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Help and Troubleshooting

If you do not have a CTIMS account set up or are having trouble with the navigation or software, contact CTIMSSupport@careertech.ok.gov. Send a message describing your problem. Include your school name and your telephone number and we will contact you.

If you have forgotten your password, click the **Forgot your password?** link to reset.

For helpful CTIMS tips, see the **Tips and Tricks** section of this document.

**IMPORTANT:** Please log into CTIMS using **Internet Explorer version 11 or higher**. CTIMS is currently not compatible with other browsers.
Logging into CTIMS

Sign in using your school email and CTIMS password at https://ctims.okcareertech.org/CTBDSWeb

Or,

Go to http://www.okcareertech.org/ and select CTIMS in the red bar at the top of the page. Do not select the ODCTE Staff Login selection in the red bar. The Staff Login link is not the CTIMS login.
On the CTIMS website, select the green **CTIMS Login** button.

Sign in using your school email and CTIMS password.
Follow-Up Information Collection

School districts may adopt their own policy for obtaining student data in order to complete the follow-up requirement. School counselors, social media or student surveys are commonly used resources.

Submitting Follow-Up

Accessing Student Information

- Verify that you are using the role of **Comprehensive School Teacher**. If not, use the drop-down arrow to select the appropriate role.

- Click the arrow next to **Follow-Up** on left navigation.

- Select **Comprehensive Follow-Up Collection**.

- On the **Comprehensive School Follow-Up Collection** screen, choose the **Enrollment Calendar Year** (this should be last year, as you will be entering data for the students you had last year). Then, select the **Current Calendar Year**.

- Select the **Organization** by typing in the first three letters of your school name and selecting your school from the drop-down menu.
• The **Submitter Name** and **PID** should automatically populate. Click **Load Data** to load your student list.

• A listing of your 12th grade students from last year will populate in the space below. To choose a student, click on the row with the student’s information to highlight.

• Click **Select & Continue**.
This screen displays the student’s details. Under the **Comprehensive School Student Follow-Up Report** heading, you will not need to update or change any information.

Under the **Student Information** section:
- Most of the student’s information will populate. Add the student’s **Email Address**, if it is not populated.

**IMPORTANT:** Collecting the student’s email is important. It will be used for verification for a new system where students can access their certifications after completion for employers and potential employers.
If a Student is Deceased

Under the Follow-Up Information Section:

- The “Is Student Deceased?” question is mandatory, but it is defaulted to No. Change to Yes if the student is deceased. Changing to a Yes, will lock the additional Follow-Up Information questions.

- Even if the student is deceased, you must also answer the question, “Did the student take a certification test?” by selecting Yes or No from the drop-down menu.

- If they have not completed any certification tests, choose No, then click the Save button and you are finished with this student.
- If they did complete certification tests, choose Yes, then follow the instructions for adding certifications on page 9 of this document.
• Click **Return to Student List** to select another student or go to the **first, previous, next, or last student** from the navigation at the top and bottom of the screen.

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**Students Who Did Not Take a Certification Test**

Under the Follow-Up Information Section:

• Leave the question, **Is Student Deceased?** as **No**.
• Select from the drop-down menu an **Education Status** (See Appendix A for a listing of Education and Employment Status options).
• Select from the drop-down menu an **Employment Status** (See Appendix A).
• Answer the question, **If employed civilian, is the Job related to the coursework in which they were enrolled?**, by selecting **Yes** or **No** from the drop-down menu.
• Answer the question, **Is this student self-employed?**, by selecting **Yes** or **No** from the drop-down menu.
• Answer the question, “**Did the student take any certification test?**”, by selecting **Yes** or **No** from the drop-down menu. If the answer to this question is **No**, you are finished with this student. Click on the **Save** button.
• You can navigate to the next student by clicking on Return to Student List, or selecting Next Student.

Students Who Have Taken a Certification Test

Under the Follow-Up Information Section:
• Leave the question, Is Student Deceased? as No.
• Select from the drop-down menu an Education Status (See Appendix A for a listing of Education and Employment Status options).
• Select from the drop-down menu an Employment Status (See Appendix A).
• Answer the question, If employed civilian, is the Job related to the coursework in which they were enrolled?, by selecting Yes or No from the drop-down menu.
• Answer the question, Is this student self-employed?, by selecting Yes or No from the drop-down menu.
Under the Certification Information section:

- If a student has taken a certification test, you will answer **Yes** on the certification test question.
- Click the **Add Certification** button.
- Select the certification by clicking in the field under the Certification column. Begin typing the name of the certification test or the certification number, then choose the certification from the drop-down menu.

**NOTE:** Certifications are auto-populated from the Approved Assessment List. If your certification is not available, please refer to the Approved Assessment List on our website: https://www.okcareertech.org/educators/assessments-and-testing/testing/ApprovedAssessmentsList_11132019.xlsx

- Select the Cluster from the drop-down menu by clicking in the field under the Cluster column.
• Mark the certification test the student took as **Test Passed**, **Test Not Passed**, or **Test Not Taken**.

• After you have added all certifications, click the **Save** button.

**IMPORTANT:** Make sure you **Save** each student’s information before navigating to another student.

• You can navigate to the next student by clicking on **Return to Student List**, or selecting **Next Student** or **Last Student**.
• If you go back to the Student List page, **Refresh** the page and the students you have completed will indicate a **Yes** under the **Follow-Up Completion?** column.

• Click on the next line to highlight the next student and click **Select & Continue**. Go through the same steps as above to complete the follow-up for each student.
Entering Certifications for All Students

You are only required to do follow-up on the seniors you had last year. However, you can update all student records in CTIMS to indicate that they took certification tests and document whether they passed or did not pass.

To enter certification information:

- Click the arrow next to Follow-Up on left navigation.

- Click Comprehensive Certificate Collection.
• On the Comprehensive School Follow-Up Collection screen, choose the Enrollment Calendar Year (this should be last year, as you will be entering data for the students you had last year). Select the Current Calendar Year and Organization. The Submitter Name and PID should automatically populate. Click Load Data to load your student list.

• You do not have to enter data for all students, only the ones you want to input certifications. Search by student using the filter button next to student name or STN.
• When you find the student, click on the row with the student’s information to highlight. Click Select & Continue.
Under the **Student Information** section:
- Most of the student’s information will populate. Add the student’s email address, if it is not populated.

**IMPORTANT:** Collecting the student’s email is important. It will be used for verification for a new system where students can access their certifications after completion for employers and potential employers.

Under the **Certification Information** section:
- Answer Yes on the certification test question.
- Click the Add Certificate button.
• Select the certification by clicking on the down arrow under the Certification column and typing the first few letters of the certification name or certification number. The certifications available will populate the drop-down menu.

• Select the cluster by clicking on the down arrow under the Cluster column and choosing the cluster from the drop-down menu.
• Mark each certification test the student took as **Test Passed**, **Test Not Passed** or **Test Not Taken**.

• After you have marked all the certifications tests the student has completed, click the **Save** button.

• You can use the navigation buttons at the top or bottom of the screen to **Return to Student List**, or go to the first, previous, next, or last student.
IMPORTANT: Make sure you Save each student’s information before navigating to another student.

- After you have updated all the certifications for your students that have taken certification tests, you can navigate back to the summary screen by clicking on Return to Student List.
- Click the Refresh button. The students you have completed the certifications for will populate a Yes in the Certificate Complete column.
Reports

Check to make sure you have updated all of your students by going to the **Student List** page and checking the **Follow-Up Completion** column. After all student data is updated, you can run a teacher summary report.

- Click on the **View Report** link at the end of a row. (These are not individual reports for each student, so all links go to the same teacher report).

- You can also export your records to an excel file by clicking on the save icon on the tan bar above the report and choosing Excel from the list. Save the Excel file to your computer or print.

**NOTE:** Because you are saving after each student, you do not have to do an additional submit step. When you complete information for all of your students, you are finished.
Appendix A

Education and Employment Status

Job Details

Educational Status:
- Not attending school
- Attending high school or technology center as a secondary student
- Attending a technology center as an adult student
- Attending a private school as an adult student
- Attending a public collegiate school as an adult student
- Educational status is unknown.

Employment Status:
- Employed full-time civilian (at least 35 hr/week)
- Employed part-time civilian (less than 35 hr/week)
- Employed full-time military
- Unemployed but actively seeking employment
- Not in the labor force and not seeking employment
- Employment status is unknown.

Job Details:
For students that are employed, provide the following information:

If employed civilian, is the job related to the coursework in which they were enrolled? -- Indicate if the student’s current job is related to one or more programs completed last school year. Select Yes or No from the drop-down menu.

Is this student self-employed? – Select Yes or No from the drop-down menu.

Job Title – list the student’s current job title
Job Duties – provide a brief description of the student’s job duties
Tips & Tricks

- There are scroll bars located at the bottom and right of some of the screens in CTIMS. If you cannot see all of the information on a screen, go to the right or bottom of the screen and use the scroll bar to navigate over to view additional columns and rows.
- You can flip between screens or tabs in CTIMS. Click on any open tab at the top of your screen to toggle between them.
- Many sections in CTIMS can be expanded in order to view more detailed information by clicking on the +(plus) sign or an arrow next to the section or line (row).
- Hold down the Ctrl key and click on the + or – keys to zoom in or out.
- Do not use the Print icon to print documentation. Use the save icon to download a pdf or Excel file, then you can save it to your computer or print the document.
- You can only have 10 tabs open at one time. To close tabs, click on the X on the right side of the tab you wish to close, then confirm that you would like to close by clicking OK on the confirmation screen.