

## HR Communication Regarding DEEDS 3.0 July 23, 2021

### WELCOME TO DEEDS 3.0

There are approximately 20,000 active educators along with approximately 100+ HR staff who will be using this system for the first time. The L&C team is 6 people on the K12 side and 3 part time team members on the EL side. Please be patient with us as we will be with you. Like everyone else right now, staffing is in short supply and services are in high demand. And, we are learning right along with you.

That being said, we are excited to introduce the new DEEDS 3.0 system and are confident that it will streamline activities, enhance communication and improve productivity. As with any new system, there will be an initial learning curve to adapt to a new working environment. The user-friendly interface should make this learning process straightforward, as the system functionality is designed to match the day-to-day operations of licensure and certification within DDOE.

If you have questions, please investigate the system and try and find what you need. Visit the User Guides before you call. Talk to the person next to you. Then, if you still have questions, reach out for help.

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### DATA THAT WAS OR WILL BE MIGRATED

To give you an idea of the volume of data that was migrated, which literally took hours, we are sharing the following:

- 80,000 user accounts
- 2200 pending applications (applications prior to July 2020 will need to be redone)
- 800 documents submitted to incoming mail that L&C was unable to process prior to migration
- 140,000 historical letters
- 200,000 documents (transcripts, credentials, out of state licenses, etc.)

## NEW TICKETING SYSTEM FOR SUPPORT

We have moved to the KACE ticketing system for DEEDS. We realize that at first this may seem like a less personal way of operating, but the new system will allow us to better serve you and your educators. The following has been implemented:

- Calls to the Licensure & Certification main number will route your call to a KACE ticket. Initially, we will not be picking up phone calls, but, when necessary, the appropriate team member will call you back.
- Emails sent to the DEEDS mailbox will route to a KACE ticket. Attachments will be forwarded as well, but the preferred way to send us attachments and documents is to upload them directly into DEEDS 3.0.
- We have instituted an online system where you can complete a web form, upload documents, and select topical areas from a pull down menu for the ticket. These will be automatically forwarded to the staff member who specializes in that topical area. These tickets can be handled faster, as no one will need to read your request and route your email.

Please keep in mind that the ticketing system is just one step between you and the terrific support that you have come to expect from L&C. We believe that this system will further expedite great service.

## ACCESSING DEEDS 3.0

DEEDS 3.0 must be linked to either your ClassLink or your EdAccess account:

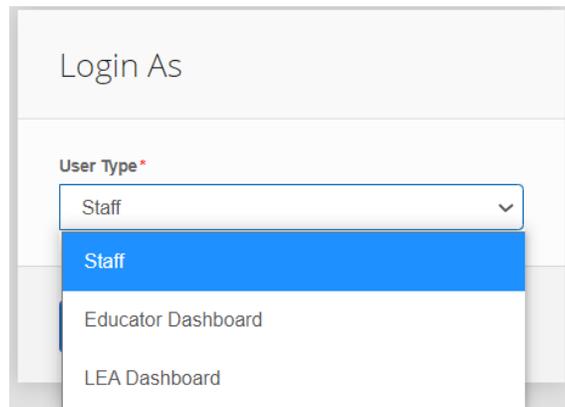
- If you already have a ClassLink or EdAccess account, we will disable your DEEDS 1.0 icon and replace it with a DEEDS 3.0 icon. It will appear like this:



- Click on the link and accurately complete the short data form that appears. Please use your LEA email address. This will link your current DEEDS 1.0 account with your new account in DEEDS 3.0.
- If you are an educator and hold a credential from DOE, you will have immediate access to your educator account once the connection is made within ClassLink.
- If you are an HR Staff member, once the registration is complete, we will need to authorize you to be an LEA user. Once we do that, when you log on again, you will have access to the LEA Dashboard. This should happen within 24 hours.
- HR Directors – please try and do this by team, create a list of your team members, and send an email notifying us that your team members have all registered to both:
  - [Shankara.Subramanian@doe.k12.de.us](mailto:Shankara.Subramanian@doe.k12.de.us)
  - [Debra.Silbert@doe.k12.de.us](mailto:Debra.Silbert@doe.k12.de.us)

This will expedite your team's access to the HR Dashboard.

- If you are BOTH an Educator and an HR Staff member, once authorized, you will have access as both Staff and Educator. You will select which dashboard using the following Login Screen.
- Only DOE will have access to the Staff dashboard.



- If you enter the Educator dashboard, take the time to look over your data and visit the tabs to ensure that all of your data has migrated from DEEDS 1.0.
- If you enter the LEA Dashboard as Staff, once you have access, take the time to look at data for a few individuals and visit some of the educator data.

## ADDITIONAL SUPPORT FOR HR STAFF

- Separate user guides have been written for HR staff, tailored to the needs of a District or Charter user. These District or Charter user guides include:
  - LEA Dashboard – an overview of how to navigate within the new DEEDS 3.0 system
  - Emergencies – detailed instructions of how to raise and manage emergency requests
  - Mentoring – detailed instructions of how to manage mentors and mentees within your District or Charter
  - Salary Increments – instructions of how to review and approve salary increments for educators within your district
- Personalized training sessions are being offered to assist you through the initial learning curve. Sessions will be delivered via WebEx. Instructions on scheduling options will follow in a separate communication.
- User Guides will be available through links that are available both inside and outside of DEEDS 3.0.

## NEW FEATURES FOR LEAS

- **New Workflows:**  
LEAS will initiate the following applications (educator must have an account in DEEDS)
  - Emergency Requests, including STS
  - COE Requests
  - Extension Requests for Emergencies and COEs
  - Upgrade to Standard Certificate
  - 91 Days in Lieu of Student Teaching (2-step process)
- **LEAs will review the following applications from educators:**
  - Graduate Salary Increment Requests
  - Clock Hours for Renewals (Permits and Licenses)
- **LEAs can also:**
  - Find an educator
  - Review data for an educator
  - Upload documents
  - View comprehensive educator data in one place
  - View the Application Tracker for status on an Educator's application

## THINGS TO KNOW

- **DEEDS 3.0 Database is live**
  - This is a live database. Your actions will affect the entire system immediately. Please keep this in mind and modify carefully.
- **Merger of K12 and Early Learning**
  - We have merged the accounts of educators who hold credentials in both the K12 and Early Learning (EL) worlds. You may see EL credentials and data (tabs in the dashboard are orange) in addition to K12 data (green and blue tabs).
- **Continuing License Renewals**
  - Some processes were not directly transferable to DEEDS 3.0 because the actual process and data collected has changed. For Continuing License Renewals, L&C has processed all CL renewal applications that were complete prior to 7/15/21. If an application was waiting for your approval of PD clock hours OR for the educator to complete the Criminal Affirmation, the educator will need to create a **Renewal** application. Please notify educators that they should apply for a renewal. Clock hour data has not been lost. These applications will require the LEA to confirm clock hours. L&C will work with you by providing LEAS with a list of the educators who are affected.

- **Pending Applications and Salary Increments/Stipends**
  - Applications that were submitted prior to the shut down of DEEDS 1.0 that were not processed have not been migrated yet due to an issue with data discrepancies. We anticipate doing so within the next week. Salary increments will be issued retroactively as appropriate. Please tell educators to NOT apply again.
  
- **Using the DEEDS mailbox**
  - If an educator has an account in DEEDS 3.0 (you can locate them with **Find Educator**), please upload documents directly to the Educator's account.
  - If the educator does not have an account yet, you can still use the DEEDS mailbox, and we will upload it. Please remind these educators to create an account in DEEDS 3.0, otherwise the documents will just be housed.
  
- **Known Issues**
  - There is a data issue with the incoming data from the CTE/STS database which feeds into DEEDS 3.0. We are working on correcting this. If choosing one of the last three pathways: Marketing, Transportation, or Science, the associated certificates are incorrect. This is being worked on so, for now, please hold the applications.
  - Reports are forthcoming.
  - Notification jobs (e.g. License renewals, and others) have not been enabled yet.
  - LEAs that need to manage employment outside of the State's PHRST system will be instructed in this process shortly.