



Workforce Issuance

100 DCS 02.139.1

☐ Policy ☒ Information

To: Chief Elected Officials
MassHire Workforce Board Chairs
MassHire Workforce Board Directors
MassHire Career Center Directors
MassHire Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: April 14, 2022

Subject: WebEx Meetings and Webinars Automated Attendance Tracking

Purpose: To notify Local Workforce Development Boards, MassHire Career Center Operators, MassHire Career Center staff and partners about the WebEx Meetings and Webinars set-up for automated attendance of Career Center events.

Background: With a focus on getting Massachusetts back to work, MassHire JobQuest has been undergoing many enhancements to benefit internal staff. As part of these enhancements, functionality has been added for automated attendance to track customer attendance at Career Center events. This feature not only provides automated attendance tracking, but it also relieves staff of needing to add each person who registers to the meeting invitation by automating this, as well.

For this feature to work, Career Centers must use WebEx Meetings or WebEx Webinars to set up events for automated attendance to track customer participation in MOSES.

MDCS has created a reference document for WebEx Meeting and WebEx Webinar Set-Up Instructions for Career Centers to utilize when setting up events for automated attendance in MOSES (See Attachment A and B). It is important to remember that when setting up events:

- The WebEx Meetings or WebEx Webinars platform must be used;
- Customers must join with their email address associated with their JobQuest account; and
- If customers use an email address not associated with their JobQuest account or call into the event, their attendance will not be automatically tracked and updated in MOSES. (Staff will need to manually update attendance for those jobseekers.

Action

Requested: Please share this issuance with all appropriate MassHire Career Center staff and ensure that staff assigned to present CCS, webinars and trainings to customers register for this training.

The Training session will be for 60 minutes and held on:

April 13 @ 2:00pm


<https://www.eventbrite.com/e/jobquest-automated-attendance-thru-webex-meetings-tickets-316637410017>

Staff must register for this training in advance through Eventbrite by clicking the registration link.

To check if there have been any training cancellations, please call the MassHire Department of Career Services Training and Meeting Message Line at 617-626-5250.

Effective: Immediately

Inquiries: Please direct all questions to Gail Hunt at gail.hunt@mass.gov. Please reference this MassHire Department of Career Services Workforce Issuance number in your inquiry.

Attachment: A. WebEx Meeting Cheat Sheet
 B. WebEx Webinars Cheat Sheet
 C. JQ Automated Attendance Q & A Sheet
 D. PowerPoint Presentation
 E: JobQuest Automated Attendance Recording -  [JQ Training Demo](#)