West Virginia Electronic Application Processing System (WVEAP)

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Who Are We?

- Processes over 20,000 applications for educator licensure in West Virginia per year
- Coordinates the processes involved with preparing and supporting the educator workforce
- Assists in the development of policy and legislation for licensure
Application for Licensure in WV

- When applying for certification in WV, applicants must complete an Initial Teacher Certification form.
- Teachers, administrators, support staff and coaches are required to renew their credentials every 3 years or they may apply for a 5 year conversion or permanent certification if certain conditions are met.
- In many cases, a signature must be obtained by an Institution of Higher Education (IHE) and additional information may be required.
- Once signed by the IHE, the hiring district must also sign the document and also add information if required.
The old way of doing it...

1. Teacher downloads and prints out a copy of the pdf form.
2. Teacher completes the paper form and signs it.
3. Teacher mails form and additional documentation, if required, to the (IHE) where their educational personnel preparation program was completed.
4. The IHE adds additional information to the form mails it to the district certification coordinator.
5. The district certification coordinator completes the form and submits it to the Office of Certification and Professional Preparation for final approval.
Where does it hurt?

Problems with doing it the old way...

- Manual Paper Process
- Time Consuming
  - Could take several weeks
- Incomplete Forms
  - Process starts over
- Where is my Application?
- Incorrect or Late Payments
Feedback we were receiving...

- Which forms do I need to complete?
- Did I fill them out correctly?
- Who needs to sign it?
- What is the status of my application?
- When do I pay my fees?
What our users wanted...

1. Teachers, Administrators and Support Staff
   - Keep it simple
   - Guide them through the application process
   - Keep them informed
   - Provide support

2. Institutions of Higher Education
   - Easily identify who submitted an application
   - Organize the information
   - Process application online
   - Send it down the line

3. District Certification Coordinators
   - Show me the status of an application
   - Allow us to pay fees
   - View holds
   - Complete the approval process
What we set out to accomplish...

- Reduce user confusion and processing time for renewals and initial applications
- Use existing single sign-on credentials
- Stream-line the approval process
- Provide real-time updates
- Integrate with WVDE legacy software
- Online payments
How we fixed the problem...

Developed the WVEAP System

• Developed a comprehensive dashboard that enables users to easily complete an initial or renewal application online

• Created administrative dashboards for the IHE’s and district coordinators allowing them to do their jobs faster and more efficiently

• Integrated seamlessly with the existing WVDE software enabling them to process an application and update the WVEAP system simultaneously

• Integrated with the WV Department of Treasury to allow online payments
A closer look…

Teachers, Administrators and Support Staff

Can now...
• View a comprehensive dashboard
• Create new applications
• Renew existing credentials
• Pay fees online
• Upload supporting documentation
• View holds

Institutions of Higher Education

Can now...
• View pending applications
• View detail information
• Approve/Deny/Send Back
• Complete their part of the application
• Automatically send to approving district

District Certification Coordinators

Can now...
• View pending applications and detail information
• View status of an application
• Process the application
• Verify approval by Institution
• Pay application fees

WVDE

Can now...
• View application(s) along with information added by IHE and Districts
• Verify payment
• Approve, deny, send back or place holds on the application
Can now...

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### Application Information

**Renewed Option**
Sin (8) semester hours of coursework toward a master's degree in a program related to the public school (college recommendation required)

### Work Experience in Education

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<th>End Date</th>
<th>State</th>
<th>Employing District</th>
<th>Employer</th>
<th>Specific Assignment</th>
<th>Grade Level</th>
<th>Last Action</th>
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<td>West Virginia</td>
<td>Cabell</td>
<td>social worker</td>
<td>PreK-12</td>
<td>County Personnel (Sherry Sims)</td>
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<td>Cabell</td>
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Implementation

Behind the Scenes...

• WVDE Single Sign-on
• Multiple API’s for transferring data
• Business rules established based on credentials and endorsements
• Dynamic approval routing

For the Users...

• Trainings
• Online User guides
• Single sign-on support
What’s the impact?

**Teachers, Administrators and Support Staff**
- It’s Just Easier!
- Approximately 8,000 applications submitted electronically
- Increased security
- Application approved in days instead of weeks
- Pay and done

**IHE and District Certification Coordinators**
- Faster processing times
- More accurate applications
- 480 IHE’s currently participating in the program
- Real-time status updates
- Minimize district hiring delays
- Recruitment Tool for Districts

**Office of Certification and Professional Preparation**
- $170,000 in development costs savings
- 75% reduction in processing time
- Significant savings due to fewer refunds and insufficient funds
- Allows WVDE to do more with fewer resources
Can other states use it?

- Yes! Other states have already shown interest with the concept
- System could be customized to work in accordance with any state’s certification/licensure process
To sum it up...

- Completing the licensure application process is now fast, easy and accurate.
- A much more efficient approval process for Institutions of Higher Education and District Certification Coordinators.
- Everyone involved can now see how the application is progressing through the approval process.
- Integrated the WVEAP system, WVDE’s existing software, and the Dept. of Treasury’s payment engine to work together seamlessly. Resulting in a much more efficient workflow.
"The electronic application system has been a wonderful addition for myself, as a Certification Analyst...."

"The implementation was seamless from my perspective, and when I had questions, they were answered promptly and I could move forward..."

"It is user friendly, the directions are clear and I feel it's effective, efficient and a great addition to the certification process from an Institution of Higher Education standpoint."

Gabriella Dahalia, MA
Certification/Assistant to the Dean
Marshall University
“The previous paper application submission process was slow, cumbersome and costly for both the WVDE and the county school system alike....”

“The online process enables our employees to complete their applications in the online portal, and allows us to review submitted online applications and quickly approve or deny applications that are incorrect or incomplete...No more trying to read illegible applications, endless copying of applications and transcripts, addressing envelopes, mailing items back and forth between IHEs and our school system, or paying postage!”

Margaret M. Pennington
Personnel Director
Fayette County Schools, WV
“I called my district superintendents office because I couldn’t believe this is all I had to do to renew my certification...I never left my couch”

Brian Barth
K-12 Art Teacher
Kanawha County
Questions?

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