

Child and Adult Care Food Program Annual Training: Frequently Asked Questions

Q1: Why did I receive an email stating that the annual training has not been completed?

A1: There are a few possible reasons you received this reminder:

- The Authorized Representative for your agency has not yet completed the training for the current program year.
- The email address used to complete the training does not match the one listed in iCAN. If this is the case, please email us at DOE.SchoolLunch@state.sd.us to notify us of the alternate email address.
- The trainings were completed before October 1, 2024. Trainings completed before this date apply to the 2023–2024 program year. To count for the current year, trainings must be completed between October 1, 2024, and September 30, 2025.

Q2: Why can't I see all the required courses in Canvas?

A2: If you haven't started the courses yet, you'll need to access them through your Student Dashboard. Go to <https://sded.sd.gov/dashboard/in-progress>, and look under *Child and Adult Care Food Program Trainings*. You'll need to click *Go To Course* for each required training.

Q3: Can you tell me which staff in our agency have not completed the required trainings?

A3: Unfortunately, we do not maintain a list of your agency's individual staff members, so we are unable to provide this information. You can verify completion by asking each staff member to share a copy of their transcript, which includes all completed and in-progress courses. Transcripts can be accessed here: <https://sded.sd.gov/transcripts/transcript.pdf>.

Q4: How do I access my certificates?

A4: The Child and Adult Nutrition Services website provides detailed, step-by-step instructions on topics such as accessing Canvas for the first time (with or without a K-12 email), enrolling in courses, accessing current courses, and retrieving certificates. You can find all of this information here: <https://doe.sd.gov/cans/canvas.aspx>.

Q5: I still have questions after reviewing the FAQs and The CANS Guide to the Professional Learning Platform. Who should I contact?

A5: Since staff may be out unexpectedly, please direct all calls and emails to our group email at DOE.SchoolLunch@state.sd.us or to the CANS main line at 605-773-3413 for the quickest response.