

Instructor Tips

Course Completion and Closure Process

Completing/Closing a Course

First, let's clarify some confusing terms that are often mis-used, even on the NSP website.

- **Complete** means that the IOR has closed a course (see the confusion)?
- **Closed** means that the course is complete **and** the IT has approved the course.

The process is as follows:

1. The IOR goes to "Register a Course" in Instructor Tools to make any final changes, such as:
 - a. Adding **instructors** to the roster
 - b. Changing the **ITOR**, if necessary
 - c. Changing the "**end date**" to the date you are actually completing the course (possibly "today's" date).
2. The IOR then goes to the "Close a Course" tab in Instructor Tools to:
 - a. List students who did not successfully complete the course
 - b. List instructors who are on the roster but did not participate
 - c. List an IT who did not participate
 - d. **Check the "Course Complete" box** (this is often missed).
 - e. Click the "Save & Close" button and ...
 - f. **Wait for the screen to refresh!** (This, too, is often missed. IORs sometimes continue on before the screen refreshes, in which case the course will remain uncomplete.)
 - g. **At this point, the course status is COMPLETED, not closed.**
3. **Send an email to the ITOR** stating that:
 - a. You have completed the course and they should expect an email from National to approve the course completion.
 - b. It is also a good idea to list any edits you have made (e.g., removing students, adding/removing instructors, changing course end date). This is because the IT cannot see any edits you make to the roster in steps 1 and 2 above.
 - c. Once the ITOR Approves the course completion, NSP will **CLOSE** the course.

Extending End Date

Do not keep extending the course end date to accommodate late student enrollments. Contact those students you are waiting for and set a firm date that the course will close. If they don't enroll by then, they will not be credited with the course. Holding up courses for the stragglers, only hurts those who have enrolled in the course. In many cases, this has delayed patrollers

from attaining Senior status, or prevented them from qualifying for awards. This is not fair to them.

Automatically Generated Reminders

Once your course reaches its end date, a reminder will be generated and emailed to the IOR, ITOR and RD (using the email address that is on your NSP profile). This is just a reminder, as sometimes we are so busy, we may forget that a course has ended and must be completed.

NSP gives us fourteen days to wrap everything up and complete the course. If the course has not been completed by this time, another email is sent to the IOR, ITOR, Division Program Supervisor, and RD on the following weekend stating that the course has reached/exceeded this fourteen day limit.

Important Notes for All Patrollers

Confirm Emails are Up to Date

Keep in mind that the entire approval process drives off of the email listed in the patroller's profile. An inaccurate email for an IOR or IT can bring this process to a grinding halt. Make sure NSP has an accurate email.

Check your Profile for Open Courses

Make it a habit to periodically check your profile (the Education/Roles tab) and look for any open courses listed:

- My Enrolled Courses
- My Instructor or Record Participation – Open Courses
- My Instructor Trainer Participation – Open Courses
- My Instructor Participation – Open Events

If you see courses that should be completed and closed, check with the IOR and/or IT.