

# **Online Training Attendance**

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## **Frequently Asked Questions**

**Prepared by:  
Center for Development of Human Services**

## **Taking Online Training Attendance**

### **How is training attendance recorded?**

Online training attendance is taken by training session. A training session is defined as 3.5 hours or fewer of training. One-day training constitutes two sessions.

### **When and how to take online attendance?**

#### *Each training session per day in which there are absentees*

On the first day of the training, use the program to verify that all the participants registered are present in class. You do not need to submit online training attendance until the training date if there are no absentees for a training session. If there are absentees for a training session, use the program to decrease the total sessions for absent participants on the day that the training session occurs immediately before or after the session. If there are no absentees for a training session but there are walk-in participants to register, use the program to add them and submit changes to their total sessions if necessary.

The training delivery file should be closed on the last day of the training after the last training session if all walk-in participants who attended the training were found in the STARS system. If there are no absentees for all sessions of the training, use the program to close the delivery on the training end date, if walk-in participants who attended the training were found in the STARS system.

#### *After the training end date has passed*

Online attendance can be submitted *after* the training end date as long as the end date falls within the last five business days. This option is *only* intended for situations in which you were not able to submit attendance and close the training delivery file on the last day of the training. You may need a paper record of absentees for each training session per day in order to know which participants to mark absent in the program.

### **What are the minimum and maximum values a participant's total training sessions or total sessions attended can equal?**

The maximum value is equal to the total number of sessions of the training and the minimum value is 0 for no shows.

### **The column header text for the total training sessions changed to total sessions attended.**

#### **Why?**

The column for total sessions will read "Total Training Sessions" on days of the training before the training end date. This column will read "Total Sessions Attended" on the last day of the training and days after the training end date.

**What is the default value in the textbox for total training sessions and total sessions attended?**

If online attendance has *not* been submitted at least once or attendance has not already been updated by the training registration unit, the value will equal the total number of training sessions. Otherwise, the value will equal the number of sessions the trainee completed.

**How far back can I search for trainings in which the training end date has passed?**

You can only submit online attendance for trainings that have *not* been closed and the training end date is within the last five business days.

**What is the purpose of the Add Notes?**

Trainers can use this to enter which specific days, sessions, or parts of the training a trainee missed. This information is optional and should only be entered if it is necessary.

## **Registering Walk-in Participant(s)**

### **What do I do if I register the wrong walk-in participant?**

If you accidentally register the wrong participant, contact your training registration unit.

### **When should walk-in participants be registered?**

As a general rule, walk-in participants should be registered the first day of the training immediately before or after training session 1. If for whatever reason walk-in participants are not registered on the first day, they can be registered on subsequent days of the training. Walk-in participants can also be added after the training end date has passed.

### **I am at the attendance list screen, how do I register walk-in participants?**

Before making and submitting attendance list changes, register walk-in participants first by clicking the **Add Walk-in** hyperlink.

### **What do I do if the walk-in participant I have to register is not found in the STARS system?**

Registration and attendance for walk-in participants *not found in the STARS system* must be recorded by paper and submitted to your training registration unit.

### **When registering a walk-in participant, what is his/her total training sessions or total sessions attended set to?**

It is automatically set to the total number of sessions of the training.

### **After registering a walk-in participant, how do I change his or her total training sessions or total sessions attended?**

After you register a walk-in participant, a confirmation screen will appear verifying that registration was successful for the walk-in participant you selected and it will ask you if there are additional walk-in participants to register. Click the **No** to be taken back to the attendance list. The walk-in participant will now be on the attendance list. Find the walk-in participant in the list and change the number in the textbox and then submit attendance.

## **Closing the Training Delivery File**

### **What does closing the training delivery file mean?**

Closing the training file indicates that online attendance is complete or has been recorded for *all* attendees of the training. Leaving the training file open indicates that online attendance is incomplete or has *not* been taken into account for *all* attendees or that registration processing still needs to be done to the training file.

### **When should the training delivery file be closed?**

The training delivery file should be closed on the last day of the training after the last training session if the following applies:

1. All walk-in participants who attended the training were found in the STARS system.
2. No corrections need to be made to a participant's registration information such as name spellings, agency change, etc...

If you are not able to close the training file on the training end date, you can do so after the training end date. The training file should be closed within 1 or 2 days after the training end date.

#### **Note:**

When the above cases apply, you do *not* need to submit paper registration and attendance to your training registration unit.

You should not close the training delivery file until immediately after the last training session. If it is the last day of training but it is *not* the last training session yet, keep the training file open. Immediately after the last training session, make any necessary changes to the online attendance roster and then close the training file.

### **When should the training delivery file be kept open?**

The training file should be kept open on the last day of the training if the following applies:

1. There are walk-in participants who attended your training who were *not* found in the STARS system. Submit training registration and attendance for these walk-in participants by paper to your training registration unit.
2. Corrections need to be made to a participant's registration information such as name spellings, agency change, etc... Submit the corrections via paper to your training registration unit.

**Note:**

The training registration unit will close the training file after they process registration and attendance for walk-in participants and make any necessary registration corrections that the trainer submits by paper.

**When is the Close File button visible?**

The Submit button will be visible as long as the training end date (last day of training) has not passed. The Close File button will replace the Submit button on the training end date. If the end date for the training has passed and the training delivery file is still open, the Close File button will remain visible until the training is closed by the trainer using the online attendance program or by the training organization.

**What is the function of the Close File button?**

The Close File feature will mark the training delivery file closed if you answer **Yes** to the question or keep it open if you answer **No**. It also submits any attendance list changes to the STARS system and it updates each participant's registration status according to the number of training sessions he/she has attended.

**Can I still make changes to attendance after the training end date has passed?**

Yes, as long as the training delivery file has *not* been closed by you or the training registration unit and the training end date is within the last five business days.

**Can I still register walk-in participants after the training end date has passed?**

Yes, as long as the training delivery file has *not* been closed by you or the training registration unit and the training end date is within the last five business days.

**It is the last day of my training and I closed the training file. Can I still make changes to attendance and/or register walk-in participants?**

Yes, you can make changes and register walk-in participants as long as the training end date has *not* passed.

**I already closed the training delivery file and a walk-in participant shows up for the first time. However, when I use the program to register the participant he/she is *not* found in the STARS system? What should I do?**

Submit registration and attendance for the walk-in participant by paper to your training registration unit and notify them of the situation.