



Resident Advisor for Autism and Deaf/Hard of Hearing Permit User Guide

This user guide will detail the steps involved in applying for a Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing Permit.

In this user guide, the *Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing Permit* will be referred to as the *Resident Advisor Permit*, unless the instructions are written to specifically match what is displayed on screen.

The requirements for the Resident Advisor Permit type are detailed in the Requirements Section.

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Requirements

The requirements for the Resident Advisor Permit are outlined below:

- Hold a minimum of a Bachelor's degree in any field from a regionally accredited college or university, which has been submitted through an official transcript in DEEDS.

DEEDS 3.0 Access

To access DEEDS 3.0, you must have an EdAccess account.

If you are new to Early Learning, new to K-12 or non-state employee or unemployed K-12, then you will need to [Register an EdAccess Account](#).

If you already have an EdAccess Account, [Login to EdAccess Account](#)

Via the EdAccess dashboard, click the DEEDS 3.0 icon.

User is directed to **Educator Dashboard**.

Apply for Resident Advisor for Autism/Deaf/Hard of Hearing Permit

Click the **Apply for K-12** menu icon in the upper right-hand portion of the dashboard. List of options is displayed:

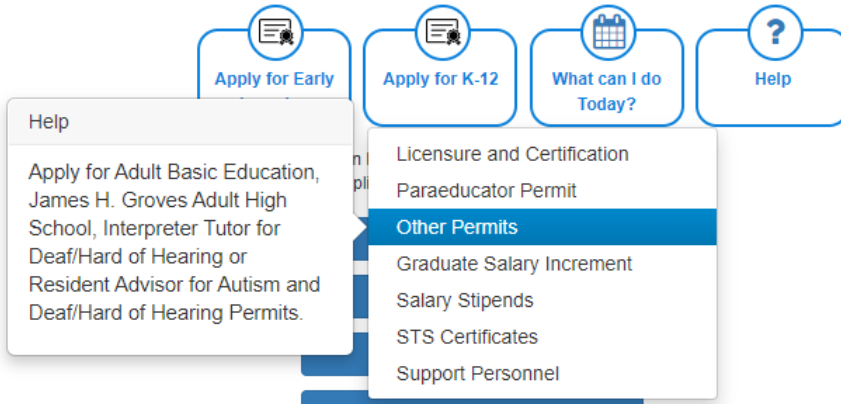


Figure RAD-MNU-01: Other Permits Menu Selection

Select **Other Permits** from the dropdown menu options.

Educator is redirected to **Application Type** selection page:

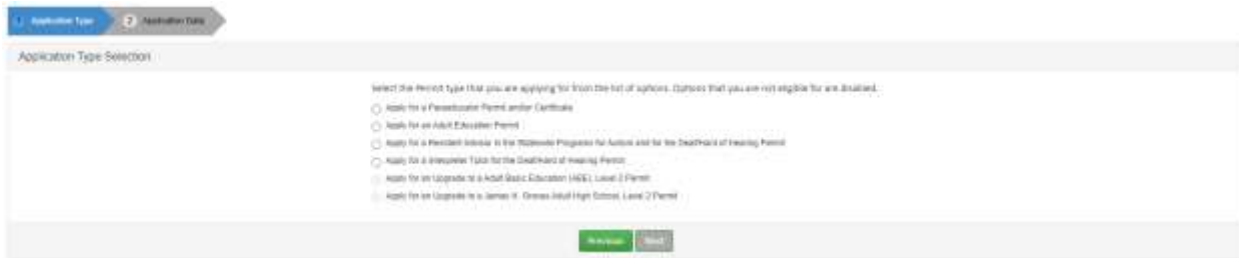


Figure RAD-ATS-01: Other Permits Application Type Options

Note the numbered arrows that are displayed across the top of the data entry area, as these are the pieces of information that are required to complete the application request. The **Application Type** arrow is highlighted blue to signify that the user is currently on this step in the process.

The numbered arrows are displayed to show progress throughout the application process; however, these are not clickable, meaning that they have no associated action if they are clicked. The red **Cancel Application** button in the upper right-hand corner under the menu icons can be clicked at any time to cancel the application process that has been initiated.

Select **Apply for a Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing Permit** radio button from the list of options.

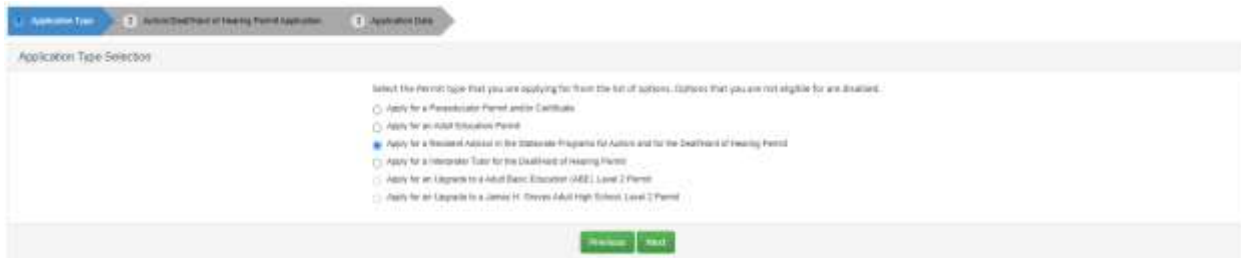


Figure RAD-ATS-02: Apply for a Resident Advisor for the Deaf/Hard of Hearing Permit Option Selection

Note that when **Apply a Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing Permit** option was selected, an additional numbered arrow, **Autism/Deaf/Hard of Hearing Permit Application**, was inserted between **Application Type** and **Application Data**. This occurred because there is an additional step in the process based on the permit selection. The **Application Type** arrow remains highlighted blue to signify that the user is currently on this step in the process.

The **Application Type** options listed are based on eligibility. The last two options: **Apply for an Upgrade to an Adult Basic Education (ABE), Level 2 Permit** and **Apply for an Upgrade to a James H. Groves Adult High School, Level 2 Permit** are only enabled if the educator has obtained a corresponding Level 1 Permit first.

Click the **Next** button.



Figure RAD-AST-01: Resident Advisor Permit Application Start

The **Autism/Deaf/Hard of Hearing Permit Application** arrow is highlighted blue to signify that the user is currently on this step in the process.

The requirements for a Resident Advisor permit are outlined in the **Requirements** box. Read the requirements carefully to ensure that you qualify for the permit.

If you meet the permit requirements, click the **Create Application** button to start the process.

At any time during the step-by-step process, the application process can be paused by clicking **Save Application For Later** button in the upper right hand side of the page. To resume editing of the application, click **View My Applications** button on the **Educator Dashboard**, find the Permit Title in the **Application Type** column and click **Continue Application** button. Likewise, the application can be withdrawn at any time by clicking the **Withdraw Application** button in the upper right-hand side of the page.

Application Data

The **Application Data** window is presented:

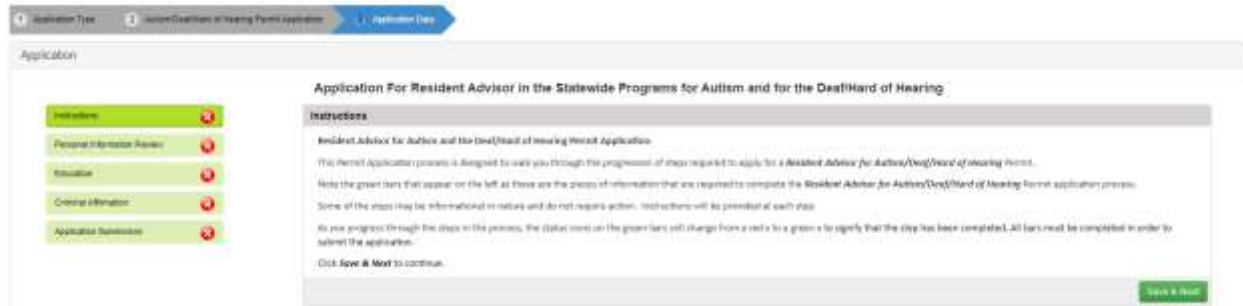


Figure RAD-AD-01: Resident Advisor Permit Application Data

Applying for a **Resident Advisor for Autism/Deaf/Hard of Hearing** Permit is designed to walk the user through the series of steps that need to be completed in order to submit the application. The **Autism/Deaf/Hard of Hearing Permit Application** arrow that was previously highlighted is now disabled (gray) and the **Application Data** arrow is highlighted blue to signify that the user is currently on this step in the process.

Note the green bars on the left, as these are the pieces of information that are required to complete the application request. The green bars that appear on the left include: **Instructions, Personal Information Review, Education, Criminal Affirmation** and **Application Submission**. Some of the steps may be informational in nature and do not require action. Instructions will be provided at each step.

The **Instructions** bar is highlighted and designated with a red X to signify that the step has not yet been completed. Read the Instructions that appear in the **Instructions** box.

Click the **Save & Next** button.

The **Instructions** bar is designated with a green v to signify that the step has been completed.

Personal Information Review

The **Personal Information Review** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

Figure RAD-PIR-01: Resident Advisor Personal Information Review Bar

The **Personal Information** entered previously is displayed. Check the information for accuracy and completeness. Ensure that the **Home/Mailing Address** section is completed with your current address. If you do not wish to receive text messages, uncheck the text message authorization checkbox. Update the information, as appropriate. If changes are made to the information, click **Save/Update**.

Click the **Save & Next** button.

The **Personal Information Review** bar is designated with a green v to signify that the step has been completed.

Education

The **Education** bar is highlighted and designated with a red X to signify that the step has not yet been completed. If Education data has been added to the system for the educator, it will appear here; otherwise, the table will be blank. Instructions related to **Education** data entry are displayed

Figure RAD-EDU-01: Resident Advisor Education Bar

If **Education** data has already been entered in DEEDS and is shown listed in the Education table, then adding additional information is optional. However, if the **Education** table is blank, then the user is required to add **Education** information. Any data that can be entered as proof of **Education** is encouraged and will support the subsequent review and approval process. If additional education information is not needed, click **Save & Next** to continue and [skip](#) to the next step. Otherwise, follow the instructions in this section to **Add Education** information.

Click **Add Education** button.

Figure RAD-EDU-02: Resident Advisor Add Education Form

Education box is presented for entering education related information specific to the **Resident Advisor Permit** application request. Only official transcripts may be submitted for credentialing. You may provide official documents directly to the DDOE, or to your HR department or HR office and they can upload them for you.

Enter the **Institution** where the degree was obtained. Note that while typing, the information is auto-filling with appropriate choices. Select the correct Institution from the list. Enter the remainder of the **Education** information in the entry fields. The required fields are designated with a red * and include: **Institution, City, State, Degree** and **Start Date**.

Figure RAD-EDU-03: Resident Advisor Add Education Form Completed

Click **Save** button to save new **Education** information.

New **Education** data entered is displayed at the bottom of the window.

Institution	School ID	City	State	Degree	Start Date	End Date	Major	Minor	Classified	Documents	Used toward Application	Actions
UNIVERSITY OF DELAWARE	5811	Newark	DE	Sachelor	2003	2004					<input type="checkbox"/>	 

Figure RAD-EDU-04: Resident Advisor Education Table

Optionally, the **Used toward Application** checkbox can be checked. A check will appear in the checkbox to indicate that the option is selected. The field acts as a toggle and will check and uncheck each time it is clicked.

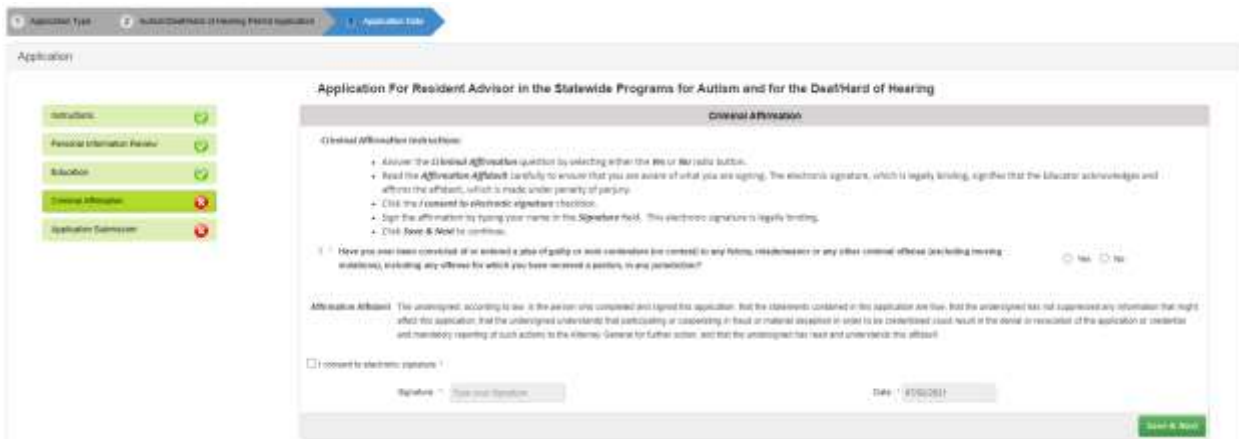
If the information is incorrect or incomplete, click the pencil icon in the **Actions** column to edit the information, as appropriate.

Click the **Save & Next** button.

The **Education** bar is designated with a green V to signify that the step has been completed.

Criminal Affirmation

The **Criminal Affirmation** bar is highlighted and designated with a red X to signify that the step has not yet been completed.



The screenshot shows a web application interface for a Resident Advisor. On the left, there is a vertical navigation bar with several items: 'Introduction' (green checkmark), 'Personal Information Review' (green checkmark), 'Education' (green checkmark), 'Criminal Affirmation' (red X), and 'Application Submission' (red X). The main content area is titled 'Application For Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing'. Below this title is a section for 'Criminal Affirmation'. It contains a list of instructions: 'Answer the Criminal Affirmation question by selecting either the Yes or No radio button.', 'Read the Affirmation Affidavit carefully to ensure that you are aware of what you are signing. The electronic signature, which is legally binding, signifies that the Educator acknowledges and affirms the affidavit, which is made under penalty of perjury.', 'Click the I consent to electronic signature checkbox.', 'Sign the affirmation by typing your name in the Signature field. This electronic signature is legally binding.', and 'Click Save & Next to continue.'. Below the instructions is a question: 'Have you ever been convicted of or entered a plea of guilty or with conviction (or control) to any felony, misdemeanor or any other criminal offense (including hearing violations), including any offense for which you were received a pardon, in any jurisdiction?' with 'Yes' and 'No' radio buttons. At the bottom, there is an 'Affirmation Affidavit' section with a checkbox for 'I consent to electronic signature', a 'Signature' field with a 'Show your signature' button, and a 'Date' field with the value '4/15/2021'. A green 'Save & Next' button is located at the bottom right.

Figure RAD-CRI-01: Resident Advisor Criminal Affirmation Bar

One question related to criminal background is displayed. Answer the question by selecting either the **Yes** or **No** radio button. The question is a mandatory field and must be answered to move forward.

The Affirmation Affidavit states: ***The undersigned, according to law, is the person who completed and signed this application, that the statements contained in this application are true, that the undersigned has not suppressed any information that might affect this application, that the undersigned understands that participating or cooperating in fraud or material deception in order to be credentialed could result in the denial or revocation of the application or credential and mandatory reporting of such actions to the Attorney General for further action, and that the undersigned has read and understands this affidavit.***

The electronic signature, which is legally binding, signifies that the Educator acknowledges and affirms the above statement which is made under penalty of perjury. The ***I consent to electronic signature*** checkbox is a mandatory field and must be checked to continue.

Sign the affirmation by typing your name in the ***Signature*** field. The ***Date*** field is auto-populated with the current date and is a read-only field.



Figure RAD-CRI-02: Resident Advisor Criminal Affirmation Form Completed

Click the ***Save & Next*** button.

The ***Criminal Affirmation*** bar is designated with a green V to signify that the step has been completed.

Application Submission

The ***Application Submission*** bar is highlighted and designated with a red X to signify that the step has not yet been completed.

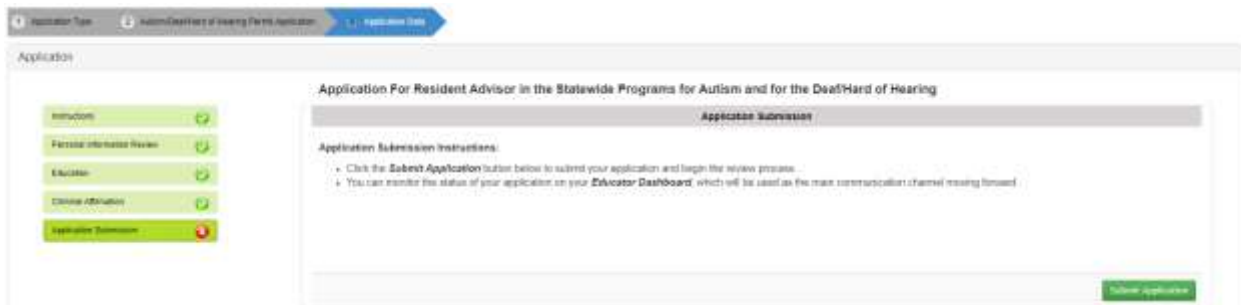


Figure RAD-APS-01: Resident Advisor Application Submission Bar

The ***Resident Advisor in Statewide Programs for Autism and for the Deaf/Hard of Hearing Permit Application*** process is complete, in that all the required information has been supplied and the application is ready for submission.

Optionally, you can review the information provided within the individual steps by clicking on the corresponding green bars.

You can monitor the status of your application by clicking **View My Applications** button on the **Educator Dashboard**. The **View My Applications** page will be used as the communication channel going forward.

Click **Submit Application** to complete the application process.

Confirmation of the application submission is presented along with additional information:



Figure RAD-APS-02: Resident Advisor Application Submission Confirmation

In addition to the on-screen confirmation, an email is sent to the user. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us containing information regarding your **Resident Advisor for Autism/Deaf/Hard of Hearing Permit** application.

Click the **Back To Dashboard** button.

Application Tracker

User is directed to the **View My Applications** page, showing the **Application Tracker**. The new **Resident Advisor in Statewide Programs for Autism and for the Deaf/Hard of Hearing** permit application is shown:



Figure RAD-APT-01: Resident Advisor Application Tracker - In Progress Status

Note that the **Application** banner is green to signify that this step has been completed and the status appears as **Completed**. The **Intake** banner is yellow to signify that this step is in progress and the status appears as **In Progress**. From this point forward, status can be monitored via the **View My Applications** button on the **Educator Dashboard**. The Application Tracker is comprised of five banners: **Application**, **Intake**, **Quality Review**, **Analyst Review**, and **Finalize**. These banners are used to represent the various stages that an application may go through. Not all application types will be required to go through each of the stages, but all of the banners will always be present for completeness. It is important to note that the progression will always move from left to right and will never move backwards. The **Resident Advisor** permit application progress can be monitored through this page.

The **View My Applications** tab will show the last three (3) applications that have been submitted. In the event that there are more than three, click the **More** button to see more applications.

To the right of the Application Tracker are the details of the **Resident Advisor** application submitted in the previous steps. **Resident Advisor in Statewide Programs for Autism and for the Deaf/Hard of Hearing** is displayed in the **Application Type** column along with the **Submitted Date**. A **View Application** link is provided in the **View PDF** column, allowing the user to view and print a pdf version of the application details that were submitted. Although this is not necessary, it can be useful for reference. Additionally, a **Withdraw** button is provided so that the application can be withdrawn at any time.

Click the **Home** button to move back to the **Educator Dashboard** home page.

View Credentials

From the **Educator Dashboard**, click the **View My Credentials** button on the right.

The **Resident Advisor Permit** can be found in the **Other Permits** section. Scroll down to the **Other Permits** section to see the following:



Credential Definition	Credential No.	First Issuance Date	Effective Date	Expiration Date	Credential Status	Status Reason
Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing					Application Pending	

Figure RAD-VMC-01: Resident Advisor View My Credentials - Application Pending

Note that **Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing** appears in the **Credential Definition** column and shows a status of **Application Pending**.

Once the **Resident Advisor Permit** application has been submitted, the application is directed to the DDOE Licensure & Certification (L&C) team for review and approval.

From this point forward, all communication is done through the **View My Applications** page on the **Educator Dashboard**. The Educator can monitor status and respond to deficiencies, as raised by the DDOE L&C team.

Deficiencies

When the **Resident Advisor Permit** application is reviewed by the DDOE L&C team, there may be deficiencies identified that need to be resolved. The important thing is to respond to these deficiencies as quickly and completely as possible. When a deficiency is raised, the Educator will be informed in three ways:

- An email will be sent to the Educator primary email address to notify that there is a deficiency in the application that needs to be resolved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with the Subject **DDOE – Deficiencies in Application**.
- A **Respond to Deficiency** button appears on the **Educator Dashboard** home page.
- A Deficiency is listed on the **View My Applications** page of the **Educator Dashboard**.

On the **Educator Dashboard**, there is a new red **Respond to Deficiency** button that appears on the right side of the page under the menu options. This **Respond to Deficiency** button is an immediate indicator

that a deficiency has been raised and action is required by the Educator in order to move forward with the application process.



Figure RAD-DEF-01: Resident Advisor Dashboard Respond to Deficiency Button

Click **Respond to Deficiency** button or Click **View My Applications** button, as either choice will direct the user to the **View My Applications** page.



Figure RAD-DEF-02: Resident Advisor Application Tracker with Deficiency Raised

Note that the color of the **Intake** banner has changed to red and the status has changed to **Deficient**. Additionally, there is an **Action Required** stamp below the Application Tracker as an alert that action is required. Refer to the **Deficiency Details** table below the Application Tracker for details regarding the deficiency raised. A brief description of the deficiency is listed in the **Deficiency Name** column and a brief description of the required action is listed in the **Notes** column. The date that the deficiency was raised is shown in the **Date** column.

Review the description of the deficiency in the **Deficiency Details** box and determine how to fix the problem and ensure that the required action can be achieved at the current time. The user will need to supply additional information and/or evidence specific to the issue raised within the deficiency.

Click the **Respond to Deficiency** button directly above the **Deficiency Details** table and below the Application Tracker banners.

Application For Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing

Education

Education Instructions:

- Click **Add Education** to enter your high school and/or college education. Click **Save** to save the changes.
- The new Education data will appear in the Education record area below. If the information in the table is incorrect or incomplete, click the pencil icon in the **Actions** column to add the information, as appropriate.
- If you submitted the documents previously and wish to see them for the application, check the box under "Use Transcripts Application".
- Only official transcripts may be submitted for consideration.
- Document Submission:
 - Early Learning:**
 - If entering high school, you must upload a high school diploma or high school student transcript.
 - Early Learning must submit their official college transcripts either electronically or via mail directly from the institution to the Department of Education. College transcripts uploaded into the application are not considered official and will not be accepted toward certification.
 - High Education:**
 - All Educators must submit their official transcript through their HR office, or send it directly to Licensure & Certification.
- Click **Save & Next** to continue.

Table:

Institution	School ID	City	State	Degree	Start Date	End Date	Major	Minor	Submitted	Transcripts	Use Transcripts Application	Actions
UNIVERSITY OF DELAWARE	0111	Newark	DE	Bachelor	2008	2014					<input type="checkbox"/>	

Deficiency

Read the information in the **Staff Notes** field, describing what deficiency needs to be resolved. In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised.

Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, a **Save Changes** button appears and the green bar icon changes to a green v to indicate that the required action is complete.

Click **Save Changes** button within the **Deficiency** box.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and all deficiencies have been responded to, click **Resubmit** to resubmit the application for review and approval.

Transcript is unofficial, official transcript is required (Applicant): Resolved

Staff Notes: please provide official transcript from University of Delaware

Educator Notes: official UD transcript has been provided to the HR office

Save & Next **Resubmit**

Figure RAD-DEF-03: Resident Advisor Respond to Deficiency Action

Educator is directed to the section of the application where there is a deficiency (in this example, the Education tab). The green bar is designated with a red x to indicate that the issue is unresolved.

Focus attention to the **Deficiency** area at the bottom of the page, describing the deficiency to be resolved. In the **Educator Notes** field, enter information related to what has been done to correct the deficiency described in the **Staff Notes**. Check the **Resolved** checkbox to indicate that the deficiency has been addressed. When the **Resolved** checkbox is checked, the **Save Changes** button is enabled.

Deficiency **Save Changes**

Read the information in the **Staff Notes** field, describing what deficiency needs to be resolved. In the **Educator Notes** field, enter information related to corrective measures that have been taken to address the deficiency raised.

Check the **Resolved** checkbox to indicate that the deficiency has been resolved. Note that when the **Resolved** checkbox is checked, a **Save Changes** button appears and the green bar icon changes to a green v to indicate that the required action is complete.

Click **Save Changes** button within the **Deficiency** box.

If more than one green bar is presented, then click **Save & Next** button to move to the next deficiency to be responded to.

Once all the green bars have been visited and all deficiencies have been responded to, click **Resubmit** to resubmit the application for review and approval.

Transcript is unofficial, official transcript is required (Applicant): Resolved

Staff Notes: please provide official transcript from University of Delaware

Educator Notes: official UD transcript has been provided to the HR office

Save & Next **Resubmit**

Figure RAD-DEF-04: Resident Advisor Respond to Deficiency Resolution

Click the **Save Changes** button in the upper left hand corner of the **Deficiency** box.

Note the icon on the green bar has changed to a green V to indicate that the required action is complete.

Click ReSubmit button.

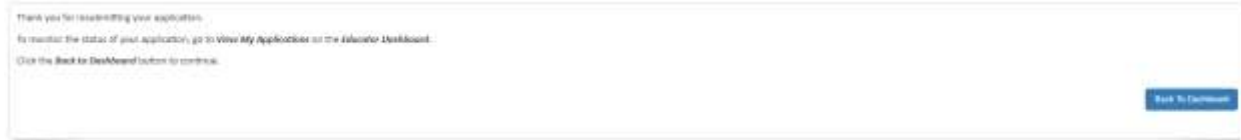


Figure RAD-DEF-05: Resident Advisor Resubmit Application Confirmation

Confirmation message is displayed, thanking educator for resubmitting the application. Click **Back to Dashboard** button.

Click **View My Applications** button to view the Application Tracker.



Figure RAD-DEF-06: Resident Advisor Application Tracker after Deficiency Addressed

Note that the color of the **Intake** banner has changed to yellow and the status has changed to **In Progress**. This status has changed because the deficiency has been addressed and the application has been put back into the Intake queue for review by the DDOE L&C team. No further action is required at this time.

Application Complete – Resident Advisor Permit Issued

Once the deficiencies, if raised, have been resolved and the application has been approved by the DDOE L&C team, the information on the **View My Applications** page will change to:



Figure RAD-CMP-01: Resident Advisor Application Tracker after Permit Issued

An email will be sent to the Educator primary email address to notify that the application has been approved. Go to your email provider mailbox and find the email sent from deeds@doe.k12.de.us with information regarding the approval of your **Resident Advisor for Autism/Deaf/Hard of Hearing Permit**.

Click **View My Credentials** button on the **Educator Dashboard** and scroll down to **Other Permits** Section.

Other Permits

Other All	Credential Definition	Credential No.	Permit Issuance Date	Effective Date	Expiration Date	Credential Status
	Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing	22529	07/26/2021	07/26/2021	07/26/2021	Issued

Figure RAD-CMP-02: Resident Advisor Credentials after Permit Issued

There is a new listing in the **Other Permits** section for the **Resident Advisor in Statewide Programs for Autism and for the Deaf/Hard of Hearing** Permit. Although there is an expiration date listed in the credentials table, this permit does not expire and there is no requirement to renew the permit.

Congratulations! The **Resident Advisor in Statewide Programs for Autism and for the Deaf/Hard of Hearing** has been successfully issued.

Print Credentials

Once the **Resident Advisor** Permit has been issued, the Permit can be printed. From the **Educator Dashboard**, click either the **Print My Credentials** button or the **View My Credentials** button on the right side of the page. Either option will direct you to the **Credentials** tab of the user data. At the top of the page is a **Print and Download Credentials** section:

Figure RAD-PC-01: Resident Advisor Print Credentials Form

Click the down arrow of the **Select a License** dropdown list.

Figure RAD-PC-02: Resident Advisor Print Credentials Certificate Options

The list of options displayed is limited to the credentials that have been issued to the user. Select the **Resident Advisor Certificate** option. Click the down arrow to the right of the **Select a Document Type** dropdown list. The list of **Document Type** options displayed is limited to the certificates that can be printed for the credential selected in the **Select a License** list. Select the **Wall Certificate for Permits** option from the list.

Figure RAD-PC-03: Resident Advisor Print Credentials Selection

When both options have been specified, the **Generate** button is enabled. Click the **Generate** button. A pdf version of the certificate is downloaded to the **Downloads** folder of the user's computer. Go to the Downloads folder and locate newly generated credential file. Open pdf file to view contents:



Figure RAD-PC-04: Resident Advisor Wall Certificate

A wall certificate of the **Resident Advisor in the Statewide Programs for Autism and for the Deaf/Hard of Hearing Certificate**, suitable for framing, has been downloaded to the user computer.

During the credential selection process described above, a number appeared in the **Select a License** dropdown list next to the certificate name, in this example: **Resident Advisor Certificate – 235829**.



Figure RAD-PC-05: Resident Advisor Certificate Identification Number

This number associated with the certificate is the identification number of the credential issued to the individual. Note that the **Other Permits** table on the **View My Credentials** page lists **235829** in the **Credential No** column, which corresponds with the credential selected for printing.