

## MAP Restart/Rollover Procedure for the online RIA Certification Course (mapmass.com)

### This procedure addresses how to handle students in the following situations:

- When a MAP Trainer needs to move a student into a different class that they teach.
- When a student transfers to a different MAP Trainer within the same organization.
- When a student needs to retake the RIA course.
- When a student transfers to a different MAP Trainer in a different organization.

### Definitions:

- **ROLLOVER:** CDDER will keep the student's progress but transfer them to another group.
- **RESTART:** CDDER will erase/archive student's progress and re-enroll them as a fresh student.

### Procedures:

- ROLLOVERS are used when a MAP Trainer needs to:
  - move a student into a different group that they teach, or
  - if a student transfers to a new MAP Trainer within the same organization.
- RESTARTS are used:
  - when a student transfers to a different MAP Trainer in a different organization, or
  - if the student's time in the RIA course has expired.
- CDDER will automatically RESTART a student when they appear on a new class roster but are already enrolled in the RIA course under a different MAP Trainer at a different organization. Please communicate with students in advance to find out if they are already enrolled in the RIA Course with another MAP Trainer.
- CDDER will automatically RESTART students if they appear on a new roster AND they are within 2 weeks of their archive date.
- CDDER will automatically ROLL the student forward if they appear on a new class roster but are already enrolled in the course with that same MAP Trainer.
- MAP Trainers can request a RESTART instead of a ROLLOVER if:
  - The student is approaching their 4-month archive date
  - The MAP Trainer received the student from another MAP Trainer within their same organization and prefers the student to restart (instead of rollover)
  - Please write "restart" next to the student's information on the roster (please still include all student information on the roster).
- Students can only be RESTARTED or ROLLED OVER when a new class starts.

### REMINDERS:

- Students don't have to be rolled forward into new groups. They can stay in their original group for the entire four months that they have access to the RIA course.
- Students can review the units and retake the unit quizzes as many times as they would like, without having to restart the course (as long as it's within the four months).
  - MAP Trainers can check student progress by going through the Participants screen, click on student's name, click on Complete Report. This will show the last date the student viewed each module, and it will show dates of all quiz attempts.

**We appreciate your cooperation.**