

EXPANDED CONSUMER PROTECTION WORKING GROUP AGENDA

Friday, November 1, 2024

Poll Question Series 1:

Which marketplace participant best describes you?	
Approved Vendor	
Designee/Nested Designee	
Consumer	
Government Agency	
Non-Profit Advocacy/Community Group	
Prospective Approved Vendor/Designee	
Other	

TOPIC 1	Solicitation of potential improvements to project application and Disclosure Form searchability in Illinois Shines program portal and Program website
BACKGROUND	<p>The Program Administrator for Illinois Shines is soliciting feedback on ways in which it can potentially improve project application and Disclosure Form export and search functionality in the Program portal. The Program Administrator is particularly interested in feedback on users’ ability to easily find applications and application-related information in the portal. In addition, the Program Administrator is interested in learning of Approved Vendors’ feedback on the new ability for Approved Vendors to export reports of project applications and any additional information that users would like added in the project application dashboard in the Program portal.</p> <p>The Program Administrator notes that it is soliciting ideas for proposed enhancements as it plans out priorities for 2025. Feedback received during the Expanded Working Group meeting will be discussed internally and any changes scoped for development will be communicated to the market in a subsequent Program announcement.</p> <p>Finally, the Program Administrator is soliciting ideas for any potential enhancements to the Project Look Up Tool on the Program website. This Tool allows customers to check the status of their application.</p>
ISSUES/ QUESTIONS TO DISCUSS	<ul style="list-style-type: none"> • <i>How easy do Program portal users find searching for applications and Disclosure Forms in the portal?</i> • <i>Are Approved Vendors using the new export feature for application reports?</i> <ul style="list-style-type: none"> ○ <i>If so, what is the value Approved Vendors are gaining from this functionality?</i> ○ <i>Are there ways this feature can be improved?</i> • <i>Would Approved Vendors and Designees use a similar export function for Disclosure Form reports?</i> <ul style="list-style-type: none"> ○ <i>If so, what purpose(s) would this feature serve stakeholders?</i>

	<ul style="list-style-type: none">• <i>What improvements would users like the Program Administrator to explore for application and Disclosure Form searchability?</i>• <i>What additional information would users like the Program Administrator to include in the project application dashboard?</i>• <i>What feedback have stakeholders received from customers on the usability of the Project Look Up Tool on the Program website?</i>• <i>Do stakeholders notify consumers about the Project Look Up Tool?</i>• <i>What enhancements would stakeholders like to see to the Project Look Up Tool on the Program website to improve the customer experience?</i>
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