# Database User Guide

*The Table of Contents can be found on Page 3*

## Introduction

The Learn24 Cityspan Database is the data portal for the Office of Out of School Time Grants and Youth Outcomes (OST Office) grantees and other OST programs. Organizations can enter program information to be included in the learn24.dc.gov program finder. The database also tracks student attendance and outcomes and staff information and background checks.

The database can be found at https://learn24.cityspan.com

### Login Information

Organization will email Learn24data@dc.gov with the name and email address of the database users. The number of users should be limited to protect sensitive information that may be collected.

OST Team will directly email each user their password which the user can then use to login for the first time.

Users should change their password after logging in for the first time.

### Data Confidentiality and Security

Learn24 grantees should follow Learn24 data confidentiality and security policies explained in this section. All student information should be considered confidential and access to it should be restricted.

All organizations shall take all necessary precautions to preserve confidentiality of all personally identifiable information of participants. Organizations should not re-disclose any information entered into the participant template or entered into the Learn24 data participant section to any outside person or entity. *Participant level data entered into the Learn24 database can only be accessed by the organization which enters that data and the OST Office.*

Organization should destroy all participants' personally identifiable data, collected for the sole purpose of reporting requirements for the OST office grants, when the data is no longer needed for the grant activities or within 5 years of when the data is collected by your organization, whichever occurs first.

Learn24 grantees should ensure that:

- Any computer that has student information on it is password protected and access to that data is controlled.
- Any student data is only visible to the staff who need the information.
- Access to student data is limited as much as possible.
- Student information is ***NEVER emailed*** **or made available via hyperlinks maintained on a remote server, such as a Google document.**
- Any printed documents with personally identifiable information, such as date of birth, should be kept in a locked drawer or cabinet or area that is inaccessible. A best practice is to limit the number of hard copies of personally identifiable information as possible.

**Instructional Videos**

There are instructional videos to assist in learning a few tasks in the database.

- Most recent video: https://youtu.be/0nyAe1Bskuc
- How to add programs: https://youtu.be/JSsyCY7GL2U
- How to register participants, enroll participants in programs and track attendance: https://youtu.be/TNYonqjdG4U

Data is organized in the database at multiple levels:

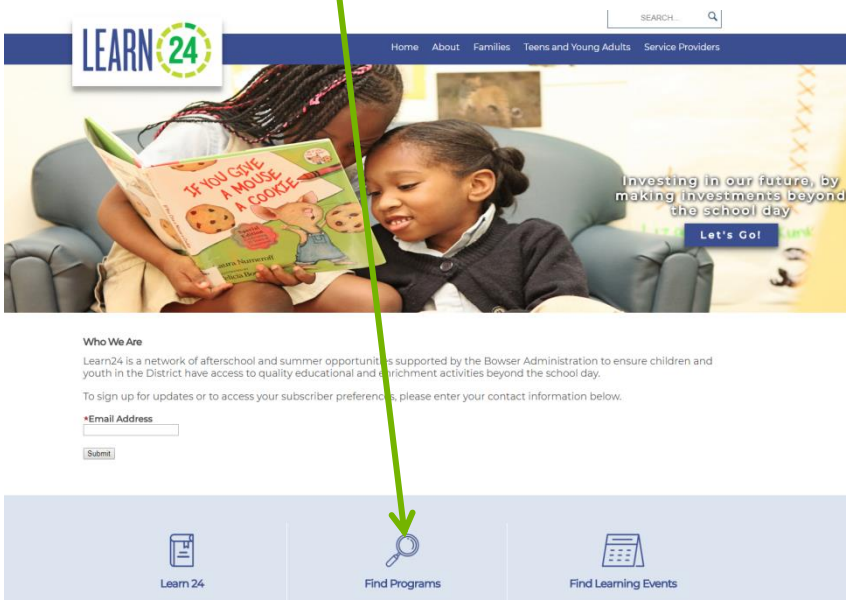
- Organization
    - Site locations
        - Programs/Camps
            - Participants are registered to sites and enrolled in programs/camps
        - Events
    - Staff: They are across the organization and can be attached to specific programs and activities. The staff module appears on the site locations list.

## Table of Contents

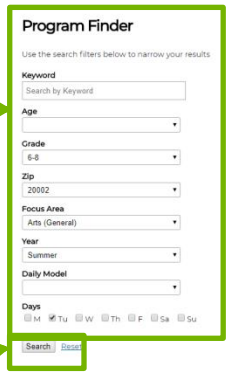
Introduction ..... 1
A. How is program data used? ..... 4
B. Data Entry Order ..... 6
C. Data Structure ..... 6
D. Entering Organization Information ..... 7
E. Entering Site Location Information ..... 9
F. Entering Program/Camp Information ..... 11
G. Data confidentiality and security ..... 19
H. Adding participants to the database ..... 20
H.1. How to upload participants ..... 20
H.2. How to manually add participants ..... 26
H.3. How update participant information ..... 29
I. Enrolling participants into programs ..... 30
J. Unenrolling participants from programs ..... 33
K. Tracking attendance ..... 35
K.1. How to print attendance sheets ..... 35
K.2. How to track attendance by day directly in database ..... 37
K.3. How to manually track attendance by participant ..... 40
K.4. How to upload attendance ..... 42
L. Staff information ..... 46
L.1. How to add staff and track their clearances ..... 47
M. 1-on-1 Activity Attendance ..... 54
N. How to Generate Reports ..... 58
Attendance Detail by Date Report ..... 58
Attendance Report ..... 58
Attendance Sheets ..... 60

## A. How is program data used?

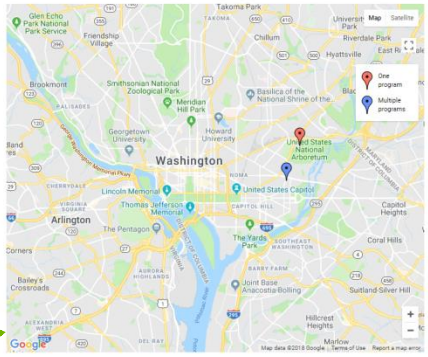
Program information is used for OST Office records and also to populate the Learn24 website (https://learn24.dc.gov/) program finder.




- Parents and youth can enter the program qualities through the dropdown options

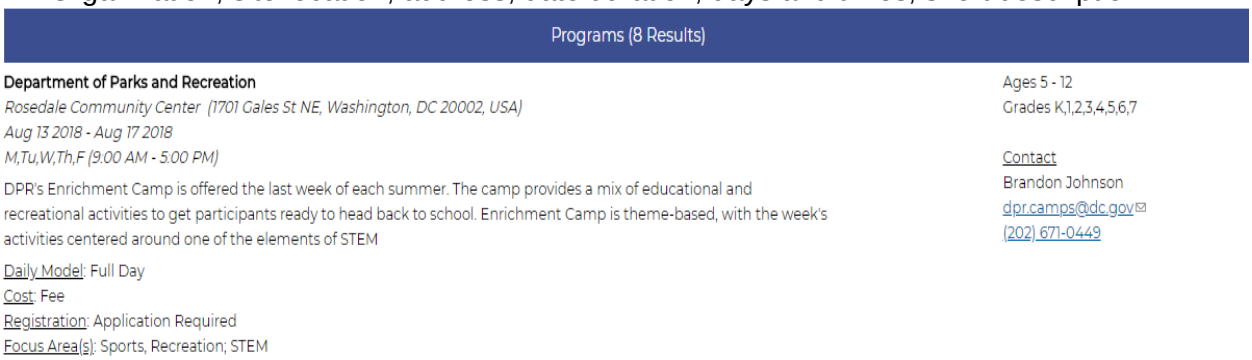



- Then search programs who meet those criteria




- Note: The more criteria entered, the fewer results that will appear

- The program finder needs information on:
  - Organization, site location, address, date duration, days and times, short description



Programs (8 Results)

**Department of Parks and Recreation**

*Rosedale Community Center (1701 Gales St NE, Washington, DC 20002, USA)*
*Aug 13 2018 - Aug 17 2018*
*M,Tu,W,Th,F (9:00 AM - 5:00 PM)*

DPR's Enrichment Camp is offered the last week of each summer. The camp provides a mix of educational and recreational activities to get participants ready to head back to school. Enrichment Camp is theme-based, with the week's activities centered around one of the elements of STEM

Daily Model: Full Day
Cost: Fee
Registration: Application Required
Focus Area(s): Sports, Recreation; STEM

Ages 5 - 12
Grades K,1,2,3,4,5,6,7

Contact
Brandon Johnson
dpr.camps@dc.gov
(202) 671-0449

  - Model, cost, how to register, focus area, ages served, grades served and contact information

Before accessing the database, email Learn24data@dc.gov with a list of all of the program sites
   a. This list will include the site name, address

| Site name | Address 1 | Address 2 | Zipcode | Ward |
|---|---|---|---|---|
| John Doe Elementary School | 1234 1st St NE | | 20001 | 1 |
| Organization Name | 555 2nd St NW | Suite 101 | 20002 | 5 |

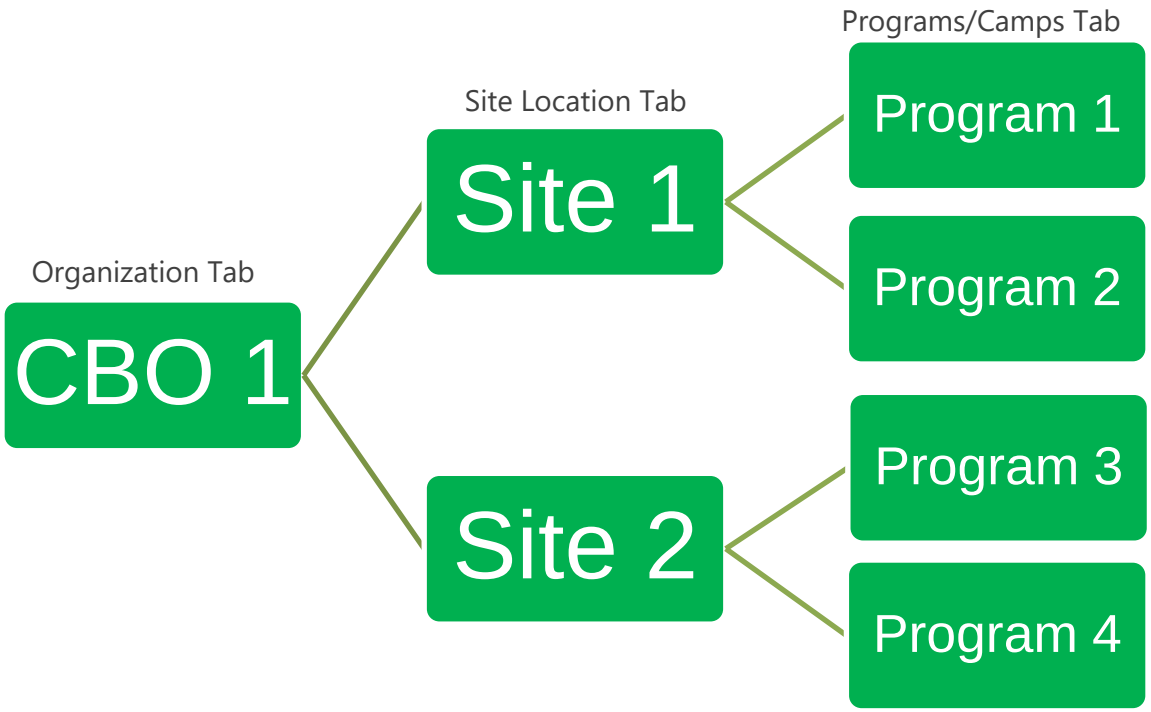
## B. Data Entry Order

***Data must be entered in this order:***

1. Organizational information on the organization profile page.
2. Site contact information for the site locations.
3. Programs to those site locations (programs are for set time periods, such as Summer 2021)
4. Program staff
   a. Clearance dates and upload clearance proof documents for unsupervised staff
5. Participants to the system
   a. Enroll participants in the programs
6. Then enter attendance of enrolled participants

## C. Data Structure

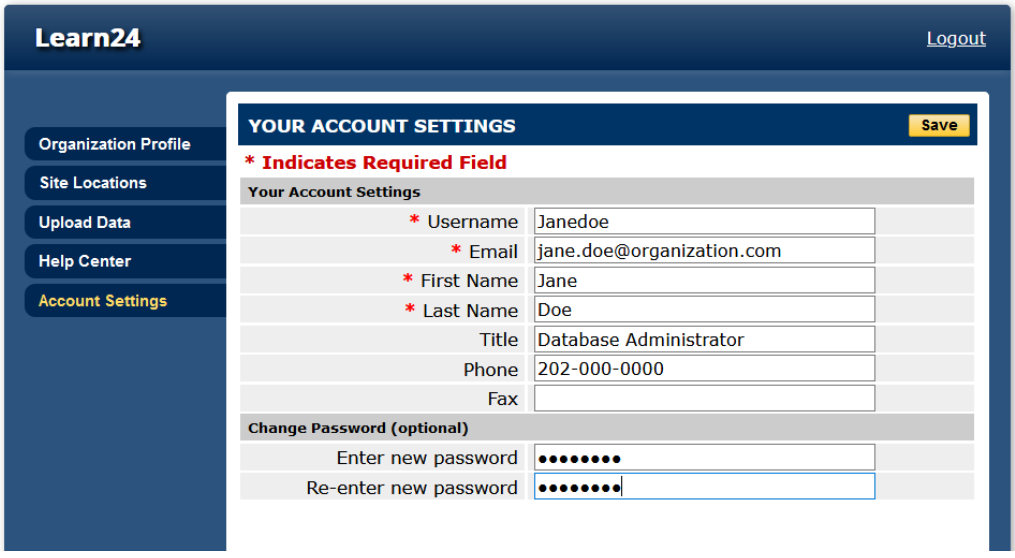
Information is entered into three tabs:



## D. Entering Organization Information

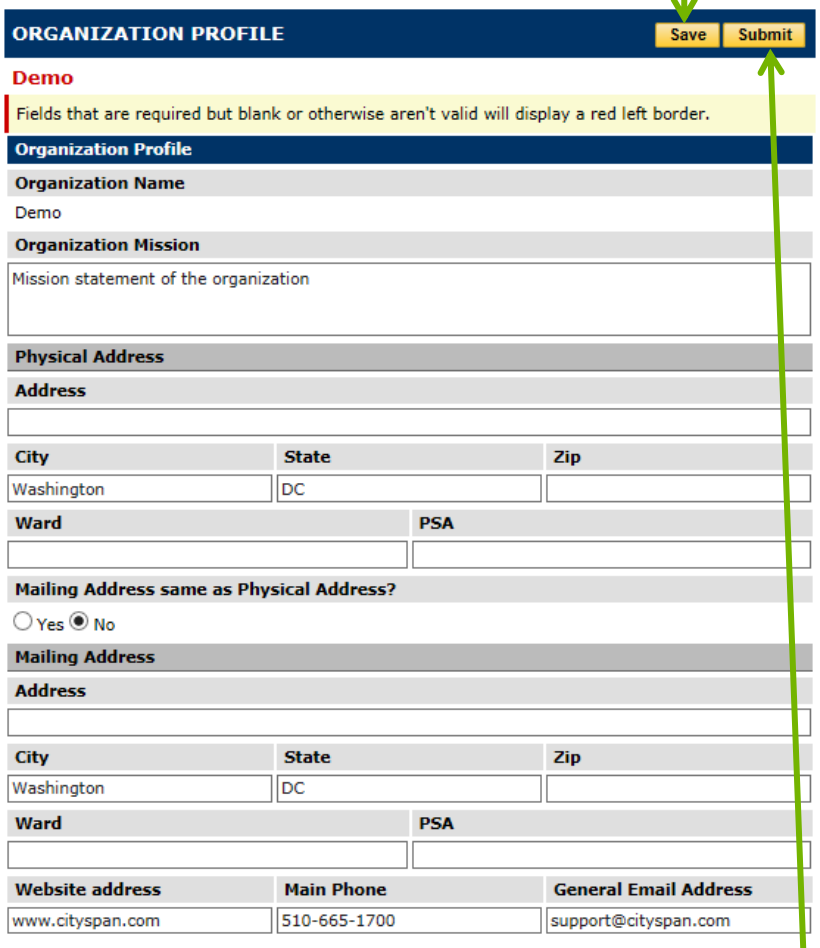
1. First Login and change password, if needed.

1. After logging in, Select Account Settings on the left.
2. Enter and re-enter your new password, then select 'Save' in the top right.



2. Select Organization Profile tab

3. Enter “Organization Information”
4. Click “Save” frequently while entering information
5. Required fields have a red highlight

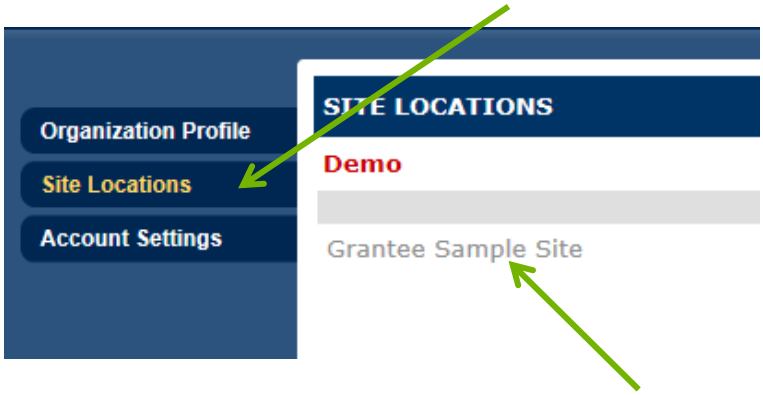



6. Other information on this tab is optional.
7. Click “Submit” when finished

## E. Entering Site Location Information

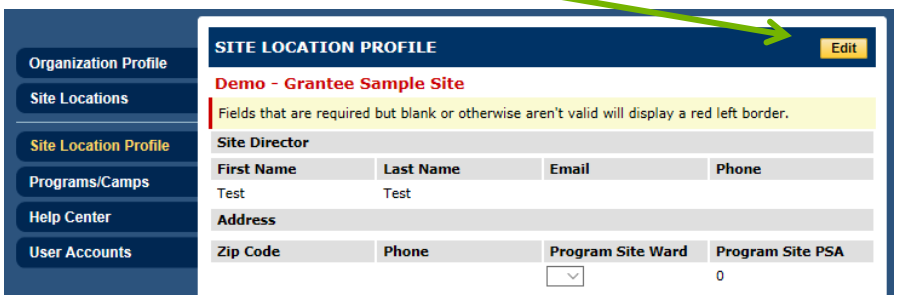
After entering in Organization information, each site location where the programming will take place must be entered. The list of sites previously emailed to the OST Office should be in the system, though names might be slightly different. IN addition, “Virtual Site” site location is added to each site by default and should be used for exclusively virtual programming.

1. Click on “Site Locations” tab to the left



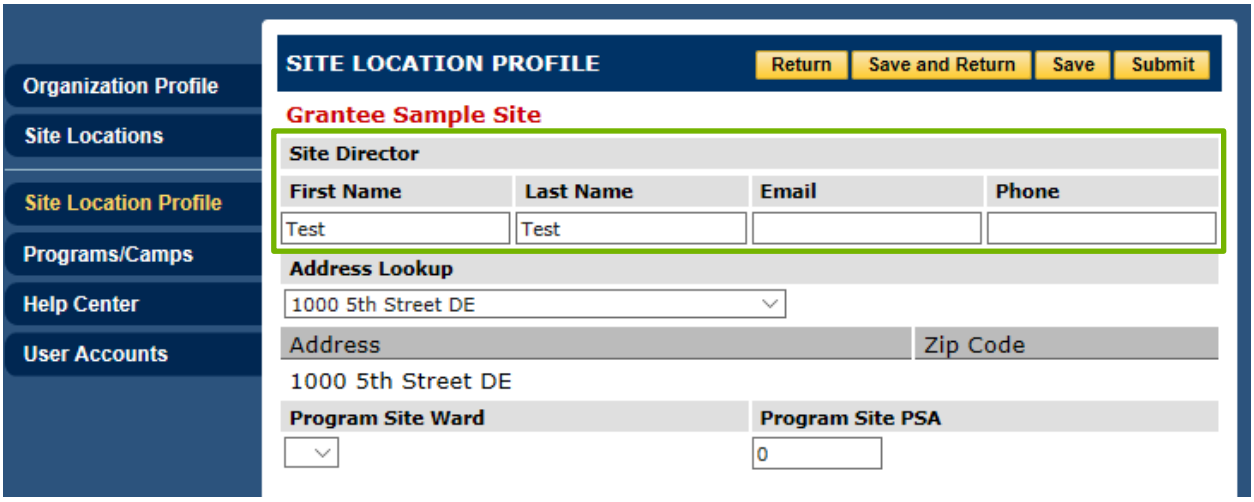

2. Click on each site location to start entering info

3. Click on “Edit” to make changes.

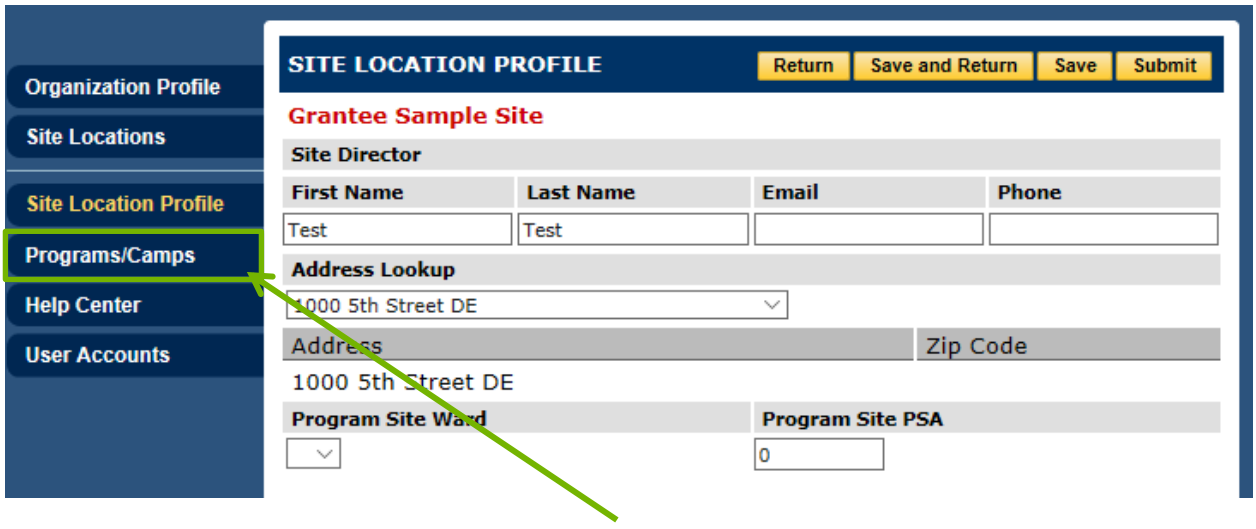



4. Occasionally, after pressing the “Edit” button the option to “Unlock” and “Return” will appear. Click the “Unlock” button as well.

5. Enter in site director information




6. "Save" as you go
7. Confirm the address is correct. If not, select the correct one from the dropdown menu. If the address is not in the dropdown menu email learn24data@dc.gov).
8. When done click "Submit"



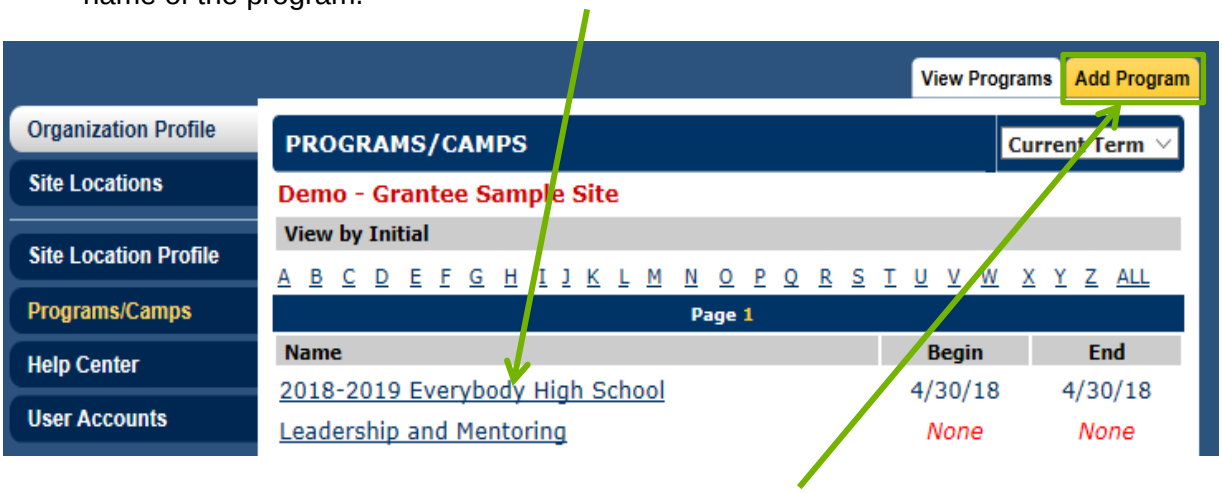

9. Then to enter program information, click on "Programs/Camps"

## F. Entering Program/Camp Information

After you have updated the site location information you can then enter in your program/camp information. If you conduct the same program for multiple years or time periods, such as School Year 2017-18 and School Year 2018-19, you'll need to enter the program information in again for each time period. If your program has multiple classes you can enter those as one or separately, whichever is most efficient for your program. The OST Office is most interested in the number of program meetings a student attends, not the exact time of day they attend.

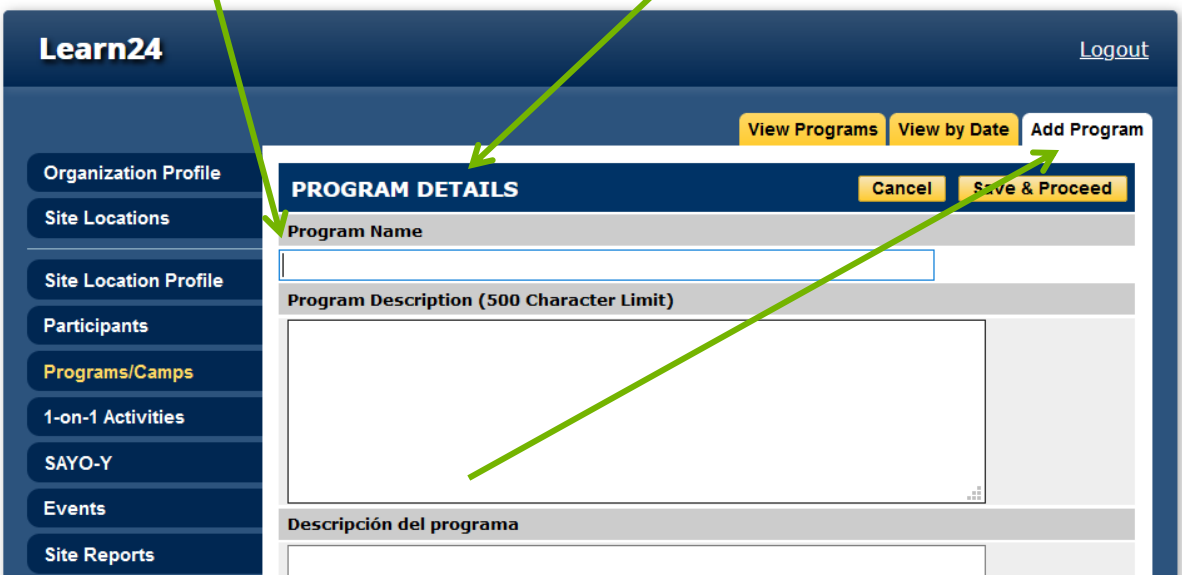
*Note: The instructions in this section are primarily for group programs. One-on-one mentoring or tutoring programs that has individual participants meeting on different days of the week have a different process. Specific instructions for how to enter information for mentoring programs as if they were group programs are in this section, or use the "1-on-1 Activity" instructions found later in this user guide.*

1. After clicking on the Programs/Camps tab, edit existing programs by clicking on the name of the program.



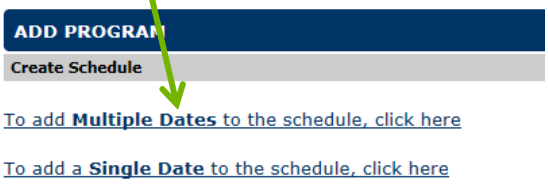

2. Add new programs by clicking on "Add Program".

3. After clicking “Add Program” enter in the program name.
4. Enter in the program description, up to 500 characters so it fits on the program finder website.
5. Program Description can also be entered in Spanish.

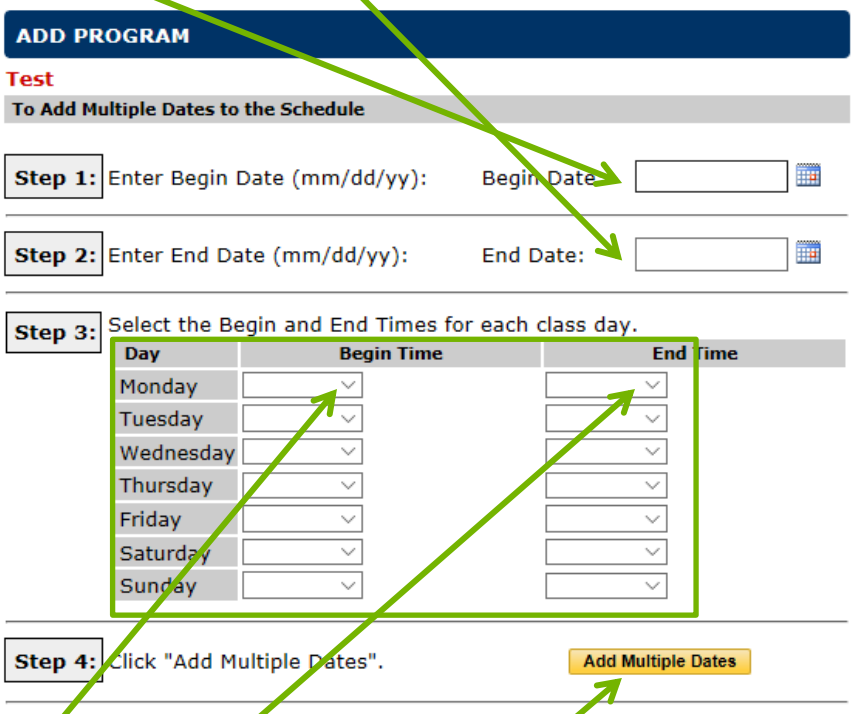



6. When done click “Save & Proceed”.

7. Select “To add Multiple Dates…”.



8. Enter the “Begin Date” and “End Date”.

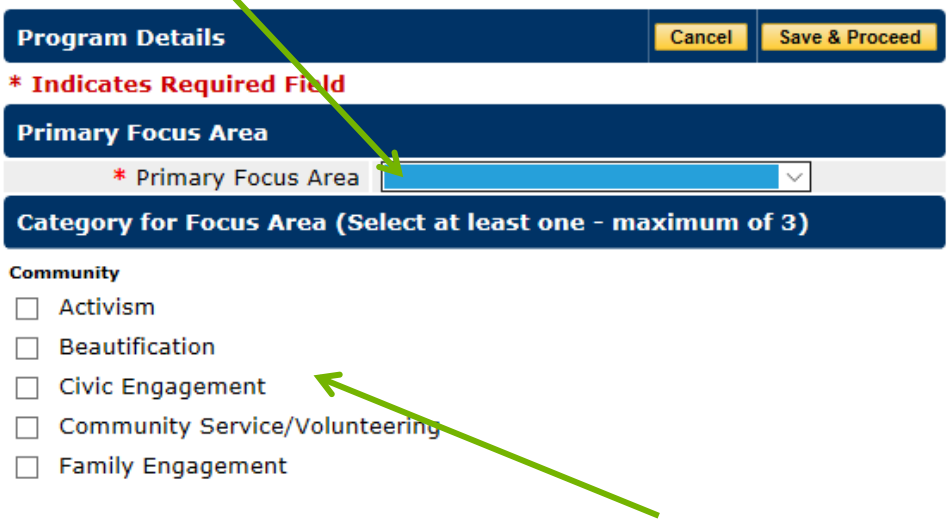



9. Enter Begin and End times for each day programming is available.
10. Submit by clicking on “Add Multiple Dates”. These are the dates that you will track participant attendance for, instructions for which are covered later in this user guide.

    *Note: For mentoring programs that meet no more than twice per week, the best practice for adding dates is slightly different. For mentoring programs that meet with individual youth once per week or fewer, instead of adding days for every single possible period that mentoring may occur, enter begin and end times for Saturdays that match the schedule of a typical mentoring session. If mentoring can occur for an individual twice per week, enter begin and end times for Saturdays and Sundays. Later, when you are tracking attendance for the program, if a youth attended a mentoring session any time that week, you may then mark them as having attended on the Saturday of that week; if they attended twice in that week, list them as having attended on the immediately subsequent Sunday.*
    *You may still enter days using the standard method (on whatever days programming occurs) instead if desired, or if mentoring may occur more than twice per week. In such a case, the best practice is to match the begin and end times on each day to the length of a typical session.*

11. On the next page you will enter in the program/camp details, *please enter as many as possible*. Required fields are marked with a red star. * Indicates Required Field

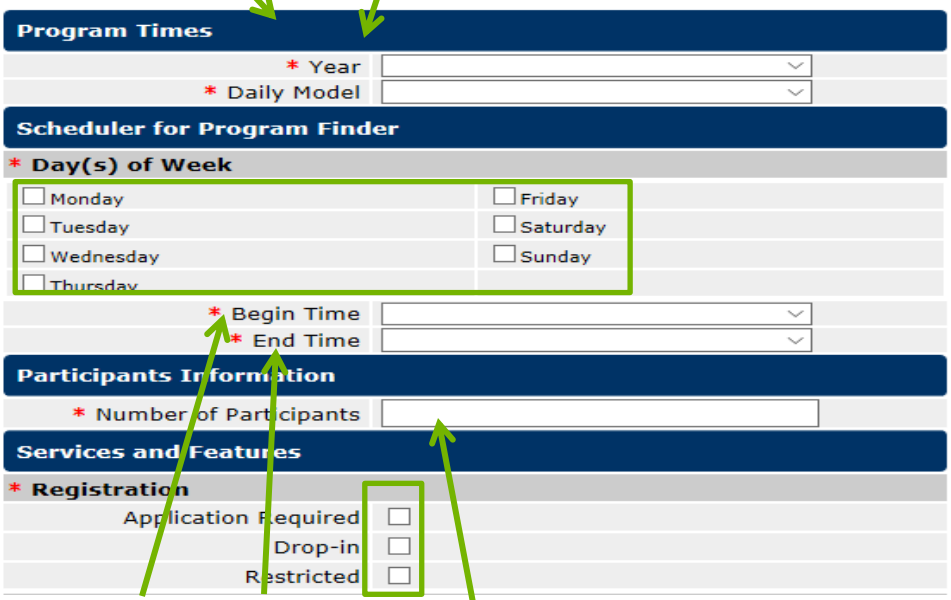
12. Enter in “Primary Focus Area”.




*13.* Select UP TO 3 Focus Area categories, *scroll down for the entire list.*

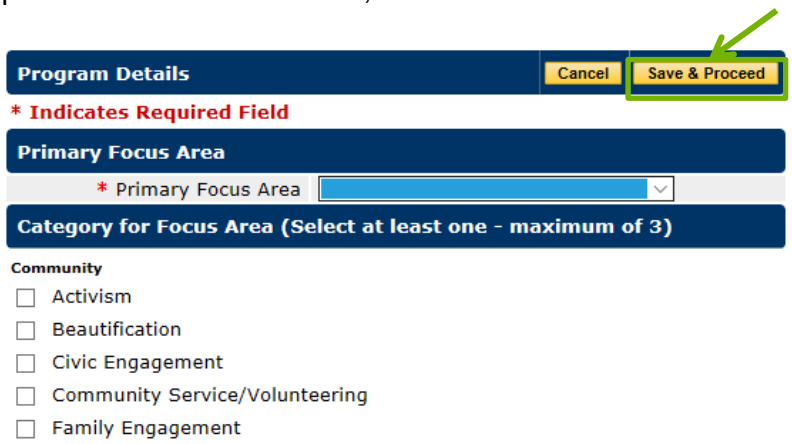
14. Select Year (ex: Fall) and Daily Model (ex: Afterschool).

15. Again, check all the days the program will be offered. Note: *For mentoring programs, still list all days programming will occur in this section.*




16. Specify the Begin and End time, if varies by day then choose approximate time.
17. Enter the number of anticipated participants.
18. Check if Registration is required.

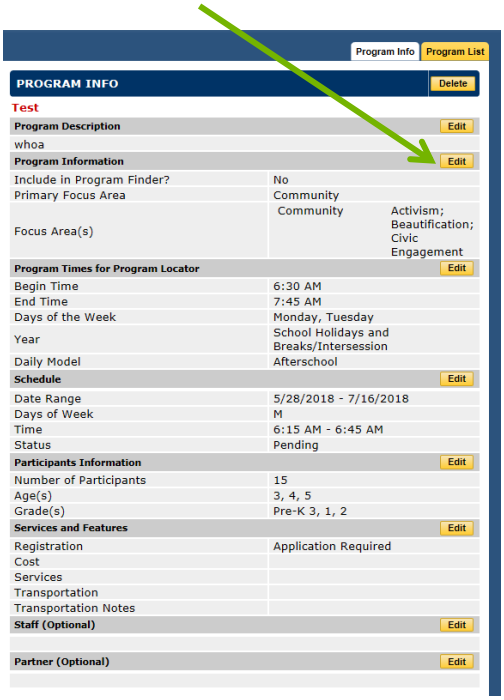
19. When all required information is entered, click “Save & Proceed”.



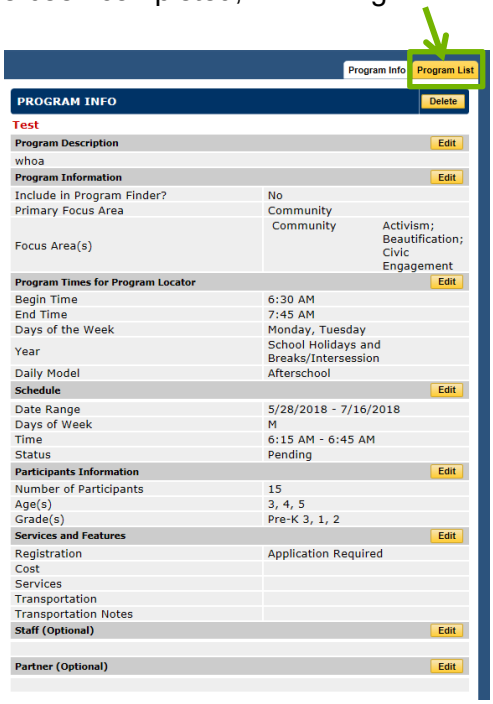

20. Check whether to include in Program Finder. For virtual site, only select “Yes” if the program occurs entirely and exclusively virtual.

21. Click on “Save & Proceed”.
22. On the next page, review the information and make sure the information is correct.

23. If changes need to be made, click “Edit” for that section.




24. Then make the changes and click “Save”
25. Once all changes have been completed, click “Program List” to return to program/activity list

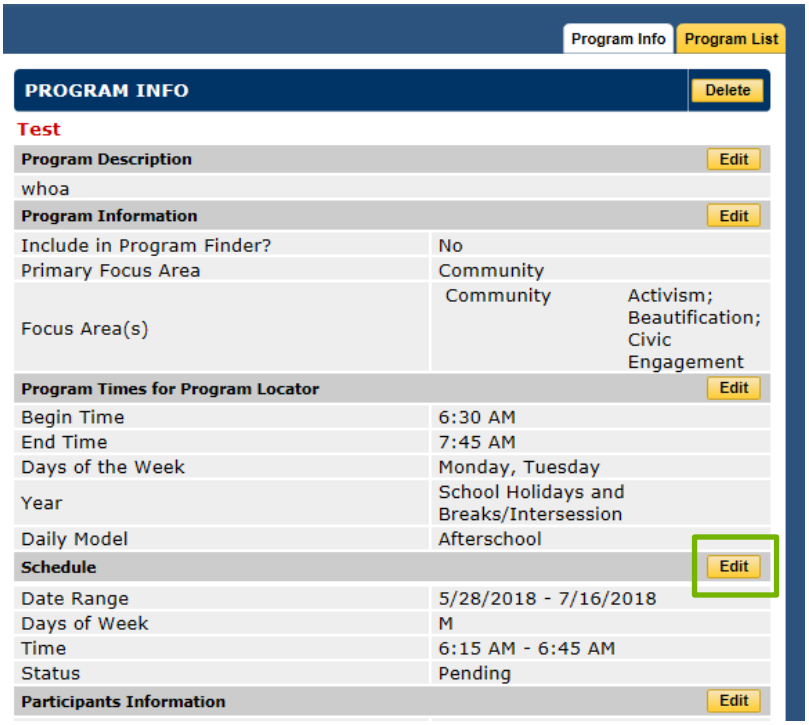



26. Start the process again to add more programs or site, **otherwise the process is finished**

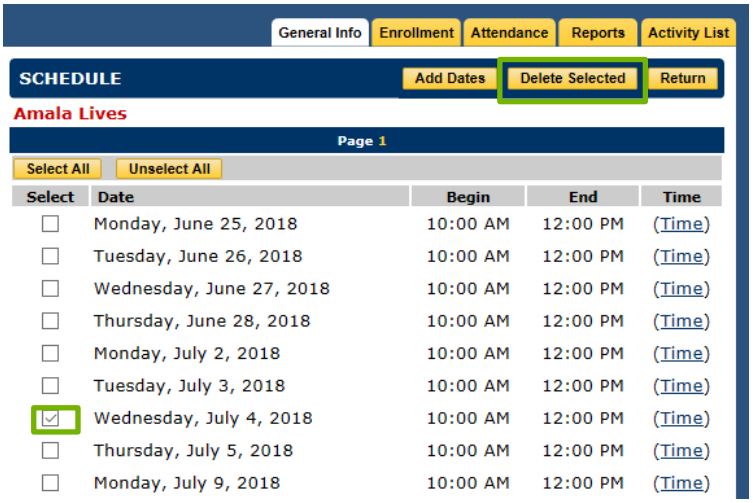
27. Once all programs have been entered, check the program finder on learn24.dc.gov to ensure the information appears correctly.

Helpful Tip:

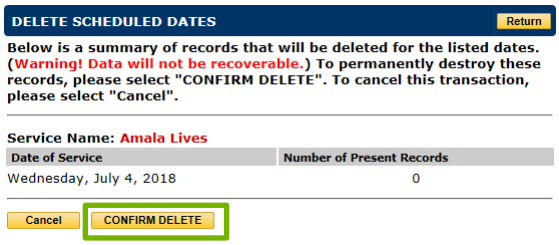
- An additional step now that will help with tracking attendance is to edit the dates and delete any holidays that fall during regular program days. To do this click on the program and then click “Edit” next to schedule




- Then on the next page select the date of the holiday or whenever the program is not being held and click “Delete Selected”



- Then on the next page click “Confirm Delete”




- Then click “Return” at the top right to finish. Now these dates will not appear in the attendance entry module.

## G. Data confidentiality and security

Learn24 grantees should follow Learn24 data confidentiality and security policies explained in this section. All student information should be considered confidential and access to it should be restricted.

All organizations shall take all necessary precautions to preserve confidentiality of all personally identifiable information of participants. Organizations should not re-disclose any information entered into the participant template or entered into the Learn24 data participant section to any outside person or entity. *Participant level data entered into the Learn24 database can only be accessed by the organization which enters that data and the OST Office.*

Organization should destroy all participants' personally identifiable data, collected for the sole purpose of reporting requirements for the OST office grants, when the data is no longer needed for the grant activities or within 5 years of when the data is collected by your organization, whichever occurs first.

Learn24 grantees should ensure that:

- Any computer that has student information on it is password protected and access to that data is controlled.
- Any student data is only visible to the staff who need the information.
- Access to student data is limited as much as possible.
- Student information is ***NEVER emailed*** **or made available via hyperlinks maintained on a remote server, such as a Google document.**
- Any printed documents with personally identifiable information, such as date of birth, should be kept in a locked drawer or cabinet or area that is inaccessible. A best practice is to limit the number of hard copies of personally identifiable information as possible.

## H. Adding participants to the database

Learn24 participants are program participants whose programming is being supported by Learn24 grants. The organization has the discretion to determine which participants should be entered into the database. An example of how Grantees could make the determination is by calculating how much the Learn24 grant is compared to the entire program budget. Then the percentage of the budget that comes from Learn24 grants, and then designate that number of sites (or classes) as Learn24 sites or programs.

Participants can be added two different ways:

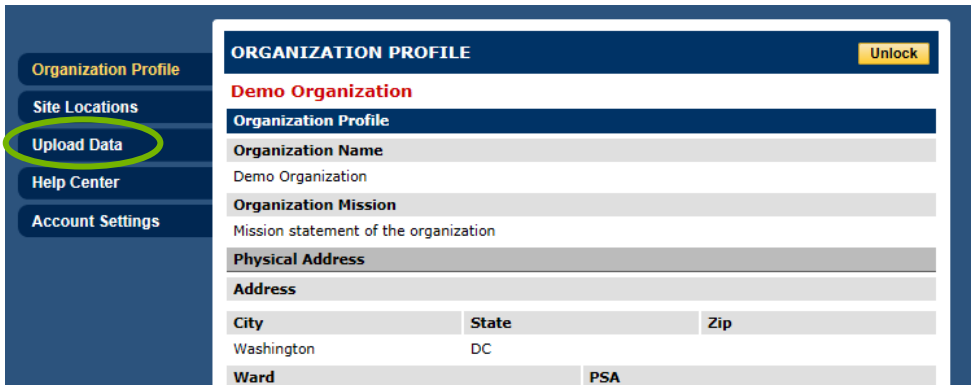
1. Upload a list of participants using the Participant Template
2. Enter each participant into the database manually.

### H.1. How to upload participants

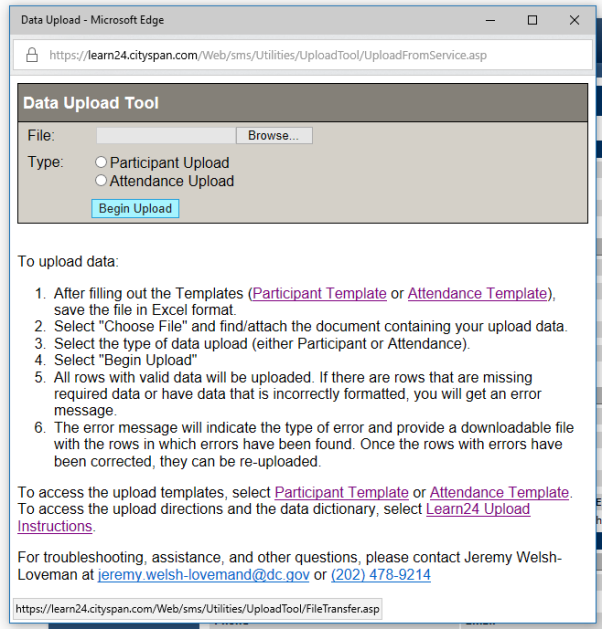
To upload participants, the required information should be in a Microsoft Excel spreadsheet. There is a document called “Learn24_Upload_Instructions_Final.xlsx” which provides more details about what to enter into each column for each participant. Download a new template from the upload pop up window as the required data fields have changed over time.

**NOTE**: When participant information is uploaded, it’s possible to receive an error message for some of the records or rows in the file. The database will return a file with a list of the rows that have problems related to the data, but the correct data in the row will be uploaded. The incorrect data/error cell will not be uploaded. Fix the data in the rows with problems and re-upload **ONLY** those rows which had errors.

1. After logging in to the system, click the “Upload Data”

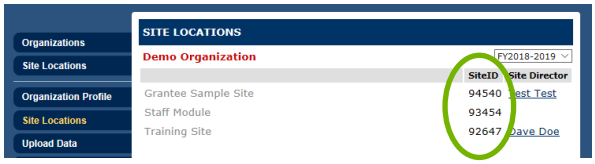



2. After clicking on the “Upload Data” tab, a pop-up window will appear (Please enable or permit pop-ups from this website). In that pop-up, download the two templates, one to enter participant information into (“Participant Template”) and one to enter attendance information into (“Attendance Template”), and optionally decide to download the “Learn24 Upload Instructions” which has more information about what to enter into each column in the templates.




3. Five (5) of the columns are required: SiteID, ParticipantID, FirstName, LastName, and DateOfBirth. It is encouraged that data is entered for the remaining columns.
    a. **Please note that if any of these required fields are missing an error message will appear.** If all of the required information for a participant is missing, do not include that participant in the upload and instead enter that participant separately later when the information is available.

       **Helpful Tip:** Some participants may choose not to provide DOB and grantees may use 01/01/2000.
4. To find the SiteID go to the database and click on “Site Locations” on the left.
5. Then look for the SiteID column to find the SiteID for the site you want to add participants to.




6. Take the SiteID and then enter that into the Participant Template for each participant.
7. The ParticipantID is created by the grantee. It is a unique number to identify each participant and links the participant template to the attendance template.

   **Helpful Tip:** An example of how to create a new ParticipantID, use the SiteID, multiply it by 1000 (or just add 3 zeros to the end of the number), then add one (1). That would be the Participant ID for the first student in the list. For each new student at the same site would add one (1). An example is below:

| SiteID | ParticipantID | FirstName | LastName |
|---|---|---|---|
| 94702 | 947020001 | John | Doe |

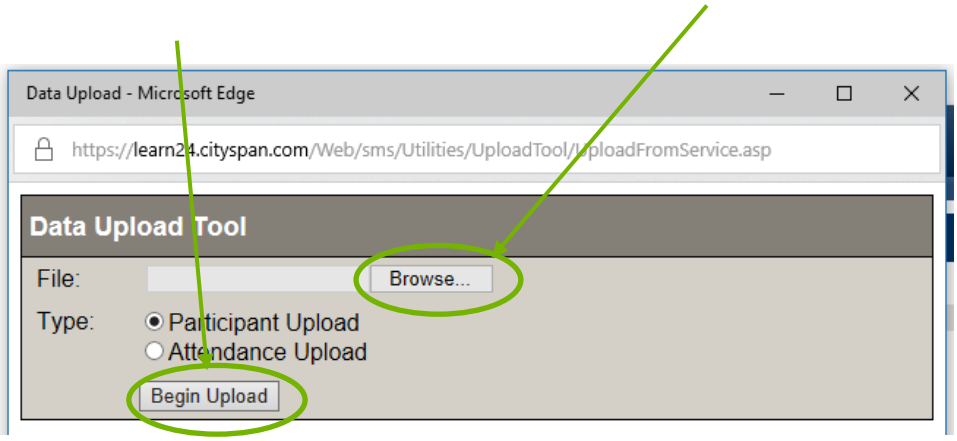
| | | | |
|---|---|---|---|
| 94702 | 947020002 | Jane | Doe |

The ParticipantID is unique to the site. Participants who are active at multiple sites would need multiple ParticipantIDs and would be entered multiple times.

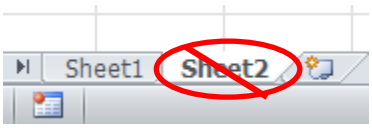
8. After the ParticipantID and the SiteID are entered into the template, add their first and last name to the template.
9. The same template can be used for participants at multiple sites, however, the correct SiteID must also be entered to avoid an error in the upload. If a participant is enrolled at multiple sites, the participant will need to be entered multiple times.
10. Next enter the participants' date of birth to the DateOfBirth column, making sure that it is in the format **MM/DD/YYYY**.
11. Now all of the required information is entered in the template to add the participant in the database.

    **Helpful Tip:** For some of the columns (State, Grade, Gender, Ethnicity, Race) only certain values are accepted. The Participant Template will have instructions for the optional columns that can be found by selecting a cell within that column. Furthermore, for the columns that have dropdown values (Grade, Gender, Ethnicity, Race) the cell will have a drop down with the proper option.

12. Once all the participants information has been entered, the next step is to enroll the participants in the program. Add participants to a program by going back to the Data upload pop-up window from before and check the "Participant Upload" bubble.




13. The upload tool only looks at the first worksheet of the excel document, so do not put information on additional worksheets as that information will not be imported into the database.

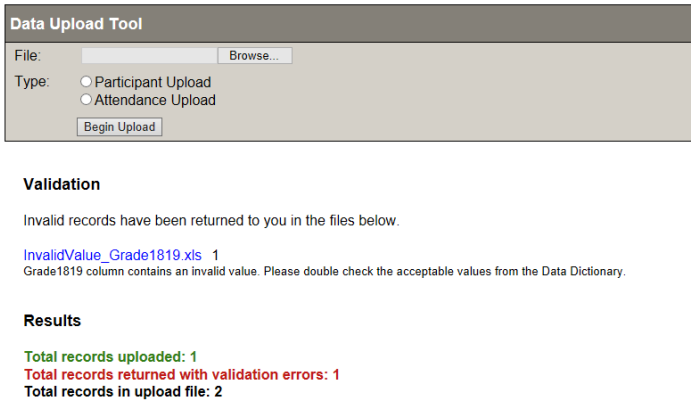



14. Then go to "Browse" and then find and select the completed participant template.
15. Click "Begin Upload"

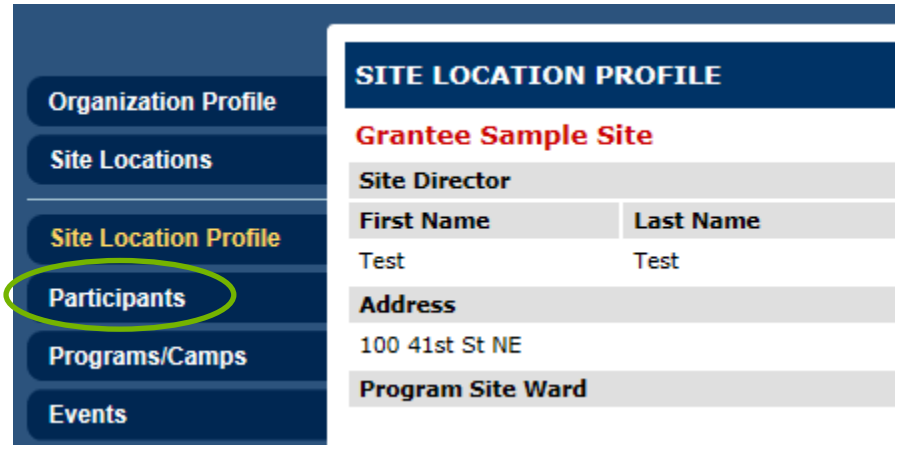
16. It might take a little time for the upload to go through.
17. After the file has been uploaded, a message in the pop-up window either confirming there were no errors or a note that there were errors.
    NOTE: The file has to be in excel format, this means it ends in .xls or .xlsx. If it is in the wrong format, there will be an error message.
18. *IF THERE WERE ERRORS* it should return a spreadsheet file in the pop-up window indicating which column has the error. To correct these errors, open that file and check that all of the cells in the excel sheet are in the proper format. Please refer to the data upload instructions file for details.

    For example, if you enter "5th" in the "Grade…" column then an error will occur. The correct format is to have "5" in that column. In the template itself and the *Accepted Values* column of the Learn24 Upload Instructions have the values that can be entered for specific fields whose *Data Type* is Dropdown. For those dropdown fields only enter values that are in the *Accepted Values* column.
    a. The dropdown fields, meaning fields where only specific values are accepted, include:
        i. State (please use two letter abbreviation)
        ii. Grade
            a) For this enter in just the grade number, such as 1, NOT 1st. You can also enter in PK-3, PK-4, or K.
        iii. Gender
            a) Accepted values: Female, Male, Other, Does Not Identify, Did Not Respond
        iv. Ethnicity
            a) Accepted values: Hispanic or Latino, Non Hispanic or Latino, Did Not Respond
        v. Race
            a) Accepted values: American Indian and Alaska Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, White, Other, Did Not Respond, Multiracial

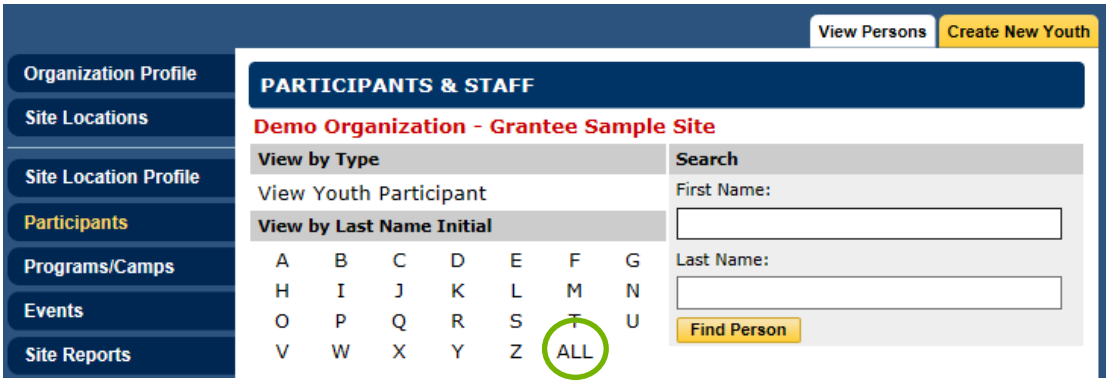
    An error file called "Inconsistent Data" would occur if, for example, the uploaded data has a participant who is already in the system at that site (matched on name and DOB), but the new upload had the participant with a different ParticipantID number. If the participant is already in the system there is no need to upload the participant information again. Any duplicate or previously entered participant should be deleted from the Participant Upload Template.
19. For example, below is the result if one were to upload a file with two participant records. One participant had all their information in the correct format and was uploaded. The other participant record had an incorrect value for the GradeXXXX column. To fix this, download the "InvalidValue_GradeXXXX.xls" file, make sure the value is one of the accepted values and re-upload. There is no need to re-upload the one record that was correct, just upload the records/rows in the Invalid Value file.




20. If you did not get any errors, then the participants are been imported and the process is complete.
21. To verify the upload, go to “Site Locations”, click on the site in which the uploaded participants were assigned, then click on the Participants tab. Select a few participants and ensure the information was uploaded correctly.




22. Then click “ALL” to see the full list of participants now in the database for that site.

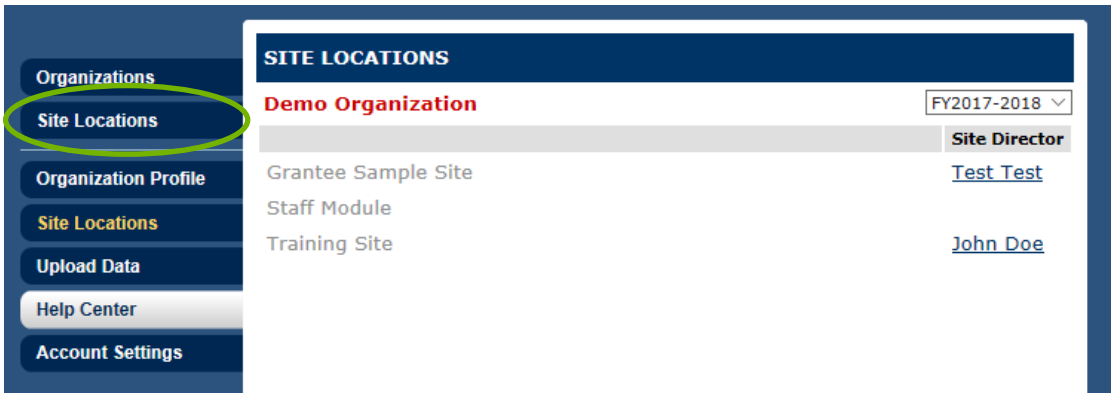


View Persons
Create New Youth
Organization Profile
Site Locations
Site Location Profile
Participants
Programs/Camps
Events
Site Reports
Account Settings
PERSONS (17)
All
Demo Organization - Grantee Sample Site
View by Initial
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL
Page 1
Name
Phone
Status
Barday, Westley
Active
Bavidge, Bail
Active
Borkin, Libbi
Active
Calver, Bellanca
Active
Carrie, Samantha
Active
Dabernott, Brantley
Active

## H.2. How to manually add participants

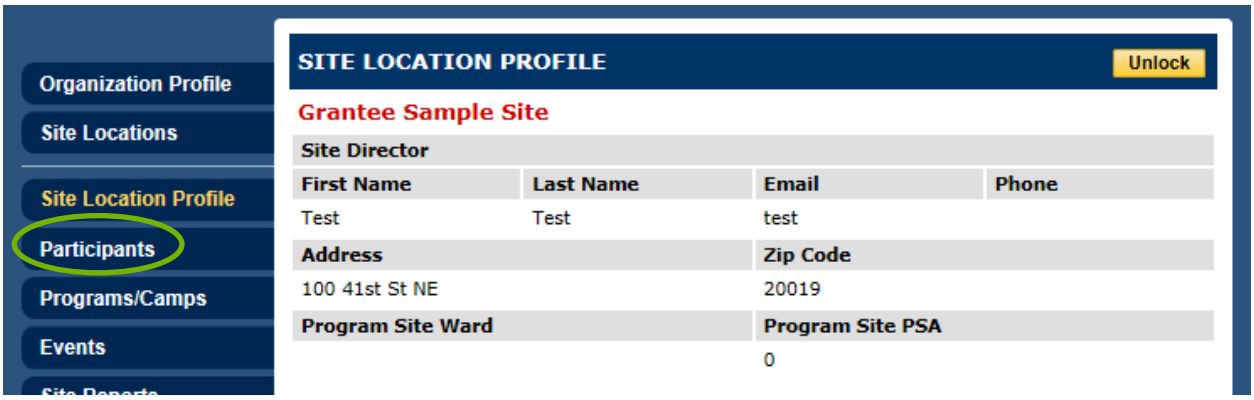
Information can be manually entered into the database through a web browser. This option might be preferable when adding a small number of participants or as participant information is received on a rolling basis.

1. To manually add participants first click on the “Site Locations” tab to the left.
2. Then select the site in which the participants will be attending.

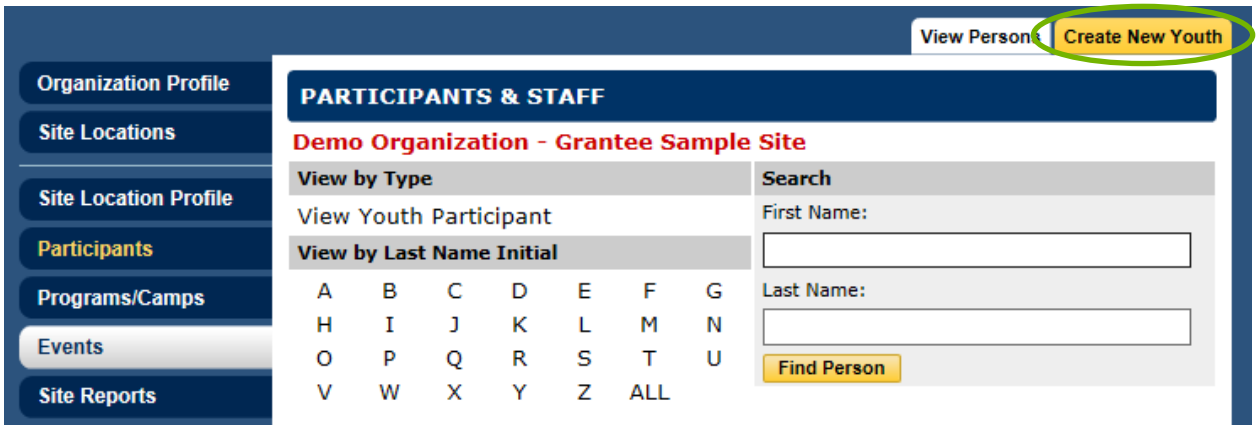



**NOTE: Participants are added for specific sites. A participant must be added multiple times if the participants attend more than one site.**

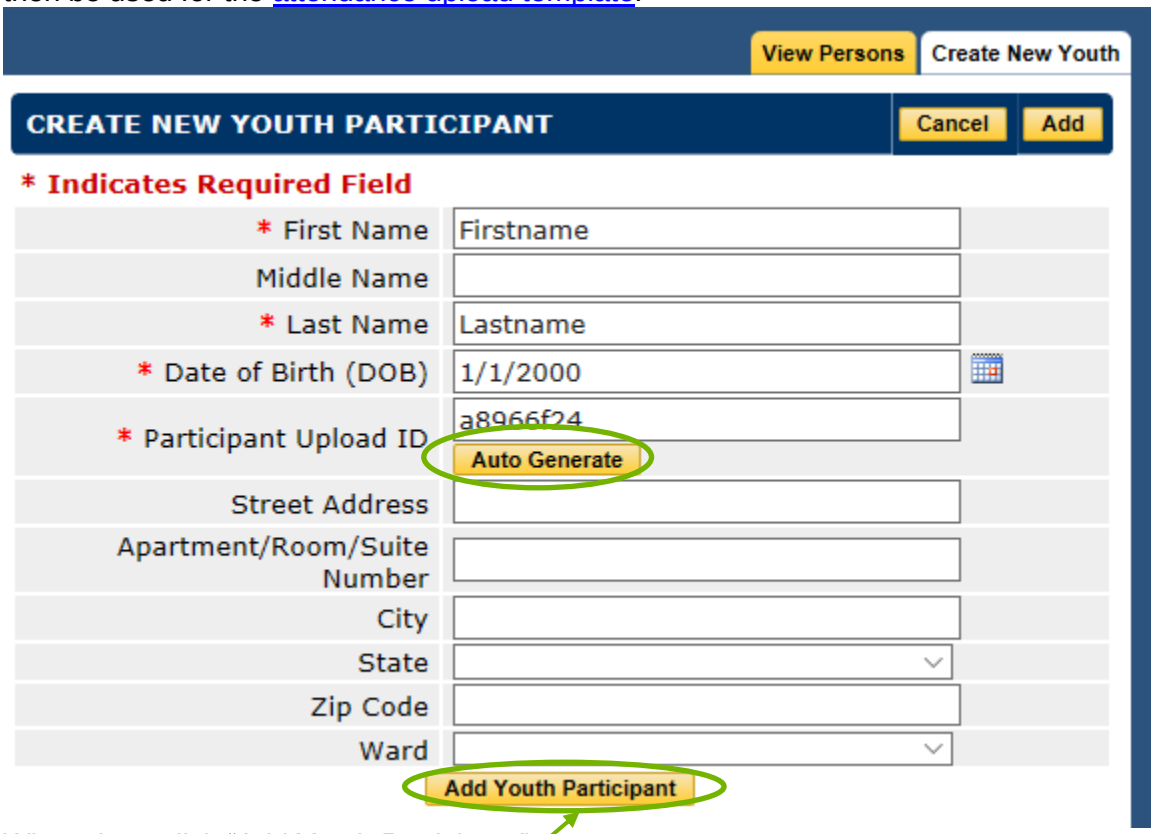
3. Then click on the participants tab on the left.

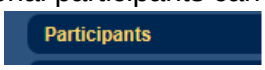



4. Then click on “Create New Youth” in the top right.

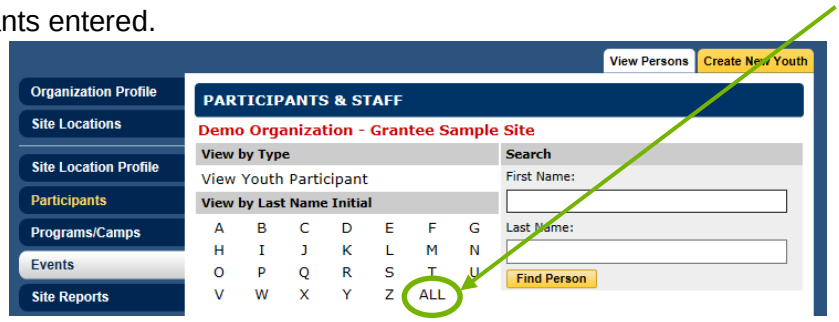



5. To add the participant into the system, enter in the required fields. To create the Participant Upload ID, click the "Auto Generate" button. The Participant Upload ID can then be used for the attendance upload template.



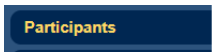

6. When done click "Add Youth Participant"
7. The page will then reload with the fields empty so additional participants can be added.
8. When complete, click on "Participants" on the left again: 

9. To check to ensure all participants were entered, click on “ALL” to see a list of all participants entered.



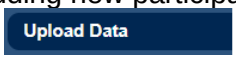

10. The added participants can be enrolled into the program at this time.

## H.3. How update participant information

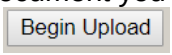
Participant information can be updated by clicking on the 

tab on the left. Find the participant by first letter of the last name or by clicking on “All” under View by Last Name Initial. Then click on the Participant, make any edits needed and then when done click

in the top right.

If there is a need to update many participants at once consider using the participant upload template. Download and complete the participant upload template with the **SiteID, name and date of birth** of participants already in the database. Then upload the template. It works similarly to the uploads for adding new participants. This means clicking on the Organization profile page, then clicking on 

to the left. A window should pop out. Then click on Choose File, select the document you just added the information to and then select

. Then click 

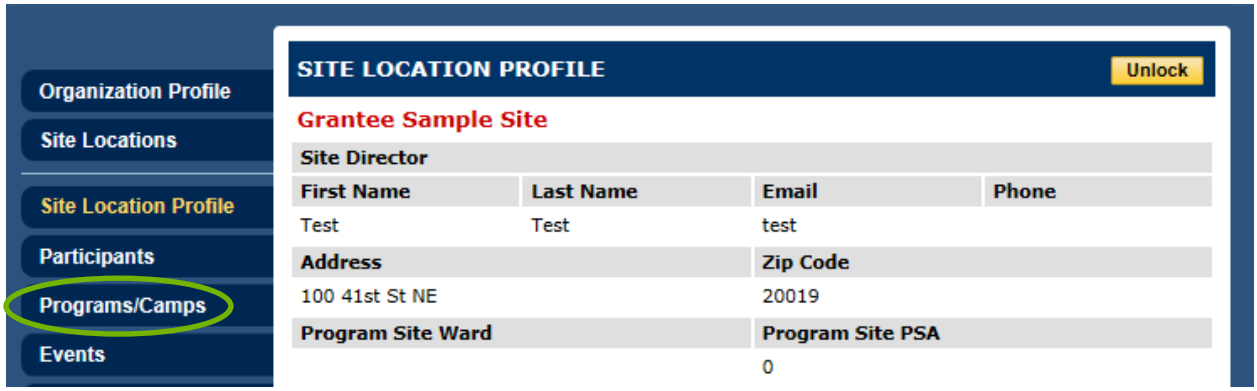
and the participants information should be updated. The name and DOB need to exactly match what is already in the system.

## I. Enrolling participants into programs

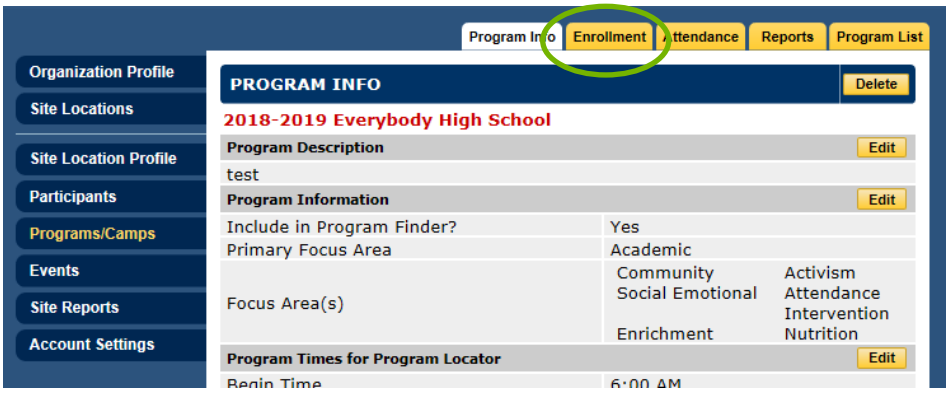
Once participants are added to a site in the database they can be enrolled. They must be enrolled before their attendance can be entered. In the Learn24 database participants are attached to a site, so they must be added to a site before they can be enrolled in a program at that site.

Helpful Tip: Participants added via the uploaded attendance template will automatically become enrolled participants. Refer to the next section on how to upload attendance.

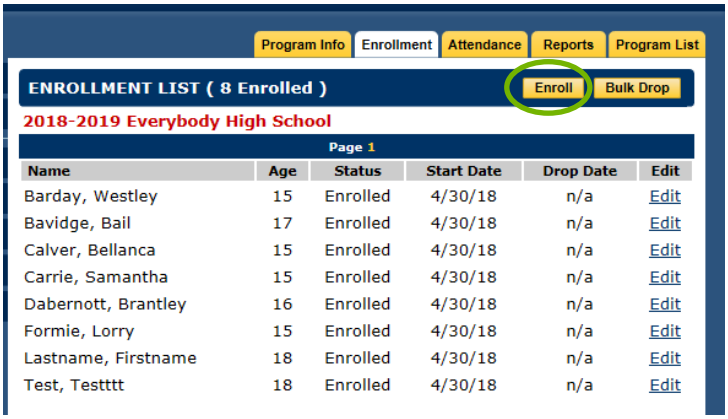
1. To enroll participants first identify the program in which to enroll the participants. Do this by clicking on Programs/Camps



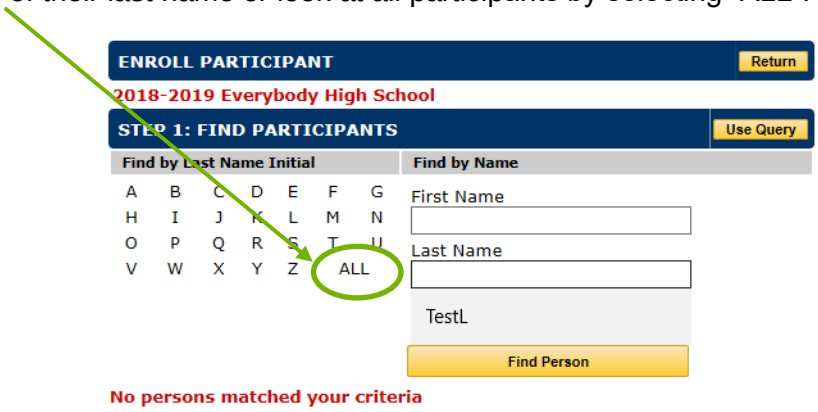

2. Find and select the program from the list.
3. Then select “Enrollment” at the top.



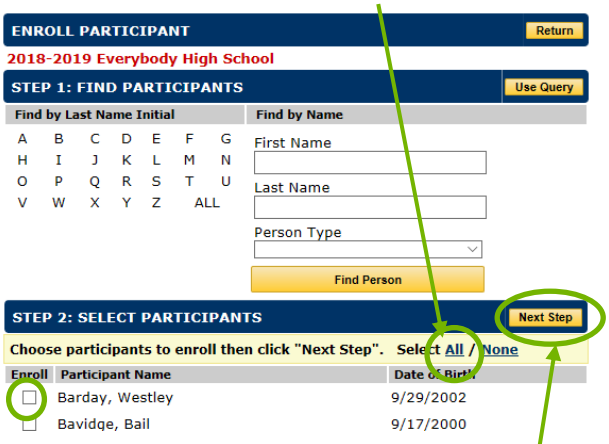

4. Previously enrolled participants will appear on the list of those enrolled. Select “Enroll” to add additional participants.



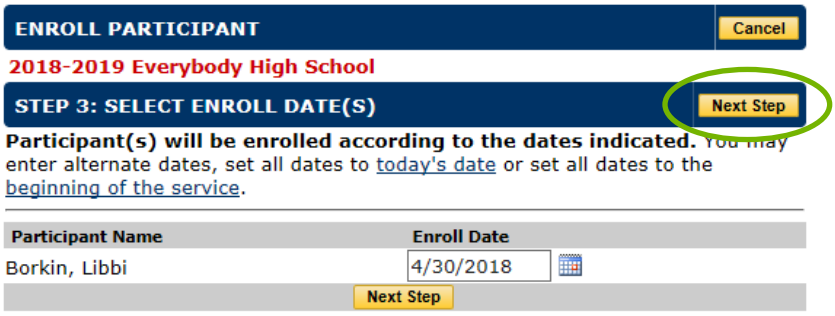

5. Then either enter participants individually by searching for them by name or by the first letter of their last name or look at all participants by selecting “ALL”.



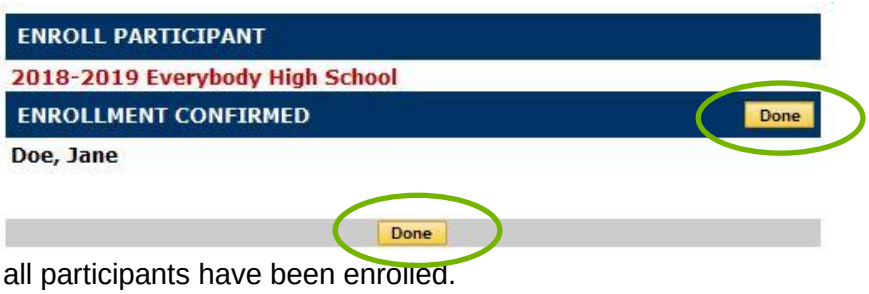

6. Then select individuals by checking the box to the left of their name or select “All” to enroll the entire list.




7. Then click “Next Step”
8. Set the enrollment date and click “Next Step” again.




9. Then click “Done” on the next screen.

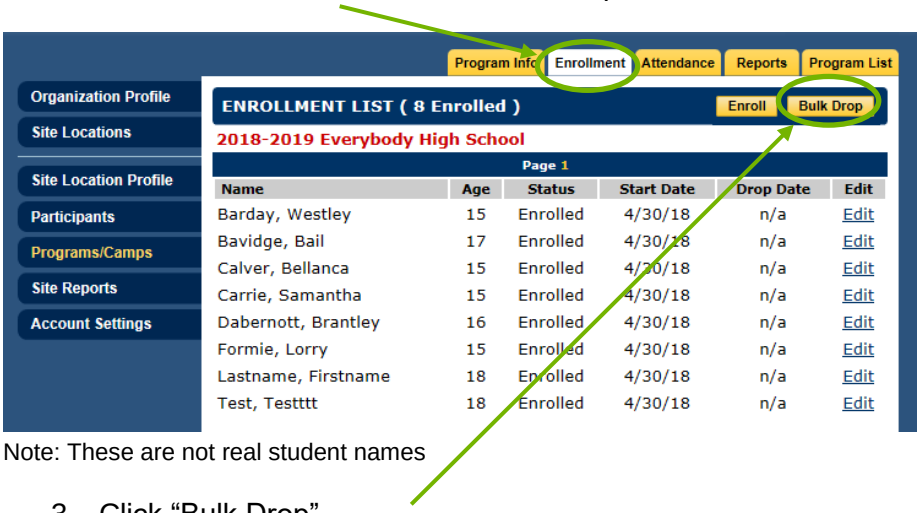



10. Repeat until all participants have been enrolled.

## J. Unenrolling participants from programs

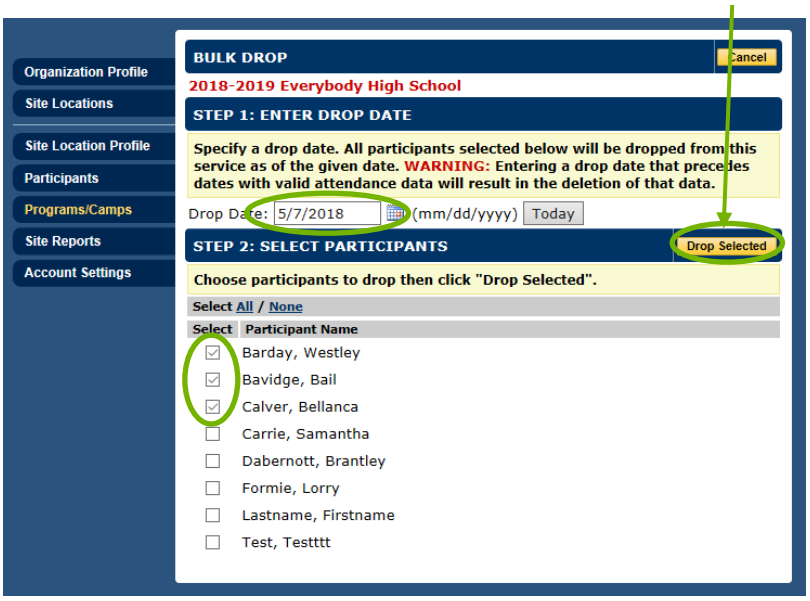
Unenroll participants from the system when a participant is no longer active.

1. This can be done by clicking on the program.
2. Then click on “Enrollment” tab at the top

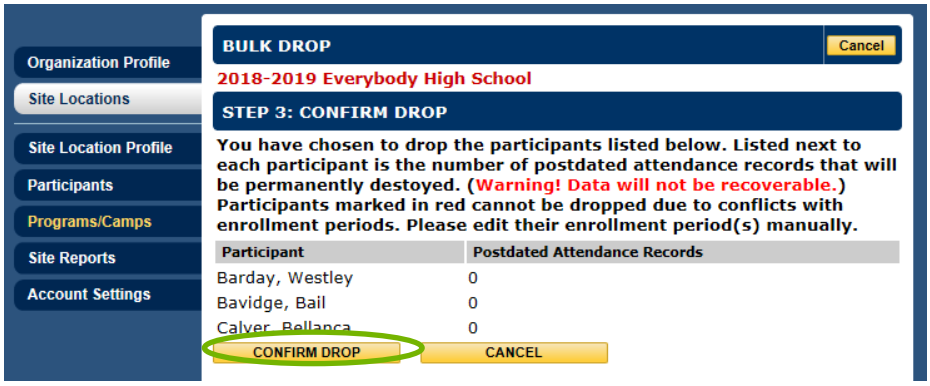



Note: These are not real student names

3. Click “Bulk Drop”
4. Select which students to drop or unenroll, enter in the day to stop their enrollment (it must be a day during the program) and click “Drop Selected”



5. Then just click “Confirm Drop”




6. Then a participant is dropped, the name will still appear on the enrollment list due to previous attendance but be marked as “Dropped”.

## K. Tracking attendance

Similar to adding participants to the site/database, attendance can be entered either by uploading it in a spreadsheet or by entering it directly into the database's web browser interface. If an organization uses a separate database or a staff member has the ability to reformat existing data then the upload method might be easier. If an organization already has a database, then consider working with the database vendor to output the attendance in the format needed for upload.

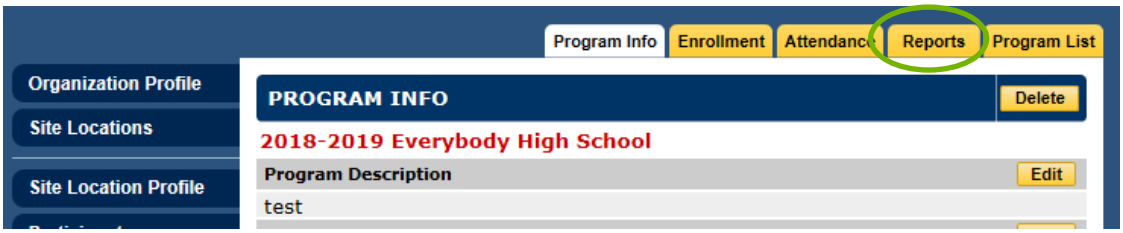
This section will examine how to track attendance for group programs. The OST Office asks that programs which enter attendance manually try to enter attendance **weekly**. For organizations with their own, separate database, in which they track their attendance, can upload that attendance monthly.

*Note: For one on one programs such as mentoring, where there is one staff member or volunteer and one participant, if the program was entered into Cityspan using the standard group programs method, tracking any mentoring that occurred during the week all on a single day is the best practice in this case. If a student attended a mentoring session during the week, then please list them as having attended on the Saturday of that week; if they attended twice in that week please list them as having attended on the immediately subsequent Sunday. Alternatively, there is a separate module for attendance tracking for mentoring and similar programs that is covered in the 1-1 Activity section.*

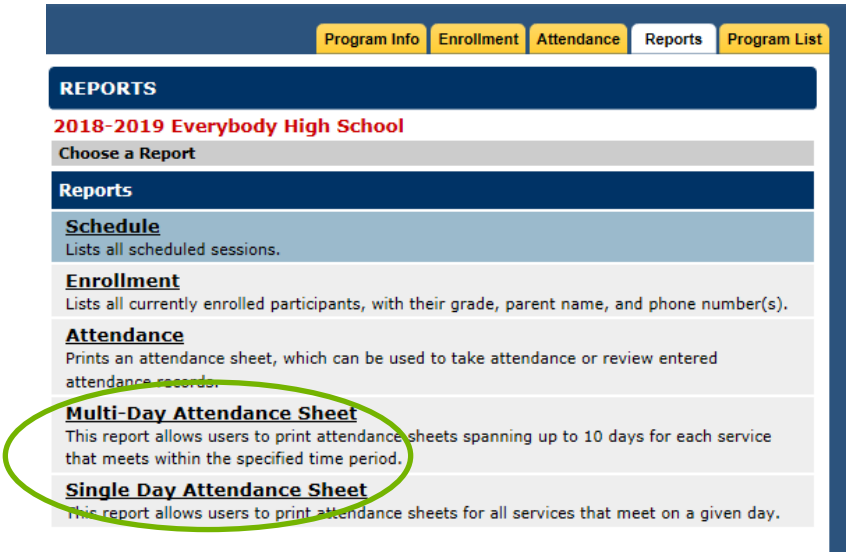
### K.1. How to print attendance sheets

One useful function of the Learn24 database is that once participants are enrolled in the program attendance sheets can be printed to help track attendance.

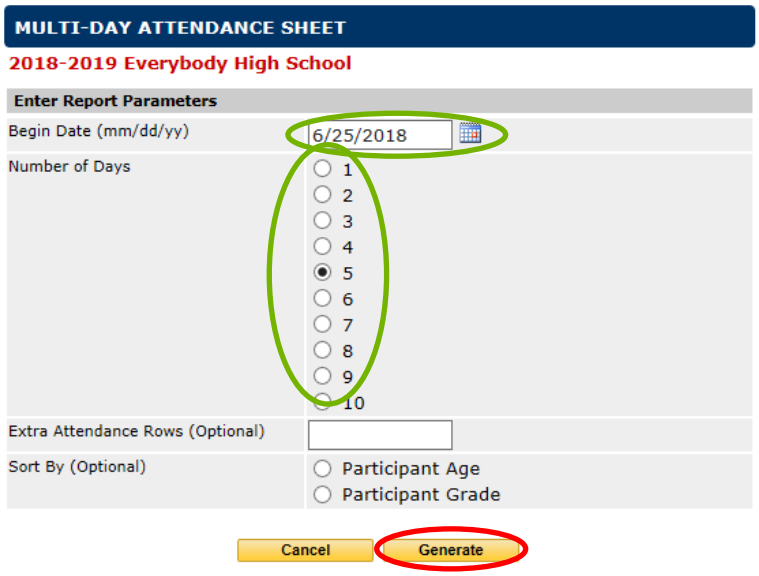
1. To do this click on the program's site then click on "Programs/Camps".
2. Then select "Reports" at the top




3. On this Reports page you can select either a "Single Day Attendance Sheet" option or a "Multi-Day Attendance Sheet"




4. Multi-day attendance sheet might be the easiest option to track attendance weekly.
5. The report will need to be customized by selecting the “Begin Date” such as the Monday.
6. Then select the number of days to include, for example 5 or 7 if you want to do a week.
7. Then add extra attendance rows if there may be a chance of having new or unenrolled participants.
8. Then decide if sorting by other than name, such as Age or Grade. By default, the list will be sorted by name.
9. Then click Generate and it will take a few seconds and generate a PDF which can be save or printed to take attendance.

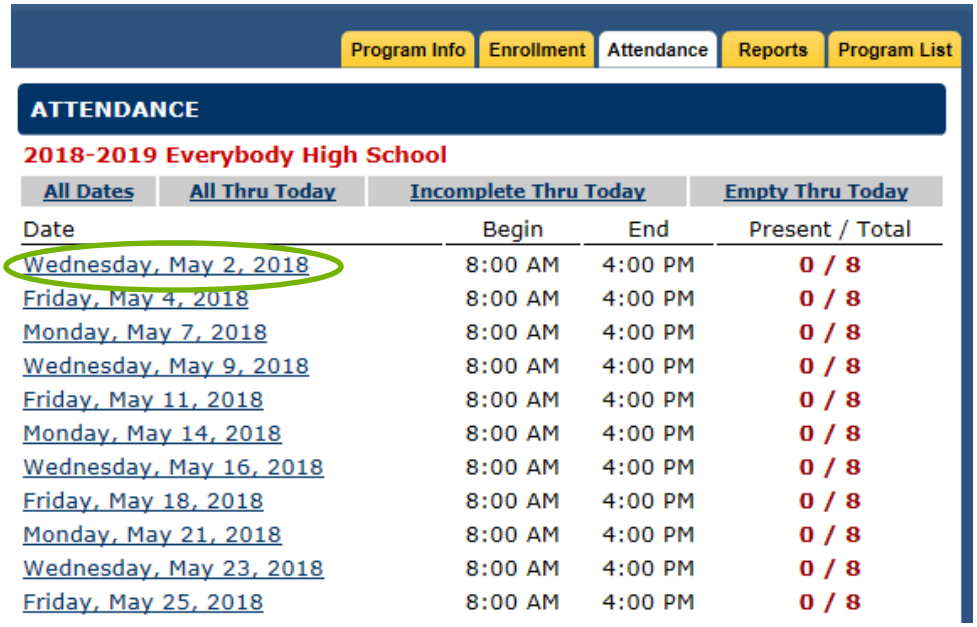


## K.2. How to track attendance by day directly in database

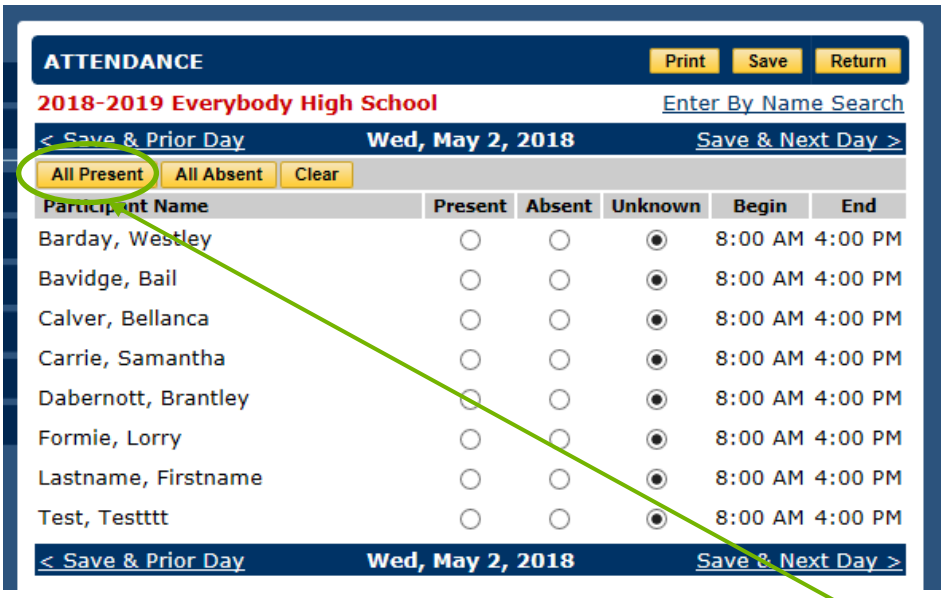
Enrolled participants attendance can be entered directly through the database. For organizations without an existing or different database it is probably easiest to enter attendance manually. *A good practice is to enter attendance weekly by* using the multi-day attendance sheets. Then at the end of the week refer to those attendance sheets to enter attendance into the system. Attendance only database user accounts can be created to assist with attendance entry.

1. To manually enter attendance select the Program/Camp.
2. Then select the “Attendance” tab at the top of the page.

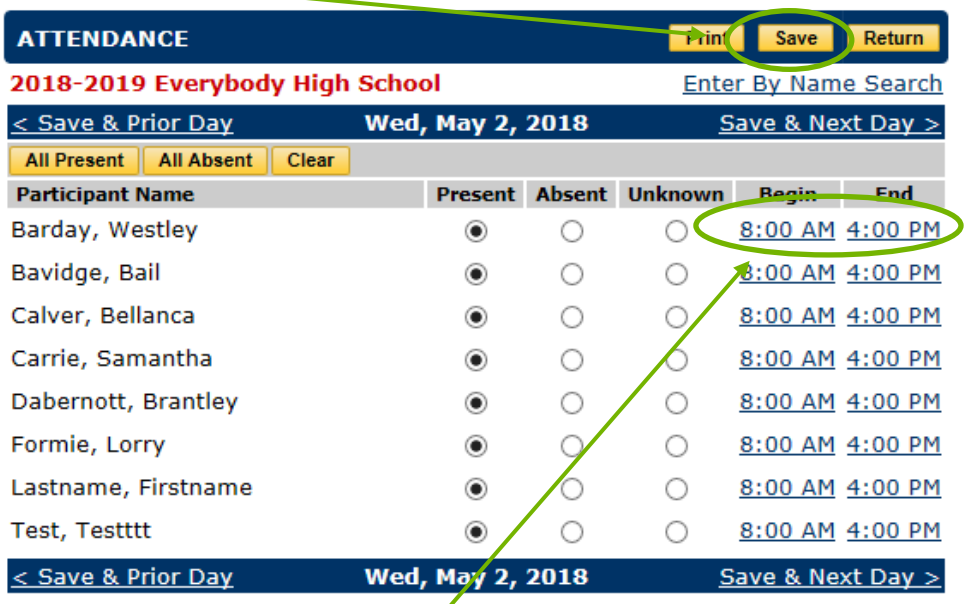
3. Then select the date for which attendance will be entered. The dates available are based on the schedule previously entered when the program information was entered. By default, the dates that will appear on this screen are the ones without attendance records.



4. A list of all the participants enrolled in the program will appear. Individually mark participants as present or absent.



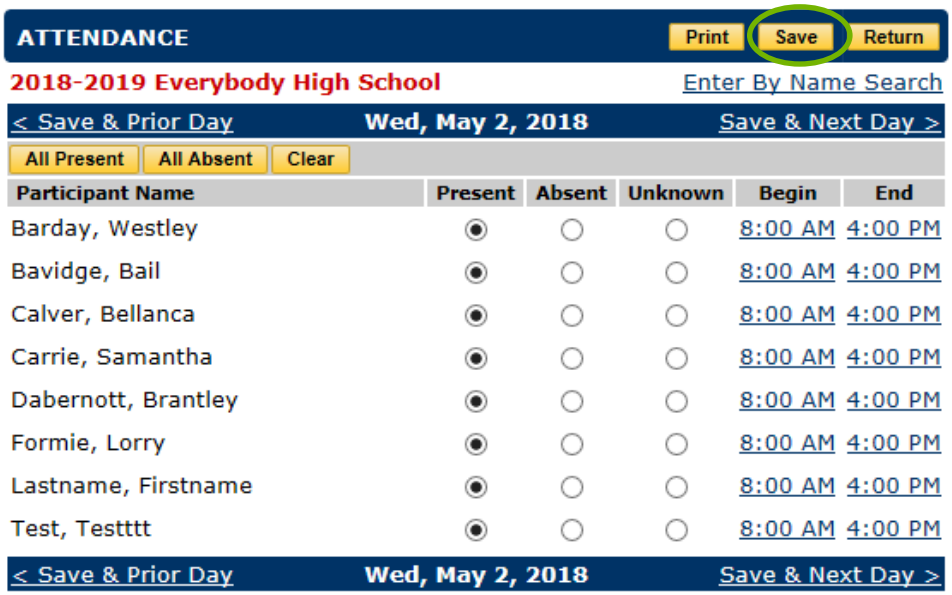

5. If most of the participants were present it might be quicker to click “All Present” and then select those that are Absent (or the opposite).
6. Then Save in the top right.



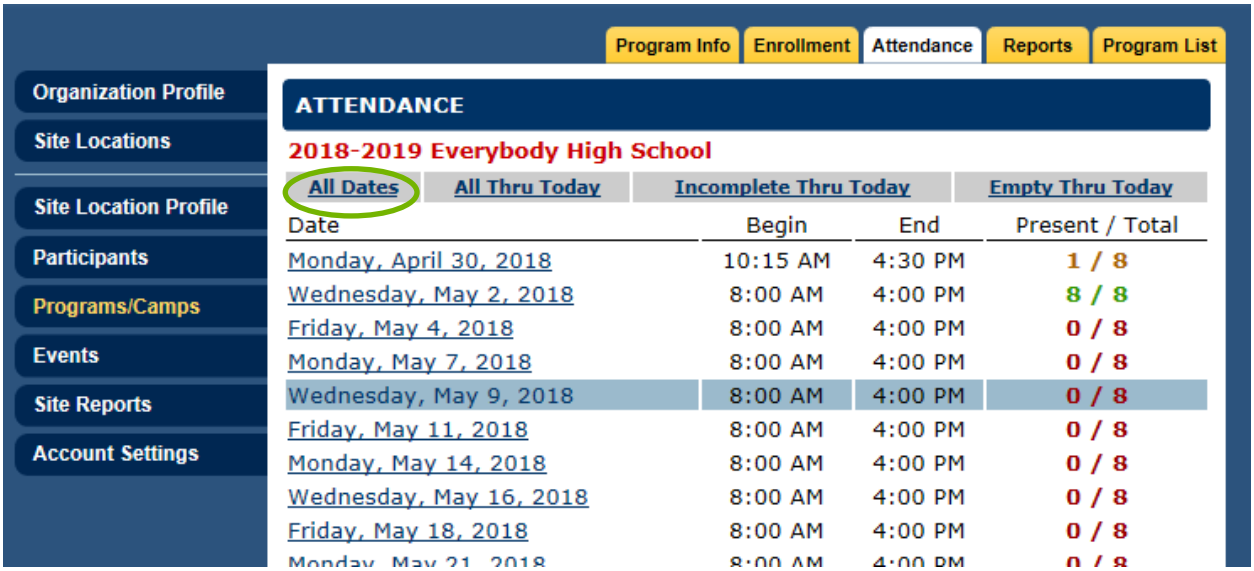

7. **After hitting save,** individual participant start and end time can be changed if the participant did not attend the full program length. Click on the Begin and End time for the individual.
8. Adjust the Begin and End time if needed

then click Save Again.

9. Once all of the participants have been assigned the present, absent or unknown status, click “Save”.



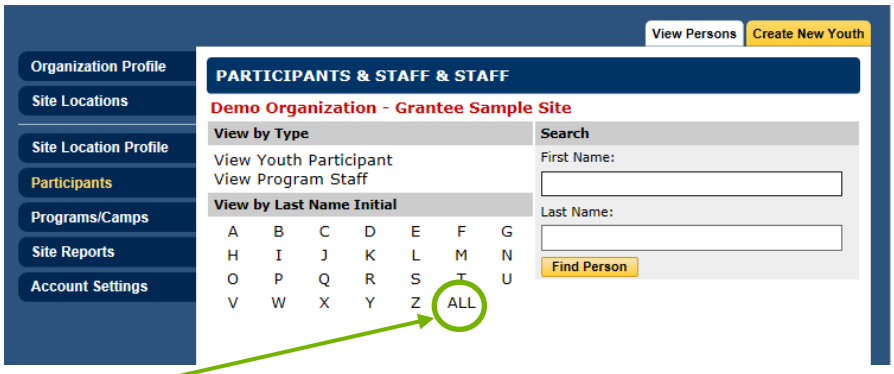

10. Then click “Return” and enter in other attendance dates.
11. **To enter attendance for the next day click** Save & Next Day >
12. On the Attendance page, the default view are the dates for which attendance has not been entered. There is an option to see all attendance by selecting “All Dates”



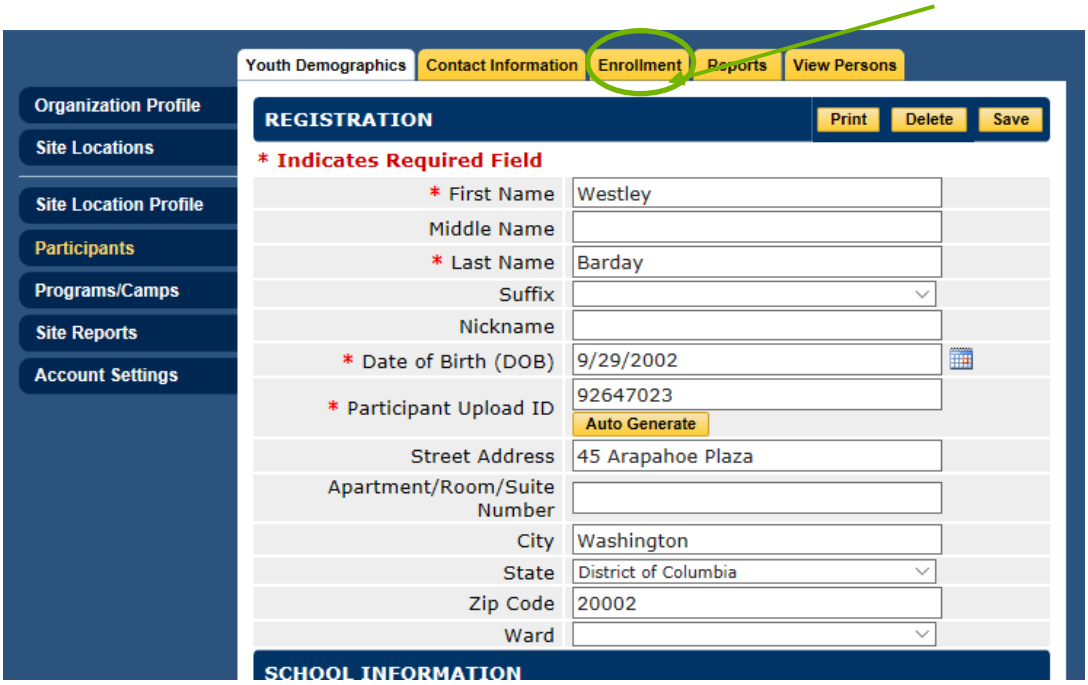
## K.3. How to manually track attendance by participant

Attendance can be tracked by participant, this is not the most expedient way to track attendance. Select the individual participant and attendance for multiple days can be entered.

1. Go to the participants tab

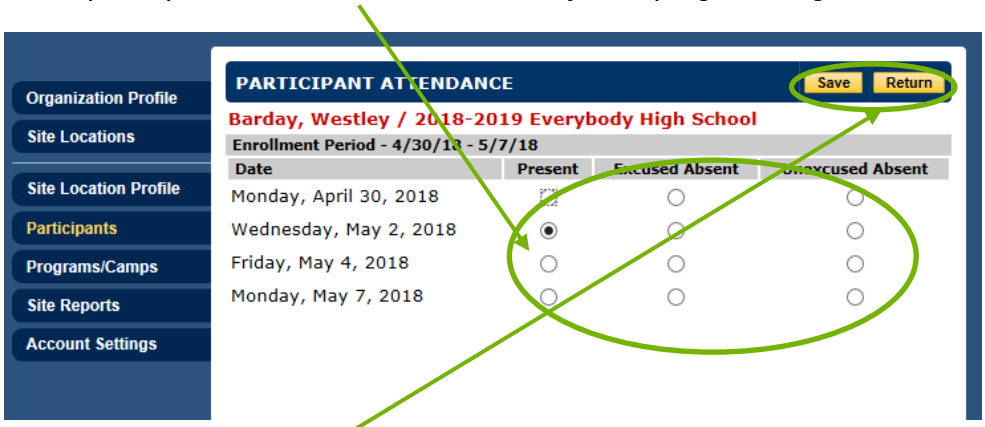



2. Then click “All” or search manually for the participant
3. Then select the participant.
4. Then once that the participant’s profile page appears and select “Enrollment” at the top



5. Then select the (A) to the left of the program name in which attendance is to be entered

6. Mark the participants' attendance for all the days the programming occurs.

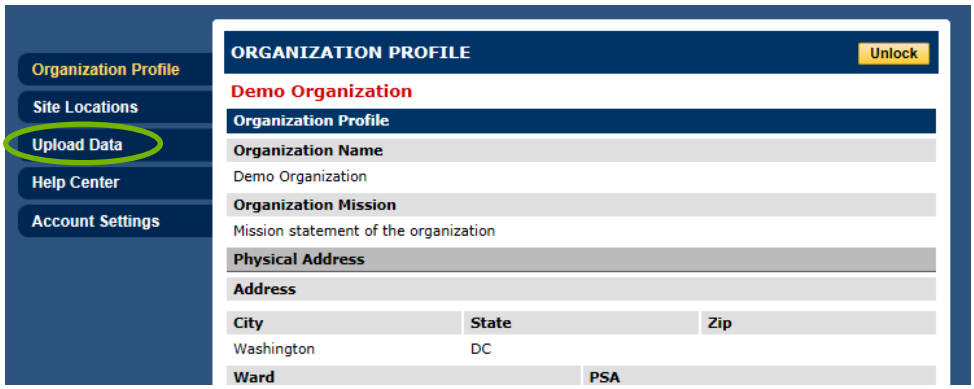



7. Then when done click Save and then Return.
8. The attendance has been entered! This can be done for another participant or exit.

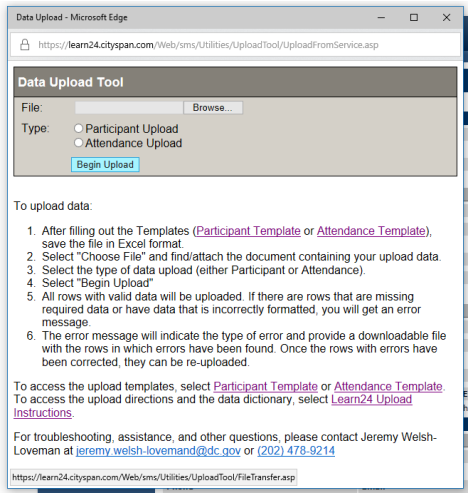
## K.4. How to upload attendance

To upload attendance, the required information must be entered into a Microsoft Excel spreadsheet and then upload that into the database. There is a document called "Learn24_Upload_Instructions_Final.xlsx" which provides more details about what to enter into each column for each participant. A participant does not need to be enrolled in the program before uploading their attendance; the participant will be enrolled in the program if they are included in the attendance upload file and is marked as having attended that program for at least one day.

1. First log into the database by going to the URL above.
2. Then click on "Upload Data"

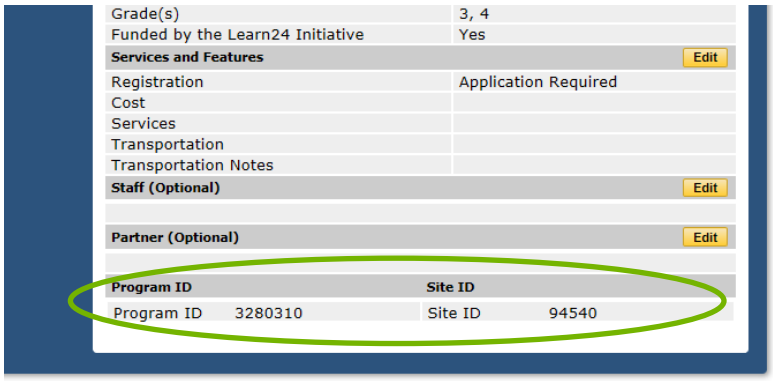



3. After clicking on the "Upload Data" tab a pop-up window (*it's possible your browser will block this, you need to select the option allowing pop-ups from this website*). In that pop-up, download the two templates, one to enter participant information into and one to enter attendance information into, and consider also downloading the Learn24 Upload Instructions which has more information about what to enter into each column in the templates.

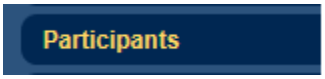



4. There are four columns in the Attendance Template, and all four columns are required information.

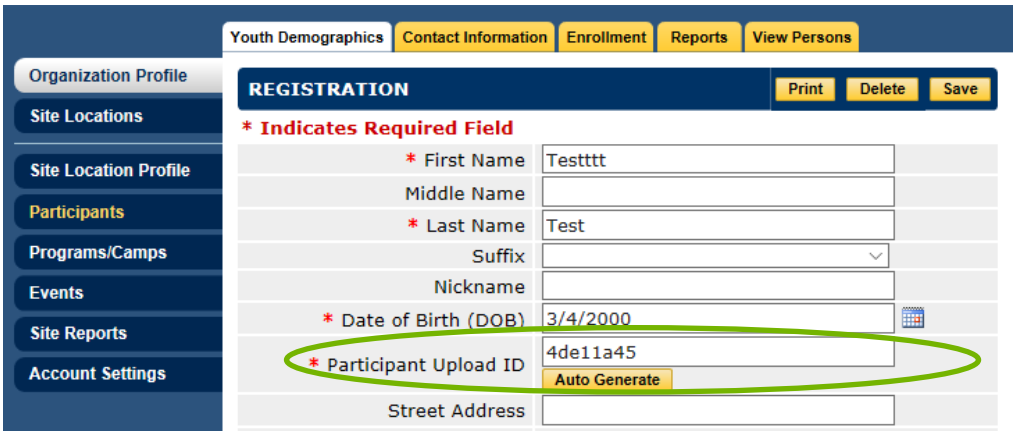
5. To find the SiteID and ProgramID go to the database and click on “Site Locations” on the left. Then select the Site. Then click on Programs/Camps and select the Program/Camp where you want to track attendance. At the bottom of the Program Info page will be the Program ID and the Site ID.




6. Take the SiteID and ProgramID and then enter that into the Participant Template for each participant.
7. To find the ParticipantID, go back to the Participants tab as explained above:




8. Click on the individual participant and then look in their profile to the number labelled “Participant Upload ID”



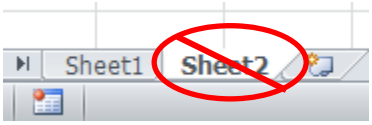

9. A list of ParticipantIDs can be generated by clicking on

to the left. Then generate the Attendance report. In the attendance report some of the worksheets are at the Participant level and include the ParticipantIDs.
10. Enter in the ParticipantID into the template. Then add the date of attendance.
11. A new row for each date is needed, so if participant 54541321 attended program 4286477 at site 47774 on 6/26/2018 and 6/27/2018 the template should look like below.

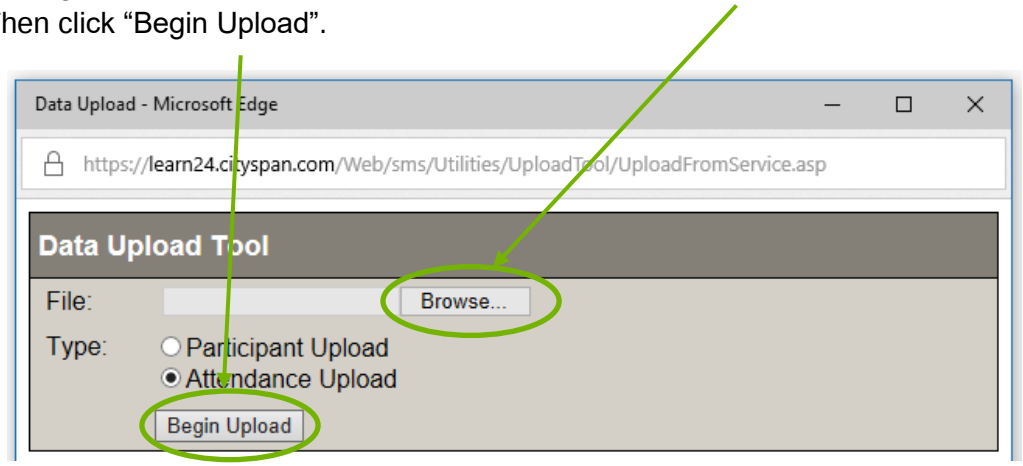
| SiteID | ProgramID | ParticipantID | AttendanceDate |
|---|---|---|---|

| | | | |
|---|---|---|---|
| 47774 | 4286477 | 54541321 | 6/26/2018 |
| 47774 | 4286477 | 54541321 | 6/27/2018 |

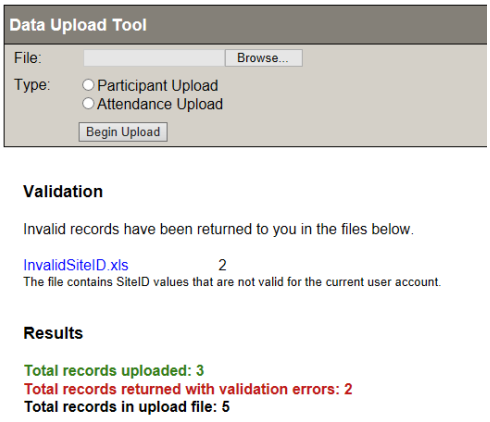
12. Attendance data for multiple programs/sites/participants in the same spreadsheet is permitted. Similar to with the participant template, all the data needs to be on one, the first, worksheet in the template.




13. Once information is entered OR downloaded from a separate database, ensure the data is in the proper format. Then go to the Data upload popup window and check the "Attendance Upload" bubble.
14. Then go to "Browse" and then find and select the completed attendance template.
15. Then click "Begin Upload".




16. It might take a little time for the upload to complete.
17. After the file has been uploaded, a message in the pop-up window either confirming there were no errors, or it will note that there were errors. In the example below, three (3) records were uploaded and two (2) had errors. The error was the SiteID value did not match a SiteID for that organization. Those two with errors are in the InvalidSiteID.xls file. Correct the two (2) rows with errors and re-upload.



18. By including a participant in the attendance upload file, meaning the participant attended at least one day, the system will automatically enroll the participant in the program.

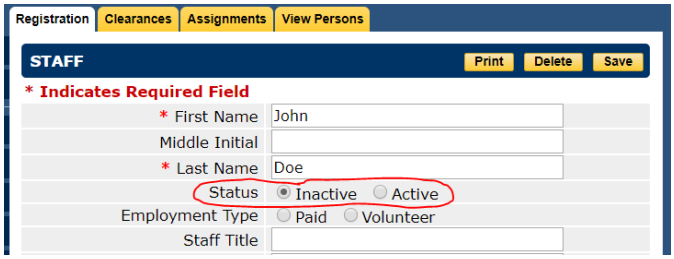
## L. Staff information

Grantees should also enter in Learn24 program site staff members to the database and enter in information about their clearances. Programs can then use this information to ensure clearances stay up to date.

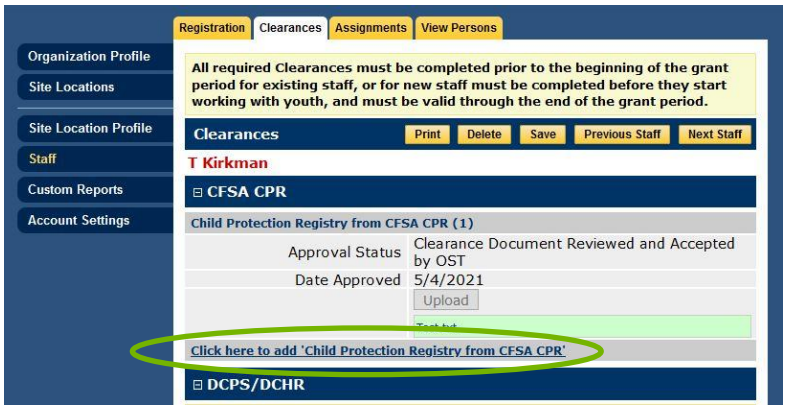
If the clearance or certification document contains confidential information, such as the full Social Security Number (SSN) or date of birth, redact, black out, or obscure the confidential information before it is uploaded.

Once the clearance documents are uploaded, the file cannot be downloaded by the user to protect staff privacy. Email the OST Office if a file needs to be downloaded.

Do not delete any records. If a staff member leaves an organization mark the staff member as Inactive. To do so go to the Staff Module, click on the staff member in question. Then in the Registration tab select the Inactive bubble.



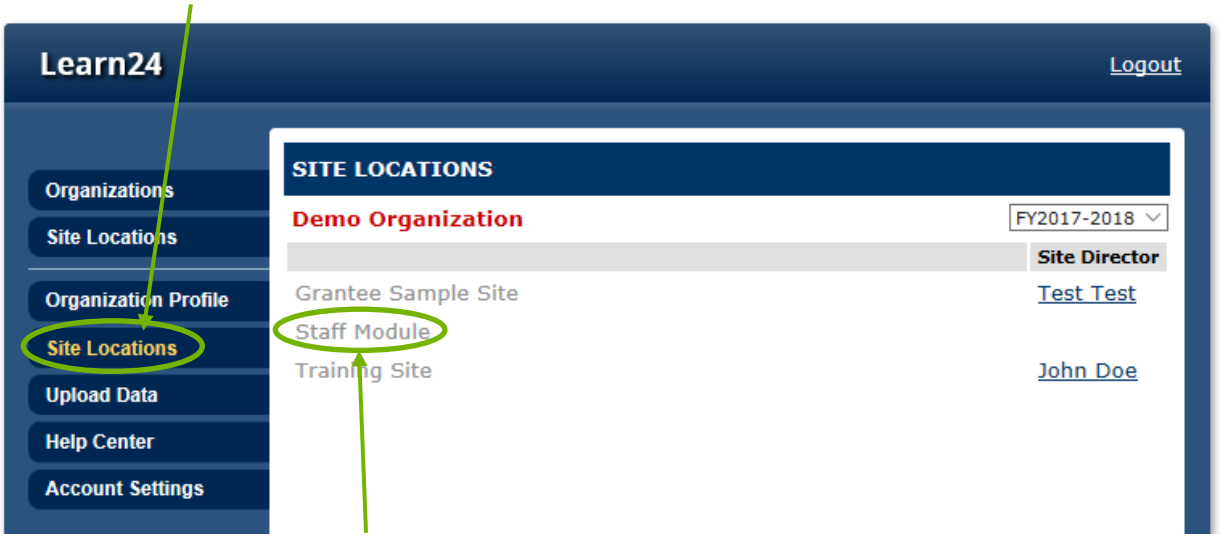

**If a staff member's clearance has expired:** If a staff member already has a clearance uploaded, but that clearance has expired, you can/should upload a new one without deleting the old one. To do so click on the links below the existing clearances that say, "Click here to add…" and add the new clearance just as you added the old one. DO NOT delete the expired clearance.



## L.1. How to add staff and track their clearances

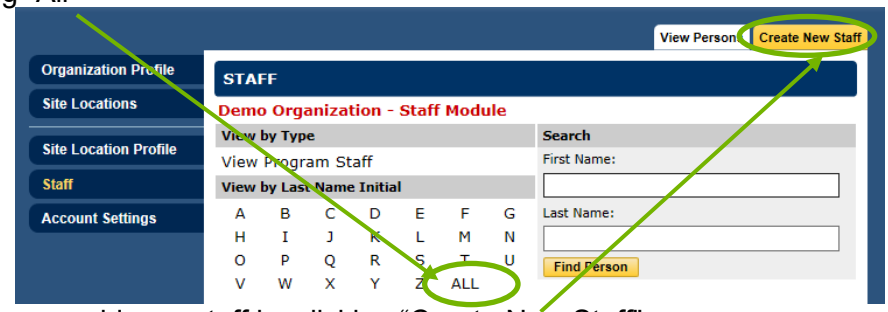
To add staff to the system you will need to click on the staff module.

1. The staff module appears as another site in the site locations list. So first click on “Site Locations”

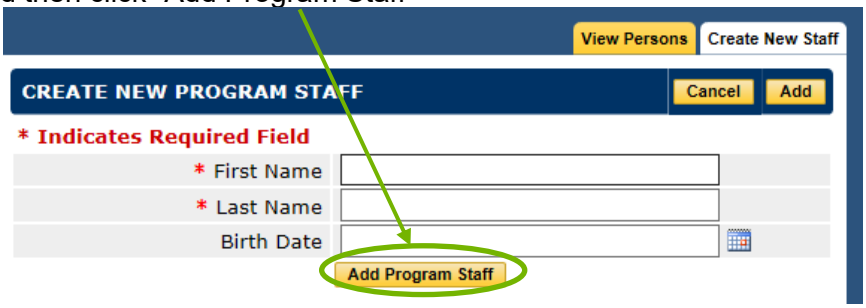



2. Click on the “Staff Module” to enter in staff members or edit their information

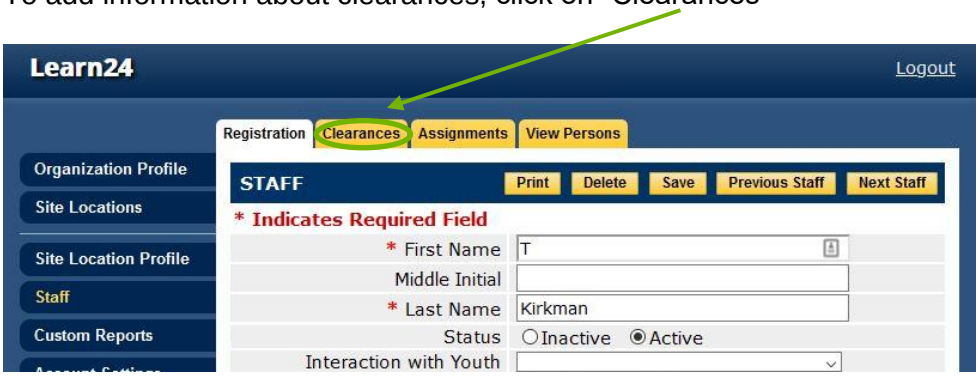
3. Then, similar to the participants module you can look at staff you’ve already entered by clicking “All”




4. Or you can add new staff by clicking “Create New Staff”
5. After clicking on “Create New Staff” then enter in the staff name (and DOB if you would like) and then click “Add Program Staff”

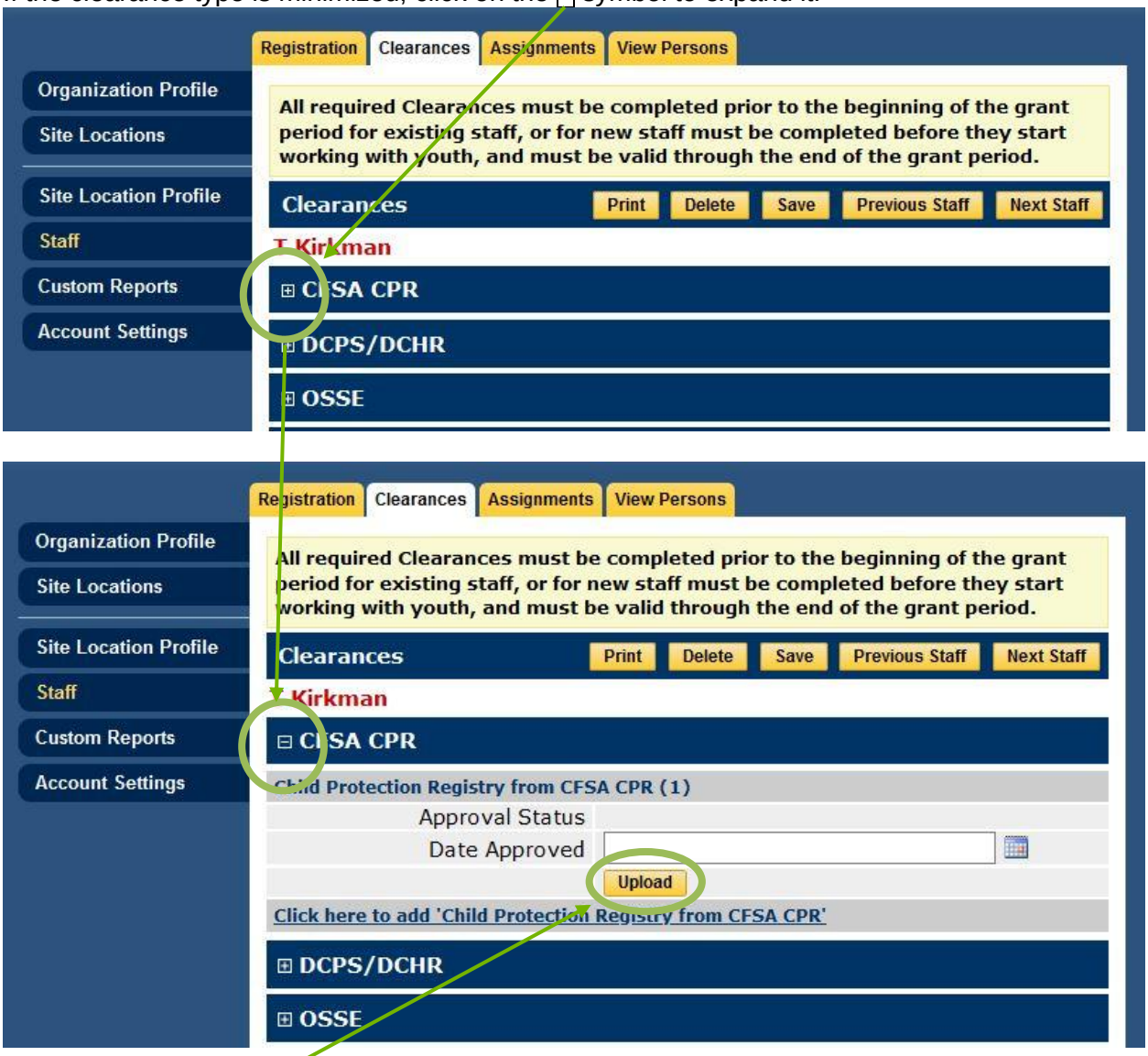


6. Then enter additional information, such as if they are a volunteer or are paid, or their level of interaction with youth. After entering any information, click the “Save” button before navigating elsewhere.
7. Optionally, assign a staff member to site locations, select the “Assignments” tab. Check the sites to assign the staff member to and click “Assign to Checked Sites”.
8. To add information about clearances, click on “Clearances”



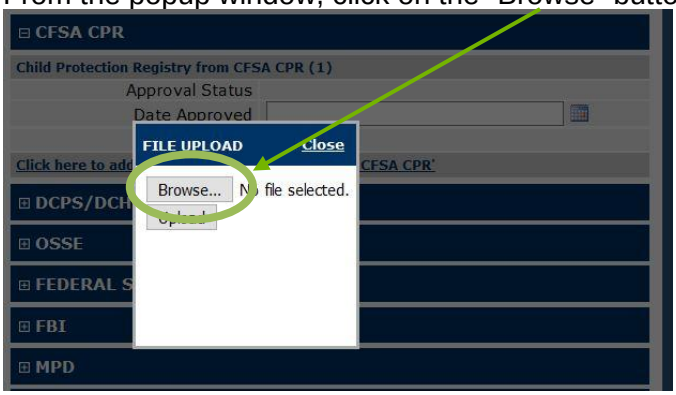

9. To add a clearance, first locate the type of clearance you wish to add on the page. The types clearances are:
    a. CFSA CPR
    b. DCPS/DCHR (counts for FBI, MPD, and NSO)
    c. OSSE (counts for FBI, MPD, NSO, and CFSA)
    d. Federal Security Clearance (counts for FBI, MPD, NSO, and CFSA)
    e. FBI
    f. MPD
    g. NSO
    h. Affidavit
    i. TB (*This is only needed if it is required at the site or organization. It is required for all programs located at a DCPS facility*. It is not required by Learn24.)

10. If the clearance type is minimized, click on the ⊞ symbol to expand it.

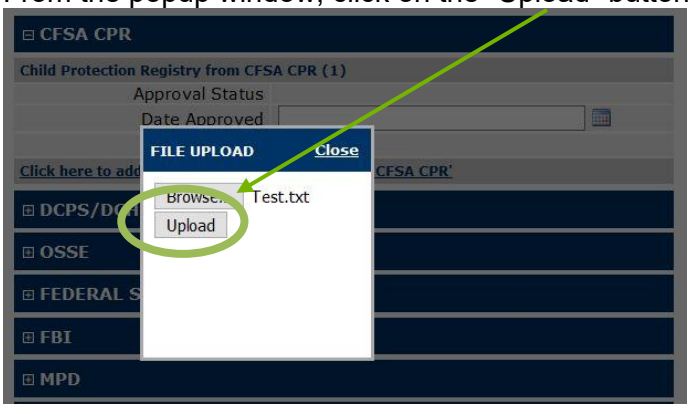



11. Click on the “Upload” button.

12. From the popup window, click on the “Browse” button.

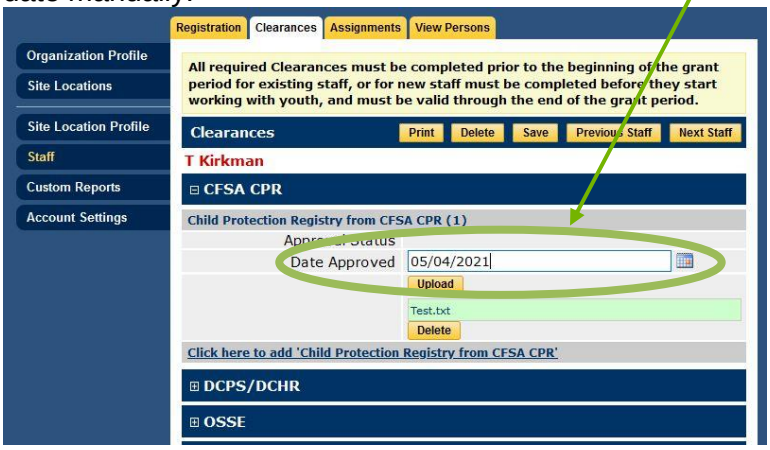



13. Navigate to where the file is saved and select the file. **Be sure that the file that is uploaded is properly redacted.** After selecting it, the file name should be to the right of the Browse button.
14. From the popup window, click on the “Upload” button.

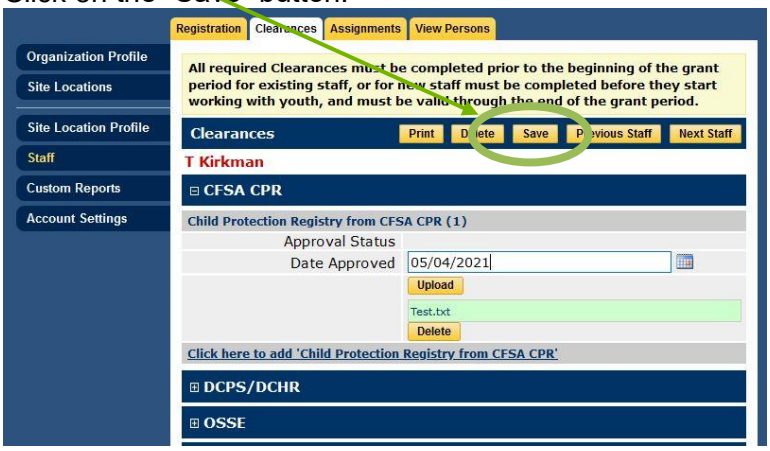



15. When the upload is complete, click “Close”.

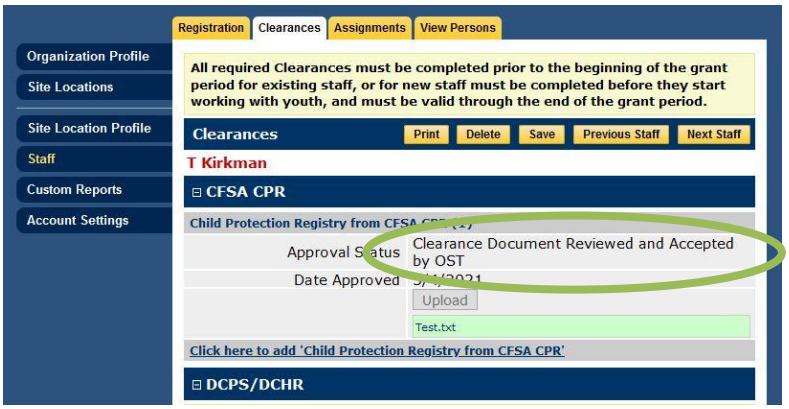
16. Enter the approval date of the clearance in the “Date Approved” box, formatted in **MM/DD/YYYY** format, or click on the calendar icon to the right of the field to select the date manually.



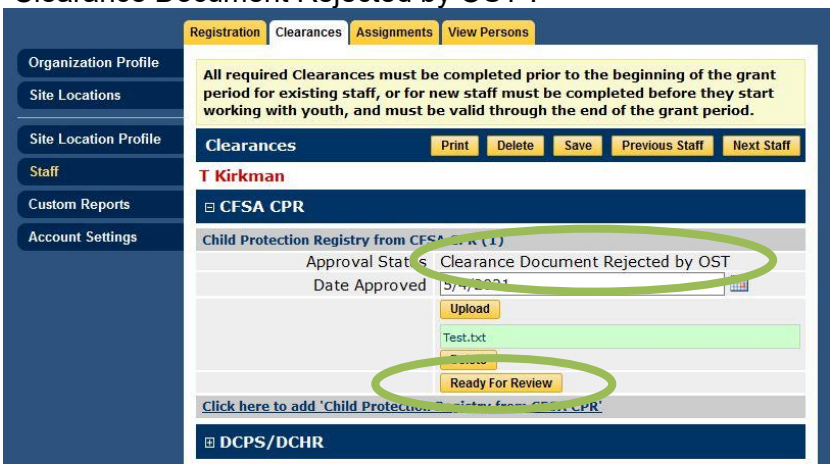

17. Click on the “Save” button.



18. After saving, when the clearance file has been fully uploaded, the Approval Status field will change to “Has Not Been Reviewed and Accepted by OST”. An OST staff member will then review the clearance file that has been uploaded to accept it or reject it (this may take a few days). If the clearance file is accepted, the Approval Status field will change to “Clearance Document Reviewed and Accepted by OST”, and the file and associated information will be locked and unalterable. The Upload button will be greyed out and the Delete button will be removed.

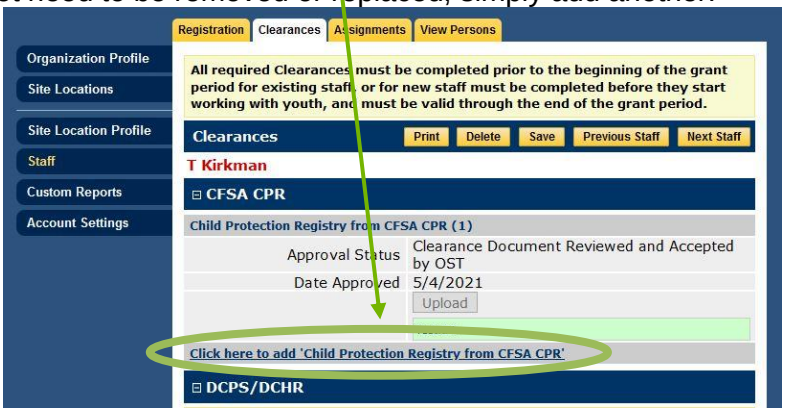



19. If your clearance document is rejected, the Approval Status field will change to “Clearance Document Rejected by OST”.

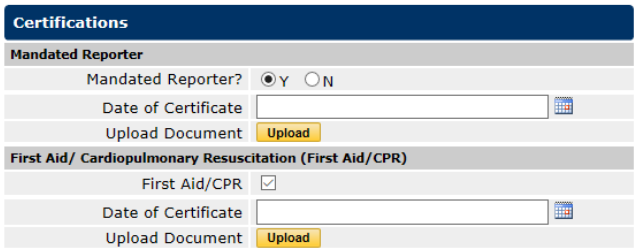



20. If a clearance document is rejected, it can be replaced with a new document by clicking the “Upload” button and following the same steps as covered above. **Once a new clearance document has been uploaded to replace a rejected clearance document, you must click the “Ready for Review” button in order to change the Approval Status.** After a clearance document has been marked as “Ready for Review”, an OST staff member will then review the clearance file that has been uploaded to accept it or reject it (this may take a few days).

21. To upload multiple (or additional) clearance documents of the same clearance type, click on “Click here to add ‘[Clearance Type]’”. If an existing clearance document is expired, it does not need to be removed or replaced; simply add another.




22. After entering in the clearance information, there is an option for tracking whether the staff member is a mandated reporter or if they have completed a CPR training. For both of these you can also enter in the date and upload the accompanying documentation.




23. **The OST Office only requires that AT LEAST one person in the organization is a mandated reporter.** Someone at each site should be CPR trained/certified.

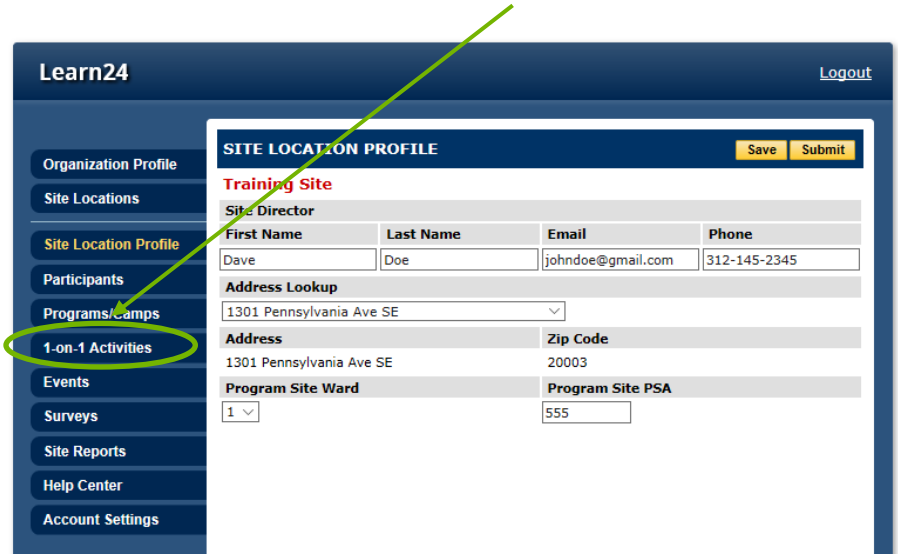
## M. 1-on-1 Activity Attendance

For programs whose services involve 1-on-1 interactions between staff/volunteers and participants, such as mentoring, there is the 1-on-1 Activity Module in the database. This module makes it easier to track these 1-on-1 interactions giving the user the ability to select unique combinations of participants and staff members and enter notes for each activity date.

Attendance may also be tracked through the program/camps module. To do this, set the date and time length in the program/camps equivalent to the activities. So if most 1-on-1 meetings are one hour, set the schedule as meeting from 5-6 pm, and then simply mark students as present the days they met with their staff member or participated in the activity. Then, reports can be generated to see the total number of hours served. If meetings with youth occur no more than once per week per youth, tracking all youth that attended at least once that week as having attended on the Saturday of that week may be preferable if using this method, or on Saturday and Sunday for those youth that attended twice per week.

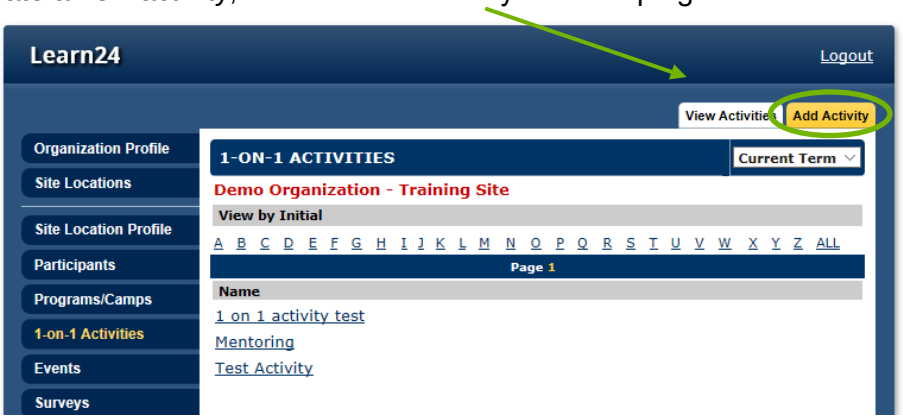
The 1-on-1 module option to enter attendance allows more detailed information. Follow the steps below to enter attendance through the 1-on-1 Activities:

1. Click on the site location where the 1-on-1 Activities will take place. Then click on the "1-on-1 Activities" button on the left.

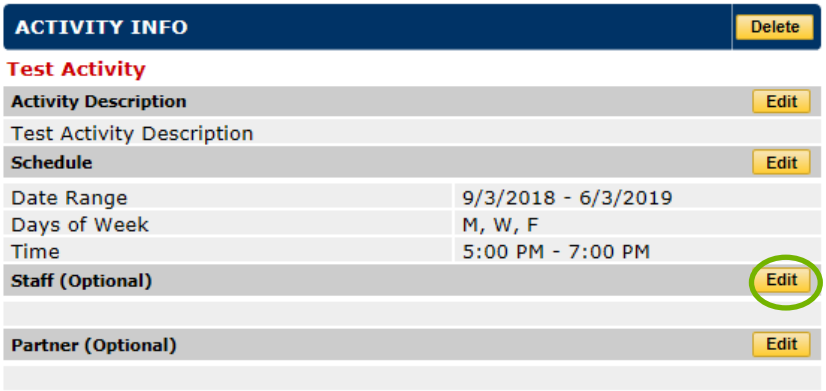



2. Then a list of existing 1-on-1 activities will appear.

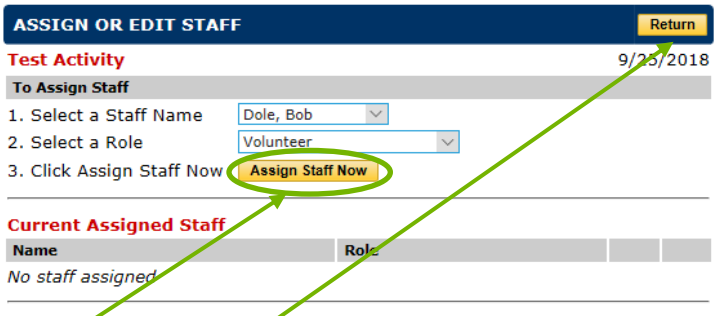
3. To create a new activity, click on “Add Activity” in the top right.




4. Then enter in the Activity Name and Description. Then click “Save & Proceed”
5. Next, add staff to the activity to do so click “Edit” next to staff




6. Then select staff (as long as the staff has already been assigned to the site, see the [staff section L.1 for more details]) and select their Role from the drop down menu

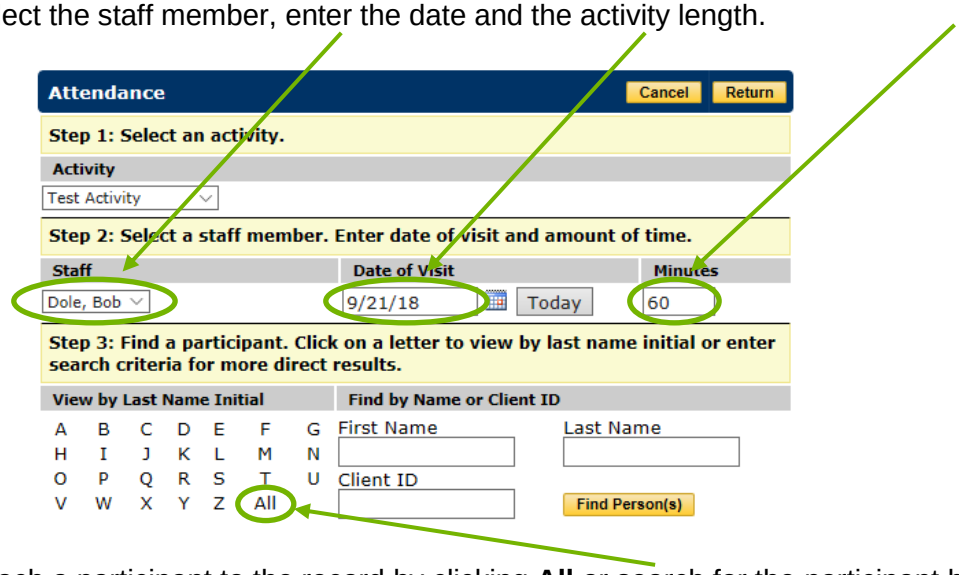



7. Then click “Assign Staff Now”
8. When done click Return

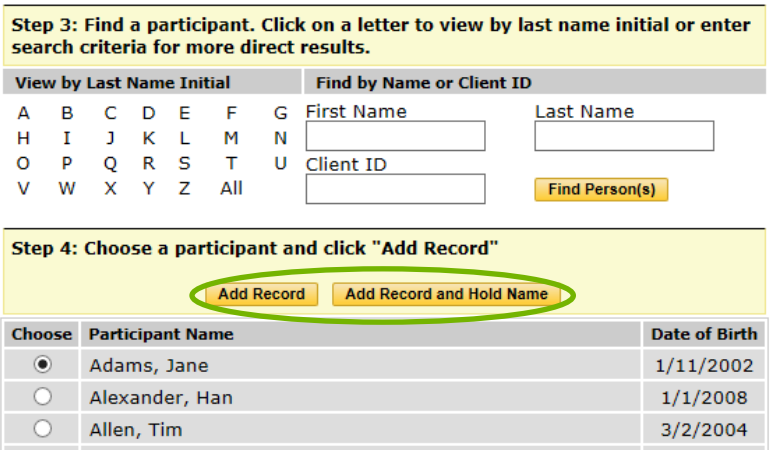
9. **Now add meetings or attendance events**
10. Click on the Attendance tab at the top right

11. At the next page/window you'll see the 1-on-1 meetings that have been entered.
12. To add a new attendance, click

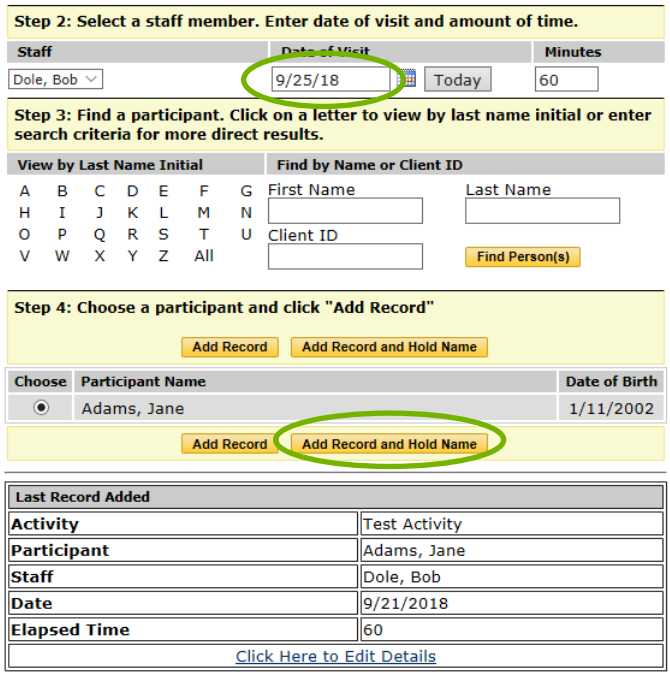

13. Then select the staff member, enter the date and the activity length.




14. Then attach a participant to the record by clicking **All** or search for the participant by name.
15. Then select the participant or participants to this activity.
16. Then select "Add Record" if this is the only date or select "Add Record and Hold Name" if there are more than one day of attendance for the participant(s) selected with the-staff member pairing.




17. If the “Add Record and Hold Name” was clicked, the next screen will show a new record at the bottom.
18. Then enter a new date and then again either click “Add Record” if entering attendance for this activity is complete or select “Add Record and Hold Name” to add another date.




19. Once all of the dates have been added, click

at the top right.
20. The process is complete.

## N. How to Generate Reports

Reports can be generated from Cityspan. There are a number of reports available, but a few helpful ones are described below.

### Attendance Detail by Date Report

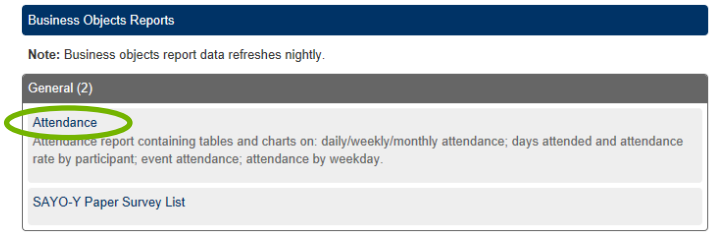
This attendance report provides individual attendance by date and program. Each row is for a participant and then each column is for the different days of the program.

1. To access the report, click on the Site Location.
2. Then click on Custom Reports to the left.
3. Then select Attendance Detail by Date
4. Select the site location
5. Enter the dates of the programs.
6. Then click Generate

### Attendance Report

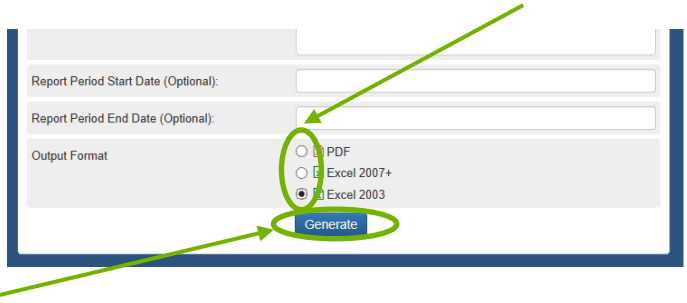
The attendance report provides information on attendance on multiple levels including individual participants' attendance, attendance by day, week, month, etc. On the "Participant – Days" worksheet there is also a list of participants including their Participant ID and their Current Grade. This worksheet would be a helpful way to get ParticipantIDs and look at the grade distribution.

1. To access the report, click on the Site Location.
2. Then click on Custom Reports to the left.
3. Then click on Attendance



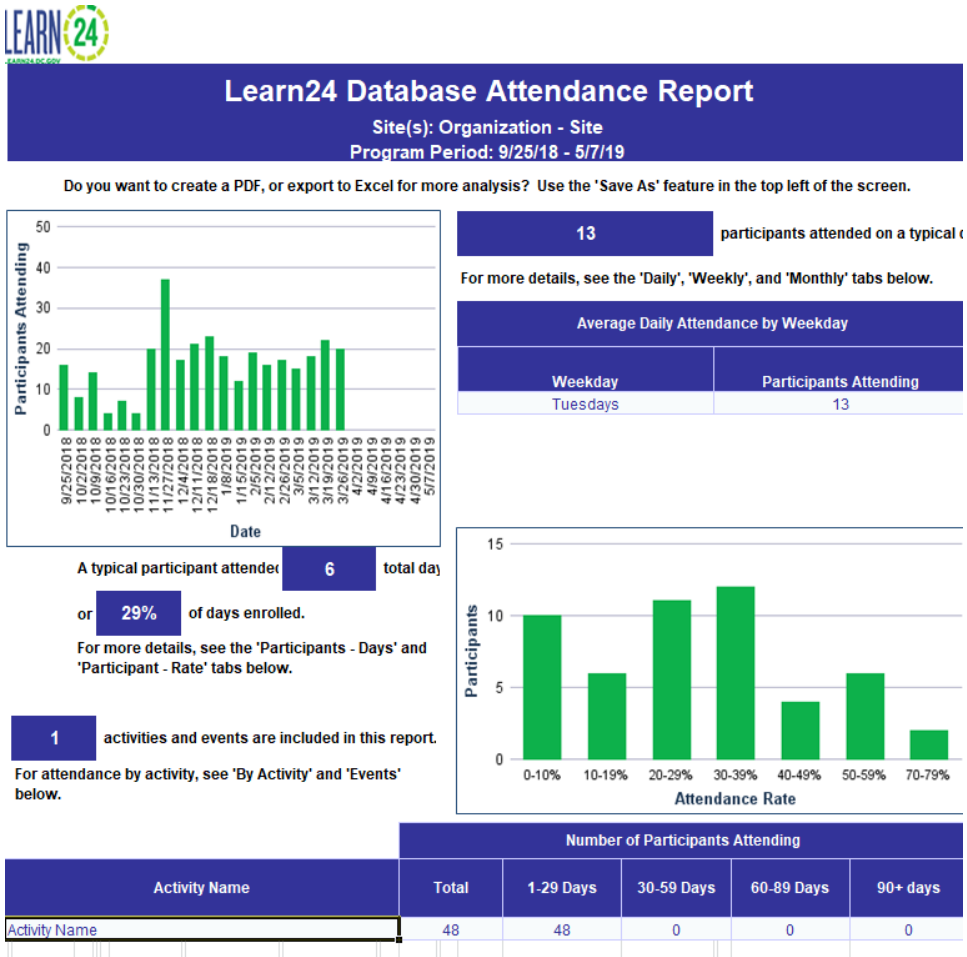

4. Then select the site and activity.

5. Then select whether the report should be a PDF file or Excel document.




6. Then click Generate.
7. Please note that this document will contain student information in terms of their name, Participant ID and Grade, ***so do not share publicly***. Prior to sharing delete the worksheets with student level information.

**Here is the first page of the report:**



Learn24 Database Attendance Report

Site(s): Organization - Site

Program Period: 9/25/18 - 5/7/19

Do you want to create a PDF, or export to Excel for more analysis? Use the 'Save As' feature in the top left of the screen.



13 participants attended on a typical

For more details, see the 'Daily', 'Weekly', and 'Monthly' tabs below.

| Average Daily Attendance by Weekday | |
|---|---|
| Weekday | Participants Attending |
| Tuesdays | 13 |

A typical participant attende 6 total day

or 29% of days enrolled.

For more details, see the 'Participants - Days' and 'Participant - Rate' tabs below.



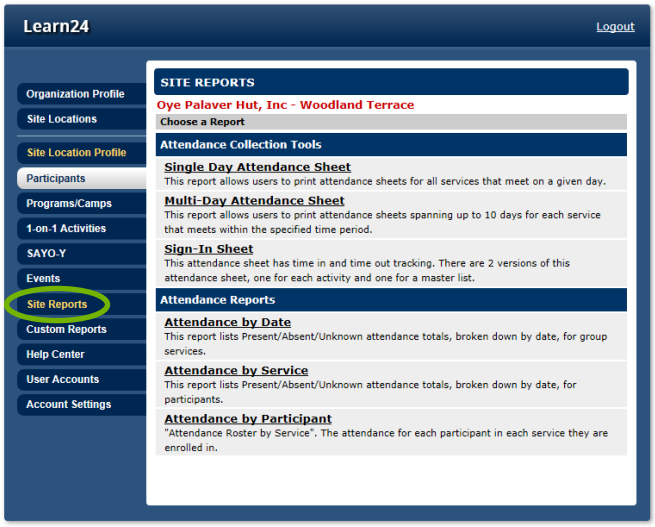
1 activities and events are included in this report.

For attendance by activity, see 'By Activity' and 'Events' below.

| | Number of Participants Attending | | | | |
|---|---|---|---|---|---|
| Activity Name | Total | 1-29 Days | 30-59 Days | 60-89 Days | 90+ days |
| Activity Name | 48 | 48 | 0 | 0 | 0 |

## Attendance Sheets

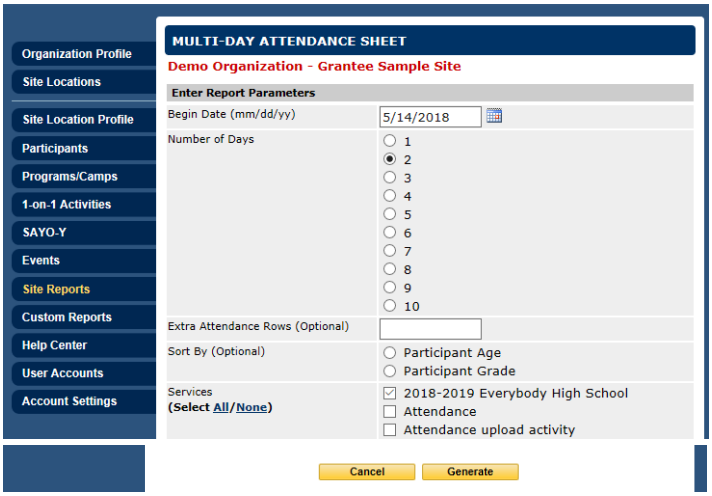
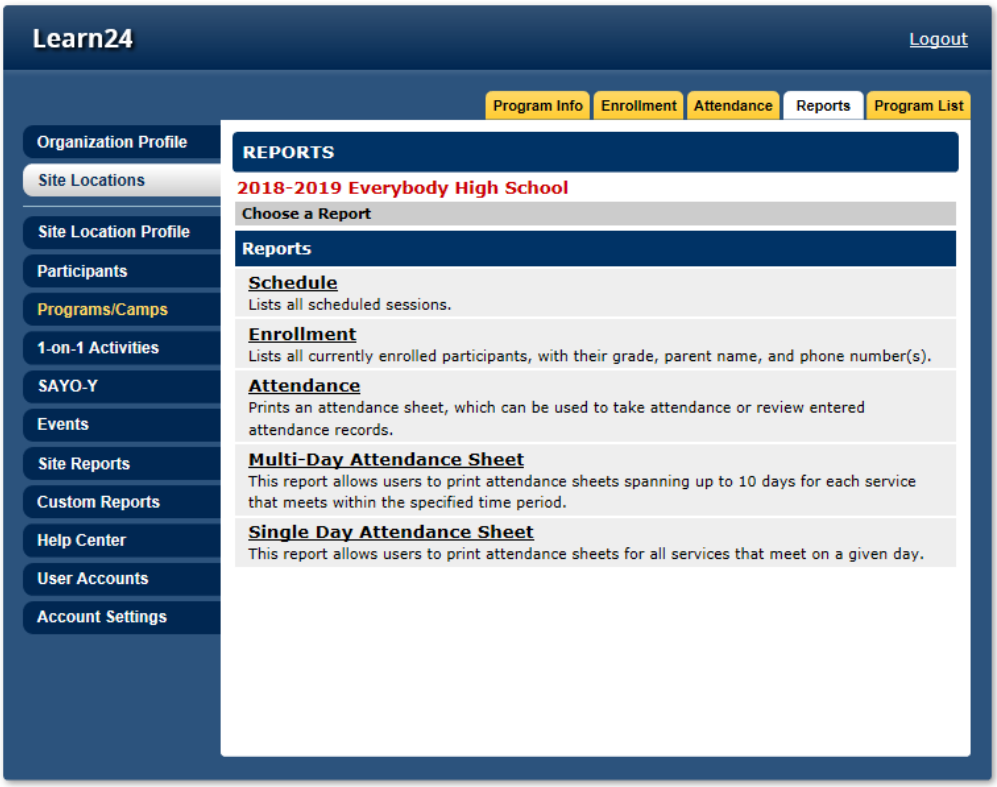
There is also a separate module/button on left Site Reports




The attendance reports are somewhat redundant given the Attendance Report under the Custom Reports tab.

One useful report could be the Attendance Sheets. Once participants are enrolled with a program, attendance sheets can be generated. These attendance sheets can be filled out by program staff, and then the information is entered into the database.

1. To generate the report just click on the Attendance sheet, either single day or multi-day.
2. Then enter the program schedule date for the attendance sheet, the number of scheduled days that is to be tracked and then select how the report will be sorted, by Participant Age or Grade. *If both are left blank, then it will sort by Name.*
3. Then select the Service (Program/Camp) and click Generate.



There are also reports available under the Program section. To access these, click on the Program/Camp and then enter in the required information for the various reports.