Dual Enroll OTC Student User Guide

Welcome to the dual enrollment program at Ozarks Technical Community College! OTC provides a convenient online registration process using DualEnroll.com. Here's how to register for your OTC course(s).

First Time Students - Create an Account

You can register by computer or on your smart phone by navigating to https://otc.dualenroll.com/login and selecting, **CREATE MY ACCOUNT.** If you have an existing DualEnroll account from a different college, use your existing log-in. **You cannot have duplicate accounts in dualenroll.** You can navigate between the various colleges via the college specific, DualEnroll link. Login issues? See page 6.

OTC has seven application steps. Completed steps are listed in **green** under Application Steps, and the current step is shown in **orange**. Complete all required fields which are marked with an asterisk and click the **update** button after completing a step.

1. Student Address

    a. Provide your mailing address, phone, and email address. Then, answer the additional application questions.

2. Student Demographics

    a. Once you click **REGISTER,** you'll receive a text message with an activation code, or an email with a link to confirm your account. **You _must_ confirm your account to proceed.** If using email, be sure to check your junk and spam folders if you don't see the communication in your inbox. Issues? See pg. 6.

3. Terms and Conditions

    a. Read and agree to Ozarks Technical Community College's terms.

4. FERPA Consent

a. Indicate that you approve or deny various levels of FERPA consent.

i. <mark>Under federal law, OTC cannot give out any student information, regardless of age unless the FERPA consent allows.</mark> Please fill the FERPA form out accordingly and enter a FERPA pin. *We will ask for your FERPA pin and must verify contact information before releasing any educational information to the individual listed on your FERPA form.*

5. Parent Information

a. Enter parent contact preference and information. **NOTE:** <mark>Parent contact information cannot be the same as student contact information.</mark>

6. High School

a. Enter your high school, graduation or GED/HiSET Completion year, and your HS counselor listed in the dropdown menus.

7. Tuberculosis Screening

a. Complete questions for the tuberculosis screening.

NOTE: You can edit any of the steps by clicking on your profile tab at the top of the screen.

Your account is now ready for use, and you can begin the course registration process.

Register for Course(s):

Once you are logged into your account, click on the **Courses tab**. The **course finder** shows you which courses are being offered.

Use any of the filtering options on the left to narrow down your search. **Click on the course name to see a detailed class description and available sections. *Please note the term listed under the course name. For instance, for summer and fall enrollment, there will be courses listed for both terms. Please ensure you are selecting the correct term.***

Once you've decided on a course and section, click the **REGISTER** button to start the course registration process.

Check Registration Status:

You can check the **status of your registration** under your **'status' tab** on the student dashboard. Click 'view

current status' to see where your registrations are in the process.

- • Students must drop classes using their DualEnroll registration Activity Page. If the registration is incomplete, an "abandon" option will appear instead of "drop." Students can abandon registration at any point before completion of the enrollment. Once enrollment is complete, the "drop" option will appear.

* CONGRATULATIONS! *

Your part of the registration is done for now. You will receive a notification email when your registration is complete, or if more information is needed. Now, your registration must go through the high school approval and parent consent steps before OTC enrollment is complete.

NOTE: Homeschooled students: Your designated approver must Review your Eligibility based on the OTC dual credit guidelines listed in the eligibility review form.

Parent Consent

Once the registration process is started, parents receive email and/or text notifications. The notifications indicate your registration status, **OR** request parental consent to register for the given term. **Notification for consent will include an active link to access the online parent consent form.**

Once your parent has clicked the link in their email notification they must:

1. **Provide an Electronic Signature**

2. **Provide Payment Method** (Students attending a school paid district will not see payment information and can skip this step.)

   a. All other students will be required to pay electronically, per course, or select the 'pay later' option. The pay later option could appear as 'Pay electronically via Student's MyOTC.'

      i. It's easiest to pay during registration via the 'Pay Now' option. Parents who select 'Pay Later' have additional steps to complete during the dual credit payment window.

      ii. DualEnroll charges a convenience fee on all credit card transactions.**

3. Click **COMPLETE STEP.**

If your parent is not receiving email notifications, verify and edit parent contact information by clicking on the **profile tab at the top of your DualEnroll page**. Then, click on the **'Parent Information'** option on the right-hand menu. If you've verified your parent's contact information and they are still not receiving DualEnroll notifications, ask them to check their SPAM folder.
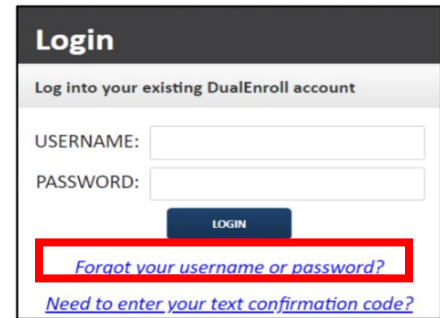
Login and Account Creation Troubleshooting

If you've forgotten your username or password, you can retrieve your username and/or reset your password using the link on the login screen.

When to contact the DualEnroll HelpDesk:

1. If you still cannot access your account after going through the 'forgot username or password,' process, you can submit a Help Desk ticket by clicking the Help Desk button in the upper right corner of the log-in screen.

2. If you receive an error message about a duplicate phone number or email address. This occurs when a student has a duplicate account in DualEnroll, or when the student has a sibling who has used the same parent contact information that the current student is attempting to add to their application. The 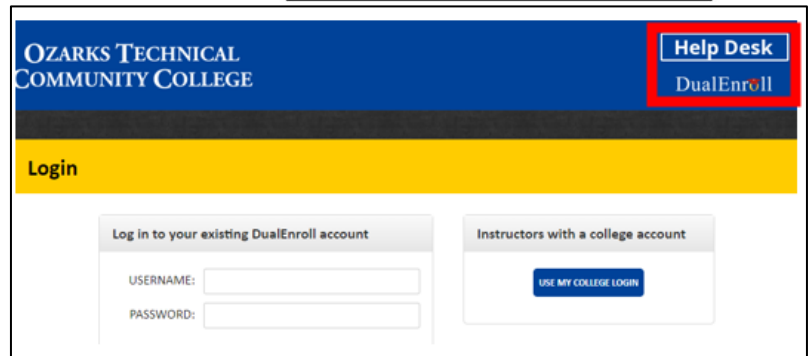DualEnroll HelpDesk can resolve this.