

# INDIANA STATE BOARD OF NURSING

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# Optimizing the Certificate of Completion Process

- The Goal: Transition to a centralized digital process and tracking system.
- The Benefit: Faster Authorization to Test (ATT) for graduates. Reduce duplicate submissions and less administrative burden on staff.



# What has changed?

- ✓ New email inbox dedicated to just Certificate of Completions
- ✓ New required file naming
- ✓ New intake process and quality check
- ✓ New internal tracking method
- ✓ New internal process for resubmissions
- ✓ All staff have access to this dedicated inbox



# The New Intake Workflow

To ensure the timely processing of your graduates' licensure applications, the Indiana State Board of Nursing has implemented a centralized tracking system.

1. Student Action: Student applies via MyLicense One.
2. School Action: School verifies program completion and prepares the digital CoC.
3. School Action: School emails the CoCs to [NursingCerts@pla.in.gov](mailto:NursingCerts@pla.in.gov).
4. Board Action: PLA links the CoC to the application and updates PearsonVue to send ATT to student.



# New File Formatting Required

Every CoC file must follow this exact file naming convention:

- File Type: Single PDF for each student
  - Naming Convention: FirstName\_LastName\_SchoolName\_ProgramType.pdf
- Example: Jane\_Doe\_Indiana University Indianapolis\_BSN.



# Quality Check before Submission

Before clicking send, please verify that each CoC meets the following criteria:

- Student Identity → Legal Name and Social Security Number (SSN) must be legible and match student Identification Document.
- Completion Date → The date the student officially completed the program requirements.
- Signature Date → The Dean/Director signature must be dated on or after the program completion date.

Note: Certificates signed/dated prior to the completion date will be rejected as "Errors" and returned for correction.



# Quality Check before Submission

Before clicking send, please verify that each CoC meets the following criteria:

## CERTIFICATE OF COMPLETION

REGISTERED NURSE (RN)       LICENSED PRACTICAL NURSE (LPN)

Program Type:  Certificate    Diploma    Associate    Baccalaureate    Master's Direct Entry

I hereby certify that \_\_\_\_\_ was admitted  
(First Name/ Middle Name / Last Name)  
to the \_\_\_\_\_ Program  
(School Name and Program type)  
of Nursing located in \_\_\_\_\_ on \_\_\_\_\_  
(City, State) (Enrollment Date MM/DD/YYYY)  
and successfully completed program requirements for graduation on \_\_\_\_\_  
(Completion Date MM/DD/YYYY)  
Applicant will/did graduate on \_\_\_\_\_ . His/Her Social Security number is  
(Graduation Date MM/DD/YYYY)  
\_\_\_\_\_  
SSN (XXX-XX-XXXX)



# Quality Check before Submission

Before clicking send, please verify that each CoC meets the following criteria:

*I attest that the factual statements contained in the information provided on this Certificate of Completion are within my personal knowledge and are true and correct. There is evidence in our permanent records that this person has met the requirements as specified in Indiana law.*

DATE: \_\_\_\_\_ SIGNED: \_\_\_\_\_  
(Date Verified MMDD/YYYY) Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Dean / Director / Designee

SCHOOL SEAL

**APPLICANT:** The CERTIFICATE OF COMPLETION form must be completed and sent to the Professional Licensing Agency by your program of nursing. You will not be declared eligible to take the examination until this form is received by the Agency.

**DIRECTOR OF PROGRAM:** The applicant cannot be declared eligible to take the examination until this form is received by the Professional Licensing Agency. **CERTIFICATES OF COMPLETION SHOULD NOT BE SENT TO THE PROFESSIONAL LICENSING AGENCY UNTIL THE APPLICANT HAS COMPLETED THE PROGRAM OF NURSING.** Must sign and date AFTER the applicant has completed all requirements for graduation.



# Avoiding the Signature Date Error

The #1 cause of processing delays is a pre-dated signature.

The Rule: The Dean/Director's signature date MUST be on/after the Program Completion Date.

Example:

- Completion Date: May 1st
- Signature Date: May 1st (Acceptable)
- Signature Date: April 30th (Rejected)

Note: Rejections require a full resubmission of the corrected document.



# New Dedicated Inbox for Submissions

- All Certificates of Completion must be sent via email to: [NursingCerts@pla.in.gov](mailto:NursingCerts@pla.in.gov) along with the “Coversheet” email.
- Email Subject Line: School Name\_Program Type\_CoC submissions
- If you need to send several email submissions due to file size, add “1 of 3”, “2 of 3”, “3 of 3” to the end of your subject line.
- You will receive an automated response from the NursingCerts inbox. If you do not receive one, that indicates the email did not go through.
- If you have questions about the status of CoCs, send inquires to the Board email inbox at [pla2@pla.in.gov](mailto:pla2@pla.in.gov).



# Submission Coversheet Email

All Certificates of Completion must be sent via email to: [NursingCerts@pla.in.gov](mailto:NursingCerts@pla.in.gov) along with the “Coversheet” email.

Sample:

Attached please find the Certificates of Completions for the [Month & Year] graduating cohort from [School Name] Program Type.

## Cohort Details:

- Number of Graduates: [Total Number]
  - First and Last Name of Each Graduate

I verify that all attached certificates were signed on or after the program completion date of [Date]. Please contact me at [Phone/Email] if any files require correction.

Sincerely,

[Name]

Dean/Director of Nursing, [School Name]



# Checklist Before Hitting Send

- ✓ **Signature Date:** Are all CoCs signed on or after the completion date?
- ✓ **Attachment Count:** Does the number of PDFs attached match the "Number of Graduates" listed in the email?
- ✓ **Subject Line:** Does it follow the School\_Type\_Submission format exactly?
- ✓ **File Size:** If the email is rejected for being too large, have you split the cohort into multiple emails (Part 1 of 2, etc.)?



# Correcting CoC Errors

Assistant Direct or Director will contact you if there are errors and CoCs cannot be processed. If a school receives an error notification, they should follow this workflow:

1. Open the original file and fix the specific error (usually a signature date or typo).
2. Save with the same naming convention with the addition of “Corrected” (FirstName\_LastName\_SchoolName\_ProgramType\_Corrected)
3. Email to [NursingCerts@pla.in.gov](mailto:NursingCerts@pla.in.gov).
4. Subject Line: School Name Program Type Corrected CoC or CoCs. Using “Corrected CoC” or “Corrected CoCs” to trigger priority re-processing.



# Managing the “No App” Queue

If you submit a CoC for a student who has not yet applied, the document enters a "holding pattern."

It will not be processed until the application is submitted.

Advice: Tell your students: "Apply for your license at least 48 hours before the program ends to ensure an immediate match."

If no application is on file, the CoC will be held in a "No App" status until the student applies.



# Requesting Encrypted Email

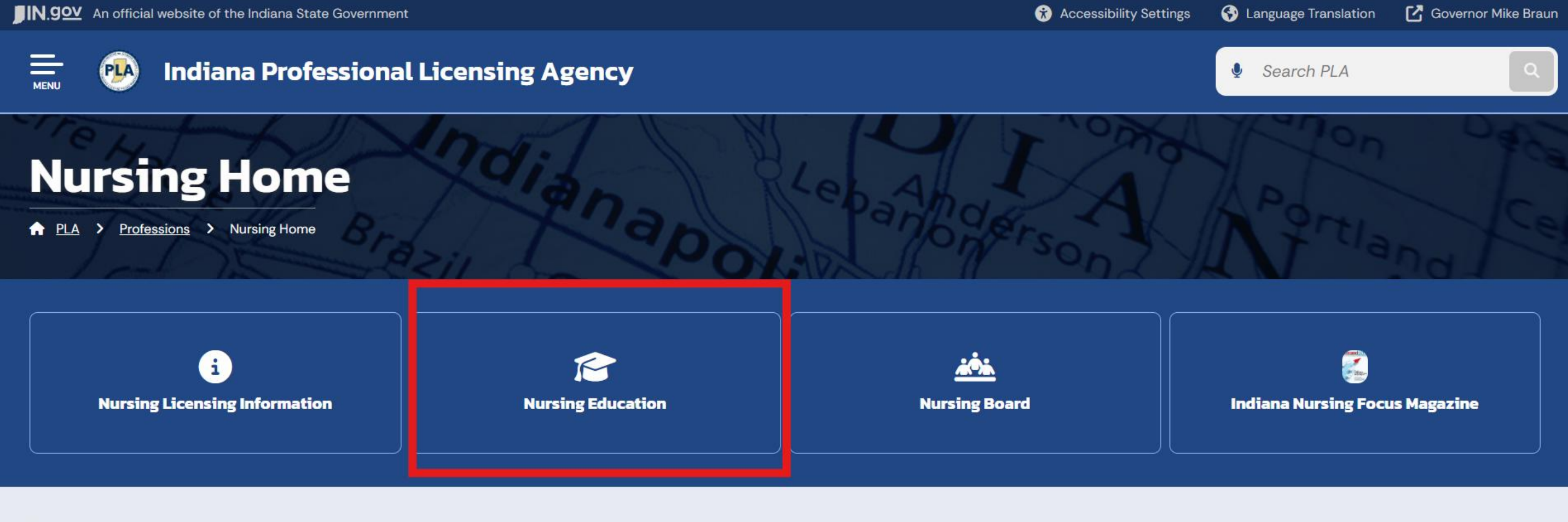
If you need to request an encrypted email in order to send over CoCs due to PII, send email to [nursingcerts@pla.in.gov](mailto:nursingcerts@pla.in.gov) and request an encrypted email to be sent to you.

- Once you receive the email from NursingCerts inbox, you may reply and upload your CoCs.



# Where can I find more info?

- Please visit our website at [in.gov/pla/professions/nursing-home/](https://www.in.gov/pla/professions/nursing-home/)
- Click on Nursing Education and then Certificates of Completion
  - Step by Step process, FAQs, and webinar recording and slides



The screenshot shows the Indiana Professional Licensing Agency (PLA) website. The header includes the IN.gov logo, the text "An official website of the Indiana State Government", and links for Accessibility Settings, Language Translation, and Governor Mike Braun. The main navigation bar features the PLA logo, the text "Indiana Professional Licensing Agency", and a search bar labeled "Search PLA". The page title is "Nursing Home", with a breadcrumb trail: "PLA > Professions > Nursing Home". Below the title, there are four main navigation buttons: "Nursing Licensing Information" (with an information icon), "Nursing Education" (with a graduation cap icon and highlighted by a red box), "Nursing Board" (with a group of people icon), and "Indiana Nursing Focus Magazine" (with a magazine icon).



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