



West Virginia DEPARTMENT OF EDUCATION

Office of Certification

County Approval Process for Initial Student Support Licensure Applications

Form 20S, 20SA, 20SR

User Guide

Last Updated July 29, 2019

This user guide has been created by The West Virginia Department of Education, Office of Certification, in conjunction with West Virginia Interactive for your reference. This document provides detailed instructions on how to process pending applications for the initial student support certificates.

Table of Contents

Pending Application.....	3
Application Name	3
View Application Details.	3
Application Details.....	3
Applicant Information.....	3
Legal Disclosures	3
Legal Disclosure Details.....	3
Request Additional Information	3
Mark Reviewed.....	5
Completing the Application	5
Approved.....	6
Application Completed	7

View Application Details.

Clicking the [View](#) icon allows the user to view the application details and complete the approval process.

Application Details

Applicant Information

After clicking the [View](#) icon, you will now see details for the renewal application. The top of the page shows the applicant's name, license and contact information. The Form number and description will appear at the top of the screen.

Form 20S Original Student Support

Applicant Information

First Name	Fred	Primary Phone	555-555-5555
Last Name	Test	Secondary Phone	
Middle Initial		Email	fred@test.takarsh
Previous Last Name		Street Address	123 Main Street
Gender	M	Street Address 2	
US Citizen	Yes	City	Charleston
Certification ID	F4E139200112	State	WV
US Veteran	No	Zip Code	25213
		Country	United States

Legal Disclosures

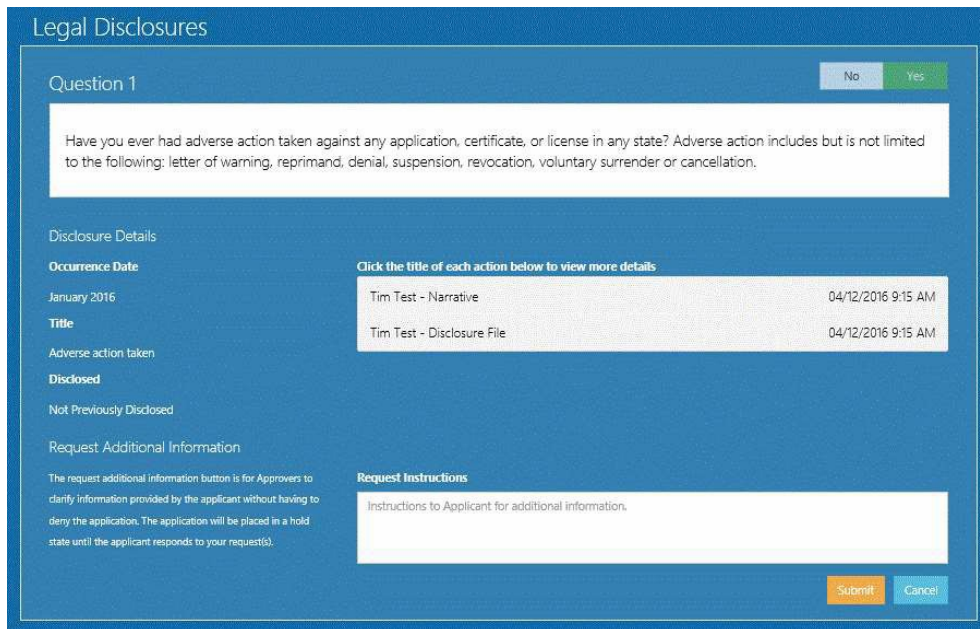
The applicant is required to answer all legal disclosure questions when completing the renewal application. Questions answered as "Yes" will include additional information regarding the disclosure.

The example legal disclosure above shows that the applicant answered "Yes" to Question 1. The Date, Title, Previously Disclosed and Status are listed for each disclosure along with the ability to view disclosure details.

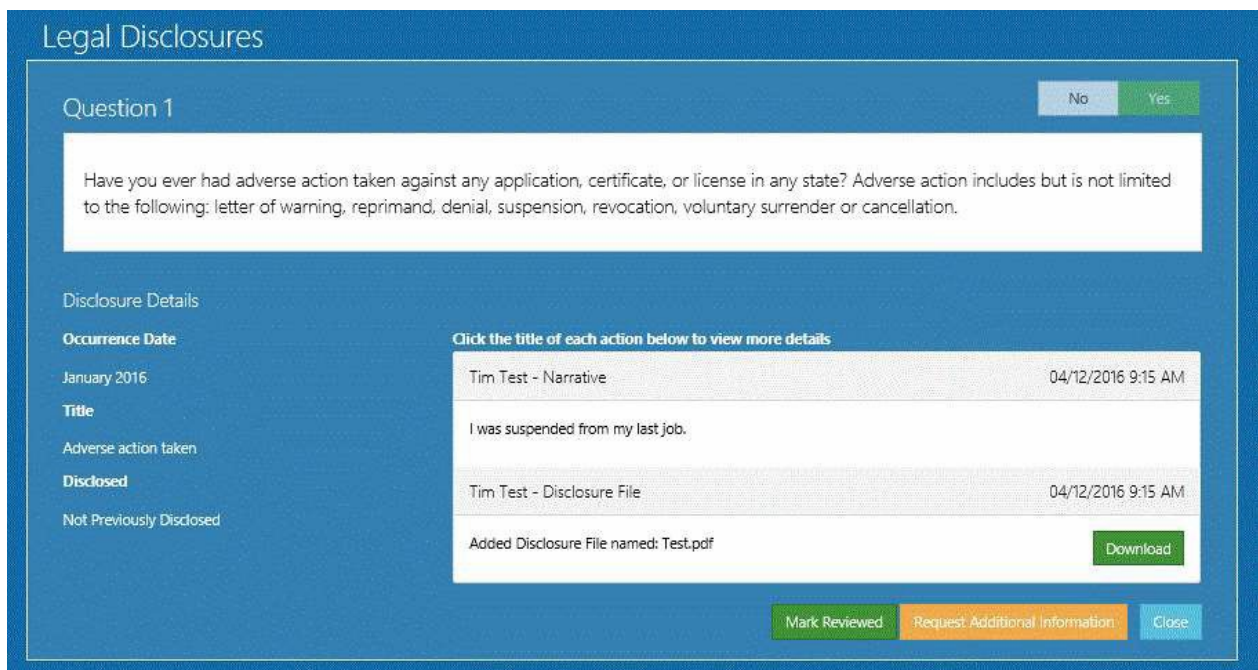
The previously disclosed column signifies if the disclosure was previously reported to the WVDE during a prior renewal. Applicants are required to report all legal disclosures the first time renewing through the online system, but are not required to provide additional documentation if the disclosure was previously processed by the WVDE. Please contact the Office of Certification if you have questions regarding previously disclosed legal disclosures.

Clicking the [View](#) icon enables the user to view disclosure details.

Legal Disclosure Details



After clicking the View icon for Question 1, you will see all of the information submitted for that disclosure. Clicking on “Tim Test – Narrative” or “Tim Test – Disclosure File” enables the user to view the narrative provided by the applicant and download any additional documentation provided.



The user may at this time request additional information about the legal disclosure or mark as reviewed.

Request Additional Information


There may be times you unable approve or reject the application due to needing more information about the legal disclosure. Users have the option to click the Request Additional Information icon, which will start the send back process. Send backs will be explained in further detail later in the user guide.

The example above shows an example of the “Request Instructions” comment box that appears when needing additional information about the disclosure. User should provide instructions for the applicant to follow and then click the submit button when finished.

The example below shows the request for additional information being logged within the disclosure history. The County User may delete the request prior to sending back.

The screenshot shows the 'Legal Disclosures' interface. At the top, there is a 'Question 1' with a 'No' button and a 'Yes' button. The question text is: 'Have you ever had adverse action taken against any application, certificate, or license in any state? Adverse action includes but is not limited to the following: letter of warning, reprimand, denial, suspension, revocation, voluntary surrender or cancellation.' Below the question, there is a 'Disclosure Details' section. On the left, there are fields for 'Occurrence Date' (January 2016), 'Title' (Adverse action taken), and 'Disclosed' (Not Previously Disclosed). On the right, there is a table of actions with the heading 'Click the title of each action below to view more details'. The table has three rows: 'Tim Test - Narrative' (04/12/2016 9:15 AM), 'Tim Test - Disclosure File' (04/12/2016 9:15 AM), and 'COA Test - Additional Information Requested' (04/12/2016 9:41 AM). Below the table, there is a message: 'The disclosure file submitted does not provide enough information regarding the suspension.' with a 'Delete' button. At the bottom right, there are three buttons: 'Mark Reviewed', 'Request Additional Information', and 'Close'.

Mark Reviewed

Users are required to click the  icon before they can approve or reject the application. This tells the WVDE that your review is complete and the county has no issues with the disclosure. You are not required to mark as reviewed when requesting additional information. The example below shows the history after the disclosure has been marked as reviewed.

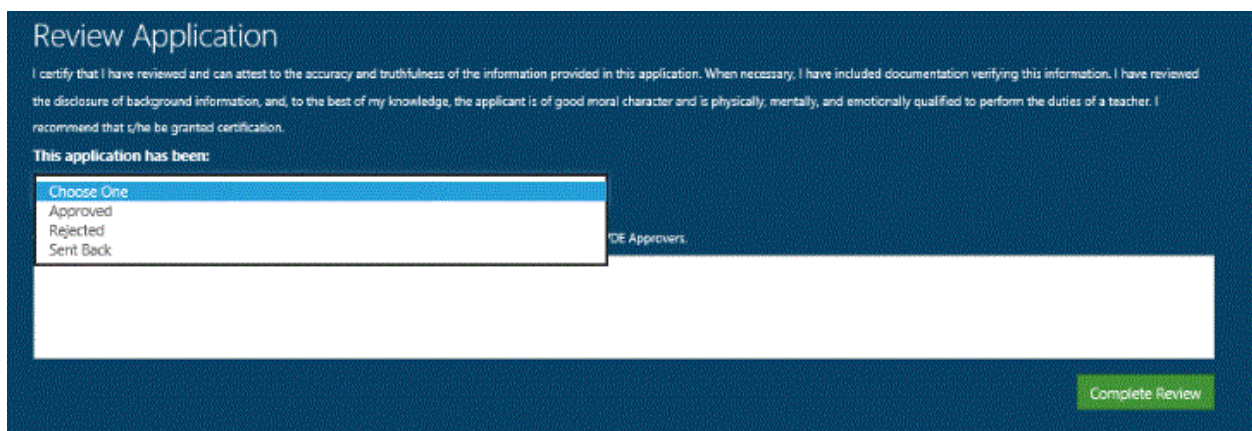
The screenshot shows the 'Legal Disclosures' interface after the disclosure has been marked as reviewed. The question and 'Disclosure Details' section are the same as in the previous screenshot. The table of actions now has three rows: 'Tim Test - Narrative' (04/12/2016 9:15 AM), 'Tim Test - Disclosure File' (04/12/2016 9:15 AM), and 'COA Test - County Reviewed' (04/12/2016 9:36 AM). Below the table, there is a message: 'Disclosure has been reviewed by County Approver.' with a 'Delete' button. At the bottom right, there are three buttons: 'Mark Reviewed', 'Request Additional Information', and 'Close'.

Approval Process for Initial Student Support Applications

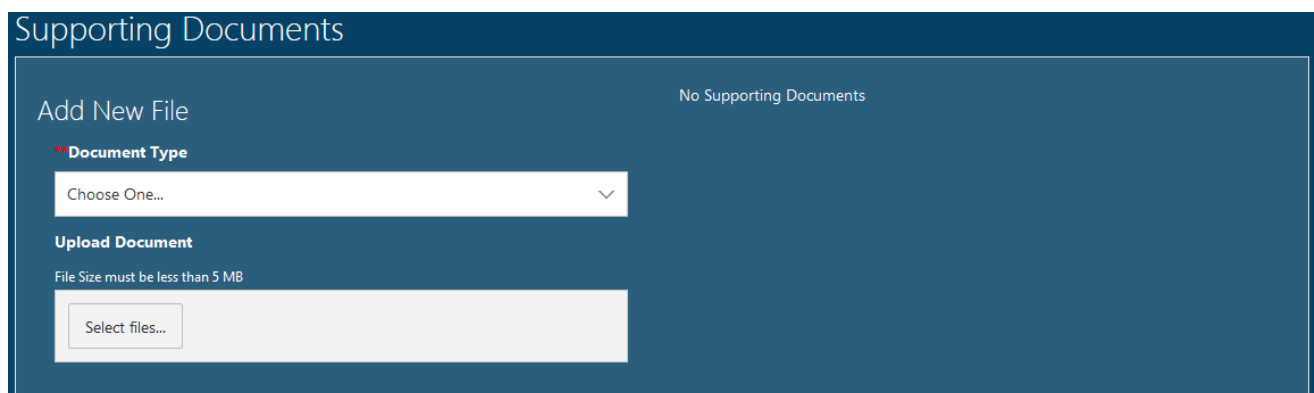
Once all legal disclosures have been marked as reviewed, you are ready to start the approval process for the Initial Administrative Certification.

Step 1. Review Application. Review the application information and if all information is correct you can Approve the application. If the requirements are not met, you will Reject the application.

1. Approved
2. Rejected
3. Sent Back



Step 2. Supporting Documents. If you as the county approver have any additional documents that need to be uploaded, you will use this section.



Step 3. Save and Close/Complete Review. Once all information has been completed and is ready for final approval, you will click Complete Review if you are the final approver or if someone else needs to approve the application, you will select Save and Close.

Comments (For Internal Use Only)

Internal Comments can be seen by County, Institution, and WVDE Approvers.

Save and Close

Complete Review

Application Completed

Clicking the Complete Review icon processes the application and automatically notifies the applicant of the status change. If approved, the applicant can now pay for all application fees. You have the ability to follow the approval process by accessing the application using the search functionality.

Applications

First Name

Last Name

Application Status

Date Resolved From To

Search

1 Pending Application

Applicant Name ^	Application Type	Date Submitted	Date Resolved	Status	Holds
tommy Test	Form 39 Temporary Authorization	04/12/2016		<div style="display: flex; align-items: center;"><div style="width: 100%;"><div style="width: 100%; background-color: #28a745; color: white; text-align: center; padding: 2px;">1</div><div style="width: 100%; background-color: #28a745; color: white; text-align: center; padding: 2px;">2</div><div style="width: 100%; background-color: #ffc107; color: white; text-align: center; padding: 2px;">3</div><div style="width: 100%; background-color: #6c757d; color: white; text-align: center; padding: 2px;">4</div></div></div> Pending Payment	✔ View

Take note in the figure above that the status has been updated from “Pending County” to “Pending Payment”. Once the applicant makes a payment, the status will once again update to show “Pending WVDE”. A status of completed signifies the application has been approved by the WVDE. Rejected applications will show a status of “Rejected”.

When all pending applications are completed, your dashboard will show you have no pending applications.

Applications

First Name

Last Name

Application Status

Date Resolved From To

Search

No Pending Applications.