

## **OLR: Citizenship**

1. Must ALL individuals renewing through OLR have a completed Supplement CIT on file? Only if the educator's name appears in your "To Do" list for "Pending CIT" will a completed form be required. The Authorized User will complete the citizenship information in OLR based on the response on the form. After clicking on the Citizenship Verification tab, follow the prompts.

2. Do I mail Supplement CIT to Educator Certification prior to processing the renewal in OLR? NO.

3. Does the individual have to sign the form?

Yes, the individual needs to sign Supplement CIT. Electronic signatures are not accepted.

4. Can more than one citizenship question be marked?

No.

5. Where do I find the list of names of individuals who need to complete Supplement CIT?

This list may be found by clicking on the "To Do" tab under the heading "Renewals." Next, click on "Pending CIT."

6. If an individual previously submitted Supplement CIT stating that they are a U.S. Citizen, does another form need to be completed?

No. Their name should appear in your "Inbox" in OLR.

7. What do I do with the completed forms?

Scan and save each individual's Supplement CIT and Alabama Driver License as one document on your computer. You may want to name each file using the educator's name, so you will be able to upload the correct form to each file. Questions regarding how to do this should be directed to your Technology Director.

8. What do I do after I have saved the form to my computer?

Go to the individual's record in OLR, click on the "Citizenship Verification" Tab, and follow the step-by-step prompts. Once the form has been uploaded, click on "View CIT Document" to be certain the paperwork is readable. If it is not, please refer to the following FAQ.

9. What if I complete the process and realize that I have chosen an incorrect answer to the citizenship question or have uploaded an incorrect form?

Email your assigned specialist the name of the person and the last 4 digits of their SSN requesting that the uploaded documents be removed. You will be notified when the process is completed.

10. What do I do with the forms after I have completed an individual's renewal?

Keep the form in the file with the individual's OLR documentation.

11. What do I do if the individual does not have an Alabama Driver License?

Go to the 'QUESTIONNAIRE" tab in OLR and mark "Do not renew any of the expiring certificates or licenses." Click "SAVE AND CLOSE" at the bottom of the record. A paper renewal will need to be submitted and postmarked no later than June 30.

12. Does the Alabama Driver License have to be valid?

No.

### **OLR: Professional Leadership Certificates**

1. What certificates are considered Professional Leadership Certificates?

Instructional Leader, Educational Administrator, (any grade level), Supervisor (any subject and any grade level), and Career and Technical Administrator.

Note: The certificate title when printed will be Professional Leadership Certificate rather than Professional Educator Certificate. The body of the certificate will continue to indicate the area of Administration and/or Supervision.

2. Who must meet the requirements to renew a Professional Leadership Certificate?

Any person who holds a Professional Leadership Certificate must meet the requirements to continue their leadership certificate.

3. If the certificate holder has a Professional Leadership Certificate and a Professional Educator Certificate in a Teaching Field and/or another area of Instructional Support, can the person choose not to renew the certificate in the area of Administration and/or Supervision?

Yes. Written documentation MUST be on file in the central office signed by the certificate holder indicating they do not wish to meet the continuation requirements for the Professional Leadership Certificate. A copy of the written documentation MUST also be emailed to your assigned specialist.

4. If the certificate holder meets the requirements for the continuation of their Professional Leadership Certificate, can these requirements also be used to continue the Professional Educator Certificate in areas other than Administration and/or Supervision?

Yes. However, meeting requirements to renew certificates in areas other than Administration and/or Supervision WILL NOT renew certificates in areas of Administration and/or Supervision.

5. Where can I access the Summary of the Requirements for Renewal of the Professional Leadership Certificates?

The requirements may be found here. Scroll down and click on "Certificate Renewal: Professional Leadership."

6. How many Professional Learning Units (PLUs) must the certificate holder verify?

ANY individual wishing to continue their valid Professional Leadership Certificate must earn a minimum of 5 PLUs.

There are two categories of approved PLUs: (1) ACLD-approved and (2) Locally-approved through either an Alabama city/county superintendent or an administrator of an Alabama nonpublic school. At least 2 PLUs MUST be earned through ACLD-approved Professional Studies.

7. Where can information about earning PLUs be obtained?

This information is available on the website for the Educator Effectiveness Section of the SDE at <https://www.alabamaachievers.org/professional-development/>.

Click on ACLD/PLUs for the latest information regarding PLUs. Additional information may be obtained by accessing the Summary of the Requirements for the Renewal of the Professional Leadership Certificates as indicated in #5 above.

8. Where can a listing of approved graduate-level coursework from Alabama colleges used for locally-approved PLUs be obtained?

This information is available on the website for the Educator Effectiveness Section of the SDE at <https://www.alabamaachievers.org/professional-development/>. Click on the ACLD/PLUs for a list of courses. The courses may not be used for ACLD-approved PLUs.

9. Must the Professional Learning Units (PLUs) earned be verified in PowerSchool (formerly Chalkable)?

Yes, and a copy of the documentation should be kept in the person's file in the central office of the LEA or private school. PLUs earned at the completion of a professional study must be documented in PowerSchool. If coursework is earned for a locally-approved PLU, it MUST be entered into PowerSchool, submitted on an official transcript, and kept in the personnel file.

10. Can administrative coursework completed at an institution outside of Alabama be accepted as a PLU?

Coursework completed at institutions outside of Alabama may be used as a locally- approved PLU if the course is approved by an Alabama superintendent or an administrator of a non-public school.

11. Does it matter if the PLU began prior to the valid period?

The session "Start Date" may be prior to the valid period, as long as the session "End Date" is during the valid period of the certificate being continued.

### **OLR: Substitute License**

1. If a teacher has both a Substitute License and another eligible certificate that can be renewed through OLR, expiring the same year but does not want to be reissued the Substitute License, what do I do?

Go to the "Questionnaire Tab" at the top of that individual's record in OLR. Under the "Selective Renewal" Section, click "Only renew the expiring certificates and/or licenses that I specify in the following list". Then proceed with the renewal process. If an individual ONLY has a Substitute License expiring this year, and the teacher does not want to be reissued that Substitute License, you can answer the "Employment Verification" question as "No" to indicate that the teacher is no longer employed as a substitute in your district. Then click "Save and Close" and this will place the record in "Ineligible status."

2. If I have a substitute who does not appear in my inbox or Ineligible folders, how do I handle them?

Advise the individual that a paper application for a substitute license will have to be submitted to the ALSDE.

### **OLR: Coursework**

1. How can I tell if a college course is acceptable for renewal purposes?  
Under "Help" in the individual's record, consult the "Allowable Credit" information. Ask your assigned Educator Certification Specialist, if more information is needed.

2. If a teacher completes college coursework to meet renewal requirements, how should it be documented?

An official transcript must be on file in the central office. If the coursework was completed at a college outside of Alabama, Supplement RCR must be completed by the out-of-state institution/college and on file in the central office.

### **OLR: General FAQs (1)**

1. Should ALL individuals renewing through OLR complete the Form CIT?

Only individuals who appear in your "To Do" list under "Pending CIT" will need to complete the Form CIT.

2. When must ALL On-Line Renewals be approved and completed?

All renewals must be approved and completed prior to or on June 30th because the On-Line Renewal System will be closed at the end of the business day on June 30th. The payment link will be turned off at the close of business on June 30th.

3. When should paper renewal applications be received?

The application and fee must be postmarked no later than June 30th. No exceptions to this deadline will be granted.

4. When should ALL continuation requirements be completed?

All continuation requirements must be completed prior to or on June 30th.

5. What if the certificate holder appears in my InBox, but is no longer employed in my school system?

Education Directory should be updated for this individual to reflect that they are no longer employed with your school system. This will remove them from your InBox. This update is in real-time, but you may have to refresh or log out of OLR and log back in for the change to be reflected in your InBox. If the individual becomes employed with another school system, that system needs to update the information in Education Directory so that the individual will appear in their InBox.

6. When processing renewals through OLR, what documentation do I have to send to the State Department of Education?

You do not send any documentation to the State Department of Education for on-line renewal. You should retain all documentation verifying how the individual met renewal requirements. When processed through OLR, the SDE does not require the individual to complete a paper application.

Note: If all certificates for an individual are not renewed, you must have signed documentation from the certificate holder in the personnel file at the LEA indicating that the educator does not wish to renew the indicated certificate. A copy of this document must be mailed to this office.

7. What if I realize after I have approved and saved a renewal that I made a mistake?  
Prior to the individual paying for their renewal, scroll down on the "Questionnaire" tab and click "Cancel Renewal." Place a comment in the "Comment" box on the "Questionnaire" tab.

8. What if the teacher needs to verify experience from another school system(s)?  
The LEA completing the on-line renewal must have on file in the central office, a Supplement EXP from that school system(s). This applies to systems outside Alabama as well as in-state systems.

9. How can I sort my educators in alphabetical order?  
From any page in the On-Line Renewal system, you can sort the names alphabetically by clicking on the column header "Teacher." To sort by school and alphabetically within school, sort by school first then hold down the "shift" key and click on the "Teacher" column heading to sort alphabetically. You can sort by any field by clicking on that column heading.

10. How can I find out why an educator is in my Ineligible Box?  
First, go to your "Ineligible" Box and select By DOE. Verify the reason for ineligibility by clicking on the DOE box for that record. On the "Rationale" Tab, a red X will be marked by the reason the certificate cannot be renewed through OLR.

### **OLR: General FAQs (2)**

11. What do I do if a currently employed teacher does not show up in OLR?  
Check to be sure that this individual is correctly reported in EdDir (Education Directory). Any corrections to EdDir should be made by the designated person in your system. The Educator needs to check their personal information on their profile in EdDir.

12. Can an Authorized User change an email address on the "Questionnaire" Tab in OLR?  
No. Email addresses are populated and changed through EdDir (Education Directory). If a renewal has already been saved and approved prior to changing the email address in EdDir, please follow the steps outlined in General FAQ #7. Then return to the "Questionnaire" Tab and process the renewal.

13. How do I print a copy of the educators' names in my Inbox?  
To print your Inbox, click the Export Data button and select the way you wish to save the data.

14. What if a teacher in my Inbox has retired?  
You may choose to process the renewal through OLR or mark this individual as no longer employed, which will move them to your "Ineligible" Box. As a courtesy to the teacher, please notify them that their renewal will not be processed by your school system through OLR. The educator will have to apply for renewal by mailing a paper application to the ALSDE. Ask the person in your school system who has access to EdDir to mark the individual as no longer employed.

15. What do I do with the individuals who are in my Ineligible Box who hold a renewable certificate or license?

If the individual is still employed in your school system, obtain a paper application and all required supporting documentation and submit the renewal packet to the ALSDE to be processed as a manual renewal. The application must be postmarked no later than June 30th. No exceptions to the deadline will be granted.

16. What do I do if a teacher in my Inbox tells me they will complete a program at a college after June 30th and will be applying for certification or will be applying to add an area of certification through the Additional Teaching Field Approach (CBT)?

The certificate(s) that will expire on June 30th MUST be processed through OLR.

17. One of my teachers has legally changed their name and the system has the old name. How can I change it?

To effect the change, fax (334) 694-4959, email, or mail on the school system's letterhead, a request to change the teacher's name. Include the following information:

- o Previous full legal name and last four digits of the SSN
- o Current legal name in which the applicant wishes the certificate to be issued (first, middle or maiden, last)

This request must be signed and dated by the applicant and the system's authorized representative.

Note: Please check the name before processing the renewal through OLR. If a name change is requested after the renewal is completed, a change of name form (CON) along with another \$30.00 fee will be required in order for the applicant to receive another certificate in the new name.

18. We have teachers who are employed in our school system but are not working at the schools shown in On-Line Renewal. Will this cause a problem?

No.

19. What if I want to ask my specialist a question about an individual?

Please send your assigned specialist an email.

20. How can I resend the last OLR generated email to the individual?

Open the individual's record and click on the "Admin" tab. Then click on the "Resend Last System-Generated Email" tab. This will resend the last email, which could be the link to pay or the link to the renewed certificate.

### **OLR: General FAQs (3)**

21. Why can't I renew a teacher's Professional Certificate if they also have a certificate that is not eligible for on-line renewal, such as an alternative certificate, or Career and Technical Education Certificate?

At this time, OLR cannot distinguish between provisional certificates, Career and Technical Education Certificates, and Professional Educator Certificates. Provisional certificates and Career and Technical Education Certificates cannot be renewed through OLR.

22. Is the email account that sends the individual the email with the link to download their renewed certificate monitored?

No, that account is not monitored.

### **OLR: Fees/Payment**

1. What if I approve an individual's renewal and a fee is already on file?

OLR looks for a \$30 fee and will use any unused fee that is already entered into the system to process the renewal. If an active application is on file and the individual has no other fee on file, another fee will need to be submitted before that application can be processed.

2. How can the teacher pay with a money order or cashier's check?

The school system must list the teachers' names and full social security numbers on letterhead and send the list with the cashier's checks and/or money orders to this Office. The letter should state that the payments are for On-Line Renewal. The teachers should not send their own cashier's checks or money orders.

3. How can I tell how many individuals I have renewed but who have not yet paid their fee?

When you approve a renewal, the status is changed to "Approved." An e-mail is immediately sent to the individual advising that their renewal has been approved and providing the link to the Alabama Interactive website to pay their fee. The record will remain in Approved status until payment is made. The number of Approved records is the number approved but unpaid. Once the fee is received, the record will be changed to "Complete" status.

4. Is the email account that sends the individual the email with the link to pay for their renewed certificate monitored?

No.

### **OLR: Audit**

1. Will renewals processed through OLR be subject to an audit?

Yes.

2. Will I be notified regarding the renewals that will be audited?

Yes, you will receive information regarding the audit and the list of the renewals that are subject to that audit. You will be given a date by which the information should be received in this office.

3. What renewals are subject to audit?

A percentage of randomly selected Professional Educator Certificates and Professional Leadership Certificates will be audited. Our goal is to audit a statistically valid sample to assure compliance and accuracy and to identify areas where additional training and documentation are needed.

4. What documentation will I be required to submit for each renewal that is audited?

It is very important that this information is already in the personnel file in the Central Office of the LEA. All documents used to meet requirements will need to be submitted, including the original notarized Supplement EXP, Supplement RCR, Supplement VPD, official transcript, and/or PowerSchool printout. If Citizenship Verification was required, submit Supplement CIT and the Alabama Driver License. It is not necessary to mail applications to this office for the audit. Please make a copy of the educator's personnel file prior to sending the information to the SDE. Use paperclips on the documents, not staples.