DEEDS 3.0
Powering Educator Credentialing

STS Certificates

This user guide will detail the steps involved in applying for an STS Certificate.

Sections:

DEEDS 3.0 Access

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

If you are new to Early Learning, new to K-12 or non-state employee or unemployed K-12, then you will need to Register an EdAccess Account.

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

Via the EdAccess dashboard, click the DEEDS 3.0 icon.

Apply for STS Certificate

Click the *Apply for K-12* menu icon in the upper right-hand portion of the dashboard. A list of sub-menu options is displayed:
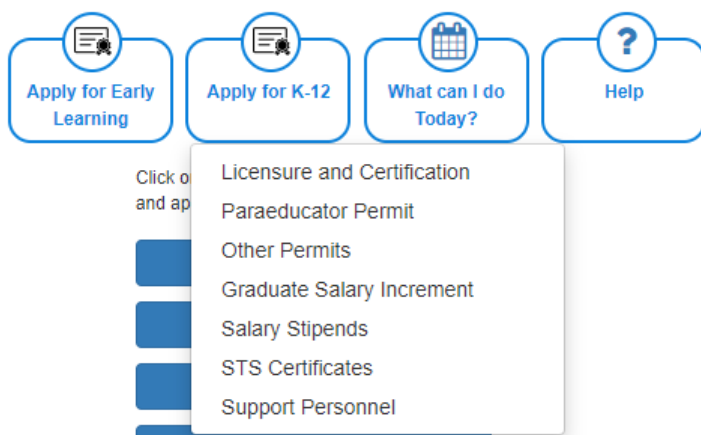

Figure STS-MNU-01: Apply for K-12 Main Menu Options

Move the mouse over the *STS Certificates* menu option so that the selection is highlighted. As the mouse hovers over the menu option, help text is displayed to provide a quick overview of the purpose.
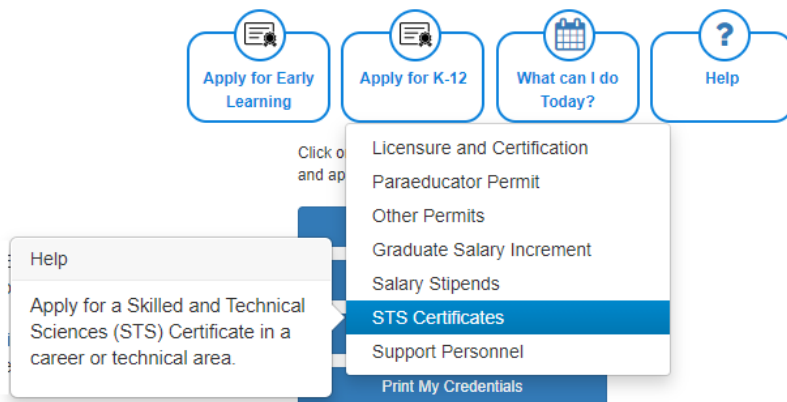

Figure STS-MNU-02: Apply for K-12 STS Certificates Menu Selection

The *Apply for K-12 / STS Certificates* sub-menu is used when you wish to apply for a Skilled and Technical Sciences (STS) Certificate in a career or technical area. For additional information regarding STS Certificates, refer to the Career and Technical Education Certification web page.

Select *STS Certificates* from the dropdown menu options.

Certificate Selection

Educator is redirected to the *Certificate Selection / Cluster* page:

Figure STS-CTS-01: STS Certificate Cluster Selection Step

When the **STS Certificates** menu item is selected, a page is presented with arrows across the top labeled: **Application Type**, **Certificate Selection**, **License Questions**, **License Results** and **Application Data**. These arrows represent the progression of steps required to apply for an **STS Certificate**. Steps *(3) License Questions* and *(4) License Results* are inserted into the process because every educator is required to have a **License** before getting a **Certificate**. These steps will be skipped if the educator has already obtained a **License** or has applied for one.

The arrows are displayed to show progress throughout the application process; however, these are not clickable, meaning that they have no associated action if they are clicked.

This **STS Certificate** application process is designed to guide you through the progression of steps required to apply for an STS Certificate.

There will be three sub-steps within this **Certificate Selection** step:

1. Selection of the **STS Cluster** or (high level category of expertise)
2. Selection of the **STS Pathway** within the **Cluster** of expertise first selected
3. Selection of the desired **Program of Study** based on the **Cluster** and **Pathway** selected in the first and second steps.

The **Certificate Selection** arrow is highlighted blue to signify that the user is currently on this step in the process. There will be three sub-steps within this **Certificate Selection** step. The first step is selection of the **Cluster** of expertise; the second step is selection of the **Pathway** (Sub-Area) within the area of expertise first selected; the third step is selection of the desired **Program of Study** based on the area of expertise and sub-area selected in the first and second steps. It is important to understand the relationship between the **STS Cluster**, **Pathway** and **Program of Study**. An overview of the categories follows.

Cluster / Pathway / Certificate

The **Clusters** of expertise are listed below along with their sub-areas. The primary bulleted item is the **Cluster** of expertise for selection in **Certificate Selection** Step 1 and the secondary bulleted item is the **Pathway** (Sub-Area) for selection in **Certificate Selection** Step 2:

- Agriculture, Food & Natural Resources
  - o Agriculture, Food & Natural Resources
  - o Food Products and Processing Systems
- Architecture & Construction
  - o Design/Pre-Construction
- Arts, A/V Technology & Communications
  - o Audio & Video Technology and Film (Audio, Radio and Video Engineering)
- Business, Management & Administration
  - o Business Management and Administration

- Education & Training
  - Teaching and Training (Early Childhood Teaching Academy)
- Finance
  - Securities & Investment (Financial Management Services)
- Health Science
  - Therapeutic Services (Allied Health)
- Hospitality & Tourism
  - Restaurants and Food/Beverage Services (Culinary and Hospitality Management)
- Human Services
  - Early Childhood Development and Services (Early Childhood Education)
- Information Technology
  - Network Systems (Cisco Networking Academy)
- Law & Public Safety
  - Emergency and Fire Management Services (Emergency Medical Technician)
- Manufacturing
  - Manufacturing Production Process Development (Manufacturing Engineering Technology)
- Marketing, Sales & Service
  - Marketing Management (Marketing Management)
- Science, Technology & Engineering
  - Engineering and Technology (Processes of Design and Engineering)
- Transportation, Distribution & Logistics
  - Facility and Mobile Equipment Maintenance (Aeronautics/Aviation Technician)

Once the **Cluster** and **Pathway** have been selected, the user selects the desired **Program of Study** from the options listed the dropdown list. Again, these **Program of Study** selections are based on the **Cluster** and **Pathway** selected in the first two steps. Please review the **Certificate** options carefully to ensure that the correct **Certificate** is being applied for. For a detailed list of the Teacher Certificates, refer to Teacher K-12 Certification Regulations.

Click the down arrow to the right of the dropdown list to view the **Cluster** options:

Figure STS-CTS-02: STS Certificate Cluster Selection Options

A list of **Cluster** options is presented. Select the desired area of expertise from **Cluster** dropdown list.

Figure STS-CTS-03: STS Certificate Cluster Selection

Click the **Next** button.

Figure STS-CTS-04: STS Certificate Pathway Selection Step

Another level of selection is required for **Pathway**. Click the down arrow to the right of the dropdown list to view the **Pathway** options:

Figure STS-CTS-05: STS Certificate Pathway Selection Options

The options presented are based on the previous **Cluster** selection. Select desired option from the **STS Pathway** dropdown list. To move back and make a different selection for Cluster, simply click the **Previous** button. The **Previous** and **Next** buttons can be used to change the path for the **Cluster** / **Pathway** / **Program of Study** selection.

Figure STS-CTS-06: STS Certificate Pathway Selection

Click the **Next** button.

Figure STS-CTS-07: STS Certificate Program of Study Selection Step

Another level of selection is required for *Certificate*. Click the down arrow to the right of the *Choose Certificate* dropdown list to view the *Certificate* options:

Figure STS-CTS-07: STS Certificate Options

Select the desired Certificate from the *Choose a certificate from the following list:* dropdown list. To move back and make a different selection for *Cluster* or *Pathway*, simply click the *Previous* button. The *Previous* and *Next* buttons can be used to change the path for the *Cluster* / *Pathway* / *Certificate* selection.

Figure STS-CTS-08: STS Certificate Option Selection

Click the *Next* button.

User is presented with *Requirement Options* page displaying the requirements for the selected STS certificate.

Figure STS-RQO-01: Requirement Options for Selected STS Certificate

If you believe that you qualify for the STS certificate, then proceed with the application process by clicking the *Create New Application* button.

Note that there is an arrow labeled *License Questions*, which is the next step in the process. The License Questions will only be asked if this is the first Certificate being applied for.

Requirement Options for Licensure

The *Requirement Options for Licensure* are always the same and are not specific to the Certificate selected. There are four (4) options for meeting the requirements of obtaining a License. The requirements for each Option are listed in the *Requirement Options for Licensure* box. If the information does not fit on the screen, scroll to the bottom of the box to see the complete list of Options. Read the list of Options to ensure that you meet ALL the requirements in ONE of the options.

An overview of the individual **Requirement Options for Licensure** follows:

- Option 1
  - Do you hold a Bachelor's or Graduate degree from a regionally accredited college or university?
  - Have you completed the Delaware student teaching requirement or a specialty area alternative (i.e., School Counselor, School Nurse, School Library Media, School Psychologist or School Social Worker)?
- Option 2
  - Do you have at least four years fully credentialed teaching or administrator experience?
  - Do you hold a full, current, and valid credential in the area for which you are applying from a state other than Delaware?
  - Have you completed the Delaware student teaching requirement or a specialty area alternative (i.e., School Counselor, School Nurse, School Library Media, School Psychologist or School Social Worker)?
  - Do you hold a Bachelor's or Graduate degree or higher in any area from a regionally accredited college or university?
- Option 3
  - Do you currently hold a National Board for Professional Teaching Standards (NBPTS) Certification?
- Option 4
  - Do you have six years of work training experience in career area?
  - Do you have two years of study in career area?

License Questions

Figure STS-LQ-01: STS License Questions Introduction and Instructions

Instructions are presented as in introduction to the **License Questions** to follow. The **Certificate Selection** arrow that was previously highlighted is now disabled (gray) and the **License Questions** arrow is highlighted blue to signify that the user is currently on this step in the process. If the educator has obtained a License or successfully applied for a License, then the **License Questions** and subsequent **License Results** will be skipped and the user will move forward to the **_Application Data_**.

Once the application has been created, the application process can be paused at any time by clicking **Save Application For Later** button in the upper right hand side of the page. To resume editing of the application, select **My Applications** tab on the **Educator Dashboard**, find the Certificate Title in the **Application Type** column and click **Continue Application** button. Likewise, the application can be withdrawn at any time by clicking the **Withdraw Application** button in the upper right-hand side of the page.

Click the **Next** button to continue the application process.

Figure STS-LQ-02: STS License Question 1

The *License Questions* step consists of a series of questions used to determine *License* eligibility. The first question is displayed within the *Question 1 of 7* box. There are seven (7) *License Questions* in total; however, not all of these questions will be presented. The series of questions posed to the educator are based on the answers given at each step and there are five (5) possible paths that can be followed. These five (5) paths align with the options described in the Requirement Options for Licensure section above.

Click the *Yes* or *No* radio button to answer *Question 1*.

Click the *Next* button to move to next question.

Continue to answer *License Questions* in the same manner until the last question is reached.

Click the *See Results* button.

License Results

If the answers provided do not meet the Licensure requirements, then a message is displayed: *Based on the answers you provided, you do not qualify*. If the answers provided do meet the Licensure requirements, then the following is displayed:

Figure K12-LR-01: K-12 License Eligibility Results

Based on the *License Questions* answered, the *License Results* summarizes the qualifications that may make the educator eligible for a Delaware License. The *License Results* table lists the individual *Requirements* and the *Description/Evidence* that will be required as proof of eligibility.

The *License Questions* arrow that was previously highlighted is now disabled (gray) and the *License Results* arrow is highlighted blue to signify that the user is currently on this step in the process. Note that all the icons in the *Received* column are designated with a red x to signify that the evidence for this *Requirement* has not been *Received*. Review the *License Results* presented.

Click the *Continue* button.

Application Data

The *Application Data* window is presented:

Figure STS-AD-01: STS Certificate Application Data Instructions

The *License Results* arrow that was previously highlighted is now disabled (gray) and the *Application Data* arrow is highlighted blue to signify that the user is currently on this step in the process. Note that the *Requirements* for the Certificate are also listed in the *Application Details* section.

Note the green bars on the left, as these are the pieces of information that are required to complete the application request. The green bars that appear on the left include *Instructions, Personal Information Review, Education, National/Professional Certificate, Experience* and *Criminal Affirmation*. If this is the first license being applied for, then the *Fee and Payment* bar will be shown, and the educator is charged a one-time payment of $100; otherwise, the *Application Submission* bar will be shown.

The *Instructions* bar is highlighted and designated with a red X to signify that the step has not yet been completed. Read the Instructions that appear in the *Instructions* box.

Click the *Save & Next* button.

The *Instructions* bar is designated with a green √ to signify that the step has been completed.

Personal Information Review

The *Personal Information Review* bar is highlighted and designated with a red X to signify that the step has not yet been completed.

Figure STS-PIR-01: STS Certification Personal Information Review Bar

The **Personal Information** entered previously is displayed. Check the information for accuracy and completeness. Ensure that the **Home/Mailing Address** section is completed with your current address. If you do not wish to receive text messages, uncheck the text message authorization checkbox. Update the information, as appropriate. If changes are made to the information, click **Save/Update**.

Click the **Save & Next** button to continue.

The **Personal Information Review** bar is designated with a green √ to signify that the step has been completed.

Education

The **Education** bar is highlighted and designated with a red X to signify that the step has not yet been completed. If Education data has been added to the system for the educator, it will appear here; otherwise, the table will be blank. Instructions related to **Education** data entry are displayed.

Figure STS-EDU-01: STS Certificate Education Bar

If **Education** data has already been entered in DEEDS and is shown listed in the Education table, then adding additional information is optional. However, if the **Education** table is blank, then the user is required to add **Education** information. Any data that can be entered as proof of **Education** is encouraged and will support the subsequent review and approval process. If additional education information is not needed, click **Save & Next** to continue and skip to the next step. Otherwise, follow the instructions in this section to **Add Education** information.

Click the **Add Education** button.

Figure STS-EDU-02: STS Certificate Add Education Form

Education form is presented below the instructions for entering education related information specific to the STS Certificate application request. The required fields are designated with a red * and include: **Institution**, **City**, **State**, **Degree** and **Start Date**. Dropdown lists are provided for **State** and **Degree**, offering valid options to choose from. The **Start Date** entry field requires **YYYY** format.

Enter the **Institution** where the degree was obtained. Note that while typing, the information is auto-filling with appropriate choices. Select the correct Institution from the list. Enter the remainder of the **Education** information in the entry fields.

Click the **Save** button to save the new **Education** data or click the **Cancel** button to dismiss any changes. Either option will exit edit mode. Validation is performed with the **Save** operation to ensure that all required fields have been populated. If data is not entered for required fields, then an error is displayed

in a red banner at the top of the section. The error can be dismissed by clicking the x in the upper right-hand corner of the banner.

If data is saved, a new record is added to the **Education** table at the bottom of the window.

Institution	School Id	City	State	Degree	Start Date	End Date	Major	Minor	Graduated	Documents	Used toward Application	Actions
WILMINGTON UNIVERSITY	14541	Gorogetown	DE	Associate	2005	2010					☐	✏️ 🗑️

Figure STS-EDU-03: STS Certificate Education Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the Education information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click the **Save & Next** button.

The **Education** bar is designated with a green √ to signify that the step has been completed.

National/Professional Certificate

The **National/Professional Certificate** bar is highlighted and designated with a red X to signify that the step has not yet been completed.
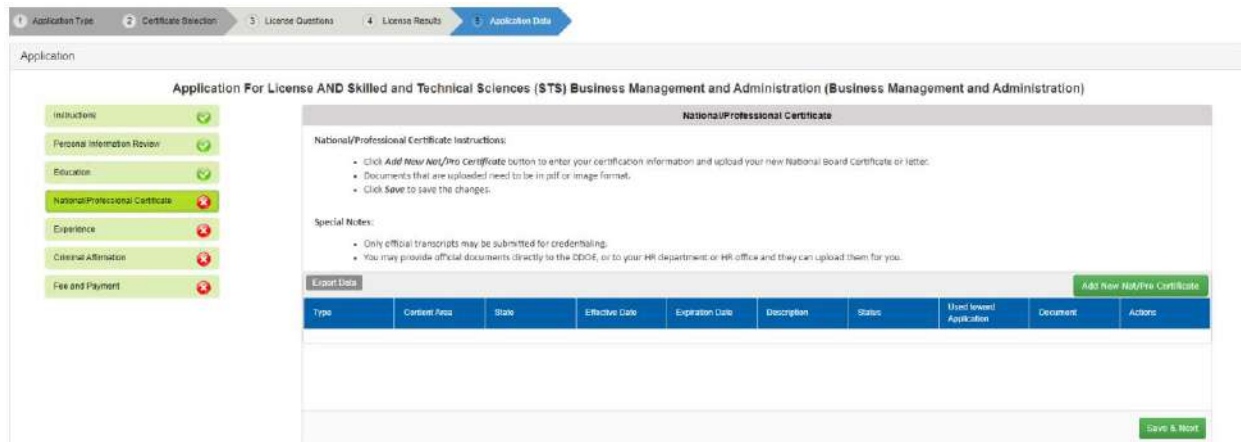

Figure STS-NPC-01: STS Certificate National/Professional Certificate Bar

This step is where the National/Professional Certificate is uploaded as proof of national certification status. If National or Professional Certificate data has been added to the system for the educator, it will appear here; otherwise, the table will be blank.

Click the **Add New Nat/Pro Certification** button.

Figure STS-NPC-02: STS Certificate National/Professional Certificate Form

National/Professional Certificates entry form is presented for entering certification related information specific to the STS Certificate application request. The top section is for entering descriptive data specific to the certification earned and the bottom section is for uploading supporting documentation.

Complete the required fields specific to the ***National/Professional Certificate*** in the top section. The required fields are designated with a red * and include: ***Type***, ***Effective Date, Expiration Date, Document Type*** and ***Document***. Dropdown lists are provided for ***Type***, ***Content Area, State*** and ***Document Type***, offering valid options from which to choose. ***Effective Date*** and ***Expiration Date*** needs to be entered in ***MM/DD/YYYY*** format.

The next step is to upload certificate documentation in the form of a pdf or image document. Please ensure that certificate is current and valid. Click the down arrow of the ***Document Type*** dropdown list in the bottom section and select ***Nat./Pro. Certificate*** from the ***Document Type*** dropdown list. Provision of documentation can be done by uploading a new document or associating a document that has already been uploaded to the system.

There may be instances where the ***National/Professional Certification*** documents have already been uploaded to the system. If a document has already been uploaded, then there is no reason to upload it again. In this case, the proper action is to ***Associate*** the document, meaning that the pre-loaded document will be used.

To Associate a document, click the ***Associate Existing Documents*** button. An ***Associate Documents*** popup window is displayed for selection of the document to be associated. The documents shown are those that have been added to the system for the educator. Select the document by clicking inside the checkbox associated with the desired entry. A check will appear in the checkbox to indicate that the document is selected. Click the ***Select Documents to Associate*** button to save the information or the ***Cancel*** button to exit the operation without saving data. If necessary, refer to the Associate Document section for a detailed description of the how to associate a document.

If the certification document has not been associated, then follow the next steps to upload the document for the emergency recommendation application.

Select the file to be uploaded in one of two ways:
- Drag the file from your computer to the middle of the area designated with the text: **Drop file here to upload or click here to browse and select file to upload.**
- Click inside the area designated with the text: **Drop file here to upload or click here to browse and select file to upload.**
    - File Explorer is opened to allow document to be selected from computer files.
    - Select the desired file and Click **Open**.

File name is displayed along with a trash bin icon on the right. If the file selected is not the correct file, click on the trash icon bin to delete it.

Click the **Save Nat/Pro Certificate** button to save the new **National/Professional Certificate** data or click the **Cancel** button to dismiss any changes. Either option will exit edit mode. Validation is performed with the **Save** operation to ensure that all required fields have been populated. If data is not entered for required fields, then an error is displayed in a red banner at the top of the section. The error can be dismissed by clicking the x in the upper right-hand corner of the banner.

If data is saved, a new record is added to the **Nat/Pro Certificate** table.

Type	Content Area	State	Effective Date	Expiration Date	Description	Status	Used toward Application	Document	Actions
National Vocational Certification		DE	01/01/2019	12/30/2023		Pending	☐	Download	

Figure STS-NPC-03: STS Certificate National/Professional Certificate Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click the **Save & Next** button.

The **National/Professional Certificate** bar is designated with a green √ to signify that the step has been completed.

Experience

If required, the **Experience** bar is highlighted and designated with a red X to signify that the step has not yet been completed. Instructions related to **Experience** data entry and form submission are displayed.

The following forms may be used to verify **Experience**:
- Form E - Verification of Teaching Experience
- Form T - Verification of Student Teaching Program
- Form E/NT - Verification of Non-Teaching Experience

- Form C - Verification of School Counseling Clinical Experience

Figure STS-EXP-01: STS Certificate Experience Bar

If *Experience* data has been added to the system for the educator, it will appear in the *Experience* table; otherwise, the table will be blank. If *Experience* data is listed in the table, then adding additional information is optional. However, if the *Experience* table is blank, then the user is required to add *Experience* information. Any data that can be entered as proof of *Experience* is encouraged and will support the subsequent review and approval process. If additional experience data is not needed, click *Save & Next* to continue and skip to the next step. Otherwise, follow the instructions in this section to *Add Experience* information.

Click the *Add Experience* button.

Figure STS-EXP-02: STS Certificate Add Experience Form

Experience form is presented for entering experience related information specific to the ABE Level 2 application request. The required fields are designated with a red * and include: *Work Type*, *Place*, *City*, *State*, *Begin Date* and *End Date*. Dropdown lists are provided for *Work Type*, *School Type*, and *State*, offering valid options to choose from. The *Begin Date* and *End Date* entry fields require *MM/DD/YYYY* format. Complete the required fields specific to work *Experience*.

Click the **Save** button to save new **Experience** information or click the **Cancel** button to cancel without saving changes. Either option will exit edit mode. If data is saved, then the newly added data entered is added to the **Experience** table.

Received Date	Work Type	School Type	State	Place	City	Begin Date	End Date	Years	Months	Grade and Subjects	Full Time	Satisfactory Evals	Used toward Application	Documents	Actions
	Trade and Industry	Private	DE	Tatnall	Hockessin	09/02/2019	06/01/2020	0			Yes	No	☐		

Figure STS-EXP-03: STS Certificate Experience Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

If the information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click **Save & Next** button.

The **Experience** bar is designated with a green √ to signify that the step has been completed.

Criminal Affirmation

The **Criminal Affirmation** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

Figure STS-CRI-01: K-12 Licensure and Certification Criminal Affirmation Bar

One question related to criminal background is displayed. Answer the question by selecting either the **Yes** or **No** radio button. The question is a mandatory field and must be answered to move forward.

The Affirmation Affidavit states: ***The undersigned, according to law, is the person who completed and signed this application, that the statements contained in this application are true, that the undersigned has not suppressed any information that might affect this application, that the undersigned understands that participating or cooperating in fraud or material deception in order to be credentialed could result in the denial or revocation of the application or credential and mandatory***

reporting of such actions to the Attorney General for further action, and that the undersigned has read and understands this affidavit.

The electronic signature, which is legally binding, signifies that the Educator acknowledges and affirms the above statement which is made under penalty of perjury. The *I consent to electronic signature* checkbox is a mandatory field and must be checked to continue.

Sign the affirmation by typing your name in the **Signature** field. The **Date** field is auto-populated with the current date and is a read-only field.

Figure STS-CRI-02: K-12 Licensure and Certification Criminal Affirmation Form Completed

Click the **Save & Next** button.

The **Criminal Affirmation** bar is designated with a green √ to signify that the step has been completed.

The next green bar presented will be dependent on whether the educator has already obtained or applied for a Delaware license. If this is the first license being applied for, then the **Fee and Payment** bar will be shown, and the educator is charged a one-time payment of $100; otherwise, the **Application Submission** bar will be shown. Based on the next step, use one of the following links to jump to the appropriate section in this guide: Fee and Payment, Application Submission.

Fee and Payment (mandatory for License only)

The **Fee and Payment** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

The **Fee and Payment** box is presented for entry of payment information.

Figure STS-FEE-01: K-12 Licensure and Certification Fee and Payment Bar

Enter Payment Information in the fields provided. For convenience, click the **Copy details from application** checkbox to fill in the educator contact details in the required name and address fields.

Note the text at the bottom of the **Fee and Payment** box stating that **Delaware Department of Education fees are NON-REFUNDABLE. PLEASE ENSURE THE ACCURACY OF YOUR INFORMATION.** The **I acknowledge that the $100 fee is non-refundable** checkbox is a mandatory field and must be checked in order for the **Pay & Submit** button to enabled.

Click the **Pay & Submit** button. An email with the Subject **Transaction Receipt** is sent to the educator as confirmation of payment.

Since the application submission step is embedded in the Fee and Payment step, the next section can be skipped. Jump ahead to the Application Submission Confirmation section of this user guide.

Application Submission

The **Application Submission** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

WRONG!!!!!!!!!!!!!!!!!!
Figure STS-APS-01: K-12 Licensure and Certification Application Submission

The *Licensure and Certification* application process is complete and the application is ready for submission.

Optionally, you can review the information provided within the individual steps by clicking on the corresponding green bars.

Click the *Submit Application* button to complete the application process.

Confirmation of the application submission is presented along with additional information:

CONFIRMATION OF APPLICATION RECEIVED BY THE DELAWARE DEPARTMENT OF EDUCATION

Thank you for completing your online application. Your application will be reviewed once we have received all the required documents indicated. If further information is required, we will contact you via email in the form of a Deficiency letter which will indicate any issues with your application. While your application is pending, you will not be able to alter any information you have entered. However, you may provide or upload any additional documents in response to DOE correspondence.

If applying with college credits/degree, please make sure you submit an official college transcript to either:

DEEDS Early Learning	K-12 Licensure & Certification
Delaware Department of Education	Delaware Department of Education
Attn: DEEDS Early Learning	Licensure & Certification
John G. Townsend Building	Collette Education Resource Center
401 Federal Street, Suite #1	35 Commerce Way, Suite #1
Dover, DE 19901	Dover, DE 19904
302-735-4236	302-857-3388
OR Send electronically to: deedsearlylearning@doe.k12.de.us	OR Send electronically to: deeds@doe.k12.de.us

You may track the status of your application at any time by logging in to your DEEDS 3.0 account and viewing your Educator Dashboard under View My Applications.

Back To Dashboard

Figure STS-APC-01: K-12 Licensure and Certification Application Submission Confirmation

In addition to the on-screen confirmation, an email is sent to the user. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject *DE Dept of Education - Important Application Information.*

Click the *Back To Dashboard* button.

Application Tracker

User is directed to the *View My Applications* page. The new STS Certificate application is shown:

Figure STS-APT-01: STS Certificate Application Tracker – In Progress Status

Note that the *Application* banner is green to signify that this step has been completed and the status appears as *Completed*. The *Intake* banner is yellow to signify that this step is in progress and the status appears as *In Progress*. From this point forward, status can be monitored from this *View My Applications* page. The Application Tracker is comprised of five banners: *Application*, *Intake*, *Quality Review*, *Analyst Review*, and *Finalize.* These banners are used to represent the various stages that an application may go through. Not all application types will be required to go through each of the stages,

but all of the banners will always be present for completeness. It is important to note that the progression will always move from left to right and will never move backwards. The License and Certificate Application progress can be monitored through this page.

The *View My Applications* page will show the last three (3) applications that have been submitted. In the event that there are more than three, click the *More* button to see more applications.

To the right of the Application Tracker are the details of the *STS Certificate* application submitted in the previous steps. The *Certificate Title* is displayed in the *Application Type* column along with the *Submitted Date*. A *View Application* link is provided in the *View PDF* column, allowing the Educator to view and print a pdf version of the application details that were submitted. Although this is not necessary, it can be useful for reference. Additionally, a *Withdraw* button is provided so that the application can be withdrawn at any time. It is important to note that if payment has been made for a *License* when this application was submitted, the funds are not automatically refunded to the credit card used.

The *Requirements for License* table is displayed below the application details table. The *Requirements for License* is the same table that was shown in the License Results step. The icons in the *Received* and *Accepted* columns all appear as a red x; however, these will change as the application moves through the review and approval process. To view the evidence required for a particular requirement, click the blue question mark icon in the *Evidence* column.

View Credentials

Click the *Home* button to move back to the *Educator Dashboard* home page.

From the *Educator Dashboard*, click the *View My Credentials* button on the right.

There will be a *K-12 Licenses* section showing the following:

Figure STS-VMC-01: STS Certificate Credentials - Application Pending

Note that the *License* appears at the top of the section and shows a status of *Application Pending*. The *STS Certificate* applied for appears in the *K-12 Certificates* area under the *License* entry. The *STS Certificate* also shows a status of *Application Pending*. It is important to understand that there is a one-to-many relationship between the *License* and the *K-12 Certificate*(s). The Educator is required to have one *License*, but can have more than one *Certificate*. If the Educator had multiple *Certificates,* they would all appear here in the *K-12 Certificates* section under the *License*.

Once the **STS Certificate** application has been submitted, the application is directed to the DDOE Licensure & Certification (L&C) team for review and approval. From this point forward, all communication is done through the **View My Application**s page on the **Educator Dashboard**. The Educator can monitor status and respond to deficiencies, as raised by the DDOE L&C team.

Deficiencies

More often than not, the application will contain deficiencies when reviewed by the DDOE L&C team. The important thing is to respond to these deficiencies as quickly and completely as possible. 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.**

On the **Educator Dashboard**, there is a new red **Respond to Deficiency** button that appears on the right side of the page under the menu options. This **Respond to Deficiency** button is an immediate indicator that a deficiency has been raised and action is required by the Educator in order to move forward with the application process.
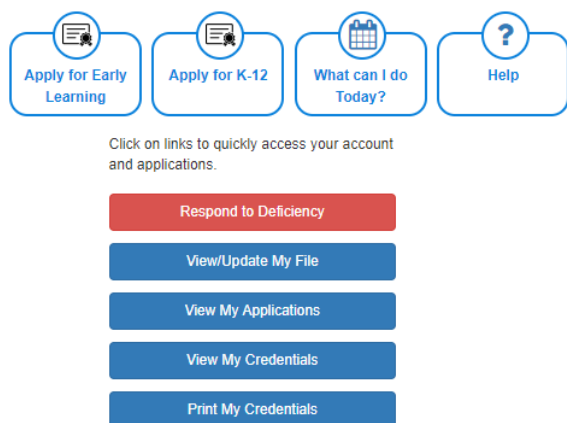
Figure STS-DEF-01: STS Certificate Dashboard Respond to Deficiency Button

Click **Respond to Deficiency** button or Click **View My Applications** button, as either choice will direct the user to the **View My Applications** page.

Figure STS-DEF-02: K-12 Licensure and Certification Application Tracker with Deficiency Raised

Note that the color of the *Intake* banner has changed to red and the status has changed to *Deficient*. Additionally, there is an *Action Required* stamp below the Application Tracker as an alert that action is required. Refer to the *Deficiency Details* table below the Application Tracker for details regarding the deficiency raised. A brief description of the deficiency is listed in the *Deficiency Name* column and a brief description of the required action is listed in the *Notes* column. The date that the deficiency was raised is shown in the *Date* column.

Review the description of the deficiency in the *Deficiency Details* box and determine how to fix the problem. The user will need to supply additional information specific to the issue raised within the deficiency. Read the *Notes* to ensure that the required action can be achieved at the current time.

Click the *Respond to Deficiency* button directly above the *Deficiency Details* table and below the Application Tracker banners.

Educator is directed to the section of the application where there is a deficiency. The green bar is designated with a red x to indicate that the issue is unresolved. In this example, there was a deficiency raised in the *Education* information provided with the application. Attention will be focused on the *Deficiency* section at the bottom.

Figure STS-DEF-03: STS Certificate Respond to Deficiency Action

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, the green bar icon changes to a green ∨ to indicate that the required action is complete.

Figure STS-DEF-04: STS Certificate Respond to Deficiency Resolution

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 user has responded to all the deficiencies, click the **ReSubmit** button.

Figure STS-DEF-05: STS Certificate Resubmit Application Confirmation

Confirmation message is displayed thanking educator for resubmitting the application. Click **Back to Dashboard** button.

Note that the red **Respond to Deficiency** button is gone from the **Educator Dashboard**.

Click **View My Applications** button to review the current status of the resubmitted application.

Figure STS-DEF-06: STS Certificate Application Tracker after Deficiency Addressed

The *Intake* banner has changed to yellow and the status has changed to *In Progress*. Additionally, the *Action Required* stamp below the Application Tracker is gone. This status indicates that the application has now been directed back to the DDOE L&C team for further review and approval. There is no further action required at this time.

Application Complete

Once the deficiencies, if raised, have been resolved and the application has been approved by the DDOE L&C team, the information on the *View My Applications* page will change to:

Figure STS-CMP-01: STS Certificate Application Tracker after License and Certificate Issued

An email will be sent to the Educator primary email address to notify that the application has been approved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject *DDOE – Application Approval.*

Click *View My Credentials* button on the *Educator Dashboard* and locate the K-12 Licenses Section.

Figure STS-CMP-02: STS Certificate Credentials after License and Certificate Issued

Note that the *License* appears at the top of the section and shows a status of *Issued*. The *K-12 Certificate* applied for appears in the *K-12 Certificates* area under the *License* entry and also shows a status of *Issued*. One of the most important things to note in the *K-12 Licenses* section is the *Expiration Dates*. There is a date listed in the *Expiration Date* column for the *License*; however, the *Expires* column for the *K-12 Certificate* is blank. Licenses expire, but Certificates do not.

Congratulations! The STS Certificate has been successfully issued.

Print Credentials

Once a License has been issued, it can be printed. From the *Educator Dashboard*, click either the *Print My Credentials* button or the *View My Credentials* button on the right side of the page. Either option will direct you to the *Credentials* tab of the educator data. At the top of the page is a *Print and Download Credentials* section:

Figure STS-PC-01: License Print Credentials Form

Click the down arrow of the **Select a License** dropdown list.

Figure STS-PC-02: License Print Credentials License Options

The list of options displayed is limited to the credentials that have been issued to the educator. Select the **License** option corresponding to the license that has been issued. Click the down arrow to the right of the **Select a Document Type** dropdown list and select the **Wall Certificate for L&C** from the list.

Figure STS-PC-03: License Print Credentials Selection

When both options have been specified, the **Generate** button is enabled. Click the **Generate** button. A pdf version of the certificate is downloaded to the **Downloads** folder of the educator's computer. Go to the Downloads folder and locate newly generated credential file. Open pdf file to view contents:

Figure STS-PC-04: License Wall Certificate

A wall certificate of the **Initial License**, suitable for framing, has been downloaded to the educator computer.

During the credential selection process described above, a number appeared in the **Select a License** dropdown list next to the license name, in this example: **Initial License – 234721.**

Figure STS-PC-05: License Identification Number

This number associated with the license is the identification number of the credential issued to the educator. Note that the **K-12 Licenses** table on the **View My Credentials** page lists **234721** in the **Credential No** column, which corresponds with the credential selected for printing.

General Instructions

This section contains detailed instructions for functionality that is shared across screens. The individual application data sections contain high-level descriptions of the operations, but here the instructions are provided in more details, including screen shots, if applicable.

Associate Document

When a document needs to be provided, the document can either be uploaded or associated. There may be instances where documents have already been uploaded to the system for the educator. If a document has already been uploaded, then there is no reason to upload it again. In this case, the proper action is to **Associate** the document, meaning that the pre-loaded document will be used. To Associate a document, click the **Associate Existing Documents** button.

Figure STS-GAD-01: Associate Document Window

An *Associate Documents* popup window is displayed for selection of the document to be associated. The documents shown are those that have been added to the system for the educator. Note that the *Select Documents to Associate* button is disabled because nothing has been selected.

Select the document by clicking inside the checkbox associated with the desired entry. A check will appear in the checkbox to indicate that the document is selected. The field acts as a toggle and will check and uncheck each time it is clicked. As soon as a document is selected, the *Select Documents to Associate* button is enabled. If the desired document does not appear in the table of documents, simply click the *Cancel* button to dismiss the *Associate Documents* window and follow steps to Upload Document.
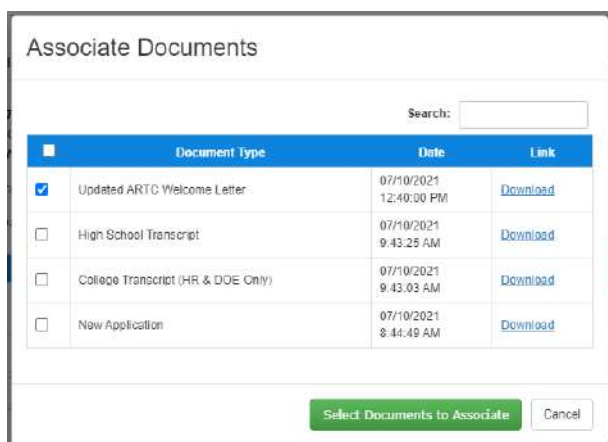

Figure STS-GAD-02: Associate Document Selection

Click the *Select Documents to Associate* button to save the information or the *Cancel* button to exit the operation without saving data. Either will dismiss the *Associate Documents* popup window. If the *Select Documents to Associate* button is selected, then the document appears in the document upload area.

Upload Document

When a document needs to be provided, the document can either be uploaded or associated. If the document has already been loaded in DEEDS, then the correct action is to associate the document. If the document has not been loaded in DEEDS, then the document is uploaded. The following steps outline the way to upload a document.

Select the file to be uploaded in one of two ways:
- Drag the file from your computer to the middle of the area designated with the text: *Drop file here to upload or click here to browse and select file to upload.*
- Click inside the area designated with the text: *Drop file here to upload or click here to browse and select file to upload.*
  - File Explorer is opened to allow document to be selected from computer files.
  - Select the desired file and Click *Open*.