Absent from Training Supervisor Notifications

1. Pull up an Absent From Training Report in VLC (Administer > System > Reporting > Reports Console > search "Progress," > Organization Report – Training Progress > Select > External (include sub-organizations) > User Activity: Active > Start Date (month you are reporting) > Layout "Primary SDAS AFT Report (shared)." Note that Contractors, Community Partners, and Stipend Students get deleted from the Absent from Training list and do not need to be reported. Once complete, search each user in the Fusion Staff Directory to make sure that they are still employed with DSS. If their name does not return from a search in Fusion, deactivate the profile in VLC.

2. Count how many absences each learner has for this fiscal year. Once verified they still work for DSS, search for them in VLC (Manage > People). In the Action dropdown menu, select the last choice, View Transcript > Go. Status dropdown > click No Show/Late Cancel > Filter. Count how many times they have been absent in the fiscal year (July 1-June 30). Add a new column to the Absent from Training spreadsheet and make it the first column in the Absent report. This column will list how many no shows/late cancels each learner has had in this fiscal year.   Delete the columns "Progress Status," "Activity," "Course Number," and "Course Provider."

3. Send an email to each absentee's manager and CC each learner every day. CC Bobby in this e-mail. Manager names are copied from the Absent from Training excel file. If they do not automatically populate in Outlook, look each manager's email up in the fusion employee directory. Paste the absence spreadsheet email tracker (without the notes of when last contacted) after the email text. Column Headings should be: #Absents for FY, Last Name, First Name, Content Title, Start Date, Job Title, Manager, and Organization.
The text of the email should say:

> *Dear Supervisors,*
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> *The following learners were enrolled and did not show to the event listed on the spreadsheet. Therefore, they have received an absent from training status. Anyone above 1 has been reported as an absent from training more than once, this means I have discussed this with them and the supervisor previously. Please let me know how I can assist in making sure learners either show up to training or cancel their enrollment.*

Be advised, these learners were sent a confirmation letter and also an absent from training avoidance email a week and on the working day prior to the training class.

If learners are not coming and cannot get into the VLC due to emergent reasons, just send an email to localsupport@dss.virginia.gov. It is very simple.

# Absents for FY	Last Name	First Name	Content Title	Start Date	J
1	SMITH	JOHN	VDSS - CWS5307W: Assessing Safety, Risk, and Protective Capacity	4/1/2024	VDSS - Adult Protective Services (CPS)/Foster Care (FC) (LTD Job

Make note of when you emailed them so that you will not contact them more than once when the absent from training report is updated.

4. For Learners with 2 or more absences/no-shows, you must call their supervisor directly to emphasize how you can better help them attend training. An example of what is said to the supervisor is noted below in italics.

Good morning/afternoon/evening, my name is x and I'm a Training Assistant for Local Training and Development. I am calling regarding (employee name). According to our records, it seems as though (employee name) may have lost track of when to attend training, as they have missed (number of absences) this fiscal year. We would like to help them get back on track to attend their trainings, as each absence in a training takes away a seat from another learner who needs to attend the class. What can I do to help them attend trainings in the future?

Note in the last column the date you contacted the supervisor via phone.