

## Just the FAQs - Part 2 in the Series *New Student Completion Certificates*

Here are a few reminders:

### [OLD] Provider Generated Certificates with State seals, only used through NOVEMBER 30, 2011

1. Unused seals should all have been returned to TSD. If you come across additional seals in your workplace, please send them back to us. This is part of the security upgrade that was needed to resolve authentication issues within the certificate process.
2. The certificates you issued prior to December 1 (with the old seals) will be accepted at DMV for at least six more months without question. After that, DMV will evaluate the program and make any needed adjustments to accommodate the old certificates with State seals.
3. We granted permission for a couple of schools to issue the old certificates with seals for the week immediately following the changeover (up to December 7) but that was an emergency measure and solely for the convenience of the student. We have a record of which schools asked for and were granted this emergency "one-time" waiver.

### [NEW] Student Completion Certificates, beginning DECEMBER 1, 2011

Whether or not you seek reimbursement, ALL approved providers must comply with the new guidelines for student certification. This means student completions after December 1st must ALL be registered through the Transportation Safety Division office. Only those students who are registered will be issued an SCC. If students are completing and passing your courses, but we are not receiving requests for SCCs, there is definitely something wrong.

1. At the beginning of each course, follow these steps:
  - Enter each student's information in the Student Data Entry System (SDES). This must be done in a timely manner to guarantee you receive the SCCs before the end of the course.
  - At the time of student information entry, you must provide a completion date. You may enter the end date of the classroom portion of the course, since you may not know the final behind-the-wheel date for each student that early in the course. (Don't worry if the actual course end date is different, at this point. You will correct the date at the time you request reimbursement.)
  - Information must be filled in completely and accurately, or the Student Completion Certificates will print out with errors.
  - Send an e-mail request to Shari Davis at: [shari.c.davis@odot.state.or.us](mailto:shari.c.davis@odot.state.or.us). In your message, let Shari know that you are requesting SCCs, and then list the student names. **Without this e-mail notification, we will not be prompted to generate your Student Completion Certificates!**
2. When you receive the SCCs, carefully proof-read them for errors. Then hold them until the end of the course when you will hand them out to the students who have completed and passed the course.
3. You may issue an SCC to each student who completes the course, and passes. We are counting on you to issue an SCC **ONLY when a student has completed the entire course, and passed.**
4. Reimbursement: If you will eventually request reimbursement for a student, you must go back into the Student Data Entry System and correct the completion date. This is important so you have valid and complete back-up documentation for review.

If you only request reimbursement at the end of the fiscal year, you do not have to make any of the completion date corrections until you file for reimbursement. This may be helpful to know if you are extremely busy throughout the school year and don't have time to make the changes as they occur.

5. We know some of you mail the SCCs to the student's homes upon completion. While we can't tell you how to deliver these to your completed students, please understand that you as the provider are responsible for making sure that the student receives their certificate, not the Postal Service.

Please consider a look at revising your policies in light of our December 1, 2011 changeover. Physically handing out the certificate is the most optimal way to assure it has been received by the student.