Dual Enrollment System Frequently Asked Questions for Students

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

Q: What do I do if I did not receive my PIN number?
A: Please check your email account's junk/spam folder.

Q: What should I do if my account request was denied?
A: If you have any questions about why your account request was denied, you will need to speak with the voucher coordinator that handled your account request. You may find the coordinator's email address in the denial email sent to you.

Q: I forgot my password, how do I reset my password?
A: From the login page, select the "Forgot Password?" link. You will be prompted to provide your name, email, and security question(s). If you do not remember your security question(s), contact your voucher coordinator so they can reset your password for you.

Q: After I set up my account – why does the 'forgot password' link not work?
A: The Forgot Password link will not work until your account has been verified by your high school or home study program.

Q: How many vouchers may I request?
A: The Dual Enrollment Program only allows eligible students to select up to two Dual Enrollment vouchers and up to two Fast Forward tickets, from the beginning of their junior year until the end of their senior year.

Q: What does the voucher cover?
A: Approved voucher(s) will be used to cover the cost of tuition for the approved semester. Materials fees and textbook costs are not covered.

Q: What should I do if my voucher was approved but I've decided that I won't be taking the course for the specified semester?
A: If your voucher has already been approved by your high school, you must cancel the voucher with the college directly. Please make sure you talk to your high school voucher coordinator, so they are aware that you want to drop the course as this may impact graduation requirements and your PLP.

If your voucher has not been approved by your high school, the voucher coordinator can deny the voucher request to cancel it.

Contact Information:

If you have questions about this document or would like additional information please contact:

Student Pathways Division at AOE.DualEnrollment@vermont.gov

Q: I've decided not to take the course anymore, but class has already started. May I use the same voucher number for a different course?
A: No, but depending on when you decide to drop/withdraw from the course, you may be able to reapply for another voucher for a different course.
- If you drop/withdraw the course within the college's add/drop period, you will need to contact your Voucher Coordinator at your high school to cancel the voucher with the college. Once the voucher has been cancelled by the college, a new voucher for another course may be requested. Note: the cancelled voucher will remain in the system with a status of 'Did Not Register/Dropped'.
- If you drop/withdraw after the drop/add period has passed, the voucher will be considered used.

Q: May I use a voucher as a sophomore?
A: No, students are not eligible to use a voucher until they have completed sophomore year.

Q: May I use my voucher the summer after I graduate from high school?
A: No, students are not eligible to use a voucher the summer after they have graduated from high school.

Q: If I had an approved voucher for a class and did not register, what steps do I need to take in order to request another voucher?
A: Contact your high school Voucher Coordinator who can contact the college to cancel the voucher. After your voucher has been canceled by the college, it will show up as 'Did Not Register/Dropped' in the voucher system. You can now start the voucher process request.