



NCDPS Learning Management System (LMS) Knowledge Base

Title

Basic ILT: Correcting a “NO SHOW” status

Overview

User has a session marked as “no show” status on their transcript. *All session information should match the OSDT 1 roster information for each training occurrence.

Resolution

1. Find the locator number beside your name on the custom report, if not sent via email, you will find report title “**No Show Report**” under **REPORTS/CUSTOM REPORTS** once logged into the LMS.
2. Select ILT **ADMIN / MANAGE EVENTS AND SESSIONS**
3. Enter your locator number in the **LOCATOR NUMBER** field, click on **SEARCH** – the session will be found
4. Under the **OPTIONS** column, click on the roster icon (looks like people)
5. Select the **ATTENDANCE AND SCORING** tab at the top
 - a. Verify the OSDT 1 roster to ensure the user is on the roster, if they attended, select each box under the Attendance column – note the Check/Uncheck All link at the top left of the Users
 - b. If the student was a true no show, place a comment next to their name on the **ROSTER** tab and leave the Attendance box unchecked.
6. Click on Submit Roster

REPEAT STEPS above for each unique locator number you have listed on the report

“No Show” Tips:

- User was enrolled, but could not come – they should have been withdrawn from the session prior to submitting the roster. The user can withdraw if they pre-registered or the Basic ILT can withdraw the user from the session roster before marking attendance.
- User no longer works for the department – make comment as to why they were marked a “no show” next to their name in the roster.
- User did not attend this session, but did attend another session – leave as a “no show” and make comment on the roster next to the student.
- User attended part of the session, but left early without explanation or approval from supervisor and instructor – make comment on the roster next to the student. Mark as a “no show.”
- **DO NOT CANCEL A SESSION** with students on the roster – contact **DPS_LMSHELP**
- The user can be notified they can “archive” this from their transcript – it does not remove it from reports and records, only puts it out of sight on the transcript. The user’s supervisor is notified also of the “no show” status when the roster is submitted.