Dual Enrollment System: Voucher Coordinator Guide

Guide

This is a comprehensive guide to help Voucher Coordinators manage their students' Dual Enrollment user accounts and course voucher requests.

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Introduction

This is a comprehensive guide to help voucher coordinators manage their students' Dual Enrollment user accounts and course voucher requests. This guide highlights:

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- Report generation
- Additional resources

Logging into the Dual Enrollment System

1. Navigate to the [Dual Enrollment website](#).

2. Enter your username (first name, space, last name) and your password.
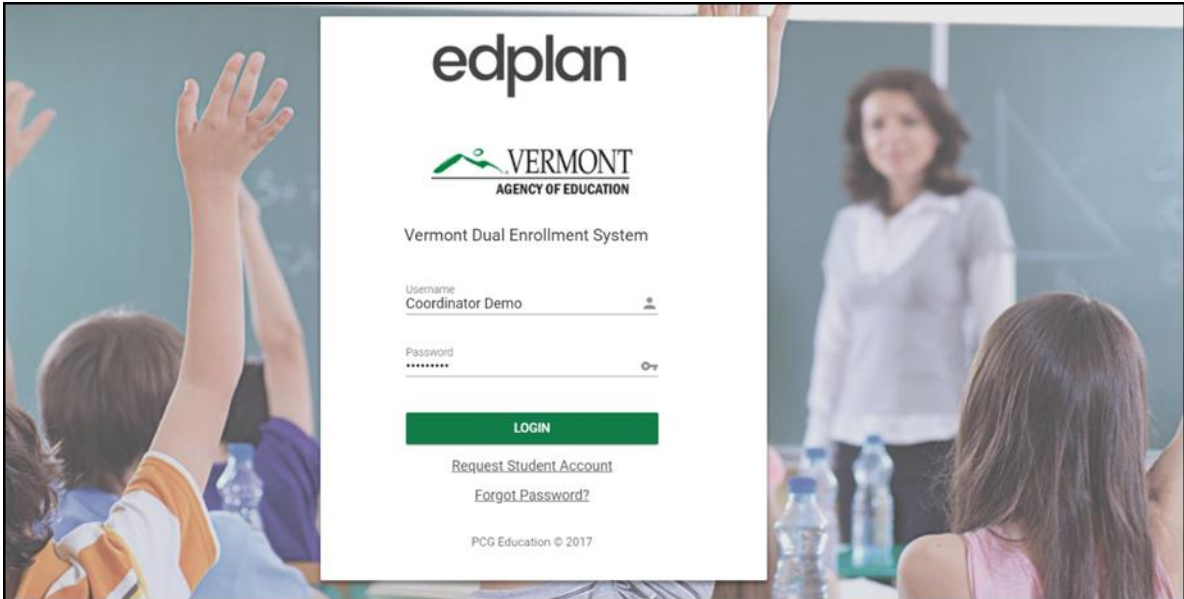
a. If this is your first-time logging in, use the password provided to you by the Vermont Agency of Education (AOE). Once you log in, the system will prompt you to change your password.
   → All passwords must be at least eight characters with one upper/lowercase, number and special character.
   → For help choosing a quality password, more information can be found by selecting the *How to choose a good password* link.

b. Next, you will be prompted to create a security question and answer, in case you forget your password.

→ Select the Update Questions and Add More button if you would like to add additional security questions.

Forgotten Password Questions   Coordinator Demo

Del	Question	Answer

UPDATE QUESTIONS AND LOGIN

UPDATE QUESTIONS AND ADD MORE

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Homepage and Navigation

Once logged on, you will land on the homepage. From the homepage, you will be able to quickly navigate to student profiles, pending actions, view reports, training materials and access support.

Homepage

Your homepage contains several information panes that provide an overview of your account's Messages, Calendar, Resource Library, and Message of the Day.

→ The Message Center displays new messages from PCG Help Desk (see the Additional Resources section to better understand how to send messages to our Help Desk).

→ The Message of the Day displays important messages from Vermont AOE and/or PCG. Select the blue Read More link to read the full message.
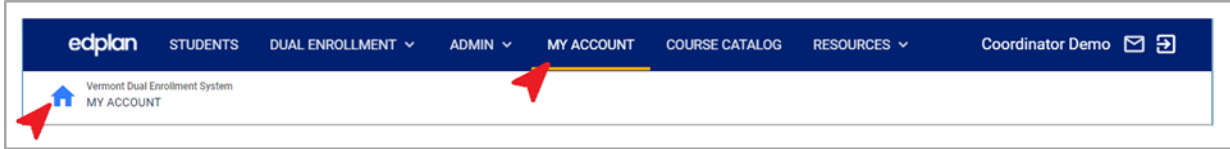
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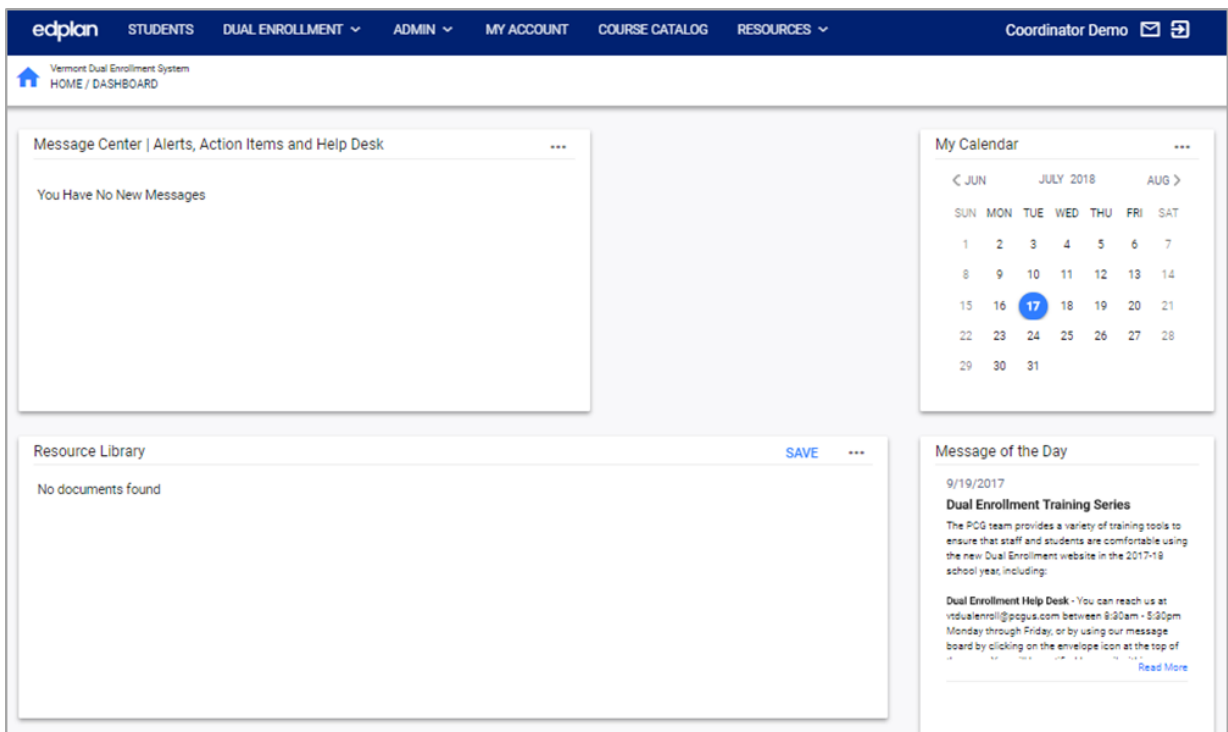
Navigation

1. The top blue bar is used to navigate around the Dual Enrollment system. The navigation bar will remain at the top of the screen while moving through each tab.

   → To return to a previous tab or area of the site, select the tab from the navigation bar.

   → To return to the homepage, click on the blue home icon (🏠).

   a. Tabs with menu carrots (⌄), indicate that there are sub-pages. Click on the (1) main tab to pull up a (2) secondary navigation bar. Then, select the page that you would like to access.

Approving/Denying Student Accounts

Students accessing the system for the first time will request a new student account. Voucher Coordinators are responsible for approving or denying account request for students at their school.

✉ *You will receive emails notifying you of student account requests that require your attention.*

1. Access the *Student Account Approval* page by selecting the (1) Dual Enrollment tab, then the (2) Student Account Approval tab.
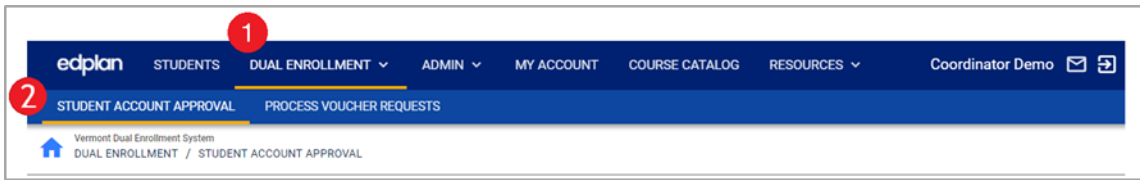
2. The *Student Account Approval* page will display previously approved accounts and pending accounts.

   → The previously approved accounts section displays: approval date, student information, and the status of account verification. The account verified status indicates whether a student has logged into the Dual Enrollment system.

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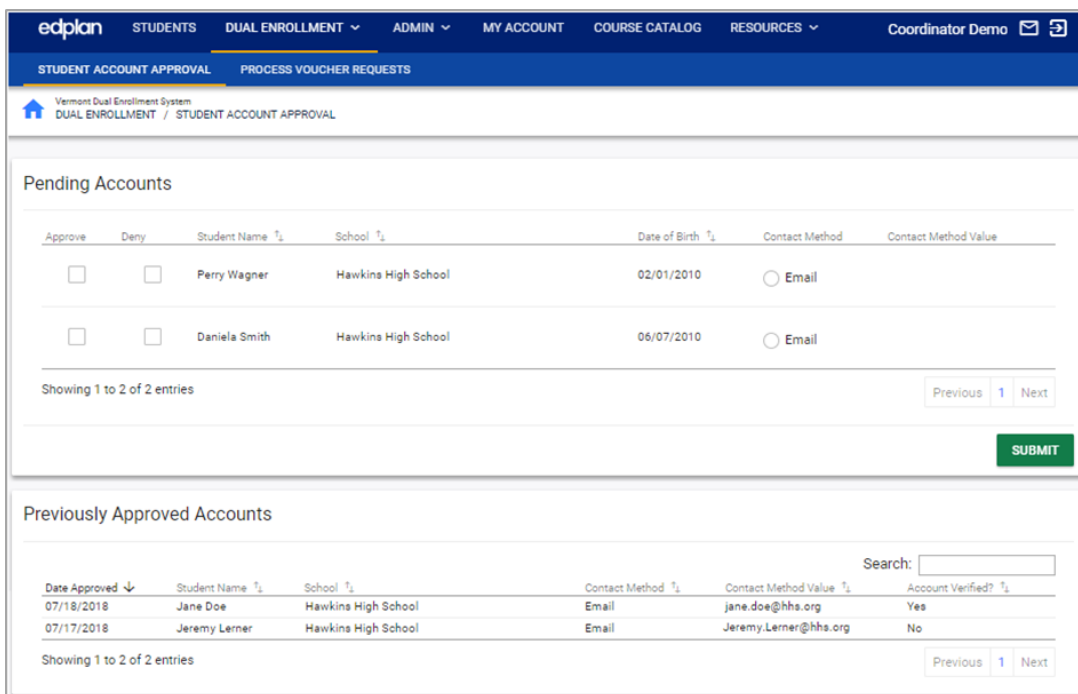
3. Only approve student requests from your district and for those that you can confirm their identity. To approve a student account request:

> i.   Check the Approve box
> ii. Select Email as the Contact Method
> iii. Input the student's email address (personal or school assigned)
> iv. Select the "Submit" button

✉ The approved student will now receive an approval email containing login instructions and their first-time login PIN verification. Voucher Coordinators will also be copied on this email; no action is required on your end.

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4. To deny a student account request:
    i. Check the Deny box
    ii. Select Email as the Contact Method. The student's email address from their account request will auto-populate
    iii. Select the "Submit" button

✉ The rejected student will receive an email notifying them of their account denial. Students with rejected student requests will NOT receive a PIN login verification and will not have the ability to login.

ⓘ Note: If any denial is deemed an error, the student must submit another account request and go through the approval process again. Student account denials cannot be undone.

Process Voucher/Ticket Requests

Approve/reject pending Dual Enrollment vouchers or Fast Forward tickets for students that have identified you as their approving contact during their application.

✉ *You will receive emails notifying you of voucher/ticket requests that require your attention.*

1. Access the *Process Voucher Requests* page by selecting the (1) Dual Enrollment tab, then the (2) Process Voucher Request tab.

2. The *Process Voucher Requests* page will display completed voucher reviews and vouchers that need to be reviewed. To review a student's voucher request, click the pencil icon (✏) for the student under the Voucher to Review section. A window will pop-up allowing you to review the student's application.
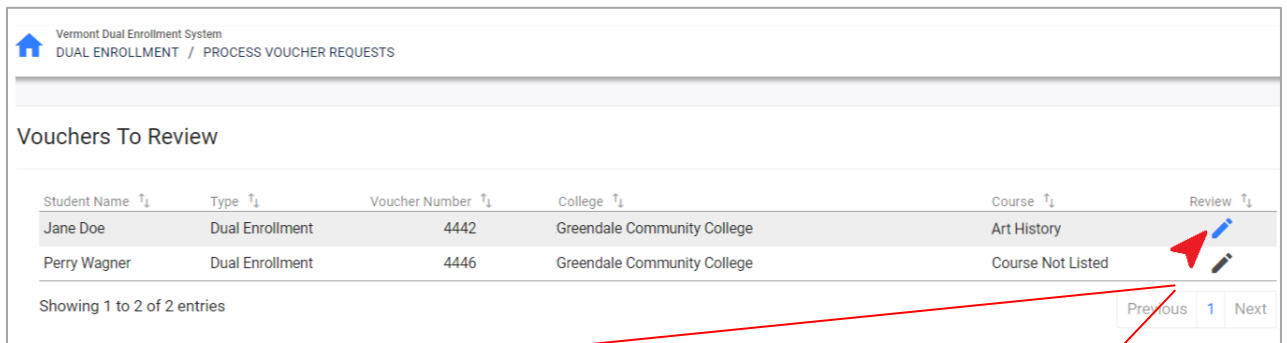
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3. To approve a student's voucher application:

    i. Review the student's application, including their voucher request number and college/tech center, course semester, course name, CTE program area (if applicable)

    ii. Select Approval Decision of "Yes" from the drop-down
→ Student's Free and Reduced Lunch and Out of Pocket Expenses status will now be displayed based information submitted in their voucher request

    iii. Indicate from the dropdown, whether the student should receive a Stipend based on their Free and Reduced Lunch and Out of Pocket Expenses status

    iv. Specify from the dropdown, whether the student is an ELL student

    v. Specify from the dropdown, whether the student is a Special Education student

    vi. Select the "Approve" button

✉ The student will now receive an email notifying them of the approved voucher/ticket request. Voucher Coordinators will also be copied on this email; no action is required on your end.

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4. To deny a student's voucher application:

   i.   Review the student's application, including their voucher request number and college/tech center, course semester, course name, CTE program area (if applicable)

   ii.   Select Approval Decision of "No" from the drop-down

   iii. Input the Denial Reason for the student's request within the free-text box

   iv. Specify from the dropdown, whether the student is an ELL student

   v.   Specify from the dropdown, whether the student is a Special Education student

   vi. Select the "Reject" button

⊠   The student will now receive an email notifying them of the rejected voucher/ticket request. Voucher Coordinators will also be copied on this email; no action is required on your end.

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5. For information on your previously reviewed vouchers, the Completed Voucher Review section displays: student name, voucher number, type of request, school, date the request was reviewed, and details. To access additional details for completed vouchers, select the (✏) icon under the Details column.
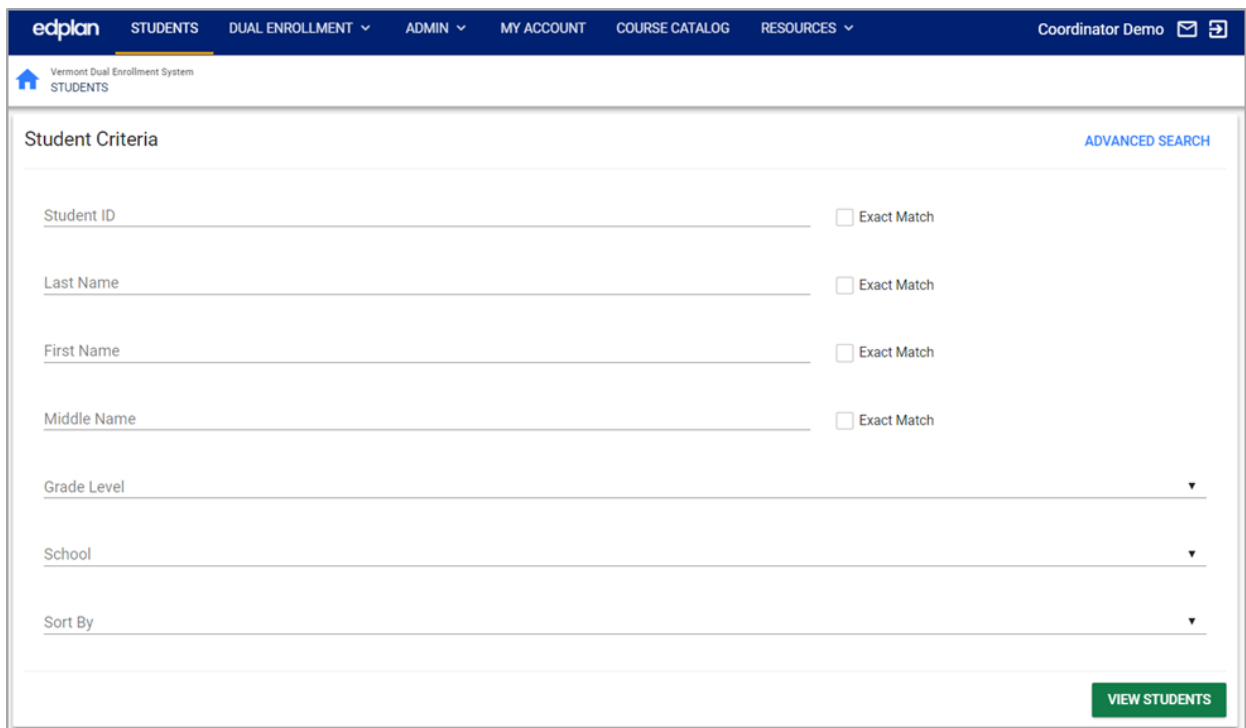
View Student Profiles

Access individual student profiles to view current voucher/ticket requests and update student passwords.

1. Access the student search page by selecting the Students tab.
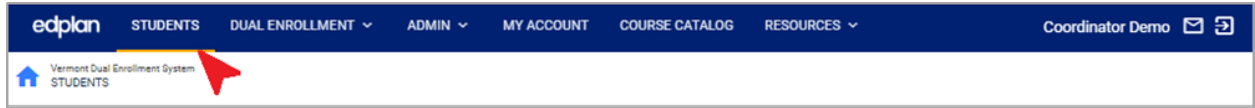
2. Input various search criteria and select "View Students" to locate student profile(s). Search criteria include:

   - Student ID (option to select the Exact Match checkbox)
   - Last Name (option to select the Exact Match checkbox)
   - First Name (option to select the Exact Match checkbox)
   - Middle Name (option to select the Exact Match checkbox)
   - Grade Level
   - School
   - Sort By (search results will sort by the identified selection: last name, middle name, first name, school, grade, or case manager)

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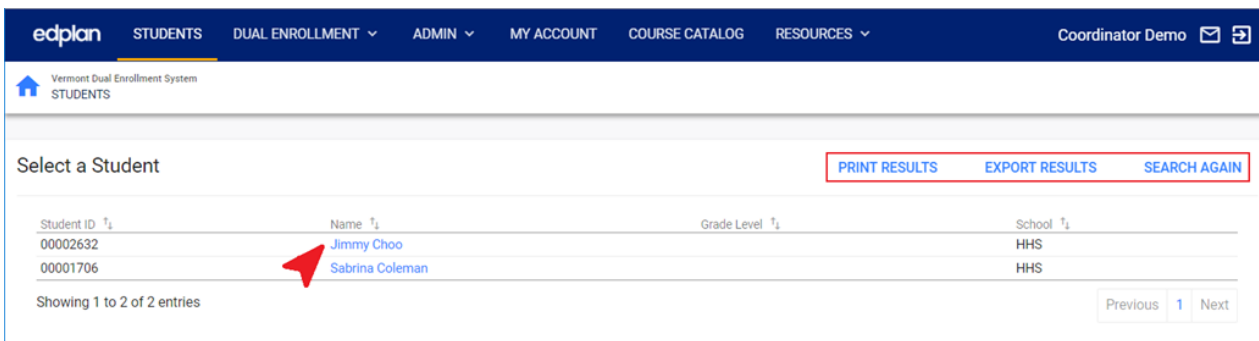
3. Click on the student name to open their student profile.

→ To print or export your search results, select the Print Results or Export Results option
→ If you cannot locate the desired student, you may return to the search page by selecting "Search Again".

4. From the main *Student Profile* page, you have the ability to view the student's information. To make edits to the student profile select the "Edit Profile" button.

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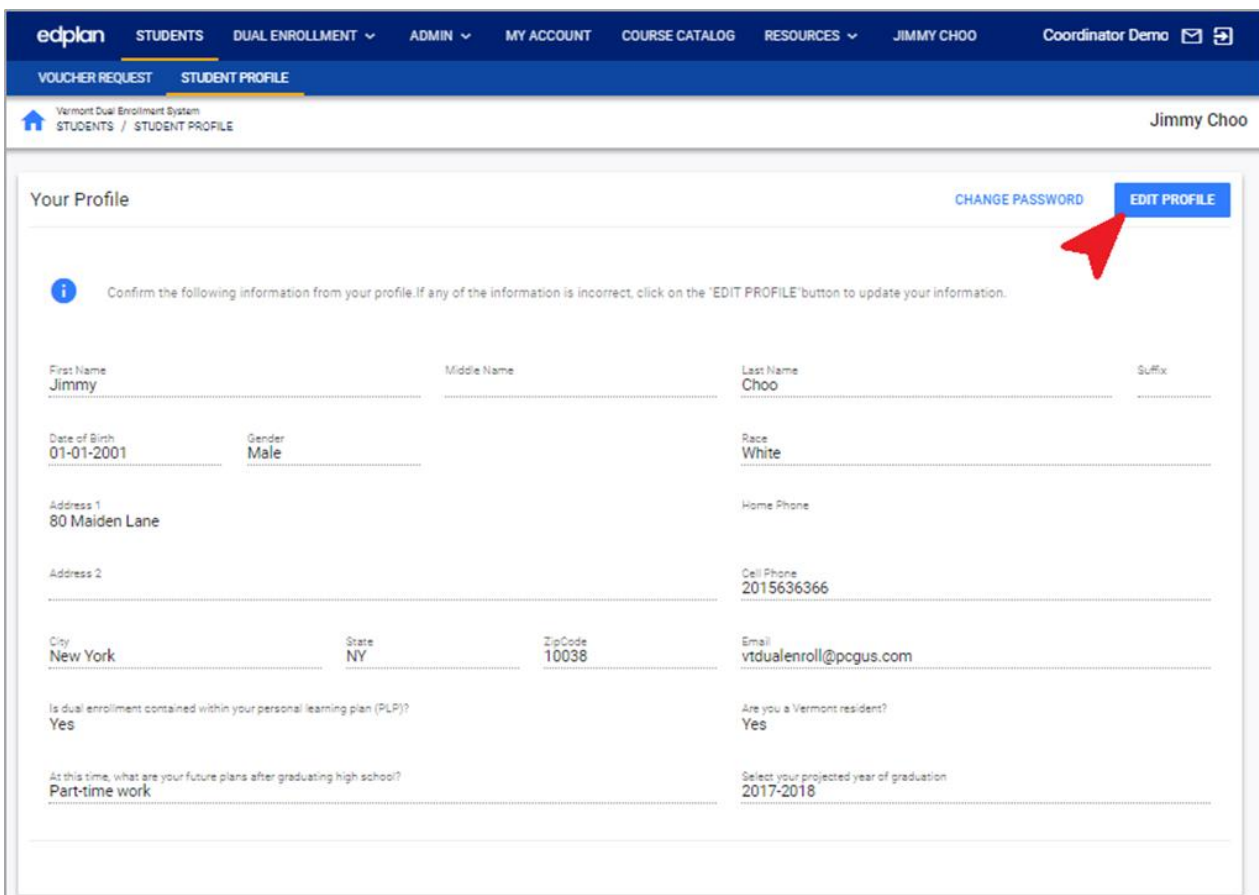
5. A window will pop-up allowing you to make updates to the student's profile. Once edits are completed, select the "Save" button.

6. For students that have forgotten their password, you may change their password from their main student profile. Select the "Change Password" button.

7. From the popup, input the new password for the student in both password fields. Then select the "Save" button (selecting the "Enter" key will prevent your changes from saving). Next, inform the student of their new password and inform the student to modify their password once they login.

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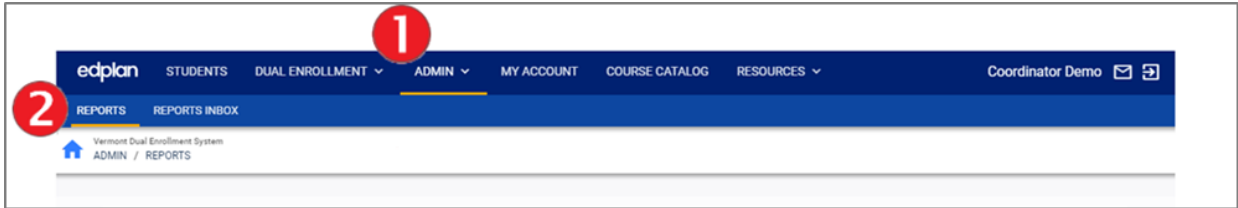
Generate Reports

Administrative reports, run in real-time, can provide helpful insight on student accounts.

1. Access the Reports generation page by selecting the (1) Admin tab and then (2) the Reports tab.

2. The Reports page will display the reports that you can generate. Click on the report name to begin the report generation process.

   → Voucher Coordinators may generate the "Approved/ Pending Account Requests" report in .XLS format. This report is designed to provide a historical view of all student account requests at your school.
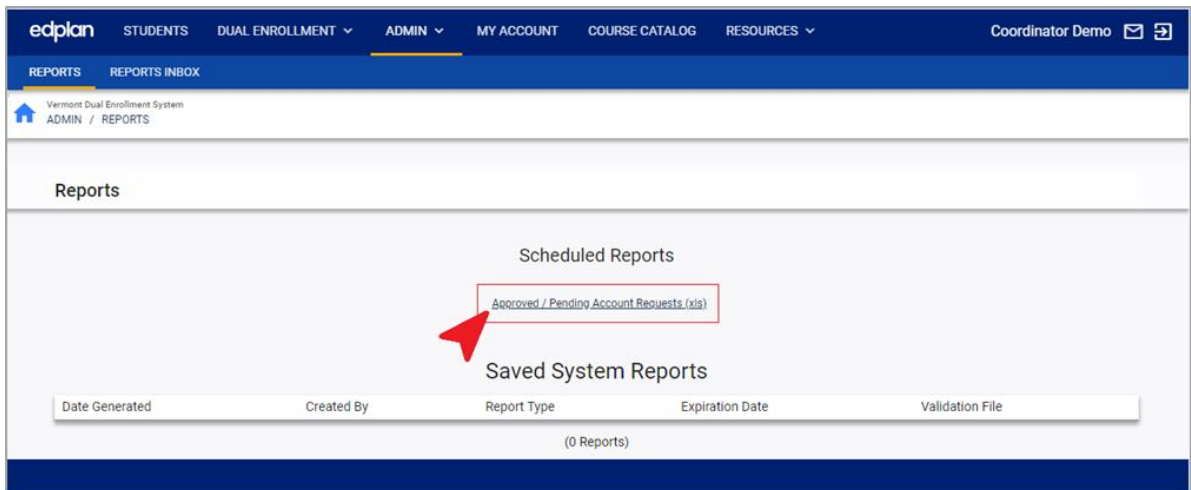
3. Apply the necessary filter options, then select the Generate Report button. Filter options include:

    - Date Range
    - Student Account Status (approved, pending, or all student account requests)

→ Tip: The Date Range dates may be modified directly from the input field. Alternatively, you may click the calendar icon 📅 to choose the appropriate dates from the date picker.

4. The next screen will inform you of the position the report is in within the report queue. An email will be sent to you when the report is ready.

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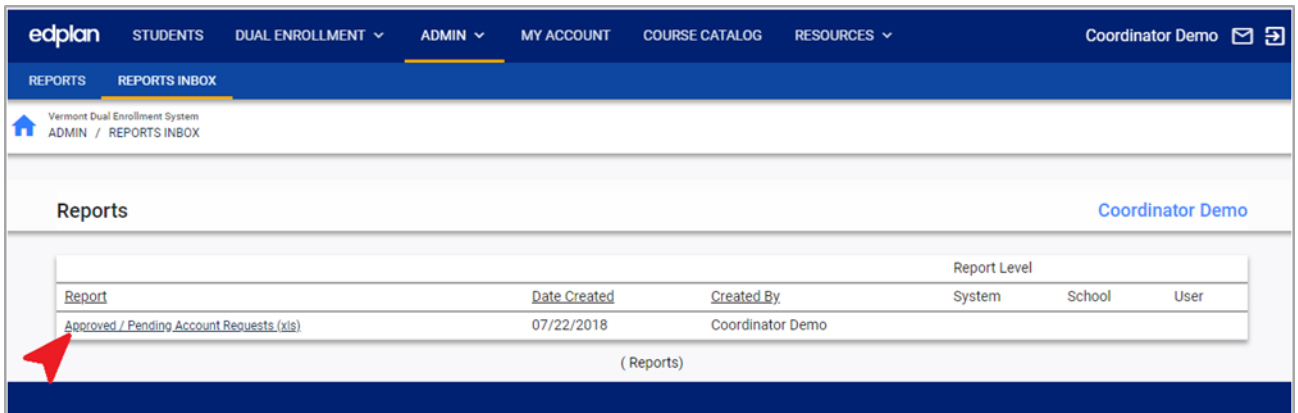5. Once you receive an email stating that your report is ready, access your generated report by (1) selecting the Admin tab, then the (2) Reports Inbox tab.
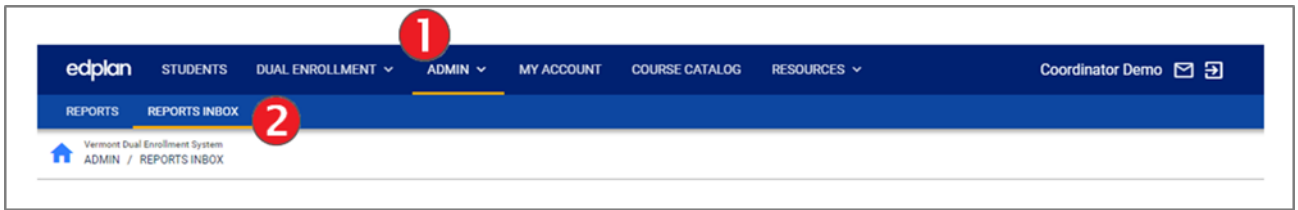
6. From the Reports Inbox page, you will be able to see a list of reports that you have generated. Select the report name to download the report onto our computer.

7. The report will display student information, including their name, address, school, email, and phone number. Additional columns will detail the status of their account (approved or pending), request date and approval date.

	A	B	C	D	E	F	G	H
1	Student Name	Address	School	Email	Phone	Status	Request Date	Approval Date
2	Ray Allen Mr	80 Maiden	Hawkins High School	vtdualenroll@pcgus.com	7878787877	Approved	11/14/2017	11/22/2017
3	Daniela Smith	80 Maiden	Hawkins High School	vtdualenroll@pcgus.com	8008881666	Pending	7/18/2018	
4	Jay Bruce	80 maiden	Hawkins High School	vtdualenroll@pcgus.com	4567899877	Approved	4/23/2018	4/23/2018

Additional Resources

Links to additional resources may be found directly in the system. Additionally, technical support questions may be directed to Public Consulting Group's (PCG) Support team.

User Manuals

1. Access user guides and AOE information by selecting the Resources tab. From the Resources' sub-menu, select the specific resource to view/download. Resources include:

   - Vermont AOE Program Overview
   - Vermont AOE Program Manual
   - Student Guide
   - Voucher Coordinator Guide (*current guide*)
   - Dual Enrollment System Contacts

Message PCG Help Desk

If you have technical questions for PCG staff, you may message us directly from the system or email us at vtdualenroll@pcgus.com.

1. To message us from within the system, click the Envelope icon (✉) on the top-right hand corner of your screen. The window pop-up allows for you to send new messages or view replies from our help desk. Click on the Send Message button to send a new message.

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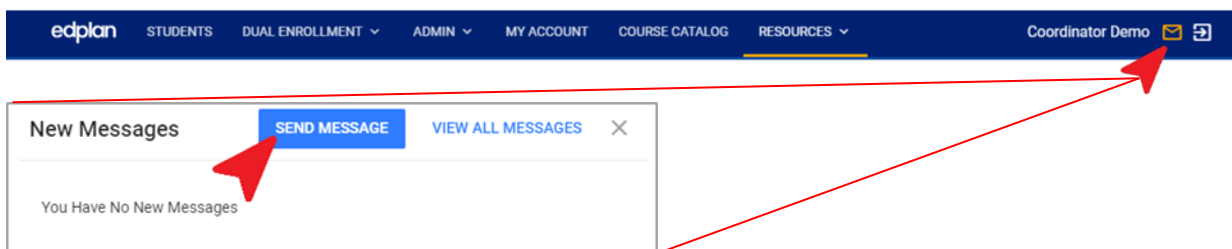
2. Detail your inquiry from the new pop-up window located on the bottom right-hand of your screen. Include Topic Area, Page Title, Page Title (if applicable), Student (if applicable), Subject, and message. Additionally, you may attach up to five files for our review (e.g. screenshots, reports, etc.). Select the Send button to submit your message.

3. ✉ You will receive an email notification informing you of our reply. PCG's Help Desk will respond within 24-hours during business hours.

4. To review PCG's reply, click the Envelope icon (✉) on the top-right hand corner of your screen. From window pop-up select the "View All Messages" button then select the "Login to Zendesk" button on the next screen.

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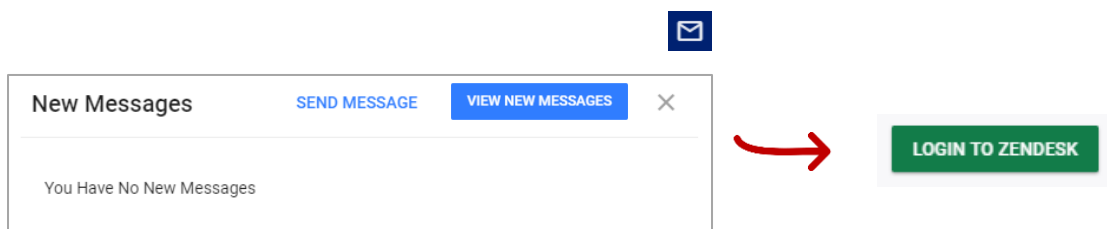
5. Within your support profile, you may review the response from your most recent ticket as well as your past inquiries. To access a ticket, select the subject name. Replies can be added from within the open ticket.

6. You may follow-up on a previous ticket that is solved and closed. This is helpful for when a past situation has reoccurred. Select the "Create a follow-up" hyperlink at the bottom of the original ticket. You may now provide additional details for your follow-up in the new form.

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Common Questions

1. **I am logging in for the first time, what is my password?**
   If this is your first-time logging in, use the password provided to you by Vermont AOE. Once you log in, the system will prompt you to change your password.

2. **What is my username?**
   Usernames are always your full name (first name, space, last name), i.e., Scooby Doo.

3. **I forgot my password, how do I reset my password?**
   From the login page, select the "Forgot Password?" link. You will be prompted to provide your name, email, and security question(s).

4. **What are my students' usernames?**
   Usernames are always your full name (first name, space, last name), i.e., Scooby Doo.

5. **My student cannot log in. Can I change their password?**
   Refer your student to the "Forgot Password" link on the login page. If the student is still having trouble, voucher coordinators may change the student's password from their student profile (refer to the "View Student Profile" section, page 15 of this manual).

6. **Do I approve all student accounts at my high school?**
   All student accounts are approved by the voucher coordinator for students at your high school, with the exception of home study students. Home study student accounts are approved by the Agency of Education.

7. **Should I approve a home study student's account request if they are taking a class at my high school?**
   No. Home Study student account requests are approved by the Agency of Education. You will need to deny the account request and have the student re-request another account by selecting 'Home Study Program' as this home high school.

8. **I previously denied a student's account request but after some review, the student does need a student account. May I change the denial into an approval?**
   Student account request denials cannot be undone. If a denial is later determined to be an error, the student must submit a new account request for review.

9. **Who approves Dual Enrollment vouchers for students?**
   Dual Enrollment vouchers are approved by the high school only, with the exception of home study students. Home Study student vouchers are approved by the Agency of Education.

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10. **Who approves Fast Forward ticket/voucher requests for students?**
    Fast Forward tickets are approved by the CTE center only. A notification is sent to the high school.

11. **I received a voucher request for a student with the same course selected from a previously approved voucher. What do I do?**
    Deny the voucher request and indicate the reason for the denial. Please have the student request another voucher with the course that they need to take.

12. **I already approved a voucher and now the student no longer wants to take that course. What are the next steps**?
    Since the voucher has already been approved, you must contact the College Coordinator at the college. The college will then need to cancel the voucher from their end as they will know where the student is at in regard to the registration and drop/add period

13. **I made a mistake and approved a voucher I should not have approved. What do I do?**
    Since the voucher has already been approved, you must contact the College Coordinator at the college. The college will then need to cancel the voucher from their end as they will know where the student is at in regard to the registration and drop/add period.

14. **A student said they requested a voucher, but I do not see it. What do I do?**
    Please have the student make sure that the voucher is not showing as incomplete in their student account.

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