

## **DOP Verification Policies**

In order to receive credit for any post high school education, verification is required. This includes college courses, vocational training, and professional licenses. Non-verified education cannot be used in the evaluation of an application.

It is the advice of the Division of Personnel that ALL relevant post high school education or training be verified. Even if it is not required for that particular job title, having it on file often allows for a more competitive score for applicants.

## **How to Submit Verification:**

### **PREFERRED METHOD:**

Attach a digital copy to your application itself. This is the fastest, easiest way to submit proof of post high school education. (Just click on the Attachments sidebar during the online application process). TIP: Use your smartphone's camera to get a digital copy to attach. This is quick and very easy to do.

### **ALTERNATE METHODS:**

1. Email a digital copy to [applicantservices@wv.gov](mailto:applicantservices@wv.gov). DO NOT have your college email transcripts directly to us. See FAQ below for explanation and instructions.
2. Mail the verification to our office.

The address is:

WV Division of Personnel  
1900 Kanawha Blvd. East  
Building 3, Suite 500  
Charleston, WV 25305

It is not recommended that you fax verification as this may degrade the quality making it illegible.

## **Acceptable Forms of Verification:**

### **Education:**

College degrees are the most common form of verification requested. All applicants should submit proof of any college degrees.

**PHOTOCOPY OF AN OFFICIAL TRANSCRIPT:** This is the preferred method and allows for the most accurate review of an applicant's qualifications. Please use this method if possible. (Note: every transcript will state whether it is an Official transcript or not, usually at the very top. Unofficial transcripts are not acceptable as they have not been certified by the college Registrar. Transcripts DO NOT have to be in a sealed envelope.

Alternate Methods:

If an Official Transcript is unavailable the following 2 methods are acceptable; however, each has drawbacks and should be done only if a transcript is unavailable.

**PHOTOCOPY OF A DIPLOMA:** This is also acceptable however it will be insufficient for any position that requires a certain number of semester hours in specific fields. Some colleges also do not list the specific major on the diplomas. In that case credit will be given for level of degree (Bachelor's, Associate's, etc.) but not for major (Engineering, Criminal Justice, etc.)

**LETTER FROM THE REGISTRAR:** This is the least acceptable method and should be used ONLY until one of the other two methods is available. Letters will not be accepted unless they meet the following stringent requirements:

1. Must be signed by the college Registrar and on official college stationery.
2. Must say the applicant will 100% graduate and has met ALL requirements for graduation.  
Many letters contain such language as, "pending successful passing of the final exams or pending completion of final semester's courses." If there are any qualifying statements the letter will not be considered as proof of graduation.
3. Must mention the type of degree received, official major, and graduation date.  
This option is used primarily by graduating seniors to be placed on a register quicker and for those with unpaid student debts who cannot acquire a transcript. It should only be used if a transcript or diploma is unavailable.

**Professional License:**

Certificates, licenses, and other types of vocational training often do not have transcripts available. Applicants should verify any certificate or license that is mentioned in the job announcement and any certificate or license they feel is relevant to their qualifications.

**LEGIBLE PHOTOCOPY.** For any professional licenses or other training you consider relevant, simply submit a photocopy of the license or training. This may be attached to your application or mailed to our office. We also encourage you to list each certification/license in the application form along with a license #. Many organizations have an online lookup capability and this aids in the evaluation of applicants.

**Frequently Asked Questions:**

**1. May I submit a photocopy of an Official transcript?**

YES. The DOP does NOT require the transcript to be in a sealed envelope and a legible photocopy is perfectly fine.

**2. I have applied for multiple positions. Do I need to submit multiple verifications of my education?**

NO. Only one verification is required. DOP will keep these on file and automatically apply them to any future applications you submit.

**3. Should I verify all of my degrees?**

YES. Anything you feel that aids your case for employment should be verified. Otherwise you will not receive credit for the education or training.

**4. Do I need to verify my high school graduation?**

NO. High school graduation proof is not normally required. If it is DOP will contact you requesting it.

**5. May I email verification to your office?**

YES. Digital verification is one of our preferred methods of submission. If you have a digital copy already simply email it to [applicantservices@wv.gov](mailto:applicantservices@wv.gov). If you have to order a digital copy from your school DO NOT have the school email it directly to us. Digital copies have a time stamp code and are only able to be opened during a 48-72 hour window. This causes our system some issues in processing. Order the digital copy to be sent directly to your email. When you receive it save it to your computer and forward a copy of the saved file to DOP.

**6. I have submitted my transcripts, do I need to send in my diploma as well?**

NO. Transcripts are preferred over a diploma.

**Contact Information:**

If you have questions about our verification policies that have not been answered please contact our office at (681) 313-2704 and ask to speak with an employment counselor.