system. To have to scroll up and down and edit and save, etc, etc. You should be able to go in, put in your time without scrolling all over the place and then submit your time.
Failed Most/All Expectations	They are beyond improvement. They have never had the trust and confidence of the state employees. Terminate the contract with PF.
Failed Most/All Expectations	Replace it with a system that has been developed by someone who knows what they are doing.
Failed Most/All Expectations	Please see above
Failed Most/All Expectations	Allowing the use of the back button. Having buttons have more intuitive names on them. Allowing the supervisor to see comments entered by the people they supervise.
Failed Most/All Expectations	The only way to improve People First is to do away with this system and give control back to the State. There is no other way, in my opinion, to improve People First.
Failed Most/All Expectations	Easier for clients to use. More power behind the pages, it is hard to go threw the sites pages they lag.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	INCREASE THE SPEED. Improve the online help for the Hiring Center "AS IT APPLIES TO STATE GOVERNMENT", not as it applies to this program. Make it easier to move forward and back through your old timesheets.
Failed Most/All Expectations	Create a more intuitive user interface.
Failed Most/All Expectations	See above.
Failed Most/All Expectations	Allow flex schedules to be created for the first payperiod. This would allow employees to be paid correctly on their first pay check. Allow password reset requests to be made online without having to call the service center. Shorten the speech the customer service specialist has to repeat for each call.
Failed Most/All Expectations	People First could be improved a lot more by giving HR Professional more access and authority. I feel that the history should also go back longer, for example when it comes to Termed employee and retirees we should be able to see at least key service dates and last salarys for employement verifications.
Failed Most/All Expectations	start a new feld system
Failed Most/All Expectations	The best improvment to people first would be to in-source all it's services. There by not only would the people handling it also have to use it themselves.
Failed Most/All Expectations	To get rid of the entire program and get a new system that is actually people friendly. Our nickname for People First is "People Last"
Failed Most/All Expectations	Have staff on site to answer and fix problems
Failed Most/All Expectations	redesign
Failed Most/All Expectations	Make the time entry layout clearer- don't retain last week's information automatically. Make sure you can see the entire working area without having to scroll back and forth.
Failed Most/All Expectations	Can't it's a waist of time and tax payer's money, This has not worked since it was started.
Failed Most/All Expectations	Should have had end-user input during the development of this application not after it has been implemented. Make it so I do not have to go into People First to see if there are items that need my attention.
Failed Most/All Expectations	Programming enhancements to the management and time sheet functions.
Failed Most/All Expectations	This program needs to be abandoned.
Failed Most/All Expectations	Throw it out and buy a competent system like we should have done in the first place.
Failed Most/All Expectations	Hire people that want to be there not just warm bodies that need a job. make sure that the people you do hire are well trained and don't let them fly solo until they reach a certain level of proficiency. You can not hire people that are at the bottom of the food chain, how are not making a descent wage, limited or no benefits and expect them to give good service to people that are only an irritation to them-just an disembodied voice on the other end of the phone.
Failed Most/All Expectations	Make the employee section more user friendly.
Failed Most/All Expectations	give the ability to send attachments with job applications. Also, simplify timesheet submissions.
Failed Most/All Expectations	give the ability to send attachments with job applications. Also, simplify timesheet submissions. NOTE: This survey is too slow too
Failed Most/All Expectations	Appoint a JAD of multiple level users to redesign.
Failed Most/All Expectations	A bad system that needs to be replaced.
Failed Most/All Expectations	Dismantled.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Begin transitioning from the current process to an in house Personnel Department. Make the transition less than one pay period in length. And consider fining the People First contractor for the cost of dealing with thir failed program.
Failed Most/All Expectations	Force their management to actually use it
Failed Most/All Expectations	Allow managers to make requests via online where it is forwarded and change the pay option to be more flexible.
Failed Most/All Expectations	that action would disapear from my "to do" list. I would be able to get an organizational chart that listed my direct reports along with any direct reports each of them has/have. PAR explanations would lead-off with the reason an action is occurring, rather than leaving it in the middle of ample other data that is often irrelevant to the discision that being made. Time entry approval would use a graphic interface that presented an employee's time in a calendar format (so that the absence of employee "a" on April 1, 2007 would be obvious from the "0" hours on that date. The calendar would be followed by the total hours which all the numbers on the calendar represent. This way, the time could be ready-referenced and approved. To assist further, when I pre-approve time off for April 17, 2007 for that employee, that fact would later be evident in some way on the calendar, either the 8 hours vacation/sick for that day or the 0 hours because it is without pay would be italicized or check-marked so that on end of month approval review I would see I already pre-approved that time off that I am now approving for payroll. I could go on and on, but
Failed Most/All Expectations	provide the basic services too many things don't work on People First.
Failed Most/All Expectations	I think items are not categorized properly, or are not easily accessible. There is too much information that as a new employee I have no idea how it benefits me. Benefits right now is my personal concern. I haven't chosen a retirement plan because the process is so complicated. SIMPLE IS BEST
Failed Most/All Expectations	Change the user interface. Let me see a cycle at a time, not just a week at a time. Get rid of those idiotic error messages that no one can understand. Allow easier corrections, and the ability to print out the cycle so that I can save it. I do not trust this system at all.
Failed Most/All Expectations	Start over.
Failed Most/All Expectations	Just get rid of it I have no idea why Jeb thought this would be better than the state agency that was handling it
Failed Most/All Expectations	On should be able to accomplish multiply simple task on a page without having to do one thing then save the go back to the same page for another task. Customer service employees are not fully equipped with the knowledge thy need to help on the telephone.
Failed Most/All Expectations	1. we used to submit our times sheets on a monthly basis, why do our career service people need to submit their times sheets on a weekly basis. 2. All the information that is supposed to be available on those different tabs is not. 3. we have no formal manual. 4.This system will log you off for no reason,it will lock up for no reason, forcing you to log off and then back on. 5.The promps make no sense, as to the meaning of the words that they are using. 6.This system forces you to go through so many screens for any simple operation. 7. Why do I have to go through people first to get a correction, an approval unsubmitted, if I as a manager did the approval in the first place, why can't I unsubmit an approval,without PeopleFirst, they don't care, they have no clue.
Failed Most/All Expectations	Get rid of People First and return all HR functions to State agencies.
Failed Most/All Expectations	disband and return HR function to the State.
Failed Most/All Expectations	Should be easier to access and you should be able to combine several actions. The timesheets are NOT user friendly.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	More user friendly, make compatible w/ ie 7, should be able to type in time and type once, submit and be finished w/ time entry.
Failed Most/All Expectations	Try listening to the people who call you. I might not get so angry if before you tried too answer my question you would let me finish my sentences. I get mad while the phone is still ringing because I already know that you all are going to screw something up.
Failed Most/All Expectations	There should ease of use with all similar functions being grouped together. You should be able to enter data and then save it at the end rather than having to save after each action. It should be user friendly.
Failed Most/All Expectations	The State Employment application and application in People First should match It should be more timely and easier to be able to view applications and information.
Failed Most/All Expectations	Simplify Make it more logical.
Failed Most/All Expectations	???????????????? Trash the program and start over.
Failed Most/All Expectations	By terminating the contract and keeping state employees information in house and in the United States.
Failed Most/All Expectations	Re-vamp the entire system.
Failed Most/All Expectations	Replace the system with one designed by people who have experience with computers and internet applications.
Failed Most/All Expectations	change the way the timesheet works
Failed Most/All Expectations	Improvement could be in the area of telling employees what documentation is needed, following through with the employee and calling the employee when there is a problem.
Failed Most/All Expectations	SCRAP THE WHOLE SYSTEM Go back to individual HR people for eash agency. We need a person with a face and voice that we KNOW and TRUST. We need a local number to call. Most of all we need to feel secure about our private information. The current system is to easy to target for identity theft.
Failed Most/All Expectations	By abolishing People First and establishing a Human Resource Cneter to provide accurate, reliable services.
Failed Most/All Expectations	The program operates like a series of "pop-up" windows. As such, it takes precious time to move from one function to another.A more effective and friendly interface would be a great improvement.
Failed Most/All Expectations	Provide an accurate report of employee benefit premiums overpayments and underpayments. People first employees do what they say they will do and return calls when promised. Thoroughly train representatives and improve employee (People First) retention. Ask for suggestions, from state employees, prior to (give serious consideration)implementing new or correcting old features.
Failed Most/All Expectations	Get rid of them and bring back a real state personnel office to talk to with people who are knowledgable and who have worked for as well as understand the state system.
Failed Most/All Expectations	Simplify, and get people that can help you in real time not days later.
Failed Most/All Expectations	Be more assessable, more knowledgeable.
Failed Most/All Expectations	I don't know....
Failed Most/All Expectations	eliminate people first
Failed Most/All Expectations	Re-vamp the whole system. Make timesheets easier to input with defaults and one that you can print out.
Failed Most/All Expectations	Allow personnel liaisons access to Manager screens to complete personnel actions.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Scrap the system
Failed Most/All Expectations	DISREGARD, AND RETURN TO AN AGENCY WIDE SYSTEM OF TIMEKEEPING AND PERSONNEL, WHERE PEOPLE ARE AVAILABLE TO HELP WHEN YOU NEED THEM. EASIER AND MORE EFFICIENT THAN THIS AWKWARD SYSTEM WE HAVE NOW. LESS RISK TO PERSONAL DATA.
Failed Most/All Expectations	Throw out the user interface and get some real HCI people involved in the design. Recognize that the state does not have one personnel system and quit trying to create a one-size-fits-all solution.
Failed Most/All Expectations	More flexibility, better customer service.
Failed Most/All Expectations	Make People First user friendly.
Failed Most/All Expectations	It can't be fixed- it has to be replaced. First, an honest assessment needs to be done that weighs costs and benefits. Be professional enough to admit the implementation was a mistake and actually do a real needs assessment and a valid procurement not based on politics. Then, procure and implement a modern, service oriented system.
Failed Most/All Expectations	improve the way data has to be entered in people first. improve the web site were it isn't some complicated
Failed Most/All Expectations	N/A
Failed Most/All Expectations	See above complaints.
Failed Most/All Expectations	It needs to be simplicated and faster.
Failed Most/All Expectations	Simplify the procedure of entering amount and type of work performed.
Failed Most/All Expectations	Stop pretending this is an HR System...what we have is a time and attendance system. Invest real effort into improving the HR business processes before implementing a system.
Failed Most/All Expectations	Go back to the old system.
Failed Most/All Expectations	More, more training or let DHSMV be PEOPLE FIRST to DHSMV personnel
Failed Most/All Expectations	make it more end-user friendly; leave codes (county, leave type) behind the scene and use words the employee can understand
Failed Most/All Expectations	Simplify time and attendence.
Failed Most/All Expectations	Accurate and complete information.
Failed Most/All Expectations	PEOPLES FIRST SHOULD HAVE NEVER GOTTEN THE CONTRACT
Failed Most/All Expectations	Simplify time entry to need fewer edit/screen changes and to indicate comp time earned.
Failed Most/All Expectations	Using a simple excel spreadsheet would be better than this $100 million monstrosity
Failed Most/All Expectations	Develop a more user friendly program.
Failed Most/All Expectations	It can't Bring back TIMEDIRECT and our human resources team.
Failed Most/All Expectations	Become more user friendly, and easier to use.
Failed Most/All Expectations	Trash it and return to a state operated system
Failed Most/All Expectations	Make the time sheet process less time consuming. Be able to edit more than one thing at a time. Not have to hit "save" the "edit" every single time a change is made.
Failed Most/All Expectations	Train people who answer the phone to know who handles what, so that we customers can be routed correctly. Train them overall so they know HOW to answer a telephone. Inform them of news that people hear on radio or TV so they will know what is new that customers will be calling about. Remember that People First takes the place of individual departmental personnel offices, places where we customers used to ALWAYS find an answer, from a person who seemed to care about us. A pleasant and knowledgable tone is what we want.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Fix functions that should be working properly. I think there is a lot of time put into fixing this system by various agency personnel that another system could had been purchased and agency personnel continue today to work on this system but the question is how much more time is it going to take to continue working on this system to get it to the point that there are very few problems. My understanding there are still personnel offices doing work arounds to accomplish tasks.
Failed Most/All Expectations	I would like to talk to someone other than a computer voice.
Failed Most/All Expectations	Nothing short of total overhaul
Failed Most/All Expectations	Get an organization involved that is truly interested in doing the job rather than just taking the state's money
Failed Most/All Expectations	Bring back TIMEDIRECT and our Human Resources Department. Terminate People First and the Department of Management Services.
Failed Most/All Expectations	Be more organize. Have better customer service. Or give it back to the state agencies if they cannot do it right.
Failed Most/All Expectations	Simplify and be clear. Provide detailed instructions for all processes as well as FAQ or troubleshooting guide.
Failed Most/All Expectations	People First is dysfunctional, and should be scrapped.
Failed Most/All Expectations	They could do the things that our personnel people used to do, be interested in us and help us. After all very few of us know the ins and outs of personnel.
Failed Most/All Expectations	Stop the Contract why do the taxpayers want to spend contract monies on employees that are a risk to security. (What a waste) When the State Computer System could be up-dated and provide jobs and benefits to those who have dedicated years to the State of Florida. This system has caused a slow down in all areas. Why do I have to be accountable, but the employees of People First do not even give out their last name, and no e-mail address.
Failed Most/All Expectations	This does not seem to be the sort of effort that should be contracted out to entities outside the public sector who have no experience with it. Even so, I have seen many packaged commercial applications for employee work accountability that were much more intuitive and easy to use.
Failed Most/All Expectations	easier access, easier multiple entries and date entries, easier vacation time entries. faster interface. access to all information from one site instead of sign on/sign off from different sites to access all information (this of course can be a bad thing since People First has had problems with securing information in the past)
Failed Most/All Expectations	Each "customer service" representative should have their own benefits, pay and leave managed by the system they represent. That should stop some of the misinformation continually spewed.
Failed Most/All Expectations	See comments above on difficulties with web-based system that could potentially be modified/changed to make system easier. In summary, it would be easier if it did not require so many steps to save information, if there were more flexibility in what the system considered a working week for people who work different hours each day/week, if it were possible to view both weeks simultaneously, if saving were not required after each step, and if it were easier to find information. Perhaps there could be duplicative links (multiple ways to get to the same page) to make it easier to navigate and find forms. Keep the people at your call center. They are great.
Failed Most/All Expectations	Fire the vendor for incompetency. In the real world this organization and system would not have been tolerated this long.

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	anything can be done as a whole. However there are a few suggestions for certain areas: if the technical folks can continue to get the "glitches out" and if new glitches do not appear, perhaps there's some hope that we can 'get by' until the contract ends. I'm heavily involved with People First. Please give PAR liaisons access to PAR's; change the system to allow a PAR to be corrected. Supervisors don't use the process frequently. They are not HR personnel specialists. Filling a vacancy may take 2-4 PAR's before supervisors get it right. There are too many nuances, too many variables in the act upon process such that anything can happen to cause a problem with the PAR, depending upon what type of employee movement is occurring, but there is not always an indication that the PAR was invalid. We have to check action history and pay info, etc. If personnel liaisons could have access to PAR's and be able to correct them before submittal, it would save hours, and hours and hours of wasted time, improving production and efficiency. This "change" would help immensely. Thanks for the opportunity to provide comments.
Failed Most/All Expectations	Ditch PeopleFirst. The system is riddled with errors. Go back to inhouse personnel offices. No more political kickbacks for campaign contributors.
Failed Most/All Expectations	Modernize the programs, in particular time cards, complete information entry, instead of promising that it will be completed at a later date and train customer service employees better to give consistent accurate information....update products and performance.
Failed Most/All Expectations	This was never a function that should have been outsourced.
Failed Most/All Expectations	I am expected to maintain a professional demeanor, no matter what the circumstances and I believe the people in this agency should also. I am always courteous and helpful to any of my clients no matter how they treat me. I would not tell a client "go look it up" or I would be written up
Failed Most/All Expectations	redesign the approval page for managers and the timekeeping for all employees. PF should validate the proper codes and managers should be able to pull reports with this information. (System should not allow an invalid charge object / activity combination)
Failed Most/All Expectations	Time sheets are complicated. When they added the template it improved a great deal but as an officer in the field, using the system via laptop and aircard it is unreliable. Sometimes it works sometimes it doesn't. The whole system is setup for office personel who sit behind a desk all day. If you try and use it in the field you can rarly get anything done. Make the system work for all users
Failed Most/All Expectations	PAY MY SCHOOL MONEY, BECAUSE THE STATE IS ONLY GOING TO PAY 2 YEARS.
Failed Most/All Expectations	Redo or reevaluate the software. The one replaced was far easier and friendly to use.
Failed Most/All Expectations	The concept of automated time keeping is good and should be managed with technology. Connecting all services and information in a format such as myflorida.com is a powerful tool and is good for the state. However, maybe a different vendor may have a better product and actually be able to respond to its customers in a timely manner. I am not opposed to outsourcing or privatization, but it may be a good idea to purchase from a vendor that already has the product developed and working, rather than paying them to develop a product and using state employees to do the research and development for the company.
Failed Most/All Expectations	Throw it out and start over.

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Have people for staff to talk to who can pronounce our names correctly and are easier to understand when we talk to them. Also simplify the internet so even people who are not computer literate can use it and find job vacancies for promotional opportunities and new hires for their family members.
Failed Most/All Expectations	It should go away and never be heard from again. This would save the tax payers of Florida millions.
Failed Most/All Expectations	Terminate it.
Failed Most/All Expectations	Getting out of the picture
Failed Most/All Expectations	mAKE IT EASIER TO GO TO NEXT PAY PERIOD WITHOUT HAVING TO USE THE MENU "FROM SCRATCH"; MAKE IT EASIER TO INPUT TIME AND CODES WITHOUT ALWAYS NEEDING TO CHANGE SCREENS IN BETWEEN. GET A NEW SYSTEM ALSO SPEED UP EFFORTS, IF ANY AT ALL, TO MAKE IT COMPATIBLE WITH EXPLORER 7. IMPROVE EMPLOYMENT VERIFICATION.
Failed Most/All Expectations	First remove the requirement for an email address for applications. Many of our direct line staff have no email address. This could even be a nice way for People First to discriminate against the poor and uneducated since they usually are the ones with no email address. Secondly give the website a make-over. It needs to be more clearly designed from the users standpoint. It was obviously designed by the IS geeks (pardon the slur, but I'm one, too) and the average user is lost. It needs to be much more intuitive. Field test any modifications on the regular public who has no computer skills and see what they have trouble with.
Failed Most/All Expectations	Use of web browsers other than Internet Explorer; better layout - simple use, easy to visualize, minimize number of clicks to get information, place more data on one page and better layout, simplify all processes, faster page transfers; have easy access to Hiring Manager on any computer without having to preprogram the software; put entire payperiod on one page, stop having to use edit, save, edit, save for each change; have ready access to reports; report to know mine and my direct reports time sheet status in one location going back many months, and same goes to over see all CHD staff; inacurate and missing data issues need to be resolved
Failed Most/All Expectations	Have a real live person answer the phone on the first ring. Begin work at 7:00AM instead of 8:30AM. I work in the field. I cannot wait till that late in the morning to call peoplefirst.
Failed Most/All Expectations	Go back to paper timesheets.
Failed Most/All Expectations	Throw it out Surely there is something out there that is more streamlined, easier to use. Better yet, give us back our human personnel system where we had access to real human beings who really can define the proble and remedies.
Failed Most/All Expectations	Get rid of it.
Failed Most/All Expectations	Provide good solid training, many of the training videos are illegible. Make it a more user friendly system. Thousands of people using this system have limited computer skills and it makes this system very frustrating.
Failed Most/All Expectations	Better trained staff, redesign system to facilitate HR processes,provide useful and easily acessible data warehouse reports ...
Failed Most/All Expectations	Fire every one and go back to the previous system--a system which was not broken.
Failed Most/All Expectations	Dump it.
Failed Most/All Expectations	Have knowledgeable people answering the phones. Quicker service. Easier to use websites.
Failed Most/All Expectations	I do not think they can.
Failed Most/All Expectations	Go back to the old way

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Revisit the generic payroll program overlaid on State goverment with a purpose designed program. Instruct (train) phone answering personnel in English and speach free of dialect.
Failed Most/All Expectations	I do not feel that under the current model in use that People First would ever be improved to the point it would be useful
Failed Most/All Expectations	Hire people who care about the real world affects that their decisions, lack of knowledge and attitudes have on benefits such as life insurance, health insurance and medical reimbursements. The consequences are terrible and the reps are very casual about their jobs.
Failed Most/All Expectations	The above items should be changed and the site should be easy to navigate forward or backward
Failed Most/All Expectations	scan documents recieved into a database and link them to each of your clients.
Failed Most/All Expectations	After a careful and thorough evaluation of all personnel needs for the State, including input from employees and managers who must use the personnel services, a system should be developed which meets the present needs of the State and is sufficiently adaptable for future needs as they develop. Once developed, tested, and ready, the new system must replace this ad hoc infrastructure.
Failed Most/All Expectations	Return to in-house system and put Floridians back to work.
Failed Most/All Expectations	Eliminate number of click throughs to accomplish something. Easier to navigate. Make things, especially forms, easier to find.
Failed Most/All Expectations	Passwords should consist of numbers, letters and special caracters. The labels for the navigation buttons should be changed to words such as "next", "back", instead of "menu" and "time entry".
Failed Most/All Expectations	PEOPLE FIRST COMPROMISED THE CONFIDENTIAL INFORMATION INTO THE HANDS OF FOREIGNERS AND PRIVATE HANDS SUBJECTING OUR CONFIDENTIAL INFORMATION TO FRAUD AND IDENTITY THEFT FOR MANY YEARS TO COME. BRING PEOPLE FIRST BACK TO PUBLIC EMPLOYEES HANDS INTO THE FLORIDA DEPARTEMENT OF MANAGEMENT SERVICES.
Failed Most/All Expectations	Put it under a Dept of state government so there is some oversight of its operations. It is not a dept. that should be outsourced, give the jobs to Floridians.
Failed Most/All Expectations	Get rid of it..... Bring back personnel Leave India
Failed Most/All Expectations	fire them
Failed Most/All Expectations	Unfortunately, I am not sure significant improvement is possible let alone how to go about it.
Failed Most/All Expectations	I don't think it can - too many design flaws.
Failed Most/All Expectations	I don't think it can be improved. They have had the contract for 4 to 5 years and it doesn't get better, it gets worse.
Failed Most/All Expectations	seek instate assistance with improvements
Failed Most/All Expectations	quit and go back to local management of personnel items
Failed Most/All Expectations	Using the Golden Rule. Treat people nice and friendly.
Failed Most/All Expectations	Finish the job. There are still many "promises" yet to be fulfilled. (i.e. personnel file still not available online, 411Direct never synced to PeopleFirst, etc.)
Failed Most/All Expectations	Treat monthly employees differently than weekly and allow them to see their time for the entire month instead of week by week. Drop downs for choosing items like leave type and type of time accountability. I would like to have one screen up displaying the entire month and allow me to make offset adjustments without saving after each change.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Have an Issues or Problems desk. Staff it with the most knowledgeable employees. Have them work through the problem with the customer until it is resolved. When employees leave make sure the ongoing issues they are resolving are given to another employee to work on. Treat the people calling in like customers - not problems to get off the line or transfer to someone else as soon as possible.
Failed Most/All Expectations	Have staff that understands the issues and follows through with results
Failed Most/All Expectations	Basically, fix things listed above. Simpler interface, concentrating especially on the weekly interactions like the timesheet information.
Failed Most/All Expectations	End the contract, get a company that is a set up and know hr, benefits and pay roll. Not a company that learn's as it go. Trust a compamy that already know, and are concerned about the people of this state. To many people have became victim's to a system that does not work. The survey ? You hear the cries, the calls, demands and claims of the people. Stop playing games, and miss using the tax payers money. DO NOT RENEW THE CONTRACT WITH THIS COMPANY.
Failed Most/All Expectations	Get rid of it, and go back to the easy to use paper time sheets. The employees are nice, but I spend a lot of time attempting to enter my time, and it's at tax payers expense.
Failed Most/All Expectations	See above.
Failed Most/All Expectations	Replace with system that works.
Failed Most/All Expectations	WE could go back to people talking to each other..I personally don't believe computer software can imitate an actual person.
Failed Most/All Expectations	Get rid of it
Failed Most/All Expectations	They could set a goal of putting people first -- not people last.
Failed Most/All Expectations	Get software programmers who know how to write user friendly software code.
Failed Most/All Expectations	make it compatible with all browsers, especially IE7, Firefox, and Safari the interface is very inefficient and makes inputting timesheets or other information extremely slow. Some simple navigation bars could replace the pop-up menus, and a scroll bar (or a pop-up menu) could replace the week selection in the time entry page Speed of page loads when you select a different page is very slow. Having the main page come up as a pop-up window is pointless. We should be able to use our browser's back and forward buttons Fix whatever keeps that from working. Also, when the taskbar is on the left side of the screen, the pop-up window places itself underneath the taskbar and I have to move it every time if I want to see all of it. These suggestions only cover a few things. A total overhaul of the interface would be a good idea.
Failed Most/All Expectations	computer system for job application is not user friendly
Failed Most/All Expectations	eliminate it
Failed Most/All Expectations	They need to provide better service, and ask probing questions when they recieve calls from employees. They act like they just want to get you off the phone so they can go back to whatever they were doing before the phone rang. Maybe they need to higher more quality people. They also do not communicate well with other areas, benefits and payroll do not seem to understand how one effects the other...etc.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Perhaps it should be scrapped and a world class system be purchased...if one exists But failing that the work flow needs to be improved. Clicking all over the place needs to be stopped.
Failed Most/All Expectations	Rewritten to be more user friendly.
Failed Most/All Expectations	Expand services to local communties so that the employees are able to interface with a real person. Improve access and improve the program itself to make it more user friendly, e.g., inability to use the back button - so you have to go through the whole sign-on process again. Improve the program for employees that work some other than the standard 8-5 p.m. adminstrative work week. Entering additional hours and altered work schedules is exremely cumbersome.
Failed Most/All Expectations	Re-write it using people that know how to produce a quality system.
Failed Most/All Expectations	PF could be bost improved by abolishing it.
Failed Most/All Expectations	1. Create time entry fields that allow users to quickly scroll to the month they wish to enter, and once there, allow them to enter multiple days (regular work time, sick time, annual leave simultaneously) and submit them witht the press of a button. Then, once submitted, the user should be taken directly to the next week/month's time entry fields to continue data entry if desired, or, given the option of going to the home menu if preferred. 2. Remove the option to access personnel files or provide access - one or the other. 3. Speed up the site. Too slow and awkward. 4. Stop making it so difficult to choose and keep passwords. I'm still not sure why this system needs to be so over-the-top secure. All info in that system should be public record anyway: and if there are social security numbers being used on the electronic website system, those should not be used at all and should be removed. 5. Update the one-time-pay fields. I get paid (reimbursed) periodically for expenses related to travel. Those payments are one-time-pay, and are not regular salary. I have never seen my data updated once in PeopleFirst to reflect that I've had a one-time-pay payment deposited into my account. So why is the field there if its never accurate?
Failed Most/All Expectations	Put the entire month on one entry page, with drop down boxes for each entry box and category. We can scroll down the page if it won't fit on one screen. But, please don't continue to make us have to select time entry week by week, wait for the page to load, then apply a template to each week, then save each week, then select the next week, then repeat process for 5 weeks each month. And Heaven forbid you have an error once you hit submit. You then have to go back week by week, waiting for each page to reload, to search each week to see where there may be an error.
Failed Most/All Expectations	Eliminate and reassign the services to each agency.
Failed Most/All Expectations	Have Americans handle the phones and paperwork not people from foreign countries.
Failed Most/All Expectations	system improvements needed
Failed Most/All Expectations	get rid of it
Failed Most/All Expectations	Make it more user friendly. more simplified. If an employee of Lake county is inputing information, they only need information pertaining to Lake, not the entire state.
Failed Most/All Expectations	improve speed, ability to use back button, hire competent workers that speak understandable English.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	There are many ways it needs to be improves. The main addition I feel is a "go back" button. This option should be available on people's first site like with all other Internet pages. It is extremely inconvenient and time consuming to have to restart at the beginning and click on 5 different options just to go back one page. Sometimes I make a mistake, or click accidentally and do not want to start the whole process over again.
Failed Most/All Expectations	By In Sourcing it back to The State. This would allow us to have control of "OUR" information again.
Failed Most/All Expectations	Basic input for a time sheet would be a start. Having to go back and forth to each step to put different time codes in is ridiculous.
Failed Most/All Expectations	Be abolished.
Failed Most/All Expectations	Definite improvement needed to increase processing time of transactions and major improvements needed to make time entry more user friendly.
Failed Most/All Expectations	Speed up access. Simplify input of information. Insurance site should also access claim forms. Questions should be answered by State employees who are more interested in solving problems and listening than by outside workers who are more interested in being friendly and only doing what they are allowed to do and not going the extra mile.
Failed Most/All Expectations	have access to employee data to assist employees on a local level. This is very frustrating; due to the fact, when an individual phones the service center, the People First employees are not able to adequately assist in a timely manner. The quality of service, accuracy and timeliness of assistance by People First is less than desirable. When employees are afraid to retire because they are warned their benefits may get messed up by People First - there are serious credibility problems. When retirees are forced to make trips to Tallahassee in an effort to fix their benefits that were messed up by People First - there are serious problems. When employees' insurance premiums go unpaid due to errors by People First and insurance coverage lapses - there are serious problems. When People First employees (who are not as knowledgeable) have a higher level access to employee's personal and confidential data than local personnel representatives (who are experts in their field) - there are problems. The above items represent only a brief list of the many issues with People First.
Failed Most/All Expectations	By being discontinued and bringing back COPES.
Failed Most/All Expectations	Simplify time sheets and explanations.
Failed Most/All Expectations	Well, the online job applications can be an option but it can also be sent to " this address". Also, obliterate online passwords which I highly doubt are truly safe anyhow. It is entirely too easy for personal information and credit to be stolen online. Its one thing when it is your personal choice and another when it is not.
Failed Most/All Expectations	Dump Convergys, return to time direct, use state employees to manage human resources. Anything has to be better than what we have now. The Convergys system doubled my human resources workload. Survey other state governments and find out what system they use and what level of satisfaction and results they have. Create a quality support team of state employees that regularly review processes and require vendor to correct them or make changes to system so that it works.
Failed Most/All Expectations	Rewrite the user interface. Increase communication line speeds. Add additional servers to increase responsiveness.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Redesign to require less screens/clicks to do day to day activities. Don't resize/take over web browser - add status bar at bottom so we can see if anything is actually happening. Don't waste so much real estate at top of page for useless information, use more of the screen for productive things
Failed Most/All Expectations	Need a whole new interface.
Failed Most/All Expectations	Software needs to be updated and reduce the time needed to enter data. Too many moves needed for simple input.
Failed Most/All Expectations	A return to the efficiency of the old system or at least make it compatible with our historical data. If not bring in a system that is compatible and give HR the staffing to manage the data as efficiently as before.
Failed Most/All Expectations	Scrape it, it not worth saving. It needs to be totaly overhauled.
Failed Most/All Expectations	Perhaps one should consider that human resources should be left to human beings.
Failed Most/All Expectations	Return to our prior system where each agency had a personal, in state, state employee contact. System worked overall very well and most likely was cost efficient. Stop outsoursing or privatizing our data.
Failed Most/All Expectations	Leave town.
Failed Most/All Expectations	??
Failed Most/All Expectations	discontinue it
Failed Most/All Expectations	if people first employees knew how to work the web site, and could have stayed on the phone and "walked me thru the maze" both problems would have been solved.
Failed Most/All Expectations	All PF staff who interact with staff should received extensive training in State of Florida Rules and Regulations. The computer system should provide a system to capture the HR information needed by the State, the State should not change it's business rules to conform to what the PF system allows. We are paying far to much money to allow this to continue.
Failed Most/All Expectations	Having more responsible and responsive staff. More accurate and user friendly software. Changing the timesheet information so that it more accurately reflects the time of leave used.
Failed Most/All Expectations	How many hours can you spare? Seriously, the entire system needs to be rewritten, with the focus placed on the end users needs first. Yes, I can enter my time, yes, it does record it accurately, at issue is how long this process takes, and how awkward the steps are. Every area of PF needs to be reworked to focus on the needs of the end user.
Failed Most/All Expectations	It would probably be easier to get rid of it and start fresh.
Failed Most/All Expectations	GET RID OF PEOPLE FIRST THIS EXPERIMENT IS A COMPLETE FAILURE Make one person responsible for each problem until it is solved.
Failed Most/All Expectations	On this case, they need to have the correct information infront of them so they can interact with the customers efficiently.
Failed Most/All Expectations	SCRAP IT
Failed Most/All Expectations	Terminate their contract.
Failed Most/All Expectations	By findng a different company to provide this server for the state of FL. Convergys is notproviding us adequate service.
Failed Most/All Expectations	Start over. Develop a system, don't try to tweek an off the shelf program.
Failed Most/All Expectations	Dump it.
Failed Most/All Expectations	Abandon People First all together & if this is'nt going to happen, hire a new webmaster who knows what he/she is doing.
Failed Most/All Expectations	hire people that have a clue on reality

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Most/All Expectations	Improve the time-sheet inputting process. Improve the job listings It's ALL atrocious
Failed Most/All Expectations	get rid of it
Failed Most/All Expectations	cut the red tape, and take care of their customers(us).
Failed Most/All Expectations	Where's the data? I keep thinking I'll find my personnel data but it's never there. Need better written instructions that I can access everytime I enter the site. Uncomplicate the employee timesheet approval process. I changed agencies and now have 2 PF numbers. Why can't I just have one? Gave up using as a hiring center; too tedious. Not everyone has clerks who can do our data entry. A button that says "please do not send anymore job openings."
Failed Most/All Expectations	Make it work properly or get rid of it.
Failed Most/All Expectations	i think we need to re-establish local personnel offices.
Failed Most/All Expectations	Hire more competent staff.
Failed Most/All Expectations	Redesign system to be more user friendly, better quality control to reduce major errors that affect employees' lives, allow 24 hr. access to system [not all state employees work M-F (9-5)]
Failed Most/All Expectations	People should be trained to know their particular jobs better and/or they should know who to transfer you to so you can get the problem resolved.
Failed Most/All Expectations	Something needs to be done to simplify the advertisement process and cut down the time it takes. There are too many steps involved and they need to be reduced in order for us to advertise positions in a timely manner. There are too many fields to be completed in a requisition and too many people involved in the entrie process. The system needs to be modified to allow attachments to the notes and letters tab to print with the applications.
Failed Most/All Expectations	Be FIRED
Failed Most/All Expectations	I would highly recommend a thorough Customer Service Training for the People's first Benefits Department.
Failed Most/All Expectations	Don't know.
Failed Most/All Expectations	Get rid of it.
Failed Most/All Expectations	PF can be improved by halting the contract. After 325 million dollars we will not own the system - only the data. We don't even know if the data is or will be accurate. COPES was a good system created by state employees and it gave us everything we needed. People say it would cost too much to re-create COPES but I don't believe it. Maybe we could contract out or do it ourselves the re-creation of COPES. Stop trying to make PF better, stop saying it is getting better, they should not be paid.
Failed Most/All Expectations	Have a live person in the personnel dept at each location.
Failed Most/All Expectations	Provide for more accurate (true-to-life) work-time and leave reporting. Make PeopleLast timesheets compatible with IE7. Bigger pipe into the Job Vacancy Search site might be a good thing. Allow job numbers to be directly pasted into the on-line application.
Failed Some Expectations	Make the system more user freindly
Failed Some Expectations	Quit reading from scripts with the HR people. It gets so monotonous hearing the same script all the time. All processes are too time consuming. PAR's are difficult because they often timeout or you get an error in the middle. This needs to have a better process.
Failed Some Expectations	If we punch in our ID why do we have to say it again? Seems rather duplicative. Ensure that when you transfer someone it's to an individual that can really help -- stop the transfer wheel of frustration

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	More user friendly. It is some better than it was when we switched to people first but some things are more difficult. You should be able to change anything on your time sheet until it is approved by your supervisor. If you are working a flex schedule, only your supervisor can change your day off. If supervisor is on vacation, you are stuck. People First needs to be more user friendly. You should be able to change absolutely anything on your time sheet until it is approved by your supervisor. There should be on-line training for new supervisors to walk them through doing things like when to do a PAR, how to do a PAR, how to do a hiring packet, etc.
Failed Some Expectations	more flexibility when it comes to change hours worked
Failed Some Expectations	Upgrade the software program at least to the 90's.
Failed Some Expectations	Combine verification system. If 1st Operator verifies all info this should be acceptable when calls passed on and then maybe only 1 verification question by the other source could be used.
Failed Some Expectations	Providing a direct link to leave would be great.
Failed Some Expectations	More human interactione esp. when setting up benefits. For a new employee, this was not an easy process as when you start other jobs.
Failed Some Expectations	Default entries for that first code we have to enter, more of a template set up with sick and annual leave already entered. It would also be alot easier to enter times in quarter hours rather than hours worked and have the calculations performed automatically. Also, there must be an easier way to approve subordinate's time.
Failed Some Expectations	Improve on the above
Failed Some Expectations	leave time balance should be more itemized. for example the leave balance will say as of s/s/2007 balance is x. but it does not accurately reflect the actual payperiod you are filling out the time sheet for. So you may think you have more time that you
Failed Some Expectations	be better at informing thier clients.
Failed Some Expectations	faster response on actions; get input from frontline users about consequences of changes in program function.
Failed Some Expectations	Not have to change passwords so much
Failed Some Expectations	revise interface it like using DOS!
Failed Some Expectations	become more knowledgable about the programs they are expected to assist the questioner with. After hours help. Law enforcement personnel often work times outside of banker's hours.
Failed Some Expectations	There should be a way to reset the password online through select security questions without having to know the old password.
Failed Some Expectations	Make it reliable, easier to use.
Failed Some Expectations	The problem seems to be repaired.
Failed Some Expectations	It would be helpful to have text for what the module numbers represent on the time sheets.
Failed Some Expectations	HIRE HELP TO ANSWER THE PHONE
Failed Some Expectations	a simpler user friendly system with advanced software could be implemented instead
Failed Some Expectations	Allow management to make decisions

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Allow people to input timesheet information 24 hrs a day. Don't lose our private information and say sorry and expect it to all be forgotten and our confidence in you restored....it's not. Don't make errors on our paychecks and say we will fix it next pay period....get it right the first time, this is our lives you are messing with and we have bills to pay and children to feed. Have at least one customer service person on duty 24 hrs. a day to assist people that do not work 9-5. Last but most certainly not least take this information we have provided on this survey and actually use it to make some changes and improvements.
Failed Some Expectations	respond to problems more timely and efficiently. test applications before putting them out for use
Failed Some Expectations	By doing away with it and reestablishing the personnel offices in the districts.
Failed Some Expectations	Post times that the system will be down. Give notice that the system is shuting down on a known outage. We work all hours of the day and night we need a system that supports that. We do not need a system that shuts off from 8:00PM to 6:00AM on days time sheets are due. Some departments run 24/7 and need access when they are available not just when the system is working.
Failed Some Expectations	Put all personnel records on-line. I would like the ability to see who has looked at my records without going to the personnel office.
Failed Some Expectations	I've been satisfied except for the time sheet entry process being less than optimally "user-friendly" and recently requiring repetitive re-entries.
Failed Some Expectations	make searching job vacancies more streamlined and easier to get to and navigate.
Failed Some Expectations	Add search funtion for info. Update so Explorer 7 can be used.
Failed Some Expectations	Speed
Failed Some Expectations	Make it easier to use for people with basic computer skills. I repeatedly have staff that occur problems trying to enter their timesheets.
Failed Some Expectations	Slow down , listen , listen , listen and then listen some more.
Failed Some Expectations	make real people available to answer questions and resolve issues more readilly and directly.
Failed Some Expectations	Broaden the password parameters to accept more than just numerics.
Failed Some Expectations	PERSONNEL BETTER TRAINED. IMMEDIATE ACTION.MORE FRIENDLY SYSTEM.
Failed Some Expectations	I think someone in DMS needs to stand over their shoulders and make sure things go the way they should go! Monitor their actins or lack of!
Failed Some Expectations	Speed up the program.
Failed Some Expectations	Why do we have worthless pictures and blank space on each screen when the data entry portions are hard to read and must scroll down to reach actual data. Why can't the time entry screens take more than one time type per entry. Why must I enter my password twice and once for each week. Just to submit a time sheet (the all time has been entered) I have to enter my userid once, password 3 times and click 11 times, who designed that piece of crap?
Failed Some Expectations	Have it designed and operated by state employees
Failed Some Expectations	More/Better instructions, especially when problems are incountered
Failed Some Expectations	give it back to the State to run
Failed Some Expectations	Give some classes on customer service. I would also recommend showing John Maxwell's "The law of Victory" from his series entitled "The 21 laws of Leadership." This really helps to make employees passionate about getting what people need and not accepting "no" as an answer.
Failed Some Expectations	Who knows. Try to be more user friendly especially in the job hiring sections.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	The Employee Time Entry->Overview drop down box should default to the two weeks of the current pay period, as entering the current week, then having to scroll back up to find the last week can become rather confusing.
Failed Some Expectations	Timesheets- Must go into the entire system to find out the leave reason instead of it being displayed on the main screen. What is displayed on the main screen is not useful information. Would be better to have leave date/reason/approved (or not) Web-site - For a state employee that travels, it is very difficult to find the timesheet area on the web. Even the search engines fail! Jobs- I do get emails but some of those are for "internal employees only" for other agencies. Those should somehow be filtered out unless they are MY agency. It takes too long to properly fill out a timesheet. I am concered about leave request not matching the time. I put in leave before I KNOW how much time something will take (say a doctor's appointment) then that time does not match the actual. But, the leave request is in a database that may be used against me! That is why I document everything. I still don't trust the PF leave system at all. I keep that manually as well.
Failed Some Expectations	Make peronnel records available online for review. Make leave balances and usage available in report form for supervisors.
Failed Some Expectations	I'm not sure a "one size fits all" service is appropriate. The "ownership" is not there. A technician has no direct ownership regarding whether I am able to approve timesheets for my personnel, or whether I am able to hire the right person for the job...we're hung up with the procedures and the procedures are not always able to address current and real situations.
Failed Some Expectations	Speed and accuracy
Failed Some Expectations	Resolve the employee issues promptly and stop shifting it through several customer representatives. Integrity plays a big part when dealing with your customers.
Failed Some Expectations	make completing time sheet easier
Failed Some Expectations	Allow for flexibility in time entry form.
Failed Some Expectations	1. Send notifications when passwords are about to expire 2. Revise PF ID system so that users can be locked out when others unknowingly put in their password 3. Make page w/flexible benefits easier to understand (I never know if I should pick the "View FSA Transactions", "FSA Account Balance" or "FSA Claims Info" to get what I need so I waste time looking at all three.
Failed Some Expectations	Make sure they are people friendly when dealing with every customer
Failed Some Expectations	Speed up the response time for display screens.
Failed Some Expectations	more attention to personal needs and more attention to follow up on problems reported.
Failed Some Expectations	Personal are not HR trained. They know little about DVR personal policy or procedures. They should be PHR or SPHR certified. They offer no advise and have no insight into what is going on within there own department other than processing paperwork for open enrollment. When they say they will call back they donb t follow up. They are for the most part friendly.
Failed Some Expectations	Not outsource to private company
Failed Some Expectations	1) Post the phone number on every page. 2) Allow the template to accept unlimited project numbers to be used.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Training, training, and then some more training!!! Make timesheet more user friendly. Put the 80 hour timesheet on one page, instead of using the little arrows and watching for the date the pay week starts, very confusing to me.
Failed Some Expectations	make it easier to show time off and overtime or sick leave without having to make several edicts.
Failed Some Expectations	Make it more user friendly,
Failed Some Expectations	The system needs to be faster and improvements should be delivered as promised. Would prefer that People First was non-existent in reference to human resource needs.
Failed Some Expectations	Upgrade to Internet Explorer 7.0
Failed Some Expectations	All weeks of the month should come up at once. We should be able to make change to any week without going back and waiting until the prior week comes up.
Failed Some Expectations	Make the system more user friendly and remove to many steps it takes to do one process.
Failed Some Expectations	By making it more user friendly. Once information is saved, you should still be able to edit it.
Failed Some Expectations	Impliment our files that were supposely scanned when this system first began so we can monitor, retrive and review our information.
Failed Some Expectations	Burn it.
Failed Some Expectations	Not out source
Failed Some Expectations	Each Division need someone designated to have the ability to resolve personel issues and interact meaningfully with people first. I had two important insurance issues that came about and I was never able to really resolve because there is no "Body" to talk to.
Failed Some Expectations	More or better training for the People First staff.
Failed Some Expectations	Be more accurate with data entry; provide what it claims to provide.
Failed Some Expectations	have a supervisor or someone who can assist us available when the front line does not meet our need. be able to communicate to the customer why something is the way it is - not that you will take care of it and then nothing changes. provide e-mail contact for quick questions or call backs.
Failed Some Expectations	Make full use of the screen space, cut down on clicking. When I view my personal information, show me 10 pieces or several related pieces on one screen. Add some color or something. Make payroll dates on time entry screen easier to distinguish one from the other. The system is technically OK but just not very appealing to users. Jazz it up a bit.
Failed Some Expectations	Get rid of it, seriously. We operated far more smoothly prior to its inception.
Failed Some Expectations	Start over?
Failed Some Expectations	Time entry should not be a many step process. The time entry screen should open with the line for hours worked and at least 2 blank lines to enter various leave types. This would make the process faster and more efficient than having to repeatedly click 'save'and 'edit' when using multiple leave types in the same pay period.
Failed Some Expectations	Continue to enhance features on the PF system. Make more canned reports available on the system.
Failed Some Expectations	Allow Local HR Department to handle issues

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Establish Process Action Teams (PATs) to oversee particular functions which coincide with those processes within the website, allowing them to be the resident experts of an area. By concentrating upon a particular area or function they would be able to provide the experience and knowledge that the employees seeking assistance desire and should receive. We do not know the inner workings of a particular function and have to rely upon those to whom we speak over the telephone.
Failed Some Expectations	Have more ability to choose information to be pulled from the web site, speed it up CONSIDERABLY, find better ways than having to call to get passwords replaced
Failed Some Expectations	Upgrade to version 7, Internet Explorer
Failed Some Expectations	Better communication with new hires as to the process for entering and submitting flexible time in PF.
Failed Some Expectations	Make the system more user friendly.
Failed Some Expectations	Notify the hiring manager if the lead recruiter leaves or goes on vacation, so we know who to contact.
Failed Some Expectations	Address the staffing solutions customer response area increasing the responsiveness to the customers.
Failed Some Expectations	Easier access to competent custmer service representatives with no language barriers. Better trained Customer Service Representatives. Access to my personnel records. Absolute assurances that my personal information is protected.
Failed Some Expectations	Update the software programs.
Failed Some Expectations	Given that many changes have now been successfully implemented, the system appears to be adequate for State use.
Failed Some Expectations	The system could be modified or enhanced to allow more flexibility than just hard copy reports.
Failed Some Expectations	Provide customer service staff with extensive customer service training. Implement system which records telephone conversations with customers and customer service representatives.
Failed Some Expectations	shorter wait time on the phone and follow thru on actions.
Failed Some Expectations	Beter trainin call cenetr staff to handle most supervisory questions.
Failed Some Expectations	The individuals on the help desk have always been polite, but they could be better informed and trained as to the current issues. The entire system could be more user friendly and less cumbersome.
Failed Some Expectations	Allow time worked to be entered for the entire month at one time instead of each week and by each type.
Failed Some Expectations	stop all these non-sense questions. just provide the vendor's number without grilling the caller.
Failed Some Expectations	Be more knowledgable.
Failed Some Expectations	Change time entry screens so that it does not require so many page changes between weeks as pay period is always two weeks.
Failed Some Expectations	Needs to be upgraded to provide more intuitive access. Good reports for the agencies need to be provided. Hiring center needs to be completely overhauled or replaced.
Failed Some Expectations	By training personnel on issues so that the first person that you speak with is able to assist or direct you to the person that can assist you. This will eliminate the numbers of times the customer has to be transferred.
Failed Some Expectations	Services need to be completely revamped.
Failed Some Expectations	There needs to be more training and instructions on how to complete certain items.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	don't know
Failed Some Expectations	Combine Bi-Weekly time sheets on one page. Stop all the double selections when completing one pay period. Assume we all work 40 hours a week, have us make the change to the time worked. create the ability to insert time worked and leave taken in one step instead of one step for each type of work or leave taken. Sometimes this may be a 3 step process.
Failed Some Expectations	All this edit and save and edit and save is time consuming and UNfriendly, we're trying to WORK and this site creates more work for us.
Failed Some Expectations	When everyone you know or meet in state government refers to them as "People Worst" (FHP; FWC; etc) then you know it's not just you that has had negative and frustrating experiences. Having said that, they do seem like they have improved in some areas but no enough it appears to erase that stigma related to them.
Failed Some Expectations	Have better trained personnel, instead of it being a call center w/ canned responses. Finish loading all the data [archived] into People's First.
Failed Some Expectations	system performance needs to improve
Failed Some Expectations	return services to real human beings
Failed Some Expectations	make it more user friendly, should make my job easier. If it takes me longer to do it in people first than it did to fill it out by hand then it is not successful
Failed Some Expectations	Instead of saving then editing then saving then editing... you should be able to edit all at once then save and submit. Also, both time cards for the pay period should be on the same page. Then you should be able to edit, save, and submit them both at the same time.
Failed Some Expectations	Make it accessible for disables users and make it easier to understand.
Failed Some Expectations	more user friendly
Failed Some Expectations	The time entry and submit to supervisor still needs tweeking.
Failed Some Expectations	The password requirements are too restrictive. It makes it almost impossible to think of password. Also, all the restrictions are not listed on the site, only a couple. Also, the leave balance overview is still confusing.
Failed Some Expectations	More "Help" pages would be useful. When I receive error messages, it takes a lengthy phone call to PF to resolve it when maybe I could fix it myself.
Failed Some Expectations	The people at the call center are not pleasant. I feel like I am bothering them when I call. To enter hours and to see paystub information is two separate logins with different password.
Failed Some Expectations	Look to the online banks. They meet my expectations by giving me the tools an data to manage and reconcile my account.
Failed Some Expectations	make the timesheet simpler to use
Failed Some Expectations	Make sure front line staff are well trained and check decisions with supervisors.
Failed Some Expectations	Use a legend to show what your error codes mean. Give some onscreen help to solve the problem without having to call a co-worker or having to call PeopleFirst.
Failed Some Expectations	Make it more people friendly, some things are impossiablr to do.
Failed Some Expectations	allow the user to do more than one thing at a time on the system, i.e. timesheets - changing information and saving all changes at one time instead of changing, save, changing, save, etc. you should be able to do more steps in less time.

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OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Make the system work! The problems that have been well documented in the media persist in many cases. Promises of the system being improved are not kept. The website has become the face of personnel for state employees but it is an unfriendly face. The system cannot answer your questions. Perhaps the biggest travisty is that promises were made of People First taking on the major training components for state government. This has not been done. And those that have been done are all on-line training (computer based training). Many people do not learn effectively in this fashion. Strong consideration should be given to restoring trainers to the agencies so live, stand up training, can be used for those who do not learn via computer.
Failed Some Expectations	Keep the leave and payrole portions and put the personnel folks back in our personnel office. Unfortunaly most personnel do not use people first to such a degree to be knowledgeable in all the areas of personnel actions.
Failed Some Expectations	Do a better job of allowing all people to fill out this application.
Failed Some Expectations	Make the system more user-friendly by remediating the items identified above.
Failed Some Expectations	Start over with software developed prior to 2005.
Failed Some Expectations	Quality Assurance...if the People First employees knew that they would be accountable if a customer was dissatisfied because they failed to do their job then they would hopefully strive to provide more efficient customer service and not have a "not my problem" attitude.
Failed Some Expectations	I think a brief summary of the information that can be obtained in each tab would be helpful.
Failed Some Expectations	The people answering the phones should know the answers or at least know where to go for the answers.
Failed Some Expectations	Need more hands on at a local level.
Failed Some Expectations	Meet the expectation that the contract issued by the State is with People First and not Third World Countries and that everything is being done to safeguard employee personal information!!
Failed Some Expectations	Problems with database need to be fixed
Failed Some Expectations	Allow multiple changes/updates in entering time without saving each change (e.g. entering time worked and leave time for each day requires multiple steps.) Leave overview should have remained on the approval screen for supervisors. We now have to go back to a totally different menu to check how much leave time our employees have before approving timesheets.
Failed Some Expectations	When submitting a timesheet, the system should let you know when you are successful.
Failed Some Expectations	Step by step instructions
Failed Some Expectations	Bring back our own personnel department like it used to be. Sometime the old ways are the best way.
Failed Some Expectations	faster applications
Failed Some Expectations	Create a better timesheet system that can handle multiple tasks. The timesheet template is not user frienly at all.
Failed Some Expectations	If you would just open a tab for state jobs on the current people first account for each and have state employees apply online through their own account and earmark them as current employees instead of requiring someone to apply, and then fax over the application and the little "sheet" requesting a promotion/transfer/etc.
Failed Some Expectations	Notify end user of what has been done or what is waiting due to additional forms etc.

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	See above comments. This should be a fairly simple programming issue to allow entry of time and leave on one page without having to edit/save/edit, etc.
Failed Some Expectations	see above
Failed Some Expectations	Fix PAR process ASAP. Build in more internal checks to red flag errors or potential errors before they process.
Failed Some Expectations	There should be a extra step, proofing the applicants application to see if they are qualified, if not giving a choice to disqualify the applicant if they are clearly not qualified.
Failed Some Expectations	let me go back to my agency work
Failed Some Expectations	Improve better password capability.
Failed Some Expectations	Have it caluculate your daily time for you instead of us having to do it. Also allow all edits to be made in one transaction. Having to show leave in more than one category requires an edit each time you select the type of leave used.
Failed Some Expectations	Better training for customer service representatives so that they are able to meet my goals.
Failed Some Expectations	They need to look at the big picture. If it is benefits, they need to see what is owed now and see if the deduction will come out of the next check and if it isn't include that amount in what is owed. They could put themselves in the person's shoes and say, if this were me am I giving the service I would expect to receive?
Failed Some Expectations	System could facilitate entry of actual time worked. Provision of in-depth training.
Failed Some Expectations	Have the persnnel system turned back over to state control and get rid of privatization
Failed Some Expectations	Have the personnel system turned back over to state control and get rid of privatization
Failed Some Expectations	Solve problems in a timely manner!
Failed Some Expectations	all aspects of the system need to be fine tuned to make less cumbersome. The information on the position requisition screens needs to be more efficiently organized with it clearly defined as to what the user needs to update/enter.
Failed Some Expectations	I just don't think PF is working, I have heard too many horror stories, had too many of my own. I hope I'll get an opportunity to tell you about my timesheet experiences.
Failed Some Expectations	change the current timesheet system, perhaps witha calander for navigation, or at least placeing the current week in the middle selection so you have easy access to review the week before
Failed Some Expectations	Provide more stable/knowledgable technical support staff. Improve problem solving turn around time. Correct outstanding reported problems.
Failed Some Expectations	Go to new provider and system
Failed Some Expectations	1. Improve the 'User Friendly' piece. 2. There is too many 'phone prompts' for managers. 3 Improve staff knowledge base and/or give staff tools that would allow for easier access to answer.
Failed Some Expectations	See above
Failed Some Expectations	Better training. More people. Less reliance on automated responses. Fix timesheet web page (my earlier suggestions were ignored) and always keep both weeks of a biweekly period on screen at the same time, and make it easier to distinguish one biweekly period from the next.
Failed Some Expectations	(1) If there is a benefit available to a new employee, DO NOT WITHHOLD this information. (2) Repair the job search web page.

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OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Do not require input of hours worked until they have been worked. Also I have to enter each week and the counselors can enter a month at a time. It would be helpful to see the entire month not just a week.
Failed Some Expectations	As far as timesheet confidence - I don't know other than education and viable proof to administrators. Personnel file - finish this step and the product. Application - remove character max or provide for a continuation ability. Master Application - perhaps an e-mail reminder that it needs to be updated and re-submitted. This would also alert People First to inactive e-mail accounts.
Failed Some Expectations	Alot of County Government sites could serve as a good example of sites that are very user friendly and simple to navigate.
Failed Some Expectations	Return the funtions back to the actual agency which we are employed with.
Failed Some Expectations	Reprogram time tracking (attendance and leave) to be more user friendly and less comlicated/cumbersome.
Failed Some Expectations	While I understand this is very difficult to do...the system should work at least as good as the personnel dept. did when it was staffed with employees or as good as was promoted when sold to the state.
Failed Some Expectations	Have people available for answers
Failed Some Expectations	Scrap it and start over.
Failed Some Expectations	Get rid of outsourcing our american business to over seas companies and losing my personal info in the process.
Failed Some Expectations	Need to improve their site speed, as a supervisor it is slow to approve timesheets
Failed Some Expectations	Trust the agencies. Allow us to change flex schedules for new employees. Leave the time sheets in the system for more than 18 months. Leave the time sheets for retired employees in the system for the same length of time as all other employees.
Failed Some Expectations	Simply the processes of submitting timesheets, or for finding the information required. Streamline access to the most commonly used features.
Failed Some Expectations	Upgrade along with the rest of the world.
Failed Some Expectations	Correct the above.
Failed Some Expectations	Allow me to enter hours and types at one time - like a blank spreadsheet. Don't try to "help me" with warnings and auto populated fields. Make the thing comply with actual WWW standards. Don't use a GIANT pop-up window. Let me log in with a "real name" instead of some cryptic number.
Failed Some Expectations	Have a more customer friendly time sheet. (see comments above)
Failed Some Expectations	Start fixing the real problems & not something that makes DMS & Poeple First look like they are fixing a problem.
Failed Some Expectations	Fullfil their contract with the State. Why is it apparently taking so long and why do the tax payers of the State of Florida continue to bare the burdon.
Failed Some Expectations	They could correctly act on information the first call/visit.
Failed Some Expectations	Reporting section should be upgraded.
Failed Some Expectations	Employee time entry is a good example. If one has to edit to include leave, there are too many steps required.
Failed Some Expectations	Provide training; link information / updates to FLAIR.
Failed Some Expectations	Better navigation for the website. Completing tasks such as time entry requires too many repetive keystrokes. Pages are not printer friendly.
Failed Some Expectations	Make it easier to approve another's timesheet; include a list of authorized division staff somewhere so if an approval is needed, one knows where to look in case their supervisor is out; review how the timesheets where processed online at the Dept. of Environmental Protection before People First -- it was a much easier and intuitive system.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Intermet Explorer 7 needs to be supported. When Supervisors approve leave all records of approved leave disappear. There needs to be a system in which employees approved leave can be recorded and open for review by supervisors. The PAR entery system is slow also there is a problem many times in completing PARS for employees leaving in the middle of a pay period. This is an area in which many times the people in the Local HR dept areof more help in explaining things than People First. Time entry is slow, also It needs to display the previous pay period on the Friday after the end of the pay period as this is when most people complete their timesheets.
Failed Some Expectations	Look at how people actually enter their time & build the system to allow for that. For instance, build the time entry screen to show lines for the most entered leave types (AL, SL, FSL) & allow them to enter times here and adjust the time worked amount all at once!
Failed Some Expectations	Bring it back to the state so less money is wasted and we can get more direct contact.
Failed Some Expectations	see above
Failed Some Expectations	Oversimplify
Failed Some Expectations	I do not know how this website can be inproved, I do know that I would like to be able to type at least two or three lines of comments when I request leave. It is necessary to explain the need sometimes for some leave request. thank you.
Failed Some Expectations	?
Failed Some Expectations	It should be compatible with other Browsers besides obsolete Explorer versions.
Failed Some Expectations	Improve the web application to make it more intuitive. Allow non numeric characters in the password.
Failed Some Expectations	Allowing employees to use all their leave time.
Failed Some Expectations	context-sensitive help (mouse-over tool tips would be nice), use of standard (and standard-looking) form tools (drop-down menus, list/combo boxes, etc.)
Failed Some Expectations	I really feel the security and customer service received when the system was housed in each individual Agency cannot be surpassed. It has beem a frustrating experience transiting over to this system. I feel the operators are trying to do the best they can to help callers, but all in all, there is no comparison. I'm not really sure what suggestions I could give you for improvement.
Failed Some Expectations	Better interface with standard navigation.
Failed Some Expectations	???? I think the state a bad deal from a company that was supposed to be in the business of administering personel systems for major corporations.
Failed Some Expectations	Improve the ability to enter leave and time worked together and not in different steps....
Failed Some Expectations	more training for your customer service personnel
Failed Some Expectations	There is not enough space for all my suggestions
Failed Some Expectations	Make the screens more descriptive for example when approving an employees time sheet it is confusing as to which screens need to be accessed and in which order you update them
Failed Some Expectations	Do not like the new job search format - not user friendly

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Double check each employees'information for accuracy. Perhaps the people who inputted the information to begin with either made mistakes or didn't take the time to ask questions.
Failed Some Expectations	The site is tooooooooooo slow!!!!!!!!! cant get from one screen to another in a timely manner
Failed Some Expectations	I'm not a computer programmer or website tech, so I don't know the answer to "how."
Failed Some Expectations	easer to use
Failed Some Expectations	When an employee does not enter his/her timesheet, they should get an email along with the supervisor so that they know.
Failed Some Expectations	At the very least improve the response time. At best get rid of it all together, shut it down.
Failed Some Expectations	Improve website and speed
Failed Some Expectations	serve the staff appropriately, as expected
Failed Some Expectations	Open up local or Regional Offices in towns, cities where heavy concentrations of state employees live/work. Hiring process needs to be compeletely analyzed, it is scary to put that much power in supervisors hands in hiring subjectively. Competetive hiring should be encouraged.
Failed Some Expectations	Get people who know what they are doing instead of a bunch of ding dongs.
Failed Some Expectations	Improve the computer version of the People First Sytem. Make it more user friendly.
Failed Some Expectations	Clean up the identity compromise, "and the unsecured website " situation
Failed Some Expectations	Faster speed and better interface.
Failed Some Expectations	return to inhouse human resources
Failed Some Expectations	improve web site for ease of use in menues, links, reduce number of steps to complete leave
Failed Some Expectations	Make it so that we can do everything that needs to be done the first time we attempt it without having to make phone calls or submitting paper.
Failed Some Expectations	I am not impressed with "People First." I do not see any advantage of this system over human resources in each agency. Each agency is more aware of their employment needs. Make timesheets less time consuming to complete. Is this "People First" really saving the state's taxpayers' dollars?
Failed Some Expectations	Allow cleaner toggling between weekly approval for non-exempt employees. Now it takes four to five key strokes to get from one week to the next. In general, it is very time consuming to work through what seem to be duplicate menus.
Failed Some Expectations	Under Time and Payroll, leave the prior week's payroll period visible under time entry instead of rolling to show 2 upcoming pay periods, besides the current one. Addition of a site index, listing all available information links would be nice, either listing it under or in addition to the quick links on the home page. In applications, having to roll through the entire application every time it's submitted is frustrating. An edit button would be nice to place there, instead, so if any changes to the submitted information are needed, an edit can be made at that time.
Failed Some Expectations	Start over and get more user input.
Failed Some Expectations	System needs to move faster; be available all the time.
Failed Some Expectations	It would be nice to be able to call and get someone right away and have the situation taken care of right then and there instead of not hearing back from anyone for days and then it taking weeks to get a situation resolved in an expedient manner.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Be able to have more local interaction with Human Resources. Let the local HR offices have more control over what is done with the systems. Not have to go through a call center to someone who does not understand the Department policies and procedures. Each Department is different and People First is a one size fits all and that does not always work.
Failed Some Expectations	With a newly developed system, one that is more user friendly. People first is not a good system.. Look at "Aeroplan" www.aeroplan.com, that Air Canada uses, it's so nice and easy to use, and clean looking. (Of course we're not an airline) but just the sharpe clear design and the easy colors to read and look at help.. People first is not even nice to look at. People learn diffent ways, some are audio, some visual, some readers/writers... people first does not help... they need a more modern screen.
Failed Some Expectations	It took me a very long time to locate the changes on the computer to access services. It can't. PF is in control. How do you talk with a computer? I would like a brief listing of direct ext. then if you have a concern push 0 for PF rep. How does anyone know what will work for the best outcome? PF has tried but I and others have lost confidence in there competencey. Sorry.
Failed Some Expectations	Make the timesheet easier to use by having the entire payperiod on screen for editing - not just a week at a time.
Failed Some Expectations	After all this time they should have all the kinks worked out but they don't.
Failed Some Expectations	It's a little late to be asking now.
Failed Some Expectations	Make more user friendly and easier to locate information. Fix the links you have provided. fix the 'going in circles' in locating information.
Failed Some Expectations	Let us be able to print out an application and complete and turn in a paper copy instead of the via computer only.
Failed Some Expectations	Our HR department was not informed about the problem with the position of the current job listing until several members spoke to them about the issue.
Failed Some Expectations	Streamline the tabs, particularly staff and allow managers to utilize previous job announcements if they only want to make minor changes to the qualifying questions and the type of advertisement, such as from State Personnel or Internal Agency to Open Competitive. The only change in my advertisement was to remove the question: ARe you a state employee? Now I have to recreate the whole advertisement again to readvertise the position.
Failed Some Expectations	See above. The bottom line is that the system could be streamlined to elminate extra steps for the user. I suspect the system was developed with a lot of checks and balances without much consideration for how many steps are required to accomplish a task. Also, our agency has yet to use some of the features in PeopleFirst (which is probably a good thing).
Failed Some Expectations	add features that easily allow for changes in the weekly schedule
Failed Some Expectations	not sure why we changed from old systems-they worked just fine. i could talk to my personnel dept & they knew who i was and worked matters out for us. purchasing was easier for vendors working with state and more timely.
Failed Some Expectations	Secure information better and be accountable for not performing to expectations.
Failed Some Expectations	go back to not having a seperate agency to report to
Failed Some Expectations	Better coordination with State agencies.
Failed Some Expectations	Like them...I haven't a clue!!!
Failed Some Expectations	Make program more user friendly.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Update personal information without going to personnel office. Example W-4 change of address. Or have form available so I can complete and send to appropriate area. Attachments should be allowed with applications.
Failed Some Expectations	A checklist of required documentation when signing up for supplemental plans. A hotline staff on line and availiable to answer questions.
Failed Some Expectations	Longer availability times - variable "data harvesting" times.
Failed Some Expectations	Make more user friendly.
Failed Some Expectations	I've heard of people having delay problems with reimbursements from Flexible Medical program and other personnel problems.
Failed Some Expectations	For bi-weekly payrolls, be able to interact within both weeks without going in and out and back in and out of each week.
Failed Some Expectations	Improve the graphics (screen size, message placement) and speed of the web. Require less movement and clicking to do the job.
Failed Some Expectations	Allow the actual hours worked by employee encoded. Also, respect the private information of all state employees
Failed Some Expectations	See above
Failed Some Expectations	MAKE IT EASIER TO USE.
Failed Some Expectations	User friendly interface with more quick links to frequent actions
Failed Some Expectations	simplify time/leave entry system
Failed Some Expectations	Include more codes for time sheets.
Failed Some Expectations	While the computer system is good to have all information standardized and in one centralized repository, the function of HR should be maintained locally rather than in a remote location, managed by unknown people whom do not know the local circumstances driving a given case.
Failed Some Expectations	Not allow improper charging on timesheets.
Failed Some Expectations	This is what I would like to be able to do for monthly timekeeping: Log into the system. Choose weekly or monthly payroll. Our entire dept is on monthly so that could even be set. Then open a spreadsheet for the month, enter time for the month, see the totals as you go, and hit save. Be able to print a copy (1 page for the month) for your records.
Failed Some Expectations	Make a better timesheet format.
Failed Some Expectations	Survey is a good step. Reduce strokes, screens; simplify; review logic of sequences for actions. Make OPS procedures conform with career service.
Failed Some Expectations	Wouldnb t it be nice to be able to filter time entry by pay month instead of having to use that annoying up down button? It would also be nice to have the ability to have a password with alpha fields also. It would be nice to be able to print my time entry in a nice format maybe even PDF? It would also be nice the next time that PF data is compromised or sent overseas that not only the state worker be insured from identity theft, but the spouse (whose personal information is in the system) be covered also. I donb t know if you cover the Medical Reimbursement Forms, but why does it require a SSN instead of a People First ID?
Failed Some Expectations	Perhaps by providing a line for supervisors to contact with employee issues, rather than have to go through all of the same steps as if calling for yourself.
Failed Some Expectations	Make the whole system more user friendly. Make it so the everyday person with a minimal amount of computer skills can use the system.

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	They need to have a system where you can talk to the same person regarding your problem/case. There is nothing more frustrating than to call and have to explain your problem to a different person each time and then each person give you a different answer. Individuals that work in the HR areas of agencies should be able to call specific contacts and have direct numbers to the contacts to be able to get a situation resolved instead of just going through the system. There is too much of sense of seperation and that you cannot talk to anyone who can help you. The system needs a complete over haul.
Failed Some Expectations	We should be able to go to a certain date through a drop down list or clickable calendar, instead of clicking on arrows to move us up and down the list. Also, the site should be coded so that it doesn't have to be added to the popup blocker exception list to work properly. And people should be able to reset their password via a password hint, instead of having to make a phone call. Also, sites should be tested thoroughly by a third party so that suggestions can be made about how to make things easier for the end user.
Failed Some Expectations	Redo the timesheets for biweekly periods. Make it easier to adjust time for AL and SL. Establish a drop off box for medical reimbursments in Tallahassee.
Failed Some Expectations	Make it faster.
Failed Some Expectations	You tell me.
Failed Some Expectations	Supervisors need easier access to review employee leave balances at times other than approving timeoff and historical useage needs to be easily accessed. The time input needs to enable two weeks to be input on a single screen. The system needs to edit for valid time accounts at the time the employee is completing their time entry. The system needs to process charges against valid accounts in a two to four week timeframe rather than the months it currently takes. The processing of charges needs to be on a regular schedule.
Failed Some Expectations	move it back to Florida so that we can talk to local people, and wouldn't have to deal with people from other countries or states that didn't understand our situations or didn't really give a damn. I don't trust the system the way it is now. The out of state people who handle our information don't give us the feeling that our information is important enough to them to keep it safe.
Failed Some Expectations	Please show the current week and the PREVIOUS two weeks! PLEASE, PLEASE, PLEASE do this! Also, give me access to the daily time entry for my direct reports from the time entry approval page.
Failed Some Expectations	HIre competent representatives.
Failed Some Expectations	The system needs to be more user friendly (less screens).
Failed Some Expectations	no more password changes
Failed Some Expectations	Offer training and make it user friendly.
Failed Some Expectations	Hope so
Failed Some Expectations	More security.
Failed Some Expectations	Place personnel back at State facilites and have DMS takeover the People First website
Failed Some Expectations	More user friendly
Failed Some Expectations	I REALLY DON'T KNOW THE ANSWER TO THIS ONE
Failed Some Expectations	More user friendly. Entering time when you have leave can be complicated.
Failed Some Expectations	Gather end user input for modifications.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Spend some time test navigating at least once a month; verify all phone nos. posted at least once a month; make it easier to enter leave hours; training videos aren't very clear (I had to watch repeatedly to see how to enter leave time, for example). I also find the configuration of passwords awkward (7 nos., or whatever - how easy is that to cope with changing every 3 months??)
Failed Some Expectations	Better reports feature - the availability to customize reports or download information into Word/Excel so it can be manipulated into a report in one of those programs; Should be able to mass load information such as annual increases - if this is a one time item that is based on a fixed percentage, People First should be able to do this as a mass load instead of manually inputting from a spreadsheet we provide; People First needed to listen to the end users when developing the program. There are many features that should have been included that weren't.
Failed Some Expectations	The time entry should be changed completely. Time should be entered monthly for employees who are on that schedule.
Failed Some Expectations	Better explaining what they are doing while they are doing it.
Failed Some Expectations	more programmers to fix system errors, front-line training on state rules instead of just People First use
Failed Some Expectations	The Live Representatives are very good, but the system it self is not user friendly
Failed Some Expectations	Better training, more accessibility, also make it so that when you put hours in on timeshheet, you can just go ahead and add 1000, 5200, whatever all at the same time.
Failed Some Expectations	Being knowledgeable and when in doubt refer to a supervisor.
Failed Some Expectations	POSSIBLE CORRECTIONS TO ERROR MESSAGES. PROVIDE MORE INFORMATION SINCE WE NO LONGER ARE ABLE TO TALK TO A HUMAN ABOUT OUR BENEFITS.
Failed Some Expectations	More user friendly.
Failed Some Expectations	Better security, make it easier to work with and easier way to view your leave.
Failed Some Expectations	Make the new hires benefits easier to obtain and make sure the people first call takers actually know what they are saying
Failed Some Expectations	Address the above concerns.
Failed Some Expectations	See above
Failed Some Expectations	Simply.
Failed Some Expectations	Need to redo time entry and review. Time Direct was great
Failed Some Expectations	provide a paper statement of pay and leave as was done for many years. Having to check people first is inconvenient and does not provide detailed information.
Failed Some Expectations	I find it difficult to know when I should contact our Human Resources group and PF. I know that the HR section is so small (since I took a state position 4.5 years ago) that getting answers is quite difficult.
Failed Some Expectations	make navigation easier
Failed Some Expectations	Go back to former time sheet
Failed Some Expectations	less frills, more speed; e-mails autogenerated for requests and time sheet submittals; fix job application

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Be more user friendly. Availablity 24 hours a day, for employees who work night shift and evening shift to input timesheets and sign up for insurance. Allow premium history screens to be viewed as far back as necessary to help the employee instead of calling PF and getting inaccurate information everytime you call and getting different information each time you call about the same case. If items need to be corrected on the back side, automatic updates installed instead of HR calling to have PF manipulate their system. Allow the ss# to be input on the PAR screen when starting a PAR instead of acting upon a PAR. Make the customer service reps accountable, when they say they are going to call back, make them call back.
Failed Some Expectations	If everyone was as eager to help as the "Escalation Department" was, my problem may have been solved within the first month of employment. As it was I didn't have health coverage until the 2nd month of employment.
Failed Some Expectations	If properly administered and managed, this would be better done "In House" rather than outsourced.
Failed Some Expectations	Have something for those that are already working in the State to give them priority in applying.
Failed Some Expectations	Include an avenue for an Agency to establish approved rate in the rate reports so an Agency could determine available rate status.
Failed Some Expectations	More direct menu paths. Direct task switching needed. Project codes should be listed on a single, long page since we have to scroll down any of the pages to see all the choices anyway. When I try to set up the template at the beginning of the month, it won't carry over to following weeks and I have to recreate it. I have no solid suggestion on how to improve template program.
Failed Some Expectations	There needs to be a easier way to update an employee who is switching from OPS to Full time. There needs to be a better way to communicate with the employee. The information provided for the benefits should be more user friendly. The link to the benefits doesn't provide a friendly user interface and can be kind of misleading.
Failed Some Expectations	work on flextime to make it easier to enter and approve time for employees whose schedule is different every week. ESPECIALLY when hours must be entered prematurely for the first week of the next month before the employee can submit or the suprevisor approve the current month.
Failed Some Expectations	Improvements have been made in the timesheet module. I also understand that the state application has been changed so that you don't have to retype the whole application to add your latest job experience, but it took a long time.
Failed Some Expectations	Have the state take back the call center and hire competent, well meaning state workers to provide call center activities. Implement a comprehensive training module, an improved/upgraded staffing module, give agencies access to retired/terminated employee records, give agencies the ability to see employee records in other agencies for benefits, fix 411, fix the PAR problems, give us the reports needed to make decisions, and give us the ability to run reports in excel, instead of .pdf.
Failed Some Expectations	Make it more intuitive. It should not be a chore to enter time, use leave, etc...
Failed Some Expectations	Get rid of this system.
Failed Some Expectations	Roll-over instructions would be nice and/or maybe offer more or better direction with error messages.
Failed Some Expectations	Contact with people is a better way to serve your employees.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Either allow the system to be overridden by a supervisor for an employee who accrues extra hours or overtime or come up with a new system that is more user friendly and not so stringent as to not allow any non contracted hours.
Failed Some Expectations	Complete the site and enter data in a timely manner
Failed Some Expectations	Needs a overhaul in the user friendly division.
Failed Some Expectations	Go back to the old look or something different from how it is now! Whatever can be done to minimize technical difficulties (periods of the site being down).
Failed Some Expectations	Develop more user friendly web application entry for time worked. Flexible work hour entry should be less rigid. Error messages should be more specific and should provide easier to follow directions. Representatives ansering help line should have more tools to assist resolving issues.
Failed Some Expectations	find the fix to my access from home problems.
Failed Some Expectations	Have leave requests and approvals tie back to the time sheet for accuracy.
Failed Some Expectations	More professional when it comes to employees calling regarding insurance, leave and benefits. Peoplefirst employees seems as though they are offended when I call because they think that I will have an attitude with them (problematic client) because of their past experiences with the rest of the state workers. There needs to be some type of communication as to who takes care of what (In-House Personnel vs Peoplefirst). Hopefully, if each party knows the rules and regulations, then maybe state employees will begin to embrace Peoplefirst. I am not a picky person, but I do expect professionalism and accuracy when dealing with my money, and benefits that ultimately effects my family.
Failed Some Expectations	It may be fixed now, but if not, it would be nice if the Leave Balance Overview was updated to reflect comp time earned/used.
Failed Some Expectations	Eliminate need to move out of system when reviewing multiple employees.
Failed Some Expectations	Hiring Center - combine application with additional information such as willingness questions to be printed from the same tab

With regard to positions being filled. There should be an automatic follow-up email to hiring managers from convergys checking on status of requisitions. this will allow hiring manager to respond immediately instead of having to remember to send a email requesting the requisition be closed. |
Failed Some Expectations	Fix problem, see above comment.
Failed Some Expectations	Hours should be for the timeperiod not week by week. Too many screens and drop down menus with no access or information. Integration with other vital systems currently in use.
Failed Some Expectations	Wish we can go online to see if PF got the faxed application & what is the status.
Failed Some Expectations	Give it back to DMS.
Failed Some Expectations	Ro do the job notification module.
Failed Some Expectations	The box displaying the different weeks in timesheet periods needs to be larger. I am an exempt employee and am going backwards and forwards because I can't see very many weeks on the screen. In addition, why can't the template be set in another area and applied by the system automatically. This would streamline the process tremendously. Another thought would be to display the current weeks you are responsible for and keep the others in history somewhere.
Failed Some Expectations	More information input
Failed Some Expectations	More knowledgable staff so they could understand how to fix a problem without agency staff have to tell them what they are supposed to due.
Failed Some Expectations	Better streamline coordination and make system more user-friendly.
Failed Some Expectations	It is too time cosumming

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	there has to be an easier way to do this-
Failed Some Expectations	Give it back to DMS.
Failed Some Expectations	return where came from and give back to the state employees the responsibilities that they performed so well.
Failed Some Expectations	greater bandwidth and faster service
Failed Some Expectations	Make them more user friendly.
Failed Some Expectations	Just make it easier to enter/correct things. Also, I can't review/change some things easily. Makr it easier.
Failed Some Expectations	If you are paid twice a month you should be able to see both weeks for which you are entering time at once. You should not have to approve each week separately. Those two weeks are your pay period and it would be much easier to view, enter data and approve those two weeks all at once.
Failed Some Expectations	Make the system so there wouldn't be so many steps when working with current clients. We have to look up an appointment, go back, cancel and appointment, go back, make an appointment. Make the system to allow who made and cancelled appointments the way the old HCMS system did.
Failed Some Expectations	Too much secrity inforation to give to get any help, and most of the time your transfered to another person to repeat the process, for a general question. Too much wasted time. My Merrill Lynch account is much easier to get to with less time expended.
Failed Some Expectations	Prioritize Customer Service and resolving issues
Failed Some Expectations	Nothing replaces human contact and our HR staff.
Failed Some Expectations	Go back to the system that was in place before People First.
Failed Some Expectations	streamline the system.
Failed Some Expectations	Scrap it and go back to personnel offices at the various agencies.
Failed Some Expectations	link the job descrition with the application notice
Failed Some Expectations	The above example should be rectified. Also, when searching for a past week/pay period - the current week should be in the middle, the past week should be the top choice, the next week should be the bottom choice (saves a step).
Failed Some Expectations	simplify so that each action is clear
Failed Some Expectations	Improve monthly attendance.
Failed Some Expectations	?
Failed Some Expectations	Maybe back and forth tabs within certain areas of information such as Health & Insurance. More links from a few pages rather than having to dig into different areas or a more clearer guidance as to where to find the information we are looking for.
Failed Some Expectations	If an employee works under their hours required for one week b/c they were over during the other week in the same time period, I don't think they should have to use leave without pay for the week that their hours were under in order to equal to their sceduled hours of pay for the week.
Failed Some Expectations	Make it more user-friendly!
Failed Some Expectations	It should be much simpler and user-friendly.
Failed Some Expectations	Website redesign, user manual published.

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Do better surveys of the users like this one to find out what problems people are having, and fix them.
Failed Some Expectations	Make it more user friendly.
Failed Some Expectations	1. The State of Florida bought a website that was apparently built for someone else. 2. Develop a website that is USER FRIENDLY, EASY TO UNDERSTAND, WHERE FUNCTIONS CAN BE COMPLETED IN A MINIMUM AMOUNT OF TIME . . . so that the employees can get back to the business of working.
Failed Some Expectations	Improved management/organization of incoming materials.
Failed Some Expectations	Website should be more user friendly adn straightforward, it is awkward to navigate through screens and find information about our employees. Staff in call center could be more knowledable and provide correct answers. The system still does not function as it should and it is slow to respond.
Failed Some Expectations	There are simply too many problems with the system to describe how they can be imporved. All you have to do is use the system to see what the difficulties are.
Failed Some Expectations	The State needs to withhold funds untill the systems works as promised. And charge penalties to PF for past due dates for changes. Or switch to a new system.
Failed Some Expectations	Like the template choise. The employee who must work weekends, nights, callouts on days off, overtime, constant schedule changes. A priorty template, that an FTE could set up so the PF system would except deferent times and RDOs within one time period.
Failed Some Expectations	Would be easier if it were compatible with Explorer 7. It could be an easier system to navigate.
Failed Some Expectations	I really don't use it enough to say. The timesheet process has gotten a little easier.
Failed Some Expectations	More interaction on the phone and proper training. Being available to answer any question and if not to have someone that would be able to.
Failed Some Expectations	When a member enters his/her time and submits it to their supervisor for approval, if the member realizes that a mistake has been made, they must wait for the supervisor to reject the entry instead of being able to bring it back up and make the adjustment. Also, as a supervisor approving time, I have to switch screens to see comments that have been entered to explain overtime or other issues, there is no place to view these comments on the approval page. Another issue has been making adjustments to Supervisors' Direct Reports as changes occur. It takes People First too long to do this task and superviosrs are left approving time for people that no longer report directly to them.
Failed Some Expectations	!!!get rid of people first!!! it seems to me that if they can't answer the questions that you have then at least put the service center as the place to get the answers that you need for any and all questions concerning the requisitions
Failed Some Expectations	Better technical training of your employees and maybe a different way to phrase "it's the local HR office's fault"?
Failed Some Expectations	simplify the screens.
Failed Some Expectations	Change the format
Failed Some Expectations	Make it more user friendly! More intuitive. It's a program...allow users to enter data for a week in a table that resembles a Sunday through Saturday calendar. Use "behind the scenes" programming to reformat into the ridiculous Friday through Thursday state week. Enable PRINT capability that formats to fit 8 1/2 X 11 page. Allow alpha-numeric passwords.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Make the individual responsible to the customer.
Failed Some Expectations	It is definately not easy to access from home computer via internet
Failed Some Expectations	improved navigation in system, many systems are not automated example leave and OT requests/ approval. Some systems still require state agency HR intervention for resolution. Many tasks formerly performed by HR are now performed by agency managers.
Failed Some Expectations	hire/train employees to be knowledgeable and to care about how long it takes for an issue to be resolved.
Failed Some Expectations	Simpler time sheets and simpler forms. Than you.
Failed Some Expectations	for one thing, each district's personnel should be able to override certain things when it pertains to timesheets.
Failed Some Expectations	Make the hiring center more user friendly.
Failed Some Expectations	Improve on dynamism of screens and practical layout.
Failed Some Expectations	Once the criteria is set, all applicants that don't meet the min. qualifications don't need to be sent to the manager for review.
Failed Some Expectations	Navigation in the Time Entry section needs to be made easier. It is a bit cumbersome. Time Entries are difficult to edit, save, and submit for approval. This area should be made simpler and easier to submit time.
Failed Some Expectations	Make it user-friendly.
Failed Some Expectations	make the page smaller or move the entries up.
Failed Some Expectations	The time entry section is hard to use. Maybe if it were condensed to that you did not have to use the side slider bar all the time or the single or double up and down arrows to get to the date you are looking for it may be easier. The screens are just not set up for easy manuvering through the information.
Failed Some Expectations	When looking at an employees pay info it should agree with what they are actually paid. When verifying some hourly rate I find it not to be true.
Failed Some Expectations	If possible, a full-screen without up-down and left-right arrows would be easier to use. Passwords of alpha and numeric origins would be better.
Failed Some Expectations	I really don't know but system does not work well with dialup.
Failed Some Expectations	ALLOW THE USER TO INPUT MORE THAN ON LEAVE TYPE FOR A DAY ALL AT ONCE AND ALLOW THE USER TO GO BACK AND MAKE CHANGES
Failed Some Expectations	Fix above.
Failed Some Expectations	Think like a user. Build your system as if you were needing information in a hurry.Make finding data easy. Time/Leave entry should be a one screen thing. i.e. If you requested leave and it has been approved it should show up automatically instead of us having to reenter it a second time.
Failed Some Expectations	BETTER TRAINING OR HELP PAGES
Failed Some Expectations	The website needs a complete overhaul, and the Service Center needs a new options menu.
Failed Some Expectations	improve the timesheet
Failed Some Expectations	fix the above
Failed Some Expectations	There should be a more intensive training program to make their representatives be able to answer your questions intelligently and without having to put you on hold for minutes at a time to find your answer. They must remember that the state employees are their customers. They sometimes take on the attitude that we are a nuisance to them. But, they must understand that they have a lot of control over our affairs. Our insurance, paychecks, etc. are just as important to us and it is to them.
Failed Some Expectations	Training would have been nice. Have to wait to correct errors.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	It may be either the information they are given is not clear, or they don"t understand how Marine Captains, Marine Mates, and Marine Mechanics function. Broadbanding has it appear on the application that the three positions are combined.
Failed Some Expectations	The time entry needs to be flexible on hours per day. Changing personal information should be easier and less menu driven. You should be able to change information without closing out and starting again.
Failed Some Expectations	The enter hours, save, go back, submit, etc. rigmarole is pretty clumsy.
Failed Some Expectations	Go back to the way it was before People's First.
Failed Some Expectations	It needs to be more user-friendly. Navigation between areas/screens needs to be easier and more obvious. Processing time sometimes takes so long that I get timed out. Retention period of leave requests needs to be longer.
Failed Some Expectations	Better server, Better format
Failed Some Expectations	CONSIDER BACKGROUND INFORMATION,I.E. EXPERIENCE, SCHOOL, DEGREES, FINDING JOBS THAT MATCH
Failed Some Expectations	Fix the problems I mentioned above.
Failed Some Expectations	train and hire people who learn as they go
Failed Some Expectations	No easy solution.
Failed Some Expectations	Keep my leave balances accurate. Stop asking for too much personal info, don't give out our private info to outsource companies. Make it easier to enter hours outside of our established work schedule. Why do we have to be locked in to an established work schedule. Some of us don't work that way.
Failed Some Expectations	The entire process needs to be simplified. Whether it's the appearance of personal information going overseas, or just getting benefits stopped, I have a hard time "trusting" this system.
Failed Some Expectations	Ensure their staff are properly trained and have good communication skills.
Failed Some Expectations	Scrap the menu structure of the interface, change internal terms to understandable common English, narrow the search options on the job search functions and translate the terminology to common English, finish loading our files into the system, create personalization features like you see on most all web services (like yahoo, google, earthlink, MSN etcb &) to allow users to view and access their favorite features from a main account screen. Demonstrate how exactly this has saved us money.
Failed Some Expectations	Should be able to recognize additional hours worked.
Failed Some Expectations	See entire pay period on 1 sheet. Be able to view a pay stub--actual pay rate, deductions, hours.
Failed Some Expectations	Make the website more user friendly. Find ways to help improve moral to the People First Representative so that they are "happy" at work and sound like they are truely happy to help you.
Failed Some Expectations	The GUI should be quickly improved to increase efficient and ease of use. Concerned about the database record layout and not sure it is fixable. Underlying assumptions on the database design are flawed.
Failed Some Expectations	I think accessibility is a key issue. The system should be accessible for everyone.
Failed Some Expectations	Get users input and provide training manuals. Have screens that are easy to navigate and understand, consider explanation boxes for hard to recognize terms (those terms that are labeled, but don't quite match what the user is trying to do)...example in a PAR..."acted upon" and "completed"...what's the difference? Have a label when your cursor touches the word to explain. Have a print icon that is the same in every section, and allow items to print in full on a page.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Could be supplemented by human beings in an HR office.
Failed Some Expectations	Easier navigation.
Failed Some Expectations	System is not user friendly. At our location we hire entry level maintenance workers who are not computer literate. We are missing out on applications because most people do not know that People First Exists. I use the Manager's page to check applications and I have to go through eight pages of old ads before I can get to the active requisitions. Very time consuming and the system is slow from page to page and sometimes you get bounced off and have to start all over again. Or if you need to look at more than one requisition, you again have to go through eight pages to get back to the open requisitions. I personally think it is a waste of Taxpayers money to pay for something that we can do internally. Give this task back to DOT so we can hire some employees and not have 16 vacancies at a time.
Failed Some Expectations	When time has been entered for the month it is automatically saved, thereby, not requiring you to go through each week to click the edit, then save button to get the correct status prior to submission to your supervisor.
Failed Some Expectations	I'm not sure, perhaps it is a communication issue.
Failed Some Expectations	Better Customer Service, simplify the system
Failed Some Expectations	By having a liaison at each institution to help staff with their personnel issues.
Failed Some Expectations	You can fix the time sheet entry to reflect real and actual time. If I take leave and comp, annual, it has to be offset, which means I am lying. Dont like that. With what we are spending on People first we should be able to acurately do our time sheets.
Failed Some Expectations	By following up with customers to see if thier problem was resolved and if not, offer other alternatives or solutions.
Failed Some Expectations	more consistency
Failed Some Expectations	customer service could be better knowledgeable about their job duties.
Failed Some Expectations	For managers and other users that would like a comprehensive report on an individual, this should be available. Resolve the above issues.
Failed Some Expectations	Make it fit DC employees who work other than 8-5 M-F, make it easier to enter final time sheets for pay. Make it more user friendly.
Failed Some Expectations	1. Make time entry a spreadsheet that can be filled and changed as a whole rather than piecemeal. 2. Change the application system so that the most recent job can be added at the top where it belongs. 3. Stop reloading the page every time I hit a radio button, it's annoying and time consuming. 4. Try and make sure your employees don't make up answers that they think sound good.
Failed Some Expectations	Allow for the flexibility of non-typical situations.
Failed Some Expectations	Make it easier to cusomize for use in my program.
Failed Some Expectations	I wish we had a "case manager" who handled the needs of a small group of people, so we had individual attention from one person.
Failed Some Expectations	Make more user friendly. Change view format of time submitted by employees.
Failed Some Expectations	Better interface, more of a form format (scrolling page)than a web format, ability to save at any time or automatic saving of applications. Better search ability, easier to access from main page and linked sites, etc.
Failed Some Expectations	More user friendly.
Failed Some Expectations	Speedier updates to system (ie: Explorer V7).
Failed Some Expectations	Make it more user friendly.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	ability to do multiple items (more than a week at a time); also ability to toggle from one week to another is very crude -- needs some polish
Failed Some Expectations	Make the application process more people friendly.
Failed Some Expectations	Be more accurate when giving out information on benefits and to make insurance issue a priority and to notify us that they receive our fax.
Failed Some Expectations	communication skills, make programs more user friendly
Failed Some Expectations	Get the info right and do it in a timely manner.
Failed Some Expectations	Make it easier to find things, particularly when doing perssonel work on your employees and when trying to find out information on your own benefits.
Failed Some Expectations	I am under the impression that the majority of state employees preferred "Personnel" as it used to be before PeopleFirst. Not everyone has access to computers at home or work.
Failed Some Expectations	Ensuring that every Work Force Development Board (the new name for the unemployment / jobs development offices)knows about People First. I have experienced that they do not.
Failed Some Expectations	I really don't like the new change in looking for a job. I find it more of a hassle in looking for a specific county and specific job area. Also confused when you try to set up by county search and it gives all of the counties instead of the region you want.
Failed Some Expectations	I mainly use the timesheet and it needs big improvement
Failed Some Expectations	Make the site easier to navigate
Failed Some Expectations	Do away with it and return to state employees taking care of state employees. One coordinator that the employee knows by name and can develop a relationship with and feel like there needs are going to be cared for not just another call center operator who's accent you can't understand.
Failed Some Expectations	First person answering phone could be cross-trained so I wouldn't need to be transferred to someone else. I asked a simple question. Hold time could be reduced.
Failed Some Expectations	Have certain people assigned to certain departments to where the person knows the info on the people asking the questions. Also I don't think it ever be handled as good as it was in house.
Failed Some Expectations	Some directions as to what to do next would be helpful so the user could get the sequence of choices correct. Even if the "help" tips were options at least if you needed the guidance it would be available.
Failed Some Expectations	More written information on PAR screens to guide the user through the numberous screens. The information is important, but understanding how to navigate and what information is required is not always clear.
Failed Some Expectations	Make software people friendly. It is known as "People Worst". I'd like to have the new Governor try using it and see what he thinks.
Failed Some Expectations	Be sure that all representative are trained in their prospective areas.
Failed Some Expectations	Make the system a lot easier to use.
Failed Some Expectations	Improve functionality. Like time entry. I shouldn't have to hit edit and save 10 times to enter my time for one week of work.
Failed Some Expectations	That is for somebody else to figure out.
Failed Some Expectations	Make available 24/7 and make easier to use for employees
Failed Some Expectations	Bring it back in house and get a friendly payro;ll system and benefits delivery.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	SHOULD BE ABLE TO SEE ALL TIME SHEETS SINCE WE CHANGED TO PEOPLE FIRST. DO NOT HAVE ACCESS TO EMPLOYEE WORK HISTORY. LEAVE BALANCE TRANSFERS SHOULD SHOW UP INSTANTLY LIKE LEAVE DEDUCTIONS.
Failed Some Expectations	straightforward instructions/help. Redesign screen so active areas remain in view after actions, and error messages APPEAR IN THE AREA CURRENTLY IN VIEW. Lower the ratio of logo to work area, and put the logos at the bottom so viewing area remains stationary. e.g., every one of the current screens show the DMS logo etc etc. but the NEXT button takes a mouse click on the right slider to go into view. Keep work areas in view, let the user hunt for the darn logo, not the darn button.
Failed Some Expectations	In particular, do something about the broadband salary ranges. They are misleading and confusing for applicants. If there is a way to screen out potential applicants by having the system kick out those whose pre-qualifying scores are under a certain level, we would save a heck of a lot of paper. My agency Dept. of Corrections)still makes paper copies and sends them over to our office (all of them) rather than allowing the managers to view the applications on line and screen out unqualified applicants, then print the applications that meet at least the basic criteria.
Failed Some Expectations	Put a representative back into the major institutions with our files so we can have easier access to our records and a point of contact who can better co-ordinate all the "pieces of the pie."
Failed Some Expectations	fine tune the system, make it user friendly, and more readily available after hours. If the site indicates certain available options, then activate those options.
Failed Some Expectations	change the matrix of the time sheets and create a mechanism that is easily found where I can work with peoples first employees to correct my leave balances.
Failed Some Expectations	Make reporting functionality better for assisting managers responsible for making sure that timesheets are processed timely, PARs reviewed timely, etc.
Failed Some Expectations	allow easier post-approval changes to leave requests and timesheet entries. have PF do a better job screening job applicants.
Failed Some Expectations	Make all tabs workable.
Failed Some Expectations	Support additional browsers. Allow supervisors to review existing leave balances of employees.
Failed Some Expectations	Coding for Emergency Duty time for all categories of employee, not just nurses. Screens are busy - you have to do a lot of scrolling around to see everything. The selection for the week on time entry is cumbersome - the scroll in 3 week increments is clumsy. Why not just give us a chronological list and let us scroll and click on the week we want instead of giving us chunks of 3 weeks? Email prompts when an employee has submitted their time for approval! The system knows who supervises and employee and our email address... why cannot it email the supervisor?
Failed Some Expectations	HIRE STAFF THAT KNOW WHAT THEY ARE DOING.
Failed Some Expectations	-Don't take website down for "end of period processing" on Thursdays/Fridays. (I have to enter my time on those days - usually in the evenings)
Failed Some Expectations	Someone that is not a Convergys employee should try to navigate around the peoplefirst screens. Much improvement is needed to make it more user friendly. Someone unfamiliar with the screens should try to navigate through the screens and if there is difficulty, then this information should be used as a basis for making improvements.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	There should be someone available after hours when I work and use People First.
Failed Some Expectations	Update information to reflect current information (leave balances).
Failed Some Expectations	Make the timesheet completion process where you can make entries, add and change any entry for the week at all at the same time without having to save, edit, save edit. Also, make going back to a particular week easier rather than to have to page back one at a time.
Failed Some Expectations	Give the ability to un-lock a flex schedule to the manager.
Failed Some Expectations	Reduce number of steps to access and select the appropriate timesheet to edit.
Failed Some Expectations	IMMEDIATELY UPDATE ALL RECORDS
Failed Some Expectations	Turn it back over to people in florida!!!! People that have to use the system themselves.
Failed Some Expectations	The system should offset time worked and leave taken instead of the employee so that there is an accurate record of when someone is at work and when they are on leave.
Failed Some Expectations	Work on better web software support. Finish the personel section of the program. Incorporate other personnel tasks into peoplefirst. Enable background processing, there are numerous options to keep the site operational.
Failed Some Expectations	People should be allowed to make changes to their input without going through a bunch of red tape and a supervisor. We are not children here and should not be treated that way.
Failed Some Expectations	By going back to the way it used to be before "PeopleFirst".
Failed Some Expectations	More training........
Failed Some Expectations	Hire people who care about their customers.
Failed Some Expectations	Ensure that never happens again, so that we can trust People First.
Failed Some Expectations	more flexibility in time keeping of records. not have to clik forever to get where you want to be.
Failed Some Expectations	The employee's who are tasked with helping/assisting state employee's should have more knowledge on the material. The universal answer I recieve is hang on let me transfer you.
Failed Some Expectations	Figuring out why these things happen and correcting them, I suppose.
Failed Some Expectations	establish a way to choose to go to prior time entry without having to scroll thru pages and pages to get there.
Failed Some Expectations	On timesheet entry, should have the capability of entering time worked and leave used on one screen before saving.
Failed Some Expectations	Simplify e.g.,Health Benifits with provider numbers and persons details on one page.
Failed Some Expectations	A massive overhall of the time sheet process. I should not have to enter through several screens to enter my timesheet information every two weeks.
Failed Some Expectations	It should not matter when the hours are worked during the week, as long as hours are worked. Sometimes a Flex schedule must be adjusted for State or Personal reasons, system should be flexible enough to adjust itself. Also, once a Flex schedule is accepted, why must it be repeated yearly? Flex schedules should remain until manager makes a change to regular work hours. This would remove some frustration for the employee and Managers. It would also save the manager some time by not having to reapprove same items at the system's convenience. Hours entered should be accepted on any day for any amount of time, as long as total weekly or biweekly hours have correct total without any overtime. Overtime shoud be only reason for Manager to approve or an error message be generated.
Failed Some Expectations	I am not sure that I have an answer for that.
Failed Some Expectations	More intuitive interface that allows users to easily accomplish common tasks.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	User friendly system.
Failed Some Expectations	show both weeks and make the approval process simpler
Failed Some Expectations	ORDER THE ACCOUNTING MODULES SO YOU DONT HAVE TO SORT THROUGH THREE PAGES TO FIND THE ONE YOU NEED.
Failed Some Expectations	Go back to in-house
Failed Some Expectations	System should function more on a calendar basis for entering time worked & time off & be one function instead of several.
Failed Some Expectations	If the data in PeopleFirst is not being maintained accurately then do not display the information.
Failed Some Expectations	Better communication with employees! More training, maybe, in customer service? I understand it's a dying art, but it's still extremely important.
Failed Some Expectations	More user friendly
Failed Some Expectations	faster IT systems
Failed Some Expectations	Do away with it
Failed Some Expectations	Find a different model to copy.
Failed Some Expectations	More user friendly.
Failed Some Expectations	b " When searching for jobs -- once you select a county and check the jobs, there is no shortcut to get back to the county selection. It would be nice to be able to check jobs in one county, back up, then check another county in your area. b " When there are changes made in procedures, contracts, etc., as soon as employees are notified of the changes PF should have the same changes in place. For instance, when requesting a promotion, an employee should only submit a DC2-829. When they try to apply on line with the DC2-829, PF won't accept it without an application. This creates confusion. b " When an applicant applies on line and then submits additional paperwork (supplemental, request for promotion, etc.), these items only show up under the "notes and letters" tab. When you do a bulk print of the applications, these items will not print automatically. You have to go to each name and check under the Notes tab, then print additional forms. This really slows things down -- some of these advertisments have a lot of applicants! b " It would be really nice to be able to hit "enter" rather than clicking on "go" when navigating in People First!
Failed Some Expectations	Make the screens more basic for the field people. The overall design is for programmers, not John Q Public.
Failed Some Expectations	Training
Failed Some Expectations	More flexibility in work times.
Failed Some Expectations	Keep personal information in America.
Failed Some Expectations	There are too many buttons to click for something that could be taken care of on one page. I should be able to select my week of choice and then enter the time, save it, and submit it all from one single page.
Failed Some Expectations	Information needed for some tasks not available as it was with the COPES system at our fingertips. Needs to be more information available as was before such as employees continual service years and etc. Make the report processing more simplified.
Failed Some Expectations	IT CAN ONLY BE IMPROVED BY BRINGING PEOPLE FIRST BACK TO BE MANAGED BY PUBLIC EMPLOYEES UNDER THE STATE OF FLORIDA DEPT.OF MANAGEMENT SERVICES. THANK YOU.
Failed Some Expectations	Number one on my list would be to email alerts. You have our email addresses - use them.
Failed Some Expectations	At least provide a usable error message on timesheet page if page is rejected.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	More user friendly.
Failed Some Expectations	Take out unnecessary steps to complete an action. Why do I have to edit my timesheet, change one line, save one line, edit another line, save that line, etc. before I can change my timesheet completely. Make error messages different from warnings. Make both more meaningful. Make supervisory actions more intuitive. Provide more training. The State hires and promotes personnel all the time. Training is essential. Basic user training and supervisor training is needed.
Failed Some Expectations	If the powers that be would listen to what is needed and implement that, instead of going their own merry way.
Failed Some Expectations	Local advertising of available postions. not sure how they can fix the dropping of benefits. The total cost of this contract and over sight should be reviewed.
Failed Some Expectations	Don't send our info outside of U.S. & hire people that know what they are doing.
Failed Some Expectations	Make it more user freindly.
Failed Some Expectations	Make it easier to navagate and more accurate information.
Failed Some Expectations	Improve on service, ensure that personal info is current and up to date, make the site user friendly.
Failed Some Expectations	I feel that the edit button issue, if corrected, would improve PeopleFirst. Additionally, I am not able to apply for jobs when I log into PeopleFirst, the system kicks when I click the apply for this position button. I have to go to a seperate website provided by a PF customer service rep. Additionally, in the higher education section of the application, it would be helpful to allow individuals to put the begining and ending dates for the semester/quarter rather than only being allowed to enter up to the current month. I must edit my application each month to keep my higher education information accurate.
Failed Some Expectations	i rather go to personnel office and ask them than try to fine out information from people first.
Failed Some Expectations	If they are not sure they no the answer to a question; do not provide a response. Transfer the question to someone who is sure of answer or state they will call you back after they have researched the question and give you a correct response.
Failed Some Expectations	Redesign of applications
Failed Some Expectations	Don't know.
Failed Some Expectations	make it so I can get into it from home again
Failed Some Expectations	Call people back when you say that you will.
Failed Some Expectations	Firstly once a Staffing Specialist leaves or goes somewhere else the requisitions that that person is in charge of should be changed over to someone else in a prompt time period. Or at least have an email sent out so that the Hiring Managers are aware that they will need to get in contact with someone else if anything should arise with their requisition. As for the closing of requisitions that appears to be and internal problem with People First, since I have no control over the promptness of Staffing Specialist closing the requisitions. All I am able to do is to send in the information that they require to fill the positions. I don't know if a turn over period for closing requisitions after the information is recieved is currently in place or not but it may help.
Failed Some Expectations	Better reliability, easier and more friendly web site. The assistance by phone has been improved, but it can still be improved. Faster process for hiring and easier would assist us in revruiting. The entire process is too long and in some cases the applicant finds a job before we can process their paperwork.
Failed Some Expectations	Make the system more user friendly. Train staff to meet our needs.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Improved training for phone reps. Website needs professional review - most similar types of site are much more user-friendly (half an hour spent on Google will show that). The overall impression of People First from an end-user's viewpoint is that it is poorly conceived, weakly managed and rather inept.
Failed Some Expectations	Scrap it. Go back to local interaction with fellow employees.
Failed Some Expectations	better description of activity codes and which codes require sub activity codes.
Failed Some Expectations	Make it a user friendly system, include all information partaining to the employee.
Failed Some Expectations	Allow the time sheet to be edited in one step instead of multiple steps.
Failed Some Expectations	Go back to letting each agency keep its on employee's basic personnel records and scrap this political contract.
Failed Some Expectations	Make the system more user friendly
Failed Some Expectations	Change the date area to show the weeks relevant to the pay period. Install servers that will be able to handle the network traffic associated with the day of time entry.
Failed Some Expectations	Allow user to enter time without having a set scheduled number of hours already in the system. Have managers easily check information without opening each employee's time up individually.
Failed Some Expectations	You could make the site more user-friendly (it is better than it used to be, but you have a long way to go.) Information should be more easily changed on the time entry, without having to repeatedly save it, and as for the benefits, all insurances should be easy to get info. agout. Also, if you have services like income information, give some user instruction in your e-mail announcements, so we can actually use them!
Failed Some Expectations	provide easier navigation
Failed Some Expectations	Upgrading the time sheet module.
Failed Some Expectations	Not so many emails when submitting applications.
Failed Some Expectations	Make the website more user friendly.
Failed Some Expectations	retain the same modules for the month. Less "clicking" to edit, save, etc.
Failed Some Expectations	Easier to use and understand. Recognition of cost accounting as a tool for recording activity to grants, modules and projects.
Failed Some Expectations	Your redesigned web site could start by having a better search function and the ability to use standard windows based functions like "back."
Failed Some Expectations	Change the website to make it more user friendly. The timesheet entry page is HORRIBLE. Too time consuming to make entries/save/make entries, etc. Using the 'back' key is a joke.
Failed Some Expectations	Show both weeks at once to input time.
Failed Some Expectations	Provide direct access to technical support. Provide more flexibility in the system
Failed Some Expectations	restructure the layout
Failed Some Expectations	Training, training and training.
Failed Some Expectations	Update to remove pop ups and other bugs/issues. Security issues seem to have been addressed. Need to make system more user friendly, especially with regards to monitoring employees' leave and schedules.
Failed Some Expectations	I do not know what can be done to fix it; but, when we dealt with a particular department's personnel (before People First) the employees knew what they were doing and they were accountable for their actions and the information they gave you. Improve accountability.
Failed Some Expectations	Test how things work on dummies, not your programmers or people familiar with the system. Listen to their comments.
Failed Some Expectations	better customer service training and more people hired in that field for shorter waiting times

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	when I search a name and one name comes up, why do I need to then select that name by selecting the radio button? And select the radio button again for each bit of information that I want to see. Make it simple enough for everyone - How about a single screen monthly pay sheet?
Failed Some Expectations	It would be nice if they made us feel they were genuinely interested in assisting us.
Failed Some Expectations	Maybe have an easier way to search out jobs via the regular internet.
Failed Some Expectations	Need to add ability to have multiple direct deposits to payroll. Need to add more of the banks in the panhandle region and Eglin Credit Union. Your company seems to be ignoring this area of Florida. Please add more financial institutions to the available list.
Failed Some Expectations	make it more user friendly! Have the ability to keep same password, to not get locked out so quickly, to make comments or add or subtract info regarding pay, have an online help desk for problems
Failed Some Expectations	Write it for everyone's possible hours- no more warning every time you enter another day from the weekend hours
Failed Some Expectations	improved data entry, e.g., the time entry template above; continuous review and improvement of data security
Failed Some Expectations	Improve time entry, establish an ombudsman to handle siple flex benefit issues
Failed Some Expectations	menu, you should be able to turn off a radial button by clicking on it a second time to remove it, however, you actually have to click on the "Go" button under the Search submenu to do this. Also, under the Employee Time Entry Overview submenu of the Employee Time Entry Menu, clicking on a radial button should NOT cause the chart to scroll. Only clicking on one of the scroll buttons should cause the chart to scroll, and then it should scroll ONLY ONE LINE for each click. It would also be nice to remove the redundant information. It is really not necessary to have the year shown 12 times in one view. Maybe for the current pay period, the year does not even have to be shown, but it could be shown for all past pay periods for archive purposes. Maybe also, if only two lines are shown at a time, instead of three, then the user could toggle back and forth more easily between the two weeks of the pay period he/she is working on. A "Week 1 / Week 2" toggle button would be wonderful. The above applies to both the area where supervisors view their employees' timesheets and where the supervisor enters his/her own time. For the latter, it would be nice if
Failed Some Expectations	TRAIN, TRAIN, TRAIN. GIVE CONSISTANT CORRECT ANSWERS.
Failed Some Expectations	More User Friendly
Failed Some Expectations	Response time. Better User navigation.
Failed Some Expectations	Simplify the easy things. Filling out a timesheet should take about 2 seconds. Why should it even matter whether I work 4 10 hour days or 5 8 hour days as long as I have a 40 hour week?
Failed Some Expectations	Get human - educate employees, not just train them to respond.
Failed Some Expectations	reconstruction of time/attendance web layout to flow better.
Failed Some Expectations	Improve the website/ entry of time. Needs to be more user friendly, needs to accurately refelect balances of leave, after the time sheet is approved by the supervisor. Should be able to enter more info at a time, instead of going back and forth, entering just one thing at a time. It is much too time consuming. Also, the operators at the call center need to be more customer oriented. They need to be more pleasant and listen fully to what the caller has to say. That will take patience on their part, at times, but that should be part of the job. There should be a way to retrieve your password without having to call.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	It's slow and everything seems to require a "save" before you can edit or add additional information
Failed Some Expectations	MAKE IT MORE FRIENDLY
Failed Some Expectations	When submitting time, cannot easily enter exact times worked...receive error messages even though time entered is actual & correct
Failed Some Expectations	Make it more user friendly by using illustrations to demonstrate the way to use the system.
Failed Some Expectations	Simplify time recording.
Failed Some Expectations	Make more user friedly by gettting real input from regular users
Failed Some Expectations	timesheeets more intuitive and less complicated. same answer to same question from all employees. adversly affected employees have no way of knowing if the "adversly affected" letter is sent to the employer. the list goes on and on.
Failed Some Expectations	I would like to have customer service reps that are actually truly helpful instead of just repeating the same thing over and over.
Failed Some Expectations	Improve the time sheet entry process. Not sure on the applications since I am not completing certain about the process. I have several problems currently being reviewed for me.
Failed Some Expectations	Allow passwords with letters and numbers
Failed Some Expectations	Someone please tell me what happened to my fathers benefits. I have been calling since Feb. 9th.
Failed Some Expectations	Better administrative procedures.
Failed Some Expectations	Make it user friendly. Go back to Time Direct.
Failed Some Expectations	See above.
Failed Some Expectations	I liked th old way better. It was more customer friendly. You could get in touch with people and talk to a person easier.
Failed Some Expectations	assure state employees information will remain private & not outsource without notice to state employees or mgmt svcs
Failed Some Expectations	faster availability; greater security; navigation; availability of personnel files; functionality promised not yet available, training, etc. training records
Failed Some Expectations	Have a more user friendly environment and people
Failed Some Expectations	eaier navigation to input the timesheets and to submit.
Failed Some Expectations	shorter step can be used to input time entry
Failed Some Expectations	There are too many insurance sections (ie: My Benefits, Benefits Materials, Benefits Information) plus the Home page with Benefits choices. Simplify. Put the choices on one or two pages or have links on one page to each insurance. Each insurance page can have the enrollment form, the claim form, the brochure or pamphlet, FAQ's, etc.
Failed Some Expectations	By updating their system to reflect accurate information. Design the system to be more user friendly for those of whom are seeking employment with the state.
Failed Some Expectations	It would be nice if this system was put out to those who use the system first (different levels of users) prior to implementation.
Failed Some Expectations	Make areas that should be secure, secured. Also, if the system is going to offer features, those features should be available/work.
Failed Some Expectations	Biweekly employees should be able to see both weeks on the same screen. Also the passwords should not have to be just numeric.
Failed Some Expectations	Revamp the timesheet process. Better communication
Failed Some Expectations	Make the system more user friendly.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Allow flexibility in work schedules for people who work in shared positions so they don't have to have a new schedule approved every pay period.
Failed Some Expectations	The design needs much improvement. The People First system is just plain difficult to navigate, especially for new employees.
Failed Some Expectations	People First software should be improved to correct the problem when individuals end the year with over 360 hours of annual leave.
Failed Some Expectations	Better customer service.
Failed Some Expectations	by insisting that staff are well rounded in HR and specialized in their area of expertise.
Failed Some Expectations	Allow for payroll PIDs to be applicable not from the date entered but from the beginning of that pay cycle.
Failed Some Expectations	It would seem there would be an easy fix to the above problem, hopefully it is a matter of awareness.
Failed Some Expectations	Be able to submit time for the entire two week period just one time. In the approval screen be able to view the employee's leave balances by clicking on their ID number.
Failed Some Expectations	Redesign the user interface. Make it a true web based system rather than the client server type system it appears to be with a web front end. Add hardware to improve response times.
Failed Some Expectations	By phone: Better educate or train your employees. By website: I am not sure where the problem exists (your system or our system).
Failed Some Expectations	I don't think PF can help our situation since it was already tried and a solution couldn't be found. When putting the leave liability report together, it could be limited to as minimal information as needed and not the hrs and hrs of manpower to put it together within 2 weeks from the end of 30 June.
Failed Some Expectations	Replaced
Failed Some Expectations	Minimize a lot of the links. Classify under a large general head then sub levels or popup references next to hyperlinks.
Failed Some Expectations	Improve your job search agent's service.
Failed Some Expectations	Have better trained staff who are knowledgeable of the system (or at least their section of the system). Also provide training for staff in more than one topic, since some items (such as leave) are closely related to others (such as pay and timesheets).
Failed Some Expectations	Provide even more protections for employee personal information.
Failed Some Expectations	allow us to use hiring packets for at least 3 months after position filled, we have had need, due to termination of probationary employee to go back and contact the next eligible applicant for hire instead of advertising for another 14 days putting the replacement out for a minimal of 30 days.
Failed Some Expectations	Make system more user friendly
Failed Some Expectations	not sure
Failed Some Expectations	Work Time Entry could be easier. Should be able to have one form and not have to go in and out to save every detail.
Failed Some Expectations	simplify

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Hire nicer people. Hire more people to manage the phone. Train staff to be informational. I hate to call People First and don't unless absolutely neccessary. Hiring Center is difficult to deal with. Keep my information safer than I would. Nothing off shore ever. Fully disclose their laptop usage policy and what information is stored on them. Fully disclose who has what access. Limit the People First function to need to know. Do they need my banking information? DR. Licenses? Reduce People First function to 3 party vendor processing for insurances. All my other information should be managed by my employer.
Failed Some Expectations	by securing our information so that we do not have the need for credit monitoring due to their hiring people who can not be trusted.
Failed Some Expectations	Better communications between people first, DMS & United Health
Failed Some Expectations	It would be helpful to have someone in our central personnel to provide the services rather than remote individuals./
Failed Some Expectations	A working instruction manual that discribes when errors are displayed what they mean. Also under benefits section, a benefits calculator during open enrollment to assist in looking at costs of plans selected so that the total cost of all benefits selected would be calculated.
Failed Some Expectations	More reports generated as checks and balance method.
Failed Some Expectations	Improve system.
Failed Some Expectations	1. To start, you can provide a map for the website like other websites have. It is too confusing and a waste of time trying to get anywhere. A map can save millions of dollars for employees waisting time. 2. Be able to open two records at a time in different windows. Such as to verify leave time requested, or time entries for a whole pay period.
Failed Some Expectations	Simplify
Failed Some Expectations	Pay over time on a weekly basis.
Failed Some Expectations	Improve the system design to a user-oriented one, one that is easier to navigate and locate things in. If you need the numeric pass for phone accessibility, create a pin system for the phone access, and allow for alphanumeric passwords for PeopleFirst web access.
Failed Some Expectations	More timely call backs, easier to reach personel
Failed Some Expectations	The system should allow Managers to assign at least two delegates/entry assistants.
Failed Some Expectations	see above
Failed Some Expectations	Speed it up and fix mentioned problems
Failed Some Expectations	See above
Failed Some Expectations	Things ran much more smoothly before when FWC had its own HR Department. Now, whenever there is an issue I feel caught up in a bureaucratic web.
Failed Some Expectations	Make website more user friendly.
Failed Some Expectations	*Document* procedures fully. I could not change my password after follwing online criteria; PF agent advised me that there were additional restrictions on passwords NOT noted on the screen.
Failed Some Expectations	Show both weeks when entering timesheets and make it larger to see. Where you enter time is too small to see well.
Failed Some Expectations	The representative should listen first and then provide answer/solution
Failed Some Expectations	Make the system more user friendly
Failed Some Expectations	Promptly resolve issues and for matters such as a simple name change work directly with the individual rather than through the supervisor.

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	We need one contact for FHP, someone that is familiar with our hours and work schedules. We clerical need training, so that we know what we are doing and so that we could help other members that don't know. We would like one (1) contact to help us with our issues. Where is people first anyways? Could we really have a training on this, I think that that would help us alot. A training is the answer.
Failed Some Expectations	Increased speed of site, streamlining of navigation, improvement of accuracy of information. Also, appropriate oversight of subcontractors so that highly confidential information is not exported overseas for crying out loud. Appropriate internal auditing procedures.
Failed Some Expectations	The system needs to improve its responsiveness to customer complaints and its flexibility in meeting agency needs. Effective oversight within DOT channels is seriously lacking. Since this system was put into place, agencies have continually been asked to change their methods or procedures to "adapt to the system" rather than the system being modified to meet our needs.
Failed Some Expectations	I use the system mostly for time entry -- obviously something pretty important to me. But when I began using it, it seemed no one could properly train me or answer questions in my office. Issues that are out of the ordinary are not answered, rather, dealt with via paper timesheets, notes and memos. I think the system could stand a little simplification or ways to make it easier for a person to dicipher without having to rely on calling customer service. Also, it'd be helpful if at least one person in each region received extra training to be a point person. It's so much easier to learn something hands-on, rather than, again, calling customer service.
Failed Some Expectations	1. No changes to insurance should be permitted without contacting the employee. 2. Make sure the call center folks have support available from peers and/or supervisors when a situation doesn't quite fit the pat answer.
Failed Some Expectations	Make it more user friendly, especially for new employees trying to make informed decisions. The insurance enrollment process is not clear. All information for open enrollment should be available on web site, not just BCBS and HMO's.
Failed Some Expectations	Make it more simple and user friendly.
Failed Some Expectations	My issue can be corrected by allowing me to enter times for anyday of the week, I understand that as being a check and balance alert but instead of giving me the alert alert my supervisor who is eventually has to authorize my times.
Failed Some Expectations	AS YOU CAN SEE, I AM NOT A PEOPLE FIRST ADVOCATE. WITH REGARDS TO JOB APPLICATIONS, THERE NEEDS TO BE A DIRECT CONTACT PERSON WITHIN THE HIRING AGENCY FOR FOLLOW UP AND COMMUNICATION. TO LEAVE THESE MATTERS IN THE HANDS OF A THIRD PARTY, DOES NOT SERVE THE INTEREST OF THE APPLICANTS. WHEN THE RESULTS OF A SCREENING PROCESS ARE NOT COMMUNICATED, IT SERVES NO ONE.
Failed Some Expectations	Allow the supervisor to review included presonal time sheet by month.
Failed Some Expectations	Improve the user-friendliness of the website, make it quicker, make it accessible to do things such as changing which bank you want your salary deposited. Give the CSR's at PF more training and allow them to handle most questions right up front. To me PF is our "HR" site but it does not meet the expectations of a well trained, concerned, and PROBLEM SOLVING HR team. PF should be working for us and with us, it seems that they are more like talking to a vendor, where the attitude is "I'm just here to get a paycheck" not "We are here to help you solve this problem, we are on the same team, I'll be here tomorrow and next year so let's have a positive relationship with each other."

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	I realize some of the problems have been updated, so I might be complaining about nothing. Updates are good.
Failed Some Expectations	Totally revamp the timesheet entry page-it is truly a bottom of the line application and very difficult to use (not hard to understand, just not a smooth application. e.g. Entering more than one type of leave or time at a time.. Make the system compatible with all browsers that meet standard security guidelines. I can use my Mac computer on every company's web site to do secure banking and purchasing of items etc. -but peoplefirst is totally incompatible with my computer.
Failed Some Expectations	Faster load, more user friendly instructions. Customer service reps should be a bit more knowledgeable.
Failed Some Expectations	more user friendly
Failed Some Expectations	Let the state do it.
Failed Some Expectations	get rid of convergy's as your customer care center. Have no faith or trust that this company is hiring qualified personnel. Plus once you have faxed personal information once it should be held for future use, for assurance against identity theft and other unlawful processes
Failed Some Expectations	Fix this problem
Failed Some Expectations	Have some users involved in redesign.
Failed Some Expectations	Letting people know the rules regarding insurance and pregnancy and prompt corrections regarding errors that were not caused by myself but your company.
Failed Some Expectations	Have drop down list of favorite codes to enter into time sheets.
Failed Some Expectations	Have clearer explanations of terms that are not common, make it easier to navigate, easier to find the information you are looking for easier to find the web site. Have pay sheets (flair?) that have the total hours worked and the amount paid per hour instead of just the amount paid for the pay period. It would even be nice if available leave time hours, sick time hours, etc... were displayed on the pay sheet. I could go on and on and on...
Failed Some Expectations	Put basic & simple instructions on the screens. or pop ups. It's not a user friendly interface.
Failed Some Expectations	make it easier to understand
Failed Some Expectations	Make the time sheet submission more user friendly.
Failed Some Expectations	Reconfigure the software so that when an applicant is completing and application online and answers no they are not a citizen they can not continue with the process, when they answer no that they have not taken the FDLE state exam when applying for a certified position, they can not continue and when answering these questions with a yes they must provide certain infomation that can allow them to continue. Also if they have applied for for one position as a correctional officer they will not be allowed to apply fo another position until the most current application has a disposition. I find that applicants are applying at several institutions causing several recruiters to work on the same application which goes to the same service center.
Failed Some Expectations	Make it much more straightforward and make it able to handle issues like a person being paid from two sources without all the fuss you have to go through now.
Failed Some Expectations	There needs to be better training for the staff. Some form of cross training needs to happen, so that the people that answer the phones can better assist people with issues.
Failed Some Expectations	NEED EASIER USER INTERFACE, LESS COMMANDS, EDIT, SAVE, ETC.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	I believe a response time from the Hiring Managers to let PF know when someone has been hired and that ALL applicants should receive letters in a timely fashion as to the status of the position.
Failed Some Expectations	Make it more user friendly, less steps/time consuming to get actions/tasks completed.
Failed Some Expectations	Make the time sheet look and work like to old paper time sheet.
Failed Some Expectations	Don't these guys have proper checks and balances in place to avoid this from happening? How many other employees were affected? or was this just for me to contend with?
Failed Some Expectations	Have correct information available.
Failed Some Expectations	Redesign the layout and insure People First is compatible with all browsers.
Failed Some Expectations	More knowledge employees through training.
Failed Some Expectations	Give all personnel functions back to our in house Personnel Staff. It was so much better.
Failed Some Expectations	Needs to be simplified. Some of the recent changes have showed a vast improvement.
Failed Some Expectations	It would be nice if the entire pay period (monthly) could be layed out in front of you when editing/approving timesheets. Too many steps to go through to keep clicking back and forth to get a mental picture of the entire pay period. Also, should have access to leave balance overview on the time edit/approval screen.
Failed Some Expectations	Release required hiring from People First and return process to individual managers. People First should be used as a hiring resource but not as a mandatory tool.
Failed Some Expectations	Be able to store information longer than 18 months.
Failed Some Expectations	Have the online screens rewritten to facility the entry and browse the screens
Failed Some Expectations	Better fit of image to screen. Increase speed.
Failed Some Expectations	Train employees at lower levels in the organization that know how the program works.
Failed Some Expectations	more user friendly
Failed Some Expectations	On the OT Election section, the vague warning about the election change taking place on the end of the FLSA period needs amended. Please provide a confirmation dialog with the ACTUAL effective date of the change. That way, if someone does not wish to change on the effective date, they can cancel the request and wait until the proper date. Using numerics only for passwords is awkward at best. why limit the availability of passwords to numbers only? Everything else used by state employees requires alphanumeric passwords, and some sites that are proactive about security also require symbols as well. The online interface is a bit awkward, I would like an area to specify favorite or most recent activities, so that we can spend less time on repeated activities digging through menus.
Failed Some Expectations	I would like it to open in a new window (the leave codes do) or a dropdown menu.
Failed Some Expectations	Listen to CHD Human Resources when they get involved and provide documentation that an error has been made and should be corrected.
Failed Some Expectations	Don't outsource!
Failed Some Expectations	Confidential personnel records should NOT be sent for processing to another country, where people do not care about the problems that can occur if there is a data breach.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Somebody should be readily available to WALK employees through any type of personnel issues and not expect them to know everything by looking at a computer system they've never even seen before.
Failed Some Expectations	Provide a running list, similar to the pay information, that provides pay period and leave USED. If our personal lists gets inaccurate, it's very difficult to retrack where the leave was used.
Failed Some Expectations	modify programming such that you see a list of months, select the month you want and then display the weeks in that month; if there is a template, when the week is requested, the screen should default to that template
Failed Some Expectations	Fully test software before releasing it.
Failed Some Expectations	They should work more cooperatively with State Government.
Failed Some Expectations	Clearer guidelines to locate information, if the information in not present, where could I find it and less windows to go through.
Failed Some Expectations	do not know right now
Failed Some Expectations	Better communication to all users, including employees and managers. Allow the user to access more of their OWN personal information to make updates without having to contact their personnel office. People First should update the employees personnel office when an employee makes a change not the other way around. This system was supposed to be designed to make things easier not cause extra work for employees. Also, fix the problem with the job applications putting periods of employment out of order. The applicant should NOT have to reenter all of their information in order to get things in order. The system should put everything in order based on the dates entered by the applicant.
Failed Some Expectations	Make the timesheet function easier where we can enter all hours worked and leave hours used at one time instead of saving, then hitting edit, and then entering in the leave hours.
Failed Some Expectations	Put frequently used questions/answer in the site. Improve the site by listening/implementing changes based from user's need and feedback. Continue to give us updates on changes that have been implemented. Send us feedback/survey on how people first can be improved by using customer satisfaction survey in the site after user speaks to People First support staff.
Failed Some Expectations	should be up and running 24/7. Should be able to enter all changes at one time instead of 1 day at a time. Change/submit...change/submit, etc.
Failed Some Expectations	Website improvement allowing for more users since everyone tries to input time/payroll within the same few days. Multi-step commands should be allowed when inputting time/payroll information.
Failed Some Expectations	Matching job seekers with applicable jobs.
Failed Some Expectations	See above and, I would like to see an easier to read (follow) final monthly attendance report if needed to have as a printout for personal records (landscape style if possible) and showing what type leave was taken each day hrs. were taken off. Other than this, for what I uae it for, it is pretty good program. And as I answered, one thing is certain, to date, the telephone customer service people have always been excellent!
Failed Some Expectations	When an employee works half-time, flex-time, the system should allow me to enter my flex-time hours according to my actual planned schedule and not require only 20 hours per week.
Failed Some Expectations	To eleminate OPS positions for career service personnel or below positon level

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Rewrite the time sheet program. Allow multiple steps on one screen - enter hours for work and SL and AL at one time - save once. The continual steps = time, save, edit, save, edit, save, submit, and then resubmit when the second week is done.
Failed Some Expectations	Review and evaluate all the processes in people first and make them all user friendly and efficient.
Failed Some Expectations	Be more through with tasks.
Failed Some Expectations	It could be simplified so the amount of time entering information is shortened. Actually, time sheets could be eliminated altogether if the program were set up for us to clock in when we log on and clock out when we log off. This way the system is monitoring our time at work. At the end of the work week, we view for accuracy and accept. Time is entered.
Failed Some Expectations	It would be easier to look at the leave requests if they were dated and gave information in the listings so I wouldn't have to open each to find out which one I am looking for. It would also be great if it would automatically place the approved request into the proper date on my timesheet...and let me cancel it if the leave wasn't taken. It would also be helpful to view both weeks in a time period on the same screen. To jump back and forth by hitting the radio button for the correct week is confusing.
Failed Some Expectations	It should be user friendly. I don't know that it can be improved without starting over. DMS should be embarrassed to have such a system that was poorly developed and poorly rolled out.
Failed Some Expectations	Improve userfriendly capabilities...I have had an instance of ID theft.I cannot link directly to PF, but information was identical to my online information maintained by DCF and PF...
Failed Some Expectations	Eliminate some steps for timesheet entry
Failed Some Expectations	Make the time-entry function more like Time Direct. Allow passwords instead of numbers, which are harder to remember. Fewer screen switches to go from one function to another. Make it easier to navigate between one pay period and another. Clearer explanations for why it won't accept certain time entries.
Failed Some Expectations	Allow a person to select a module from the master list and copy it on to the template. Allow a historical view (say for the past 5 years) of leave accrued and taken.
Failed Some Expectations	By not existing and giving the tax dollars back to the workers.
Failed Some Expectations	make it easier to input info and timesheets etc...very confusing...not all of us are computer savy.... I hate entering the system to do my time sheets especially if I have used any leave time....it is so frustrating and confusing.
Failed Some Expectations	Make information easier to find.
Failed Some Expectations	Change the format of the operating screen.
Failed Some Expectations	Provide additional training to the specifics as to what we use it for
Failed Some Expectations	Navigation: Be able to "back" a screen without having to go to the tab and starting all over again. When approving 2 week timesheets, be able to see the full 2 weeks of non-ses employees timesheets at a glance (instead of having to select individual weeks first). Make the training function as fully operational as "Training Direct" (including agencies & managers adding their own courses). Also, import the training records (histories) from training direct into people first. Now, instead of a centralized database for training records as we had with training direct, each agency or office must create their own database & there is no unified training history if employee moves from agency to agency.

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	1.Have 2 weeks at a time on one payroll entry. 2.Be able to add or drop on line instead of paper.
Failed Some Expectations	Even with this question- it is not user friendly, because after reading the first question, the 2nd one is covered up and no way to get to it. Very bad planning as usual.
Failed Some Expectations	Have more knowledgeable (personnel) staff for your agencies. Some agencies personnel rules, policy and procedures are different.
Failed Some Expectations	I beleive the Ex.Governor pushed this hurriedly through without much thought. He was too focused on privitizing. He was to busy trying to show how he could save tax payers, like myself money without fully investigating the pros and cons. I don't think it can be improved because every time you hear the name People First, the first thing that comes to mind is negativity because one associates it with Jeb. You should take time like you are doing now and get input and take this info. to heart and do a complete overhaul of the Dept. Also, changing the name would go along way to erase the negavtivity associated with Jeb.
Failed Some Expectations	fewer steps to accomplish tasks, less back tracking
Failed Some Expectations	log on simpler,finding things on peoples first made simpler.
Failed Some Expectations	Take a "middle of the road" approach. Florida went from a 1960's system of personnel administration to a purely computerized system. The former contained redundancies and was inefficient; the latter is impersonal, badly designed, and badly administered.
Failed Some Expectations	Faster service...Have problems resolved in a day instead of a week.
Failed Some Expectations	Related to time entry - since I usually enter the time at the end of the pay period and the box with the weekly dates is so small, it would be helpful to make the box bigger so that more weeks are visible with the current week in the middle (and the two previous ones showing). This would correspond more to the OPS pay period and be easier to manuever.
Failed Some Expectations	Work on benefit transfer issues.
Failed Some Expectations	In today's computing world, there is no reason to limit our FTE percentages to 4 categories and no reason to limit the decimal points to only 2 digits. This is a serious problem that needs to be fixed.
Failed Some Expectations	Better internal training, better accessibility to the site, update/complete data areas.
Failed Some Expectations	start over with department personel that are knowledgeable and capable of fullfilling the needs of state employees and agencies.
Failed Some Expectations	make simpler
Failed Some Expectations	More person to person representation with the employee
Failed Some Expectations	provision of retirement, DROP accounts, user friendly time sheet
Failed Some Expectations	UserID is not important enough to change, but allow me to encrypt using Number, Characters (Distinguish between case), and special Characters, and make it longer than 7 characters. Most sites allow at least 14 for password alone.
Failed Some Expectations	Screen employment applications before sent to the Dept. For example if the location, skills, salary requirement on the appl. does not match the job the applicaion should not be considered. The EEO and other HR requirements should already be completed before sending appl. to the Dept.
Failed Some Expectations	Simplify, simplify, simplify.
Failed Some Expectations	Remove the pictures and banner from the top of the data entry page so that people do not have to scrow down to see the reast of the page. The pictures and banner at top is waste of valuable space and causes inconvience to users. Remove them, PLEASE!
Failed Some Expectations	Improve speed of accessability and speed of processing information.

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	Give it back to Personnel staff who would have the business expertise and use the system frequently enough to navigate successfully through it.
Failed Some Expectations	improving
Failed Some Expectations	Make data entry faster and more direct for timesheets. Now, you have to save and then go back to edit to select another type of leave.
Failed Some Expectations	theu need to be more knowlegable so they can help you with your problem rather than just saying I don't know what you need to do
Failed Some Expectations	By remembering who the customer is!
Failed Some Expectations	Big systems are not always better. There is so much info within people first, accuracy can only be jeopardized. It worked better without People First, when agencies dealt with their own information, and were less susceptible to "big" database weaknesses. If we must keep PF, then the system must be adjsuted to the users needs and wants, not PF. We have been routinely informed that our issues cannot be addressed by PF, the system doesn't work that way. What kind of custoemr service is that?
Failed Some Expectations	Hire individuals more knowledgeable about their particular area, such as health insurance, etc.
Failed Some Expectations	The system needs to be more user friendly and intuitive. Manager Self-service component needs to provide easier and more useful resources to assist in managing direct reports.
Failed Some Expectations	BETTER PROGRAMMING SOFTWARE. SIMPLY TIMEKEEPING FOR MONTH (SPLIT TIME SHEET) IS A PRBLEM.
Failed Some Expectations	It could've been easier to find, rather than in the bottom right-hand corner.
Failed Some Expectations	Train staff.
Failed Some Expectations	It needs to be simplified.
Failed Some Expectations	More user friendly.
Failed Some Expectations	A basic instruction on attendance and leave for staff.
Failed Some Expectations	Follow up with issues and ensure they have been resolved.
Failed Some Expectations	Have things when promised. It is just nicer to have someone who you can talk with directly about your coverages. Insurance, retirement etc instead of doing it over the phone with people who don't know you and usually have to transfer you around. Getting through is sometimes a problem anyway.
Failed Some Expectations	I ma not an expert but I feel availability of all options. Better explanation of fatures to employees. Agreement between the personnel offices and PF site.
Failed Some Expectations	Time Entry should be streamlined. Insurance and benefit forms should be easy to find and easily search-able. There should be no need for a password to view job listings; confidentiality should be guaranteed. Customer Service should follow-up and check on actions they agree to take. Keep up the good work with personal information.
Failed Some Expectations	Fix the above issue.
Failed Some Expectations	THE JOB APPLICATION NEEDS TO BE IMPROVED.
Failed Some Expectations	accessibility to upper management to help get problems solved and training for employees to be better equipped to handle problem resolution.
Failed Some Expectations	At the best, People First will be a patched system. I don't feel like it's worth fixing.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	The staff provided incorrect information regarding the birth of my child and adding her to my insurance, but fotunately I knew they were wrong and had my Human respurce representative step in and correct it. If I did not have the knowledge I did they would have had me in a panic. Their lack of knowledge and telling me all my medical bills from the birth and my daughter's would not be covered is inexcusable! They also told me I had to back pay health insurance premiums in order to have the birth covered. They advised me if I did not overnight a money order that all claims would be denied and my child not covered.
Failed Some Expectations	Fix the above situation retroacive to February 28, 2007
Failed Some Expectations	Make all persoinal information accessible.
Failed Some Expectations	When you are editting your time, there should be a way to make all adjustments without editting, saving, editting, saving; etc. Too much back and forth. Why not have a code for overtime? Leave balance is always correct.
Failed Some Expectations	1. Eliminate the People First Service Center. All we need is the computer system - we don't need the Convergys staff that at times duplicate our efforts in personnel or provide wrong information to employees. 2. This is an OIT issue. I don't know how it can be resolved, but many tax payer dollars are wasted waiting for the system to advance to the next screen.
Failed Some Expectations	Research what the performance gaps are and fill them. Reduce the cost to the citizens of Florida for providing minimal improvement over an ancient system with huge costs and burdens placed on employees to achieve the profit motives of Gov. Bush and spoils system cronies.
Failed Some Expectations	Improve capacity
Failed Some Expectations	Have well versed and knowledgeable staff that knows policy and procedure for all Departments.
Failed Some Expectations	timesheet functionality is poor
Failed Some Expectations	Simplify the interfaces, make it more stable. Do anything to make me trust that if I dare change banks there is some chance PF will correctly deposit my check. But I don't dare make such a change. I'll probably lose my paycheck and all my benefits if I do so.
Failed Some Expectations	Make the system intuitive and have built in logic - pull up the old DMS time accountability system for an example.
Failed Some Expectations	For one it needs to be devided into 2 systems for security and usage. One access should be for my personal information and the other for approval of timesheets and PAR forms. That way when someone is out ill the passwords could be shared so timesheets and personel actions are approved. I has been necessary to share passwords to keep business going. Also the PAR system needs to include and restrict salary amounts within the minimum and maximum of the paygrade. A situation has happened where field offic staff entered a PAR put the annual salary in for the biweekly and did not include Budget or Personnel in the approval path. No PARs should be able to be initiated and completed without Personnel in the approval path.
Failed Some Expectations	Change the way they answer question, and in the time theya nswer them.
Failed Some Expectations	hire a computer programer that can make the program work for everyone, not just those on an Monday thru Friday 8-5 Admin shift.
Failed Some Expectations	give service with good results
Failed Some Expectations	Continue making customer service for state employees a priority.
Failed Some Expectations	provide an easier system

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Failed Some Expectations	An in-house program with knowledgeable people would better serve State Employees than outsourcing with a private company whose employees are not really familiar with polices and procedures.
Failed Some Expectations	Redesign the website, and add methods for downloading data in .CSV format or something compatible with a standard spreadsheet. Train the support personnel better.
Failed Some Expectations	Have more people to talk to instead of machines.
Failed Some Expectations	Don't allow anymore subcontracts with non-People First companies.
Failed Some Expectations	Better training of Service Center Staff, with emphasis on listening skills.
Failed Some Expectations	Combine things so we are not jumping around when completing the timesheet. More user friendly!
Failed Some Expectations	Give out correct information
Failed Some Expectations	Make text size larger. Change the functionality of Time input. Password restrictions are too constraining. Allow letters in the password. Stop forcing us to change passwords!!!!
Failed Some Expectations	improve job search set up
Failed Some Expectations	Redo the timesheet/approvel menus and logic. Maybe try a little human factors engineering. It is hard to believe that convergys (or whoever) doesn't understand this because the benefits pages were well done.
Failed Some Expectations	Think child like. Can a child or a non computer literate person complete this task.
Failed Some Expectations	The system lacks process continuity.
Failed Some Expectations	this is the computer age . If my pay & time info is updated then why can't the leave balances be up to date as well.
Failed Some Expectations	Replace existing staff with well trained people who listen and have the ability to review and understand medical documentation. Staff that acknowledge their mistakes and take corrective action rather than just denying that they received the information or that they don't understand it. Good management is needed for this program - it is severly lacking.
Failed Some Expectations	make navigation easier
Failed Some Expectations	Allow clerical staff to access job applications for processing.
Failed Some Expectations	Make it more user-friendly
Failed Some Expectations	More user friendly.
Failed Some Expectations	Speed it up by allowing the module pop-up screen to default to the last screen each time it is opened. Right now this screen normally pops up on the 1st of 3 screens of the module codes, & you have to forward to the screen that you need. However, using the "Apply Template" button to set up your own Activity codes does work much faster than entering individual activity codes for each week. For the employees that get paid once a month, which is most career service & SES positions, you should be able to view the entire month to enter your hours.
Failed Some Expectations	Make entire week visual to the user.
Failed Some Expectations	More acommadating. Have people that can be understood and that can understand you.
Failed Some Expectations	1) We should be able to make all the edits in one go instead of having to save the timesheet each time we have to edit our time i.e. sick leave, and vacation. 2) Add a link on the insurance benefits page on People First to view the health insurance coverage package booklet information.
Met Most/All Expectations	Improve the user friendliness.
Met Most/All Expectations	Easier way to talk with live individual. Click here, click here, etc., etc.

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Be more friendly.
Met Most/All Expectations	no suggestions
Met Most/All Expectations	Add the components that haven't been added yet, like Personnel documents.
Met Most/All Expectations	It is fine.
Met Most/All Expectations	No suggestion
Met Most/All Expectations	Design the system around individuals work flow. Allow the user to establish their own short cuts. Simplify the processes that should be daily or weekly tasks.
Met Most/All Expectations	easier access
Met Most/All Expectations	Fewer screen transitions to get to where you want to be. Three or more transitions to get to time entry when there is a hot link seems a bit much.
Met Most/All Expectations	I tnink you are a great job. It appears you adapting to the economical chanegs and growth. You are sort of like your name "People First"
Met Most/All Expectations	Currently default screens for time entry and approval are prospective. Would be quicker to default to last week or month.
Met Most/All Expectations	Not having to scroll around as much would be nice When entering time, having relevant weeks already available would be nice
Met Most/All Expectations	Set up sign on for several months
Met Most/All Expectations	Make more user friendly
Met Most/All Expectations	The main problem I have is with working a rotating schedule. Sometimes I work days off and the error messages get annoying. Also if you accidentaly put in the same code twice, you have to call P 1st to get them to clear it out. Why not make this available for me to handle? I have a problem with my leave balances. I am not sure why, but I have had hours pending for a very long time.
Met Most/All Expectations	Not so many steps to do timesheets. Should be fewer steps and still be able to fill in the timesheet
Met Most/All Expectations	Should be able to log in all the time. "End of Period Processing?"
Met Most/All Expectations	more user friendly menus
Met Most/All Expectations	I have no idea.
Met Most/All Expectations	Make system simple to use.
Met Most/All Expectations	it needs to be more user friendly or easier.
Met Most/All Expectations	I work nights and you lock me out of doing timesheet approval anywhere from 1 to 4 days. You have more period ending processing and forgot it if it's around a quarter end. I work Sunday nights through Friday mornings. Also, if I need to call you Help Desk forget it. I have to reschedule my sleep patterns just so I can call you. Your system works well for people that work 8-5.
Met Most/All Expectations	Benefit information could be better organized.
Met Most/All Expectations	Make it more user friendly. It needs to be programmed for people that have limited computer experience.
Met Most/All Expectations	New employees should be provided training on day one.
Met Most/All Expectations	the job listing is hard for normal people to use it coul be tweeked some
Met Most/All Expectations	I do not think it is user friendly.
Met Most/All Expectations	Make it compatible. Its taking too long.
Met Most/All Expectations	People First has not yet automated time and attendance management for this agency. I would hope we will receive a timetable and a plan in the near future.
Met Most/All Expectations	Hardware improvements may fix the problem.
Met Most/All Expectations	Make it more user friendly.
Met Most/All Expectations	get a better system the latest technology pleaaaaaaaaaaaaaaasssssssssssse.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	It would be nice if the weeks could be combined to shorten the amount of steps LEO's have to take inputing times.
Met Most/All Expectations	Time - it takes awhile to gain trust once it is shaken.
Met Most/All Expectations	Needs to be more user friendly. Screens time-out, can go back.
Met Most/All Expectations	DROP DOWN MENUE EXPLAINING POSSIBLE SOLUTIONS
Met Most/All Expectations	I don't know.
Met Most/All Expectations	I think that they are on the way to accomplishing this. The turn over rate of their employees does not seem to be effecting us as often as it once did.
Met Most/All Expectations	The Leave and timesheet sections have to work as instructed by the system. Cahnges and modfiication to a person personal informatioin should be quick and be simple.
Met Most/All Expectations	See above.
Met Most/All Expectations	The notifications I receive about job announcements do not match my selected criteria. Routinely the jobs supposedly matching my criteria are out of the Geographical area of interest.
Met Most/All Expectations	Im prove the job search engine. The job offerings do not match the profile entered by the user. many offerings are either lower level or not what the profile seeks.
Met Most/All Expectations	Be sure that the people handling matters are well informed and educated.
Met Most/All Expectations	Stop this
Met Most/All Expectations	Keeping updated info. at all times.
Met Most/All Expectations	You figure it out!
Met Most/All Expectations	Fort starters with the time entries, we should be able to change something that was entered incorrectly, and just look at it and click it and fix it. Instead of haveing to edit, bring up a whole new line enter that to correct the mistake, and then save again. we should judt hit edit, click on the one that needs fixing, then save and be done with it. Also when we start a month to enter our time, and have more than one charge oblect that we have to use, we should be able to type the first one, with the charge objects once, then the other weeks should come up with those automatically. There are ways to improve, on the time entry. For the most part people first is ok, providing that the security is not compromised in anyway with our personel information.
Met Most/All Expectations	Time sheet entry is very cumbersome. Too many step actions required. Because our office is paid monthly, it is a lot of steps to enter each weeks hours. It would be helpful if you entered your time, how ever much that might be, hit enter or submit, have the computer display what is entered and ask "are you sure?" then hit "enter time." This would save about 3 steps per entry.
Met Most/All Expectations	Consider looking at changing the default of people who have been entered twice.
Met Most/All Expectations	1) Make the system more user friendly; 2) Enable viewing of the entire 2-week pay period on one screen; 3) Enable viewing of leave/vacation balances on one screen; 4) Enable the use of Windows Internet Explorer 7.
Met Most/All Expectations	Timesheet could be made more simple
Met Most/All Expectations	I would like to have more flexibilty in making changes when leave request has been submitted. If I need to make changes or cancel the request, I can't.
Met Most/All Expectations	It would be nice if the leave balances could be shown without having to go completely in the timesheet area.The insurance part can be a little confusing if you don't use it a lot.
Met Most/All Expectations	Could be more user friendly for logging in flex schedules.
Met Most/All Expectations	More quality representatives. Seems like they are under some type of production atmosphere and that is why some reps are helpful and others are just "punching the clock".

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Less links, easier to navigage - make monthly time entry info. on one page instead of weekly.
Met Most/All Expectations	Develop a program in which you enter how much leave taken i.e. 8 hours of annual or 3 hours of sick, and the program does the rest. This eliminates the editing step, saving each week seperately etc. KEEP IT SIMPLE. It is far to complex as it is now.
Met Most/All Expectations	dont no of anything right now.
Met Most/All Expectations	Everything on the actual website and the way our timesheets are set up are somewhat difficult to understand at times. Thanks --
Met Most/All Expectations	Menu navigation could be improved. Also would like to see a drop down menu in time entry area to select another date rather than radio buttons. Radio buttons make it diffult to navigate ahead when you need to move forward several weeks or months.
Met Most/All Expectations	Staff could be trained further in their selective area; that may reduce the number of cases having to be opened.
Met Most/All Expectations	I is a lot of step and different screens maybe it can improved in cutting out some of the procedures. I think it is OK.
Met Most/All Expectations	No suggestions
Met Most/All Expectations	Not too long ago, I called People First to find out how I could view my timesheet from home. The first time I called the young lady said that it was not possible for me to access my timesheet from home. Now I found that hard to believe, so on another day I called again. A very nice gentlemen told me exactly how to view my timesheet. GREAT!! All customer service representitves should know this information; I should have only had to call once. Maybe this "how to" should be published on the website or in your newsletter.
Met Most/All Expectations	There needs to be more of connection between People First and FMBC.
Met Most/All Expectations	no suggestions I just do as I am told
Met Most/All Expectations	Make the website more user friendly.
Met Most/All Expectations	Decrease wait time for access to your site.
Met Most/All Expectations	Maybe have the instructions for leave and time entry on the screen in an abbreviated form so it would walk you thru it.
Met Most/All Expectations	Unsure!
Met Most/All Expectations	n/a
Met Most/All Expectations	These comments are for the employee, private side, more than the public facing site. Some of the interface/usability could be greatly improved upon. A clear, heirarchical menu structure with breadcrumbs would make navigation easier. Sections with paging can be odd, particularly employee time entry. The radio buttons for selecting pay periods, and the up and down arrow navigation are not intuitive at all, and while it's not a big problem to get to the right pay period, it's usually difficult to get to the right week within.
Met Most/All Expectations	Create a more flexible system and properly staff HR functions
Met Most/All Expectations	No improvement needed for my use.
Met Most/All Expectations	When you don't have a full 8 hour work day, you can't just simply enter in the hours with the type of leave. You have to 0 out the day, save it then go back in and enter the hours and leave. Also, searching for previous weeks is not a simple task either.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	By making sure when someone faxes an application in they read it properly and not call and say the position number is not on it, when it is written there, then they say, o'h you know when you fax things the faxes does not come out properly. You should have faxes that prints legible.
Met Most/All Expectations	Improve the vendor's employees' knowledge of benefits procedures so that they can respond more accurately to questions.
Met Most/All Expectations	Ease of swtiching between screens. At some times, it seems like one has to start from the Home screen all over again just to get to the next screen within one area (i.e. Time Entry).
Met Most/All Expectations	Realize that people who have an enjoyable time off on vacation or for that matter if it were a case of illness either personal or family matters could forget their login. They don't need static just understanding and a reset.
Met Most/All Expectations	I got nothing in particular, at this time, but I trust that chages are in the works to add and/or improve the services it provides.
Met Most/All Expectations	Not really sure at this time.
Met Most/All Expectations	IN JOB APPLICATION, IT NEEDS TO BE EASIER TO NAVIGATE. WHEN ASKING FOR JOBS AVAILABLE, IN PINELLAS COUNTY FOR EXAMPLE, ONLY JOBS IN THAT COUNTY SHOULD APPEAR. RIGHT? WRONG.
Met Most/All Expectations	The time sheet time entry could be easier when entering more that one type of leave during a pay period.
Met Most/All Expectations	CSR's should be more knowledgeable.
Met Most/All Expectations	The speed of People First could be increased and also, when entering time worked other than contracted time it gets a little confusing with all the various steps. If an error message comes up there's no explination of what to do or how to handle it - this can be a little frustrating at times.
Met Most/All Expectations	Simpler navigation
Met Most/All Expectations	Be on top of the latest software needs that will ensure to make the system work seamlessly.
Met Most/All Expectations	allow processing of all personnel actions through the website;
Met Most/All Expectations	If it were set up so that you clicked on the pay period and it would show both weeks instead of one, instead of clicking on individual weeks. Also to be able to submit both weeks at the same time instead of individually would make things easier.
Met Most/All Expectations	I would like to be able to perform payroll deductions to various accounts
Met Most/All Expectations	Shorten the hold time.
Met Most/All Expectations	Make the system more user friendly
Met Most/All Expectations	Go back to state run, experienced employees.
Met Most/All Expectations	Give the positions back to the State of FL. employees.
Met Most/All Expectations	The time sheet is combersome, not very intuitive. I would like t edit the screen at one time as apposed to view, edit and save.
Met Most/All Expectations	making time entry more simplified. Also, I will be entering drop this year, and co-workers have advised it is difficult working with FRS.
Met Most/All Expectations	People First can be improved finding another way of obtaining the user ID or password when one is locked out of the system. I work in an office surrounded by other employees and I do not feel comfortable in given the requested information out while others are listening.
Met Most/All Expectations	Simplify all entries although now that I am familiar with how to use it is easy to use.
Met Most/All Expectations	allow you to complete and view it all as once insted of having to juggle back and forth.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	When dealing with change of insurances and marriage or divorce, have a single person handle the paticular customer need until the matter has been satisfied so, no one can pass the excuse as to who is resposible for the information not to be entered correctly.
Met Most/All Expectations	Make the computer entry system more user friendly- particularly streamlining so there aren't so many steps to go through to accomplish a simple time sheet.
Met Most/All Expectations	Wait time could still be reduced
Met Most/All Expectations	Keep Job descriptions on the site with the application so that they can be reviewed with the application.
Met Most/All Expectations	No Comment.
Met Most/All Expectations	Faster server
Met Most/All Expectations	Can't really think of anything off hand.
Met Most/All Expectations	more user friendly
Met Most/All Expectations	the website needs improvements, needs to be simplified.
Met Most/All Expectations	More user friendly
Met Most/All Expectations	NO COMMENTS @ THIS TIME
Met Most/All Expectations	The way you have to apply for a position, you now have to go and fill out another application on line. Don't understand why if you had one on file already they could not convert it.
Met Most/All Expectations	The easier and simpler the better - No specifics that I can think of now
Met Most/All Expectations	make the time entry much easier to use.
Met Most/All Expectations	Make time entry easier to understand for those who do have different types of entries instead of just normal hours, annual or sick leave.
Met Most/All Expectations	EMPLOYEE'S NEED TRAINING WITH STRESS AND PEOPLE SKILLS
Met Most/All Expectations	No improvements recommended.
Met Most/All Expectations	It would be nice if the system tracked hours according to job function/task.
Met Most/All Expectations	have just one password to enter people first instead of the additional passwords to apply for a job online. Stop outsourcing our data.
Met Most/All Expectations	maybe by being more specific with searches
Met Most/All Expectations	SIMPLIFY
Met Most/All Expectations	Keep up with technology and give some pertinent direct phone numbers that employee can call rather than the general free phone number.
Met Most/All Expectations	it would be nice to be able to input records without the website freezing up.
Met Most/All Expectations	Add back button and other typical browser buttons to website pages.
Met Most/All Expectations	Speed up the site and make it more user friendly.
Met Most/All Expectations	Send info sooner so that benefits will be ready on actual start date and change hours most state employees work 8-5 and have no time to call for information except on lunch break
Met Most/All Expectations	I haven't noticed an area that needs improvement.
Met Most/All Expectations	Way too many steps to enter even the simplest timesheet data
Met Most/All Expectations	Speed it up
Met Most/All Expectations	Website could be quicker and when there is a yes or no question, it should be answered quickly; instead of going through the entire list of security questions.
Met Most/All Expectations	Make it more reliable for us to use it when needed.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Identify the problems (as it seems like you are doing now) and be committed following through to ensure the corrections are made. It seems that in the past, corrections would only be made when an issue was so large that it was in the paper. When the furor was over, the corrections would stop and employees would even be told by PeopleFirst staff that they were not going to make any more corrections or changes. This is really counter productive.
Met Most/All Expectations	Make website and "actions" more user friendly.
Met Most/All Expectations	Somehow, I cannot use timesheet from my home computer, which was really inconvenient when I was on maternity leave and still did some work. Also, if we take Friday off, it'd be nice to be able to approve timesheet from home too.
Met Most/All Expectations	Response time could be better
Met Most/All Expectations	Improve the job search section, make it user friendly and more accurate (have searched for jobs I know are available and they don't appear when you narrow the search to the specific fields). Also, the timesheet section needs to be updated so you can enter your work time and leave time on the same transaction without having to input your work hours, save, and reenter the timesheet for a specific week.
Met Most/All Expectations	The user interface could be more intuitive. I am not a big fan of the extensive use of drop-down selection boxes. Seems like a cascading menu could be more effective. Also, when entering timesheets, I would prefer the initial view of the overview table to include previous weeks rather than future weeks (maybe both). Also, it may be helpful to include a column in the overview table that indicates the saved/submitted status of previous weeks.
Met Most/All Expectations	Greater expertise in people first employees who initially interface with state employees.
Met Most/All Expectations	Hiring Section needs improvement.
Met Most/All Expectations	improve website
Met Most/All Expectations	A return call within 24 hours or the next working day would have been nice. I left several numbers to contact me.
Met Most/All Expectations	Have a County or even District site (why is this survey taking so long)
Met Most/All Expectations	calling in.
Met Most/All Expectations	Have a more user friendly website and timesheet entry database.
Met Most/All Expectations	Unsure
Met Most/All Expectations	People first service center does not open until 8:30, For those of us who start at 7:00 this can sometimes create a problem if we need assistance with something.
Met Most/All Expectations	When filling timesheets and looking at personal information the website can be rather slow and sometimes freezes. This is a problem that should be fixed. Does not give the person a good feeling that the website froze up while looking at personal information.
Met Most/All Expectations	People First system is a bit slow. Faster access will be most desirable.
Met Most/All Expectations	As a supervisor it would be helpful to have the Performace Evaluations on the computer.
Met Most/All Expectations	Update current information on a timely manner, website needs to be faster and not freeze up most of the times.
Met Most/All Expectations	I'm not sure if they can. It would take some simplification of the program.
Met Most/All Expectations	More user friendly layout on website; for phone calls, it would be nice if one hung up feeling as though the concern at hand was also People First's concern. As it is, our phone calls are a bother to the receiving representative.
Met Most/All Expectations	Improve system response speed
Met Most/All Expectations	Improve system response speed and reliability

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Maintain knowlegdeable staff
Met Most/All Expectations	Local people would be better handling things for us.
Met Most/All Expectations	could be more personal
Met Most/All Expectations	Timesheet system could be improved so one does not have to keep moving in and out of the screens to save/submit a timesheet.
Met Most/All Expectations	More personal training for employees on input processes/procedures would be helpful.
Met Most/All Expectations	The system is down too often.
Met Most/All Expectations	Too many steps for time entry.
Met Most/All Expectations	by insuring that state employees information is safe and cannot be compromised
Met Most/All Expectations	The woman that I spoke with in the above situation was rude and did not want to listen to me. The error was made at People first but they expected me to correct the problem.
Met Most/All Expectations	Be able to back space while in the system.
Met Most/All Expectations	Allow open enrollment for one month during each quarter or better yet allow enrollment all year long.
Met Most/All Expectations	The job search tool could have better search criteria. Sometimes it's difficult to narrow the search to an area of interest, for example, I have a job in mind I'm interested in applying for, but with the search options available, I can't tell where my job of interest falls. In order to be sure I've searched adequately, I have to search all vacancies. This is not true for all job positions, but there are a few I've noticed.

It would be awesome if People First could have more detail with leave balances. Currently, individuals have to do their own tallying and record keeping in order to confirm People First has the correct leave balances, because sometimes they have been incorrect. If there was more detail available in the Leave Balance Overview, individuals would not have to take time and do so much of their own record keeping, they would be able to glance at the tally and see that an accurate representation is reflected because they are able to see the changes and verify quickly that they are correct. |
Met Most/All Expectations	Improve time entry program.
Met Most/All Expectations	I wish it was more easier to navigate when trying to find a particular job in a certain county
Met Most/All Expectations	Updating the State of FL Job Application could be made simpler and easyier to read/access/understand. Order of jobs should be automatically positioned by dates employed.
Met Most/All Expectations	na
Met Most/All Expectations	Although the staff was friendly, the service was only average and mundane.
Met Most/All Expectations	Avoid loss of forms and communicate more readily when problems are brought to attention of People First staff.
Met Most/All Expectations	Fix issues with it being bogged down.
Met Most/All Expectations	They are headed in the right direction with a vast improvement from when we first began to use their services. Continue training.
Met Most/All Expectations	For example: from the time entry view you can not view your leave balance without going to another window and then back to your time entry view.
Met Most/All Expectations	Streamline the update process to fewer screens. Train the Help Desk on how payroll actually works.
Met Most/All Expectations	Have a representative in the department that we could deal with on a personal level.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Complete more of the manual transactions.
Met Most/All Expectations	applications should be kept for a longer period of time.
Met Most/All Expectations	I would like access to more of my personnel history on line. When I was hired, the positions I've held, their job numbers, promotions and dates, personnel reviews. Every thing that I had access to on the pink sheets that we use to receive.
Met Most/All Expectations	Easier access to a "live person" when the on line system isn't as helpful as needed.
Met Most/All Expectations	It would be more convenient if I could just put my time in without having to save every step. ie Put regular work hours, annual leave and sick time in and then "save".
Met Most/All Expectations	Not sure
Met Most/All Expectations	Don't know.
Met Most/All Expectations	more flexiblity
Met Most/All Expectations	Re-design the input forms so they are self explanatory and make sense to someone from a western culture (such as the United States).
Met Most/All Expectations	Look at the way some of the other Agency's DOT, DOR and DMS processed timesheets and compare the systems.
Met Most/All Expectations	Being able to access it with the same adobe requirement we have at work.
Met Most/All Expectations	Time entry could be more simplified.
Met Most/All Expectations	Allow employees to see and edit, (correct) information in PF.
Met Most/All Expectations	The internal controls could be easier (have to reload and save, edit again, save...and can't use the browser back button...no intuitive equivalent to that on the internal controls). Also, it should be easier for an employee to update their own information. Many areas are blocked from editing with regard to their own information. Also, some areas of PeopleFirst have never been completed. For example, the personnel file area always comes up with "Employee Records are being reviewed by DMS HR. Further information will be communicated in the near future." since PeopleFirst's inception.
Met Most/All Expectations	Follow up on transfers requests.
Met Most/All Expectations	Make the job search screens easier to navigate.
Met Most/All Expectations	Making it possible to updated information without having the save, then edit to make additional changes. It would be nice to complete all tasks at one time without having to move back and forth in the system.
Met Most/All Expectations	They need to update my start date so my years of service are reflected correctly.
Met Most/All Expectations	job search needs some twiking
Met Most/All Expectations	make time entry more user friendly
Met Most/All Expectations	I think the basic structure is there for a great system. Can you make the time sheets easier so you don't have to save and click so much? When will all the features be fully functional? Could we scroll through the different time sheet periods rather than just clicking the radio button for 3 at a time; it should be easier than it is.
Met Most/All Expectations	Some slowness when saving timesheet approvals. A few extra clicks could be removed when entering timesheets. I notice some changes have been made to remove extra clicks.
Met Most/All Expectations	STOP Out-sourcing
Met Most/All Expectations	The job search often does not detail the true duties of a specific position and often gives either no salary range or the one provided is far to vast from low end to high end to ever decpihera true salary you may be offered.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	!) Put the needed information in the same place as the function being performed. 2) Have an accept change anyway button.
Met Most/All Expectations	Make it easy to find on My Florida's website.
Met Most/All Expectations	The time between password changes should be of longer duration. Additionally, passwords should be allowed to be repeated after a shorter amount of time. It is difficult to remember so many passwords in our daily life interactions. This is made more cumbersome by the PeopleFirst system seemingly asking for a new password on a weekly basis.
Met Most/All Expectations	I think it would be better if we were not forced to use comp time for sick leave.
Met Most/All Expectations	Make easier for included to be able to submit their timesheets to their supervisor. Be able to submit by month instead of by week. It would take less time.
Met Most/All Expectations	I think there should be a way of requesting an application for employment and then the system should find the appropriate advertisement and assign the position number with a pop up question is this the position you would like to apply for.
Met Most/All Expectations	It could still be more user friendly and there are many features not active yet. Some of the information could be kept more current.
Met Most/All Expectations	Faster capacity on high volume days. Full view of screen for timesheets would be helpful. Now you have to scroll up and down and across to enter time and submit for approval.
Met Most/All Expectations	Keep info up to date
Met Most/All Expectations	If some of our very personal information stay just that personal.
Met Most/All Expectations	Make it easy for the user to get to the inforamtion they need. Have feed back to applicants when they apply for a position that their application has been received and is being reviewed.
Met Most/All Expectations	Based on anecdotal comments phone responsiveness seems to be an isue.
Met Most/All Expectations	It takes me three times to click on the site to get in.
Met Most/All Expectations	I would like to be able to view the job vacanies by county and region while I am working my timesheet. Right now in order to quickly access I really need to bail out of the system, and re-enter like someone trying to view vacanies from outside.
Met Most/All Expectations	Still can't check status of medical reimbursements online until check is sent
Met Most/All Expectations	The search engine for the job could be improved. It doesnt always retrieve available matches. Also the accuracy of the "edit" function in the time entry could be more reliable.
Met Most/All Expectations	Make sure that peoples privacy is protected.
Met Most/All Expectations	simplify the system so it is mor user friendly.
Met Most/All Expectations	Some time it is very difficulty to get thru on the telephone.
Met Most/All Expectations	Get it compatable to exporer 7 so I can up grade at home.
Met Most/All Expectations	I think they are fine just the way they are now.
Met Most/All Expectations	Wait time on the phone can be improved. Return calls more promptly.
Met Most/All Expectations	All applications can be made more user friendly.
Met Most/All Expectations	More user friendy Job searches.searches Add date of leave approvals . cCurrently the Home page does no list a date connected to leave time that was approved. EX is the message"Your request for leave had bven approved" Employee does not know which one is approved.
Met Most/All Expectations	but more entry spaces on template is needed - template too small

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	The time sheets come up with a warning notice when I enter hours worked on weekends. As a probation officer, that is not uncommon. Surely there could be something entered in programming to not set off alarms when probation officers work weekend hours.
Met Most/All Expectations	provider faster response time
Met Most/All Expectations	Make system faster all the time.
Met Most/All Expectations	make it easier to correct mistakes on time sheets
Met Most/All Expectations	I think the time entry sectin for payroll could be made more simple.
Met Most/All Expectations	Make the interface more user-friendly.
Met Most/All Expectations	Making the website looking for jobs a little easier.
Met Most/All Expectations	Allow toher work schedule other than 8-5
Met Most/All Expectations	See comments above. Also, make specific job searches are at times difficult....seem to be too cumbersome when inputting certain search criteria.
Met Most/All Expectations	Internet Explorer 7. Because People First cannot use it, we cannot upgrade our computers to use it.
Met Most/All Expectations	time direct
Met Most/All Expectations	Make job search/preference notifications more flexible.
Met Most/All Expectations	I haven't had a chance to really use the New Hiring Center. It may fix my major beef - being able to easily pick and print out the applications I want to look at. In fact the entire old hiring center can be very difficult to use. 2. Training. I would rather have no training than the training I've received for PeopleFirst. Too long, too boring, and in the end, useless. My best training has been using the system and then calling the 1-888 number for assistance. I think training for PeopleFirst would be handled better by our own people (in my case the local DOT personnel department in Lake City) so they could show us what WE need to know here, rather than some outside vendor or even a statewide employee trying to show us everything possible in too short a time. Just my two cents.
Met Most/All Expectations	Please be friendlier
Met Most/All Expectations	Arriving at a time entry method that is easier to understand and input hours.
Met Most/All Expectations	Let the employees have access to their personal information
Met Most/All Expectations	better security with personal information
Met Most/All Expectations	on time and attendance, show more than the past 3 weeks for leave/overtime input. Allow for a back button.
Met Most/All Expectations	When looking for items, have a better search engine.
Met Most/All Expectations	I really get tired of the passwords, most of the time that's why I have to call them. I've most of the time forget my password after I've changed it.
Met Most/All Expectations	As a manager it would be nice to have both weeks in the 2 week time period show up. And it would be nice to be able to click on the alert and have it take you directly to the time sheet or what ever the approval is for.
Met Most/All Expectations	More skillful construction.
Met Most/All Expectations	If services were accessible from my home computer.
Met Most/All Expectations	ELIMINATE "SCORLL" REQUIREMENT TO ACCESS "EDIT" WHEN RECORDING WORK HOURS

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	When approving timesheets, it would be easier to view a 2 week summary in tabluar format (similar to the time input screen...and the way it used to be in the approval screen). In addition, it would be helpful to be able to bring up any approved leave requests, so a manager can compare the approved leave with what is shown on the timesheet.
Met Most/All Expectations	If a person answers the phone, they should be able to help you, not send you to another person
Met Most/All Expectations	listen to the employees who have been around for some time.
Met Most/All Expectations	Have the ability to make changes to W-2's or the form that we can change dependents and personnel-related matters.
Met Most/All Expectations	Go back to the old personnel system in each department where you deal with the same person for all of your issues.
Met Most/All Expectations	Revamp the hiring component. It could be streamlined and made more effeicient.
Met Most/All Expectations	when need to have customer service from a real person.
Met Most/All Expectations	PF employees to be better trained. Overall recent experiences have been much more positive with better outcomes than initial experiences.
Met Most/All Expectations	IM NOT SURE. I KNOW THAT EVERY ONE HAS EXPECTATIONS ON HOW THINGS SHOULD WORK. AS FOR ME IT WORKS FINE.
Met Most/All Expectations	Make things available re: being able to change your adress, w-4 ect.
Met Most/All Expectations	Fix the system to accept passwords and portability to home machines.
Met Most/All Expectations	Speed of the website is erratic; keep the online application active and do not outsource anything related to employees.
Met Most/All Expectations	List all names and telephone numbers of healthcare providers for state employees on the website, on the same page that the employees's benefits are listed.
Met Most/All Expectations	Make the fields a bit more flexible - allow you to enter multiple things into the timesheet at one time.
Met Most/All Expectations	keep our personal information private
Met Most/All Expectations	Have the system - especially timesheets and leave information avalible for input after normal working hours - if People Frist is indeed for the people it should be available for use when the people need it - if People First needs to do updates they need to do them late overnight recommend between 1 AM to 5 AM this would help most of us who may have a need to use the system.
Met Most/All Expectations	This is convergys job to fiqure out?
Met Most/All Expectations	Making resetting passwords easier and simplifying the password.
Met Most/All Expectations	Streamline all process so they are not so time consuming.
Met Most/All Expectations	simplify recording hours worked
Met Most/All Expectations	No one wants to use it (People'sFirst) simply because it's a hassle. Believe (like our system) the computer programmers caused the porblem. Maybe they can fix it.
Met Most/All Expectations	HAVE NOT GIVEN IT ANY THOUGHT.
Met Most/All Expectations	The system is not intuitive; you have to work with it a while to understand and use it effectively. If actions could be made more intuitive, then it would be easier for people to use without much training/experience.
Met Most/All Expectations	By making the timesheet a little more user friendly.
Met Most/All Expectations	Keep language clear, simple and precise.
Met Most/All Expectations	It needs to make recording weekend work hours easier
Met Most/All Expectations	The time sheet needs to be more computer friendly.
Met Most/All Expectations	Could be more user friendly in some areas

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Combine the two week OPS time to be one period of two weeks rather than two separate one week periods.
Met Most/All Expectations	Delete all the OLD hires to make the current ones more accesable.
Met Most/All Expectations	answered above.
Met Most/All Expectations	I believe that the time entry should be modified to the point where all work hour and leave can be listed simutaneoulsy.
Met Most/All Expectations	Link To Travel Reimbursement
Met Most/All Expectations	The timesheet could be improved by an option that would allow for an entire month to be view (or printed out) with comments.
Met Most/All Expectations	Training in use at local levels
Met Most/All Expectations	Don't know.
Met Most/All Expectations	Not sure. It seems to do what it was intended to do.
Met Most/All Expectations	For time entry, make the date range default to the current, but make the window larger and make the selected range show in the middle of the list rather than first.
Met Most/All Expectations	It would be more convenient to be able to submit part of a week at times when a new month begins earlier than Friday during a week. As it is now, we must submit the entire last week of a month including the first day or so of the next month. This means that if I used a sick day during the last week of a month, I must go back in a month later and remove the comment to submit the time for the next month. I personally prefer to keep past documentation in place if I can, but I cannot always do this due to the current design I just described.
Met Most/All Expectations	It would be better if all of the tabs along the top of the page were activated.
Met Most/All Expectations	?????????
Met Most/All Expectations	Fit it like other web based apps and tighten up security of databases to avoid identity theft.
Met Most/All Expectations	have info more together instead of having to go to different screens to get your info
Met Most/All Expectations	The upgrades have been good.
Met Most/All Expectations	MAKE IT MORE VISIBLE
Met Most/All Expectations	I currently use People First to enter my leave, check job vacancies, and update any information that I am allowed to update when needed. However, it would be nice to be able to have access to my personnel file.
Met Most/All Expectations	Cut back on the number of screens one has to go thru to accomplish simple tasks.
Met Most/All Expectations	Allow for multiple entries on time reporting without first having to adjust time worked and then saved prior to making other adjustments like AL and SL.
Met Most/All Expectations	Faster response
Met Most/All Expectations	Must be made easier to add, delete or modify employee benefits. Too often people must consult with their HR person or speak directly with a CSR when their online instructions are either rejected or don't take.
Met Most/All Expectations	No suggestion
Met Most/All Expectations	The computer program needs to be more user friendly.
Met Most/All Expectations	customer service reps need more knowledge
Met Most/All Expectations	Be more user friendly. There are too many places to go to obtain insurance information.
Met Most/All Expectations	Make navigation simpler. Website is archaic.
Met Most/All Expectations	the inputting of time into the system is not extremely user friendly, although it is getting easier with each pay period. It just seems like you should not have to keep saving and getting out of the system and then getting back in. It is just kind of complicated to use until you get the hang of it.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Meeting with the various payroll offices to get their concerns and updating People first to handle our requests.
Met Most/All Expectations	Someone should be able to let you if a position has been filled or whether or not it will be filled.
Met Most/All Expectations	?
Met Most/All Expectations	more info on fewer screens
Met Most/All Expectations	Some hands on training for new employees
Met Most/All Expectations	Problems with applying for jobs....you complete everything and submit it then it tells you that it they are unable to process your request at this time. And it does not keep all the information you place in there.
Met Most/All Expectations	I don't have any recommendations for improvement at this time.
Met Most/All Expectations	So vital a tool should be a lot more intutitive, that it requires more than a few minutes of training is absurd. It is not user friendly.
Met Most/All Expectations	Speed
Met Most/All Expectations	?
Met Most/All Expectations	More windows oriented. This site is not very user-friendly.
Met Most/All Expectations	it needs to be simplified
Met Most/All Expectations	Closely evaluate the PeopleFirst application and implement perhaps a newer or updated version.
Met Most/All Expectations	No comment
Met Most/All Expectations	I think the problem is that it was outsourced. If People First employees were also State of Florida employees, they would be more invested in helping us.
Met Most/All Expectations	Allow editing of flexible schedules that have already been approved.
Met Most/All Expectations	same as above
Met Most/All Expectations	More people available to answer phones for customer service.
Met Most/All Expectations	Better Communications
Met Most/All Expectations	knowledge of procedures
Met Most/All Expectations	Making temporary schedule changes is cumbersome.
Met Most/All Expectations	Focus groups on simplifying system design
Met Most/All Expectations	I believe it's being done already...the Human Resource/Benefits pages could be more concise and easier to navigate.
Met Most/All Expectations	No comments
Met Most/All Expectations	not sure
Met Most/All Expectations	THEY HAVE ALREADY IMPROVED ON RESPONSE TIME AND IT APPEARS THAT A LOT OF THE ISSUES THAT HQ HAS ADDRESSED ARE BEING IMPLEMENTED.
Met Most/All Expectations	Improve web base programs to be more user friendly, reduce the number of screens needed to update events
Met Most/All Expectations	no suggestions
Met Most/All Expectations	Just by speeding things up.
Met Most/All Expectations	Wait time on phones can be improved (it is better than before
Met Most/All Expectations	People First should seek inputs from the State of Florida Personnel Managers.
Met Most/All Expectations	I don't know.
Met Most/All Expectations	difficult to determine often what the error is due to blanket statements. Would be beneficial to actually know how to correct the entry
Met Most/All Expectations	Not have to refresh the screen as much when trying to approve leave. Sometimes you have to call too frequently to have id or password unlocked when you just changed the password 2 wks before.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Make requisitions more friendlier and not have boxes all over the place to look to check or put information in. Have a better flow for requisitions so you won't miss some areas.
Met Most/All Expectations	NEEDS TO BE A LITTLE MORE USER FRIENDLY
Met Most/All Expectations	Navigation for approval of subordinate requests for leave is cumbersome.
Met Most/All Expectations	Navigation between screens is cumbersome.
Met Most/All Expectations	They shouldn't have lost the earlier information. If my personnel office had not kept copies of what had occurred, my husband might not have been insured.
Met Most/All Expectations	More reports needed, more accessiblity for more than one manager
Met Most/All Expectations	The system itself is a little slow at times. When you're in the system for a while it will kick you out and you have to start over again.
Met Most/All Expectations	Update the system to fit the needs of the agencies.
Met Most/All Expectations	do not know
Met Most/All Expectations	Sometimes there are problems getting on the site. Sometimes there is a sort of loop that I get caught in that keeps making me relog in over and over. I hate when that happens (about once a month).
Met Most/All Expectations	Answer the phone with a real person!!!!!!!!!!!!!!!!!!!!!!
Met Most/All Expectations	Needs to be more user friendly. Timesheets seem more cumbersome than is necessary. Too many steps to enter time, with edits and so forth. Can't see whole page on screen. It's just very annoying at times.
Met Most/All Expectations	In the Time record block the sent or completed a color box is displayed. But the color is not always clear enough to see. Maybe if the colored Blocks was Bolder or Darker would help.
Met Most/All Expectations	no response
Met Most/All Expectations	Have training.
Met Most/All Expectations	It needs to be more user friendly not only to employees, but also customer service reps.
Met Most/All Expectations	Being more carefully about our information. It is scary to give our trust to a very big company you don't know where the confidential information can go.
Met Most/All Expectations	If your position or your account as a manager has not changed then the managers profile should not change. I
Met Most/All Expectations	1. allow more flexibility on the time entry. 2. show the whole work week, even if it spans an end of month.
Met Most/All Expectations	provide faster service.
Met Most/All Expectations	Respond in a more timely manner
Met Most/All Expectations	Make the web site more available to use on the outside of work hours. So that would mean keeping up on upgrades for computer software that most everyone with a home computer has done. People first is very slow at keeping up with current versions of software and technology.
Met Most/All Expectations	Less waiting to speak to an individual.
Met Most/All Expectations	Give us the capability of entering leave when the above situation occurs without making the leave be recorded on a different day. We should be able to over-ride that.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	do not time out, update an entire screen, not just one line
Met Most/All Expectations	Some more people skilled people or people who at least admit they are not sure of the answer but will research it and call you back. I don't mind if they don't know the answer but don't give me the wrong answer just to be giving something out. They could also use a mirror in front of them so that they could put a smile on their face and carry that smile over on the phone when they answer. They don't always have a smile in their voice and act as if I am interupting a card game or something. This is a valuable tool as long as the people are educated and willing to go the extra mile for the customer. And please, please do not outsource to people in foreign countries for security reasons.
Met Most/All Expectations	It would be nice to see a monthly breakdown of how much leave is used and then a year end total.
Met Most/All Expectations	none
Met Most/All Expectations	understand clietnt needs
Met Most/All Expectations	I don't know.
Met Most/All Expectations	Entering my work time and my annual or sick leave seems to take too many steps. You have to enter your hours, then save it. Then enter leave hours and save it. Seems like it could be done with fewer steps.
Met Most/All Expectations	more training; better customer service
Met Most/All Expectations	Perhaps a simplified module design for the time entry portions of People First would make entry a little more seamless.
Met Most/All Expectations	I'm sure if there was some training provided on the system, at least the supervisors so they could train the other. Mostly except for time entry, it's hit or miss as far as learning about the system.
Met Most/All Expectations	Password is very limited on how you can set it up.
Met Most/All Expectations	I was away on vacation and had dificulty approving my OPS employee's timesheet. I had to call my office and have the personnel liasion approve it.
Met Most/All Expectations	Need to improve programs for Job Vacancies and Time Sheet entries making them more user friendly.
Met Most/All Expectations	Speed of the availability to access the website. Stay on top of computer updates.
Met Most/All Expectations	Change this process.
Met Most/All Expectations	make it easier to use and user friendly.
Met Most/All Expectations	Each person should have the knowledge to help you and not have to be changed from person to person!
Met Most/All Expectations	Offer training especially for the hiring managers.
Met Most/All Expectations	Quicker response time when a call is placed.
Met Most/All Expectations	NUNBER ONE: End the incessent (multiple times in a single call) requests for your user ID, Birth Date, Zip Code, and whatever else you have to repeat from the first computer transfer to the first, second, and third individual you have to talk to. I never get to talk to one individual. Even then I have to repeat all the security info. ONCE IS ENOUGH! TWO: There is an assumption if you are not entering the web site through the home page you don't need the help phone number. That is not true! Put it on each page. Most call needs arise well after the first page and returning to the beginning often creates other web page navigation issues. THREE: Sometimes you have acceptable options of what you can charge time to. The help staff should be able to tell you if the charge object is one in which you will get paid for or not. Take care of these three and I'll be mostly happy.
Met Most/All Expectations	Need to make recording time easier, make flexible schedule requests accessible to all staff not just for supervisors,

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Accessing their website seems a bit difficult sometimes, but I'm not sure if that is their problem or ours, as internet access to other sites seems slow or non-existent more times than not.
Met Most/All Expectations	By not issuing a new people first number when a person moves to anohter agency.
Met Most/All Expectations	at this time, I dont see any changes needed.
Met Most/All Expectations	better ability to navigate from one screen to next, better ability to change/modify entries within timeworked entry
Met Most/All Expectations	inputting data into the timesheet should not be so labor intensive, there has to be a better way. we should be able to input the data on one page, submit it. then review for accuracy ourselves, then submit one more time. done.
Met Most/All Expectations	Make it more simple to input time worked, annual/sick leave
Met Most/All Expectations	Reduce the waiting time to speak with representatives.
Met Most/All Expectations	Unknown
Met Most/All Expectations	N/A
Met Most/All Expectations	I have had great success with the system, so I'm not sure area needs improving.
Met Most/All Expectations	Time entry is cumbersome, always having to search for the buttons off the bottom of the screen,edit and re-edit to input time, finding the right week in the small boxes,
Met Most/All Expectations	Make it easier to put in hours outside of scheduled work hours.
Met Most/All Expectations	Make the time entery on your timesheet more seemless. Now you have to add a leave type, save, add another leave type, save, add the third type, save... Also, when you add the types it does not auto-sum in real time, only when you have saved. Then if an error is made you have a real problem of clearing the time and starting over. If Amazon online forced you to save and update with every book selection, they would be out of business.
Met Most/All Expectations	Additional simplification of timesheet function - particularly end of month time periods in which the work week continues into a new month (requiring extra steps for completion). Also, I feel a GroupWise reminder be sent during mid-afternoon on final day of work week (we often are so engrossed in our work that we forget to complete our time entries before end of day).
Met Most/All Expectations	ALRIGHT HOW IT IS!
Met Most/All Expectations	Not changing the password so often, and letting us use letters in the password
Met Most/All Expectations	Simplify the steps to perform functions like PARs and timesheets.
Met Most/All Expectations	Make the wesite people friendly
Met Most/All Expectations	Some of the web commands are still not very intuitive.
Met Most/All Expectations	MAYBE HAVE A SYSTEM THAT A PERSON CAN USE WHEN THEY HAVE CHANGED THEIR PERSONAL OR NO LONGER HAS THAT INTERNET SERVICES. MAY IT ACCESSIBLE TO PULL MY OWN PERSONAL APPLICATION WITH A PERSONAL INTERNET SERVICES. THIS IS VERY TIME CONSUMING TRYING TO RE-FILL OUT A NEW APPLICATION.
Met Most/All Expectations	N/O
Met Most/All Expectations	More organization on the job posting web sites - making it more easy to determine the locations of posting.
Met Most/All Expectations	User friendly site.
Met Most/All Expectations	Timesheets are not user friendly in the fact you must edit each type of leave separately.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	It could be improved by sticking to employment and not timesheets or personal information, or PeopleFirst can just make sure all of our information is secure and well protected.
Met Most/All Expectations	Provide the necessary info. on all insurance deductions or provide a contact peron within the insurance companies.
Met Most/All Expectations	I should be able to adjust all portions and make all adjustments and click on save once, not go back and forth adjusting numbers.
Met Most/All Expectations	Open up all areas of people first so that you can access your personal information and make changes no matter what your employment status is.
Met Most/All Expectations	The list of categories of employment or professions (ie. customer service, admin, maintenance etc etc is not broad emough.) There are many different kinds of customer service - it's not all about call centers!
Met Most/All Expectations	Make sure all your folks know what they're doing and have all the information on hand. And give them the ability to get an answer from someone else who has the info, then call the requestor back.
Met Most/All Expectations	training.
Met Most/All Expectations	Streamline employee information for supervisors such as leave balances and hours worked.
Met Most/All Expectations	Get everyone to use all parts of it.
Met Most/All Expectations	More information on personnel matters in file
Met Most/All Expectations	Why is there no entry for CORRESPONDENCE in the 'request for email notifications of vacancies'? If you put CUSTOMER SERVICE, you'll get info on call centers etc. It should allow job seekers much more specific information. How hard can it be to identify the different skill sets within the broader categories?
Met Most/All Expectations	SO FAR I SEE NO NEED FOR ANY CHANGES.
Met Most/All Expectations	Faster and easier access and response
Met Most/All Expectations	N/A
Met Most/All Expectations	you have finally discovered that State employee aplications were not being processed properly in your system. You sent information that corrections have been made.
Met Most/All Expectations	Place all job that are listed in the state of floriad not just D/1o are D/12.
Met Most/All Expectations	The speed for time sheet need to be improved. The job research website needs to be improved.
Met Most/All Expectations	Put out more announcements regarding improvements that are forthcoming and have more training.
Met Most/All Expectations	difficult to see summarys for all employees under me. Need some quiry capabilities to be able to print out custom reports.
Met Most/All Expectations	Train People First staff. Continue to make inprovements on this systems for time entry to the hiring center.
Met Most/All Expectations	Consistent Training of employees dealing with customers.
Met Most/All Expectations	Sites need to be more user friendly.
Met Most/All Expectations	You should not have to back up a screen to start to enter in your previous week's timesheet.
Met Most/All Expectations	I t thought our personnel records, training records, etc. were going to be scanned into this program.
Met Most/All Expectations	Maybe use more laymens terms.
Met Most/All Expectations	Time sheet entries could be easier. I don't beleive People First is flexible enough.
Met Most/All Expectations	Allow employees to see month at a time. Provide ability for managers to see entire month for employees instead of weekly only.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Allow for selection of overtime hours at the end of the pay period. Allow for both comp-time and overtime to be selected within the same week. Give supervisors access to the section criteria and allow them to change/approve the selection.
Met Most/All Expectations	People First can be inproved by allowing prospective job seekers the ability to save a job application "template" that can be permanently saved within the People First system. When this "template" is applied to a particular position, it should be allowed to be edited for that job, but a "template" copy needs to be saved as the master document so changes for a particular job do not change the master document. This was a hard lesson to learn the first time I applied for a job on People First, as I deleted certain unapplicable items...only later to find out they were completely gone from the system...causing me to go back to my job files EVERY TIME I applied for a job to add additional information- an immense problem. The Federal job posting site, USAJOBS, saves your resume template and their system should be modelled in People First.
Met Most/All Expectations	assure state employees their personal information will be protected
Met Most/All Expectations	Training behind it more geared to what you needed. For Supervisors, there is a lot more and training needs to be more helpful, especially with Hiring Center.
Met Most/All Expectations	I really have had no problems with People First
Met Most/All Expectations	If possible can the object codes that apply to my job appear only and this it make easier to complete timesheet.
Met Most/All Expectations	Navigating the employment screen and entering work hours
Met Most/All Expectations	The two programs should be improved or replace with a new and updated program.
Met Most/All Expectations	Where do I begin?
Met Most/All Expectations	Email capabilities to let Managers know when timesheets submitted instead of me telling them in separate email.

Email to employee when items change in their status, instead of having to rely on going into the system and seeing the alerts. |
Met Most/All Expectations	Simplification????
Met Most/All Expectations	For time sheets I would like to see both weeks of a pay period come up on one screen at the same time - easier to complete, save, submit, and print at one time - not twice.
Met Most/All Expectations	Inputting and assigning charge objects interface is cumbersome. Selection of projects/charge objects by employee when entering time and attendance could be improved. Extracting data from the data warehouse is cumbersome. Limiting users to canned, materialized views instead of real SAP BW interface limits the usefulness of the data. Historical data needs to be included in the PF BW.
Met Most/All Expectations	Call centere employees need to listen better without making comments prior to you finishing you conversation or statement
Met Most/All Expectations	The time recording system could be made more user friendly and eliminate unnecessary steps.
Met Most/All Expectations	Make the time sheet entry more easier. Make it so there is less click of the mouse to finish your time sheet.
Met Most/All Expectations	Make it easier to navigate through all fields for supervisors or other parties responsible for time records.
Met Most/All Expectations	Separate the items used by Personnel from those employees use.
Met Most/All Expectations	It has been fine with the work I do in it.
Met Most/All Expectations	Need face to face interaction.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	I don't know.
Met Most/All Expectations	Our HR person at our agency doesn't have much expertise with People's First...not a good resource.
Met Most/All Expectations	Limit the number of people you have to speak with.
Met Most/All Expectations	The time entry area needs some improvements. For example, if you work hours on the weekend, an error message always results. Also, there should be a button so you can add another type of hours worked (general, sick time, leave, etc.) more easily.
Met Most/All Expectations	Show more initiative in correcting errors that are made by People First.
Met Most/All Expectations	Keep striving to make their system better and then perform the service correctly that is being offer.
Met Most/All Expectations	Keep it simple.
Met Most/All Expectations	Format the time entry system to allow entry of all types of hours(work, leave, etc) to be entered without having to save in between entry of the different types of hours. When entering these different types of hours the system currently freezes up and you have to go to the home page and start all over to get the next group of hours entered.
Met Most/All Expectations	na
Met Most/All Expectations	No comment
Met Most/All Expectations	Create better edits to catch all inactive projects.
Met Most/All Expectations	Read and take action on user comments
Met Most/All Expectations	more speed
Met Most/All Expectations	make the web sites easier to use
Met Most/All Expectations	My department Recreation and Parks does not utilize the job announcements as much as they should. Some vacancies never make it to the web site.
Met Most/All Expectations	faster system
Met Most/All Expectations	Do away with it all together and start over - hopefully with a much better product
Met Most/All Expectations	So far so good.
Met Most/All Expectations	Simplify
Met Most/All Expectations	The GUI for the website should be more "usre friendly".
Met Most/All Expectations	Friendier personnel and less waiting time on hold.
Met Most/All Expectations	This survey could be faster.
Met Most/All Expectations	MAIN PROBLEM IS THAT IT IS TOO SLOW.
Met Most/All Expectations	I think major improvements have occurred over the implementation period. As time goes on, anything that will make things more user friendly will be a great asset. The less the user has to think about what to do, the greater chance of success. I, personally, am not very computer literate and I am always challenged by editing my leave properly. I seem to have to try several times at it before I get it correct, and I know that leave editing is a simple process.
Met Most/All Expectations	I hate changing my password.
Met Most/All Expectations	no problem for me
Met Most/All Expectations	The job search information, particularly as it regards available positions, is so incomplete, out of date, and inaccurate as to render it completely unreliable.
Met Most/All Expectations	Less time waiting for help.
Met Most/All Expectations	check with you to make sure all is ok
Met Most/All Expectations	The time sheets could be easier to use and understand. We should be able to look at the month as a whole, as well as looking at the individual weeks.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	I would like to see a print option. When employees have short hours, we have to give a copy of the timesheet to HR in advance. I always have to do a print screen and copy it into Word to get a printout in one page.
Met Most/All Expectations	Perhaps it could be easier to find job places
Met Most/All Expectations	improve online user manuverability for those that are not familiar with computer or their use is occassionally
Met Most/All Expectations	I personally have no problems with the Time Entry portion of Peoples First (the portion I use the most), however others I work with do. It is a very busy and unnecessarily chopped and broken process in my opinion. Click edit, pick this, fill out that, click save, click edit, click submit etc. It seems there could be a lot less involved way to quickly fill in this information. Again I personally have had no trouble, but generational gaps exist in the work force that tend to make any computer program responsible for the contents of your own pay check very intimidating.
Met Most/All Expectations	?
Met Most/All Expectations	These improvements should be built into the system up-front rather than creating the problems and then incrementally fixing them. The time entry difficulties were predictable and avoidable, and should have been resolved prior to the system going on-line.
Met Most/All Expectations	Could be made easier to navigate between fields
Met Most/All Expectations	The website has to be easier to operate. Being able to view all my personal information online is a great resource, but I wonder who else is looking?
Met Most/All Expectations	correct information
Met Most/All Expectations	I would greatly prefer dealing with a person on the telephone, the old fashioned way.
Met Most/All Expectations	Modify the layout/format of time entry so that all worktime and leave hours can be entered within one screen and hitting submit once instead of one type of time at a time. Web site could be speeded up.
Met Most/All Expectations	(1) More user friendly and with fewer hoops to jump through to do a similar task multiple times. (2)In 'Direct Reports', it's confusing to determine what functions require the hitting of a specific radio button and which functions prohibit it. (3) Easier navigation would be helpful; getting from pay period to pay period is tiresome, as is the inability to use a back arrow to move to a prior screen. (4) The Hiring section is very difficult to navigate. I've often had to resort to calling People First for assistance, just to find something in that section. (5) After completing numerous PARS, I think I can navigate that process, but it's hardly user friendly and one false move can really do some damage. (6) Perhaps the contract could be revised to allow People First to provide written confirmation of insurance coverage, when People First made a mistake that caused problems for an employee. (7) When an employee is eligible for FLSA, that employee must choose, up front, whether the earned leave will be taken as time or overtime $. It can't be split, an option preferred by some employees.
Met Most/All Expectations	When filling out the timesheet, it needs to be the entire period on one screen, just like the old time sheets. Also, the math does not need to occur until it is attempted to be submitted rather than in a save routine.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Reduce the number of screens required to do timesheets and make it easier to go back and forth between pages. Why not have a timesheet link on the page directly after the login which takes you directly to a timesheet, check the date that you want and then go. Much too cumbersome as it is.
Met Most/All Expectations	there needs to be a way to make individual offices more proficient in PF. There is too much of mixing doing it the old way and the people first way because people are scared of it. PF could be used much more extensively, but leadership does not feel comfortable with it.
Met Most/All Expectations	see above
Met Most/All Expectations	You should be able to submit/update resume ONLINE
Met Most/All Expectations	Time entry still requires some 2 or 3 steps processes. Some entries you have to make, then save, then go back to add another. The template was a decent fix, but all transactions should be able to be made with only only save. The hiring center is still confusing and very cumbersome to work with.
Met Most/All Expectations	less computer and more people
Met Most/All Expectations	Fix program were hours do not invert back to incorrect hours.
Met Most/All Expectations	System response seems pretty slow sometimes, could be better.
Met Most/All Expectations	As a manager, the time approval feature is very cumbersome... you must page through the different weeks of the month after they were approved rather than the system recognizing to default to the current week
Met Most/All Expectations	Making it easier to navigate the system.
Met Most/All Expectations	n/a
Met Most/All Expectations	The time entry is cumbersome and requires a lot of steps if you use more than one type of work hours or leave
Met Most/All Expectations	Make more user friendly.
Met Most/All Expectations	pretty sure it could.
Met Most/All Expectations	I am not sure how to respond to this question. Perhaps after you complete this survey others who are more computer literate will have better suggestions. Perhaps when you consider improvements or changes, ask someone who is not wel versed in computers to seek information and see what issues they encounter.
Met Most/All Expectations	Accept only applicants with your required criteria (i.e we require a degree most of the time, yet we get applicants without)
Met Most/All Expectations	better service
Met Most/All Expectations	?
Met Most/All Expectations	Combined computer screens; knowledgeable reps.
Met Most/All Expectations	Speed up wait time.
Met Most/All Expectations	Personlly, I liked it better when approving an employees time sheet that there as a link to their leave balances.
Met Most/All Expectations	If system could provide more information when an error entering data is made
Met Most/All Expectations	More user frindly and faster time entry applications
Met Most/All Expectations	Not sure.
Met Most/All Expectations	If representatives at service center would give out the correct information
Met Most/All Expectations	better software
Met Most/All Expectations	Make the up dates and changes simple and easy to understand.
Met Most/All Expectations	By continually working to make your system more user friendly.
Met Most/All Expectations	When entering time sheet, still there are problems when work period is crossing between months.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Staff need to realize that persons who do not use People First very often are not as knowledge as they are. They need to give information in very simple terms until they ascertain the skills of the person trying to use the system. I think this would cut down on the frustration that people feel. We are not all computer geeks.
Met Most/All Expectations	I would like to see that the menu when calling the service center be answered by a human.
Met Most/All Expectations	I'm used to it now, just leave it alone. Maintain ironclad security...this is expected and essential.
Met Most/All Expectations	see above
Met Most/All Expectations	?
Met Most/All Expectations	I think they could work more on people skills.
Met Most/All Expectations	I have no understanding on how to use the Hiring Center...it's confusing and ineffective as well as not accurate. A user guide would be wonderful.
Met Most/All Expectations	The most ideal situation would be that state personnel staff could advertise our own vacancies without having PF's involvement.
Met Most/All Expectations	Speed in entry of timesheet information.
Met Most/All Expectations	See above
Met Most/All Expectations	Not sure how to correct timesheet recordings.
Met Most/All Expectations	I think you are doing a good job NOW
Met Most/All Expectations	We should be able to manipulate our time and make changes a little more easily. If you have submitted and need to make changes most of the time you have to start all over, this is very time consuming and agrivating.
Met Most/All Expectations	It takes multiple 'clicks' to get to the point when you can make timesheet entries; then it takes multiple entries to address one time sheet issue.
Met Most/All Expectations	Send a generic email to registred customers when there is system failure.
Met Most/All Expectations	They have always met my needs.
Met Most/All Expectations	Improved IT systems
Met Most/All Expectations	not sure
Met Most/All Expectations	It's a little slow at times.
Met Most/All Expectations	fewer steps
Met Most/All Expectations	No comment
Met Most/All Expectations	First, stop calling me a customer. DMS is the customer; I am an employee. Second, when entering time, one must keep sliding the screen back and forth. Make the entire report fit on the page. Third, changing the password every few months is silly. One must remember passwords for all electrical equipment, every bank account, every computer system, and many commercial transactions. Constantly changing passwords just complicates things. Fourth, every employee at my agency is on monthly payroll. Yet, different classes of employees report their time once a month and others once a week. Also, since I am a supervisor, if the month ends mid-week, I have different steps to go through depending upon the class of employee whose time I am entering or approving. That is plain silly.
Met Most/All Expectations	Perhaps let a focus group of actual state employees work with the system and comment on any problems encountered when entering time, making changes to withholding tax amounts, and other typical tasks needed. Provide an opportunity to explain problems encountered and offer possible solutions to make the system more workable.
Met Most/All Expectations	Continue work to improve user interface.
Met Most/All Expectations	No comment
Met Most/All Expectations	I am not sure there is room for improvement.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	n/a
Met Most/All Expectations	Not flexible for employees that work part time and need to change days and times on occasion.
Met Most/All Expectations	It should be more comprehensive to meet all HR needs. Or, drop the whole thing and allow CHD's to resume personal service that they used to perform. It was much better. They were accessible and had better knowledge of insurance, retirement, etc. issues.
Met Most/All Expectations	Make it user friendly, and don't make people back in/out of screens. Give them a choice of 2 or 3 templates, one with just regular hours, one with a sick time usage, one with annual. Possibly a 4th template that covers annual, sick, regular. There should be a template made to choose what timesheet you want, rather than try to edit and enter and flip in and out of screens until you somehow magically "get it right". I still don't know how it's really done. I just keep at it until I see little yellow boxes and no error messages. It's a bit archaic.
Met Most/All Expectations	The key strokes used to enter time sheets has improved, but it still not a good as the State system is replaced.
Met Most/All Expectations	Really I don't think you could due to security reasons.
Met Most/All Expectations	Maintain the system at the current standard.
Met Most/All Expectations	revise the procedures. I think it may have been revised. I had problems during the Christmas holiday
Met Most/All Expectations	Easier to navigate and speed.
Met Most/All Expectations	It has improved a lot on timesheets by figuring in the holidays.
Met Most/All Expectations	I like it the way it is.
Met Most/All Expectations	more simplified directions for those who are not computer saavy
Met Most/All Expectations	re-think the computer system, don't change the passwords unless the person ask to have it changed. you lock out to much to often.
Met Most/All Expectations	Time sheet needs improving. Job listings should include address of job location.
Met Most/All Expectations	Why do I have to keep clicking on menu to do 2 weeks worth of time sheets during a single session? Also, the current week appears by default, when the week that needs to be completed (last week, or the oldest "blank/unsubmitted" time period should be the default.
Met Most/All Expectations	Not enough interaction with People First to recommend any changes at this time.
Met Most/All Expectations	If there was a more direct way to correct time sheet problems without having to have my supervisor call and get it corrected; basically someway for us to correct them on our own.
Met Most/All Expectations	Get it to be more high speed.
Met Most/All Expectations	The system should recognize Managers and/or supervisors as employees cleared for an 80 hour work week (excluded)so that any worked time in excess of 40 hours will not be flagged.
Met Most/All Expectations	Fine the way it is.
Met Most/All Expectations	can no longer access People First from home due to conflicts with internet explorer
Met Most/All Expectations	more user friendly with the timesheets.
Met Most/All Expectations	It should be more user friendly.
Met Most/All Expectations	Easier navigation.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Get the personnel files on line like you were supposed to!!! I am scared to death that if I have a serious illness or when I retire, that I will need something from the file to document something and I won't be able to get it. This is one of the worst business blunders I have ever been aware of in my 40 year working career in and out of the public sector. No excuse is good enough.
Met Most/All Expectations	Better headsets?
Met Most/All Expectations	more easy timesheet.
Met Most/All Expectations	Certain positions are not under flexible time and they should be.
Met Most/All Expectations	Make the system more user friendly to assist those who have problems with computer usage.
Met Most/All Expectations	Access from home computer would be helpful.
Met Most/All Expectations	Some of the error messages on the timesheets and the double saves take some creativity to figure out what the system wants you to do, not do or change.
Met Most/All Expectations	Easier access and ability to use
Met Most/All Expectations	It is very bland looking. It could use some major appearance upgrades.
Met Most/All Expectations	People First can be approved by honoring others decision without making decision among themselves.
Met Most/All Expectations	Educate customer service representative about the program or have a designated person to direct calls to so that information provided is accurate and consistent.
Met Most/All Expectations	FLEXIBLE BENEFITS FAX SERVICE INSUFFICIENT
Met Most/All Expectations	Time entry is cumbersome and not easy to learn for new employees.
Met Most/All Expectations	Although I have not tried to submit an application on-line in the past year, it used to be a nightmare to edit one. Has that also been addressed?
Met Most/All Expectations	Most of my beef is how the insurance is handled during sign ups each year. There is too much general information and not enough specifics...for example: you want to sign up for the high deductible with a savings account for your own and state contributions to go to. Easy to sign up, but then you get a lot of ambiguous letters and info saying you "may or may not" need to do something, or that some more info and action "may or may not" need to be taken. So you are left with not really being sure if you need to do something or not.
Met Most/All Expectations	leave balances should be better updated - in leave forms should be able to make changes for the week then click save, not have to go back and forth saving and editing. - in applications - exact date should not be required which makes people enter the "guessing game" most people do not remember the exact dates they were hired or left an agency. Should be able to put "two weeks notice" in the when can be hired section
Met Most/All Expectations	Change the employee timesheet screen to make that option available.
Met Most/All Expectations	Live person close at hand to help and explain what to do
Met Most/All Expectations	Maybe have some pop up screens telling you what you have done is complete.
Met Most/All Expectations	More user friender programming.
Met Most/All Expectations	Hiring center could be more user friendly
Met Most/All Expectations	Simplify the employment feature. When listing all jobs have a link listed by county so you don't have to scroll through all counties!
Met Most/All Expectations	There are too many different places you have to go to get to the information you need.
Met Most/All Expectations	The system continually flags attendance reports showing not submitted, but when we check our members, it shows the info as being submitted. Improve the data base to reflect more current information.

People First Customer Survey - *"How could People First Improve?"*

OVERALL_SATISFACTION	RESPONSE
Met Most/All Expectations	Less bouncing in and out of edit/save mode while completing time sheets. Enter edit mode once, do what is needed for all hours, then exit/save.
Met Most/All Expectations	Unsure
Met Most/All Expectations	Streamline the steps to do things by eliminating some of the redundencies for example: Most people access PF for time entry-why can't that be the default view, why do I have to tell time entry I need to edit my time before I actually can, why can't I add 0051 code-put in my time and then edit regular work hours without first having to delete/change the time from regular work hours, save it and then add the new code and time. On the customer service side of the house-the people I have dealt with need some customer service skills. Most people are idiots-but not all, and regardless of whether or not they are-customer service representatives should always leave the customer with their dignity in tact, and if an employee is just going through the motions of doing their job-then they will probably be better off finding another job.
Met Most/All Expectations	Internet Explorer 7 added.
Met Most/All Expectations	NOT SURE AT THIS TIME.
Met Most/All Expectations	Give us a little more space for comments.
Met Most/All Expectations	I think if there were a way for the supervisor to unapprove/submit a time sheet for employee's instead of having to call people first that would be helpful, The wait time on some of the calls to people first gets alittle annoying, I think a way to have a person's password emailed to them (a have you forgotton your password link) so they would not have to call people first to get their password would be helpful.
Met Most/All Expectations	Confusing to figure out which week I am applying my time to. Also cannot use back arrow to change weeks. Have to go out of the window and then back in.
Met Most/All Expectations	it could be simplified and I don't like that the benefits page comes up in a different window and takes you to outside links. it woudl be beneficial if your pay stub could be seen while in people first rather than going into a different program and in the job seeking part if you could put in a zip code and search for jobs within a certain radius