



Arkansas Professional Development Registry (PDR) Frequently Asked Questions

www.arkpdr.com



Childhood Services

Discovering PDR

1. What is the Arkansas Professional Development Registry (PDR)?

The Professional Development Registry (PDR) was designed by the Arkansas Department of Human Services: Division of Child Care and Early Childhood Education (DCCECE). DCCECE is responsible with ensuring Arkansas's youngest children receive high-quality care and education so they arrive to school ready to learn. Through the PDR, individuals can register for professional development opportunities and obtain resources to enhance their knowledge and skills.

Enrollment in the Arkansas Professional Development Registry (PDR) signals a provider's commitment to quality care and education for young children. PDR is a gateway for those who work in early education and child care to apply for scholarships and receive incentives along the career pathway.

Once you are a part of the PDR Registry you will have responsibilities to maintain your registry including: attending 15 clock hours of PDR training per year, keeping your profile information up to date, and using your assigned PDR number when attending PDR registered classes.

Membership Qualifications and Credentials

2. Will documentation of my CDA or other credentials, endorsements, or degrees be noted on my training transcript?

These achievements will be listed on your transcript if you submit official original documentation. Photocopies will not be accepted. If you need your documentation returned to you, you must include a self-addressed envelope and a note asking for that documentation to be returned. The PDR office will hold official original documentation for 45 working days. At the end of that time, documentation will be shredded, unless the member has requested its return.

3. What is the difference between clock hours, continuing education units (CEUs), and credit hours?

Clock hours refer to the actual time you spend in a training session. For example, if you attend a workshop that begins at 9:00 a.m. and ends at noon, you have attended 3 clock hours of training.

A **CEU** is different from a clock hour but can be used to meet clock hour requirements or toward a CDA credential. One CEU equals 10 clock hours of training. A session that lasts 6 hours would offer 0.6 CEUs. Generally, CEUs must be requested upon completion of the training. College courses or CEUs can be used to meet CDA renewal requirement.

Credit hours generally refer to semester hours of college credit. A 3-semester hour credit college course includes approximately 45 clock hours of classroom time. Depending on the course content, a college course may meet training requirements for licensing or for CDA.

4. Why is active membership or participation in a professional organization required at some levels?

Being a part of a professional organization is a critical component of most professions. By being an active member in a professional organization, you join others in showing your commitment to improving the quality of care and education for children, youth and their families through advocacy and professional development.

Use the “Resources” tab to help you find organizations that meets your needs and interest areas.

PDR Features

5. How do I get my PDR ID number and password?

Once you have completed your online member application, you will receive an email that contains your PDR ID number and a link to set your password. Once you have set your password, you can then log in to the PDR registry. Your account will be invalid until you have set a password.

To keep your information secure, The Department of Human Services requires that your password will need to be changed every 60 days. When it is time to change your password, you will be prompted to do so.

If you have forgotten your password, **do not** try to guess multiple times. You will have only 3 attempts before being locked out of your account. Instead of guessing, use the “Forgot your password?” or “Forgot your registry ID?” link located under the login entry.

If you get locked out, use the “Contact Us” tab located on the home page to seek technical assistance or call the Professional Development Registry at (888) 429-1585. They are open Monday – Friday from 8 a.m. to 5 p.m. excluding holidays.

6. How do I get my PDR ID membership card?

Your membership card can be found under the “Profile” tab in your account. You can print the card and/or take a picture with your phone so that you have it with you when attending trainings.

7. How do I access my PDR training transcript?

Go to the PDR Website and login. Select the "My Trainings" tab and then select the “Training Transcript” button.

Security Features

8. Why do I need to frequently change my password?

The PDR was designed by the Arkansas Department of Human Services: Division of Child Care and Early Childhood Education (DCCECE). They have several policies in place to keep your information secure including requiring frequent password changes.

You will be required to change your password every 60 days. When it is time to update your password, you will be prompted to do. Simply follow the steps provided in the prompt.

If you have forgotten your password, **do not** attempt to guess it. You will have only 3 attempts before being locked out of your account. Instead, use the "Forgot your password" link located under the login information to help you reset your password.

If you get locked out, you can wait the established amount of time (up to 2 hours) or you can contact Technical Assistance using the "Contact Us" tab located near the top of the PDR website or call the Professional Development Registry at (888) 429-1585. They are open Monday – Friday from 8 a.m. to 5 p.m. excluding holidays.

9. Why do I need to provide my social security number?

Your social security number is the only unique, universal identification available to ensure that you are the person you claim to be. This is particularly relevant in situations where you have the same or a similar name to others. Once you register, your social security number will be encrypted and remain private. You will then receive an assigned PDR identification number to be used to register and track training across the state.

10. Who will be able to see my information?

DCCECE and the A-State Childhood Services' PDR Registry Administrators will be able to view your training transcript and ID Card.

Your social security number/ VISA number, date of birth, and password cannot be viewed in the PDR by anyone.

Troubleshooting

11. How do I make updates or corrections on my training transcript?

To determine if you would qualify for placement at a higher level than you have been assigned, consult the Career Lattice and review your past training certificates or college transcripts. The Career Lattice can be downloaded by clicking on "Career Lattice" button on the PDR Web site, <http://pdr.arkansas.gov>. Please remember, professional development must be registered with the PDR before it will count towards clock hours completed. If it is a college course or you have earned a college degree, the Registry office must receive an official college transcript to be considered.

If trainings are not listed on your transcript, you may submit the documentation for those trainings to the Professional Development Registry two ways. 1) Log in to the PDR and go to "My Profile" in the "Profile" tab and upload documentation to the registry; or 2) Include a cover sheet stating that you would like the enclosed training documentation to be considered for inclusion on your transcript. The cover sheet must include a list of training documentation

enclosed. Please note that **official college transcripts** must be submitted to be considered for college work and degrees.

12. Where is my TAPP information?

Transitioning from TAPP to PDR is a multi-step process that takes time. Your TAPP information will be transferred to your PDR account during this process. If your information has not already transferred, do not worry, it has not been lost and will be transferred within the near future.

Optional: You can upload your TAPP records as a document to your account using the “Edit Profile” tab.

13. How can I contact the PDR if I have questions?

The staff at A-State Childhood Services will continue to support you by providing training, answering questions, and helping you with any problems you may encounter with the PDR. Please contact the Registry at (888) 429-1585 or use the “Contact Us” tab located on the registry’s login page. They are open Monday – Friday from 8 a.m. to 5 p.m. excluding holidays.