

Dual Enrollment System: College Coordinator Guide

Guide

This is a comprehensive guide to help each College and University with managing student vouchers.



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Introduction

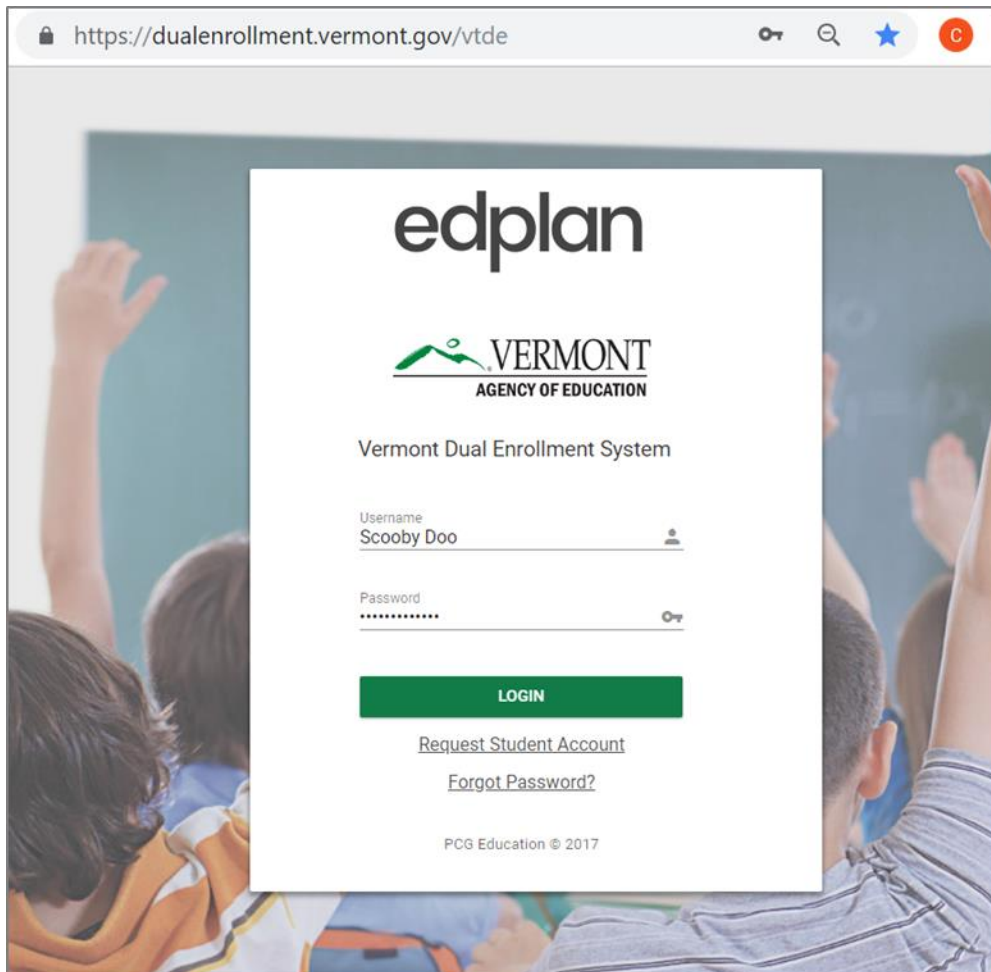
The Vermont Agency of Education (AOE) and Public Consulting Group (PCG) provide each college and university with multiple options for managing student vouchers via the Dual Enrollment Voucher System. In this manual, readers will be taken step-by-step through:

- Claiming a voucher
- Entering student grades
- Canceling a voucher
- Dropping a voucher

If you have any questions as you navigate this document or the Dual Enrollment Voucher System, please contact PCG's Support Team at vtdualenroll@pcgus.com.

Logging into the Dual Enrollment System

1. Navigate to the [Dual Enrollment website](https://dualenrollment.vermont.gov/vtde)
2. Enter your username (first name, space, last name) and your password.



The screenshot shows a web browser window with the URL <https://dualenrollment.vermont.gov/vtde>. The page features the 'edplan' logo at the top, followed by the Vermont Agency of Education logo. Below the logos, the text 'Vermont Dual Enrollment System' is displayed. There are two input fields: 'Username' with the text 'Scooby Doo' and a user icon, and 'Password' with a masked password '.....' and a key icon. A green 'LOGIN' button is positioned below the fields. Underneath the button are two links: 'Request Student Account' and 'Forgot Password?'. At the bottom of the page, the text 'PCG Education © 2017' is visible. The background of the page shows a blurred image of students in a classroom with their hands raised.

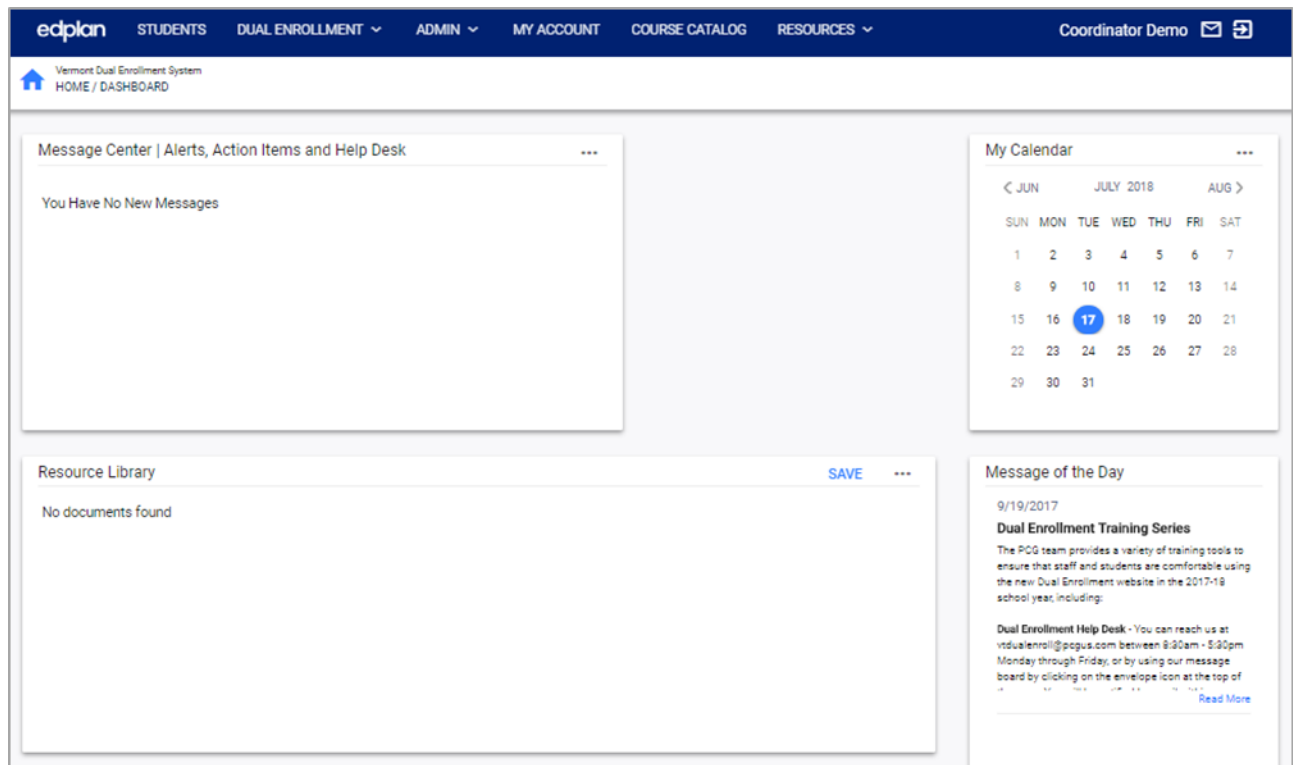
Homepage and Navigation

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

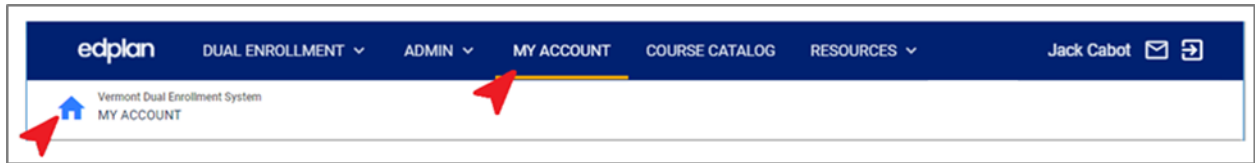
Your homepage contains several information panes that provide an overview of your account's Messages, Calendar, Resource Library, and Message of the Day.

- 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.



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 (🏠).



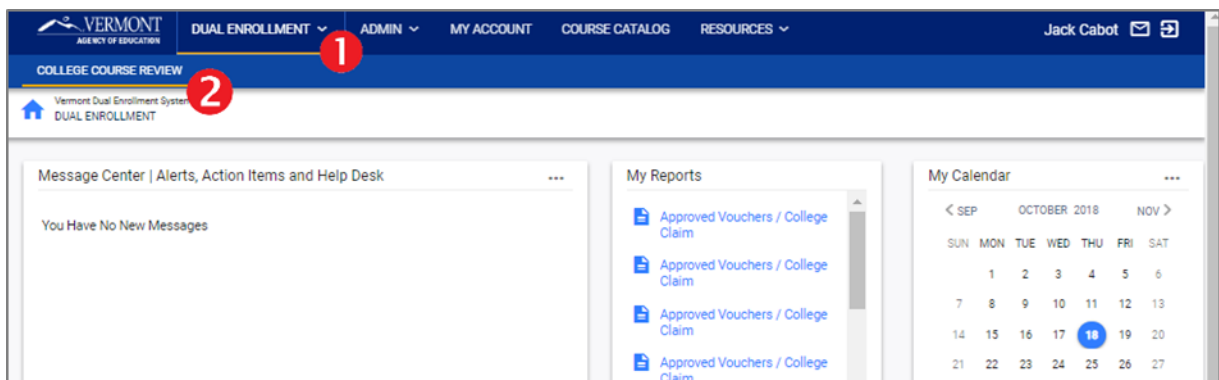
- a. Tabs with menu carrots (▼), indicate that there are sub-pages. Click on the (1) main tab to pull up a (2) secondary navigation bar. Then, select the page that you would like to access.



Claiming A Voucher

Prior to the invoicing deadline for each semester, College Coordinators are responsible for adding registration details to each open voucher.

1. On the homepage, select the (1) Dual Enrollment tab on the blue navigation bar, followed by the (2) College Course Review tab.




2. This will direct you to a listing of the vouchers created for courses at your school. In each table, *Open Vouchers* and *Completed Vouchers*, users will be able to adjust the sort of each column by selecting the column header. In addition, users will be able to navigate to a specific student's voucher(s) by using the search box at the top of each table.

DUAL ENROLLMENT ADMIN MY ACCOUNT COURSE CATALOG RESOURCES Jack Cabot



COLLEGE COURSE REVIEW

Vermont Dual Enrollment System
DUAL ENROLLMENT / COLLEGE COURSE REVIEW

College Course Review

Open Vouchers 

Search:

#	Last Name ↑	First Name ↑	Date Approved ↑	Approving Organization ↑	Approved By ↑	College ↑	Semester ↑	Course Number ↑	Course ↑	Section ↑	Review
588	424, Mr	Amit	06/27/2018	BTC	CTE Test	CCV	Summer 2018	CNL-1116700	Course Not Listed	CNL	
614	424, Mr	Amit	07/22/2018	BTC	CTE Test	CCV	Fall 2018	ART-1060	2-Dimens Design	VU01	

Previous 1 Next

Completed Vouchers

Search:

#	Status ↑	Last Name ↑	First Name ↑	Approving Organization ↑	Date Reviewed ↑	Reviewed By ↑	Semester ↑	Course Number ↑	Course ↑	Section ↑
607	Withdrew	260	Amit	BTC		CCV	Fall 2018	CNL-1116700	Course Not Listed	CNL
580	Completed	424, Mr	Amit	BSHS	06/27/2018	Grady J Tucker	Fall 2018	ART-1060	2-Dimens Design	V001
587	Completed	424, Mr	Amit	BSHS	08/14/2018	Jack Cabot	Summer 2018	CNL-1116700	Course Not Listed	CNL
589	Withdrew	424, Mr	Amit	BSHS		CCV	Fall 2018	CNL-1116700	Course Not Listed	CNL
595	Withdrew	424, Mr	Amit	BSHS		CCV	Fall 2018	CNL-1116700	Course Not Listed	CNL

- To claim a student's voucher, select the pencil icon (✎) under the Review column. This will open the Voucher Review pop-up.

Note: Claiming a voucher should only be done after the student has completed the registration process at your school.

#	Last Name ↑	First Name ↑	Date Approved ↑	Approving Organization ↑	Approved By ↑	Course Number ↑	Course ↑	Review
588	424, Mr	Amit	06/27/2018	BTC	CTE Test	CNL-1116700	Course Not Listed	
614	424, Mr	Amit	07/22/2018	BTC	CTE Test	ART-1060	2-Dimens Design	

Voucher Review

Please review the following information in order to confirm the Dual Enrollment voucher review for Amit 424 Mr:

✓ Voucher Number 588

Student: Amit 424 Mr High School: Burlington Technical Center

Course Name: Course Not Listed Course Semester: Summer 2018 College: Community College of Vermont

Registration Details

College ID: C123

4. To signify that a voucher has been claimed, colleges are required to add the following data elements:

- College ID
- Date Student Registered
- End Date of Registration

The screenshot shows a 'Voucher Review' window with the following fields and options:

- Registration Details**
 - College ID: C123
 - Student Did Not Register
 - Date Student Registered: 05/01/2018
 - Section CRN Student Enrolled: VU01
 - Student Dropped Course Prior to Drop Date
 - Date Student Dropped: mm/dd/yyyy
- Final Grade**
 - Letter Grade: (dropdown menu)
 - Numeric Grade: (dropdown menu)
 - Course Credits: 3.0
 - Credits Earned (Required): (dropdown menu)
 - End Date of Registration: 07/11/2018

5. Next, select “Save Changes” at the bottom of the pop-up. You may re-access the Voucher Review pop-up again at the end of the semester to enter the student’s grade details.

Three buttons are displayed in a row: **CLOSE**, **SAVE CHANGES**, and **FINALIZE VOUCHER**.

Entering Student Grades

At the close of each semester, College Coordinators are responsible for adding grade information and the number of credits earned to applicable vouchers. After this is complete, the voucher should be finalized in the Dual Enrollment System.

1. Select the (1) Dual Enrollment tab on the blue navigation bar, followed by the (2) College Course Review tab. In the Open Vouchers table, select the pencil icon (✎) under the Review column for the desired voucher.

#	Last Name ↑	First Name ↑	Date Approved ↑	Approving Organization ↑	Approved By ↑	Course Number ↑	Course ↑	Review
588	424, Mr	Amit	06/27/2018	BTC	CTE Test	CNL-1116700	Course Not Listed	✎
614	424, Mr	Amit	07/22/2018	BTC	CTE Test	ART-1060	2-Dimens Design	✎

2. Enter a letter grade and/or numeric grade and the number of credits earned for the course. Once each of the required fields are added, users will be able to select “Finalize Voucher”.

Student Did Not Register

Date Student Registered: 05/01/2018

Section CRN Student Enrolled: VU01

Student Dropped Course Prior to Drop Date

Date Student Dropped: mm/dd/yyyy

Final Grade

Letter Grade: A

Numeric Grade: 4.0

Course Credits: 3.0

Credits Earned: 3.0

End Date of Registration: 07/11/2018

CLOSE **SAVE CHANGES** **FINALIZE VOUCHER**

- As soon as the Finalize Voucher option has been selected, the system will move the student's voucher from the Open Vouchers table to the Completed Vouchers table. This will conclude the student's voucher life-cycle.

The screenshot shows the 'College Course Review' page with two tables: 'Open Vouchers' and 'Completed Vouchers'. The 'Open Vouchers' table has one row with a pencil icon in the 'Review' column. The 'Completed Vouchers' table has three rows, with the first two highlighted in red.

#	Last Name	First Name	Date Approved	Approving Organization	Approved By	College	Semester	Course Number	Course	Section	Review
614	424, Mr	Amit	07/22/2018	BTC	CTE Test	CCV	Fall 2018	ART-1060	2-Dimens Design	VU01	

#	Status	Last Name	First Name	Approving Organization	Date Reviewed	College	Reviewed By	Semester	Course Number	Course	Section
588	Completed	424, Mr	Amit	BTC	08/16/2018	CCV	Jack Cabot	Summer 2018	CNL-1116700	Course Not Listed	CNL
587	Completed	424, Mr	Amit	BSHS	08/14/2018	CCV	Jack Cabot	Summer 2018	CNL-1116700	Course Not Listed	CNL
602	Withdraw	Goldberg, Mr.	Seth	BSHS	07/30/2018	CCV		Fall 2018	ART-1060	2-Dimens Design	V001

Canceling A Voucher

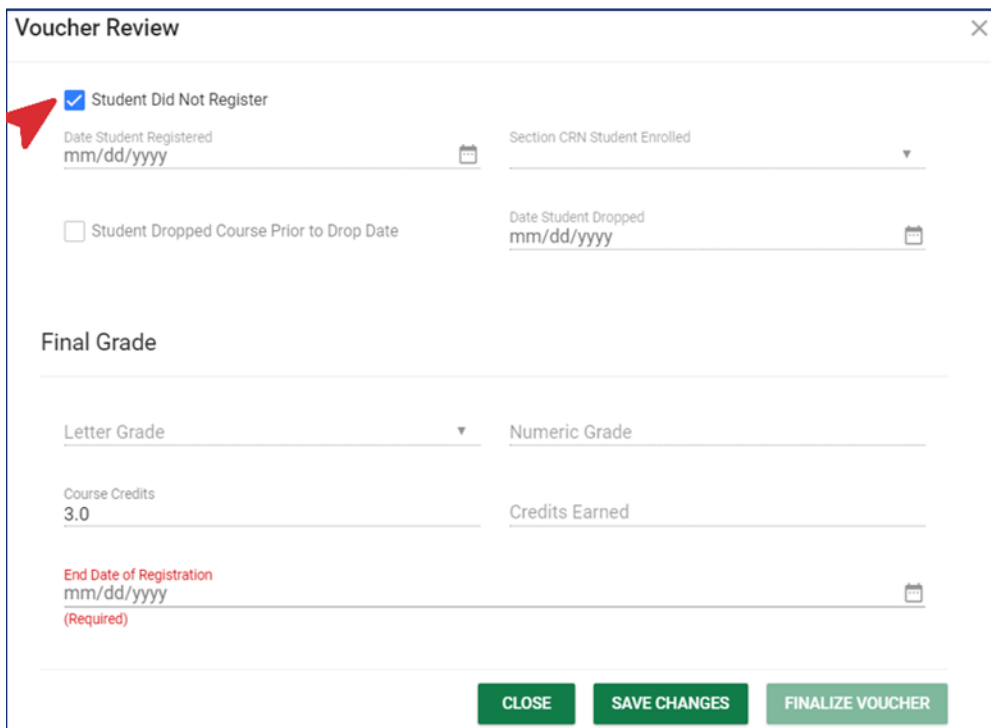
When a student does not register for a course associated with an approved voucher, please cancel the voucher so that the student can submit a new voucher for review.

- Select the (1) Dual Enrollment tab on the blue navigation bar, followed by the (2) College Course Review tab. In the Open Vouchers table, select the pencil icon () under the Review column for the desired voucher.

The screenshot shows the navigation path: 1. DUAL ENROLLMENT, 2. COLLEGE COURSE REVIEW. The 'Open Vouchers' table has two rows, with a red arrow pointing to the pencil icon in the 'Review' column of the second row.

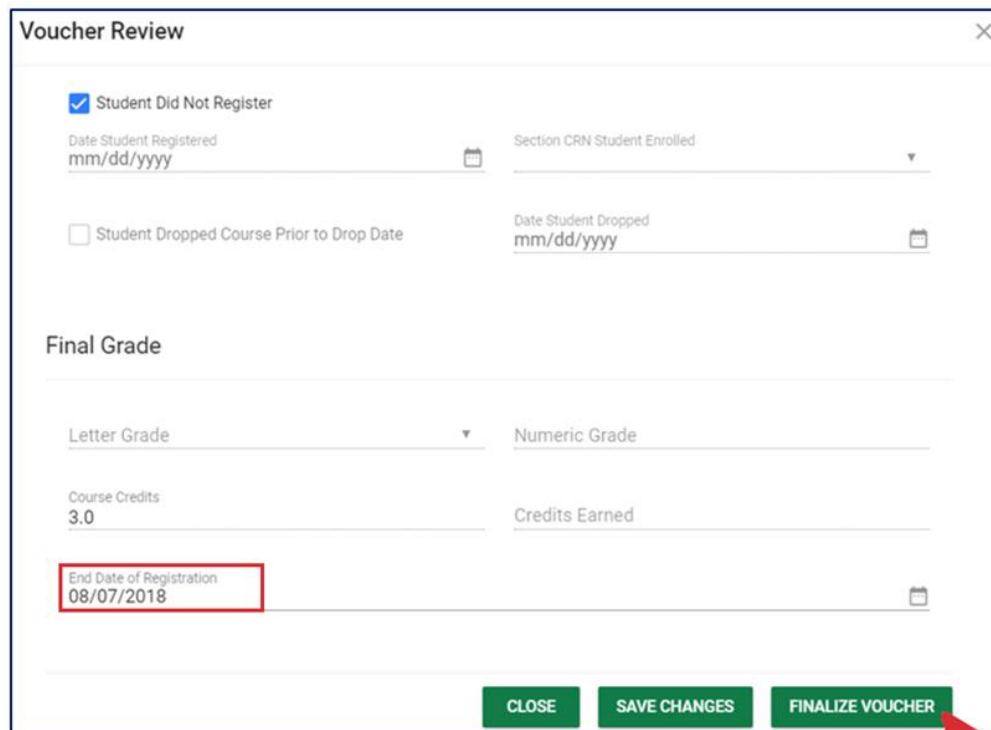
#	Last Name	First Name	Date Approved	Approving Organization	Approved By	College	Semester	Course Number	Course	Section	Review
614	424, Mr	Amit	07/22/2018	BTC	CTE Test	CCV	Fall 2018	THA-2121	Acting I	VU01	
624	Ginsburg	Jason	08/20/2018	BSHS	Allison Allen	CCV	Fall 2018	CNL-1116700	Course Not Listed	CNL	

2. Select the checkbox for *Student Did Not Register*.



The screenshot shows a 'Voucher Review' window. At the top, the checkbox 'Student Did Not Register' is checked, indicated by a red arrow. Below it are fields for 'Date Student Registered' (mm/dd/yyyy), 'Section CRN Student Enrolled', 'Student Dropped Course Prior to Drop Date', and 'Date Student Dropped' (mm/dd/yyyy). The 'Final Grade' section includes 'Letter Grade', 'Numeric Grade', 'Course Credits' (3.0), and 'Credits Earned'. At the bottom, there is a red 'End Date of Registration' field (mm/dd/yyyy) labeled '(Required)'. Three buttons are at the bottom: 'CLOSE', 'SAVE CHANGES', and 'FINALIZE VOUCHER'.

3. Enter an *End Date of Registration*. This will signify the last possible date that a student could have registered for a course at your school during that semester. Then select “Finalize Voucher” to complete the process of canceling the student’s voucher.



This screenshot shows the same 'Voucher Review' window. The 'End Date of Registration' field is now filled with '08/07/2018' and is highlighted with a red box. A red arrow points to the 'FINALIZE VOUCHER' button at the bottom right.

Dropping A Voucher

When a student drops a course within the add/drop period, please add this information to the Dual Enrollment system and finalize the student's voucher.

1. Select the (1) Dual Enrollment tab on the blue navigation bar, followed by the (2) College Course Review tab. In the Open Vouchers table, select the pencil icon (✎) under the Review column for the desired voucher.

The screenshot shows the Vermont Dual Enrollment System interface. The navigation bar includes 'DUAL ENROLLMENT', 'ADMIN', 'MY ACCOUNT', 'COURSE CATALOG', and 'RESOURCES'. The 'COLLEGE COURSE REVIEW' tab is selected. Below the navigation bar, there is a search bar and a table titled 'Open Vouchers'. The table has columns for #, Last Name, First Name, Date Approved, Approving Organization, Approved By, College, Semester, Course Number, Course, Section, and Review. Two vouchers are listed: one for Amit (614 424, Mr) and one for Jason (624 Ginsburg). A red arrow points to the pencil icon in the 'Review' column for the second voucher.

#	Last Name	First Name	Date Approved	Approving Organization	Approved By	College	Semester	Course Number	Course	Section	Review
614	424, Mr	Amit	07/22/2018	BTC	CTE Test	CCV	Fall 2018	THA-2121	Acting I	VU01	
624	Ginsburg	Jason	08/20/2018	BSHS	Allison Allen	CCV	Fall 2018	CNL-1116700	Course Not Listed	CNL	



2. Select the checkbox for *Student Dropped Course Prior to Course Drop Date*.

The screenshot shows the 'Voucher Review' form. It has a title bar with a close button. The form contains several fields: 'Student Did Not Register' (unchecked), 'Date Student Registered' (mm/dd/yyyy, Required), 'Section CRN Student Enrolled' (dropdown), 'Student Dropped Course Prior to Drop Date' (checked), 'Date Student Dropped' (mm/dd/yyyy, Required), 'Final Grade' section with 'Letter Grade' (dropdown) and 'Numeric Grade' (text), 'Course Credits' (3.0) and 'Credits Earned' (text), and 'End Date of Registration' (mm/dd/yyyy, Required). At the bottom, there are three buttons: 'CLOSE', 'SAVE CHANGES', and 'FINALIZE VOUCHER'. A red arrow points to the checked checkbox for 'Student Dropped Course Prior to Drop Date'.


3. Enter dates in the *Date Student Registered*, *Date Student Dropped*, and *End Date of Registration* fields. Select “Finalize Voucher” to complete the process of dropping the student’s voucher.

Voucher Review


Student Did Not Register

Date Student Registered **07/24/2018**  Section CRN Student Enrolled 


Student Dropped Course Prior to Drop Date

Date Student Dropped **08/01/2018** 

Final Grade

Letter Grade  Numeric Grade

Course Credits **3.0** Credits Earned

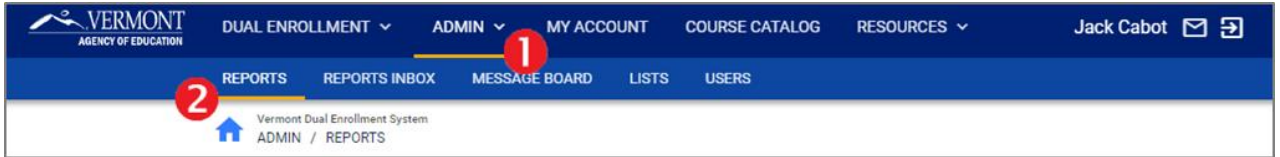
End Date of Registration **08/07/2018** 

CLOSE **SAVE CHANGES** **FINALIZE VOUCHER**

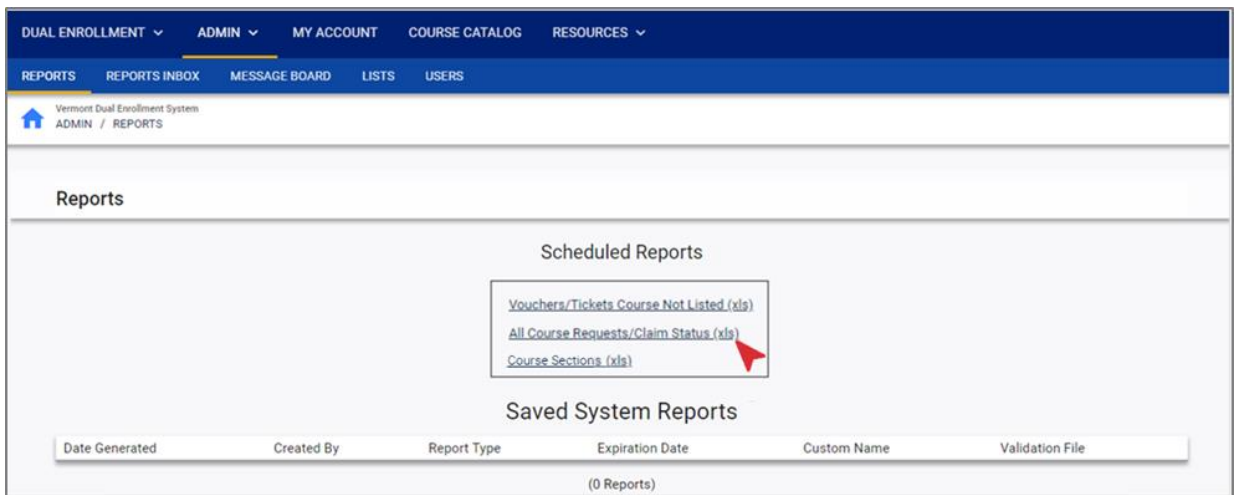
Generate Reports

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

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.
 - The “Vouchers/Tickets Course Not Listed” report is designed to capture all vouchers/tickets where Course Not Listed was selected by a student.
 - The “All Course Requests/Claims Status” report is designed to provide details associated with submitted student vouchers. This includes a wide range of demographic and academic information.
 - The “Course Sections” report is designed to provide details on available course sections submitted by your institution.



- Apply any necessary filter options, then select the Generate Report button.

Reports - All Course Requests/Claim Status (xls)

Options

College: Greendale Community College

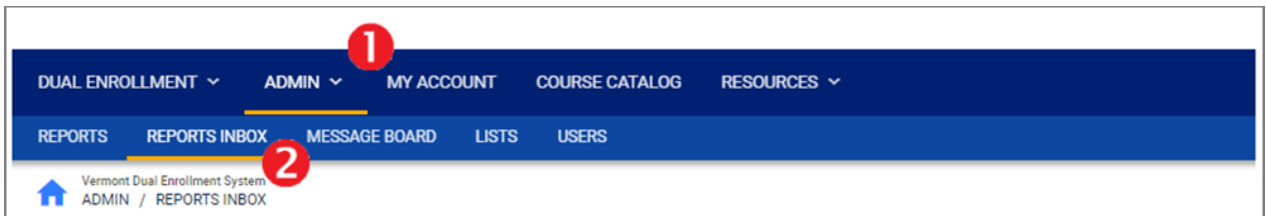
School Year: 2018-2019

Semester: Fall 2018

Status:
 Approved
 Withdrew
 Did Not Register / Dropped
 Completed
 Only Show Course Requests Pending Claim

GENERATE REPORT

- 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.
- 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.



- 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. Access the report from your computer's file explorer.

Reports Jack Cabot

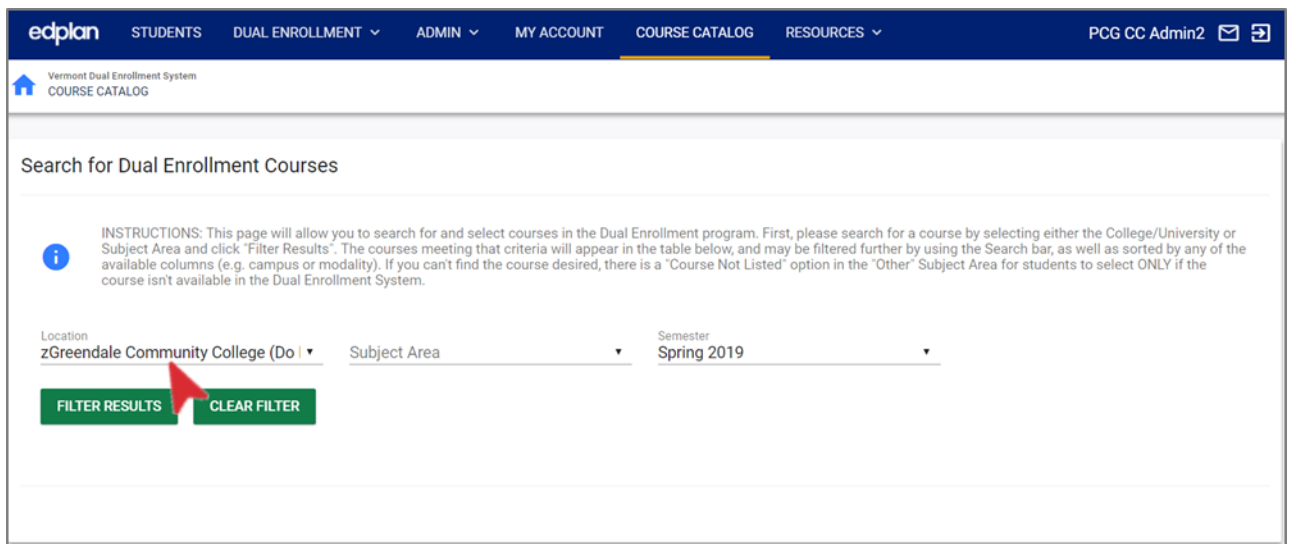
Report	Date Created	Created By	Report Level		
			System	School	User
Approved Vouchers / College Claim	1/01/2018	Jack Cabot			
Approved Vouchers / Courses Not Listed	1/01/2018	Jack Cabot			
Course Sections	1/01/2018	Jack Cabot			

(Reports)

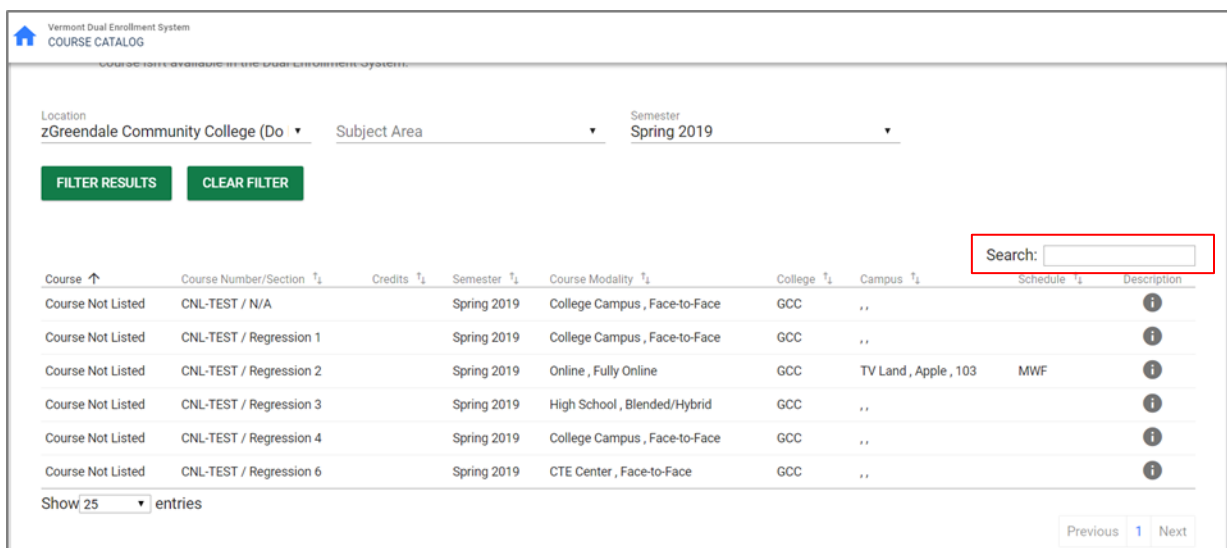
Course Catalog

The Course Catalog allows for you to review the available course sections offered to students in the Dual Enrollment program.

1. Access the Course Catalog tab from the main navigation.
2. To filter through the course catalog, select the name of your college from the Location drop-down. You may apply additional filters for subject area and/or semester. Select the Filter Result button.



3. Course sections will be listed in a following table. Find a specific course by utilizing the Search bar.



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:

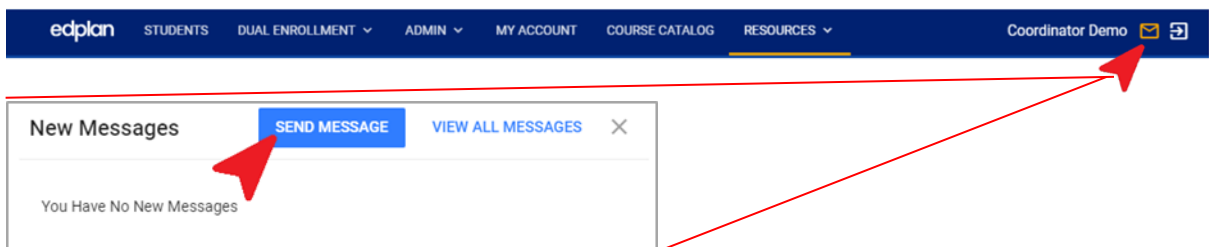
- Vermont AOE Program Overview
- Vermont AOE Program Manual
- Student Guide
- Voucher Coordinator Guide (*current guide*)
- Dual Enrollment System Contacts



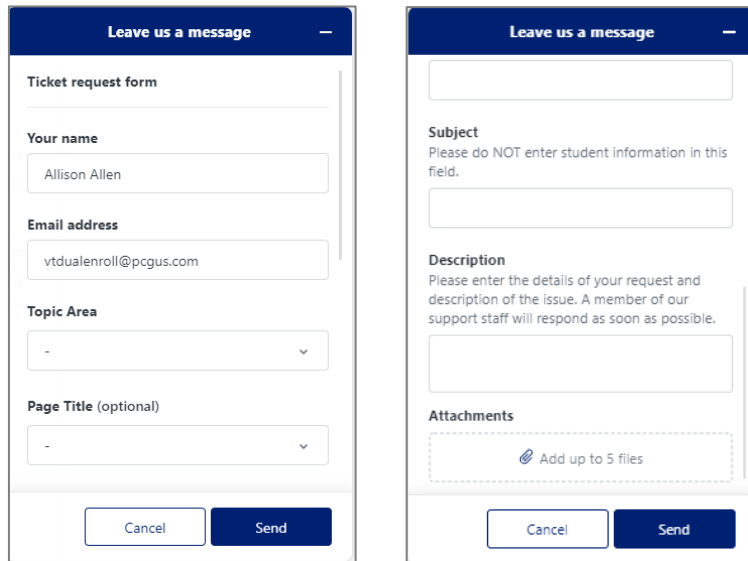
Message PCG Help Desk



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

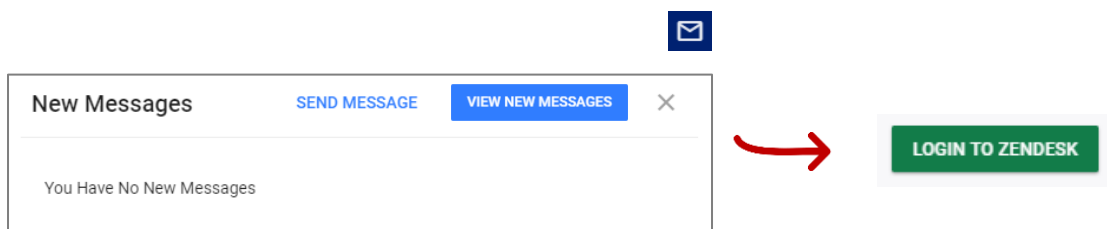
1. To message us from within the system, click the Envelope icon () on the top-right hand corner of your screen. The window pop-up allows for you to send new messages or view replies from our help desk. Click on the Send Message button to send a new message.



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.



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.

The screenshot shows a user's support profile with a 'My requests' section. A table lists three requests: 'Help with Voucher' (ID #904, 7 minutes ago), 'Test Forms' (ID #821, 2 months ago), and 'abc help' (ID #761, 2 months ago). A red arrow points from the 'Test Forms' row to a detailed view of the 'Help with Voucher' ticket. The detailed view shows a conversation between Allison Allen (requester) and Yan Mei Jiang (agent). The ticket includes a PDF attachment 'PCG Test File.pdf' and a metadata sidebar with details like 'Assigned to: Yan Mei Jiang', 'Organization: NYC', and 'Status: awaiting your reply'.

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.

The screenshot shows a 'Submit a request Follow-up to request #760' form. On the left, a conversation history shows a solved ticket from Yan Mei Jiang and responses from Allison Allen. A red arrow points to the text 'This request is closed for comments. You can [create a follow-up](#).' Below this, the follow-up form is shown with fields for 'Subject' (pre-filled with 'Re: Student profile not updating'), 'Description' (pre-filled with 'This is a follow-up to your previous request #760 "Student profile not updating"'), and a 'Submit' button.

Common Questions

1. What is my username?

Usernames are always your full name (first name, space, last name), i.e., Scooby Doo.

2. 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).

3. Where do I submit course information?

Course information can be submitting using the Agency of Education (AOE) secure folder. You must have your username and password provided by the AOE to upload course files. The link to the secure folder can be found [here](#).

4. Do I have to submit files for upload with course registration and grade information?

You have the option to import files or manually enter this information into the system.

5. Why can't I see a specific student in the open vouchers for my college?

If you can't see a student under the Open Vouchers table – this is because the student has not yet had a voucher approved by the high school. Colleges will only be able to view vouchers that have been approved by the high school.