

Purpose:

The Student Support Services Report allows grantees to see their customers' services that need attention or are past their due dates.

Who Enters/Maintains Data

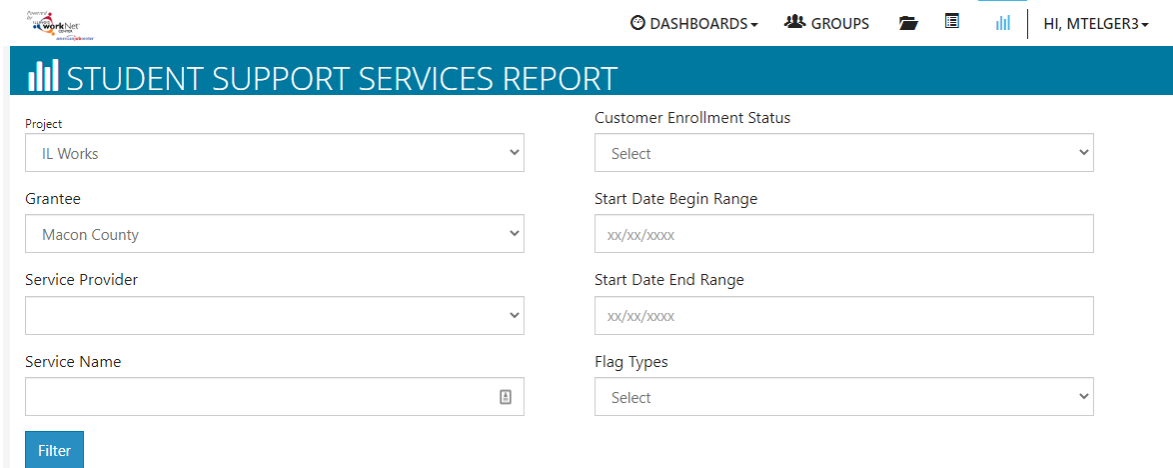
- **Grantees/Career Planners** – Complete and update their customer's completion and post-program tracking information.

Access Student Support Services Report

1. Log into www.illinoisworknet.com.
2. Select **My Dashboard** and select **Customer Support Center/IWIS**.
3. Select **Groups** in the top menu and then select **IL Works**.
4. Select the button for **Student Support Services Report**.

Enter Completion Status

1. You can filter the report by:
 - Service Provider
 - Service Name
 - Customer Enrollment Status
 - Start and End Date Range
 - Flag Types (These options include: Absent Flags, Post Assessment Flags, Any Flags)



The screenshot shows the 'STUDENT SUPPORT SERVICES REPORT' filter interface. At the top right, there are navigation links for 'DASHBOARDS', 'GROUPS', and a user profile 'HI, MTELGER3'. The main area contains several filter fields:

- Project:** A dropdown menu with 'IL Works' selected.
- Grantee:** A dropdown menu with 'Macon County' selected.
- Service Provider:** A dropdown menu.
- Service Name:** A text input field with a search icon.
- Customer Enrollment Status:** A dropdown menu with 'Select' selected.
- Start Date Begin Range:** A date input field with the placeholder 'xx/xx/xxxx'.
- Start Date End Range:** A date input field with the placeholder 'xx/xx/xxxx'.
- Flag Types:** A dropdown menu with 'Select' selected.

A blue 'Filter' button is located at the bottom left of the filter section.

2. Select the Filter button to filter the results based on the selections.
3. Below the filters, a table will generate a list of customers, their training service, and columns for the Absent and Post-Assessment Flags. Note that the training services are hyperlinked. Clicking on this will take you to that service where you can edit and update the service as needed.
4. Once the service has been updated correctly and the customer's overview page is refreshed, that service should no longer appear on the Student Support Service Report.

Student Support Services Report

March 2023

STUDENT SUPPORT SERVICES REPORT

Project <input type="text" value="IL Works"/>	Customer Enrollment Status <input type="text" value="Select"/>
Grantee <input type="text" value="Macon County"/>	Start Date Begin Range <input type="text" value="xx/xx/xxxx"/>
Service Provider <input type="text"/>	Start Date End Range <input type="text" value="xx/xx/xxxx"/>
Service Name <input type="text"/>	Flag Types <input type="text" value="Select"/>

Filter

Last Name	First Name	Training Service Name	Training Category	Attendance Flags	Post-Assessment Flags
Gale	Deen	Life Coaching	Wrap-around Support	1	N/A
Gale	Deen	Mentorship	Wrap-around Support	1	N/A
Gale	Deen	Technology Rental	Wrap-around Support	1	N/A
Gale	Deen	Alumni Networking	Wrap-around Support	N/A	N/A

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