

Dual Enrollment System: Voucher Coordinator Guide

Guide
2019/2020

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



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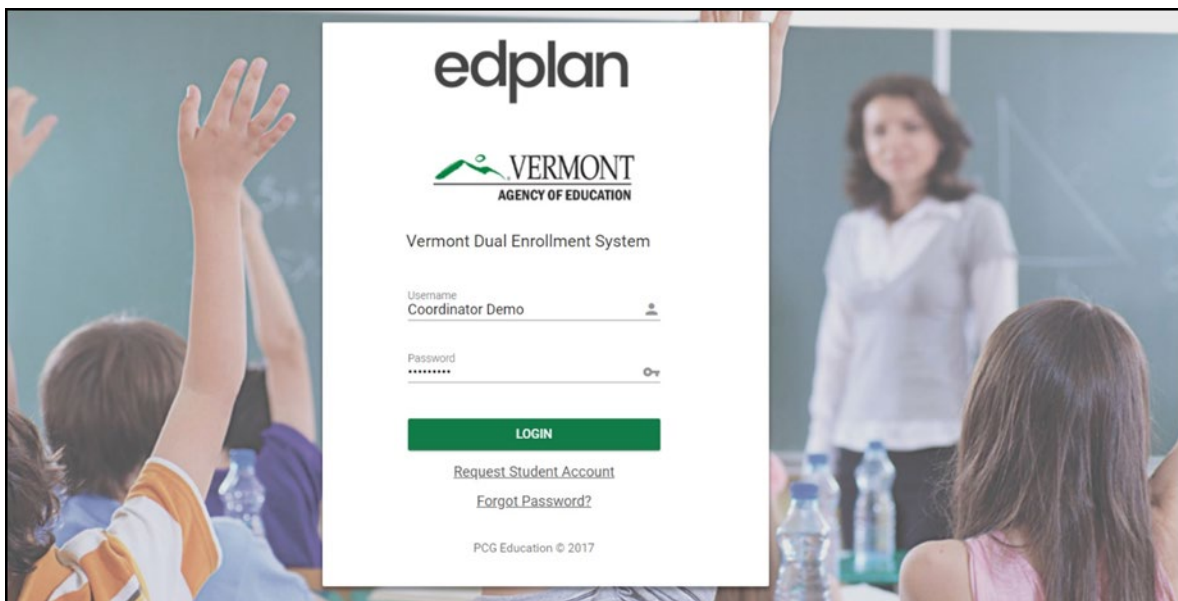
Introduction

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

- Login instructions
- Approving/denying student accounts
- Processing voucher/ticket requests
- Viewing student profiles
- 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.

Change Password Coordinator Demo

Your password has expired

i To change your current password, enter the new password in both of the following areas (See [How to choose a good password](#))

New Password:

New Password (to verify):

[UPDATE PASSWORD AND LOG IN](#)

- 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
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="UPDATE QUESTIONS AND LOGIN"/>		
<input type="button" value="UPDATE QUESTIONS AND ADD MORE"/>		

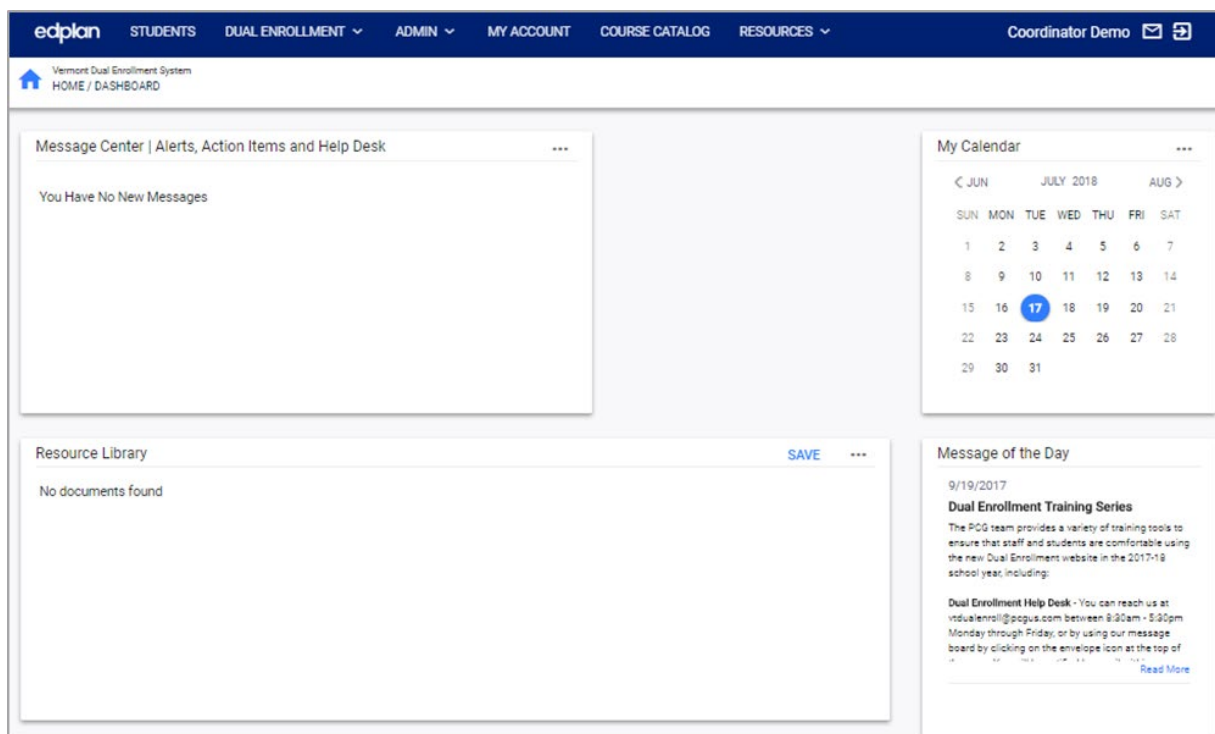
Homepage and Navigation

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.

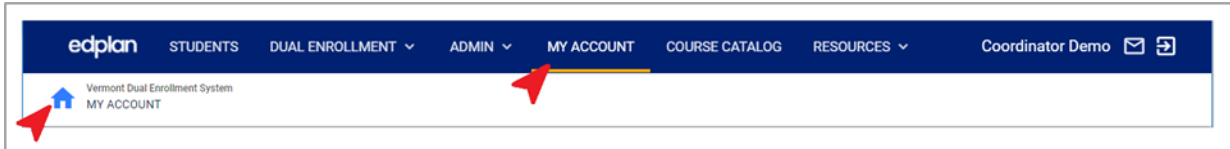


The screenshot shows the edplan dashboard homepage. At the top is a navigation bar with the edplan logo and menu items: STUDENTS, DUAL ENROLLMENT, ADMIN, MY ACCOUNT, COURSE CATALOG, and RESOURCES. The user is logged in as 'Coordinator Demo'. Below the navigation bar is a breadcrumb trail: Vermont Dual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

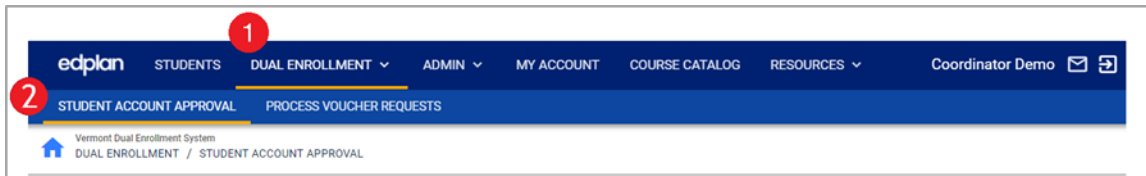
- Message Center | Alerts, Action Items and Help Desk**: Displays 'You Have No New Messages'.
- My Calendar**: Shows a calendar for July 2018. The date 17 is highlighted in blue.
- Resource Library**: Displays 'No documents found' and a 'SAVE' button.
- Message of the Day**: Features a message dated 9/19/2017 titled 'Dual Enrollment Training Series'. The message text states: '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: Dual Enrollment Help Desk - You can reach us at vtdualenroll@pcgus.com between 8:30am - 5:00pm 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 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.

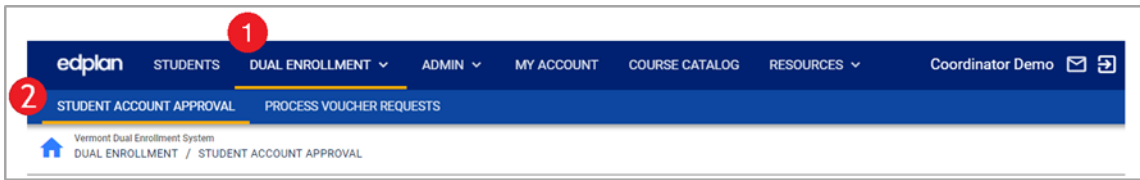


Approving/Denying Student Accounts

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.

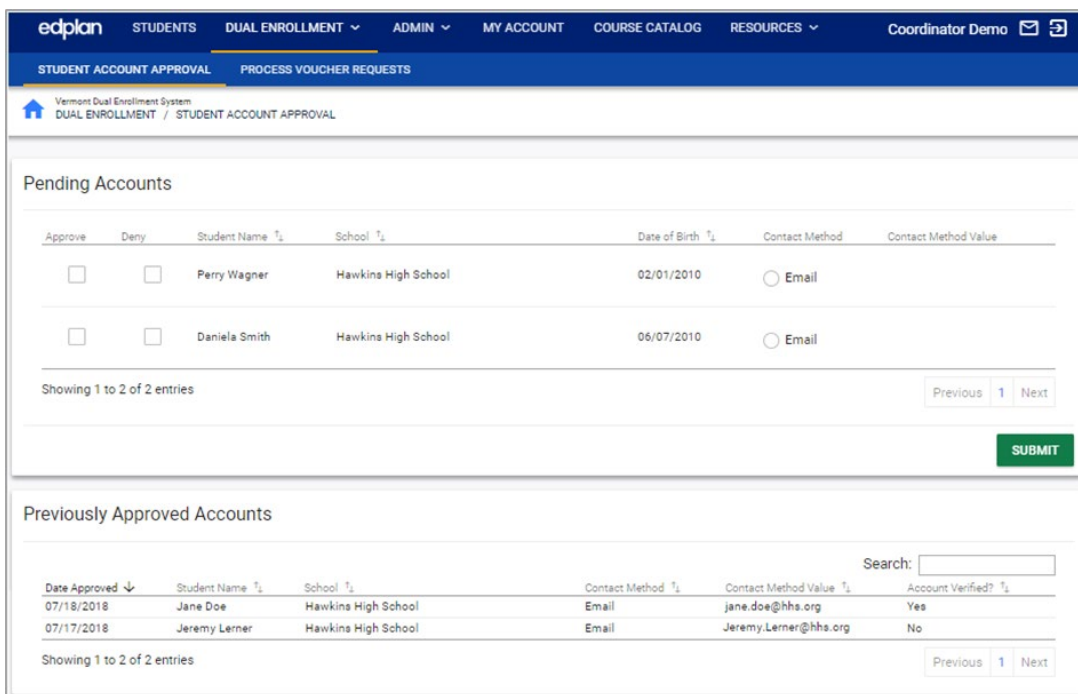
✉ You will receive emails notifying you of student account requests that require your attention.

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.



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.

Vermont Dual Enrollment System
DUAL ENROLLMENT / STUDENT ACCOUNT APPROVAL

Pending Accounts

Approve	Deny	Student Name	School	Date of Birth	Contact Method	Contact Method Value
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Perry Wagner	Hawkins High School	02/01/2010	Email	perry.wagner@hhs.org
<input type="checkbox"/>	<input type="checkbox"/>	Daniela Smith	Hawkins High School	06/07/2010	Email	

Showing 1 to 2 of 2 entries

Previous 1 Next

SUBMIT

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.

Approve	Deny	Student Name	School	Date of Birth	Contact Method	Contact Method Value
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Daniela Smith	Hawkins High School	06/07/2010	<input checked="" type="radio"/> Email	Daniela.Smith@hhs.org

Showing 1 to 1 of 1 entries

Previous 1 Next

SUBMIT

① **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

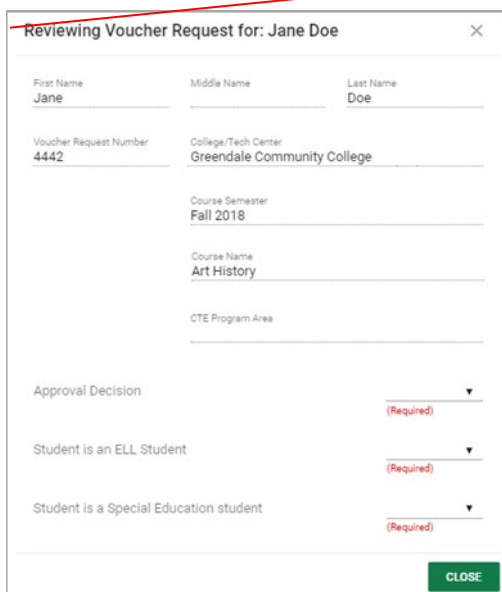
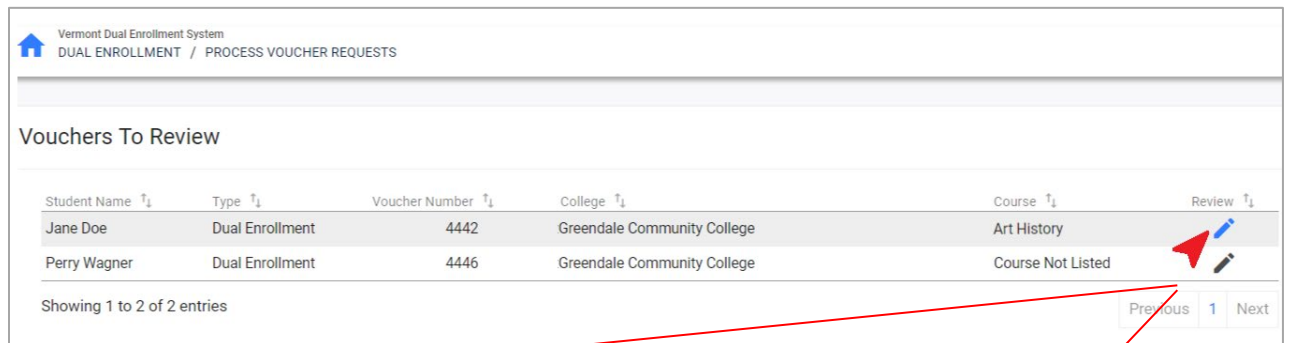
Approve/reject pending Dual Enrollment vouchers or Fast Forward tickets for students that have identified you as their approving contact during their application.

✉ 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.



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.

Reviewing Voucher Request for: Jane Doe

First Name Jane	Middle Name	Last Name Doe
Voucher Request Number 4442	College/Tech Center Greendale Community College	
	Course Semester Fall 2018	
	Course Name Art History	
	CTE Program Area	
Approval Decision	Yes ▼	
Student requires Free and Reduced Lunch	Yes ▼	
Student will you incur out-of-pocket expenses for books, materials, transportation, or fees	Yes ▼	
Stipend Approved	(Required) ▼	
Student is an ELL Student	(Required) ▼	
Student is a Special Education student	(Required) ▼	

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.

Reviewing Voucher Request for: Perry Wagner

First Name Perry	Middle Name	Last Name Wagner
Voucher Request Number 4446	College/Tech Center Greendale Community College	
	Course Semester Fall 2018	
	Course Name Course Not Listed	
	CTE Program Area	

①

② Approval Decision **No** ▼

③ Denial Reason
(Required)

④ Student is an ELL Student
(Required) ▼

⑤ Student is a Special Education student
(Required) ▼

CLOSE **REJECT**

- 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.

The screenshot shows the 'edplan' web application interface. The top navigation bar includes 'STUDENTS', 'DUAL ENROLLMENT', 'ADMIN', 'MY ACCOUNT', 'COURSE CATALOG', 'RESOURCES', and 'Coordinator Demo'. The main content area is titled 'PROCESS VOUCHER REQUESTS' and contains a table of 'Vouchers To Review'.

Student Name	Type	Voucher Number	College	Course	Review
Jane Doe	Dual Enrollment	4442	Greendale Community College	Art History	
Perry Wagner	Dual Enrollment	4446	Greendale Community College	Course Not Listed	

Below the table, it says 'Showing 1 to 2 of 2 entries' with 'Previous' and 'Next' navigation buttons.

A modal window titled 'Voucher Details' is open, showing information for Perry Wagner:

- Student Name: Perry Wagner
- Voucher Number: 4443
- Date Requested: 2018-07-18 15:12:00
- Voucher Type: Dual Enrollment
- Voucher Decision: Approved
- Date Approved: 2018-07-18 15:16:00
- School: Greendale Community College
- Semester: Fall 2018
- Course Title: Course Not Listed
- Course/Section Number: CNL-TEST / CNL-2018-1
- Voucher Status: Approved
- Student Registered?: No

A green 'CLOSE' button is located at the bottom right of the modal window.

View Student Profiles

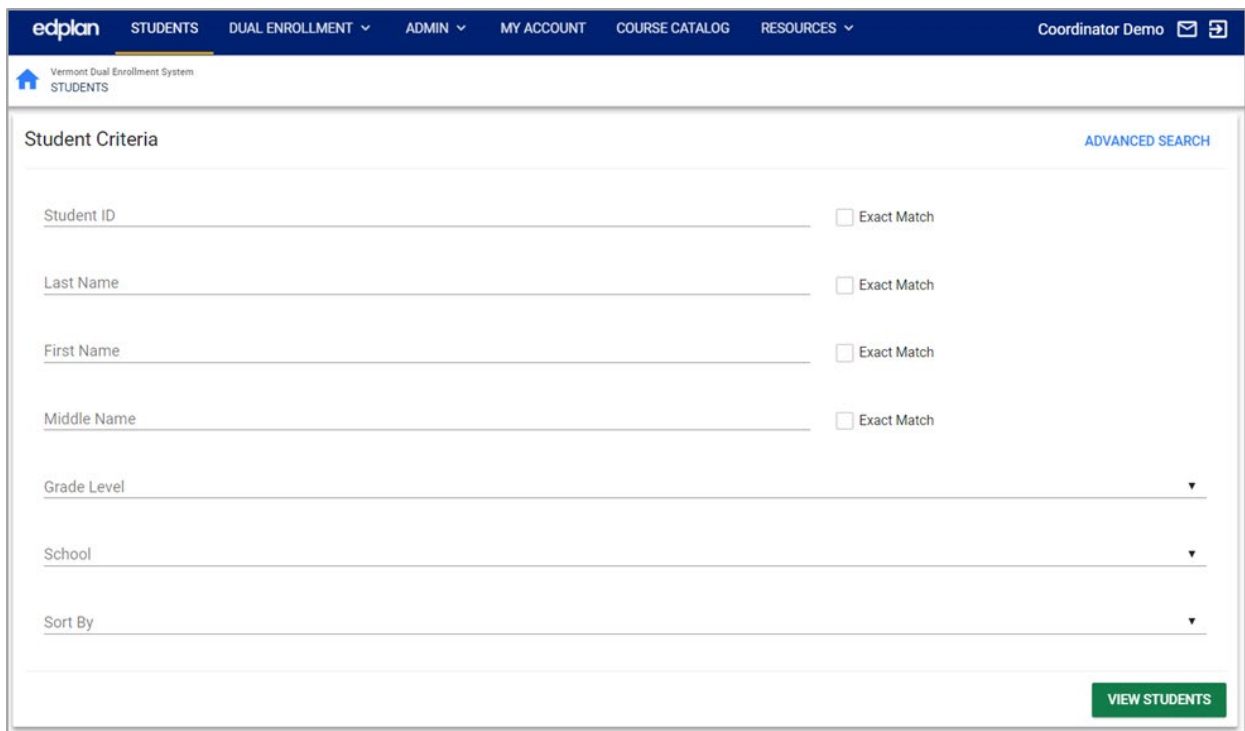
Access individual student profiles to view current voucher/ticket requests and update student passwords.

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)



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”.

Student ID	Name	Grade Level	School
00002632	Jimmy Choo		HHS
00001706	Sabrina Coleman		HHS

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.

Your Profile [CHANGE PASSWORD](#) [EDIT PROFILE](#)

Confirm the following information from your profile. If any of the information is incorrect, click on the 'EDIT PROFILE' button to update your information.

First Name Jimmy	Middle Name	Last Name Choo	Suffix
Date of Birth 01-01-2001	Gender Male	Race White	
Address 1 80 Maiden Lane		Home Phone	
Address 2		Cell Phone 2015636366	
City New York	State NY	Zip Code 10038	Email vtdualenroll@pcgus.com
Is dual enrollment contained within your personal learning plan (PLP)? Yes		Are you a Vermont resident? Yes	
At this time, what are your future plans after graduating high school? Part-time work		Select your projected year of graduation 2017-2018	

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

The screenshot shows the 'Your Profile' page in the Vermont Dual Enrollment System. The user is identified as Jimmy Choo. There are two buttons: 'CHANGE PASSWORD' and 'EDIT PROFILE'. A red arrow points from the 'EDIT PROFILE' button to a pop-up window titled 'Update Personal Info'. The pop-up window contains the following information:

- First Name: Jimmy
- Middle Name: (empty)
- Last Name: Choo
- Gender: Male
- Date of Birth: 01-01-2001
- Race: White, Black or African American, Asian, American Indian or Alaska Native, Native Hawaiian or Other Pacific Islander, Hispanic or Latino, Prefer to Not Disclose
- Address: 80 Maiden Lane

At the bottom of the pop-up window are two buttons: 'CLOSE' and 'SAVE'.

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

Vermont Dual Enrollment System
STUDENTS / STUDENT PROFILE Jimmy Choo

Your Profile **CHANGE PASSWORD** EDIT PROFILE

i Confirm the following information from your profile. If any of the information is incorrect, click on the "EDIT PROFILE" button to update your information.

First Name Jimmy	Middle Name	Last Name Choo	Suffix
Date of Birth 01-01-2001	Gender Male	Race White	
Address 1 80 Maiden Lane	Home Phone		
Address 2	Cell Phone 2015636366		
City New York	State NY	Zip Code 10038	Email vtdualenroll@pcgus.com
Is dual enrollment contained within your personal learning plan (PLP)? Yes	Are you a Vermont resident? Yes		
At this time, what are your future plans after graduating high school? Part-time work	Select your projected year of graduation 2017-2018		

- 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.

Change Password X

Password

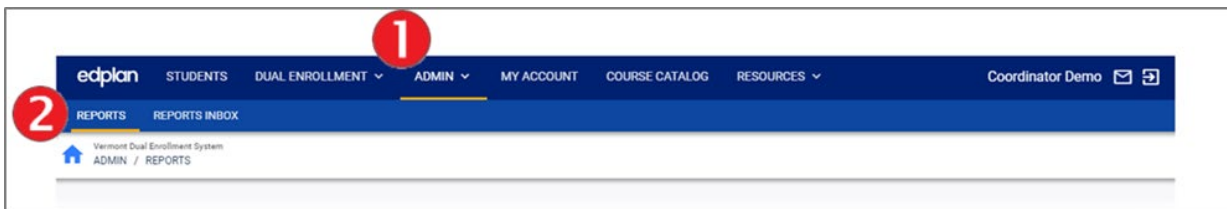
Password (again)

CLOSE SAVE

Generate Reports

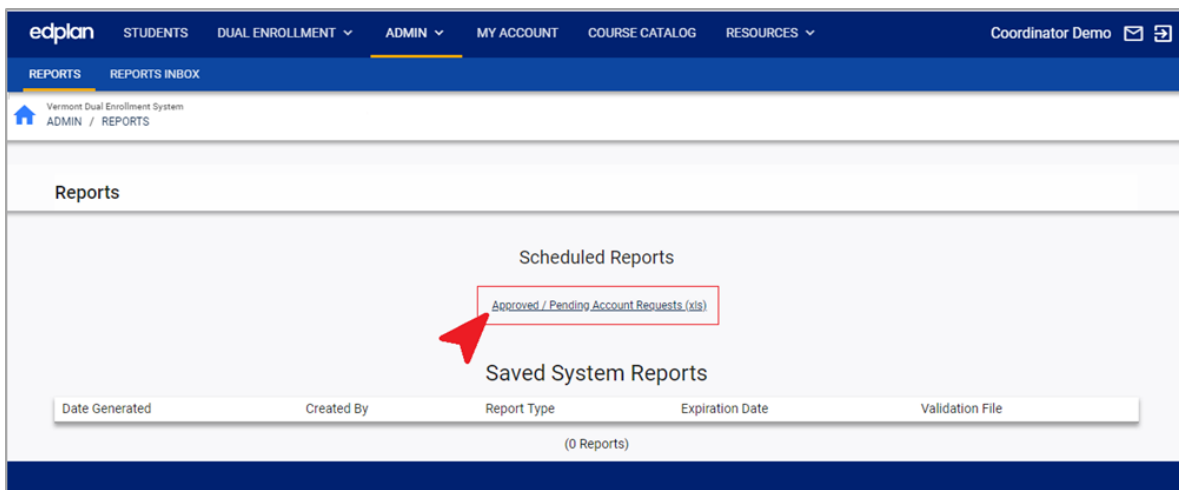
Administrative reports, run in real-time, can provide helpful insight on student accounts.

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)

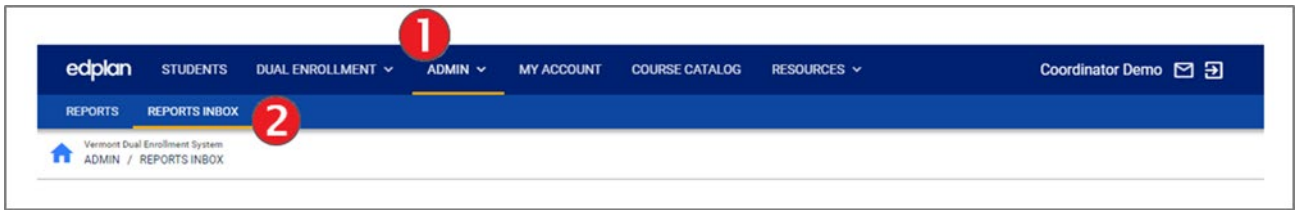
The screenshot shows the 'edplan' interface with a navigation bar at the top containing 'STUDENTS', 'DUAL ENROLLMENT', 'ADMIN', 'MY ACCOUNT', 'COURSE CATALOG', and 'RESOURCES'. The user is logged in as 'Coordinator Demo'. The main content area is titled 'Reports - Approved / Pending Account Requests (xls)'. Below this is a form titled 'Account Approval Report'. The form has two main sections: 'Date Range' and 'Student Account Status'. The 'Date Range' section has 'On or After' set to '07/31/2017' and 'Before' set to '07/31/2018', each with a calendar icon. The 'Student Account Status' section has three radio button options: 'Show approved student account requests', 'Show pending student account requests', and 'Include all student account requests (Pending/Approved)'. A green 'GENERATE REPORT' button is located at the bottom of the form.

→ 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.

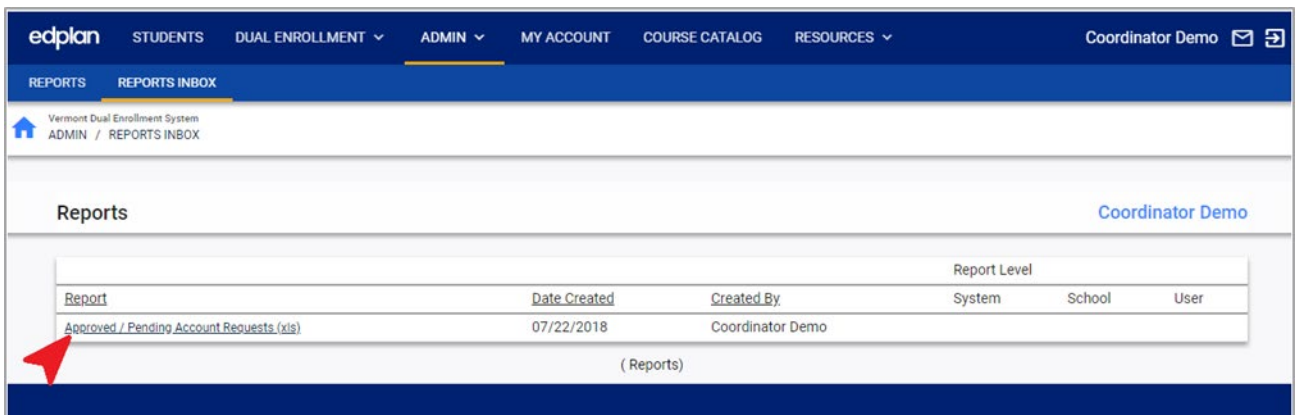
This screenshot is similar to the previous one but shows a date picker open for the 'On or After' field. The date picker is for July 2017 and shows a grid of days from 1 to 31. A red arrow points to the calendar icon next to the 'On or After' input field. The 'Student Account Status' section and the 'GENERATE REPORT' button are also visible.

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.

- 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.



- 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

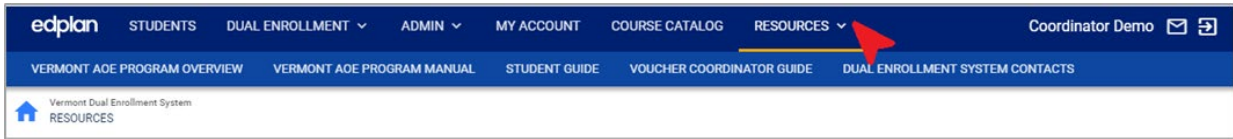
Additional Resources

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:

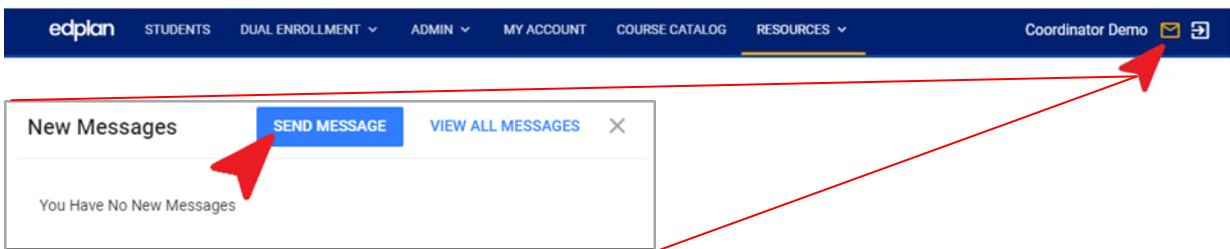
- Vermont AOE Program Overview
- Vermont AOE Program Manual
- Student Guide
- Voucher Coordinator Guide (*current guide*)
- Dual Enrollment System Contacts



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.

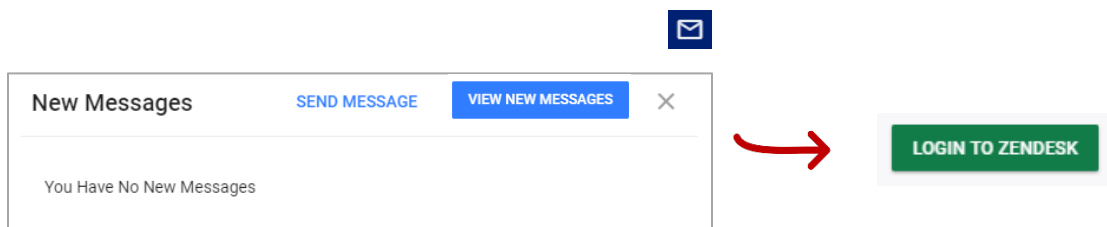
1. To message us from within the system, click the Envelope icon (✉) on the top-right hand corner of your screen. The window pop-up allows for you to send new messages or view replies from our help desk. Click on the Send Message button to send a new message.



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 side-by-side screenshots of a 'Leave us a message' form. The left screenshot shows the 'Subject' field with the instruction 'Please do NOT enter student information in this field.' and the 'Description' field with the instruction 'Please enter the details of your request and description of the issue. A member of our support staff will respond as soon as possible.' Below these is an 'Attachments' section with a dashed box and the text 'Add up to 5 files'. The right screenshot shows the 'Ticket request form' with fields for 'Your name' (Allison Allen), 'Email address' (vtdualenroll@pcgus.com), 'Topic Area' (a dropdown menu), and 'Page Title (optional)' (a dropdown menu). 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 a user's support profile with a list of requests. The 'Help with Voucher' ticket (#904) is highlighted with a red arrow pointing to its detailed view. The detailed view shows the requester (Allison Allen), the assigned support agent (Yan Mei Jiang), and the ticket status ('awaiting your reply'). A PDF attachment 'PCG Test File.pdf' is visible. The ticket details include the requester's name, creation time, last activity, assigned agent, ID, organization, status, topic area, page title, and student information.

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 and a follow-up form on the right. A red arrow points from the 'create a follow-up' link in the conversation to the follow-up form. The form is titled 'Submit a request Follow-up to request #760' and includes fields for issue type, organization, topic area, page title, student name, subject, and description. The description field contains the text: 'This is a follow-up to your previous request #760 "Student profile not updating"'. The conversation thread shows a solution provided by Yan Mei Jiang, a 'Thanks!' message from Allison Allen, and a final 'ok' message from Allison Allen.

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?

Username 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?

Username 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.

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.