WISEstaff Help: Q&A

Presenters: Jennifer Janik and Josh Roy

Day 2: 2:00 - 2:45 PM Questions and Answers:

1. **Pattie:** If the license application is pending, how do we note that? The error is in the audit report not the validation**.**
   a. If it's the completion of the license application that is pending, you won't have an Entity ID number yet. So, you can enter a comment that the application is pending when acknowledging the 4034 validation warning that an Entity ID is missing. If the application has been completed and the educator has an Entity ID number but is waiting for the license to be issued, there is nothing else you need to do if the Entity ID number is in the educator's WISEid record and the assignment is coded correctly.

      If the WISEstaff assignment is reported correctly, there isn't anything to note in WISEstaff. It is something to keep an eye on to ensure the license is issued so that by the time the final audit is run in June 2021, the educator won't continue to flag on your final audit.

2. **Kathleen W:** For those teachers that were flagged as not being licensed appropriately or had expired licenses - if they have applied for the necessary license but it's not approved/issued by the time we need to do our final certification, will they be flagged as not licensed on the report that's published for our district?
   a. As long as you have the Entity ID attached and the staff is coded correctly, you should be okay for the final audit. For further assistance, please contact the *Licensing Online Help Desk***.**

3. **Kasie Smith:** Piggybacking off of Kathleen's question, what happens if they are not approved?
   a. The sooner we get the application the better so they can be processed in a timely manner.

4. **Kasie Smith:** Our district has never had an application be denied before, we are curious of what happens at that point. We are worried about a particular staff member.
   a. Applications can be denied for a number of reasons, most frequently documentation is missing. If a staff member has been attempted to be contacted three times without response, the application will be denied and given a reason.

5. **Pattie:** For licenses that are still pending but we are missing the entity number, can you show me where I note that the license application is pending and that I don't have the entity number.

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   a. There will be a banner across the top of the Data Quality Dashboard page in WISEstaff. Go to the Validate Staff Data page, search 4034 and click View/Edit to leave a reason/comment and Acknowledge the Warning. If you do receive an Entity ID before the final certification, add the Entity ID to the Staff Person page to include in the Final Certification.

6. **Becky Schmidt:** Could you please walk me through on how to run a report in WISEstaff that shows what staff members are due for a background check for their lifetime licenses?
   a. Manage Staff Data > Licensing Download > Search by Staff List and select expiring licensing and background checks to download report.

7. **Alicia:** I have several staff members that had to do fingerprints and have applied for their licenses, however their license has not been assigned yet and the earliest one we had applied was back in August 2020. We have contacted the Fingerprints company and were told to contact DPI with the TCN number which has been done. Is there anything else we can do?
   a. The Educator should submit a TEPDL Help Desk ticket and ask for the status of your fingerprint.

8. **Pam Brown:** I have a former grad who now is an employee - how do I change them from student to employee?
   a. Don't change anything on the WISEid record, just add your Staff local person ID to the existing WISEid.

9. **David:** Audit shows 1 staff with no license, elo show they have a license recently. Ignore, acknowledge?
   a. It could be an issue of timing - if the license in ELO covers the assignment, that will be resolved during the audit. If you aren't sure, submit a help desk ticket to TEPDL.

10. **Kay:** If a teacher is issued a DOR on their teacher license are they not allowed to teach immediately as of the date of the DOR? The only way I was aware of this was through the WISEStaff error report.
    a. Correct, depending on when the DOR is issued, it can be difficult for TEPDL to know where the staff member is working.

11. **Melanie Flannery:** We had a teacher who submitted a 3 year license with stipulations on 4/4/2019 and she paid via credit card, it still states: open, submitted - Paid, pending DPI review. Is there a reason it has not been approved, as we have submitted multiple help desk tickets.
    a. Submit questions that are taking this long to resolve to Julie: Julie.Hagen@dpi.wi.gov

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12. **David:** We have no info of any of our employees who might be teaching statewide as far as eschool type scenarios, but other districts are indicating we might, how do we report if we have no knowledge of who these are, these are not current district employees?
    a. Virtual Teacher Guidance: https://docs.google.com/document/d/1zixqQI4FuCwZiI-geqqfH3P7KpdyXW0vufgA9bsA9h4/edit

13. **Pattie:** How do we notify the elo help desk?

    a. ELO Help Desk: https://dpi.wi.gov/support/contact-us
       This link is also available within WISEstaff in the Need Help? Menu.

       Pattie: Thanks!

14. **Kay:** DOR - once we are aware of the DOR is the teacher not allowed to teach until this is resolved?
    a. Correct. They will get a clearance certificate once the DOR is resolved.

15. **Diane:** This is the first year we have used a student intern from a WI University program. The Intern has a T-990 license that is valid from 8/15/20 - 6/30/21 and I have them in an assignment code as 53-0970 but it came up as an error in the audit results. Would this be the correct assignment code?
    a. It is the correct assignment code but because the date is not July 2021, I threw an error. Please submit a TEPDL Help Desk Ticket so the person that reviewed your audit can correct the error.

16. **Carrie Kundinger:** The WISEdata conference was full, and I was not able to attend a few training's. Will these be posted on the website after the conference is done?
    a. All WISEdata conference slide decks are posted on this page:
       https://dpi.wi.gov/wisedata/conference

       Recordings will be posted in a couple of weeks, and the Q&A docs from each session will be shared around that time as well.

17. **Kay:** Just a clarification on charter school teachers......ours all have alternative education licenses but, I believe, we enter in what they are actually teaching (English, Math, etc.) in WISEStaff but it was noted as an error. I also noted that this was an alternative program on their individual records. Any idea what I would have done wrong.
    a. Please submit a TEPDL Help Desk Ticket to resolve.

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18. **David:** DC Everest was the district believing they had some kenosha staff, we have no info on, they felt it met WeN guidelines, this is what they were told to do is contact us
    a. Please submit a Help Desk ticket so we can take a closer look.

19. **Carrie Kundinger:** How do you join the Google+ community? In the site, it states that you need an invitation to join the private community.
    a. Carrie, here is an invite to the Google community:
       https://currents.google.com/communities/105431195558511570315?sqinv=MXp YYjIzbTk3a2IxNUFVbS14VVlrOXA0R0ZicW53