

Salary Supplement for National Board-certified Teachers (SSNBCT)

Frequently Asked Questions

Educator/Applicant

If you have questions regarding the **SSNBCT Program**, you may find these commonly asked questions and answers designed for the Educator/Applicant helpful. **Use the “Ctrl+F” to search specific words or phrases.** If your question is not answered below, please contact the Program Specialist at eip@schools.utah.gov.

- 1. How do I qualify for the SSNBCT Bonus?** CACTUS must show all the following:
 - Hold a current Utah Professional Educator License,
 - Hold a current National Board for Professional Teaching Standards (NBPTS) Certification,
 - Hold a CLASSROOM assignment in a Utah local education agency (LEA).
- 2. If I have a current assignment in a Title 1 school, what do I need to do to be eligible for the additional bonus?** The Title 1 bonus is automatically awarded to educators who hold a classroom assignment in a Title 1 school AND have a current NBPTS certification. There are no additional steps to qualify. Please note a school’s Title 1 status can change annually.
- 3. If part of my assignments is in an administrative/support role and the other is in a classroom assignment, do I qualify for all the SSNBCT bonus?** Yes. You would be eligible to receive either the \$1000 or \$2000 if you are teaching in a Title 1 school.
- 4. How may I apply for the SSNBCT Pre-Payment Program?** If you are wanting to obtain or maintain a NBPTS Certification, you may be eligible for the Pre-pay Program where the USBE will help pay for related fees on your behalf. Please follow the [Pre-payment Program Steps](#) to apply between **July 1st and January 31st of the current program year**. All applications will be reviewed to determine the funds to be allocated to National Board about mid-February. Application for the Pre-Payment Program should be done within the same cycle an educator registers to earn or maintain a NBPTS certification.
- 5. Where and when may I apply for the SSNBCT Bonus?** The application is submitted electronically on the [SSNBCT Service Site](#). Please apply between **October 1st and March 31st** each program year for new applicants. Refer to the Home page of the *SSNBCT Service Site* for the various application deadlines. It is recommended that the educator set a reminder in their calendar to review their application and information at least once a month throughout the program year.
- 6. I had an account in the previous TSSP system, do I have to reapply?** Yes. You will need to first create an *Educator Profile* in the new system, confirm your email address and contact information, and set up your password. The applications can be submitted during the application window once the profile is created.
- 7. I have been trying to access my account, but the system will not allow me to enter.** The *SSNBCT Service Site* login screen defaults to your email address but be sure that you are entering your **Username**. Remember that the Username and password are both case-sensitive. Use the “Forgot your Username” or “Forgot your Password?” options on the [Login page](#).


8. **How do I reset my SSNBCT account password?** If you need to reset your password, please be sure to use a different browser than Chrome. Firefox, Safari, or Microsoft Edge seems to work. When you open a new browser:
- Clear your browser history,
 - Go to the [SSNBCT Service Site](#) login page,
 - Click on the “forgot password” link even before you try to log in.
 - Find the Reset email and follow the instructions. Be sure to check junk mail, spam, or even trash.
9. **My email has changed, how do I update it?** Log in to your *SSNBCT Service Site* account to update your email address from the Home page:
- Click the “Manage” link in the “My Account” section
 - Update email address
 - Save
- Watch for a new email from **NoReply-EIP-USBE** (noreply.eip@schools.utah.gov). This email may go to your Junk/SPAM/Trash folder. Click the link to confirm the new email address. If the link is inactive, copy and paste the larger link at the bottom of the email into your address bar to confirm the account. *The USBE is not responsible for misdirected email or the failure to receive notices and other information from USBE that is sent to the teacher/applicant’s email of record.*
- Teacher/applicants receive an electronic courtesy notification for each processing action.
10. **I created an account but did not get the confirmation email.** First confirm that the email did not go to your Junk or SPAM folder. If you still cannot find the email, follow the “Returning User” link, and select the “Forgot your Username”. If you still are not receiving the email, contact the Program Specialist for assistance.
11. **I missed the deadline for my application. May I apply after the deadline has closed?** No. Once the Application Deadline has passed (after March 31st), no additional applications can be submitted for that program year. Due to legislation and budget constraints, the USBE must determine if proration of bonuses will need to occur, so no late submissions are permitted.
12. **When I review my CACTUS account, it does not show my NBPTS Certification. How do I get it posted?** Forward a copy of your NBPTS certificate to the Program Specialist at eip@schools.utah.gov. Include in the email your full name and CACTUS #.
13. **How do I correct the CACTUS data in SSNBCT Service Site because my assignments are incorrect?** Contact your LEA Human Resources to make corrections to assignments.
14. **How do I know if my application has been approved?** The *SSNBCT Service Site* allows participants to log in anytime and view their current application status. The “Audit History” section will show when you or USBE has viewed or made changes to your application. If an item is underlined in the “Type” column, you can hover over the item to see the system notation or processor’s notes. Until the end of the approval window, the application will show as “submitted”.
15. **Why was my application denied?** If you feel it was an error, please submit an appeal; see Question #17.
16. **How do I calculate the value of my SSNBCT bonus?** In accordance with the legislative terms of SB208 (2019 session), educators who are eligible for the SSNBCT bonus can receive the full amount

rather than a prorated amount based on assignment percentages and FTE. The legislature increased the award values to \$1,000 for educators who are in classroom assignment(s) and hold a current NBPTS certification, and to \$2,000 for certified educators who are in classroom assignment(s) in a Title 1 school. An additional amount is calculated for taxes that is funded to the LEA. All awards are subject to federal and state tax and other elected deductions.

17. **When can I submit an Appeal?** A written appeal can be submitted to the Program Specialist after the electronic application has been created. The appeal letter must include a current copy of the NBPTS certificate, verification that the educator worked at a Title 1 school during the program year, or an explanation that the initial denial was inconsistent or based on inaccurate information. ***Appeal applications must be RECEIVED by USBE before April 30th to be considered.*** Incomplete applications or applications missing supporting documentation will not be processed. Due to funding requirements and deadlines, late appeal applications cannot be accepted.
18. **What is my option if I do not agree with the Appeal Board decision?** All appeal applications are reviewed by a panel to verify the assignment(s) and documentation are following the current Legislative rules. All decisions are final.
19. **How long does it take to receive my approved SSNBCT Bonus?** Anticipate 4-6 weeks from the deadline until the payment authorization is funded to the LEA. Traditionally, the USBE approval date in the application electronically allocates the funding to an LEA at the end of that month through the Monthly Allotment Memo. The distribution through the payroll will depend on an LEA's payroll cycle at the time the electronic deposit is received. Due to this difference, some teachers may receive their payment earlier than others.
20. **What is the difference between a SSNBCT Award, Other, Benefit and the Total amount shown in my application?** The SSNBCT award is for \$1000 or \$2000 for those teaching in a Title 1 school. The ***SSNBCT Award*** amount is what the educator receives in their payroll **before** applicable taxes or deductions. The Benefit amount is calculated by using this formula: ***SSNBCT Award x URS Tax Rate (0.3063)***. The ***Benefit Amount*** is the funds provided **to the LEA** to cover their costs of paying the additional taxable amounts that include Retirement, Workers Compensation, Medicare, and Social Security. This employer-paid Benefit value is also included in the electronic transfer to your LEA. These funds are reported on the payroll under the "Employer-Paid Benefits" section on your paycheck. The payment ***Total*** is the value including the ***SSNBCT Award*** and employer-paid ***Benefit***. Currently, there is no use of the "Other" category.
21. **How do I know my course assignment qualifies for SSNBCT?** Course codes are based on the current Qualified Classroom Assignments for SSNBCT as defined by the Utah legislature. Once an application is submitted, you will be able to review your CACTUS data in the ***SSNBCT Service Site*** for the current program year. When viewing your account, the Qualification box will indicate that you have a qualifying teaching assignment and an active NBPTS certification with check marks. The ***SSNBCT Service Site*** will highlight in **green** that your NBPTS certification has been verified by the USBE. If it is highlighted in **yellow**, it has not yet been verified by the USBE.
22. **If I submitted an appeal last year, will I be required to submit another appeal?** No. Once your appeal has been reviewed by the Appeal Panel and the decision made, it is documented in the system. All decisions are final.

23. **If I have a certification for another nationally recognized organization (Example: ASHA) am I eligible for the SSNBCT bonus?** No. The legislature has only identified the National Board for Professional Teaching Standards (NBPTS) certification as eligible for the program.
24. **May I submit for partial reimbursement for the NBPTS fees?** No. The Reimbursement Application Program ended in 2020. If you are in the process of earning or maintaining the NBPTS certification and pay out-of-pocket for the fees, any new application for the initial or maintenance of the certification must be part of the Pre-payment Program; see Question #4.
25. **If I missed an application, can I be considered for the bonus for a previous year?** No. Once the application window for that program year has closed, no bonus can be considered.
26. **If my assignment does not qualify for the SSNBCT bonus, can I still be reimbursed for the NBPTS certification fees?** Maybe. The current assignment determines eligibility for the bonus. The Reimbursement Application Program ended in 2020, but you may apply to the [SSNBCT Pre-payment Program](#) between **July 1st and January 31st of the program year** for possible reimbursement of fees that you paid yourself. Once your application is approved and the funds are allocated to National Board about mid-February, an overpayment may show on your National Board account, which will allow the National Board to “refund” you the money paid. Please note that there is no guarantee that National Board would reimburse you the money. Application for the Pre-Payment Program should be done within the same cycle you register to earn or maintain a NBPTS certification.
27. **The Approval Deadline has passed, but I still have not received my bonus?** First, review your SSNBCT Application under the “History” section to confirm that your bonus was processed and approved by USBE. The system will show values in the “Payments” section. Allow at least 4-6 weeks for funding to be allocated after the last day of the month in which your bonus was approved. If you still have not received funding by mid-month, contact your LEA Payroll department for distribution information.
28. **How do I learn or maintain a NBPTS Certification?** For information about earning or maintaining a National Board Certification, go to the [National Board](#) website. The “renewal” program was replaced by the Maintenance of Certification (MOC) beginning September 2020. It is the Board-certified teacher’s pathway for keeping their certification active. The MOC is a process that will allow a National Board-Certified Teacher (NBCT) to extend their certificate for five years. The process is designed to recognize that a Board-certified teacher is growing professionally and maintaining a positive impact on student learning. MOC is consistent with the National Board’s goal to make the Board certification process more affordable, flexible, and more accessible to teachers. The [Utah National Board Coalition](#) may also be another great help and support as you start the process to earn or maintain this certification. You may contact them at UtahNBCT@gmail.com.
29. **How do I obtain a loan application verification request for this bonus?** Awards to SSNBCT applicants are entirely dependent on continued legislative funding and authorization. No applicant has any guarantee of continued participation in the program. Based on the design of the SSNBCT program, this type of verification is unavailable. Even though the system shows you have met the eligibility requirements for this bonus, there is no guarantee of its approval (example: if an educator were to leave their position before the end of the year) and the value changes based on

the number of participants each year and could likely be reduced or even eliminated by the State Legislature at any time.

30. **I have paid the \$75 NBPTS registration fee, how do I pay for the components and/or MOC?** To be eligible for funding from a third-party payer (in this case USBE), candidates must agree to the release of contact information for funds to be used in purchasing components. When registering for components, candidates must check “Yes” on the third-party release question, then in the Payment Portal, check the “Expect funding for...” box . This selection will allow the National Board to automatically post the funds directly to a candidate’s account to complete the purchasing of selected components.
31. **Why does the SSNBCT Service Site still say TSSP?** The *SSNBCT Service Site* is the old TSSP site for now. There is not enough time to create a new site dedicated to the SSNBCT Program before the bonus application window opens, so the old site is utilized until the new one is built. You are not on the wrong service site. The plan is to “hide” the TSSP stuff for this year, and hopefully, have a new one next year. **Please apply between October 1st and March 31st.**