



MSHA Issue Response Matrix

Issue	Action	If Intervention is Needed
Late to class	Allow 10-minute grace period (In the morning and coming back from lunch).	Student will be required to reschedule.
Won't turn on webcam; pauses webcam	1 st time: remind student via private message.	
	2 nd time remind student in everyone chat.	
	3 rd time or if no responses to previous attempts: email sent as reminder with cc to supervisor.	If student will still not comply after 3 rd attempt to contact, require them to reschedule.
Not paying attention in class; behaviors include: <ul style="list-style-type: none">• Cellphone use.• Talking with others in vicinity.• Performing other non-MSHA training tasks.	1 st time: gain student's attention and discuss expectation.	
	2 nd time or if no response to 1 st time: reset expectation.	
	3 rd time or if no responses to previous attempts: contact supervisor.	If student will still not comply after contacting supervisor, require them to reschedule.
Disrupting class including sending unwanted/inappropriate messages to fellow students.	1 st time: Address issue with student and set expectation.	Depending on severity of infraction, this may be the last chance for the student. For a major disruption, student will be removed from class with no chance to reschedule.
	2 nd time or if no response.	Immediate removal from class.
Requests to leave class early or miss a portion of class.	As a general rule, no such requests will be honored. Instructors have the latitude to make special accommodations as necessary.	
Tech issues prevent student from receiving instruction.	Limit of 10 minutes of missed instruction.	Reschedule student if >10 minutes of missed instruction.
Student's technology skills are too limited to successfully participate in the virtual class and online lessons.	1 st step: Ask student to request help from employer or family member.	Inform student that they need to seek in-house assistance.
	If no help is provided, or student continues to have significant issues: remove from class.	Inform student they may need to reschedule for a time when they have assistance.
Driving while attending class.	Immediately remove student from class.	Contact supervisor; reschedule if appropriate.
Sharing a computer.	HSI allows for a maximum of (2) people to share a webcam provided that both individuals are positioned to be seen in webcam and have their own device to complete CBT lessons.	
No Show: Did not give 24 hours' notice of reschedule or cancelation.	Seats will not be refunded.	