TEAM Evaluator Certification FAQ
Frequently Asked Questions:
Evaluator Training

1. ***How do I stay updated on evaluation processes, practices, and updates?***
   The Educator Effectiveness Team sends a monthly email newsletter for district and school level evaluators and other interested educators. Please [subscribe](#) to stay up-to-date on evaluation guidance, timelines, policy, and processes.

2. ***Why is TEAM training required every year?***
   According to state board and department policy [5.201,](#) in order to conduct observations, educators must be fully certified. Conducting observations without full certification is a grievable offense. Certification entails enrolling in the appropriate TEAM training and then passing the subsequent online certification test. All certification courses are virtual and self-paced. For questions about training or certification, please reach out to TEAM.Questions@tn.gov.

3. ***In which evaluator training session should I enroll?***
   Teacher evaluator trainings are designed to prepare you for the certification test that once passed, will allow you to evaluate teachers and other school service personnel.
   Administrator evaluator training is designed to prepare you for the certification test that once passed, will allow you to evaluate administrators.

   Visit the TEAM website [here](#) to enroll in initial trainings.

4. ***How do I log in to TeachALL?***
   Ensure you are following this link to the log in page of [TeachALL](#).
   SSO accounts: If you are using an SSO account to log in, please click the long green button on the log in screen. SSO account usernames will end in @tneducation.net.
   TeachALL accounts: If you do not have an SSO account, you can create a TeachALL account. You will click the gray button at the bottom of the log in screen to access the registration. Once you have created an account, you will log in with the long blue button.

5. ***Why didn't I receive a TEAM recertification email?***
   Recertification invitations are sent by email yearly on the opening date of certification trainings. Invitations are sent to the email evaluators provided on the previous year post course survey. There are several reasons that you may not receive a recertification email. These include:
   - changing your email address due to a change in your employer or name
   - checking an email other than the email provided in the previous year survey, or
   - routing of emails to a spam folder by a district firewall.
   - There is a gap in your certification years.

   First, check your spam folder for the official invitation. Next, ensure the email address you provided is the email address you are checking. If you are still unable to find your recertification email, contact TEAM.Questions@tn.gov.

6. **How long does it take for a credential to be displayed in TNCompass?**
   Please allow up to ten (10) days for a credential to be applied in TNCompass following certification.

7. **Where can I find my certificate of completion?**
   Certificates of completion may be accessed under the Learner Dashboard tab in TeachALL.

8. **What should I do with my certificate of completion?**
   Save a copy of your certificate for your files and send a copy to your district office if requested. The department tracks observer credentials internally, so there is no need to submit a copy of your certificate to the department.

9. **What if I do not pass the test?**
   Each test allows for two automatic attempts. If the two attempts are not successful, please reach out to TEAM.Questions@tn.gov to request a reset. You will be connected with a TEAM Coach for additional, personal support.

10. **What is the validity period of my evaluator certification?**
    Certification is valid through June 30 regardless of the certification date.

11. **How much TASL credit is awarded for completing training?**
    - For initial teacher evaluator training, 14 credit hours are awarded.
    - For teacher evaluator recertification, 7 credit hours are awarded.
    - For initial administrator evaluator training and administrator evaluator recertification training, 7 credit hours are awarded.

    It takes 5-7 days after completing a training session to receive TASL credit emails to the email address evaluators provided in the post course survey. Credit documentation must be uploaded to TNCompass to receive TASL credit.

12. **How do I upload my TASL email in TNCompass?**
    Only leaders staffed in TASL mandated roles will have access to the TASL tab in TNCompass. If you believe you have been staffed incorrectly, contact your district TASL configurator for assistance with staffing and TASL status. TASL credit for the new school year may not be uploaded until after the rollover in TNCompass, which occurs annually in late summer. Administrators should upload the TASL documentation they receive by email as a PDF to the TASL tab in TNCompass. For assistance with TASL please view here.

13. **May I use TEAM Certification for Professional Development Points (PDPs)?**
    Teacher leaders and those not eligible to earn TASL credit may upload Teacher Certification TASL emails as documentation of PDPs. For assistance with PDPs, please contact Educator.Licensure@tn.gov.

14. ***What happens if I miss the recertification deadline?***

Anyone missing the recertification deadline will need to enroll in initial certification.

15. ***What happens if I skipped a year of certification?***

Anyone with a gap year in certification will need to enroll in initial certification.

16. ***Who do I email for help?***

For more information on TEAM Training, visit TEAM-tn.org.

With questions on TEAM certification and training, please contact TEAM.Questions@tn.gov.

With questions on TASL credit, please contact TASL.Information@tn.gov.

With questions on PDPs, please contact Educator.Licensure@tn.gov.

With questions on TeachALL, please contact TDOE.LMS@tn.gov .

With questions on SSO accounts, please contact DT.Support@tn.gov.