

Attendance Collection Frequently Asked Questions

Q1: Why do we have to enter attendance? This isn't high school! Adults can choose whether or not to go to class.

A: *Students must attend through the census date (aka "pay day") in order to be eligible for their financial aid. The college only reports students attending on or after census for state funding. Students can receive financial aid refunds after the tuition and fees are paid. Therefore, we need to be especially careful that the student has attended through census and qualify for any excess aid.*

Short answer: We could create huge financial receivables by giving refunds to students who registered but never came to class or stopped attending prior to census.

Q2: What happens to a student if I mark them as never attending or stopped attending prior to census?

A: *The College reviews their financial status and determines if they should be dropped from the class based on their payment history and pending aid. If the student has not paid tuition or is expecting financial aid, we drop the student from the course. All tuition and fees (and financial aid) associated with the course is deleted. These students disappear from your class roster.*

Q3: Are all students marked absent subsequently dropped for non-attendance?

A: *No. Only students who are expecting financial aid or have paid less than 50% of their outstanding tuition are dropped. There may be students on your roster that never or stopped attending the class but will not be dropped from the course.*

Q4: What should I do with students who remain on my roster that never attended or stopped attending?

A: *Issue a withdrawal or a grade. All faculty-initiated withdrawals (W grades) or F grades should include the student's last date of attendance. You cannot leave this student's grade blank. A grade is required.*

Q5: Some students would prefer to have the F or W grade instead of being dropped for non-attendance. Can I re-register them and just give them a grade even though they are not actually going to come back to class?

A: *No. This situation sounds like a student who needs the course for financial aid eligibility. They'd be willing to take the poor grade in exchange for the financial aid funds. We don't make those kinds of trades. They may want to consider enrolling and attending a late start course. We are only permitted to issue aid for courses in which the student attended at or beyond census.*

Q6: Why do we bother dropping students who don't attend? Let them fail and be charged the full tuition. (Isn't that what they do at other schools?)

A: *Because we need to stop their tuition refund. If we don't catch it and send the refund to the ineligible student --- we still have to give the full amount back to the government when the error is found. This means we have repaid the full amount of aid to the government AND lost the amount refunded to the student. Scary, huh? Without careful attendance auditing, this figure can climb to over \$1 million dollars. (Yes, you read that correctly.)*

Q7: Do we go after the student for the refunded money they should never have received?

A: *Of course. The rate of repayment is horribly low. So, we send them to collections. Students in collections can rarely re-register for courses at the college when they mature and realize the errors of their past. It does happen, but it is a long road that we'd like to avoid.*

Q8: When do we drop students for non-attendance?

A: *Approximately the end of the 6th week of the full term. We also run a second attendance drop for later starting course approximately three weeks before the end of the full semester.*

Q9: Why is the census date so important?

A: *Everyone gets "paid" on this date. Students earn their aid and the college earns the state funding based on our enrollment figures.*

Q10: Where can I find the census date for the courses I am teaching?

A: *Census and withdrawal deadlines are noted on your attendance roster e-mailed to you every 4 weeks of the term. This information is also sent to you in e-mail when we remind you to submit your attendance.*

- Q11: What if a student attends on the census date and I never see her again? Is she considered attending or not?**
 A: *Yes. Attendance on census means the student is attending the course. She has earned her aid. We may submit her record for state aid. She should be coded as “attending” the course.*
- Q12: What if a student misses class on the census date, but I think she is coming back to the class.**
 A: *If you know the student is coming back, mark her as attending. Attendance is not an exact science, you make the best decisions you can, given the information you have at the time.*
- Q13: What if I make a mistake on attendance? What if I want to change the attendance I entered?**
 A: *Send Kimberley Willis (Registrar) an e-mail with the revised information (kwillis@monroecc.edu). Once attendance is entered, you cannot change it in Banner yourself. You need “big brother” to make the change for you.*
- Q14: What happens if I forget to enter attendance?**
 A: *Read your MCC e-mail regularly. You will be given at least one reminder before the deadline. Once the deadline is missed, you are notified that you missed the deadline. Unfortunately, your Department Chair, Division Dean and Academic Vice President are also eventually notified. If you read your e-mail regularly, you’ll have plenty of notice of the attendance deadlines.*
- Q15: What happens if I green slip a student into my course after attendance has been entered?**
 A: *You can enter their attendance at any point after the green slip is processed. At a certain point in the term, R&R monitors late green slips and makes assumptions for you about attendance. Feel free to contact Kimberley Willis if you have questions about green slipped students. (kwillis@monroecc.edu)*
- Q16: Why do you need a last date of attendance when an instructor enters an F grade or withdraw (W) a student? You already have my attendance for this student! Please stop bugging me.**
 A: *Students who do not successfully complete any course within the term will have their financial aid recalculated at the end of the term. We process the required recalculations based on the latest date the student attended. It is easiest for us to obtain this information when you enter the final grade for the student.*
- Q17: How long do I need to keep my daily attendance records after the term ends?**
 A: *The College is required to maintain the information you enter in Banner for 6 years. You should keep your attendance documents for at least 3 years beyond the course end date. (We can be audited for 3 years beyond the term.)*
- Q18: How do I know that my attendance has been entered correctly in Banner? I entered it, saved it and nothing happened. Did it work?**
 A: *Banner does not give you a message stating your attendance has been submitted successfully. We recommend you click another tab in Banner self service, then go back to the attendance form to see if the data was saved. If your attendance entries are there, then the data has been correctly saved. If the roster has no attendance data then you have input the attendance information incorrectly. Quickly review your directions again and enter the data one more time. The 1 and 0 codes go in the “Attend Hr” field and the dates go in the “Last Attend Date” field. Also, remember that dates require a four digit year. Check your work.*
- Q19: Who do I call if I get stuck?**
 A: *Call or e-mail Registration & Records. We’ll help you through this process. Call Anne Lanzafame (alanzafame@monroecc.edu) at 292-2238 or Kimberley Willis (kwillis@monroecc.edu) at 292-2197. We are happy to help.*