

Robotic Process Automation (RPA) in Appeals
ETA Webinar Summary Report

Event Date: 10/16/2023 | Program Office: OUI (Office of Unemployment Insurance)

Go to the [event page](#)



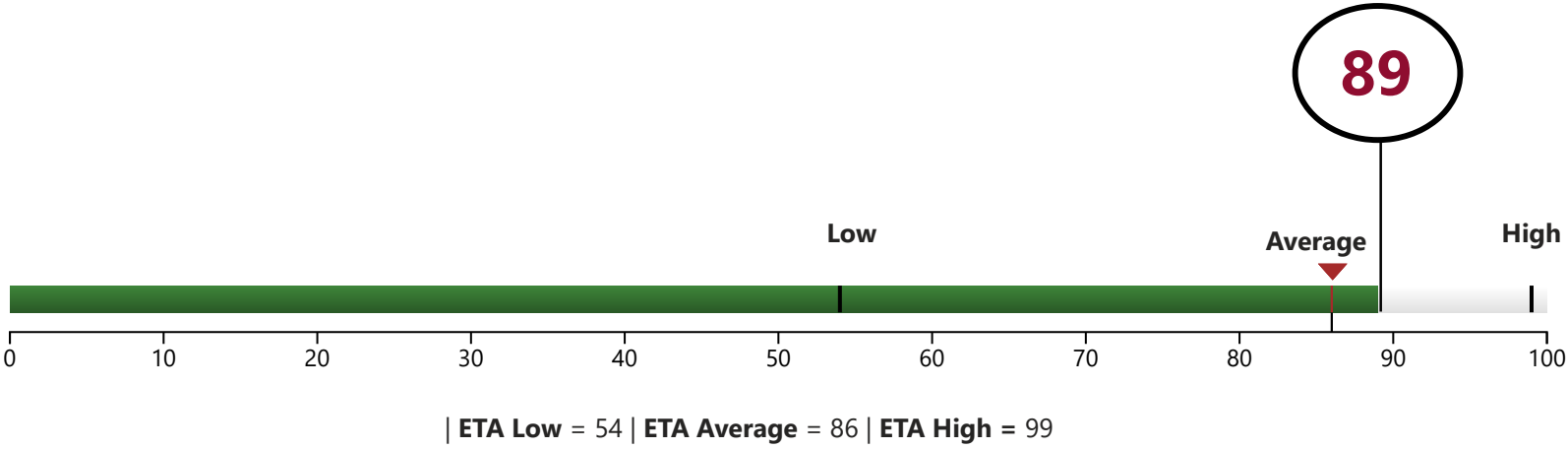
Notable Audience Feedback:

"Thank you all big time!"

Overall Webinar Score

Reference Period : 01/01/2020 -12/31/2022 (417 Total)

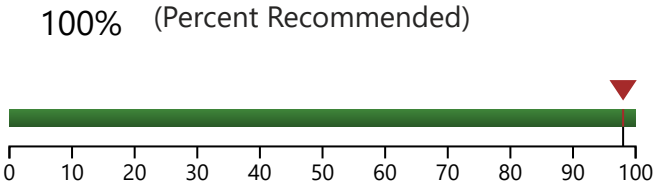
For the reference period, the lowest overall ETA score reported was 54 and the highest 99, with the average ETA score calculated at 86. Information on how the overall ETA score is calculated can be found [here](#).



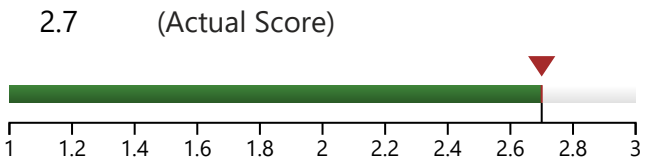
Audience Feedback:

| ▼ ETA Average | Below ETA Average | At or Above ETA Average

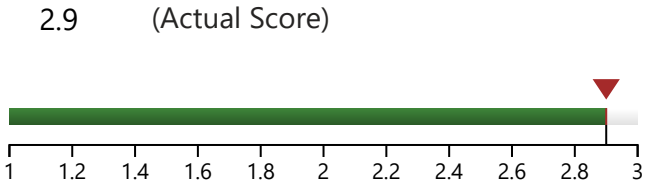
Recommendation	Yes	No
Would you recommend this event to a colleague?	30 (100%)	0 (0%)



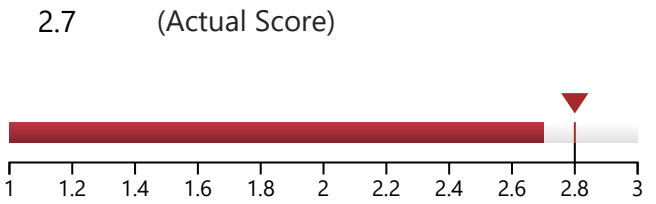
Quality of the webinar	Excellent	Satisfactory	Poor
Please rate the quality of today's webinar	22 (73%)	8 (27%)	0 (0%)



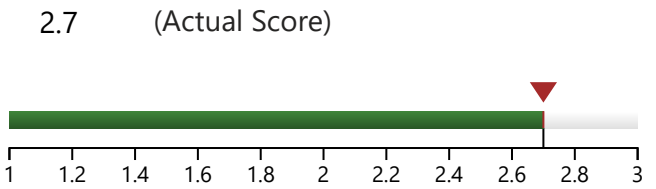
Presenter Knowledge	Agree	Neutral	Disagree
The knowledge and experience of the Presenters enhanced my learning.	19 (86%)	3 (14%)	0 (0%)



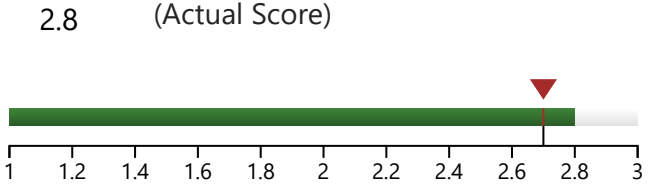
Examples Shared	Agree	Neutral	Disagree
The examples shared during today's event were similar to what I might experience on the job.	16 (73%)	6 (27%)	0 (0%)



Challenging Content	Agree	Neutral	Disagree
I found the content of today's event to be appropriately challenging.	17 (77%)	4 (18%)	1 (5%)



Application on the job	Agree	Neutral	Disagree
I am confident I can apply what I learned in today's event on the job.	23 (77%)	7 (23%)	0 (0%)

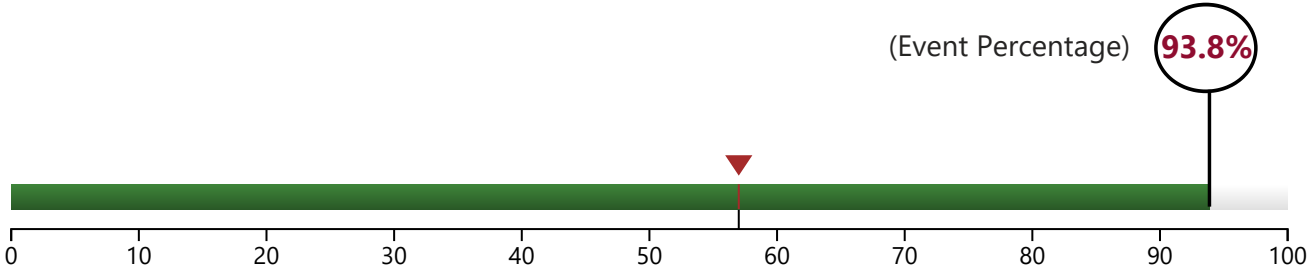


While not included in the overall webinar score, Attendance, Technical Experience, and Accessibility Experience data is an important indicator of the success of each event.

Attendance Data:

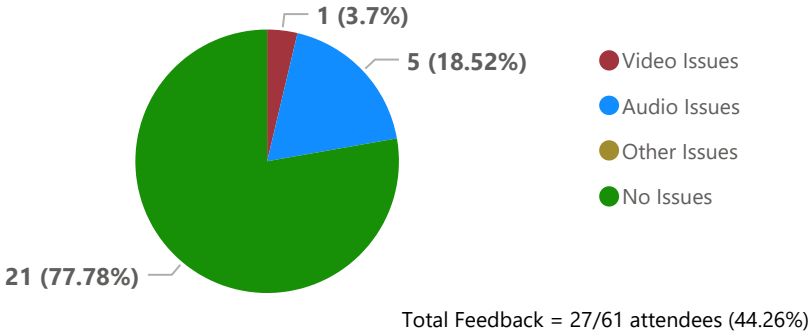
The average ETA webinar attendance rate is 57% for the reference period of 01/01/2020 -12/31/2022 (417 Total).

# of Registrants	#/% of Attendees
65	61 (93.84%)



Technical Experience:

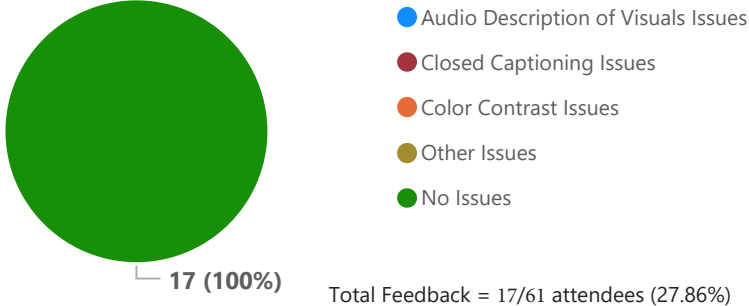
While not included in the overall webinar score, participants' technical feedback is used by the WorkforceGPS team for continuous improvement.



Comment: "no audio to GDOL video."

Accessibility Experience:

While not included in the overall webinar score, participants' accessibility feedback is used by the WorkforceGPS team for continuous improvement.



Comment: No notable feedback.

Webinar Recording and Post-Event Survey Results:

- To view the recording of the webinar, go to the [event page](#).
- To review webinar participant responses to the Post-Event Survey (sent 15 calendar days after the webinar), go to the [survey](#).

If your event's overall or individual indicators fell below the ETA average, [TA Help](#) has resources with tips when designing your next TA event. For customized support from the WorkforceGPS Event and Content Management Support Team, contact us by sending an email to support@workforcegps.org.