

Attendance Policy Questions

According to the university's [COVID-19 Class Attendance and Engagement Protocol](#), faculty are required to take attendance for all **in-person and synchronous online class meetings**. We are using Qwickly, an application already available and integrated with Canvas, as the university-wide attendance tool. You can find information on using **Qwickly** on the Center for the Advancement of Teaching's [website](#).

Please note that in order to prevent the spread of illness, students who are exhibiting symptoms, have been in close contact with others who have symptoms, or who are required to engage in self-quarantine should not attend in-person classes and **will not be penalized by faculty for absences**. See the [COVID-19 Class Attendance and Engagement Protocol](#) for additional details.

The following FAQs should help to clarify questions you may have about the policy and how to use the Qwickly attendance tool.

Questions on the COVID-19 Class Attendance and Engagement Protocol

Q: For which classes am I required to take attendance?

A: You are required to take attendance in all **in-person classes and for classes with scheduled synchronous online** meetings. Synchronous refers to any scheduled class meetings held in real time over Zoom or other virtual meeting platforms.

Q: Can a student be penalized for absences?

A: No, under this temporary protocol, students will not be penalized for absences.

Q: //My department has always had a specific attendance policy. Can I use that instead of or in addition to this policy?

A: No. For fall 2020, the COVID-19 attendance policy supersedes all other attendance policies that you may have used in previous semesters.

Q: How can I encourage attendance if non-attendance does not impact a student's grade?

A: There are other ways to encourage class attendance and active participation:

- Make sure your course is designed in such a way that attendance at your in-person or synchronous meetings adds value to the learning experience.
- State clearly at the beginning of class why class attendance is important in your class and help students to understand the value of attendance.
- Make sure the material in your class is relevant to students and to their lives. Engage them in interesting discussion, problem-solving, or other activities that pique their interest and challenge them to learn.
- Make your classroom a positive, warm and welcoming environment; that is, a place where students want to be. Work hard to create community in your classroom; help students to get to know you and each other.

- Plan to have groups complete collaborative work during class time that is handed in and graded.
- Use a class participation rubric that privileges thoughtful contributions to the class, whether verbally, in the chat, or in breakout room sessions.
- [Make an appointment](#) with a faculty developer at the CAT to discuss other ideas.

Q: For online Zoom classes, can I use the Zoom report to take attendance?

A: No. Qwickly should be used to take attendance in all in-person and online synchronous classes.

Q: Can we use the alternate Canvas attendance tool in place of or with Qwickly?

A: No, the Canvas roll call feature has been disabled. Faculty must use Qwickly for taking attendance this fall or until further notice.

Q: What if my class has different meeting types, such as a lab section and a lecture or a lecture and recitation? Do I take attendance for each part of the class each week?

A: Take attendance for each in-person and online synchronous class meeting, regardless of instructional mode (lab, lecture, recitation, etc).

Q: If the course is hybrid (mix of online and in-person), do I only take attendance on the days we meet in person?

A: Instructors are required to take attendance for every in-person and synchronous online class meeting.

Q: Do I have to take attendance for each scheduled class meeting, even if I allow students a choice to attend or not?

A: Yes, take attendance for each scheduled in-person or synchronous online class session, even if you are not requiring students to attend that meeting. Mark students who are not in attendance during a class meeting as "absent." If a student self-reports an absence is COVID-related, mark the student "CRA," (COVID- related absence).

Q: Do I have to use Qwickly to take attendance for students off-campus at clinical rotations, internships or placements?

A: No, you do not have to use Qwickly to track attendance at off-site educational activities. If a Canvas course is associated with the clinical activity or placement, you can consider using Qwickly to monitor attendance. Programs, however, are responsible for maintaining information on where students are located and should have a process for monitoring attendance / clinical hours.

Q: What if the program (not just the course) is fully online? Is there any point in taking attendance?

A: Attendance is being taken at the course level and must be taken for each in-person and synchronous online class meeting.

Q: *Where can I find language about Qwickly and attendance taking to include on my syllabus?*

A: The university has provided [COVID-19 Syllabus Guidelines](#) that include language on the attendance policy. "Getting Started" instructions and more information is also located on the ITS [Qwickly web page](#).

Q: *What do I do if I am concerned about a student's lack of attendance or engagement?*

A: If you are concerned about a student, please reach out to the student. If the student does not respond to you, you can make a referral to the [CARE Team](#).

Q: *How do I address missed class work, assignments or exams due to absence?*

A: [The COVID-19 Class Attendance and Engagement protocol](#) outlines the steps a student should take if unable to participate in an online class or course activity.

Q: *How will I know if an absence is COVID-related?*

A: An absence is considered COVID-related if the **student self-reports** that they have tested positive for COVID, reports feeling ill with COVID-related symptoms, or reports having been in close contact with someone who tested positive for COVID or had COVID-related symptoms.

Q: *Can I ask a student if an absence is COVID related?*

A: No, you may **not** ask a student whether an absence is COVID-related. If the student chooses to self-report, please indicate that the absence is COVID-related ("CRA") in Qwickly. If a student simply says "I am sick today" and provides no other information, you should mark them as absent. Note that you can change "Absent" to "CRA" if the student later informs you that the absence was COVID-related.

Q: *Does "COVID-related absence" (CRA) include students who may be taking care of a family member with COVID?*

A: Yes, the "CRA" code should be used if a student self-reports any COVID-related absence.

Q: *For the CRA designation, are students required to have a doctor's official note? Or does "I'm having COVID symptoms" or "one of my family members has COVID" count as CRA if the student has missed class?*

A: Students will not be required to provide formal documentation from a healthcare provider. If a student reveals to you that they are absent due to COVID-related symptoms or because they have come in close contact with someone who has COVID symptoms, please mark them with the CRA designation.

Q: *If a student reports a COVID-related absence, do we need to do anything other than mark them CRA (COVID-related absence) in Qwickly?*

A: No, faculty are only responsible for taking attendance and recording the CRA code in Qwickly. Faculty are not responsible for reporting this information anywhere else. There is a reporting process that will notify Student Health when an instructor designates a student absent with the “CRA” code.

Q: What steps do I need to take once notified, by the student or Student Health, that a student has tested positive?

If a student self-reports a positive COVID test, record the absence as CRA within the attendance system which will notify Student Health. Make any reasonable accommodation necessary so that the student can continue to participate in class during any period of quarantine, just as you would in the case of student with non-COVID related needs. Otherwise, continue with class as scheduled unless instructed otherwise by the contact tracing unit and/or your Dean’s office. Student Health will take the lead in notifying affected students, faculty and staff, and faculty should not independently disclose this information.

Q: Will graduate students & non-matriculated students who self-report a COVID-related absence also be contacted by student health?

A: Yes.

Q: Can you complete the attendance manually after each class meeting?

A: Faculty are encouraged to take attendance in real-time during each class session for accuracy. If not taken during the class meeting, attendance should be entered on the same day the class occurs to best facilitate rapid contact tracing, if necessary, and to make sure that the attendance recorded is accurate.

General Questions About Qwickly

Q: Can teaching assistants have access to Qwickly to enter attendance?

A: Yes, Qwickly has a setting that will allow teaching assistants to take attendance.

Q: Is there training available on Qwickly for faculty and TAs?

A: Faculty and TAs may refer to the [CAT website](#) to find information on training and other resources to assist you in learning how to use Qwickly. There will also be training sessions available during TA Orientation.

Q: Will all students registered for the class be listed in Qwickly?

A: Yes, all students registered for a class will be listed on the Qwickly attendance record. The attendance list is refreshed four times a day when Canvas sites are synced with Banner.

Q: Regardless of how I opt to take attendance, will I see the attendance record?

A: Yes, you will see the attendance record whether you take attendance via check-in or the list view.

Q: Do students have access to the Attendance link?

A: Yes, the attendance link is available to students via Canvas.

Q: Can the attendance list be downloaded?

A: Yes. There is an export feature in Qwickly.

Taking Attendance in Qwickly

Q: What are the attendance codes we can record?

A: Present, Absent, Tardy, Excused, CRA (COVID-Related Absence)

Q: What's the difference between "Absent" and "CRA" in the Qwickly attendance tool?

A: The CRA code is to be used only when students self-report that an absence is COVID-related. The general "absent" code can be used for all other absences or when the student does not indicate a reason for the absence.

Q: Can you go back and update a student's attendance status?

A: Yes, you can update an attendance record at any time.

Q: Can I change an absence noted as "absent" if I later learn it was COVID-related?

A: Yes. Instructors, however, should only use the CRA code if the student self-reports a COVID-related absence. If after recording an absence as "absent" the student self-reports that an absence was COVID-related, the instructor can change the code to "CRA" to ensure it is reported to Student Health.

Q: Am I required to indicate if a student is late ("Tardy") to class?

A: No, the tardy option can be used by the instructor to indicate a student is late to class. This feature may be used at the instructor's discretion.

Q: Do I have to take attendance by calling roll?

A: No, Qwickly gives you options for how to take attendance. You can record attendance using the list view or you can ask students to self-report using the check-in option. See additional questions later in this FAQ about using the student check-in option.

Q: What would be the best way to take attendance in a large class?

A: The check-in process is recommended for a large class (see information under Qwickly Check-In Feature).

Q: How do I take attendance if my class consists of multiple sections using one Canvas course?

A: Multiple sections enrolled in a single Canvas course can take attendance at the same time. You can view all the students in Qwickly or view by section. If taking attendance for a Canvas course with multiple sections enrolled, you can list "All Students" from the Full List tab in Qwickly, or you can choose individual sections. For additional information, visit the [ITS site](https://its.temple.edu/qwickly) at: <https://its.temple.edu/qwickly> and select "choose individual sections" under Support and Resources.

Q: I'm used to taking attendance at both the beginning and end of classes via other means or applications. Can I continue to do this?

A: If using the list view, it is up to instructors as to how often or at which point in the class they take attendance. If using the check-in feature, however, attendance can only be taken once. If you want to know how long a student remains in the class, you can run a report in Zoom that shows you how many minutes an individual student was in class.

The Qwickly Check-In Feature

Q: Does the Qwickly check-in option require use of a laptop/desktop computer? Or is it functional from Canvas's phone app?

A: Qwickly check-in is available through a laptop, desktop, tablet, or via the Canvas app on Android or IOS devices including phones.

Q: Do I have to assign a PIN when using the check-in feature?

A: No, you can open check-in with or without a PIN. A PIN is not needed but is often used to deter students from checking in if they are not present or from checking in another student.

Q: For remote online synchronous classes, can students check themselves in?

A: Yes, if you take attendance via the check-In feature.

Q: Can students "check-in" even if they are not attending class?

A: Yes, if you do not require a PIN, they can log into Canvas and check in even if they are not in class. To increase the likelihood that they are checking in while actually in your class, consider requiring a PIN that you share during the class session. Faculty are encouraged to remind students that the attendance protocol relies on honesty and good faith and is important for contact-tracing purposes.

Q: How/where does the student see the pin number?

A: The instructor will either verbally inform students of the pin, show the pin via their shared screen or post it in the ZOOM chat.

Q: Is the pin unique for each student, or just a single pin for all students.

A: All students use the same PIN to check-in for a particular class meeting. PINS change each class meeting.

Q: When does the instructor press start to begin an Attendance Check-In, at the beginning of class?

A: It is up to the instructor. Attendance can be started at any time.

Q: Can I set a time limit for students to check-in?

A: Yes, you can set a time limit using the Qwickly settings page. We want, however, a record of all attendees, so we suggest keeping attendance open for the full class period. Note that when not using a timer, check-in must be manually closed through the "Take Attendance" page in Canvas.

Q: What happens if the program is set to check in and a student doesn't check in?

A: The student is marked as absent.

Q: In a large lecture class I will tell them checking in is just for contact tracing and doesn't affect their grade, but now I'm concerned many of them won't bother to check in, and contract tracing won't work as well. Is there anything I can do about this?

A: Remind students that attendance is being taken for public health purposes and that their compliance is important. If the large lecture class is being conducted on Zoom, you can check the Zoom report against the Qwickly check-in report. If you find that students are attending class but not checking in via Qwickly, please contact them immediately to remind them to check in.

Troubleshooting Issues with Qwickly

Q: How do I take attendance via Qwickly if I don't use Canvas?

A: You will need a Canvas site but will not be required to use any features of the Canvas site except Qwickly. For assistance in creating your Canvas course, contact <https://catbooking.temple.edu/>.

Q: I do not see any students listed in Qwickly. Is a TUhelp ticket the best way to get it resolved?

A: First, confirm that your students are enrolled in your Canvas course and make sure your Canvas course is published. Click on Attendance in your course menu, select the settings link at the top of the Attendance page, and click Take Attendance. If your students still do not appear in Qwickly, please submit a ticket via <https://tuhelp.temple.edu> and click on *Request Help*.

Q: I do not see the Qwickly/attendance option under settings/navigation on my Canvas page.

A: Click the Settings link in your Canvas course menu, click the Navigation tab, locate Attendance in the disabled menu items and drag to enabled.

Q: How do I get help with Canvas or Qwickly if I have any questions?



A: Questions should be submitted via a [TU help](#) ticket. You can also contact the [Center for the Advancement of Teaching](#) for assistance.