

# Dual Enrollment System: College Coordinator Guide

**Guide**  
**2019/2020**

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



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## Introduction

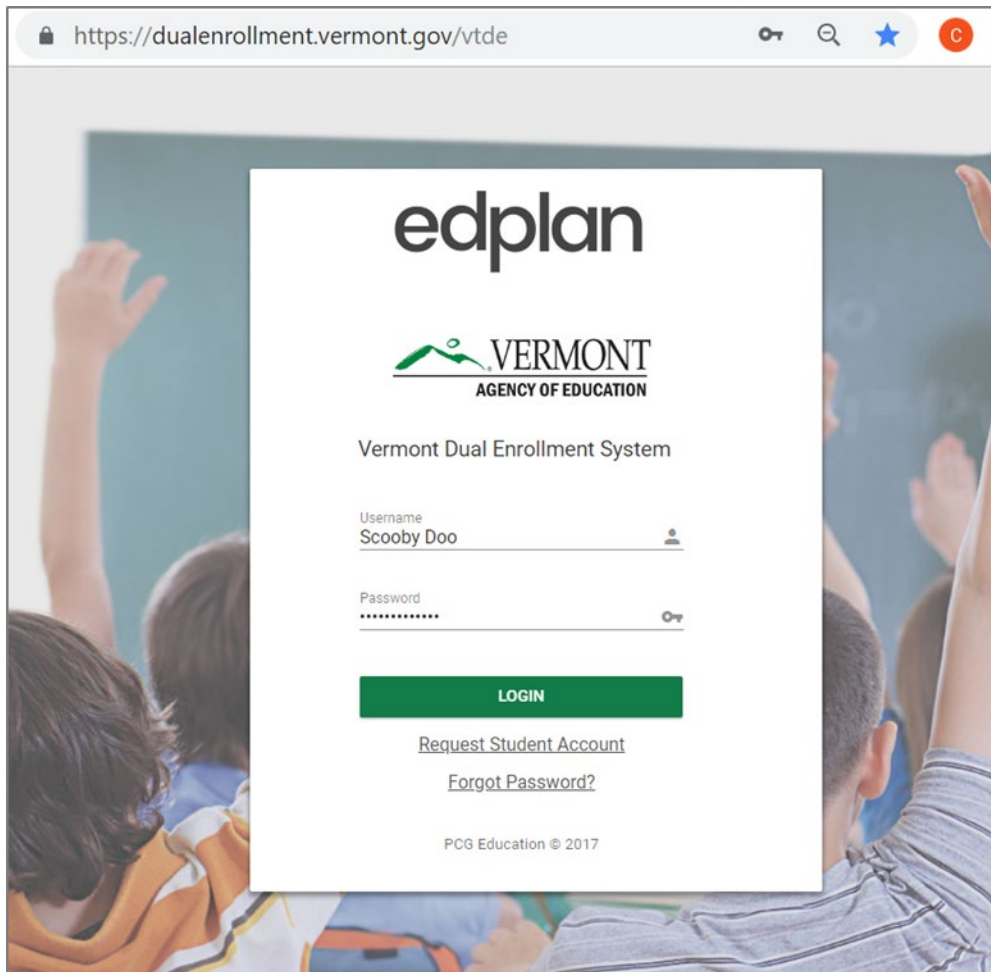
The Vermont Agency of Education (AOE) and Public Consulting Group (PCG) provide each college and university with multiple options for managing student vouchers via the Dual Enrollment Voucher System. In this manual, readers will be taken step-by-step through:

- 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](mailto: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. The login form includes a 'Username' field with the text 'Scooby Doo' and a user icon, and a 'Password' field with masked characters and a key icon. A green 'LOGIN' button is positioned below the fields. At the bottom of the form, there are links for 'Request Student Account' and 'Forgot Password?'. The footer of the page reads 'PCG Education © 2017'. 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.

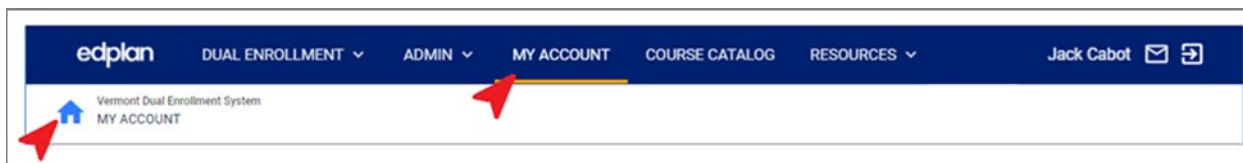
- The Message Center displays new messages from PCG Help Desk (see the [Additional Resources](#) section to better understand how to send messages to our Help Desk).
- The Message of the Day displays important messages from Vermont AOE and/or PCG. Select the blue Read More link to read the full message.

The screenshot shows the edplan homepage dashboard. At the top is a navigation bar with the edplan logo and menu items: STUDENTS, DUAL ENROLLMENT, ADMIN, MY ACCOUNT, COURSE CATALOG, and RESOURCES. The user is logged in as 'Coordinator Demo'. Below the navigation bar is a header area with a home icon and the text 'Vermont Dual Enrollment System HOME / DASHBOARD'. The main content area is divided into four panels:

- Message Center | Alerts, Action Items and Help Desk**: Displays 'You Have No New Messages'.
- My Calendar**: Shows a calendar for July 2018. The date 17 is highlighted in blue.
- Resource Library**: Displays 'No documents found' and includes a 'SAVE' button and a menu icon.
- Message of the Day**: Contains a message dated 9/19/2017 titled 'Dual Enrollment Training Series'. The message text reads: 'The PCG team provides a variety of training tools to ensure that staff and students are comfortable using the new Dual Enrollment website in the 2017-18 school year, including:'. Below this is a section for 'Dual Enrollment Help Desk' with contact information: 'You can reach us at vtdualenroll@pcgus.com between 8:30am - 5:30pm Monday through Friday, or by using our message board by clicking on the envelope icon at the top of'. A 'Read More' link is visible at the bottom right of the 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 (🏠).



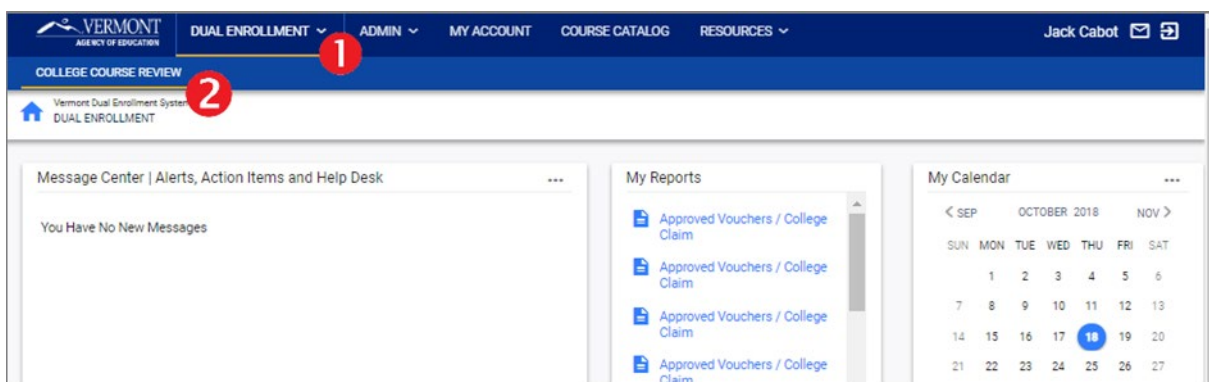
- a. Tabs with menu carrots (▾), indicate that there are sub-pages. Click on the (1) main tab to pull up a (2) secondary navigation bar. Then, select the page that you would like to access.



## 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

- 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 row 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

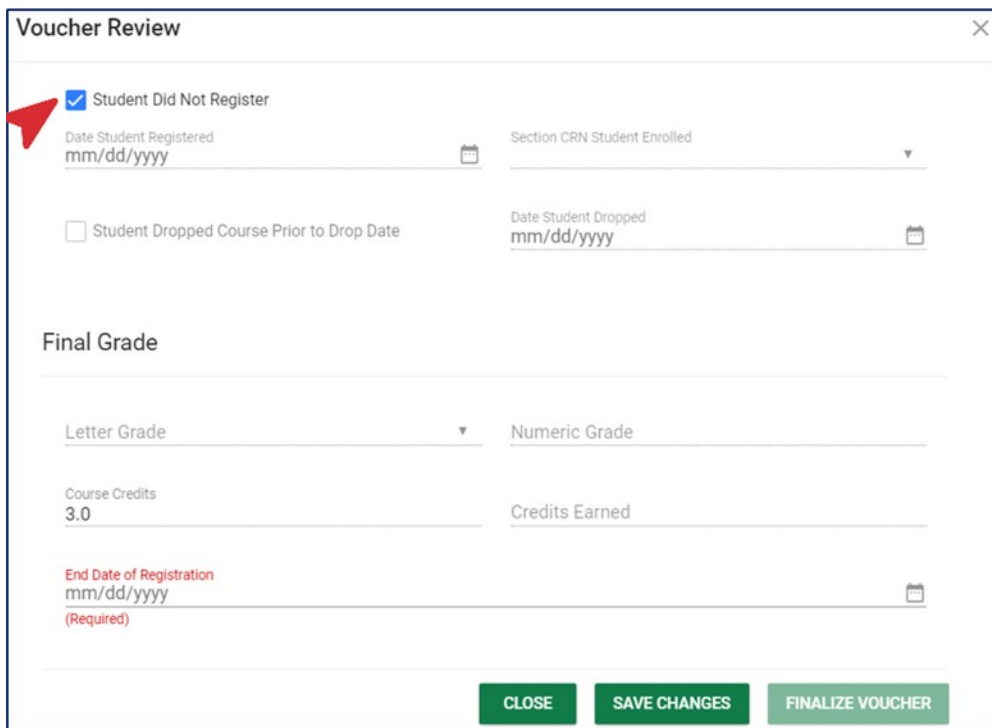
When a student does not register for a course associated with an approved voucher, please cancel the voucher so that the student can submit a new voucher for review.

- 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 bar with 'DUAL ENROLLMENT' (1) and 'COLLEGE COURSE REVIEW' (2) highlighted. 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*.

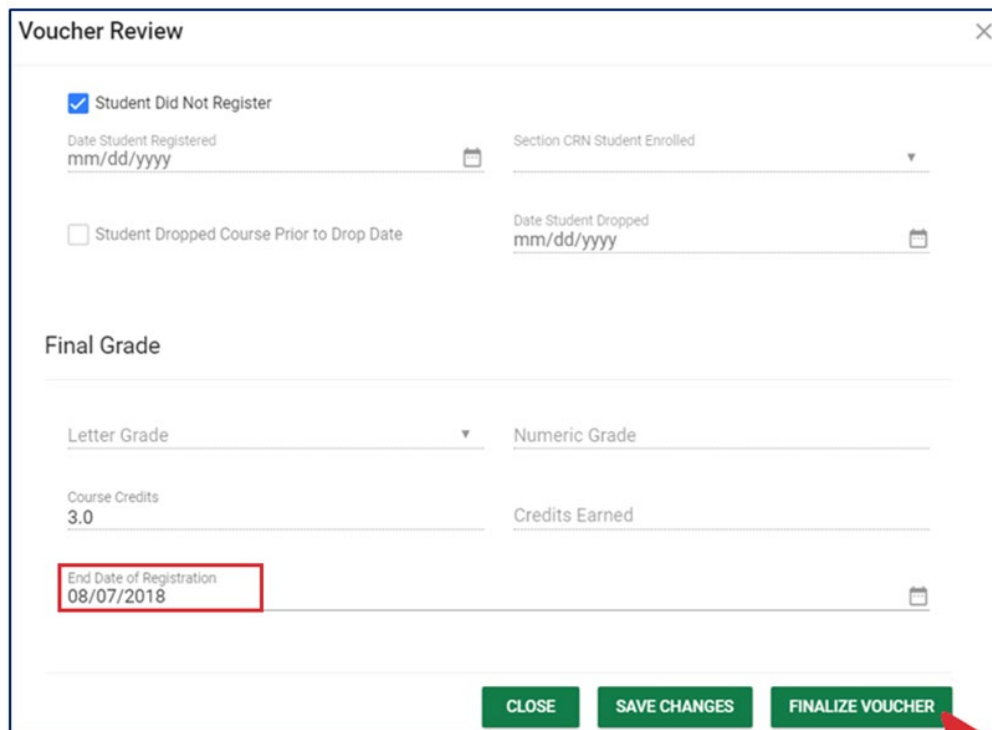


The screenshot shows a 'Voucher Review' form with the following fields and options:

- Student Did Not Register
- Date Student Registered: mm/dd/yyyy
- Section CRN Student Enrolled: [dropdown]
- Student Dropped Course Prior to Drop Date
- Date Student Dropped: mm/dd/yyyy
- Final Grade section:
  - Letter Grade: [dropdown]
  - Numeric Grade: [input]
  - Course Credits: 3.0
  - Credits Earned: [input]
- End Date of Registration: mm/dd/yyyy (Required)

Buttons at the bottom: CLOSE, SAVE CHANGES, FINALIZE VOUCHER. A red arrow points to the 'Student Did Not Register' checkbox.


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.

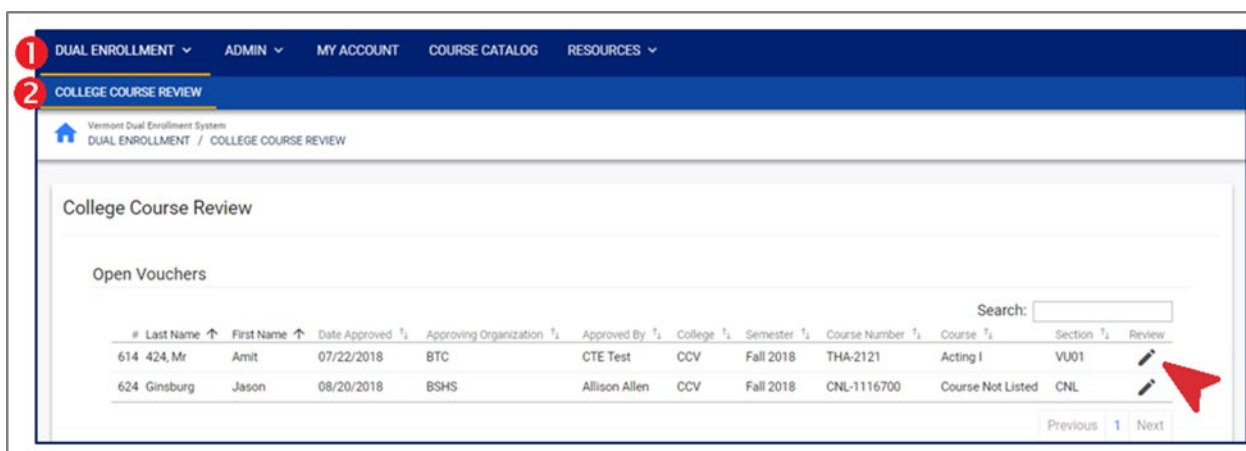


The screenshot shows the same 'Voucher Review' form as above, but with the 'End Date of Registration' field filled with the date '08/07/2018'. A red box highlights this date, and a red arrow points to the 'FINALIZE VOUCHER' button.



## 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.

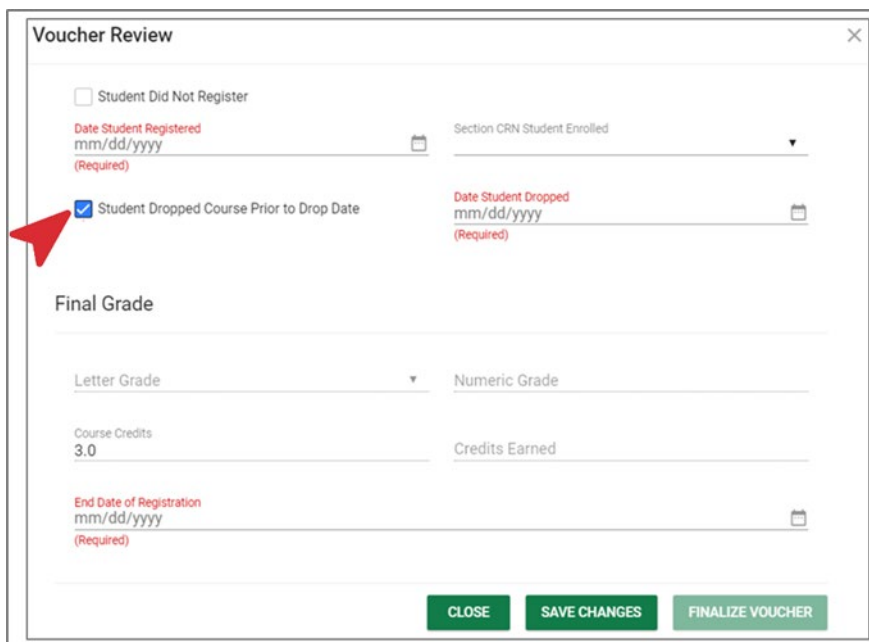
1. Select the (1) Dual Enrollment tab on the blue navigation bar, followed by the (2) College Course Review tab. In the Open Vouchers table, select the pencil icon (  ) under the Review column for the desired voucher.



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 rows are visible in the table. A red arrow points 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 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 and checkboxes. A red arrow points to the checked checkbox for 'Student Dropped Course Prior to Drop Date'. Other fields include 'Date Student Registered', 'Section CRN Student Enrolled', 'Date Student Dropped', 'Final Grade', 'Letter Grade', 'Numeric Grade', 'Course Credits', 'Credits Earned', and 'End Date of Registration'. At the bottom, there are three buttons: 'CLOSE', 'SAVE CHANGES', and 'FINALIZE VOUCHER'.

Student Did Not Register

Student Dropped Course Prior to Drop Date

Date Student Registered  
mm/dd/yyyy  
(Required)

Section CRN Student Enrolled

Date Student Dropped  
mm/dd/yyyy  
(Required)

Final Grade

Letter Grade

Numeric Grade

Course Credits  
3.0

Credits Earned

End Date of Registration  
mm/dd/yyyy  
(Required)

CLOSE SAVE CHANGES FINALIZE VOUCHER

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

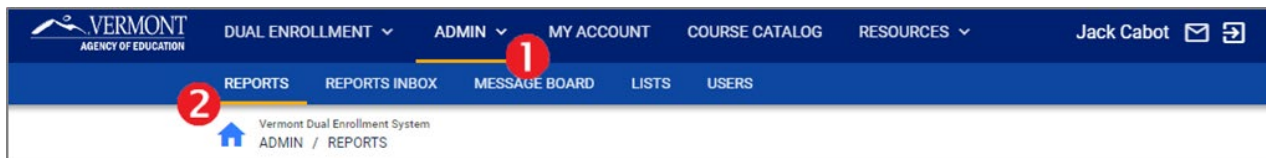
End Date of Registration: 08/07/2018

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

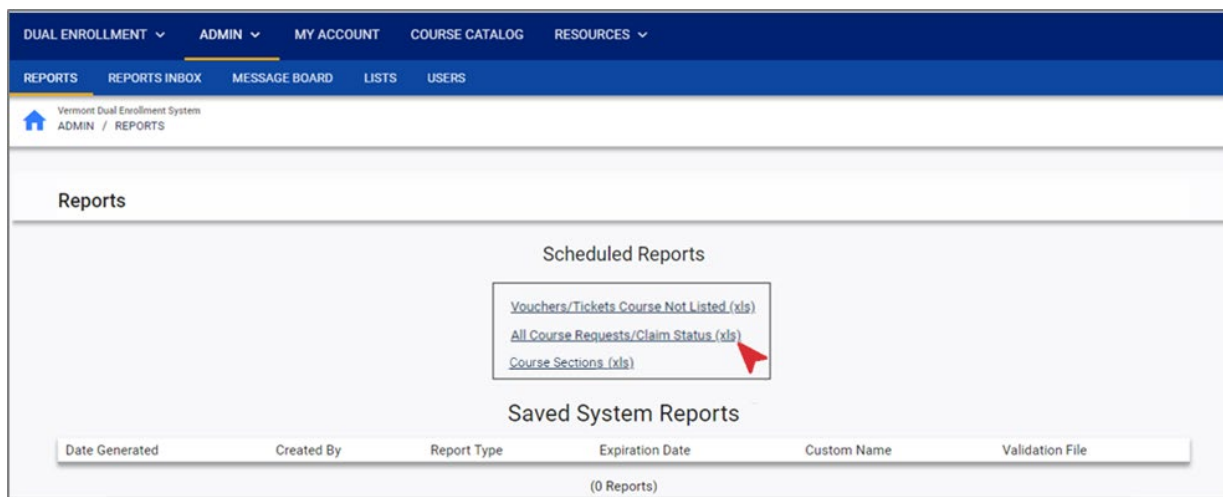
## Generate Reports

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

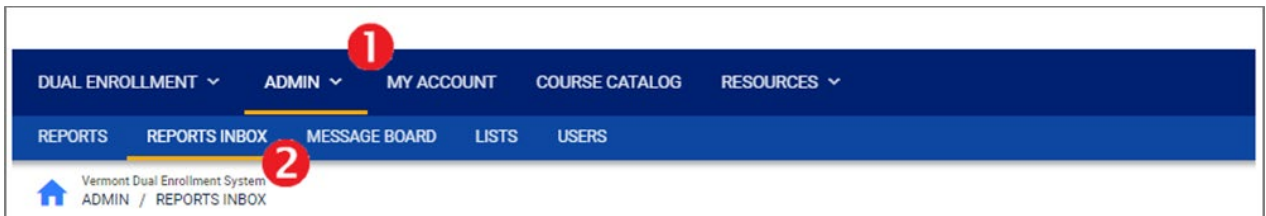
School Year: 2018-2019

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
<a href="#">Approved Vouchers / College Claim</a>	1/01/2018	Jack Cabot			
<a href="#">Approved Vouchers / Courses Not Listed</a>	1/01/2018	Jack Cabot			
<a href="#">Course Sections</a>	1/01/2018	Jack Cabot			

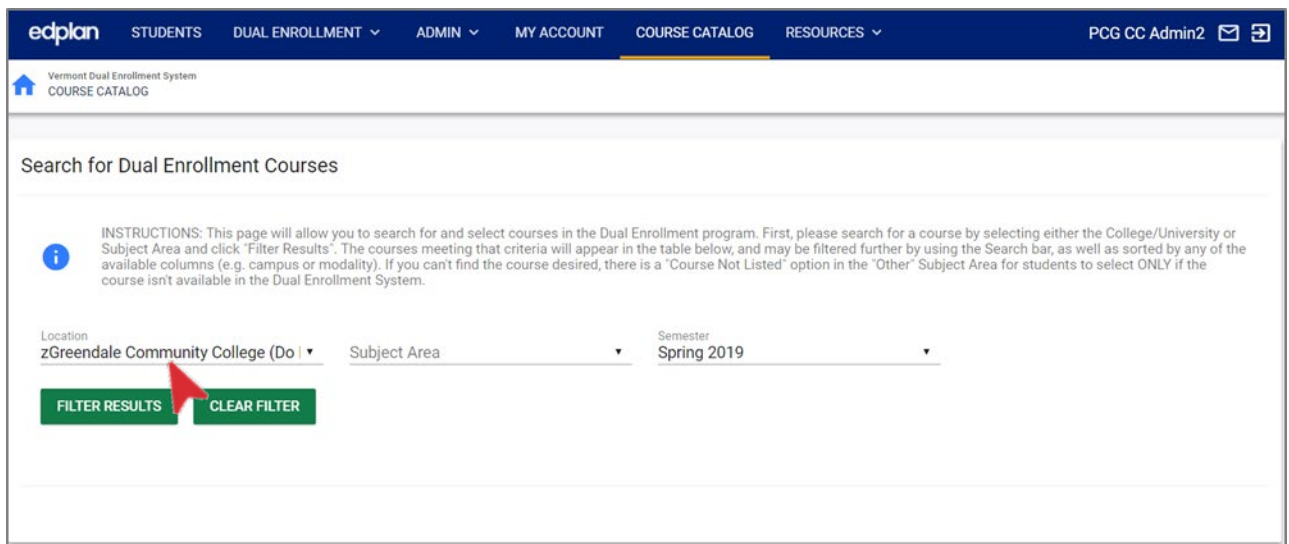
( Reports )



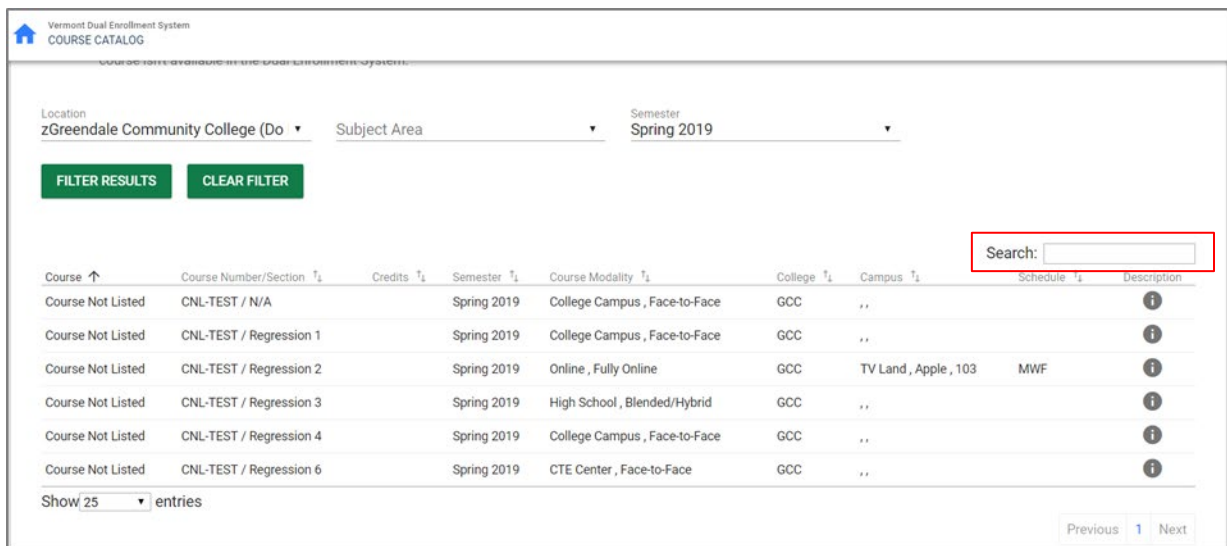
# Course Catalog

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.



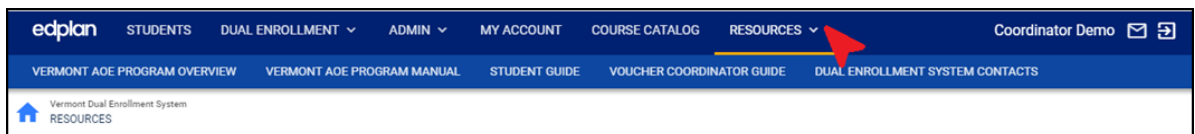
## Additional Resources

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:

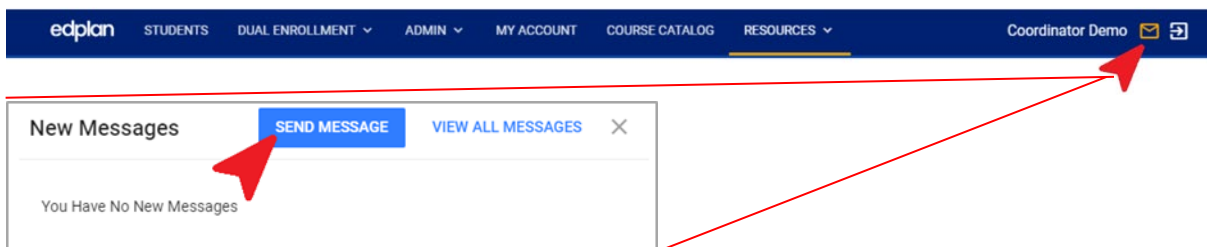
- Vermont AOE Program Overview
- Vermont AOE Program Manual
- Student Guide
- Voucher Coordinator Guide (*current guide*)
- Dual Enrollment System Contacts



## 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](mailto:vtdualenroll@pcgus.com).

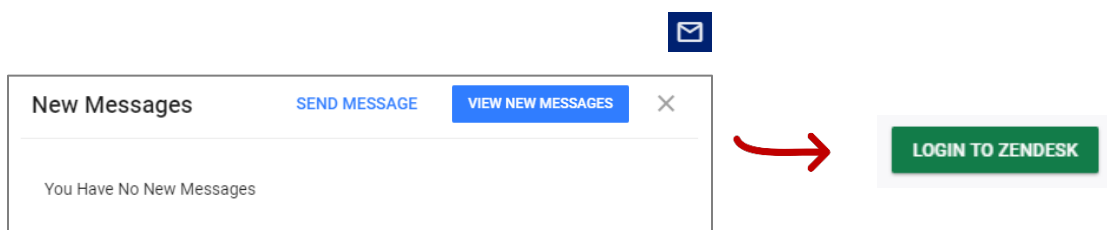
1. To message us from within the system, click the Envelope icon (  ) on the top-right hand corner of your screen. The window pop-up allows for you to send new messages or view replies from our help desk. Click on the Send Message button to send a new message.



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.

The image shows two versions of a 'Leave us a message' form. The left version is a blank form with sections for Subject, Description, and Attachments. The right version is a filled-out form with the following details: Name: Allison Allen, Email address: vtdualenroll@pcgus.com, Topic Area: -, Page Title (optional): -. Both forms have 'Cancel' and 'Send' buttons at the bottom.

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 the 'My requests' interface. At the top, there are tabs for 'Requests', 'Contributions', and 'Following'. Below this is a search bar and a status filter set to 'Any'. A table lists several requests:

Subject	id	Created	Last activity	Status
Help with Voucher	#904	7 minutes ago	6 minutes ago	awaiting your reply
Test Forms	#821	2 months ago	20 days ago	solved
abc help	#761	2 months ago	2 months ago	solved

The detailed view for 'Help with Voucher' shows the requester Allison Allen and the responder Yan Mei Jiang. It includes a PDF attachment 'PCG Test File.pdf' and a sidebar with metadata such as '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 conversation thread on the left with a 'Solution' section. A red arrow points from the 'create a follow-up' link in the 'Solution' section to the 'Submit a request Follow-up to request #760' form on the right. The form includes the following fields:

- Please choose your issue below: Ticket request form
- Organization\*: vtde
- Topic Area\*: Student Account Request
- Page Title: Student Account Request
- Student: John Doe
- Subject\*: Re: Student profile not updating
- Description\*: This is a follow-up to your previous request #760 "Student profile not updating"

## 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.