

Dual Enrollment System: Student Guide

Guide 2019/2020

This is a comprehensive guide to help you as students request and manage your Dual Enrollment course vouchers and Fast Forward tickets.



Table of Contents

Introduction.....	3
Create an Account.....	4
Request Vouchers.....	8
Resources	16
User Manuals	16
Message PCG Help Desk.....	16
Common Questions.....	18
1. What should I do if my account request was denied?.....	18
2. What do I do if I did not receive my PIN number?	18
3. What is my username?	18
4. I forgot my password, how do I reset my password?	18
5. After I set up my account – why does the forgot password link not work?	18
6. How many vouchers may I request?.....	18
7. What does the voucher cover?	18
8. 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?	18
9. 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?.....	19
10. May I use a voucher as a sophomore?	19
11. May I use my voucher the summer after I graduate from high school?.....	19

Introduction

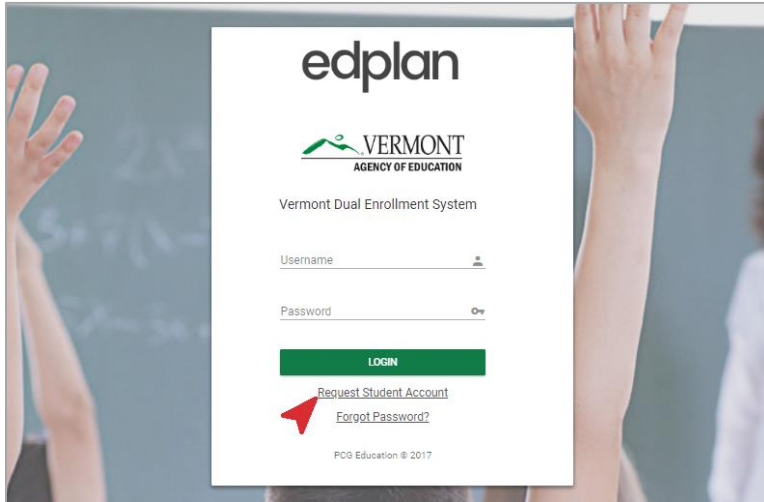
This is a comprehensive guide to help you as students request and manage your Dual Enrollment course vouchers and Fast Forward tickets. Eligible Vermont high school students can request up to two Dual Enrollment vouchers and up to two Fast Forward tickets. This guide highlights:

- Creating an account
- Login instructions
- Voucher information
- Requesting vouchers
- Additional resources


Create an Account

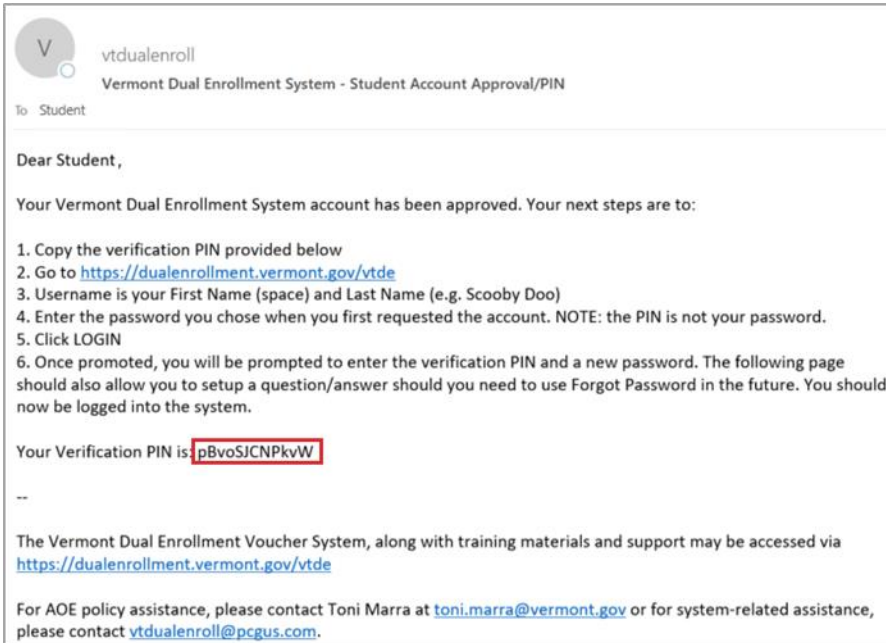
Get started with the Vermont Dual Enrollment program by requesting a student account. Your account must be approved by a Voucher Coordinator at your high school before gaining access to the full system. All account requests submitted by home study students will be reviewed by a representative from the Agency of Education.

- 1 Navigate to the [login page](#) and click on the Request Student Account link.




- 2 Complete all required fields on the following page, including your current high school or home study program. Next, select "Submit Request" for account verification from your Voucher Coordinator. ✉ An email will be sent to your Voucher Coordinator, with you copied, notifying them of your account request.

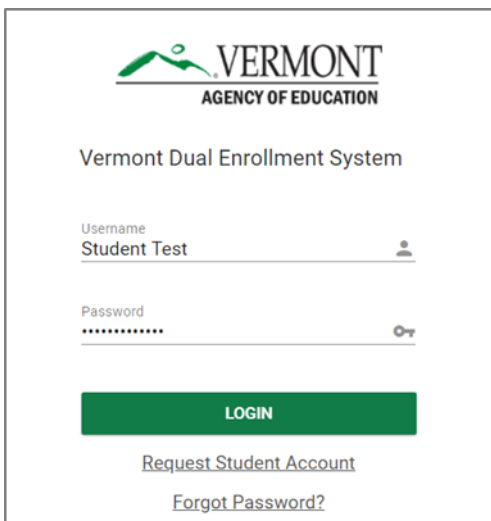
- 3  When your voucher coordinator verifies your account access, you will receive an email with a temporary verification PIN. Have the verification PIN ready when logging in for the first time. If you did not receive the PIN, please check your junk/spam folder.



- 4 Re-access the [Dual Enrollment login page](#)

- 5 Login by entering your full name (first name, space, last name) and password.

 **Note:** The PIN is not your password. Enter the password you created when your account request was submitted.



The screenshot shows the login page for the Vermont Dual Enrollment System. At the top is the Vermont Agency of Education logo. Below it, the text 'Vermont Dual Enrollment System' is displayed. There are two input fields: 'Username' with the text 'Student Test' and a person icon, and 'Password' with a masked password '.....' and a key icon. A green 'LOGIN' button is positioned below the password field. At the bottom, there are two links: 'Request Student Account' and 'Forgot Password?'.

6 Enter the Verification PIN and create a new 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.

Change Password Student Test

Your password has expired

Please provide the verification PIN delivered to your email to activate your account.
To change your current password, enter the new password in both of the following areas (See [how to choose a good password](#))

Verification PIN:

New Password:

New Password (to verify):

[UPDATE PASSWORD AND LOG IN](#)

7 Enter a security question and answer for your account, in case you forget your password in the future.

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

Forgotten Password Questions Student Test

Vermont Dual Enrollment™ enables you to request a temporary login if you should forget your password. To maintain data privacy, the system will require correct answers to your security questions in order to verify your identity for authentication. Use this page to create one or more questions and answers for the system to use in case you forget your password.

To complete this step, please enter a question and corresponding answer in the table below. Make sure to choose a question and answer that are easy for you to remember.

Examples of questions are:

- What street did you grow up on?
- What is your mother's maiden name?
- What was the name of your first pet?
- What was your high school mascot?

If you want to add only one question and corresponding answer: Type the question and answer and click Update Question and Login.

To enter more than one question and answer: Click Update the database, then add more questions and answers in the spaces provided. When you've entered all your questions and answers, click Update Question and Login.

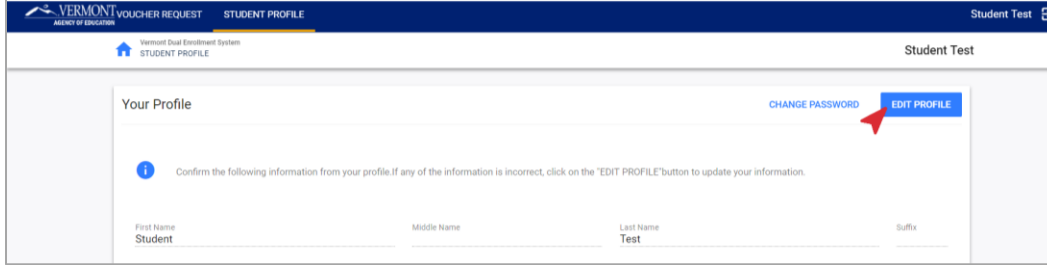
The question and answer you enter will ensure that only you will have access to reset your password. The question(s) can only be seen by you and will be used only when validating your temporary login request.

Del	Question	Answer
	<input type="text"/>	<input type="text"/>

[UPDATE QUESTIONS AND LOGIN](#)

[UPDATE QUESTIONS AND ADD MORE](#)

8 After creating the security questions and logging in for the first time, you will land on the *Student Profile* page. Your student profile must be updated before voucher requests can be submitted. Click on the Edit Profile button to begin making updates to your profile.



10 Fill in your missing information. All required fields must be answered before proceeding to voucher requests. This includes answering the four questions located at the bottom of the window. Select the “Save” button. After you have saved your profile, you are now ready to request a voucher.

Note: To be eligible for the program, you must have dual enrollment within your PLP and be a resident of Vermont. You will receive a warning if you answer “No” to *Is dual enrollment contained within your personal learning plan (PLP)?* Additionally, an error will occur, and you will not be able to continue with the DE system, if a “No” response is provided for the *Are you a Vermont Resident?* Question.

If you accidentally indicated “No”, please modify your answer.

If “No” is the appropriate answer, please contact the Agency of Education, at AOE.DualEnrollment@vermont.gov

Update Personal Info ✕

i Enter all of the requested profile information and click UPDATE.

First Name
Student

Middle Name

Last Name
Test

Gender **Female** Date of Birth **06-18-2013**

Race

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- Prefer to Not Disclose
- White

Address (Required)

Address2

City (Required) State (Required) Zipcode (Required)

Home Phone **1234567890** Cell Phone **1234567890** E-Mail **vtdualenroll@pcgus.com**

Is dual enrollment contained within your personal learning plan (PLP)? Are you a Vermont Resident?

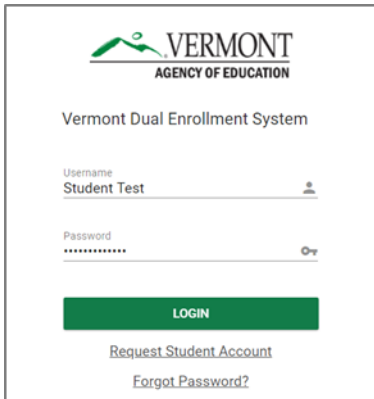
At this time, what are your future plans after graduating high school? Projected year of graduation

CLOSE
SAVE

Request Vouchers

The Vermont Dual Enrollment Program allows eligible juniors and seniors to select up to two Dual Enrollment vouchers and up to two Fast Forward tickets for students in Career Technical Education.

- 1 Access the [Dual Enrollment login page](#)
- 2 Login by entering your full name (first name, space, last name) and password.



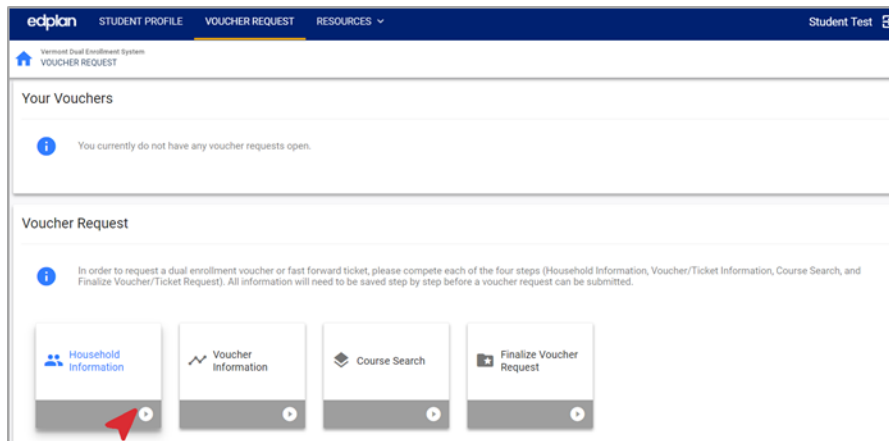
- 3 Navigate to the Voucher Request section of the menu bar to view and request vouchers.



First Time Requesting a Voucher

For your first time requesting a voucher, you must provide household information. You only need to fill this out once.

- i. Select the Household Information box



- ii. Complete the household information form and save the details.
 → Select “Save & Continue” to move onto the voucher request process.

Vermont Dual Enrollment System
VOUCHER REQUEST / HOUSEHOLD INFORMATION

Student Test

Household Information

Please fill out all Household Information using the drop down or fill in spaces. Once you have entered all of your information you can click SAVE to finish later or SAVE & CONTINUE to move on to the next step. I understand that my participation in the dual enrollment program is also considered an application to the Vermont Student Assistance Corporation (VSAC) for financial assistance and scholarships covering books, materials, fees, transportation, and other expenses associated with taking a college course. I give permission to share this application and my free/reduced lunch eligibility with VSAC (if applicable). I understand that any extra fees, books, transportation, board, etc., required by the college/university are my personal or family's responsibility to pay outside of the tuition that the State pays for.

Parent/Guardian (1) Relationship Parent/Guardian (2) Relationship

Parent/Guardian (1) Level of Education Parent/Guardian (2) Level of Education

Range of Family Household Income (Required)

Not counting yourself, number in household (Required)

Not counting yourself, number in household currently attending college (Required)

Do you have siblings who took a college class while in high school (Required)

Do you or your sibling(s) receive free and reduced lunch (Required)

Will you incur out-of-pocket expenses for books, materials, transportation, or fees associated with your dual enrollment course (Required)

SAVE SAVE & CONTINUE

- 4 To request a new voucher, select the Voucher Information box.

STUDENT PROFILE VOUCHER REQUEST RESOURCES

Vermont Dual Enrollment System
VOUCHER REQUEST

Student Test

Your Vouchers

You currently do not have any voucher requests open.

Voucher Request

In order to request a dual enrollment voucher or fast forward ticket, please complete each of the four steps (Household Information, Voucher/Ticket Information, Course Search, and Finalize Voucher/Ticket Request). All information will need to be saved step by step before a voucher request can be submitted.

Household Information Complete ✓

Voucher Information

Course Search

Finalize Voucher Request

5 Select the type of voucher you would like to request:

- **Dual Enrollment Voucher:** Enrollment by a high school junior or senior in a credit-bearing course offered by a college/university. Upon successful completion of the course, the student will receive credit toward graduation from their high school and college credit from the college/university.
- **Fast Forward Ticket:** The Fast Forward program allows CTE juniors and seniors who meet the eligibility criteria to get high school and college credit for 2 college courses taught at regional CTE centers.

Note: Selecting this voucher type will prompt you to choose your approving Technical Center and CTE Program Area.

edplan STUDENT PROFILE VOUCHER REQUEST RESOURCES Student Test

Vermont Dual Enrollment System
VOUCHER REQUEST / VOUCHER INFORMATION Student Test

Enter Voucher Type

Instructions: Please fill out all information about the voucher/ticket you are requesting by using the drop down boxes. Once you have entered all information, click: UPDATE. If you are not sure which voucher/ticket type you should be selecting, definitions of programs are provided.

Dual Enrollment Program (voucher)
- Enrollment by a high school student in a credit-bearing course offered by a college/university. Upon successful completion of the course, the student will receive credit toward graduation from their high school and college credit from the college/university.

Fast Forward Program (ticket)
- The Fast Forward program allows Vermont resident students in CTE programs to get credit for college courses taken at the regional CTE centers. Fast Forward is for Vermont students who have not yet graduated from high school and who are enrolled in a partner career technical education center program. The courses are taught at the regional CTE center, and classes are scheduled during the regular school day.

High School Completion Program (HSCP)
- HSCP is managed by local Adult Education and Literacy (AEL) providers in connection with a student's assigned high school. Only students working with AEL providers can access the High School Completion Program.

Voucher/Ticket Type (Required) ▼ zHawkins High School (Do Not Select) ▼

Do you attend a Technical Center? (Required) ▼ Select the Technical Center ▼

CTE Program Area ▼

Do you participate in a High School Completion Program (HSCP)? (Required) ▼ Select the Adult Education Center ▼

SAVE

Once you have saved your voucher type, you will be directed to accept the Terms & Agreements. Check the box and select the "I Accept" button.

① **Note:** You will not be able to move forward until you have accepted.

Terms & Agreement

*Please consider reviewing this document with your school counselor or parent. By applying for this dual enrollment voucher, I grant permission to the colleges in the Vermont Dual Enrollment (DE) program, as well as the Vermont Agency of Education (AOE), to include my data (e.g., enrollment, attendance and performance) as part of any summarized report necessary for the continued funding and success of the program. I understand that information related to my enrollment, attendance and performance in this course will be shared with my high school principal or dual enrollment coordinator. An official college transcript will be issued to my high school upon completion of the college course for the purpose of awarding high school graduation credit. I give permission for the high school and the postsecondary institution to disclose information to each other about my educational record while I am enrolled at the postsecondary institution, regardless of my age. I understand that my education record includes, but is not limited to, grade information, disciplinary issues, and billing and financial aid obligations to the college. I understand that classes taken for college credit will be recorded on a permanent college transcript. I understand that I must follow the drop/add calendar at the college I am attending and must alert my high school principal or dual enrollment coordinator if any of my courses change. I acknowledge that if I withdraw from the course after the college's withdrawal period I will not be issued a replacement voucher for this course. I also understand that withdrawing from or failing college classes after the colleges add/drop deadline may cause me to be ineligible for Federal Financial Aid after high school graduation. I understand that

I ACCEPT

⑥ Search for courses by location, subject area, and/or semester. These course lists are updated each semester by each participating college. Select “Filter Results”.

edplan STUDENT PROFILE VOUCHER REQUEST RESOURCES Student Test

Student Test VOUCHER REQUEST COURSE SEARCH Student Test

Search for Dual Enrollment Courses

INSTRUCTIONS: This page will allow you to search for and select courses in the Dual Enrollment program. First, please search for a course by selecting either the College/University or Subject Area and click “Filter Results”. The courses meeting that criteria will appear in the table below, and may be filtered further by using the Search bar, as well as sorted by any of the available columns (e.g. campus or modality). If you can't find the course desired, there is a “Course Not Listed” option in the “Other” Subject Area for students to select ONLY if the course isn't available in the Dual Enrollment System. Once a course has been selected, this will be attached to your voucher request. You can cancel the voucher request at any time before you register with the college for the course. NOTE: This course selection is not a registration at any college and you will still need to apply and officially register at the college. Once you have selected the course that you are interested in, please click SAVE to finish later or SAVE & CONTINUE to move forward.

Location: zGreendale Community College (Subject Area: Semester: Spring 2019

FILTER RESULTS **CLEAR FILTER**

Location: zGreendale Community College (Do Subject Area: Arts Semester: Fall 2018

SAVE **SAVE & CONTINUE**

- 7 The filter results of available courses will populate at the bottom of the page. Utilize the Search bar to search the filtered list of courses, if needed. Next, locate your desired course, click the “Select” bubble next to the course. Up to one course may be selected per voucher. Click “Save & Continue” to finalize your selection.

- i **Note:** If your requested course cannot be found in the system, choose the course titled “Course Not Listed” as your course selection. Once the course is selected, a free-text field appears right above the course listed. From the free-text field, specify the course name and/or course number you would like to take. Additionally, please bring your Voucher Number to the College during course registration and the data will be reconciled later

- 8 Finalize your voucher by sending your request to your Voucher Coordinator for review. Select your Voucher Coordinator from the Approving Organization Contact drop-down. Then, click the Submit Voucher/Ticket Request button. ✉ Your voucher coordinator will receive an email, with you copied, notifying them of your voucher request.

Finalize Your Voucher Request

Instructions: Please finalize your voucher/ticket request by choosing your approving contact from the drop down list. After you submit the voucher/ticket request, it will be sent to your High School/Technical Center/Home Study Program for approval/denial by the voucher coordinator.
If you choose to cancel the voucher request, you can do so at any time prior to registering for the course at the college/university. Once you are all set, click SUBMIT VOUCHER/TICKET.

Approving Organization
zHawkins High School (Do Not Select)

Approving Organization Contact
(Required)

SUBMIT VOUCHER/TICKET REQUEST

- 9 To monitor the status of open requests, the Your Vouchers section on the *Voucher Request* page will display your submitted vouchers and the program contact in charge of reviewing them.

Your Vouchers

You currently do not have any voucher requests open.


Vouchers That Have Been Submitted

Type	Status	Voucher Number	College Course	Program Contact	Events
Dual Enrollment	Requested	4425	Course Not Listed	Jim Hopper	8528

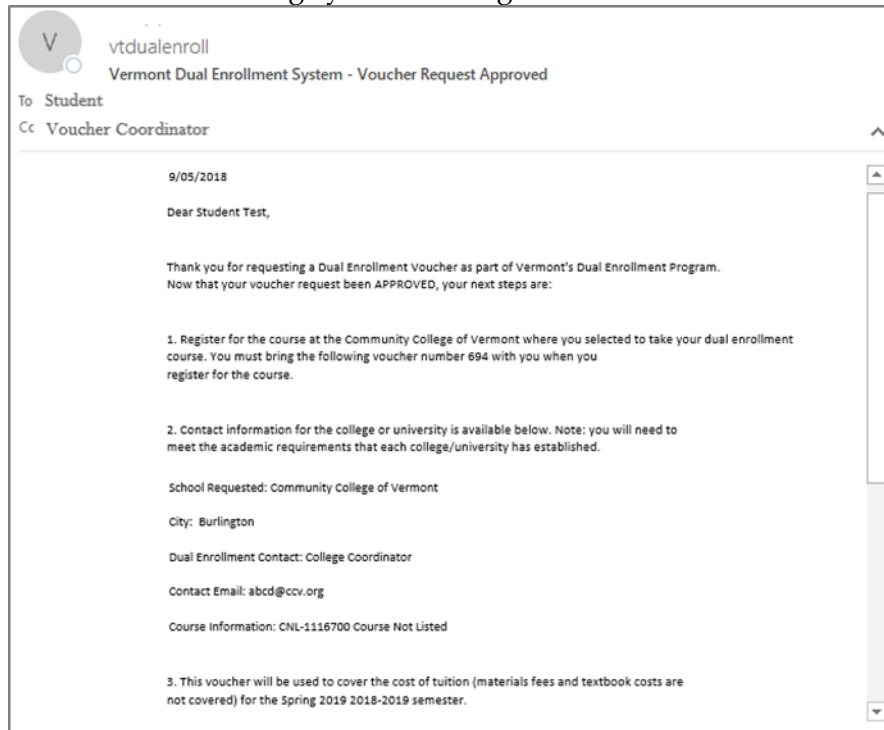
Voucher Request

In order to request a dual enrollment voucher or fast forward ticket, please complete each of the four steps (Household Information, Voucher/Ticket Information, Course Search, and Finalize Voucher/Ticket Request). All information will need to be saved step by step before a voucher request can be submitted.

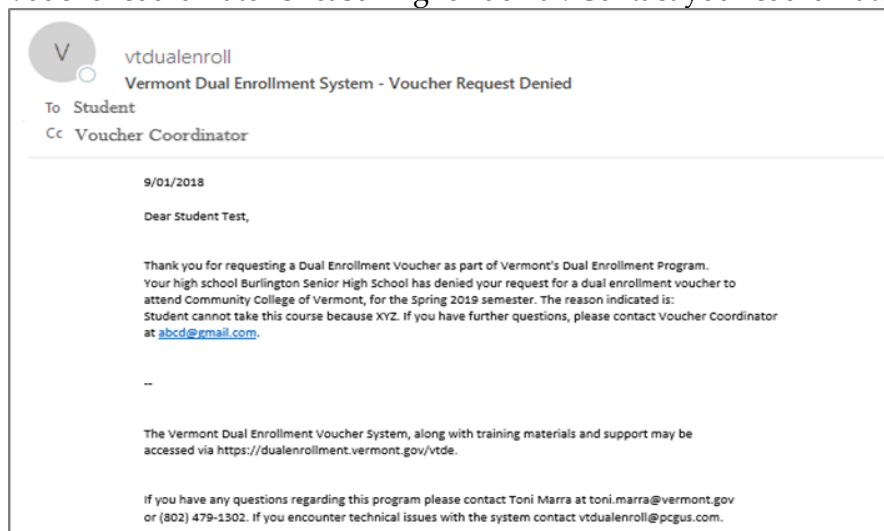
- Household Information: Complete ✓
- Voucher Information: [Next]
- Course Search: [Next]
- Finalize Voucher Request: [Next]

10  Once your Voucher Coordinator has reviewed your voucher/ticket request, you will receive an email notification with the status of the review and next steps for course registration.

→ Approved Status Email: For all approved voucher requests, your next steps are to register for the course at the college you are taking the course.



→ Denied Status Email: For all requests that are denied, you will receive an email with your voucher coordinator's reasoning for denial. Contact your coordinator for additional details.



Resources

Links to additional resources may be found directly in the system.

User Manuals

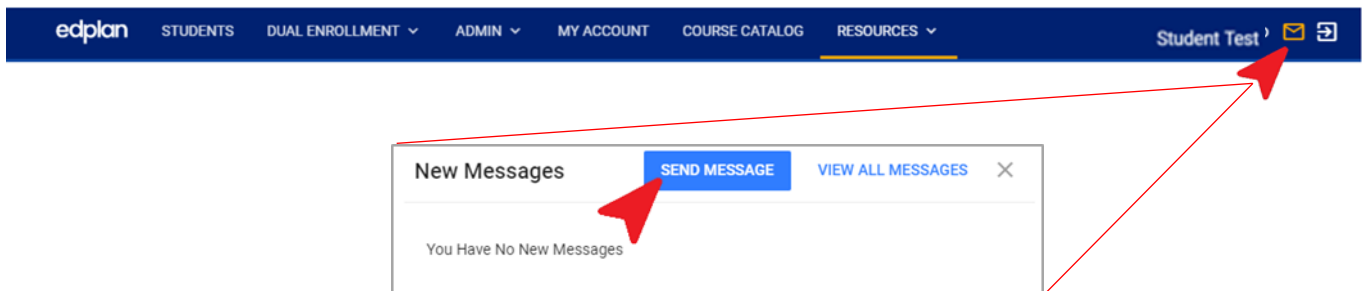
- 1 Access user guides and AOE information by selecting the Resources tab. From the Resources' sub-menu, select the specific resource to view/download the material. Resources include:
 - Vermont AOE Program Overview
 - Vermont AOE Program Manual
 - Student Guide (*current guide*)
 - Dual Enrollment System 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 modal (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 fields in the message box. Include the message type, subject, page title (if applicable), student (if applicable), and message. Select the green Send Message icon in the bottom-right hand corner to submit your message for review.

The screenshot shows a 'Send Message' form with the following fields and elements:

- Header: 'Send Message' title, 'VIEW NEW MESSAGES' button, 'VIEW ALL MESSAGES' button, and a close 'X' icon.
- Message Type: A dropdown menu.
- Subject: A text input field.
- Page Title (if applicable): A text input field.
- Student (if applicable): A text input field.
- Message Body: A large text area with the placeholder text 'Enter the Message Here'.
- Submit: A green 'SEND MESSAGE' button.

- 3 PCG's Help Desk will respond within 24-hours during business hours. You may view replies from the Envelope icon pop-up or from your home page's Message Center.

The screenshot shows a 'New Messages' notification box with the following elements:

- Header: 'New Messages' title, 'SEND MESSAGE' button, 'VIEW ALL MESSAGES' button, and an envelope icon.
- Content: The text 'You Have No New Messages'.

The screenshot shows the 'Message Center' dashboard with the following elements:

- Navigation: 'edplan' logo, 'STUDENTS', 'DUAL ENROLLMENT', 'ADMIN', and 'MY ACCOUNT' menu items.
- Home: 'HOME / DASHBOARD' link.
- Section: 'Message Center | Alerts, Action Items and Help Desk' with a three-dot menu icon.
- Content: The text 'You Have No New Messages'.

Common Questions

1. What should I do if my account request was denied?

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.

2. What do I do if I did not receive my PIN number?

Please check your email account's junk/spam folder.

3. What is my username?

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

4. 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). If you do not remember your security question(s), contact your voucher coordinator so they can reset your password for you.

5. After I set up my account – why does the forgot password link not work?

The Forgot Password link will not work until your account has been verified by your high school or home study program.

6. How many vouchers may I request?

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.

7. What does the voucher cover?

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

8. 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?

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.

9. 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?

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.
- If you drop/withdraw after the drop/add period has passed, the voucher will be considered used.

10. May I use a voucher as a sophomore?

No, students are not eligible to use a voucher until they have completed sophomore year.

11. May I use my voucher the summer after I graduate from high school?

No, students are not eligible to use a voucher the summer after they have graduated from high school.