



Christopher R. ...

Friday, December 3, 2021 at 3:51 PM

To: Taylor, ...

🚩 This message is flagged for follow up.

Taylor,

First of all, I wanted to say the program is really great and has a lot of the points that we discussed which will aid us in assisting our customers and ensure they are submitting what we need to process their application. Below is a list of suggestions, I think will make it better for the end user. Thank you again and we can discuss it further at any point.

- I like the ability to continue an app you have started, however, how do you continue app once you "Saved it" I do not see the option at the beginning.
- I would like a warning about not closing the webpage at the beginning, because your information will not be saved unless you choose to "Continue Later".
- Can we add a title to each page, something simple like "Contract/Vendor upload page" so if the customer needs help, we would know what page they are on?
- On the upload reimbursement cover letter page has contractor wording that has nothing to do with that page and is confusion. Maybe it can be put somewhere else?
- Can we add an example for file name since we are asking the end user to create the name, i.e. "HSEM Agenda NYTOA Nov 2021"
- Can we have the paragraph about contacting HSEM, which is on every page, at the bottom of the windows so the person filling it out doesn't have to read it each screen. Sometimes it is at the bottom, sometimes at the top. I would like to make it uniform across all the screens. Also a link to the grant guidance with it. <https://prd.blogs.nh.gov/dos/hsem/wp-content/uploads/2020/05/TE-Grant-Guidance-05052020.pdf> may help them if they are looking for information with that contact information.
- On the After Action report page, the After Action Report is required, the problem if they are submitting training they won't have one. Can we only have it come up for exercise reimbursements?
- On the OT backfill page, the yes/no question is confusing can we simplify to something like, "Are you requesting reimbursement for OT/Backfill or volunteer?" If no, then the uploads are not necessary. If yes, they may only be asking for OT backfill and not have anything to attach for Volunteers. Right now, it requires all 4 forms on that screen to move forward.
- Same thing with Contractor screen. "Are you requesting reimbursement for a contractor, consultant or vendor. Yes/No" If no, skip ahead to next section. If yes, then they have to upload a file.
- The Overview page at the end when you look at the pdf that comes up, it does not print the full name of the signer under the signature.
- The last page just leave you hanging, can we add a button to close the application, so the applicant feels like they are finished. Something different from what they have seen on every other screen.

Do not be afraid to reach out to me to follow up. Thank you again for the great work you have done.

RE: [EXTERNAL] RE: Project Update



[REDACTED]

To: Taylor E. Sullivan

Friday, December 3, 2021 at 9:31 AM



AfterPattern:

- Add Section Headers or page numbers. Needs a reference for T&E Staff if they call with questions or issues.
- Overtime/Backfill page has a Yes/No with no question.

All Overtime, Backfill and/or Volunteer related documents can be found here. Exercise participants, controllers and evaluator and students are eligible for Overtime/Backfill expenses for exercise/classroom time only. Controllers and/or evaluators for exercises may be authorized for Overtime/Backfill related expenses for eligible meetings. ALERT Instructors are eligible for Overtime/Backfill related expenses for classroom time, plus one hour of set up and one hour of breakdown time per day.

This event included expenses related to volunteers in accordance * with the Training & Exercise Grant Guidance as described above.

☒ Yes ☐ No

Please upload the Overtime-Backfill Worksheet here: *

- Links on the Overtime page should open in a new tab to prevent form disruption.

Reimbursement Form:

- Spelling error on the first page (fro instead of for).
- Links should open in new tab

[EXTERNAL] RE: First set of issues from testing



To: [Redacted]

Monday, December 6, 2021 at 7:56 AM

grammar.PNG
7.1 KB

no link (2).PNG
40.6 KB

no link.PNG
65.7 KB

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Hi Taylor,

I agree with Rich how awesome this project is and how much it'll help the process. I'll do my best not to repeat anything. Below are my comments/suggestions:

- The Q&A part is great!
- Would it be possible to add a progress bar so customers know how much of the application is left?
- There were a few parts that mentioned "can be found here" and there were no links (see attached pictures)
- There shouldn't be a requirement to provide documentation for volunteers – maybe a yes/no radio button for "Were there any volunteers?" If no, skip to the next question, if yes, provide documentation
- Quick grammar edit (see attached)
- It might be good to start the application off with an option for training or exercise reimbursement. As Rich mentioned, there are a couple of things in the application that require you to provide documentation that might not correlate with what the town is seeking reimbursement for (example: food isn't reimbursable for trainings). For trainings, it should have a "Other vendor services" option
- No email was ever sent to the T&E inbox
- It would be very helpful if the document at the end could show the files that were uploaded for a more well-rounded record

Overall this is a really great project!!



Program Assistant II
State of New Hampshire
Homeland Security & Emergency Management
33 Hazen Drive (mailing) | 110 Smokey Bear Boulevard (physical)
Concord, NH 03305
Office: 603-223-3666

RE: [EXTERNAL] RE: Project Update





To:  Taylor E. Sullivan

⏪ ⏩ ↺

Today at 3:15 PM

Hi Taylor,

This looks fabulous! I was able to navigate the tool through both links successfully. Great work.

Thank you,







Field Representative I

State of New Hampshire

Homeland Security & Emergency Management

33 Hazen Drive (mailing) | 110 Smokey Bear Boulevard (physical)

Concord, NH 03305

Office: 603-223-3657 | Mobile: 603-856-6578

Courtney.L.Jordan@dos.nh.gov

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