



Sweet Sixteen Guarantee

Driver License – Testing

2-24-2025



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Revision History

Effective Date of SOP: 2/24/2025	SOP Number: SOP D.07
Functional Area Name: Driver License	Division Name: Testing
Last Review Date: 2/12/2025	Last Reviewer: Kyla Moss, Product & Digital Experience Manager
Next Review Date: 5/1/2025	Next Reviewer: Product & Digital Experience Manager
Executive Approval Date: 2/24/2025	Approved By: Jaclyn McDuffey, Chief Product & Experience Officer

Overview

These Standard Operating Procedures (SOP) explain how to process applications under the Sweet Sixteen Guarantee program. The Sweet Sixteen Guarantee program entitles eligible Oklahoma teenagers to a guaranteed drive test appointment on either their 16th birthday or their first date of eligibility.

Purpose

This SOP provides an overview of the Sweet Sixteen Guarantee program, providing details on assessing the eligibility of applicants, verifying their information, scheduling appointments and adding them to the drive test queue.

Policy Statement

These procedures apply only to applicants that are 16 years old at the date of their drive test and that meet all other eligibility requirements (Learner Permit issued at least 180 days prior and no traffic convictions within 180 days prior to drive test appointment).

Compliance

[O.A.C. 670:15-9-7](#) – Class D Road Test (including Vehicle Inspection, Insurance Verification)
[47 O.S. § 6, 12, 1113, 1128, 1137.1](#) – Class D Road Test Procedures

Systems

Power Apps – System used to intake Sweet Sixteen applications.
QLess – Queuing system used to schedule and log drive tests.
D360 – System of record used to verify applicant information and eligibility.

Roles

List the roles and functions of anyone involved in the operations described within this document.

Role	Responsibilities
Drive Test Center Team Leads & Supervisors	Oversees the processing of Sweet Sixteen Guarantee drive test applications.
SOK Examiner	Conducts the road test.
Drive Test Center Staff	Processes the drive test applications.



Procedures

Overview

The Sweet Sixteen Guarantee program entitles eligible Oklahoma teenagers to a guaranteed drive test appointment on either their 16th birthday or their first date of eligibility. The purpose of this program is to create a positive, fun experience for teenagers during one of their first interactions with Oklahoma government services.

Eligibility

To qualify for the Sweet Sixteen Guarantee, the applicant must meet the following requirements:

- Must be age 16 on the date of the drive test appointment (applicant cannot be 17 or older)
- Must have held a current, valid learner permit for at least **180 days**
- Must not have received any traffic convictions within **180 days** of the drive test appointment

Scheduling

- For drive tests under the Sweet Sixteen Guarantee, tests must be scheduled between 7 days to 1 year from the date of request
- The drive test may not be scheduled under the Sweet Sixteen Guarantee for applicants under the age of 16 on the date of the test
- Sunday drive tests will **only** be scheduled if:
 - The teen's birthday lands on a Sunday
 - They are eligible by that date (Learner Permit for at least 180 days and no traffic citation for at least 180 days)
- Drive tests cannot be scheduled on state or federal holidays
- Applicants can choose to be tested at one of the following locations:
 - Broken Arrow Drive Test Center
 - Oklahoma City Drive Test Center

Applying

Eligible applicants will apply online to schedule their Sweet Sixteen drive test. They will fill out a form with the following information:

- Desired testing location
- Desired testing date
- Desired testing times (three different time slots ranked by preference)
- Teen's information, including:
 - Name
 - Date of birth
 - Email



- Phone number
- Learner Permit Number
- Learner Permit Issuance Date
- Parent's information, including:
 - Name
 - Email
 - Phone number

After filling out the online application, a submission email will be sent to both the teen and the parent with information on the Drive Test Center Page and what to expect for next steps.

Drive Test Center Team Leads and Supervisors are responsible for:

- I. Monitoring Power Apps for Sweet Sixteen applications
 - I. Must dedicate at least one person to review the queue daily
- II. Scheduling the appointment in QLess within 24 business hours
- III. Moving the submission to the "Sweet Sixteen" queue after it has been scheduled

Processing Applications

Steps

1. After the applicant has submitted their Sweet Sixteen application, their submission will appear in the Power Apps Drive Test Table for the drive test center location they requested.

A screenshot of a Power Apps table interface. At the top, there's a dropdown menu labeled "All Items*" and a button labeled "Edit columns". Below this is another dropdown menu labeled "All Queues". The table has several columns: "Customer Name (...)", "Date Of Birth (Obj)...", "Entered Que...", "Application Status (Obj)...", "Application Status Reason (Obj)...", "Location (Obj)...", "Queue", and "Title". The first row of data shows "Harry Potter" as the customer name, "2/1/2008" as the date of birth, "3/27/2024 8:01 ..." as the entered queue, "Sweet 16" as the application status, "Eligibility" as the application status reason, "Oklahoma City ..." as the location, "<Olivia Ucha>" as the queue, and an empty title field. The "Sweet 16" and "Eligibility" cells are circled in red.

Customer Name (...)	Date Of Birth (Obj)...	Entered Que...	Application Status (Obj)...	Application Status Reason (Obj)...	Location (Obj)...	Queue	Title
Harry Potter	2/1/2008	3/27/2024 8:01 ...	Sweet 16	Eligibility	Oklahoma City ...	<Olivia Ucha>	

The Application Status will appear as "Sweet 16" and the "Application Status Reason" will appear as "Eligibility."



2. **Verify** the following pieces of information:

Drive Test			
Customer Name	Harry Potter	Date Of Birth	2/1/2006
Vehicle Make/Model	---	Vehicle Color	---
Application Status	Sweet 16	Driver Education	---
Application Status Reason	Eligibility	Transaction Type	---
Submit ID	000000000000	Permit Expiration Date	8/10/2027
Examiner	---	Permit Number	P123456789
		Immigration Documents Required	---
		Location	Oklahoma City Drive Test Center
		Fail Fees	---
		Score	---
		Pass/Fail	---
		Remarks	---
		Processed On	---

Driver Contact Info			
Email Address	jpotter@hogwarts.wiz	Phone Number	4055551234
Mailing Address	---	Residential Address	---
		Temporary Address	---

- I. All applicant details and contact information is entered
- II. Applicant's age is within 2 months of 16th birthday or meets the 16-year-old minimum
 - If not, double check their date of birth on D360 before denying the customer
- III. Learning permit expiration date is not expired

Parent Info	
Parent Present	---
Parent First Name	James
Parent Last Name	Potter
Parent Phone Number	4055551234
Parent Email Address	jpotter@hogwarts.wiz

- IV. Confirm all parent details and contact information is entered

Sweet 16 Request

Requested Test Date: 4/1/2024

Slot A 7-10: 2

Slot B 10-2: 3

Slot C 2-5: 1

Driver Details

SSN	---	Permit Issue Date	9/1/2023
Eye Color	---	Sex	---
Organ Donor	---	Veteran Indicator Requested	---

- V. Verify the requested test date is between 7 days and 1 year from the date of submission.
 - VI. Verify the applicant's learning permit has been issued for at least 180 days
 - If not, double-check on D360 before denying the customer
3. After reviewing the submission in Power Apps, open D360 to verify the applicant's information. Use Quick Search to open the customer's file.

Dynamics 365 Customer Serv... Dashboards >

PROCESS DRIVING RECOR... VIEW ANONYMOUS CART SHOW HELP PAGE ID ? HELP

Quick Search ▾

Quick Search - search criteria or Scan barcode to locate a Customer

Search Individual Customer * = required field

Organization

ID Search Name

ID Type Credentials

ID Number* Last Name* Year of Birth*

ID Number Year of Birth

Last Name First Name

Middle Name

Middle Name

Clear Search Partial Match Search

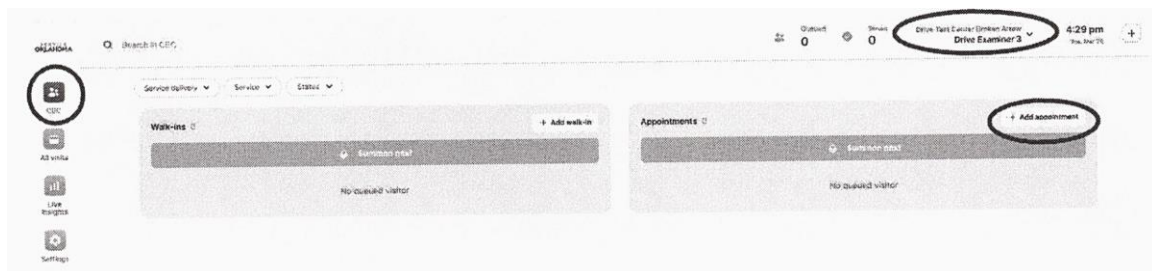
Results Per Page: 100

Add New Customer

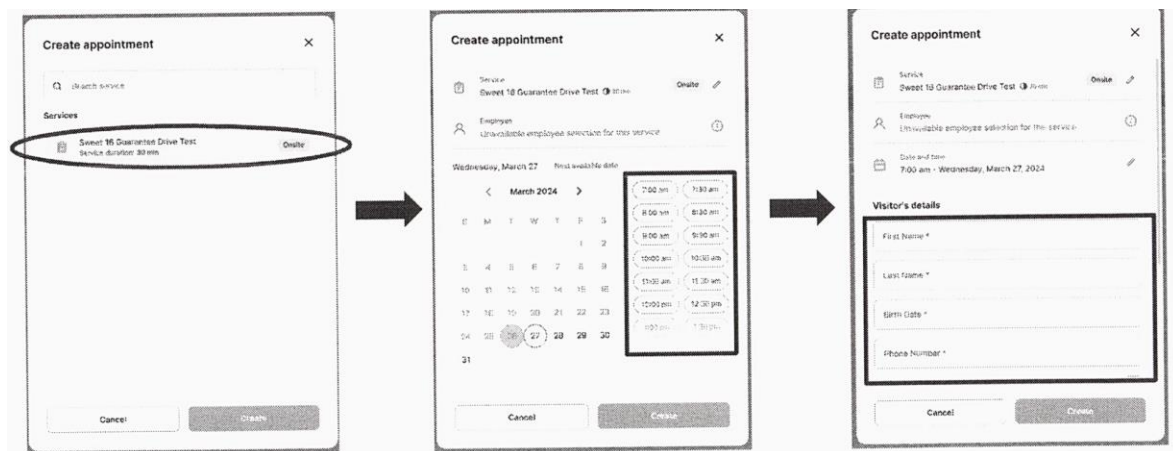
4. From the applicant's "Identity Panel," check for the following
- I. Have they ever been issued a traffic ticket?
 - i. If so, verify that the appointment date is at least 180 days from the conviction date
 - II. Verify date of birth is correct



- III. Verify date of Learner Permit issuance is correct, and at least 180 days prior to drive test date
5. If during any prior step, it was determined that the applicant is NOT eligible for the Sweet Sixteen guarantee:
 - I. Call the Parent/Guardian listed on their application. Do NOT reach out to the teen applicant directly
 - II. White glove the situation:
 - i. If they are not eligible on the date they requested, let them know and explain why
 - ii. Work to get them scheduled on a date of their choosing once they are eligible
6. Once the information has been verified in Power Apps and D360, open QLess to schedule the appointment.
7. Add the applicant's information to QLess for the requested appointment date and time. Select the location from the CEC tab, and then click "Add appointment".

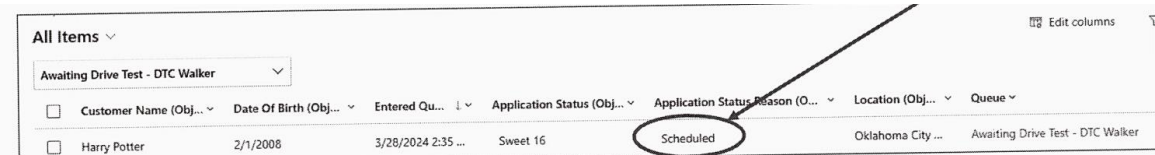


8. Select the service, then select the date and a time that best fits their ranked preferences from their application. Enter the customer's information.



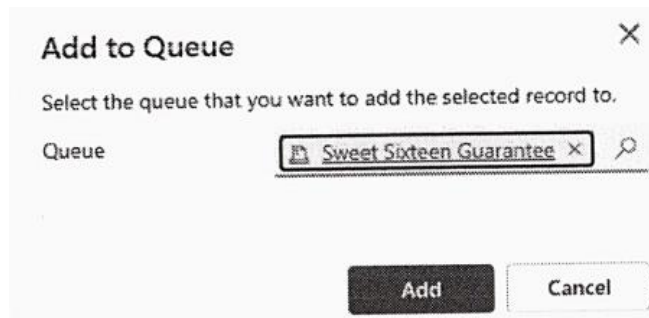


- Return to **Power Apps** after scheduling the appointment. Change the Application Status Reason from “Eligibility” to “Scheduled”.



Customer Name (Obj...)	Date Of Birth (Obj...)	Entered Qu...	Application Status (Obj...)	Application Status Reason (O...	Location (Obj...)	Queue
Harry Potter	2/1/2008	3/28/2024 2:35 ...	Sweet 16	Scheduled	Oklahoma City ...	Awaiting Drive Test - DTC Walker

- Select the submission and add it to the queue for “Sweet Sixteen Guarantee.”



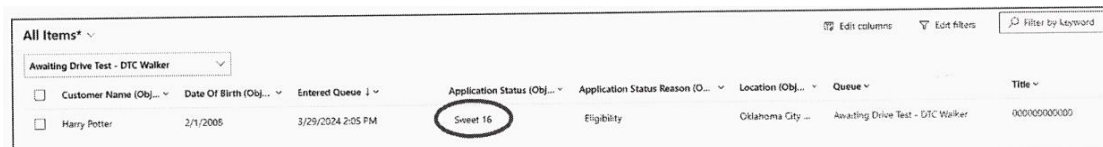
Add to Queue

Select the queue that you want to add the selected record to.

Queue

Add **Cancel**

- After the customer completes the registration, it will be routed into Power Apps just like all other registration forms. Once it appears, mark the application status as “Sweet 16” so it does not get removed before their test.



Customer Name (Obj...)	Date Of Birth (Obj...)	Entered Queue	Application Status (Obj...)	Application Status Reason (O...	Location (Obj...)	Queue	Title
Harry Potter	2/1/2008	3/29/2024 2:05 PM	Sweet 16	Eligibility	Oklahoma City ...	Awaiting Drive Test - DTC Walker	000100000000

- The drive test is now scheduled! After the appointment is added in QLess, the applicant will receive a text message and the parent will receive an email notifying them of the day and time of the appointment. The email the parent receives will walk them through next steps and how to prepare.



Testing

On the day of the exam, applicants will need to fill out the Drive Test Registration Form as per the standard Class D drive test procedures. Since the link to the form is attached in the QLess confirmation text message, they may have already filled out the form when or before they arrive.

When performing drive tests with teens under the Sweet Sixteen Guarantee program, it is crucial that they are treated positively and with kindness. The objective is to make the drive test process as seamless and fun as possible for those celebrating their 16th birthday.

If the applicant **fails** the test, the examiner must treat them with courtesy and thoughtfully explain where mistakes were made to ensure that they have the best chance at getting their license on the next try. This includes:

1. Explaining why they lost points, describing areas for improvement and referring to the Oklahoma Driver Manual for the most up-to-date traffic laws and road signs
2. Schedule another drive test in QLess for when they are eligible to retest
3. Provide them with white-glove service

References

1. [Sweet Sixteen Guarantee Program Page](#)
2. [Oklahoma Rules](#)