Department of General Services

Division of the State Architect

Learner Guidebook

DSA Academy

Learner Guidebook

This page intentionally left blank.

Learner Guidebook

Contents

Learner Guidebook

Learner Guidebook

Introduction

This Learner Guidebook will prepare you to navigate the DSA Learning Management System (LMS) as a learner seeking development opportunities. From this guidebook, you will learn how to:

- Access and navigate as a Learner within the DSA LMS system (DSA Academy)
- Access course and learning path information.
- View your Learner information.
- Request classes and learning paths.
- Enroll, drop, and show interest in courses.
- Print certificates and transcripts.

Things to Know

- Only access the DSA Academy using Google Chrome
- Enable pop-up blockers
- Only educational information of students is stored in the DSA Academy

Learner Guidebook

Useful Definitions

Event: Events are instructor-led training courses that contain general information about the course, such as the description, the objectives, the vendor, and the subjects.

Session: Because there are typically many instances of one course (event) held at different times and locations by different instructors, every event can occur at a variety of times and places. These scheduled instances of an event are referred to as sessions. Events do contain some default session information, such as the course prerequisites, the course evaluation, and the registration procedures, but these defaults may be modified at the session level.

DSA Academy Course Types:

- **Curriculum:** A group of learning items, such as online courses, material, and videos, that can be requested by users and assigned by system administrators. (i.e., curriculum for onboarding combines the training needed by new hires during their orientation.)
- **Event:** See Useful Definitions section of this document for description.
- **External Content:** Content that exists outside of DSA Academy, such as YouTube videos, books, and training courses.
- **Material:** Various documentation such as a website URL or an uploaded file such as an image, text document, or presentation document.
- **Online Class:** Electronic learning course that can be completed within the system.
- **Playlist:** Collections of learning content curated by users with permissions to create playlists.
- **Video:** Various watchable content that are created with video files or embedding a video from YouTube.
- **Library:** A collection of online courses.
- **Test:** Serves to measure a user's knowledge and understanding of a particular topic. These can be requested or assigned.

Learner Guidebook

Access DSA Academy – Pre-existing Accounts

If you have ever taken a class with the DSA Academy, you will already have an account in our new LMS.

To log in to DSA Academy Click the following link https://learning-dgs.csod.com/client/learning-dgs/dsa.aspx or copy and paste it in the browser address bar.
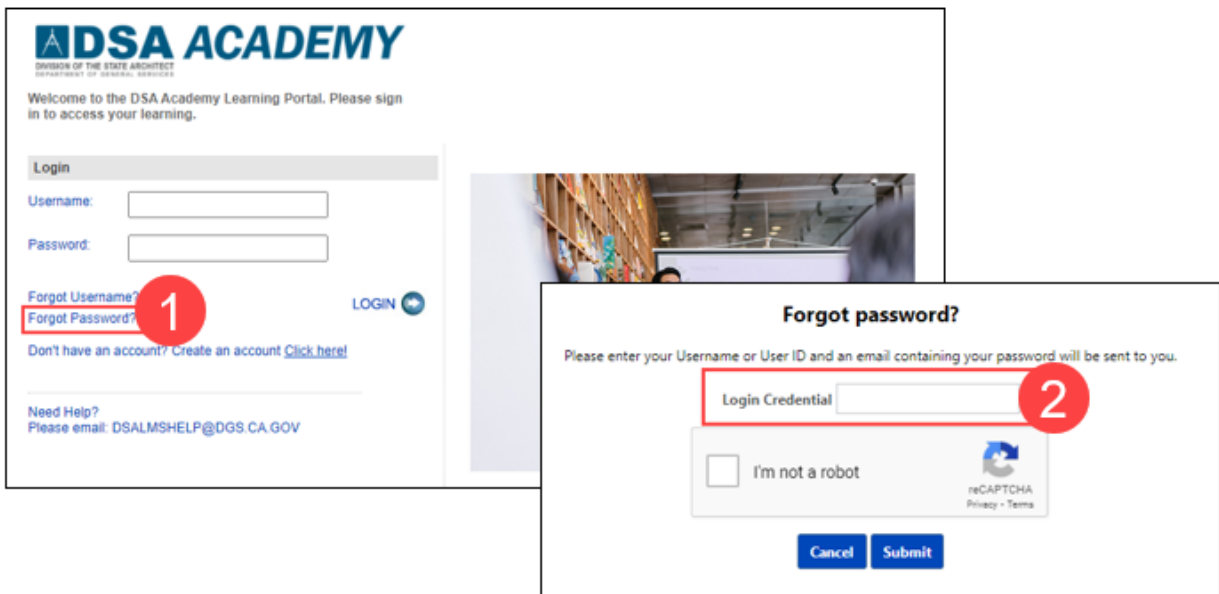
Step	Direction
1	Click on **Forgot Password?**
2	Type in your Login Credential (email address), press submit, and a password reset email will be sent to you.

Learner Guidebook

Access DSA Academy – New Accounts

If you have never taken a class with the DSA Academy, you will need to set up an account in our new LMS before you can register for courses.

To set up a new account click the following link: https://learning-dgs.csod.com/client/learning-dgs/dsa.aspx or copy and paste it in the browser address bar.

Step	Direction
1	Click on **Click here!**
2	Please fill in your information. All required areas are marked. If you **do not** hold an AIA or Professional License number, please leave those fields **BLANK**.
3	Click Submit. After submission of your information, it can take up to 48 hours for the system to process.

Learner Guidebook

Resetting Your Password

To log in to DSA Academy Click the following link https://learning-dgs.csod.com/client/learning-dgs/dsa.aspx or copy and paste it in the browser address bar.
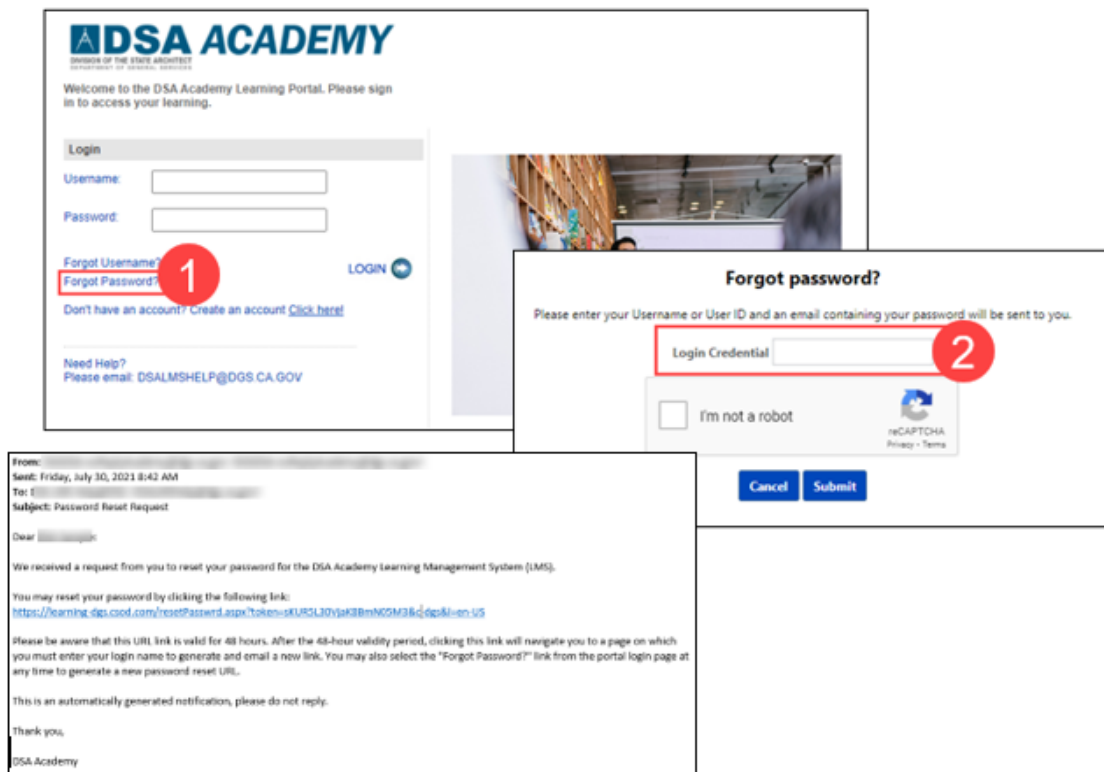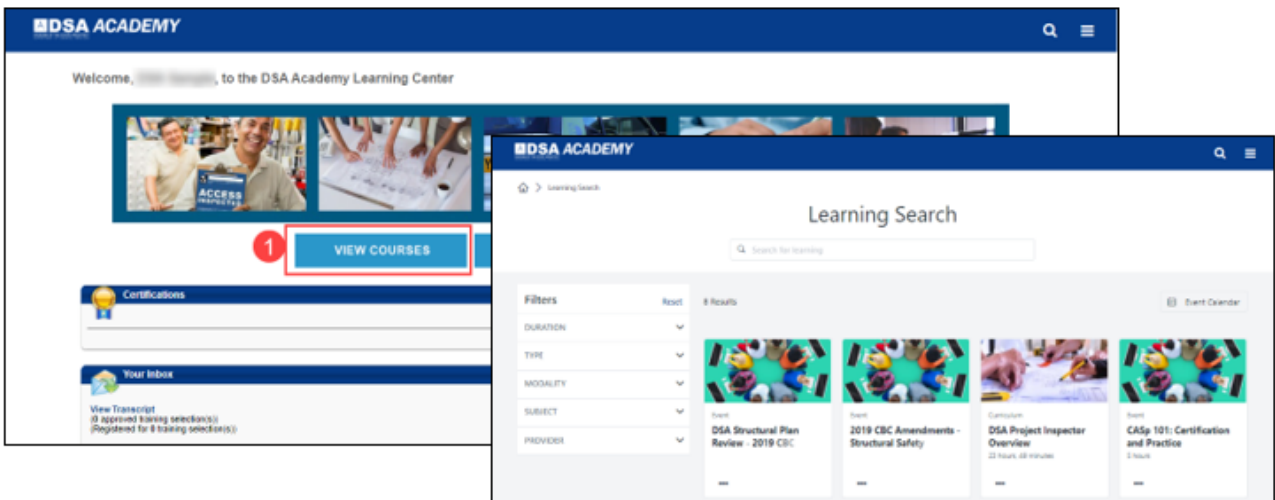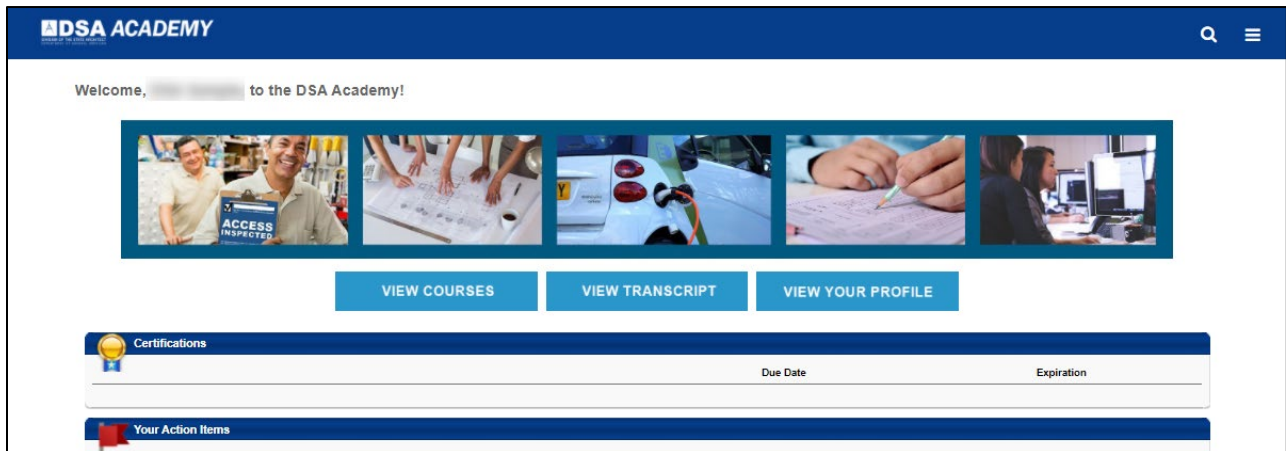

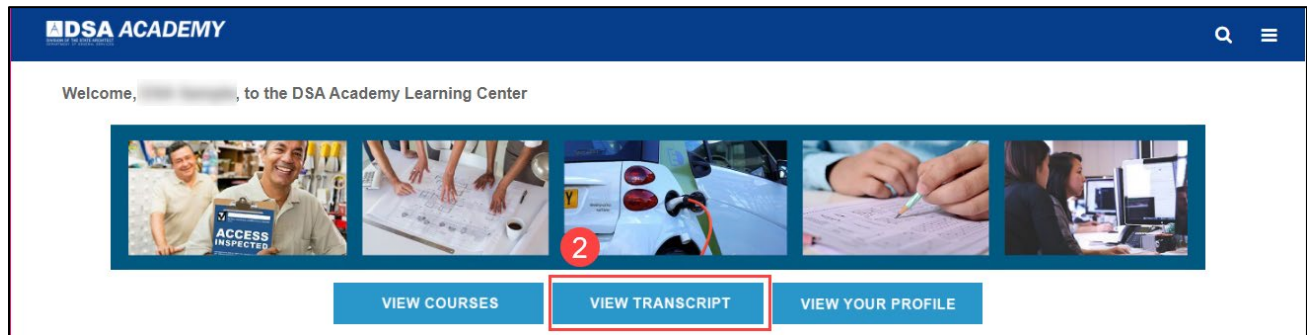| Step	Direction
1	Click on **Forgot Password?**
2	Type in your Login Credential (email address), press submit, and a password reset email will be sent to you.

Learner Guidebook

Welcome Page and User Dashboard

As a Learner, your Welcome Page is customized to you and contains buttons and links to DSA Academy's many features.
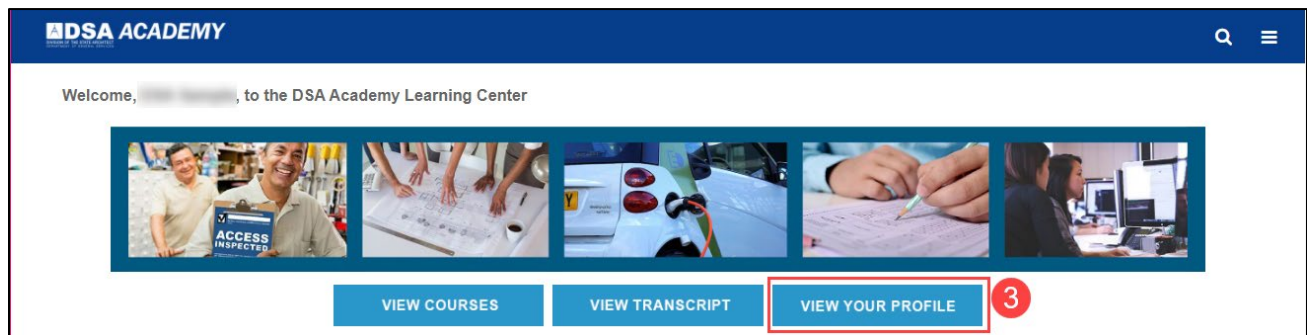

Step	Direction
1	Click on **View Courses** to view the course catalog.

Learner Guidebook

Step	Direction
2	Click on **View Transcript** to view your transcript which displays your training and different actions and statuses. You can use the drop-down menu to view **Active**, **Completed** and **Archived** courses on your transcript.

Step	Direction
3	Click on **View Your Profile** to view your Universal Profile. You will see your Bio, Transcript, Actions and Snapshot.

Learner Guidebook

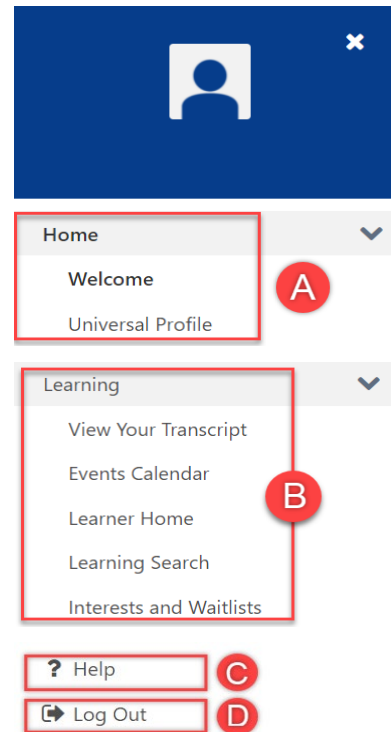| Step	Direction
4	**Certifications** displays your certifications, enabling you to track certification due dates, expiration dates, and statuses. The certifications are displayed in order of expiration with the soonest expiration date displayed first.
5	Under **My Action Items** is a list of courses or tasks that are due. You can click directly onto the items to manage them. You may click on **My Actions Items** which will direct you to the *Actions Page*. As part of the Universal Profile, the *Actions Page* displays all the user's action items.
6	Under *Your Inbox* (not a clickable link) is a list of items that require your attention. You can access your Transcript by clicking on **View Transcript**.
7	The **Online Training in Progress** widget lists your most recent online training titles that are in progress.

Learner Guidebook

Step	Direction
8	The Monthly Calendar displays the current month with links to the previous and next month at the upper corners of the calendar. Click on a day of the month to be directed to the events calendar for the month.
9	The **Your Upcoming Sessions** widget lists the user's upcoming ILT sessions in chronological order, beginning with the session that begins soonest.
10	The **My Training** widget lists your training, including assigned, required, in progress, suggested training, and child training items.
11	The **Your Interest & Waitlist Tracking** widget lists the sessions in which your status is Waitlisted and events in which you have noted interest.
12	Global Search tool found on the top, right-hand side of DSA Academy. Click the magnifying glass icon to search for people or courses.
13	Click on the **Show Navigation Menu**. As a Learner, you will have the Home, Learning, Help and Log Out menu options.
A	Click on the **Home** drop down menu which brings you to your *Welcome Page* or your **Universal Profile**—which is the same as the **View My Profile** button function.
B	Click on the **Learning** drop down menu which gives you access to **View Your Transcript**, go to the **Events Calendar**, the **transcript** page, **Learning Search**, and **Interests and Waitlists.**

# Learner Guidebook

	• **View Your Transcript** takes you directly to your transcript. • The **Events Calendar** is another learning search function that allows you to see what courses are offered in a calendar view. • **Learner Home** is an interactive page that is all about you! It is your learning hub that facilitates a seamless learning experience, allowing you to browse for and request relevant training, search and filter for specific training, and helps ensure compliance by helping you prioritize and take action on training you must complete. Learner Home includes several features which enable learners to easily select subjects of interest, discover training based on machine learning, and quickly access and request new training. • The **Interests and Waitlists** menu option takes you to your interested and waitlisted courses.	
C	The **Help** link directs you to the Online, context-sensitive Help website. Help will take you to a topic that provides information about the DSA Academy page you are currently viewing when you clicked Help. 💡 **NOTE**: Online Help opens in a separate tab from DSA Academy. You won't lose your place in DSA Academy when clicking on **Help**.	
D	Click on the **Log out** button.	

Learner Guidebook

Access Online Help Link

DSA Academy has a built-in help link to assist you in understanding the system, or terms used. The Online Help website can be accessed by clicking on the Help link. Below are steps on how to access the Online Help link while viewing the Welcome Page.
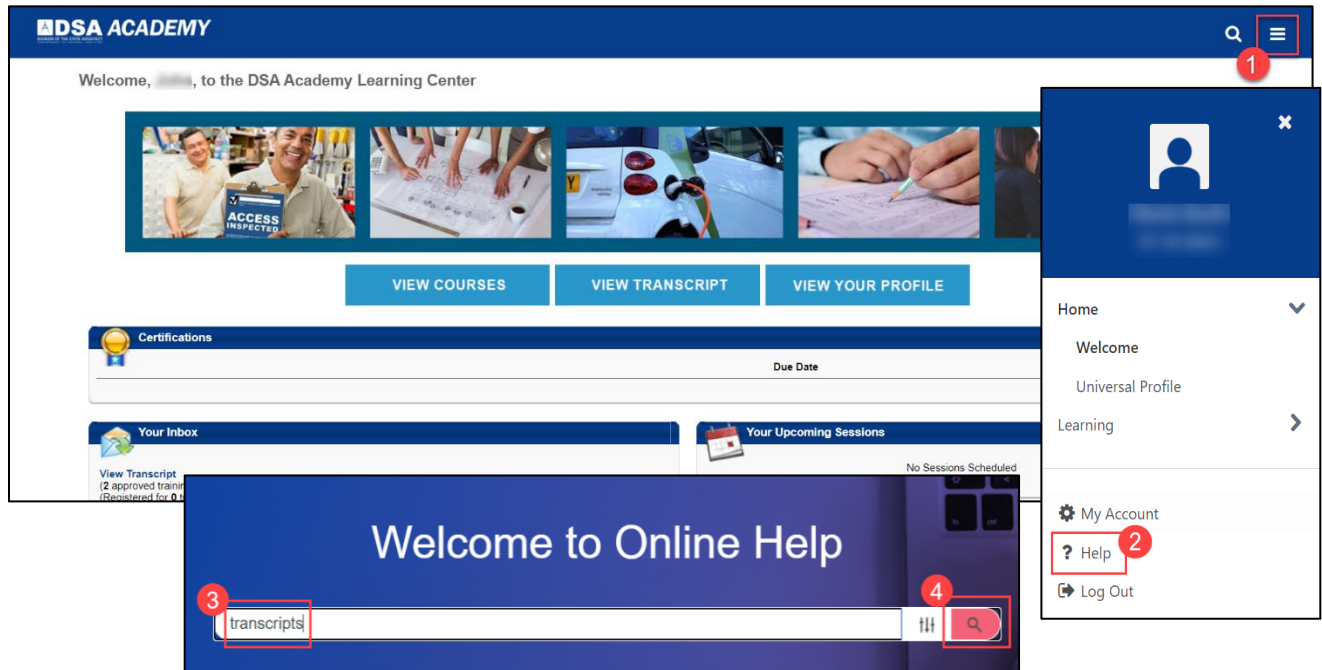
Step	Direction
1	Click on the **Show Navigation Menu** from the *Welcome Page*.
2	Click on **Help**.
3	Type keyword in *Search* box- (i.e. Transcripts).
4	Click on magnifying glass or hit enter to access results.

Additionally, the Help link is associated to the page you are viewing in DSA Academy. For example, while viewing the *View Pending Requests* page in DSA Academy, by clicking **Help**, you will be directed to the Online Help site which covers information specific to the Pending Requests Report.

Learner Guidebook

Use Global Search

DSA Academy has Global search function that will allow you to search for a course.
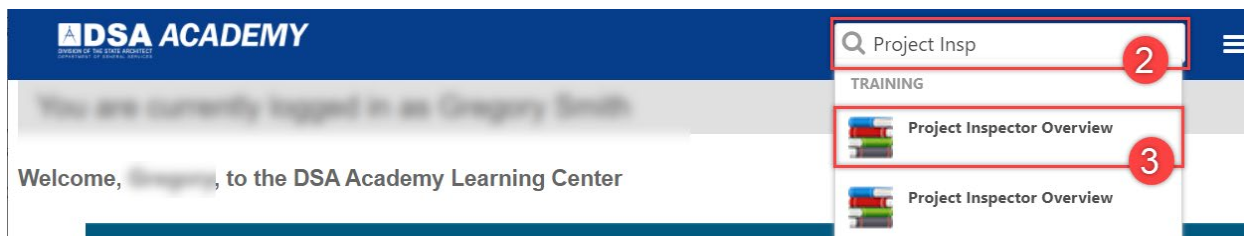
Step	Direction
1	Click on the **magnifying glass** icon to bring up search bar.
2	Type in the name of the course (i.e. Project Inspector Overview).
3	Select the event when it auto-populates.

You will be brought to the selected event.

CURRICULUM

Project Inspector Overview

Last Updated 06/15/2021   Duration 5 minutes

Details

The Project Inspector Overview (PIO) is offered through this learning management system (i.e., Blackboard). This PIO is an on-demand course. DSA certified project inspectors must complete the course within their four-year certification period meeting one of the recertification requirements (completion of the Recertification Seminar and successfully passing the Recertification Examination are the other requirements). Unlike the previous two-day in-person class offering, this PIO contains almost 24 hours of video content plus quizzes throughout. Please plan your schedule accordingly and DO NOT wait until the last minute!
This PIO provides a summary of the key knowledge areas affording project inspector competency of the rules, regulations, standards, procedures and inspection techniques associated with public school construction projects under DSA jurisdiction. There will be an emphasis on inspection and documentation of construction items associated with:

CURRICULUM

Project Inspector Overview

Open Curriculum

Learner Guidebook

View Action Items

Action items are activities that learners need to address with respective due dates. When you have Action items, they will be displayed in this *Your Action Items* box on your Welcome Page.
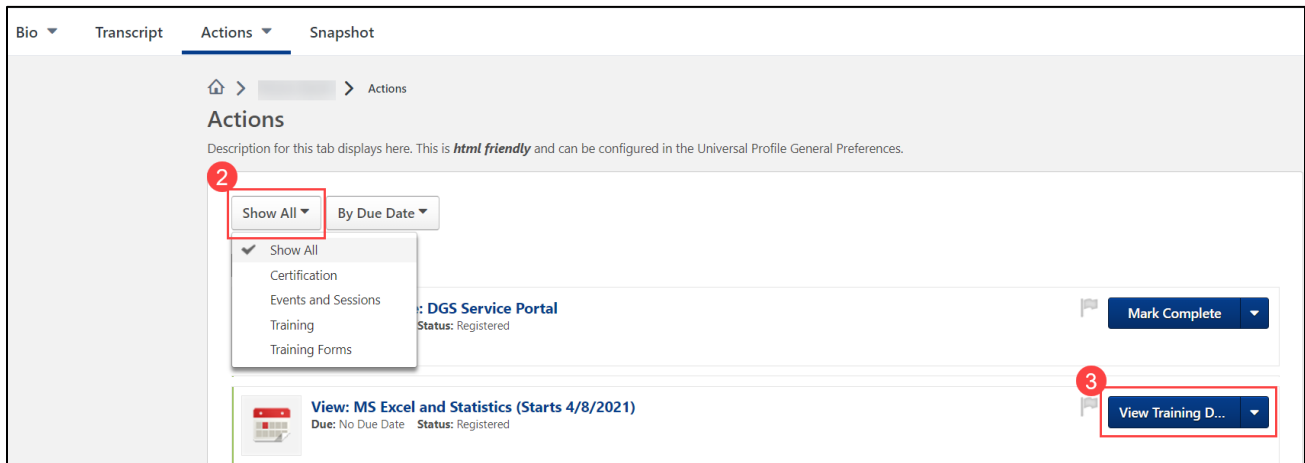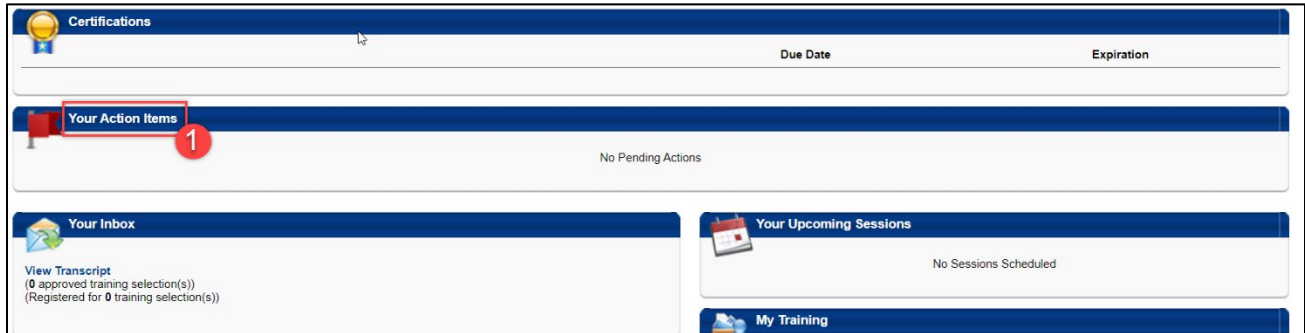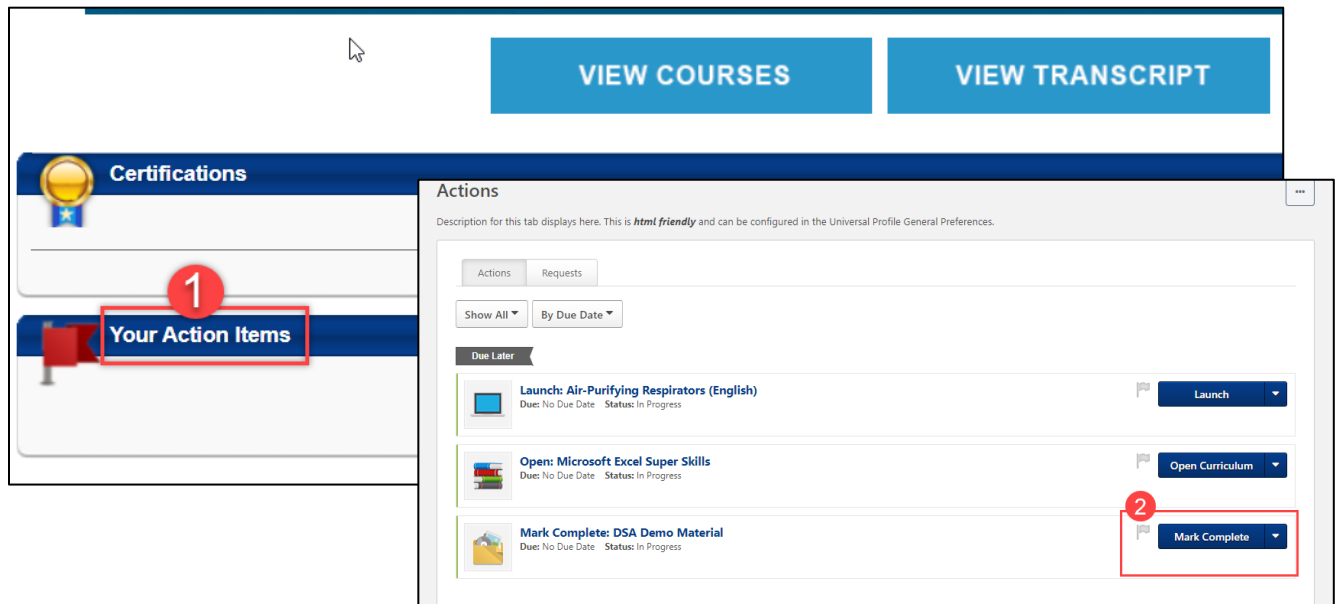

Step	Direction
1	Click on **Your Action Items in** the blue header on *Welcome Page*. Action Items will be listed below in the box as a dashboard view.
2	Click on **Show All** for full list of Action Items. Note: To search by due date, click on down arrow next to *By Due Date*.
3	Click on **View Training Details** (for specific area you are wishing to access) to see the Training details for that action item.

Learner Guidebook

Manage Action Items

When you have action items, you can manage them directly from the Welcome Page. You can launch a course or complete your training from the *Your Action Items* box.

You can **Launch** curriculum, **Mark Complete** learning objects such as video or materials you have watched and read, or **View Training Details**.

Step	Direction
1	Click on the blue header, **Your Action Items.**
2	Click either **Launch**, **Mark Complete, or View Training Details** (i.e. Mark Complete on the *DSA Demo Material).* The training material is now removed from your Actions Items list.

Learner Guidebook

View Training Details on Transcript

Relevant details for training classes can be easily accessed from View Transcript on the Welcome Page, providing you with a wealth of information including cost, contact, and training provider.
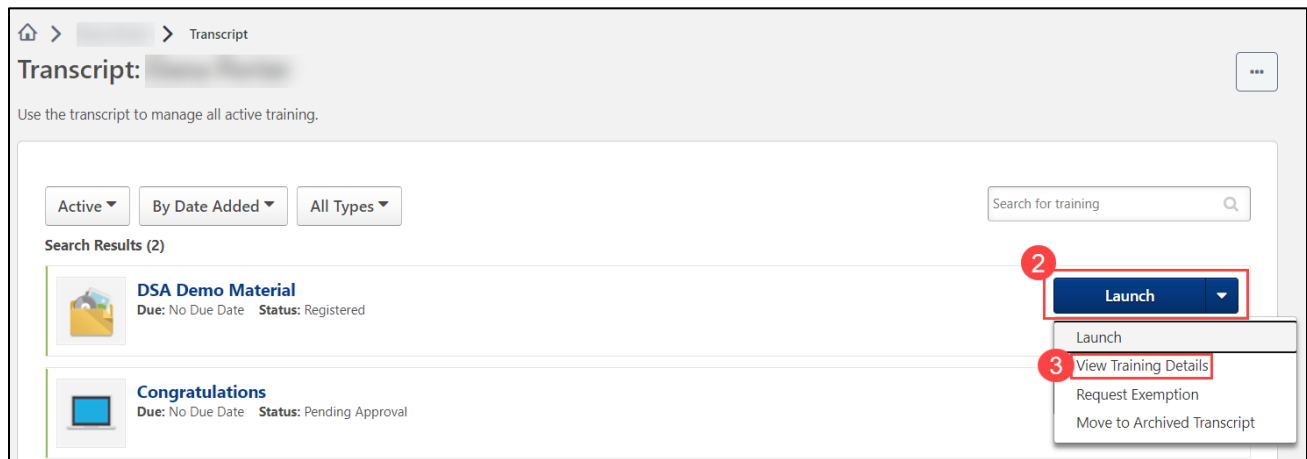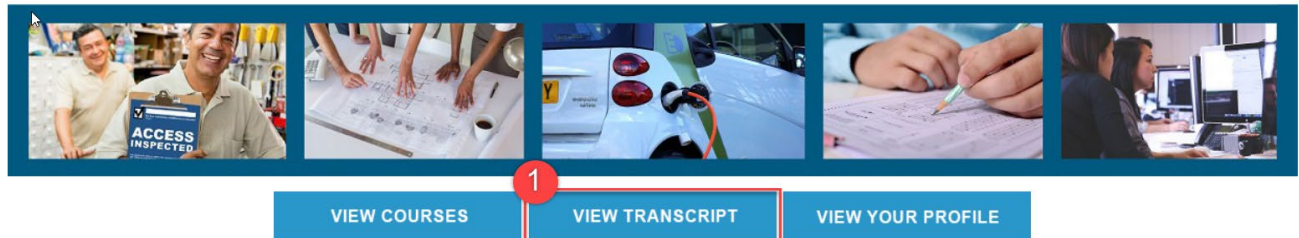
Step	Direction
1	Click on **View Transcript** from *Welcome Page*.
2	Click on **Launch** next to the learning object (i.e. DSA Demo Material).
3	Click on **View Training Details**.

Learner Guidebook

View your Training Certificates

Your transcript is your one-stop shop where you can find all the courses you have completed, pending, the details of the course, where you can review a course you have already taken and where you can find your training certificates.
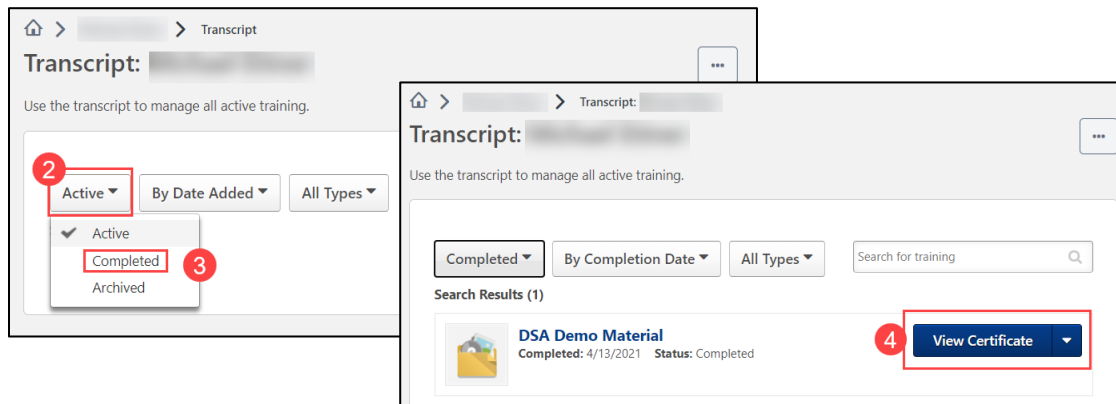
Step	Direction
1	Click on **View Transcript**.
2	Click down arrow on **Actions** to show menu.
3	Click on **Completed**.
4	Click on **View Certificate**.

Learner Guidebook

Archive a Training on Transcript

If your transcript begins to contain too much information, you may move older training files to an archive area to display only current trainings and course verifications. Don't worry! Your courses are still retained in the system, they are just removed from your view.
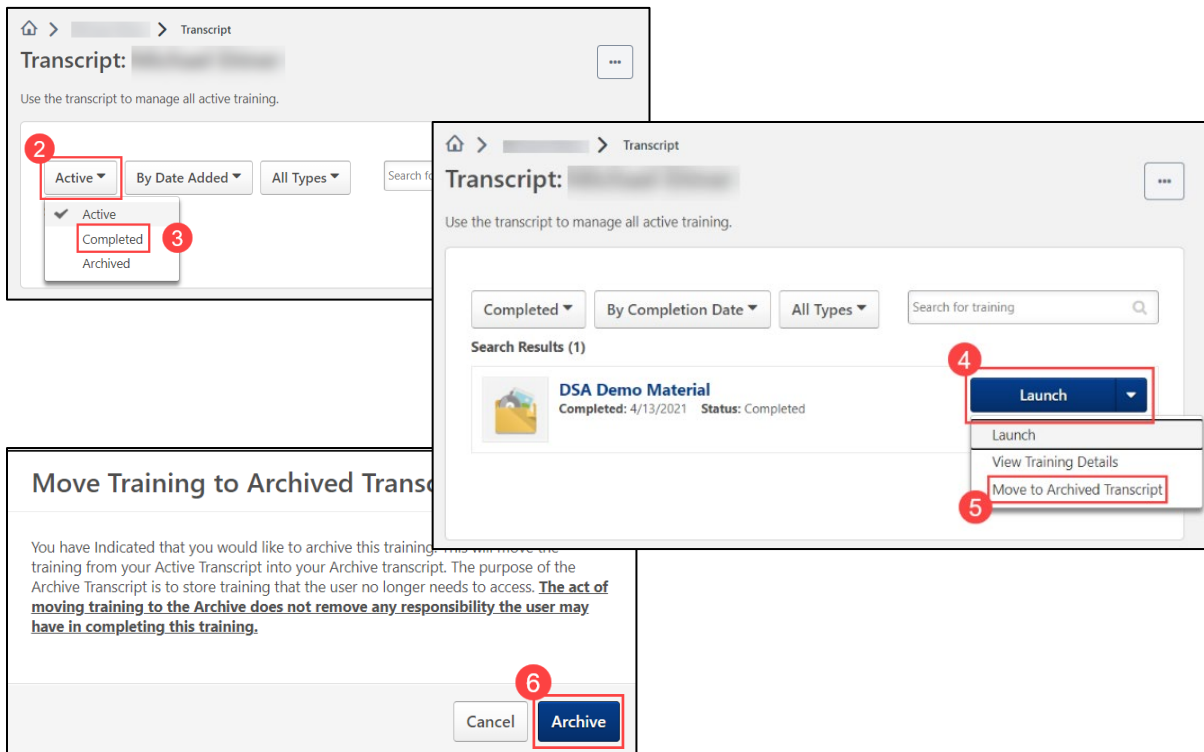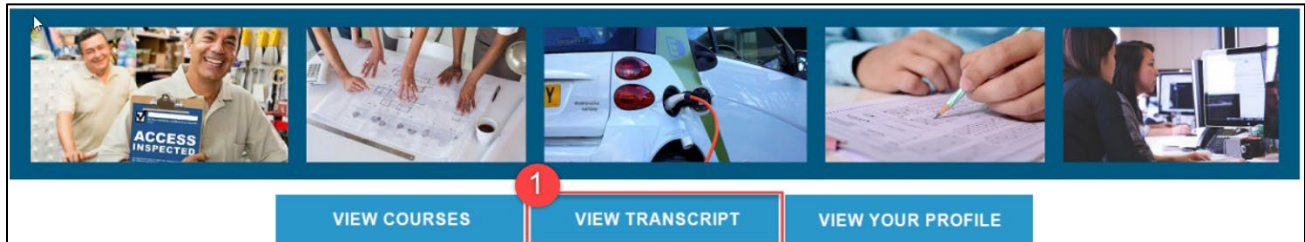
Step	Direction
1	Click on **View Transcript.**
2	Click on the **Active** dropdown menu.
3	Click on **Completed.**
4	For selected learning object (i.e.- DSA Demo Material), click on **down arrow** to the right of *Launch*.
5	Click on **Move to Archived Transcript**.
6	From the warning box pop-up, click on **Archive**.

Learner Guidebook
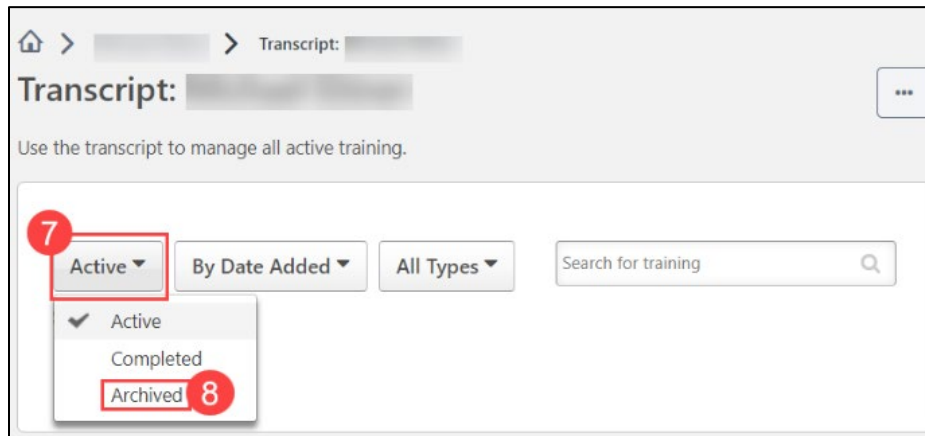
Step	Direction
7	Click on **Active** *down arrow*.
8	Click on **Archived** to show archived files.

Learner Guidebook

View and Print your Transcript

DSA Academy allows you to view and print your transcripts on-demand. This is helpful if you transfer to another agency and want to bring records of your professional development with you.
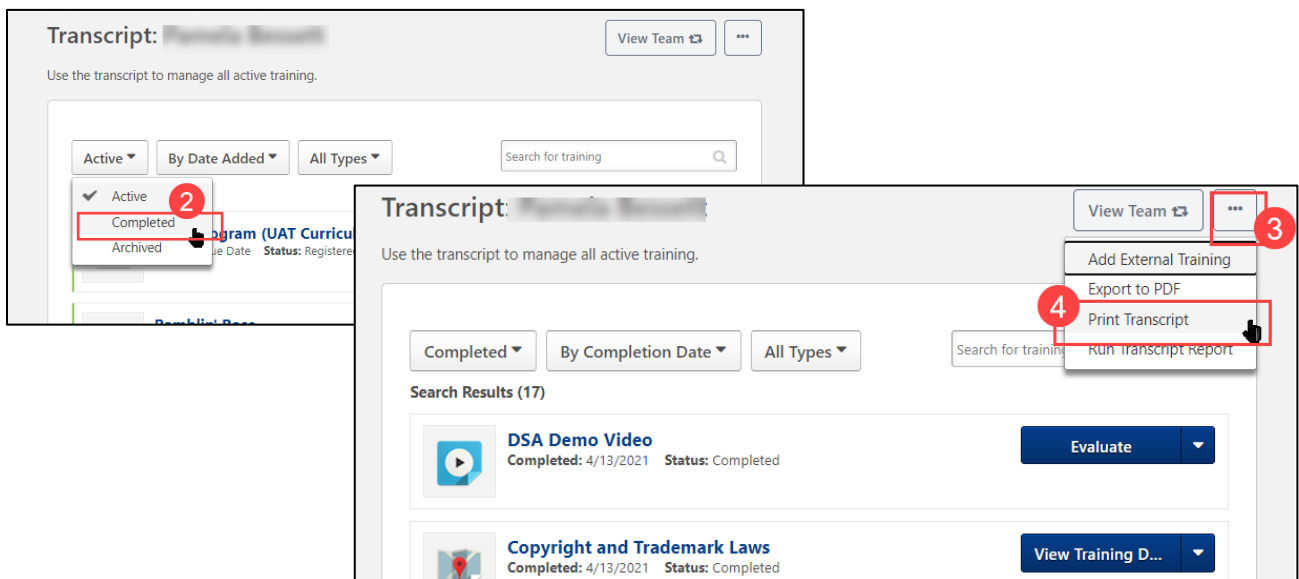
Step	Direction
1	Click on **View Transcript**.
2	Click on the **Active** down arrow and click on **Completed.**
3	Click on the **ellipsis** to open menu.
4	Click on **Print Transcript**. *Your transcript will display.*

Learner Guidebook

Step	Direction
5	Click **Print.** *Your print-preview will display.* Your transcript can now be viewed and printed.

Learner Guidebook

View your Bio

You Bio has information about you.

> Note: Bio can be accessed from your Welcome Page by clicking on **View Your Profile**. Also, Bio can be accessed on your Universal Profile.

Step	Direction
1	Click on **Bio** from *Your Profile***.**
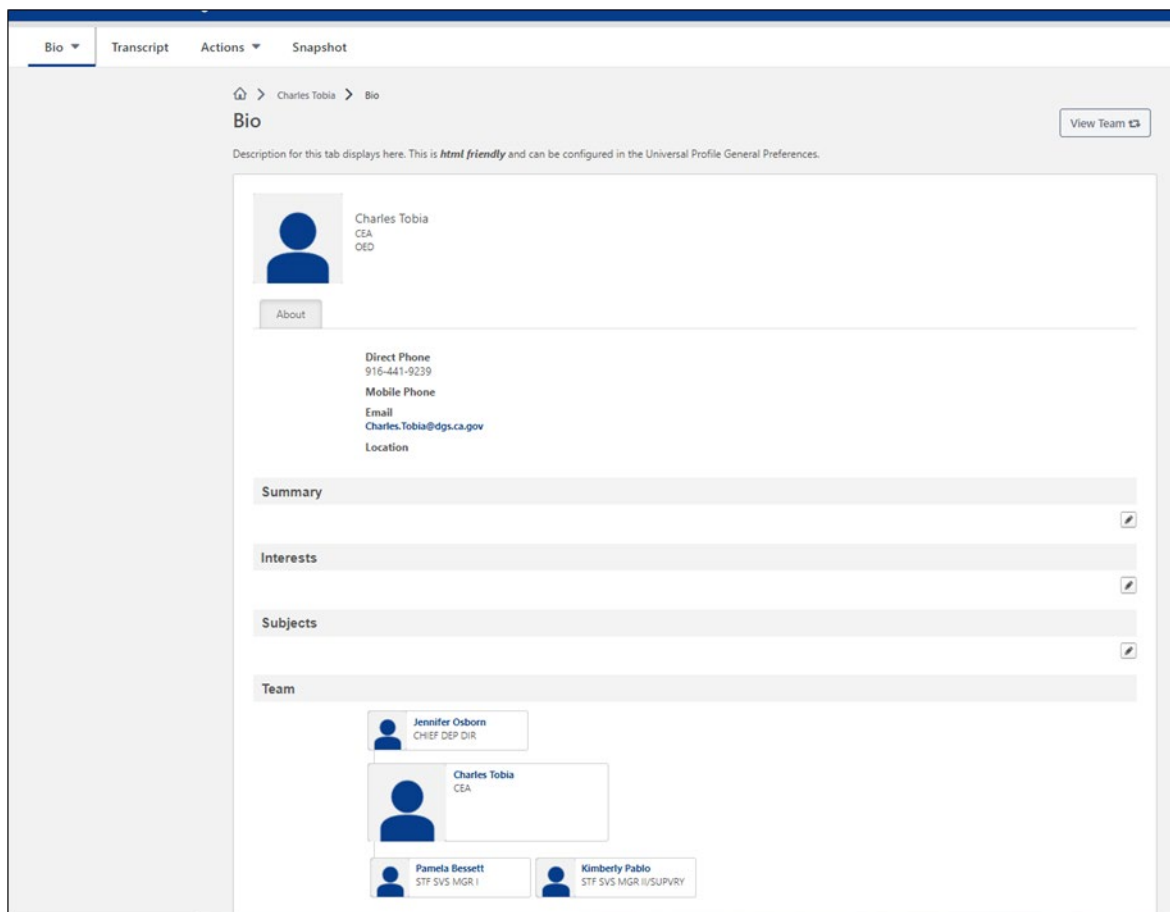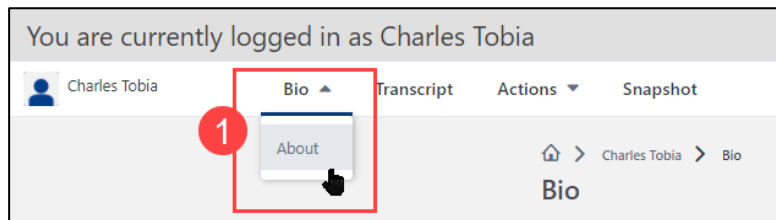
Learner Guidebook

View Course Catalog

The course catalog is where all courses open to DSA reside. Courses can be filtered by *Duration* of time, *Type*, *Modality, Subject* and *Provider*.
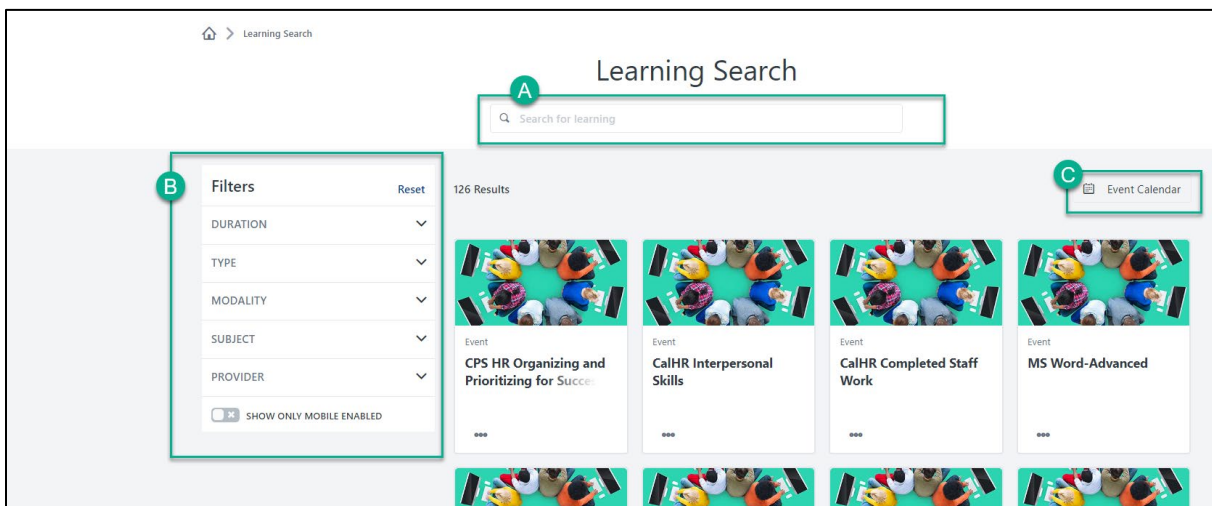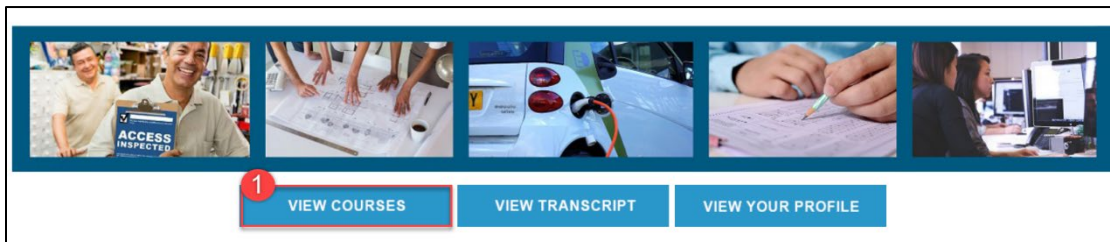
Step	Direction
1	Click on **View Courses**.
A	*Learning Search* will allow you to search for a course by entering in the name of the event.
B	*Filters* will allow you to search for courses based on *duration, type, modality, subject,* or *provider*.
C	The *Event Calendar* button will allow you to pull up a calendar view of courses that you can sort for day, week, or month.

Learner Guidebook

Use Filters in Course Catalog

You can narrow your search for courses by using the various filters in the course catalog. Filters are designed to help you search the course catalog quickly. You can search by:

- **Duration**: the amount of time a course takes
- **Type**: video, curriculum, online class, etc.
- **Modality**: how you complete the course (attending, watching, or reading)
- **Subject**: category of class (Communication, Health & Safety, Job function, etc.)
- **Provider:** who is providing the course (DGSU, OHR, ETS, DSA, etc.)
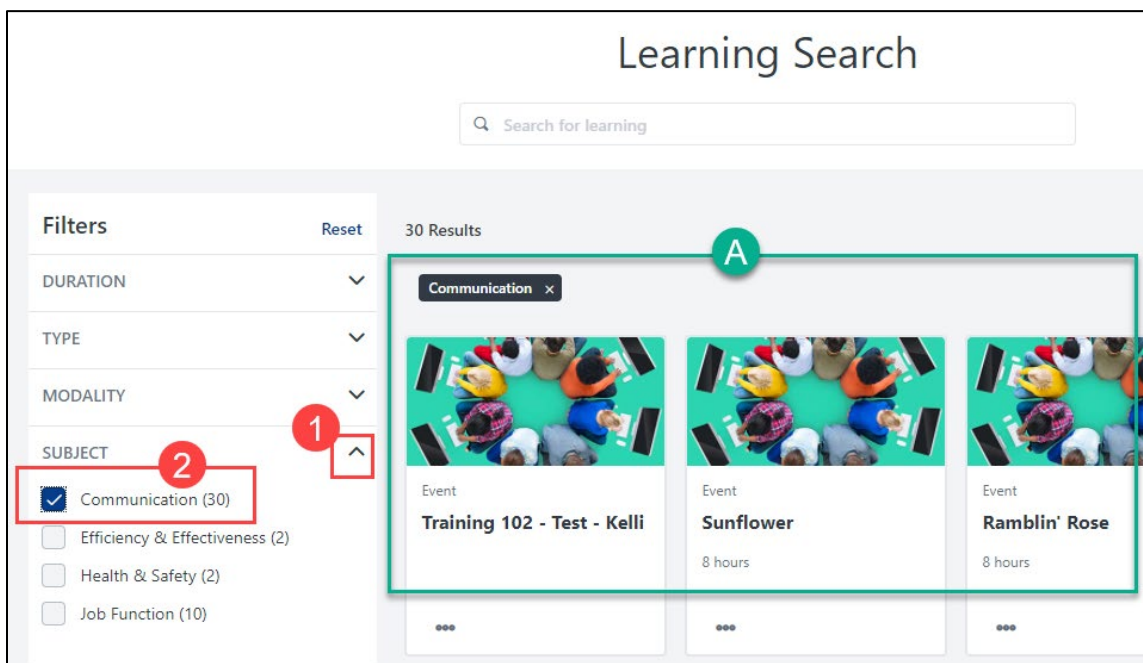
Step	Direction
1	Click on arrow next to **Subject.**
2	Select **Communication** from the different options.
A	The catalog automatically filters and displays what you have selected.

Learner Guidebook

View Course Details from Course Catalog

DSA Academy offers easy access to detailed information on a session or event (such as session information, material, etc.) that allows you quick information.
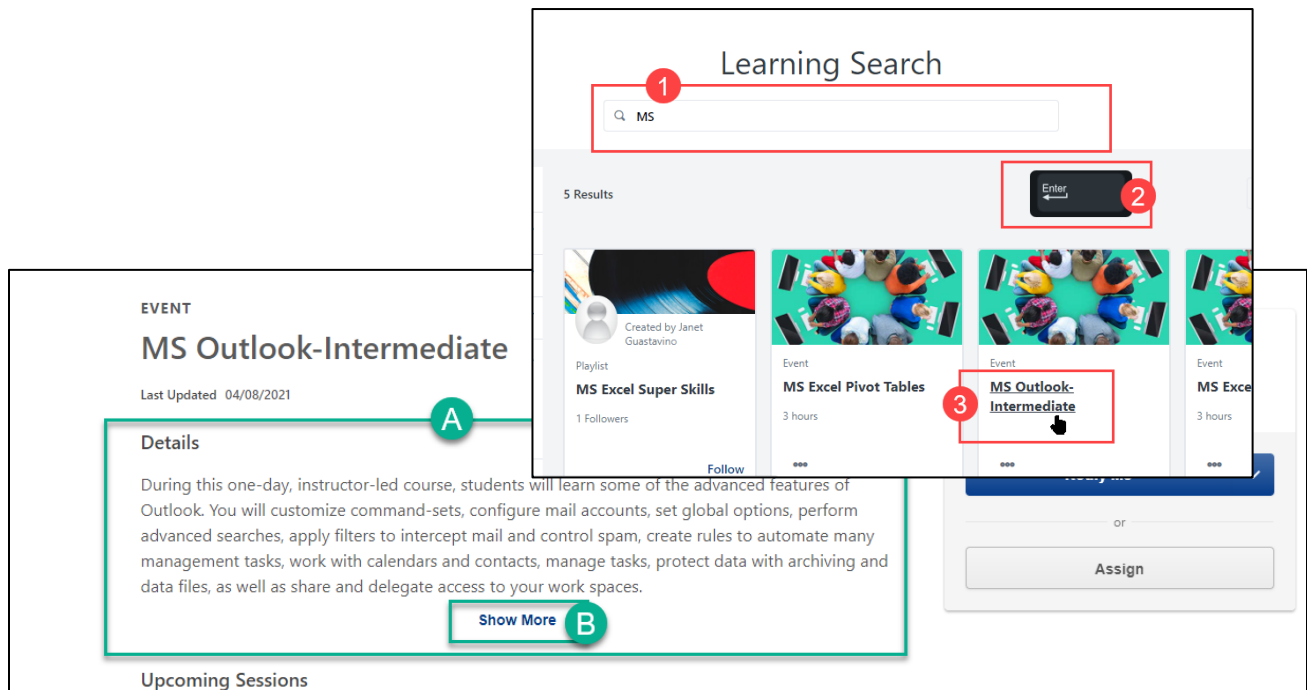
Step	Direction
1	Type search term in the *Learning Search Bar* (i.e. MS)
2	Click **Enter** on your keyboard.
3	Click on the name of the desired search item (i.e.MS Outlook Intermediate) from the *course catalog*. The course will open to display details, upcoming sessions, etc.
A	Details for the course display.
B	Click on **Show More** if you would like to expand the details window.

Learner Guidebook

View Events Calendar

The Events Calendar allows users to view upcoming instructor-led training (ILT) events in a calendar format.
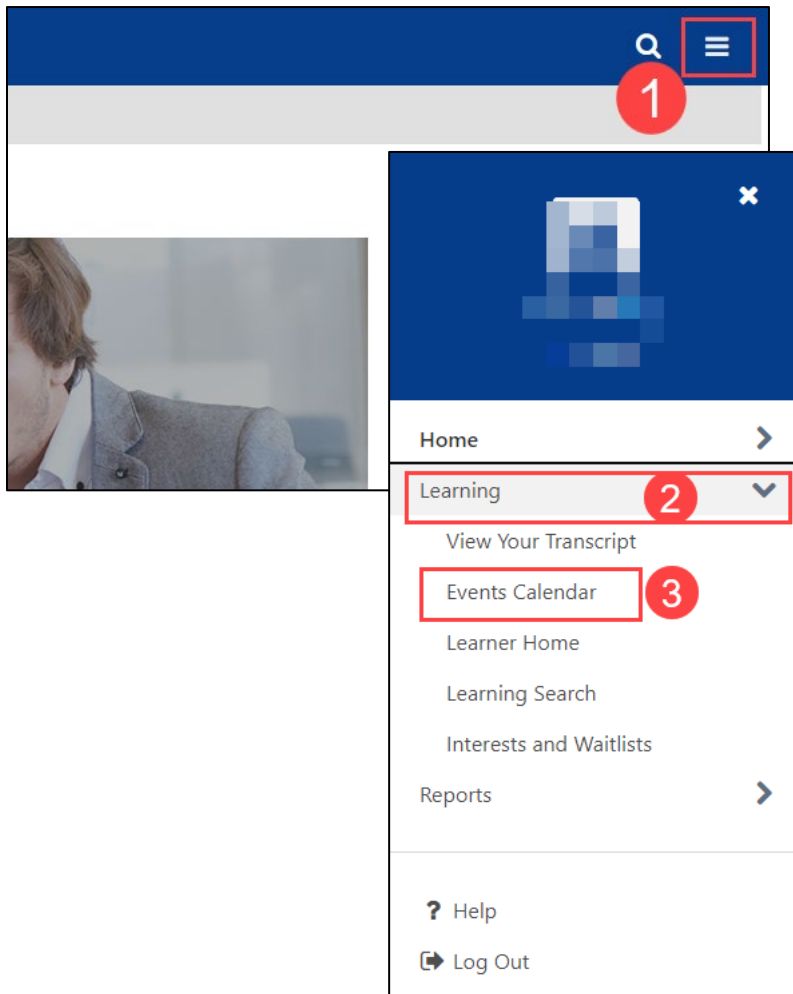
Step	Direction
1	Click on the **Show Navigation Menu**, from the *Welcome Page.*
2	Click on **Learning**.
3	Click on **Events Calendar**.

Learner Guidebook

💡 **Note**: Hovering over an Event name opens the Hover Details. Clicking the event window will close the hover details and open the Session Details pop-up.

Step	Direction
4	At the top of the Event Calendar, you can use the navigation arrows on both sides of the month and year to page forward and backward through the calendar.
5	The calendar can be viewed according to Day, Week, Month, and Agenda.
6	Another view option is viewing All Event or My Events.
A	Select or deselect the Display Options to change the event information being shown.

Learner Guidebook

Select *Notify Me* in an Event that has no Sessions

When there are no sessions available for a course that you would like to take, you can request DSA Academy notify you when future sessions are added, so that you can then request the course. This lets us know your interest in courses.

Step	Direction
1	From the *Learning Search bar*, type in even name (i.e. Incident Management Process).
2	Select the class as it appears below the search box. *The Event Details page will display.*
A	*No sessions available* will display if there are no sessions available to choose from.
3	Click on either **Notify Me** button to be brought to the *Interest Tracking* form.

Learner Guidebook

Step	Direction
A	**DO NOT** select a location.
4	Enter our comments in the *Comments* box (i.e. UAT Test).
5	Ensure that you **check the box** next to *Notify me when sessions are scheduled at any location*.
6	Click **Submit.** You will be brought back to the Event Details page for the course you expressed interest in. Click the **DSA Academy** logo at the top of the screen to be brought back to your *Welcome Page*.
7	The course you are interested in displays in this box. Click the **Interest & Waitlist Tracking** header.

Learner Guidebook

Register for a Session

Let's sign up for a class. When you want to register for a course, you can look through the catalog, filter by varied means, or if you know the name of your class, you can type it in the Learning Search box. When you register for a training event, or course, you will receive an email confirmation and the course will display in its status on your Welcome Page.
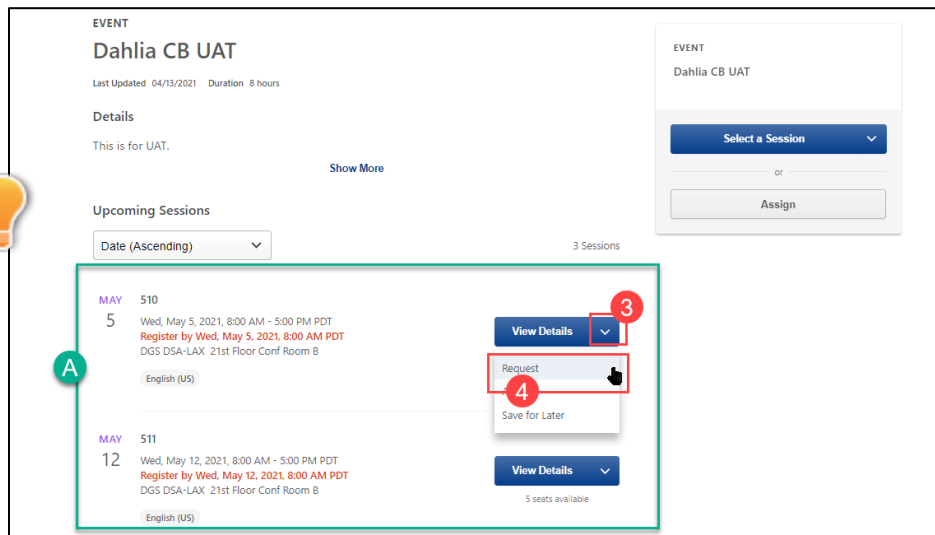
| | NOTE: The number of seats available will appear under View Details. |

Step	Direction
1	Type the **name of your course** (i.e. Dahlia) in the *Learning Search* bar.
2	**Select the name of the course** as it auto-populates. *The Event Details page will display.*
A	Session details are listed in the screen.
3	Click the **drop-down arrow** next to *View Details.*
4	Select **Request**.

Learner Guidebook

After you request a session, it will show up in the session details page with Pending Approval under the View Details.

Upcoming Sessions

Date (Ascending) ⌄   3 Sessions

MAY 5 510

Wed, May 5, 2021, 8:00 AM - 5:00 PM PDT
Register by Wed, May 5, 2021, 8:00 AM PDT
DGS DSA-LAX 21st Floor Conf Room B

English (US)

View Details ⌄
Pending Approval

Learner Guidebook

View Order Details (Receipts)

The Order Details page displays all of the details for the order, including transaction date, transaction ID, payment method, order status, and the details of each item purchased.
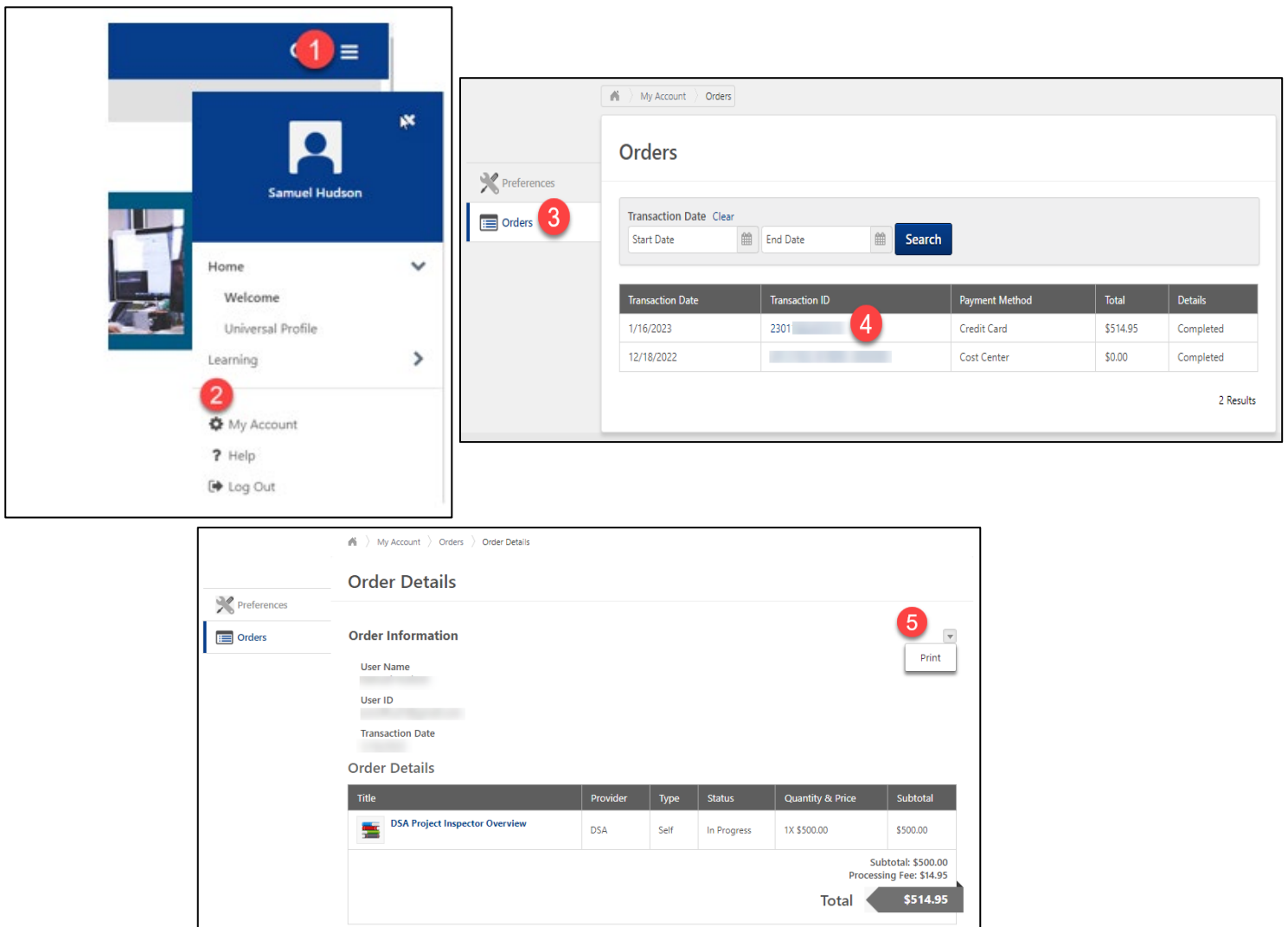
Step	Direction
1	Select the Navigation menu in the upper-right corner of the screen
2	Select the My Account icon ⚙
3	Select the Orders tab on the left under Preferences
4	Select the Transaction ID to view the Order Details page for the order.
5	The **Print** option in the Options drop-down in the upper-right corner of the page allows users to print the details of the order.

Learner Guidebook

Open and Launch an Assigned Course and Receive Email Confirmation

When you have been approved for an eLearning course, you can launch it directly from *My Training* on your homepage.

Step	Direction
1	Click on **Launch** under *My Training* from your *Welcome Page* for the desired item.
2	Click on either **right arrow** to begin training video.

Learner Guidebook
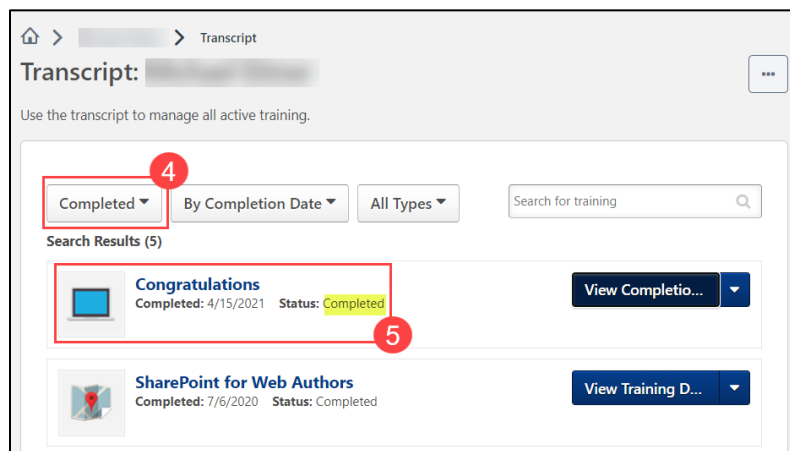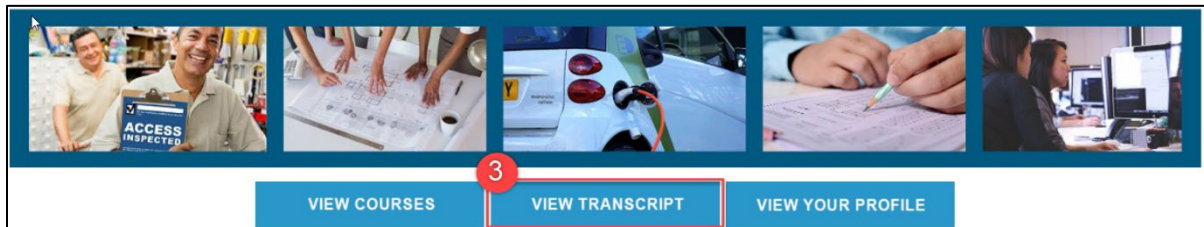
Step	Direction
3	Click on **View Transcript** on *Welcome Page*.
4	Change from *Active* to *Completed* on down arrow.
5	Verify completion of course on *transcript*. DSA Academy will send an email to you once you complete your course.

Learner Guidebook

Add Yourself to a Waitlist

When a course has no more available seats, you can add yourself to the course waitlist through the Course Catalog and can verify your waitlist status through View Transcript.
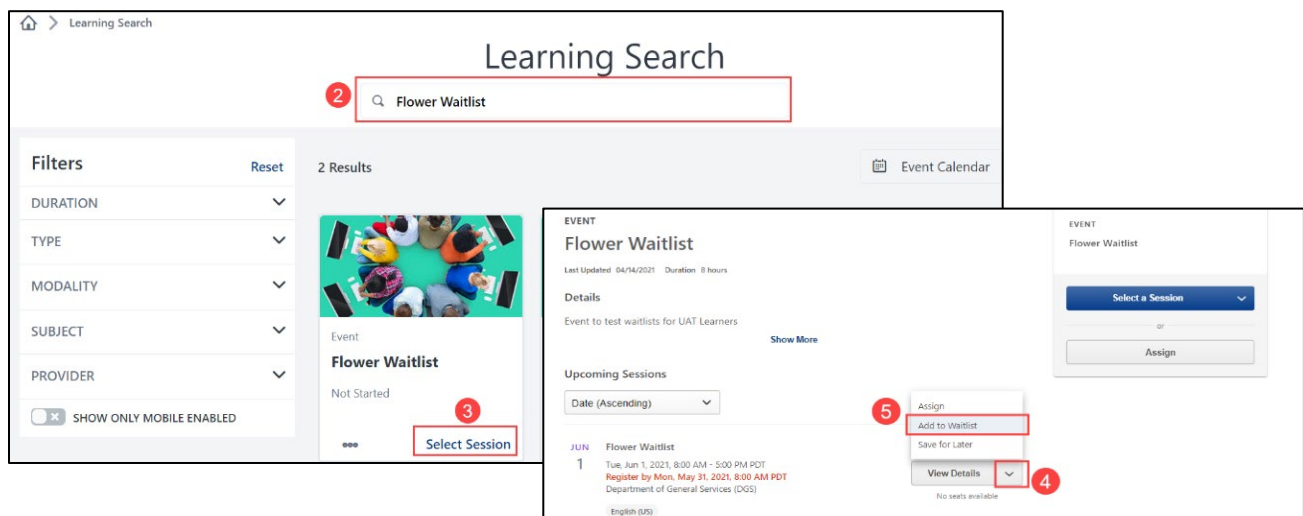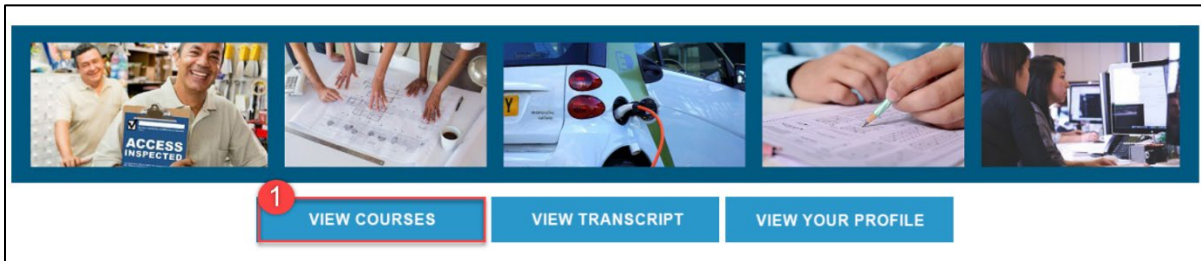
Step	Direction
1	Click on **View Courses.**
2	Type the name of the course (i.e. Flower Waitlist) in *Learning Search Bar*.
3	Click on **Select Session**.
4	Click down arrow on **View Details**.
5	Click on **Add to Waitlist**.

Learner Guidebook

After the system administrator approves the course, you are now on the waitlist for class. This will show on your **Transcript** and in your *Waitlist and Interest Tracking* box from your Welcome Page.

Learner Guidebook

Be Enrolled to a Session from Waitlist

Users will automatically be notified once they are moved off the waitlist.
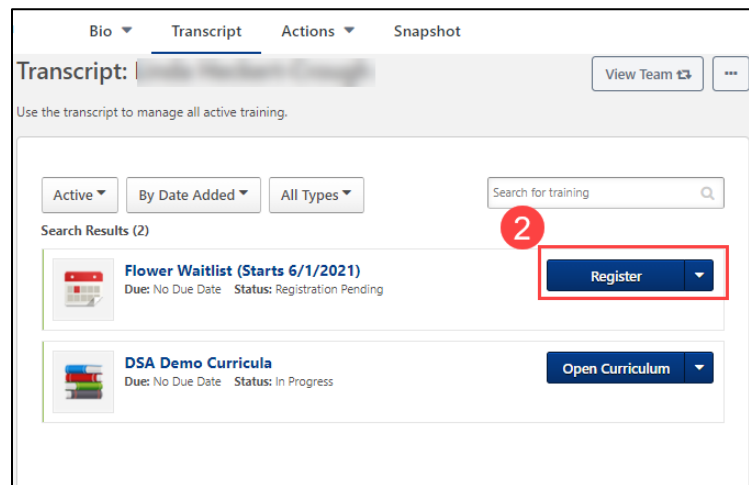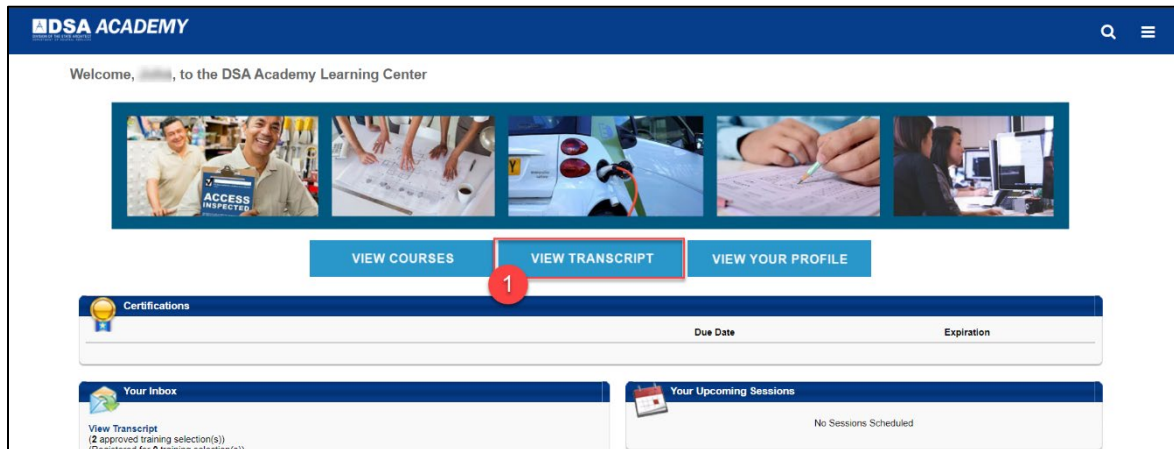
💡 **NOTE**: You can also register for the course by clicking the course from **Your Action Items**.

Step	Direction
1	Click on **View Transcript** to add course.
2	Click **Register** to add course.

Learner Guidebook

You will receive confirmation of enrollment on your Transcript and will be sent a confirmation email once you have been moved from the waitlist to active enrollment.

Learner Guidebook

Course Interests

If you were interested in a course and chose "Notify Me" when a session becomes available, you can view your interested courses in the Interests and Waitlist page. The Interests and Waitlists page can be used to track interest history and view sessions that you are waitlisted for. To access the Interests and Waitlists page, click on the title or icon from the Welcome Page labeled **Waitlist & Interest Tracking** or use the Show Navigation Menu and click on **Learning>Interests and Waitlists**.
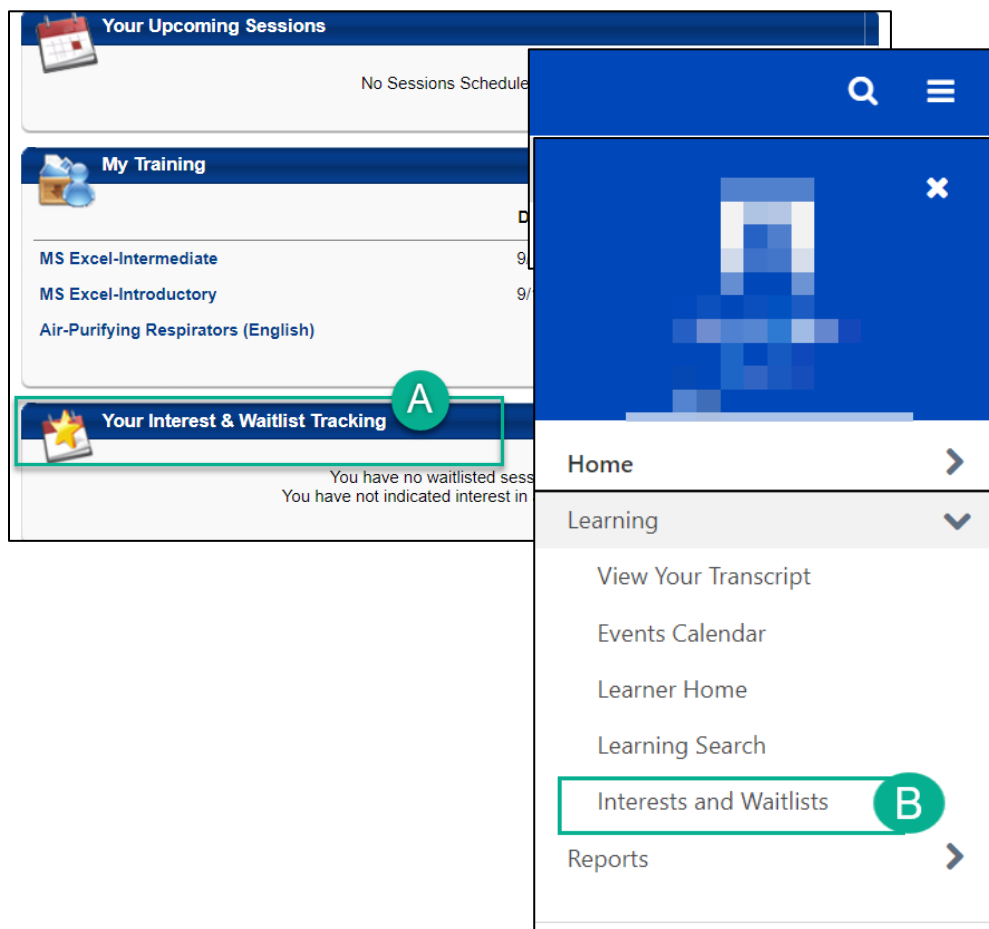
Step	Direction
A	Click on **My Interests & Waitlist Tracking**. *The Interests and Waitlists page will appear.*
B	Click on **Interests and Waitlist** from the Show Navigation Menu. *The Interests and Waitlists page will appear.*

Learner Guidebook
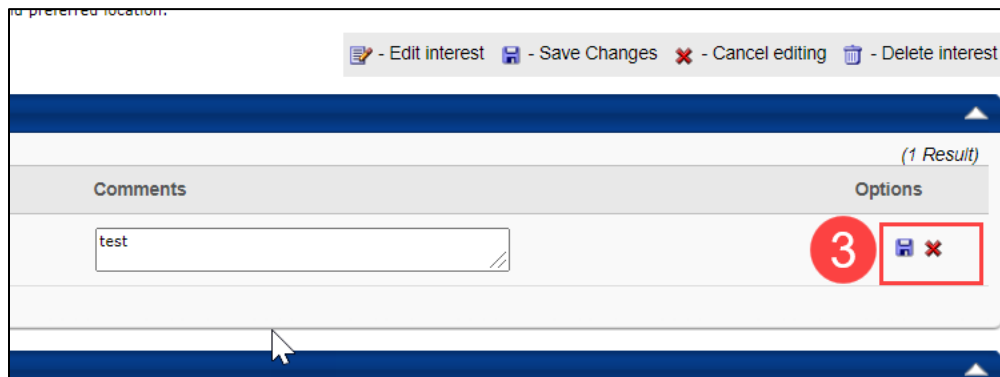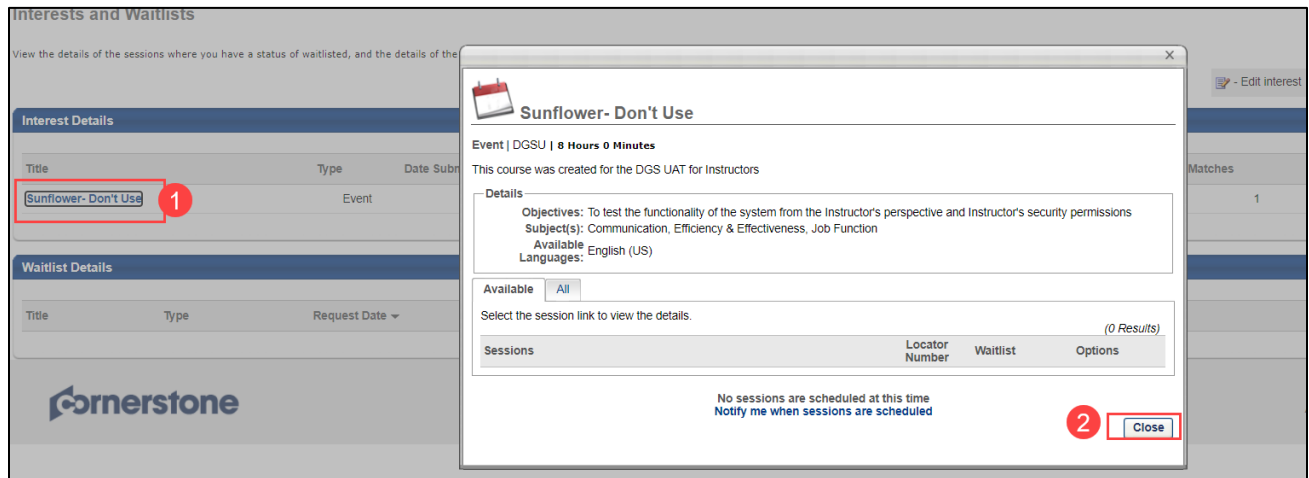
Step	Direction
1	Under Interest Details, click on the Course Title to view the course details and the available sessions. *The details will pop up.*
2	Click on **Close**.
3	You may add comments and delete interests.

Learner Guidebook

Learner Home

The Learner Home serves as a learning hub which facilitates a seamless learning experience for users, allowing you to browse for and request relevant training, search and filter for specific training, and helps ensure compliance by helping you prioritize and take action on training must complete. The Learner Home includes several features which enable learners to easily select subjects of interest, discover training based on machine learning, and quickly access and request new training.
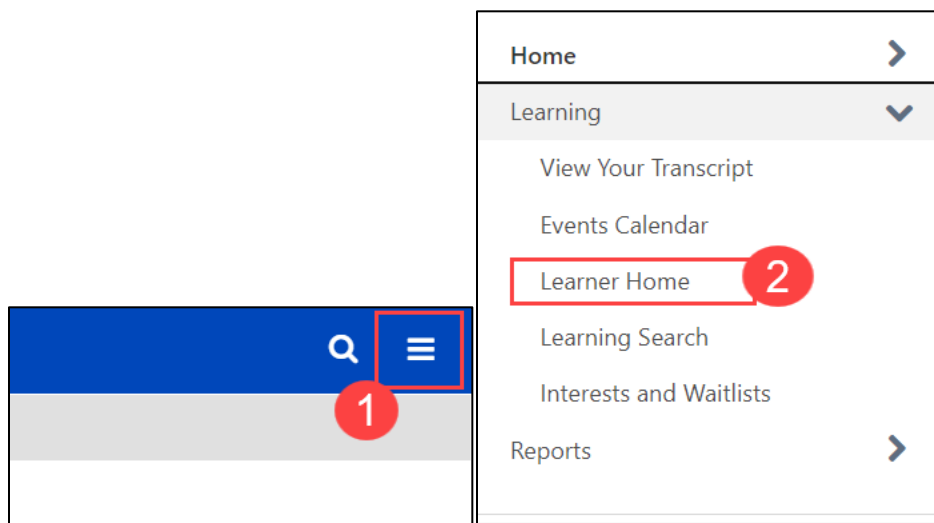
Step	Direction
1	Click on the **Show Navigation Menu**.
2	Click on **Learner Home**.

Learner Guidebook
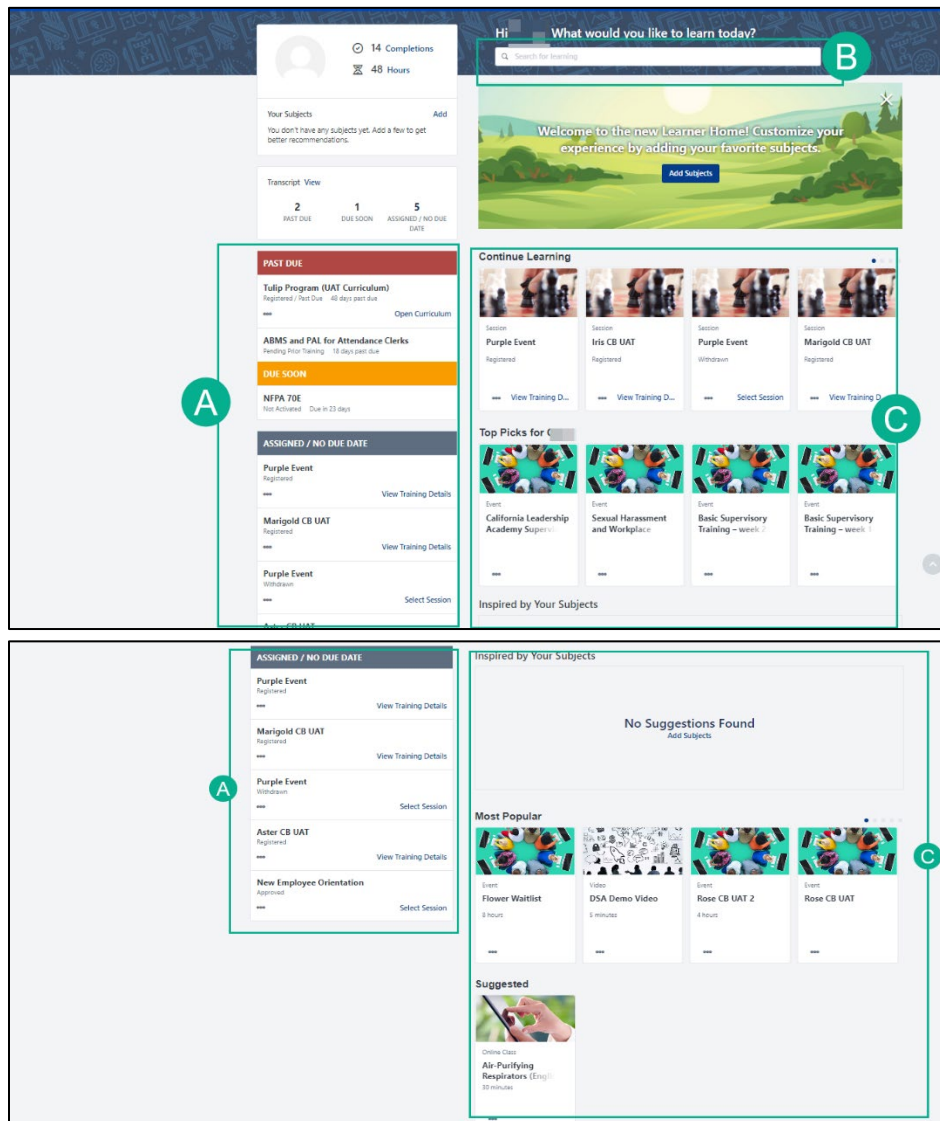
Step	Direction
A	Past Due, Due Soon, Assigned/No Due Date courses are displayed on the left - hand side. For instance, you may choose to View Training Details and Select Sessions.
B	The Learner Home page includes a search bar where you can search for courses using Learning Search.
C	Continue Learning, Top Picks for User, Inspired by Your Subjects, Most Popular and Suggested courses are displayed.

Learner Guidebook

Select a Course that Requires Prerequisites

Prerequisites are courses that are required before another course. For example, the Recertification Seminar is a pre-requisite for taking the Recertification Exam. When a course requires prerequisites, DSA Academy will let you know. When you see that you are trying to register for a class that has a prerequisite, you will see a message appear in a conflict box.
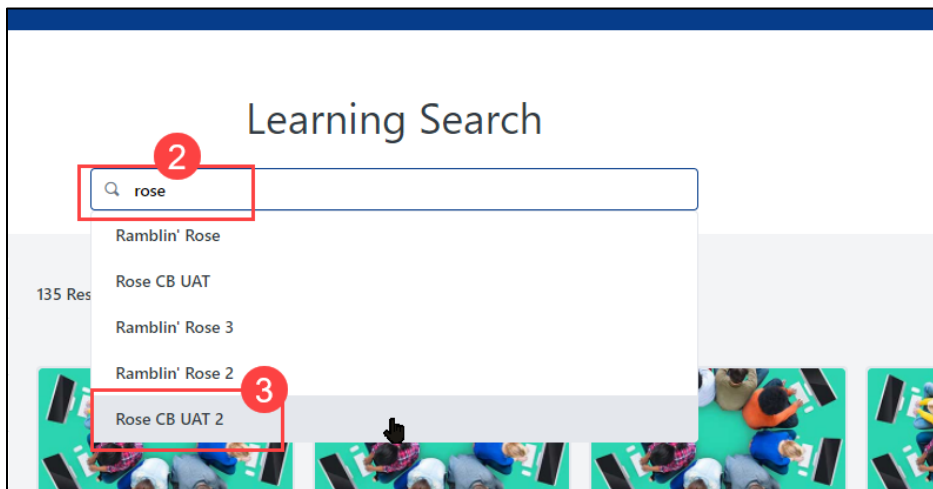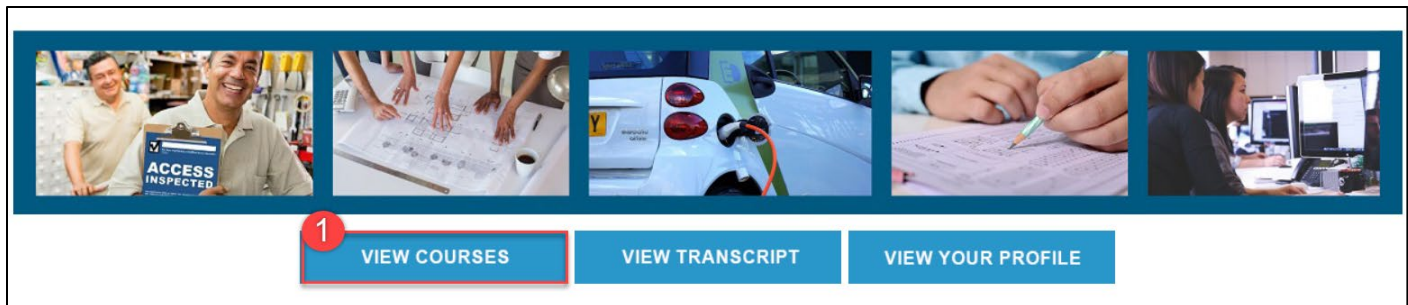
Step	Direction
1	Click on **View Courses.**
2	Type in the name of the course (i.e. Rose) in *Learning Search* box for search results. *Rose CB UAT 2 will auto-populate.*
3	Select **the course** (i.e. Rose CB UAT 2).

Learner Guidebook

Step	Direction
A	*Course prerequisites* are shown here.
B	Upcoming *session information* is shown here.
4	Click the **drop-down arrow** to the right of *View Details*.
5	Select **Request.** *The conflict box will display.*
6	Click the **X** on the top right corner. If you select continue, it will request the main course and not the pre-requisite. You will not be able to sign up for the course unless you request an exception from the prerequisite.

Learner Guidebook

Receive Course Approval Email

Once the DSA Academy has approved a course you have requested, you will receive an email.

Step	Direction
1	Check your personal email account
2	Look for email from DGSDSA-noReplyAcademy@dgs.ca.gov with a subject line with your class name.

Receive Course Denial by Email

If your request for a course has been denied, you will receive an email from the DSA Academy.

Step	Direction
1	Check your personal email account
2	Look for email from DGSDSA-noReplyAcademy@dgs.ca.gov with a subject line with your class name.

Learner Guidebook

Complete All Learning Under a Curriculum

Step	Direction
1	**Open the training** (i.e. Bouquet Curriculum) under *My Training* on the *Welcome Page*.
2	The page will refresh, launching the Curricula. Click on **Launch** on the course (i.e. Bouquet Instructions).
3	After reading the instructions, **Mark Complete**.

Learner Guidebook

Curriculum progress will update in real time.

Step	Direction
4	Click on **Activate** for the course title (i.e. Bouquets).
Note	Curriculum progress will update in real time.
5	The page will refresh then click **Launch**.
6	Click on the **Play** icon
7	Upon completion of the Training, **Close** the window.

Learner Guidebook

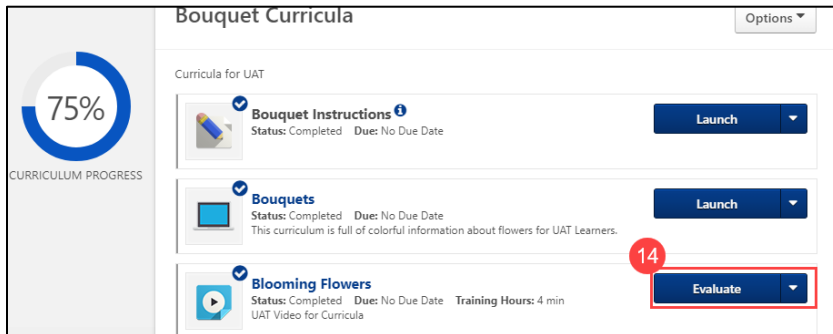| Step	Direction
8	Click on **Evaluate** for the course (i.e. Bouquets).
9	The screen will refresh to the Evaluation. Click **Submit Final Answers**.
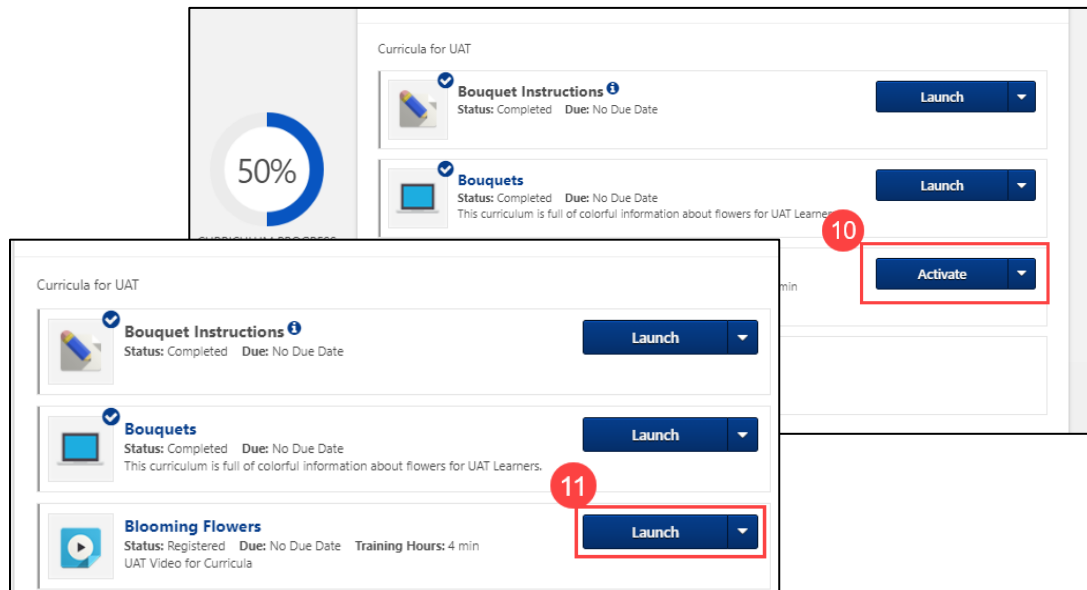
Learner Guidebook

Step	Direction
10	Click on **Activate** for the course video (i.e. Blooming Flowers).
11	Click **Launch**

Learner Guidebook
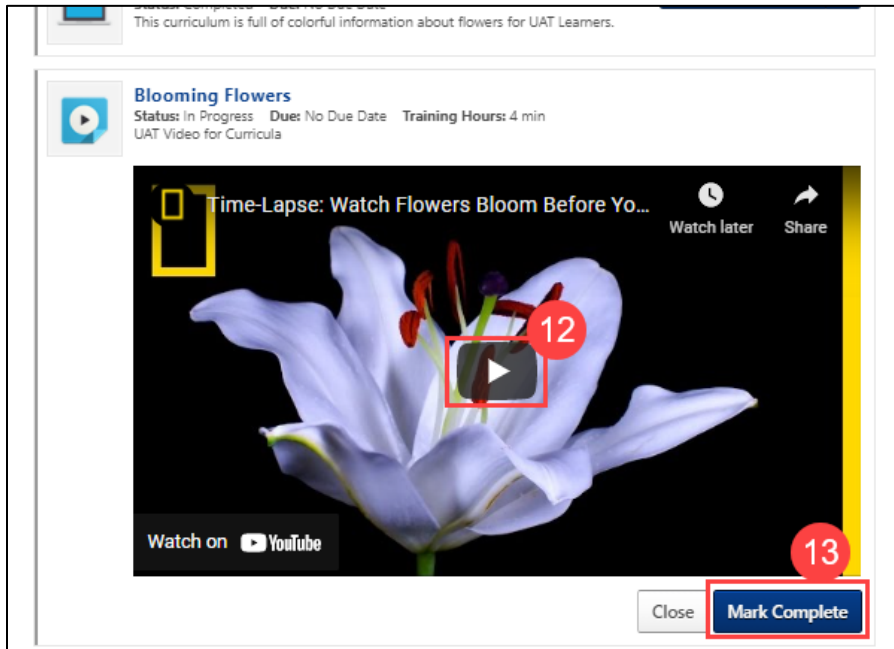
Step	Direction
12	Click on the **Play** icon
13	After the video has completed, click **Mark Complete**.
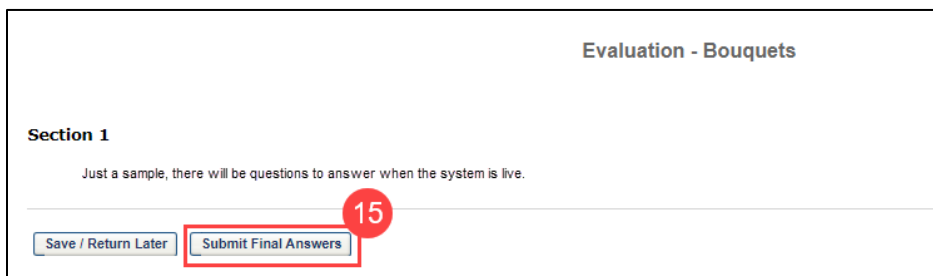
Learner Guidebook

Step	Direction
14	Click on **Evaluate** for the course (i.e. Blooming Flowers*).*
15	The screen will refresh to the Evaluation. Click **Submit Final Answers**.

Learner Guidebook

Step	Direction
16	Click on **Activate** for the course material (i.e. Bouquet Material).
17	Click **Launch**.
18	**Download** the PDF to your Desktop
19	**Close** the window.
20	Click **Mark Complete**.
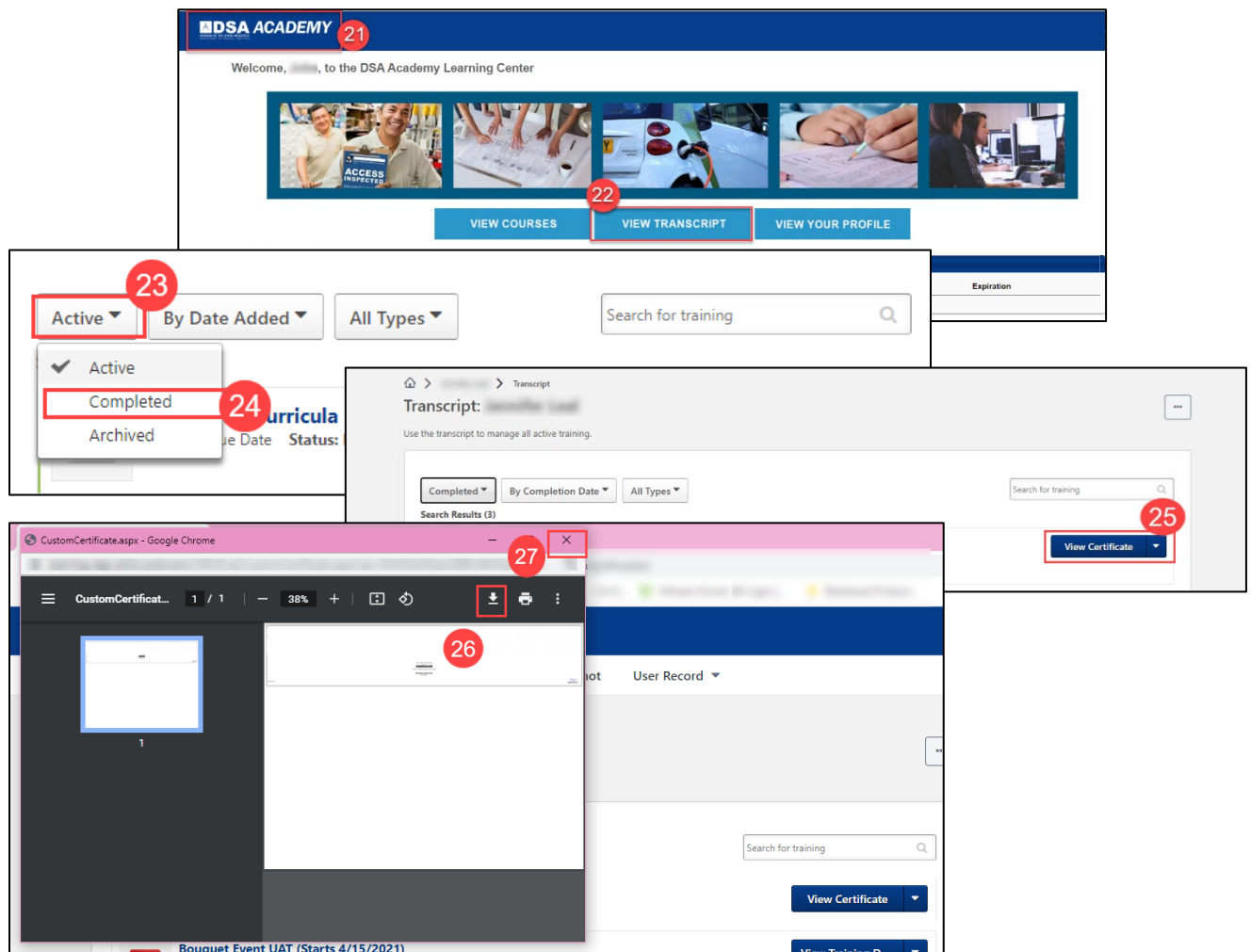
Learner Guidebook

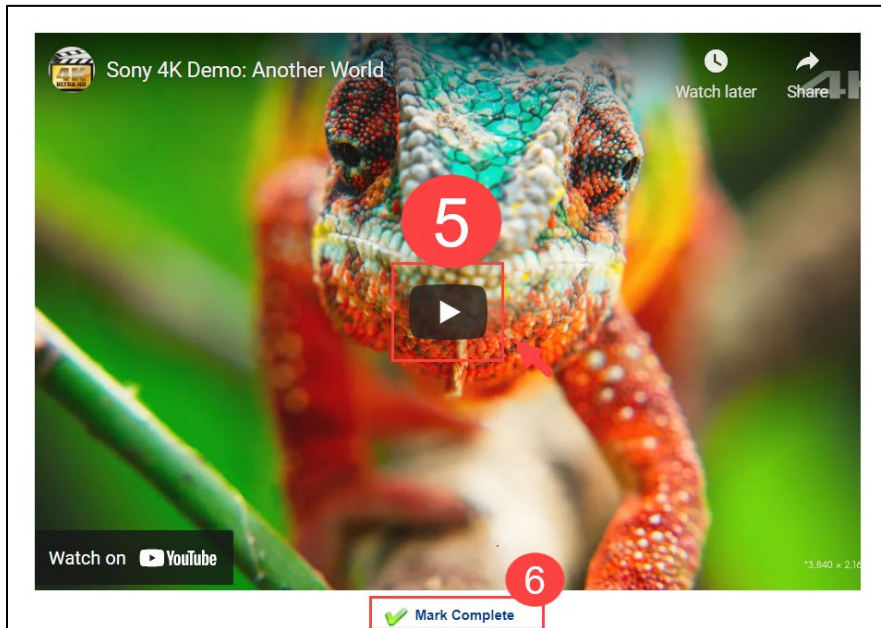| Step	Direction
21	Click on **DSA Academy** icon to return the *Welcome Page*.
22	Click **View Transcript**.
23	Click the drop down next to *Active*
24	Click **Completed**.
25	Click **View Certificate**.
26	**Download** the PDF of your certificate to your Desktop.
27	**Close** the window.

Learner Guidebook

Receive Completion Status and Email After Finishing an Online Event

You will be able to receive an email confirmation for your record of a completed training within minutes of finishing.
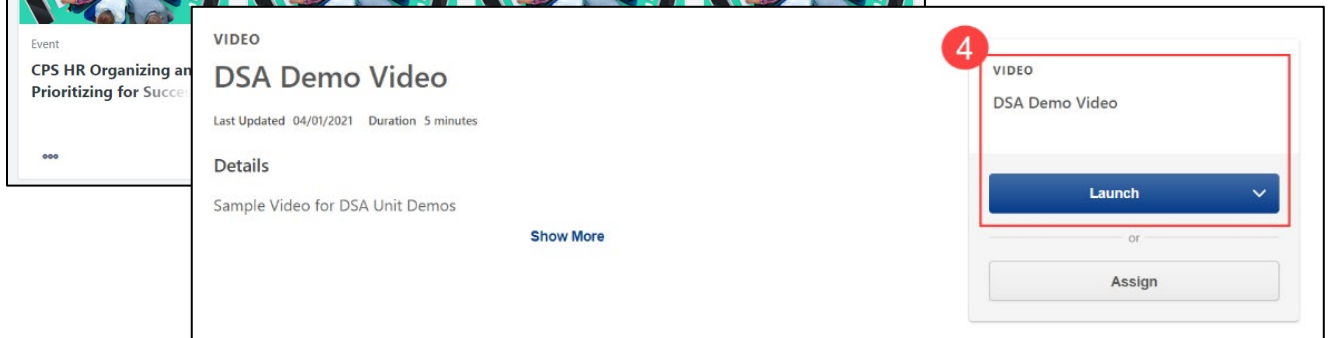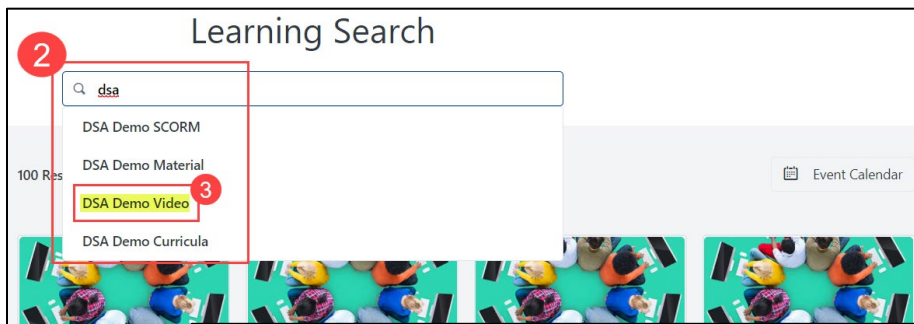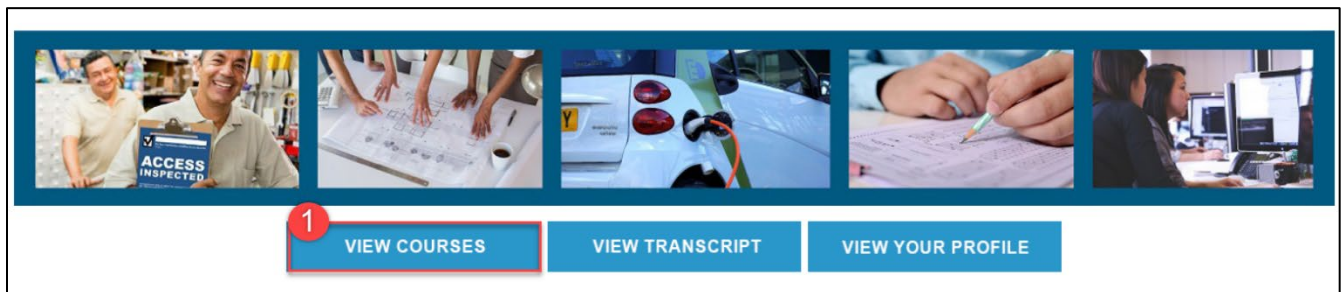

Step	Direction
1	Click on **View Courses**.
2	Type name of desired course (i.e. DSA) in *Learning Search.*
3	Click on course name (i.e. DSA Demo Video).
4	Click on **Launch**.

Learner Guidebook

Step	Direction
5	Click on play arrow.
6	Click on **Mark Complete** when finished with material.

You will receive a timely confirmation email for your records after completing a course curriculum or task.
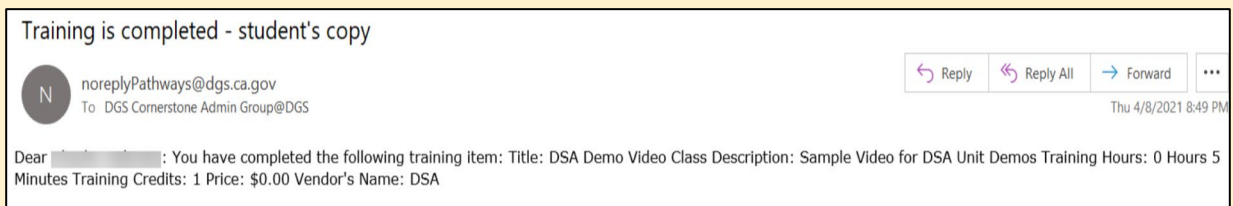
Learner Guidebook

Request to Withdraw from a Course

There may be times when you need to withdraw from a course. This can be done quickly in DSA Academy.

Learner Guidebook

Step	Direction
1	Click on **View Transcript** on *Welcome Page*.
2	On the selected course (i.e. Flower Withdraw*)*, click the dropdown arrow on **View Training Details**, then click on **Withdraw.** *The Withdraw Registration window displays.*
3	**Select reason** for withdrawal from the drop-down menu choices.
4	Enter **Comments** if applicable.
5	Click on **Submit.**

Your course withdrawal will be reflected on your transcript and you will receive an email confirmation of withdrawal. You will be able to view the withdrawal notification in your transcript area.

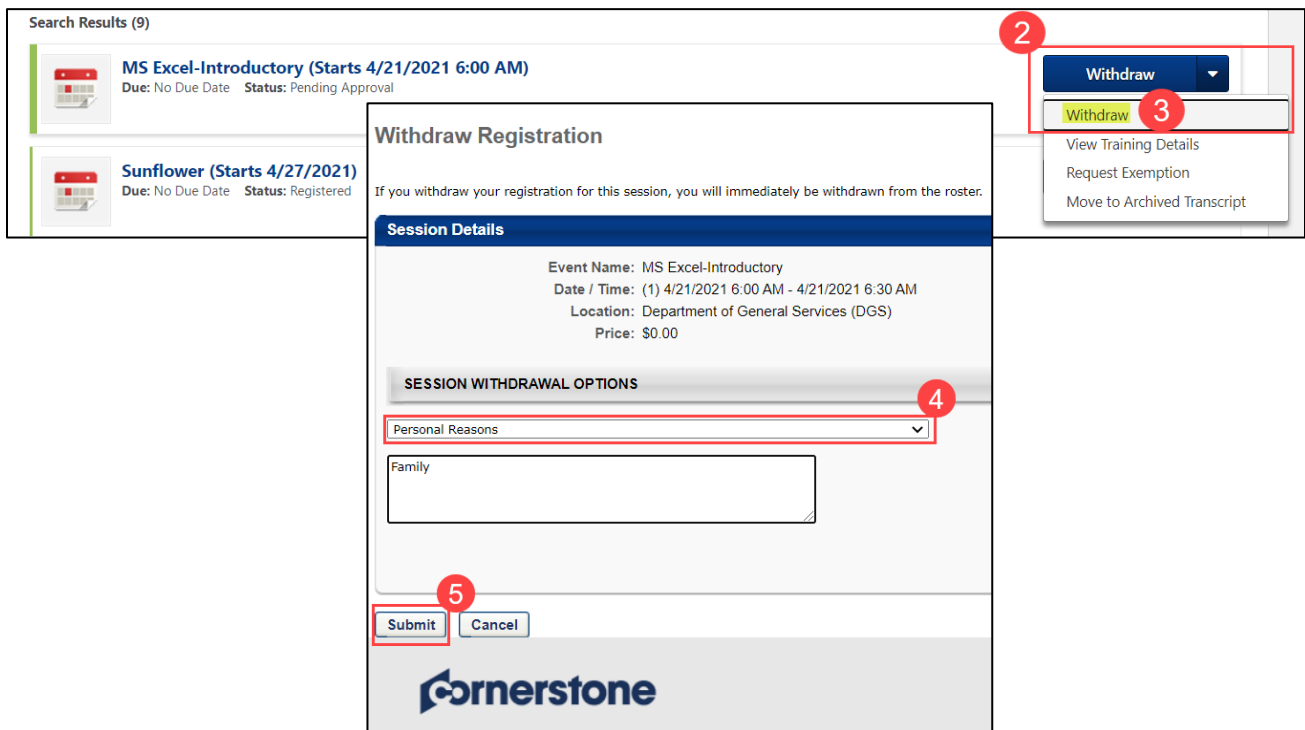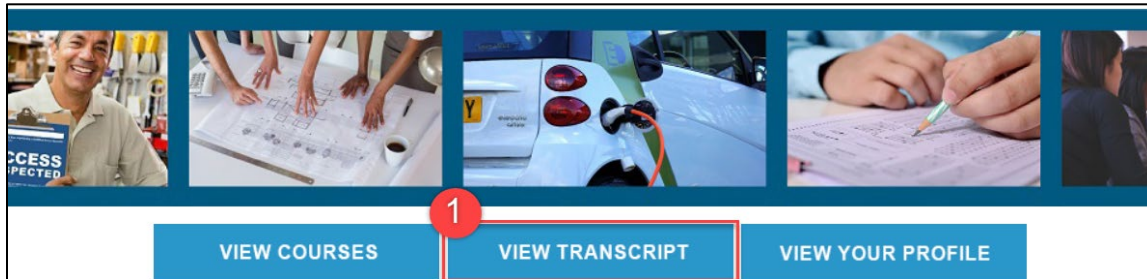Active ▾   By Date Added ▾   All Types ▾   Search for training 🔍

Search Results (8)

Flower Withdraw (Starts 4/30/2021)
Due: No Due Date   Status: Withdrawn

Select Session ▾

Learner Guidebook

Receive Email Notification for Withdrawn Event

Users will automatically receive an email confirmation of course withdrawal.

Step	Direction
1	Click on **View Transcript.**
2	Click on down arrow to the right of **Withdraw**.
3	Click on **Withdraw**.
4	Click on drop menu to indicate reason and add comments.
5	Click **Submit.**

Learner Guidebook

Step	Direction
A	Withdrawn status is verified on transcript.

You will receive an email notification of withdrawal.

MS Excel-Introductory has been Canceled

N noreplyPathways@dgs.ca.gov
To DGS Cornerstone Admin Group@DGS

↩ Reply   ↩ Reply All   → Forward   ...

Thu 4/8/2021 5:43 PM

Dear Carlos:

This message is to notify you that [redacted] has withdrawn from MS Excel-Introductory scheduled on 4/21/2021 at 6:00 AM with Locator Number 443.

Thank you,

Pathways Team

MICHAEL - UAT TEAM