Exam Programs/Administration Frequently Asked Questions

When should I enter student eligibility information into the Program Portal?

The class name, size and expected graduation date must be entered prior to entering the student information. The student information can be entered as soon as the class matriculates but should be entered at least one year prior to graduation. Once the class information has been entered, you can enter the student information.

What information is required when I am entering student information in the portal?

You are required to provide the student's name as it appears on the driver's license or passport, date of birth, gender, and email address.

Do I have to add each student individually?

You can use the "Mass Add" feature to upload multiple students' information at once using an excel template available on the portal.

Why does student information I entered or changed through the portal not appear?

New eligibilities, changes in expected graduation dates, student updates, and confirmation of student graduation/completion will not appear until NCCPA accepts them through our system.

Can I change the date of birth or name of a student after the information has been entered in the portal?

A change to a date of birth or name of a student can be made prior to entry of the confirmed graduation date. No changes can be made by a program once a confirmed graduation date has been received.

Can I change a student's email address after the information has been entered in the portal?

Changes to a student's email address must be made by NCCPA. If an email address change is needed, please email the request to examadmin@nccpa.net.

When and how can my students apply for the PANCE?

Once NCCPA receives the students' eligibility information, they are sent a "Welcome" email with a unique link to set up their personal online NCCPA accounts. Students can then apply for the PANCE 90 days prior to their expected graduation date.

Why did a student not receive the "Welcome" email?

This can be attributed to NCCPA having been provided an incorrect email address. If the email was not received due to an incorrect email address, contact NCCPA at examadmin@nccpa.net with the correct email address so the correction can be made. Once the information is corrected, NCCPA can re-send the "Welcome" email.

Can a student create n NCCPA account without the "Welcome" email?

Yes, as long as NCCPA has received the eligibility information students can create their accounts by using the "First Time? Register" option at the bottom of the Sign In screen on the NCCPA web site.

If a student eligibility was entered incorrectly, should I delete it?

If incorrect eligibility information has been provided to NCCPA it should be updated and not deleted. The deletion of a student's eligibility should **only** be provided to NCCPA if the student has left the program or been dismissed from the program.

What do I do if a student's graduation/completion will be delayed?

If a student's graduation/completion is delayed or changed due to a leave of absence, deceleration, acceleration, having to repeat a rotation, etc. the expected graduation date must be changed in the program portal as soon as possible.

What constitutes a confirmed graduation date?

It can be the date the class will "walk", the date the degree is conferred or the date the student has met all program/graduation requirements. In most cases, this will be the same for all students within that class. However, it is possible to change the expected graduation date for individual students should the need arise due to not meeting requirements when expected, a leave of absence, etc.

When must a confirm graduation date be entered in the portal?

Confirmed graduation dates can be entered 24 hours prior to the graduation date and must be entered no later than 48 hours after graduation/completion. If the confirmation of graduation/completion date is not received within 48 hours of the expected graduation date, students' exam applications will be withdrawn, and their exams will be cancelled.

Can I enter a confirmed graduation date that occurs prior to the expected graduation date?

The completion/graduation date cannot be an earlier date than the expected graduation date. If the student graduated/completed earlier than the currently shown expected graduation date, you must change the expected graduation date to match the actual graduation date.

Can the confirmed graduation date that I have entered occur prior to the actual graduation date?

You can enter a confirmed graduation date on the day before the actual graduation date. For example, if the actual graduation date is August 30th you can enter a confirmed graduation date of August 30th on August 29th.

Why is a completion/graduation date that I have entered not being accepted on the portal?

Graduation/completion dates cannot occur prior to the expected graduation date. The earliest date that can be entered for a confirmed/graduation date is 24 hours prior to the expected graduation date.

When should I delete a student's eligibility?

The deletion of a student's eligibility should only be entered in the portal if the student has left the program or been dismissed from the program. Any delays in graduation should be handled as a change in expected graduation date. Deletion of eligibility for a delay will result in the student's inability to apply for the PANCE when eligible.

Why can't I see a graduated student's information on the student information screen?

Once a confirmed graduation/completion date has been entered for students, they are no longer considered to be students. They are now alumni and appear on the alumni report.

A confirmed graduation date for a student was entered in error. What do I do?

Should this occur, contact NCCPA as soon as possible to have the confirmed graduation date removed. NCCPA will review the student's record to determine what if any other action (i.e. withdrawal of the PANCE application) is required.

Does NCCPA provide accommodations for the PANCE?

Yes, NCCPA provides special accommodations covered under the ADA. A request for exam accommodations must be included during the application process.

What documentation does the student need to provide to support the accommodations request?

The student must submit the appropriate supporting documentation of a disability or qualifying medical condition from a qualified medical professional. If the student has received examination accommodations at the PA Program, these should be documented on the *Certificate of Prior Accommodations* form and submitted to NCCPA. Documentation of prior approved accommodations in and of itself does not guarantee approval of the requested accommodation on the PANCE. The *Policies and Procedures for Examination Accommodations* provides detailed information on requesting accommodations and the documentation required to complete the process. This is available on NCCPA's web site under Resources, provided to students during the application process and can also be found under Resources on the Program Portal.

Are step by step instructions for using the Program Portal available?

Yes, the PA Program User Manual is available from the Resources section of the portal.