District and Charter School Approve Clock Hours User Guide

This user guide will provide an overview of how to approve Clock Hours.

Sections:

Process Overview

Clock Hours can be approved (verified and accepted) in one of two ways:

- When reviewing and processing a renewal application (via the ReviewQ)
- Any time there are clock hours entered by the educator (via the Clock Hours Educator Tab)

Although the process is basically the same for both ways, the process will be detailed separately in the user guide sections below.

In DEEDS 3.0, users are required to add supporting documentation when adding clock hours. In this way, the responsibility is shifted to the educator to provide documentation for each clock hours entry. When clock hours are approved, the documentation is at hand for review, verification and acceptance. It also has the benefit of keeping all the clock hours information in one place for future reference.

It is also important to note here that any clock hours migrated from the prior system, DEEDS 1.0, will not have supporting documentation, as this was not a previous requirement. Approval of clock hours from migrated clock hours will need to be done by referring to paperwork or documentation outside the system, since these records do not contain supporting documentation within the system.

DEEDS 3.0 Access

To access DEEDS 3.0, you must have an EdAccess account.

If you do not have an EdAccess account, then you will need to Register an EdAccess Account.

If you already have an EdAccess Account, Login to EdAccess Account.

LEA Dashboard access is provided to individuals who perform Human Resource functions for their charter school, district, or employing authority. To request LEA access, log a KACE ticket requesting access. Please include your District or Charter School title and the HR functions that you perform.

Via the EdAccess dashboard, click the DEEDS 3.0 icon.

If access to the LEA Dashboard has been granted, then the user is presented with a **User Type** dropdown list to choose the desired DEEDS 3.0 Dashboard. Select **LEA Dashboard** from the list of options and click the **Go to Dashboard** button.

User is directed to the **LEA Dashboard**.

Renewal Requests Clock Hours Approval

All Renewal applications are handled in the same manner, so instructions for all renewal types are included in this section. Renewal requests that are directed to the District or Charter office for initial review and approval are:

- Continuing License Renewal
- Paraeducator Permit Renewal
- Adult Education Permit Renewal
- Interpreter Tutor for the Deaf/Hard of Hearing Permit Renewal

The review and approval process is limited to verification and acceptance of the Clock Hours. If there are issues that need to be addressed by the educator, then Deficiencies can be raised.

From the LEA Dashboard, select the **ReviewQ** menu option.

Figure ACH-RNW-01: ReviewQ Applications Filtered by User Worklist

User is directed to ReviewQ page, showing all the applications in the user's worklist.

Click the desired Renewal tab to filter the applications. In this example, the **Paraeducator Permit Renewal** tab (indicated with a red arrow above) is selected.

Figure ACH-RNW-02: ReviewQ Applications Filtered by Paraeducator Permit Renewals

Data is filtered to show only *Paraeducator Permit Renewals*. If the list of applications is long, search terms can be entered in the top section to limit the results. Locate the desired application and click the *Review Application* button in the corresponding row of the table.

The *Renewal Application* is inserted in the page. User may need to scroll down to see the entire application. The top section of the Renewal Application is for *Clock Hours* and the bottom section is for *Deficiencies*. Each of these sections will be reviewed for completeness.

Clock Hours

Figure ACH-CLK-01: Renewal Application Clock Hours Section

For each of the clock hours entries, review the information provided to confirm completeness. Click the *Clock Hours* text in the *Documents* column to review the supporting documentation entered by the educator. If the records were migrated from DEEDS 1.0, and therefore not entered in DEEDS 3.0, then the *Documents* column will be blank and verification will need to be done by referring to external documentation.

Note that PDMS records are automatically Verified and Accepted by the system. Since the PDMS data is sent electronically, it has already been verified for accuracy. There is no need for an additional step to *Verify* and *Accept* these records since the system has already performed this task.

Once the record has been reviewed and is ready for approval, then the record needs to be *Verified* and *Accepted*. There are two ways to *Verify* and *Accept* the clock hours – either individually or in bulk. Instructions for the two options follows.

Single Verify / Accept Clock Hours

Use the *Verify* and *Accept* buttons (indicated with red arrows below) in the *Actions* column of the *Clock Hours* table to verify and accept clock hours entries. Focus is directed to the *Clock Hours* table.

Select/Unselect All	Category/Option	Standard	Title/Description	Begin Date	Completed Date	Hours	Verification	Acceptance	Source	Documents	Actions
☐	Professional Conferences/Workshops		East Coast Teachers Conference - 2020	01/06/2020	01/10/2020	20.00	Not Verified	Not Accepted	Manual	• Clock Hours	Verify Accept ✏ 🗑
☐	Professional Conferences/Workshops		Para workshop	02/22/2021	02/25/2021	15.00	Not Verified	Not Accepted	Manual	• Clock Hours	Verify Accept ✏ 🗑

Figure ACH-CLS-01: Renewal Application Clock Hours Table Verify and Accept Buttons

Click the *Verify* button in the first row to verify the clock hours that are listed in the first row.

Select/Unselect All	Category/Option	Standard	Title/Description	Begin Date	Completed Date	Hours	Verification	Acceptance	Source	Documents	Actions
☐	Professional Conferences/Workshops		East Coast Teachers Conference - 2020	01/06/2020	01/10/2020	20.00	Verified By on 07/29/2021	Not Accepted	Manual	• Clock Hours	UnVerify Accept ✏ 🗑
☐	Professional Conferences/Workshops		Para workshop	02/22/2021	02/25/2021	15.00	Not Verified	Not Accepted	Manual	• Clock Hours	Verify Accept ✏ 🗑

Figure ACH-CLS-02: Renewal Application Clock Hours Record Verified

When the *Verify* button is clicked, the button text changes to *Unverify* and the *Verification* column is updated to include the user that verified the clock hours and the date that the clock hours were verified. Click the *Accept* button in the first row to accept the clock hours that were verified.

Select/Unselect All	Category/Option	Standard	Title/Description	Begin Date	Completed Date	Hours	Verification	Acceptance	Source	Documents	Actions
☐	Professional Conferences/Workshops		East Coast Teachers Conference - 2020	01/06/2020	01/10/2020	20.00	Verified By on 07/29/2021	Accepted By on 07/29/2021	Manual	• Clock Hours	UnVerify UnAccept ✏ 🗑
☐	Professional Conferences/Workshops		Para workshop	02/22/2021	02/25/2021	15.00	Not Verified	Not Accepted	Manual	• Clock Hours	Verify Accept ✏ 🗑

Figure ACH-CLS-03: Renewal Application Clock Hours Top Record Verified and Accepted

When the *Accept* button is clicked, the button text changes to *Unaccept* and the *Acceptance* column is updated to include the user that accepted the clock hours and the date that the clock hours were accepted.

Click the *Accept* button in the second row.

Select/Unselect All	Category/Option	Standard	Title/Description	Begin Date	Completed Date	Hours	Verification	Acceptance	Source	Documents	Actions
☐	Professional Conferences/Workshops		East Coast Teachers Conference - 2020	01/06/2020	01/10/2020	20.00	Verified By on 07/29/2021	Accepted By on 07/29/2021	Manual	• Clock Hours	UnVerify UnAccept ✏ 🗑
☐	Professional Conferences/Workshops		Para workshop	02/22/2021	02/25/2021	15.00	Verified By on 07/29/2021	Accepted By on 07/29/2021	Manual	• Clock Hours	UnVerify UnAccept ✏ 🗑

Figure ACH-CLS-04: Renewal Application All Clock Hours Verified and Accepted

When the *Accept* button is clicked, the accept action is taken, changing the button text to *Unaccept* and updating the *Acceptance* column with the username and date. Note that this action also forced the verify action, changing the *Verify* button text to *Unverify* and updating the *Verification* column with the username and date. These actions are done in tandem because when the clock hours are accepted, it is implied that the clock hours have also been verified.

In the same way that clock hours were verified and accepted using the Verify and Accept buttons, the clock hours can be unverified and unaccepted using the *Unverify* and *Unaccept* buttons.

Click the *Unaccept* button in the first row. When the *Unaccept* button is clicked, the button text changes to *Accept* and the *Acceptance* column is updated to remove the username and date associated with the previous clock hours acceptance. Click the *Unverify* button in the first row. When the *Unverify* button is clicked, the button text changes to *Verify* and the *Verification* column is updated to remove the username and date associated with the previous clock hours verification.

Select/Unselect All	Category/Option	Standard	Title/Description	Begin Date	Completed Date	Hours	Verification	Acceptance	Source	Documents	Actions
☐	Professional Conferences/Workshops		East Coast Teachers Conference - 2020	01/06/2020	01/10/2020	20.00	Not Verified	Not Accepted	Manual	• Clock Hours	Verify Accept ✏ 🗑
☐	Professional Conferences/Workshops		Para workshop	02/22/2021	02/25/2021	15.00	Verified By on 07/29/2021	Accepted By on 07/29/2021	Manual	• Clock Hours	UnVerify UnAccept ✏ 🗑

Figure ACH-CLS-05: Renewal Application Clock Hours Bottom Record Verified and Accepted

Click the *Unverify* button in the second row. When the *Unverify* button is clicked, the unverify action is taken, changing the button text to *Verify* and updating the *Verification* column to remove the username and date associated with the previous clock hours verification. This action also forced the unaccept action, changing the *Unaccept* button text to *Accept* and updating the *Acceptance* column to remove the username and date linked to the previous clock hours acceptance. These actions are done in tandem because when clock hours are unverified, it is implied that the clock hours have also been unaccepted.

Multiple Verify / Accept Clock Hours

When there are a number of clock hours records that can be verified and accepted all at once, then it is more efficient to use the multiple select option.

Select/Unselect All	Category/Option	Standard	Title/Description	Begin Date	Completed Date	Hours	Verification	Acceptance	Source	Documents	Actions
☐	Professional Conferences/Workshops		East Coast Teachers Conference - 2020	01/06/2020	01/10/2020	20.00	Not Verified	Not Accepted	Manual	• Clock Hours	Verify Accept ✏ 🗑
☐	Professional Conferences/Workshops		Para workshop	02/22/2021	02/25/2021	15.00	Not Verified	Not Accepted	Manual	• Clock Hours	Verify Accept ✏ 🗑

Verify Selected Clock Hours   Accept Selected Clock Hours

Figure ACH-CLM-01: Renewal Application Clock Hours Table

To select multiple clock entries to be verified and/or accepted, select the checkboxes (indicated with a red arrow above) in the first column. Any combination of rows can be selected for action.

Select/Unselect All	Category/Option	Standard	Title/Description	Begin Date	Completed Date	Hours	Verification	Acceptance	Source	Documents	Actions
☑	Professional Conferences/Workshops		East Coast Teachers Conference - 2020	01/06/2020	01/10/2020	20.00	Not Verified	Not Accepted	Manual	• Clock Hours	Verify Accept ✏ 🗑
☑	Professional Conferences/Workshops		Para workshop	02/22/2021	02/25/2021	15.00	Not Verified	Not Accepted	Manual	• Clock Hours	Verify Accept ✏ 🗑

Verify Selected Clock Hours   Accept Selected Clock Hours

Figure ACH-CLM-02: Renewal Application Clock Hours Multiple Row Selection

Click the *Verify Selected Clock Hours* button.

Select/Unselect All	Category/Option	Standard	Title/Description	Begin Date	Completed Date	Hours	Verification	Acceptance	Source	Documents	Actions
☐	Professional Conferences/Workshops		East Coast Teachers Conference - 2020	01/06/2020	01/10/2020	20.00	Verified By on 07/29/2021	Not Accepted	Manual	• Clock Hours	UnVerify Accept ✏ 🗑
☐	Professional Conferences/Workshops		Para workshop	02/22/2021	02/25/2021	15.00	Verified By on 07/29/2021	Not Accepted	Manual	• Clock Hours	UnVerify Accept ✏ 🗑

Verify Selected Clock Hours Accept Selected Clock Hours

Figure ACH-CLM-03: Renewal Application Clock Hours Table After Multiple Records Verified

When the *Verify Selected Clock Hours* button is clicked, the text of the *Verify* buttons, in the **Actions** column of the selected rows, changes to *Unverify* and the corresponding *Verification* columns are updated to include the username and date that the clock hours were verified.

To verify and accept in one action, select the checkboxes associated with the clock hour record to be verified and accepted. Click the *Accept Selected Clock Hours* button. When the clock hours records are accepted, the *Verify* and *Accept* buttons in the **Actions** column changes to *Unverify* and *Unaccept*, respectively. Additionally, the *Verification* columns and *Acceptance* columns are updated to include the username and date.

If all required clock hours have been verified and accepted, then the application review process is complete and you can skip to the Renewal Approval section. If, however, there are issues that need to be resolved by the educator, then a deficiency can be raised. Refer to the Deficiencies section for instructions on how to raise and resolve a deficiency.

Deficiencies

If there are issues that need to be resolved when the application is reviewed, then a deficiency can be raised by the District or Charter user. When a deficiency is raised, the educator will be informed in three ways:
- An email will be sent to the educator primary email address to notify that there is a deficiency in the application that needs to be resolved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject *DDOE – Deficiencies in Application.*
- A *Respond to Deficiency* button appears on the *Educator Dashboard* home page.
- A Deficiency is listed on the *View My Applications* page of the *Educator Dashboard.*

The educator will need to address and resolve the deficiencies raised prior to application approval.

Below the *Clock Hours* section is a *Deficiency* section.

Figure ACH-DEF-01: Renewal Application Deficiency Section

To raise a deficiency, click the checkbox associated with the desired deficiency category. If the deficiency does not fall into one of the categories provided, select **Other (Applicant)**.

Figure ACH-DEF-02: Renewal Application Deficiency Category Selected

When the deficiency category is selected, an additional section is inserted in the **Deficiency** section within the category checkboxes. Add a description of the deficiency and what is required to resolve the issue in the **Staff Notes** entry field.

Figure ACH-DEF-03: Renewal Application Deficiency Defined

Click the **Save & Next** button to save the changes.

Click the **Email Deficiencies** button.

Figure ACH-DEF-04: Renewal Application Deficiency Email

An Email Deficiency section is added with pre-populated email information. The email **To:** is populated with the educator's primary email address and the contents of the email contain an explanation of the deficiency raised and how to address the issue. The email information can be edited if desired, but this action is not necessary.

Click the **Send** button.

The **Renewal Application** is dismissed and the **ReviewQ** page is updated.

☐	Application Type	Credential #	First Name	Last Name	Submitted Date	Effective Date	Expiration Date	Assigned To	Email Address	Status	Internal Status	Action
☐	Paraeducator Permit Renewal for Paraeducator Permit	234754	Elle	Embers	07/29/2021	10/19/2018	10/19/2021		scd917@mailinator.com	Submitted	Submitted	Create Task Review application D ▲

Figure ACH-DEF-05: Renewal Application Listing after Deficiency Raised

The renewal application where the deficiency was raised now shows a red circle with a D in the middle (shown with a red arrow above) in the Action column. This is present as an indicator that a deficiency has been raised for this application.

Once the educator has addressed the deficiency and the application is ready for review again, the entry on the ReviewQ page will change to:

☐	Application Type	Credential #	First Name	Last Name	Submitted Date	Effective Date	Expiration Date	Assigned To	Email Address	Status	Internal Status	Action
☐	Paraeducator Permit Renewal for Paraeducator Permit	234754	Elle	Embers	07/29/2021	10/19/2018	10/19/2021		scd917@mailinator.com	Submitted	Submitted	Create Task Review application D ▲

Figure ACH-DEF-06: Renewal Application Listing after Deficiency Addressed

The renewal application where the deficiency was raised now shows a yellow circle with a D in the middle (shown with a red arrow above) in the Action column. This is present as an indicator that the deficiency raised for this application has been addressed by the educator and is ready for review.

Click the Review Application button. The renewal application is inserted in the page for review. Scroll down to the Deficiency section.

Deficiency

Read the information in the **Staff Notes** field, describing what deficiency needs to be resolved. In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised.

Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, a **Save Changes** button appears and the green bar icon changes to a green v to indicate that the required action is complete.

Click **Save Changes** button within the **Deficiency** box.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and all deficiencies have been responded to, click **ReSubmit** to resubmit the application for review and approval.

☐ Missing Supporting Documentation for Clock Hours (Applicant)
☑ Incomplete documentation submitted for Clock Hours (Applicant)   ☑ Ind Resolved   ☐ Resolved
    Date created : 07/29/2021   Date resolved by individual : 07/29/2021   Date resolved by processor :

Staff Notes
    please provide additional documentation for the clock hours submitted

Educator Notes
    additional documentation has been provided for the clock hours submitted

☐ Incorrect documentation submitted for Clock Hours (Applicant)
☐ Submitted documentation for Clock Hours not readable (Applicant)
☐ Staff Deficiency for Clock Hours (Applicant)
☐ Other (Applicant)

Save & Next

Email Deficiencies   Confirm all Deficiency Resolved   Finalize Clock Hours   Close Application

Figure ACH-DEF-07: Renewal Application after Deficiency Addressed

Note that the **Ind Resolved** checkbox is checked to indicate that the deficiency has been resolved by the individual (educator). Additionally, there is information in the **Educator Notes** describing how the issue was resolved by the educator. If the deficiency has been resolved satisfactorily, then click the **Resolved** checkbox.

When the Resolved checkbox is checked, the ***Confirm all Deficiency Resolved*** button is enabled. Click the ***Confirm all Deficiency Resolved*** button.
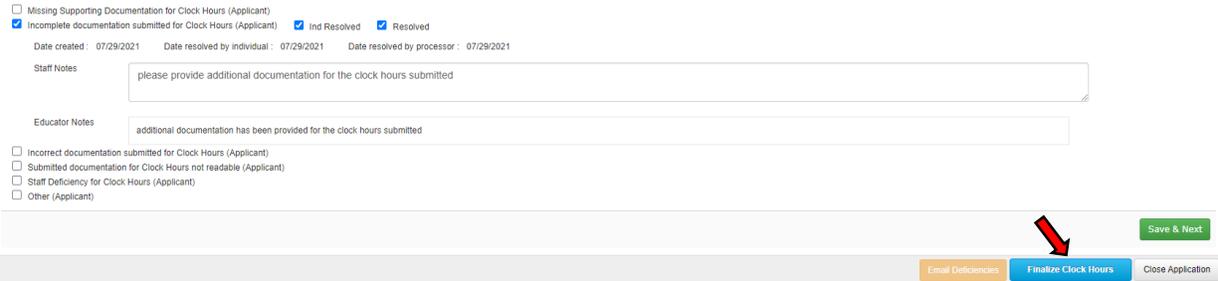

Figure ACH-DEF-08: Renewal Application Listing after Deficiency Marked Resolved

Once clicked, the ***Confirm all Deficiency Resolved*** button disappears and the ***Finalize Clock Hours*** button is enabled.

The renewal application is now ready for approval.

Renewal Application Request Approval

Once all required clock hours have been accepted and deficiencies, if any, are resolved, then the renewal application is ready for approval.

To approve the renewal application, click the ***Finalize Clock Hours*** button (shown with a red arrow above) to complete the approval process.
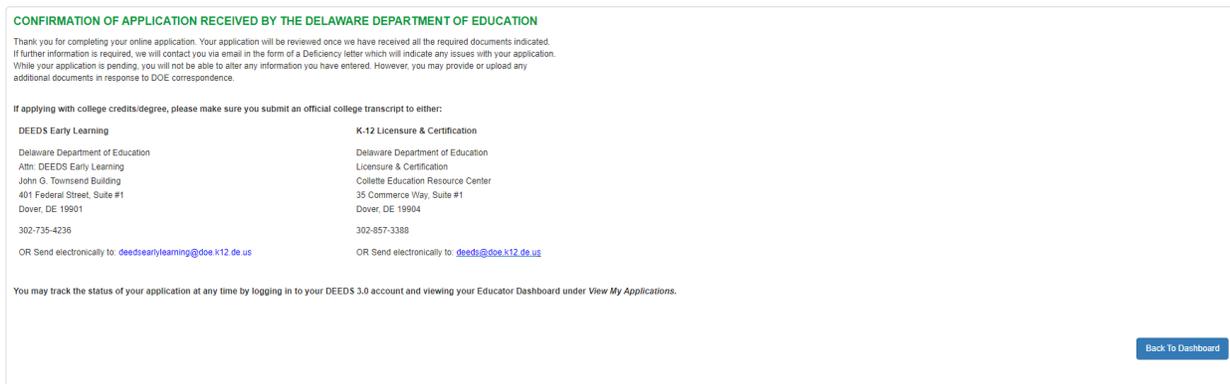

Figure ACH-APR-01: Renewal Application Submission Confirmation

Confirmation of the application submission is presented. Click the ***Back to Dashboard*** button. User is redirected to the ***LEA Dashboard***.

The Renewal Application is now routed to the DDOE L&C team for final review and approval. No further action is required by the District or Charter user.

Congratulations! The renewal application request has been reviewed and approved.