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# LEARNER AWARD NOTIFICATION PROCESS

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## Purpose

The purpose of this process is to ensure students are informed of completion of courses and awards of certificate/CEUs.

## Responsibilities

The I5O Consulting Services Data Manger is responsible for verifying all learners are notified of their awards.

## Procedures

Students are required to complete either assigned graded assignments, quizzes, or both. Upon passage of assessments, instructor informs Data Manger via email of the list of students that have successfully passed the course.

The instructor/facilitator informs participants via email on the status of passage or failure of course with instructions on next steps.

The Data Manager then enters the registration system application and transcribe course attendance and grade for that student and course. An electronic certificate is then issued to student indicating passage and completion of course with information informing student that an official certificate will be mailed to the address supplied during registration.

## Learner Notification (SOP)

Process Name:	Author (Date):	Approver (Date):	Remark (Department Name, SOP ID, etc.)
Learner Notification:	Nancy Cotton, 12/10/2020	Teresa Boone, 12/13/2020	

Responsible Audience	References
Data Manager, Instructor	SOP Manual

This SOP's Purpose/Goal
Detailed process for notification of passage or failure learner records.

Standard Operation:
<p><b>1. Notification of completion.</b></p> <p>a. Email received from facilitator/instructor indicating passage or failure.</p> <p><b>2. Database records updated.</b></p> <p>a. Updated in web application "GoSignMeUp" (<a href="https://subr.gosignmeup.com/Public/Course/Browse">https://subr.gosignmeup.com/Public/Course/Browse</a>).</p> <p>b. Data manager logs into system using administrator username and password and edit program information by;</p> <ol style="list-style-type: none"> <li>1. At home screen click on 'course grid' icon.</li> <li>2. In search field enter in name of course that needs records updated.</li> <li>3. For a bundle track which includes 8 modules, each module will have to be selected and transcribed. If it is just one module then select that module and transcribe student.</li> <li>4. Select the module to transcribe grade and then select 'transcribe' in actions field.</li> <li>5. Transcribe window will open, check student name, then for any CEU credit hours enter the hours, for grade enter grade.</li> <li>6. Select 'transcribe check' and then hit 'submit'.</li> </ol> <p><b>3. Notification of passage/failure:</b></p> <ol style="list-style-type: none"> <li>1. After student passing grades transcribed.</li> <li>2. Electronic certification is submitted and emailed to students with notification of official shipment of hard copy of certificate.</li> <li>3. Students who do not pass are notified by instructor of status and given instructions with option to take course again.</li> </ol>

Revision History:			
Version	Revised By:	Date:	Approved By:
1.0	Nancy Cotton	5/30/2020	5/31/2020
2.0	Nancy Cotton	12/10/2020	12/13/2020

Students who do not complete the CEU requirements will receive an email from instructor and system generated email stating following;

**Draft of information to be entered into email letter:**

Dear Student:

Thanks for your participation in the course; however, it has been determine that you did not satisfy the required course requirements which included either;

- a. passage of quiz and or,
- b. passage of course assignment.

The courses are available each 8 week cycle and your are invited to register for the course again to complete required requirements.

Any questions, please do not hesitate to reach out to us at the email address [i5oconsultants@outlook.com](mailto:i5oconsultants@outlook.com).

Thanks for your support,

I5O Consulting Services, LLC