Questions and Answers

Q:	Does each campus have to have their own login for MassHire Training Pro?
A:	Yes. For example, if Bristol Community College is offering courses and Bunker Hill is offering courses, you would be on the ETPL as separate entities with your own courses/programs and logins.
Q:	Is there a way we can just upload a single file instead of doing it individually?
A	Yes, there is the ability to enter individual records, or there is an option to do a bulk upload. Once you login and go to 'Add Students', you can upload an Excel file or CSV file. Click on the "Upload CSV/TXT" link for that course, over to the right of the screen.
Q:	Is the full social security needed?
A:	Yes. A valid, full social security number is always needed.
Q:	What about maintaining the student's files; will this be something we just have to upload once a year or every time there are student changes?
A:	Depending on how courses run, you may need to do multiple uploads once enrollments for a course are final and once normal program timeline is over. For example, Community Colleges that have a normal 16-week semester may upload once add/drop is over and at the end of each semester.
Q	For maintaining, not only our own database, are we going to have to change every status change in this system for all our students as well. Is that correct?
A	MDCS is only asking you to tell us when they have enrolled, completed, and their attaining of a credential. If their status changes from enrolled to completed or withdrawn, that is when MDCS wants to know. If they re-enroll, then, yes, you can re- enroll them. Some training providers may download data from their system for uploading as part of this process and so all statuses would be a part of the file.
Q:	What if a student in a cohort is not receiving benefits and refuses to share their social security number? Will the student receiving benefits lose their real benefit?
A:	If you do not have a social security number for a person, then you cannot enter them in the portal. Whatever credential or job they get will not get counted in performance for this course.
Q:	If we have a change in staff and need to contact someone to get us access to our account, where do we go?
A	There is a help desk for MassHire TrainingPro - You may communicate with the MassHire TrainingPro Help Desk between 9:00 AM and 4:30 PM, Monday to Friday. Telephone the help desk at 617-626-5003 or send email to moses@detma.org
Q:	We need to report out on all students enrolled, not just WIOA funded. Is this correct?
A	Absolutely correct, yes.
Q:	How do I get access to add student data? I have reached out to the help desk a few times, but no luck; we are able to update our course information, but not our students' data. Also, is there some special access to add the student?
A:	Access your course information in MassHire Training Pro. The button to add student data is on the very first screen once logged into your account. Your course must be approved to access. If you

	are approved as a training provider and your course is approved, the add student's button should be available.
Q:	The tab for adding students is available, but I only get two of the three courses displaying.
A:	This may be a possible date restriction. MDCS would have to know which courses you think should be there or not. If you can let us know via the MassHire Training Pro Help Desk which course ID is not showing, MDCS ~~we~~ can research why that one is not.
Q:	I work for Holyoke Community College, and we have a certificate program. Let's say our Marketing certificate, and I collect information on one person in that certificate who gets WIOA benefits. Do I then have to collect all the social security numbers for all students in that certificate?
A:	Yes, all students in the course are supposed to be reported.
Q:	If there are thirty students in that marketing certificate and twenty of them refused to give me that information, I am concerned that one student who receives WIOA benefits will have to. Because of that will we have to pay that money back to MDCS because the college could not supply the rest of the social security numbers. Would that be correct? Or the student?
A:	No, there is no money penalty. There are performance criteria that will need to be met in order for the course to continue approval and be available on the ETPL.
Q:	What are the performance benchmarks?
A:	Performance benchmarks are how training courses will be measured. They include completion and entered employment rates and are based on the data that gets added to the MassHire TrainingPro portal.
Q:	Do we need to add the placement info into the new portal in MassHire Training Pro?
A:	You do not need to add the placement information into MassHire Training Pro. MDCS will be conducting a match against the wage database through the Department of Unemployment Assistance.
Q:	What about implementing the release for sharing a student's social security number?
A:	Training providers need to implement a process to disclose to students that this data is being requested, collected, to whom the data will be shared, and for what purpose. MDCS, as required by DOL, will use data to calculate completion and entered employment rates for courses in an effort to provide aggregate data to consumers to make informed choices regarding training programs they may be interested in attending. Please remember that no individual data will ever be shared. Only aggregate data will be shared with training providers, consumers, and the Department of Labor.
Q:	Am I uploading a spreadsheet when the student starts the training program and then again, when they complete the training program, then you will update their individual status'?
A:	Correct, but in addition, a credential. If you upload a social security number with student information and then upload a second one with the same student information with additional information, (like a completion date or a credential), it will overwrite that initial one that you put in thus updating that student record.

	The portal will look for that social security number, that date of enrollment, and if those two things match, then it updates that row. If you add a student with a social security number that has two different enrollment dates, the portal will insert a new record because the enrollment date is different; otherwise, it will update the existing record. The criteria for matching to do an update is having the same social security number, the same course, and the same enrollment date.
Q:	FERPA - are we authorized to post this in the portal without having a student sign- off on a "different" form? Some providers currently use a form in which, we identify specific people that they are approving to have access to their grades and attendance and things like that. Do they have to add MDCS to that FERPA or does the FERPA cover that because it is a state agency asking for the data.
A:	MDCS does not require any particular form that you need to use. It is up to the school and even the student on how you obtain that social security number. You do want to make sure that the student has been made aware and authorized collection of their SSN for you to use. You might need to add that you are sharing it with the State workforce agency.
Q:	As long as we have the social security number - we do not have to do any follow-up?
A:	No. There is a completion status and credential indicator in addition to the enrollment that must be updated.
Q:	Regarding placement into jobs, is wage matching done somewhere else? That is a particular pain point for Community Colleges.
A	Yes it is. It is conducted through matches to UI wage records.
Q:	Where we cannot get a social security number, (as you know, we cannot require it), what do you suggest when we cannot obtain that social security number?
A:	There is no alternative. The only reason MDCS needs the social security number is to get those wage records. MDCS will not accept any records into the portal without a social security number whether it is a WIOA funded person or not.
Q	Does that mean that we can still do the reporting, just exclude the students who do not have social security numbers or that they have ITNS?
A	You cannot add a record without a valid social security number.
Q:	Is the portal updated manually, is there an upload capability?
A:	Both. You can enter the data manually or upload a CSV file to the portal.
Q:	If manually where will we find that?
A	You can find that in the documentation and MDCS provided a link to the documentation. It is in the portal itself; it does give you some instructions on the screen. There is a template that you could use to fill in the data.
Q:	If students obtained credentials - additional credentials, how long is that good for?
A:	The credential is valid from the date of enrollment through one year after their exit date.

Q:	If a school has ten graduates in their accounting certificate, and two (2) do not have social security numbers, will they only be able to upload those eight?
A:	Yes, only for those eight.
Q:	What about when students change programs e.g., a student may start in a business career program, and then they go over to the business transfer program, they are going to have an exit date, but they are not going to show as comp program, especially if they change to a different program with different requirements, how is that going to be handled in terms of us meeting the percentages needed?
A:	If a participant leaves a program and they do not complete it, then they are exit status and then they should show up in the next program as an enrollment.
Q:	Leaving a program: Is that going to work negatively towards how many complete the program, how many find work?
A:	Yes, for completions but a participant may still match on employment.
Q:	When we are trying to determine the accurate information to pull for reporting with the guidelines that you've given - students who change training programs, when students are under a WIOA ITA contract that cohort of students is very specific, they start and they end. Almost always, the whole process is very clean, but when we have transfer students, whether they are a transfer student; the student who changes programs, we have students who are at half time or less during different semesters. We have students taking medical leave or a personal leave and then they return. Students who may start with us and transfer on to another four-year institution, and then within that, and the Department of Labor requirement on these runs on a fiscal year and our education reporting runs on an academic year and they are very different from each other. How is this going to affect our approval ratings because when you talk about the general population versus the cohorts of WIOA ITA, it is very, very different?
A:	The portal does not run on a fiscal year. Using exit dates in the cohorts are based on exit dates of students, not the fiscal year. Leave them in the portal as enrolled without the exit date. The trigger for outcomes, is when the student exits from the training program. A credential can be attained and updated up to a year after exit.
Q:	What about for students? I'm thinking of Allied health. There are students who must withdraw due to grades not being sufficient in order to meet the academic standards for that training program, such as nursing. So that student would then no longer be in that training program, but then they have an option to be able to return later. Now that day could be anywhere from a semester to a year later, same without academic standing, if you have a student who is dismissed, or they are placed on an academic situation they would not be able to return to the college for a year.
A:	You can do data entry or uploads any time you want, but MDCS needs them by the end of June 2025 in that case. You can do it as you go. It does not matter.

Questions and Answers

Q:	For most community colleges, where they accept students in Fall and Spring, based on what you are saying, the submission rules would be that if a student starts a training program in Spring of 2024, they would be submitted through the training program portal by June 30th?
A:	Yes, and if a student starts a training program in August 2024 early or for September, they would be submitted through the portal by June of the following year for 2025.
Q:	If a student were accepted in January of a year, they still would be submitted through June of that same year?
A:	Yes.
Q:	Do we need to report on everyone in the program?
A:	The rule about that is if your course is on our Massachusetts ETPL List, whether or not they are WIOA funded students in the course, or not, you have to report the students in that course - both WIOA and non-WIOA.
Q:	If we make a determination that we cannot fulfill this reporting requirement, what happens to the student that we've already agreed to accept into one of our training programs?
A:	Nothing happens to the student(s). However, no student would be able to attend that training program who may be receiving WIOA funding.
Q:	How often do we have to look at additional students who have enrolled in the training program and how often do we have to update this?
A:	If you have a student enrolled anytime from now to July 1st through next June 30, 2025 in any training course that is on the MassHire training provider list, you have to add them to the portal. You can add them at any time during the year. You do not have to wait until June, and MDCS wants you to update their exit status date and their credential status and type.
Q:	How long is it going to take for this to be reviewed?
A:	MDCS calls it a subsequent annual approval in the spring each year for the next.
Q:	If we submitted data, we would not know until next spring if the training program is going to be approved?
A:	That is correct; whenever you submit the data, MDCS is not going to do the subsequent eligibility until the spring coming up to the new year.
Q:	Say we submitted only for Trade, Section 30, or WTFP approval- does that negate having to provide the information required, (as training providers have for several years) on the last page of the MassHire Training Pro submission? That is, the page that asks for the number in the training program completing those exiting wages, et cetera?
A:	No. At this time, MDCS has not implemented the new subsequent eligibility process and this new process applies to WIOA. Currently a subsequent eligibility process to decide who gets automatically approved each year is used from the data that you are submitting on the page that you are referring to.

Q:	Do these new performance requirements apply to all training programs?
A:	Yes, credit and non-credit. If they are on our list, they need to be updated in MassHire Training Pro.
Q:	Where there are some training programs that are on the non- credit side that may currently have WTFP approval, but they may also have WIOA ITA approval or Section 30 TOP approval. I do not know that we are going to be able to do the data for all those that have enrolled because it would only be specifically for those who are WIOA, ITA or Section 30- TOPS versus those who are under the Commonwealth Corporation program. Is that going to matter or is that kind of like a moot point?
A:	You are supposed to report on **all students** in a particular training program who you can get social security numbers for.
Q:	If a student refuses to give us a social security number, does this mean we cannot accept them into the training program?
A:	No, it does not mean you cannot accept them into your training program. It means you are not going to be able to report them in the portal. Everyone just needs to do their due diligence to try to collect social security numbers for everyone enrolled, but if somebody refuses, then there is not much you can do about it.
Q:	Could an Exit Date mean a change in Major or that they withdrew from the school?
A:	Yes., Consider this one enrollment in this one class or training program or course. MDCS requests the exit date for when that action happened.
Q:	Does this include when they earn an associate degree or the certificate diploma and not just industry credentials?
A:	Yes, that is correct.
Q:	What are the credential types?
A:	The credential types are either one) for high school diploma or, two) for post- secondary, which would include certificate, associate degree, or bachelor's degree. It does not include non-industry recognized certificates of completion.
Q:	There was discussion about who we are reporting on and whether we would be asked to report on all students who were in a training program, or however the terminology is - even the ones who are not receiving DOL funds. Are we still being asked to report on any students in these training programs?
A:	Yes, all students in any training program who you want to be on the Massachusetts ETPL list., no matter who or what is paying for their training.
Q:	If we have the English 101, for example, in the accounting certificate and that is approved for the ETPL, does that mean for every student in the college who takes 101, we must report out on or is it only students enrolled in accounting in English 101?
A:	Any student in your Accounting Degree or Certificate.

Q:	When we go to renew our courses on ETPL, is it going to ask us for job outcomes? I thought I understood if you had the social security number, you are able to do those job outcomes. What do we put in that field when we go to Renew?
A:	Currently, The performance data that you are putting into MassHire Training Pro is your self-reported, usually WIOA students only. After June 2024, training providers will only update students enrollment date, exit date, exit status, and credential earned. MDCS will then take that data and do the wage matching.
Q:	For any of the fifteen community colleges that no longer can participate on the ETPL, will this potentially affect state or federal funding or the ability to participate with other workforce development grants and collaborations in the future.
A:	In general, no. It would result in not being able to list courses on the MA ETPL for MassHire Career Center customers to attend if they are receiving WIOA funding to assist in their costs.
Q:	If a training provider drops off the ETPL, is there any estimate as to the impact to job training for customers?
A:	MDCS has interest in training providers' participation. Workforce Development has customers who want and need skills to fill skills gaps or attain marketable skills to enter or reenter the workforce. In some cases, they will not have the opportunity to attend training (at any training provider including their local Community college). Workforce development depends on local Community Colleges partnering with MDCS to provide training to our constituents. MDCS does not want that to happen. MDCS wants to work with all training providers, and we are trying to make it as easy as we can. These are requirements for all states receiving WIOA funding.
Q:	Only one entry per student per approved training program? Correct?
A:	Yes, that is correct.
Q:	For job matching, matches will be on wages regardless of whether it is related at all to the field that they studied, is that correct?
A:	Yes. Wages with a greater than zero amount. That means they got a job.
Q:	Is the wage matching for just students who have earned a credential, or you wage match people who are current students too?
A:	MDCS will run wage matching for students who have an exit date, regardless of the reason, and their exit date falls into our date range for the calculation.
Q:	Does non completion data and reasons need more analysis?
A:	Yes, when DOL gets all this data, MDCS hopes they will start asking questions. Our state is not unique. Every state is going to be experiencing this with their community colleges and other training providers and MDCS hopes that some of the data will prompt questions from the Department of Labor as MDCS goes through WIOA reauthorization.

Q:	What if we do not have WIOA students in a particular training program or in our training programs right now. How, is that going to work? Do we just put zero for the number of students in the training program and will that get approved?
A:	It will be automatically approved. Once MDCS starts using this data, though, MDCS has no control of that. It is based on the rules that DOL has prescribed to us.
Q:	For outcome tracking with the social security number, we have students who complete our non-credit programs, for example, CNA they then enroll into the college into the nursing program. Will this also count as an outcome that is trackable by you as a student continuing their education?
A:	You would have enrollment and an exit on the CNA and then an enrollment in the nursing program and eventually the exit data for it because we are collecting data by training program.
Q:	We have students who are active in a degree and certificate. It is the same thing so that same student would be enrolled in both the degree program and a certificate program created as two different people. So, it would not cause any errors or anything?
A:	This would appear as two different people in the two training programs and the outcomes are on each of the training programs.
Q:	On the training webpage - "What if academic semesters do not align with the reporting requirements? And the answer was that MDCS only asks that training providers provide the available data at the time required and it is known that updates to data are ongoing." Does this answer mean that when we are submitting the aggregate data in MassHire Training Pro and that MDCS only bases that number on what we have submitted in the new portal, or do we use the total number of students in the training program?
A:	As MDCS has indicated, the performance information that is submitted in MassHire Training Pro (the performance info training providers have been submitting for several years) is still every student but we know most training providers are only reporting on WIOA and their self- reporting performance information regarding completions and entered employments. This remains the same for over the next year. This new performance data is also being collected, so training providers will have courses that qualify for July 1, 2024. When you log into MassHire Training Pro, courses that require the new performance information, it will appear there for anyone who starts that course, If you have their social security number, and they are in that training course, you are uploading their enrollment, etc. So, say in September, you are uploading, whoever started that course/training program, when they finish or if they should exit and not complete that course, you will then upload their exit data and then for those who completed, you'll also upload their CREDENTIAL data. This may not be on July 1st and June 30th - it may be in September. You may have some updates in December and you may have some updates in January. Training providers should set a schedule for updates aligned with when sizable amounts of activity occur.
Q:	What happens to the data the following year; do we just keep adding to the same file or do we create a new file each year?

A	You keep adding to the same file, because the portal is on a course ID, by course ID basis. Each student who starts a training program, you add it into that Course ID. Providers keep updating student's information until you fill in all the columns. There is only one data file for each program.
Q:	Are we using the semester start dates as the enrollment date for students?
A:	Enrollment date should be the first date that they attend class.
Q	Anyone without social security numbers, we cannot add to the portal?
A	Correct if you do not have social security number, then you cannot add them to the portal.
Q	How long of a time frame are we required to track student employment and retention?
A	If we are talking about the portal, you do not. You are not tracking employment. The whole reason we are gathering this data and we need to have social security numbers is so MDCS can do wage matching to see if they obtained employment.
Q:	Is this something that is new or maybe it just looks new?
A	What MDCS is calling the portal is new, what's not new is MassHire Training Pro. The "portal" is accessible through MassHire Training Pro.
Q:	Should I have all our CTI classes listed in MassHire Training Pro?
A:	All CTI classes are listed in MassHire Training Pro, but they are funded through Commonwealth Corporation. They are not WIOA ITA, for which these requirements apply to. If submitted solely for WTFP and Section 30, then they are not part of this process.
Q:	If a class is funded through the Commonwealth Corp Career Tech Institute Grant (CTI) should WIOA ITA approval be requested?
A:	There is no need to have WIOA ITA approval as CTI programming is paid in full through the ARPA funded CTI grants.
Q:	If we have twenty learners in a cohort, but only one is using an ITA voucher, do we still have to upload social security numbers and outcomes for the other nineteen learners?
A:	Yes.
Q:	Are training providers still trying to obtain a completion rate of 70%?
A:	Yes. In subsequent years, however, when MDCS starts using the portal data, performance indicators may change. For now, the data that you put into the MassHire Training Pro-Performance Page (what training providers have been doing for several years) yes, MDCS is still looking for a seventy percent completion rate.
Q:	Can MDCS confirm the post- secondary credential includes state and national certifications outside of higher education?
A:	Yes.

Q:	I have put in all my classes into MassHire Training Pro, including the CTI classes, but those are not paid through an ITA. This is a little bit new to me with the funding. They paid through Commonwealth Corp, but one of the things I'll need is approval for Section 30. If the class is listed on MassHire Training Pro and Section 30 approved, do I only need to put the people who access the Section 30 in as the students, or do I need to put everyone who's in the class?
A:	If you have submitted a CTI course and you only requested Section 30 approval on that course, then this portal does not apply. If you have a CTI course submitted and requested Section 30 approval and ITA approval, then these requirements would apply.
Q:	If a graduate moves out of state and gains employment will that still get tracked by their social security number?
A:	Yes, MDCS has the ability to track students who move to different states and territories of the United States with their social security number getting UI wage data from other states.
Q:	Does this mean that in the Training Pro- 2024 Renewal that we will not be required to report our own performance data that will be completed by DOL?
A:	Unfortunately, no, MDCS still requests you add your own performance data on the performance page of MassHire Training Pro, and MDCS understands that you are doing double entry. However, for now, MDCS must ask you to do that until robust data is available. So, you are going to be entering your self-reported performance data on the performance page of MassHire Training Pro, as well as, entering the student data in this portal part of MassHire Training Pro.
Q:	On your end, how long do you track student employment data after they complete their training program?
A:	Four quarters after they exit. Once they exit, MDCS will wage match for employment in the next four calendar quarters, but that takes longer than four quarters. It takes another year and a half after that due to how wage records are reported. This covers the requirements from the Department of Labor.
Q:	Is this reporting change happening for all your training programs across the country or is this specific to Massachusetts?
A:	Every single state that receives WIOA funding.
Q:	The student data should be from 2021. So, it is three years of enrolled students in those programs?
A:	No, it is not; it is a training <u>course</u> that has started since 2021 and any students enrolled in those training courses.
Q:	Can we have additional details regarding the security of data uploads and transmission if we include the personal identifiable information? In any transmission providers are at risk, once that data is sent. What can we do to prevent breaches of PII data? Is data encrypted upon receipt or is it received first and then encrypted? What are the security measures being used once the data is submitted by the colleges to MDCS then to DOL?
A:	MDCS does not send any social security numbers. Data is stored behind a secure firewall and there is restricted access to any PII. MDCS is only using it for federal reporting and only aggregate data will be displayed to the public. Uploaded data is not stored in the application. Infrastructure data

	is stored directly in a secure database, and Social Security Numbers are visible to training providers for editing and viewing until "submit" is clicked; then only the last four digits will be shown.
Q:	We track employment at the school as part of our accreditation requirements. Will there be follow up from the state or a report with completers or who are employed?
A:	MDCS will be providing aggregate data to training providers and the public.
Q:	If social security numbers are not shared with DOL. How does the tracking take place?
A:	MDCS has the ability within the state to use the social security number to request a wage record from the Department of Unemployment Assistance. This is done the first quarter, second quarter, third quarter, and fourth quarter after the student's exit date. Once MDCS has that information, there is no longer a need for the social security number. Not only is the social security number not delivered to USDOL, but we do not even deliver individual data to DOL; only aggregate. So, MDCS is only using the social security number as a first step to get a wage match. If one exists, it indicates employment.
Q:	How long is data retained?
A:	MDCS is required to retain data for five years.
Q:	If we decide that we want to try downloading a couple of sample spreadsheets based on a couple of our programs, who would be available to review and to troubleshoot?
A:	You can email the Training Pro Help Desk (moses@detma.org) and inquiries will be sent to the proper staff. You can also upload a few student records and you can always update those with more updated information or more correct information if you need to, so you can always overwrite what you had. In terms of testing, ensure you are not doing this when MDCS is drawing the data from the portal to submit our DOL required annual report. Training Providers will want to do this after October 1st and before June 30th.
Q:	If we use the upload technique, how long would it be before it is ITA eligibility approved?
A:	The courses that you are uploading to, have already been ITA approved. You will not be able to upload to a course if it is not already on our ETPL approved list. You will not be able to select a course that is not ITA approved; the training course will not show up on the list in the portal. MDCS will start using the portal data next spring for continued ITA approval.
Q:	Since you want us to go back to 2021, students who enrolled starting in these particular training programs, can we submit one spreadsheet that covers that training program?
A:	Training Providers need to submit data by course – if one spreadsheet that includes course, then yes, one spreadsheet.
Q:	If next year, somebody reported completed this year or exited, will training providers do not need to report that person next year?

A:	Let's say a student enrolls in a new course, then training providers will want to report them again. However, if they were just completing and exiting the course and their credential information is updated, then you are done with data reporting for that student.
Q:	You said a certificate of completion cannot count as a credential, but in the past, training that results in a college credited certificate program that gets completed, that counts, right?
A:	Yes. College credited certificates, associate or bachelor's degree all count; post- secondary level credentials.
Q:	How will MDCS know what credentials are awarded if outside of the college? I am thinking of AMT FAAA certifications
A:	A student could get a credential at any point from the point that they enroll up to a year after they exit. So, it is most likely going to be after the exit date.
Q:	Because we are a Community College and some students enroll in medical coding, for example, but they graduate or they get their credential in a slightly different course – e.g., medical office administration, (they have a lot of courses in common), but they would have switched in the last year or last semester; their enrollment period is very short. Can training providers report that as different credentials?
A:	If the student got the credential, and if they are enrolled in a particular training program or course and they leave that course and switch to another course, training providers are going to show that they enrolled into another course (same student-2 training program records), and you can report if the student got a credential in either or both of those courses.