Dual Enroll High School User Guide

Welcome to the dual enrollment program at Ozarks Tech! OTC provides a convenient online registration process using DualEnroll.com. Here's how to complete the High School and Instructor tasks associated with student registrations.
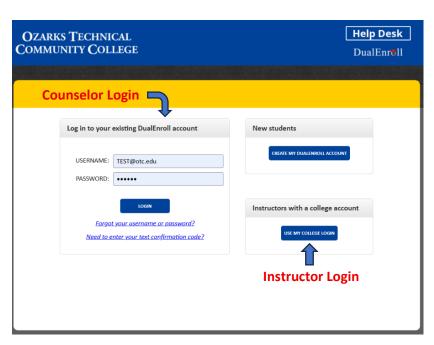
Logging in:

Navigate to **https://otc.dualenroll.com/login**.

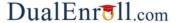- **Counselors new to DualEnroll** receive an account creation link after being added as their district's Dual Credit contact. Please set up your account following the directions in the account creation email. Counselors use the 'Log in to your existing DualEnroll account' login box to the left of the login screen.

- **Counselors with an existing DualEnroll account,** even if created in association with another college, must use their **existing** DualEnroll log-in credentials on the *OTC designated DualEnroll weblink* to access their OTC DualEnroll portal. Counselors use the 'Log in to your existing DualEnroll account' login box to the left of the login screen.
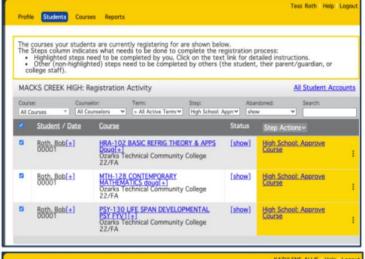
- **Instructors** log into DualEnroll using their *OTC login credentials sent to them in the welcome email they received from the Dual Credit office after their application was approved.* Instructors should **NOT** create a DualEnroll account as an account has *already been assigned to them by the college.* Instructors must click the **USE MY COLLEGE LOGIN** button in the lower right-hand corner of the log-in screen to log into their instructor poral.

NOTE: High school users receive email notification when a task has been assigned to them. Click the blue link in the email or text notification, to log into DualEnroll. Be sure to check your Junk/SPAM folder if you are not receiving emails.
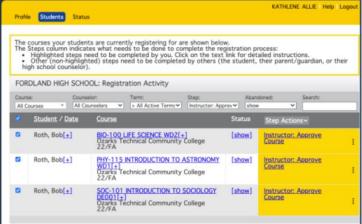
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School counselors see this screen.

Action items are highlighted in yellow with an active link labeled 'High School' and the name of the task to be completed.

OTC participates in year-long scheduling, therefore all terms for the year will be visible and available for enrollment. Please ensure your students are enrolling for the correct courses in the correct term.

Instructors see this screen.

Instructors are responsible for approving all seated enrollments in DualEnroll before the enrollments can be processed and moved to the 'complete' step.

Instructors will also have an Ongoing Requirements tab included in the yellow bar across the top of their DualEnroll screen. This is where instructors complete intent to teach forms and upload their syllabi each term.

Batch Processing Tasks

The toolbar at the top of the student list allows you to search, filter, and batch process. Tasks assigned to you will be highlighted in yellow and at the top of the list. **Term** can be used to narrow the search to a specific term, or you can select **All Active Terms** to see all active registrations. Use the **Counselor** drop down to select a specific counselor or **All Counselors** to get a list of all registrations with an open High School step.
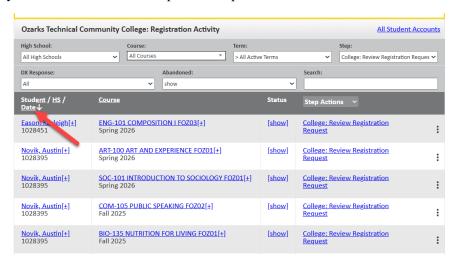
NOTE: We suggest that you leave your filters set to **All Counselors.** This way, you can see, override, and assist with any student in your school system at any phase of the **high school approval steps.**

OZARKS TECHNICAL COMMUNITY COLLEGE

DualEnroll.com
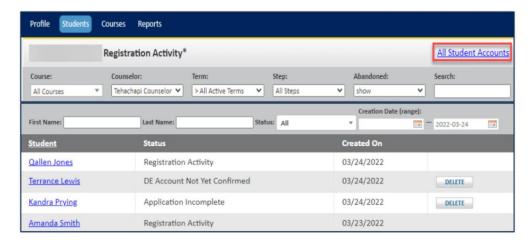
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Additionally, click the **date** option and ensure the arrow is pointing *up*. You should also do this before completing tasks in batch mode. Filtering by date ensures students are placed in open course seats based on the order in which they enrolled.

All Student Accounts (Counselors Only)

From the **Students tab** click the **All Student Accounts link** and search for an individual student. You should do this for students who have started the enrollment process but are not yet appearing on your general registration page.
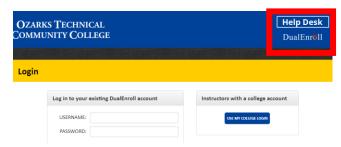
Click on a Student's name to view their Profile and check the status of their registrations.

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If the student's name appears twice on the search results list, the student has a duplicate account. In this instance, the student needs to create a **DualEnroll Helpdesk ticket to request the two accounts be merged.

- The Helpdesk button is in the top right-hand corner of the DualEnroll log-in screen.

Various Status' that appear on Student Accounts under the 'All Account Accounts' link:

• **DE Account Not Yet Confirmed:** the student has created an account but has not yet clicked on the confirmation link in their email or entered the text code. You can delete their account and have them start again.

• **Application Incomplete:** the student has created their account and started, but not finished their application. You can delete their account and have them start again.

• **Application Complete:** the student has completed their application but has not registered for courses

• **Registration Activity:** the student has registered for a course. Status will be visible on the students tab.

High School: Review and Recommendation

For students seeking concurrent enrollment, the high school admin must approve the course and possibly provide a recommendation.

This step can be completed in batch mode by selecting the step from the Step filter and then selecting **complete in batch mode.**

Click, **COMPLETE STEP.**
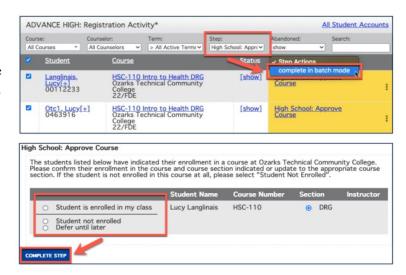
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High School: Approve Course

When the instructor is not known or the course is not taught at a high school, this step will be created. The **High school: Approve Course** step, can be completed in batch mode by selecting the step from the Step filter and then selecting **complete in batch mode.**

The High School has three options:

1. **Approve** and enroll the student.
2. **Decline** and end the registration.
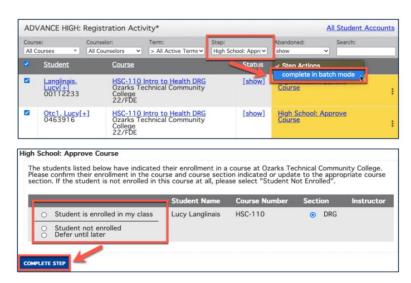3. Defer the decision until later.

Click **COMPLETE STEP.**

Instructor: Approve Course

When the instructor is known and the course is taught at a high school, this step will be created. The step can be completed in batch mode by selecting the step from the Step filter and then selecting **complete in batch mode.**

Instructors have three options:

1. **Approve,** change section if needed, and enroll the student **Decline** and end the registration.
2. **Not approve** and push to the High School to decide, the student is not enrolled with you.
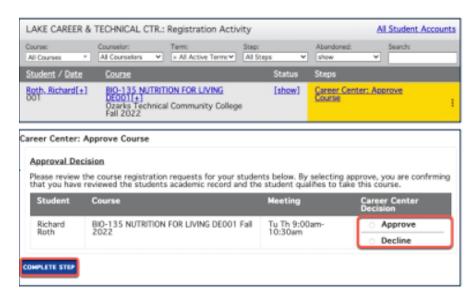3. Defer the decision until later.

   Click COMPLETE STEP.

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Career Center: Approve Course

Courses taught at Consortium schools will need to be approved by the sending school.

The counselor has two options:

1. **Approve** to enroll the student.
2. **Decline** to enroll the student. A message will be sent to the student and parent stating the course was not approved.

Click COMPLETE STEP.

Sending Batch Notifications

You can send reminders to students directly through DualEnroll when they have not yet registered, or if they are stuck in the parent consent step. Filter for a particular Status and then select '**send reminders**' to students with selected status from the **Reminder Actions dropdown menu**. **You can also add custom text by typing in the 'additional message' box.**

Click the **SEND** button to send the reminder and **all students in the selected status** will receive a text and email reminder stating that they still have steps to complete if they wish to register for courses.

Dropping Courses

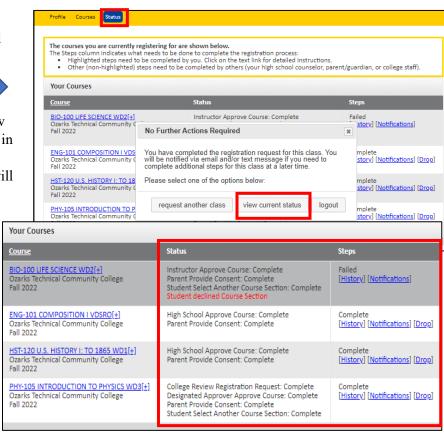Students must drop classes using their DualEnroll registration Activity Page.

Students can check the **status of their registration** under their **'status' tab** on the student dashboard. They should click 'view current status' to see where their registrations are in the process. You also have a 'drop' option. If the registration is incomplete, an "abandon" option will appear instead of "drop." Students can abandon registration at any point in the process before completion of the enrollment. Once enrollment is complete, the "drop" option will appear.

Verifying Class Rosters

Instructors and school counselors should verify course enrollment rosters in DualEnroll by selecting the 'status' tab and then downloading the roster report for each of their courses.

**Please notify dualcredit@otc.edu immediately with any enrollment concerns or needed changes.

Troubleshooting

DualEnroll is a third-party software, operated outside of Ozarks Tech. Therefore, the OTC helpdesk *cannot* assist you with DualEnroll log in and password issues or any software specific troubleshooting. All technical assistance concerning DualEnroll should be sent to the ***DualEnroll helpdesk, only***.

<mark>Instructors:</mark> For assistance with your OTC username and password which serves as your login credentials for DualEnroll, please contact the OTC helpdesk at helpdesk@otc.edu or 417-447-7548.

- **NOTE:** You must log into your MyOTC account at least once per year to keep your account active. After a year, your OTC account will be disabled by HR and you will need to complete additional steps to regain access to your account.

Common DualEnroll Helpdesk Tickets:

- Email or phone number already taken.
  - Can appear in student app. when the student's phone number or parent email is already in the DualEnroll system. DualEnroll support can override this.
- Login and password help.
  - You can view student's username by remoting into their account and clicking on the account profile menu option to the left of the screen.
- Ongoing Requirements- *Pending Instructor Invitation* error message.

Course Enrollment Status Key

Status	Explanation	Action Needed by
Pending: Student Review/Update of Application	Student must complete the Student Responsibility Page in DualEnroll for the application to move forward.	Student
Instructor: Approve Course	Final course approval for Dual Credit seated course enrollments.	Seated Course Instructor
Parent: Provide Consent	Form for parent consent and payment options; pay now or pay later in student's MyOTC account.	Parent
Parent: Provide Alternative Payment Information	Payment method originally provided in DualEnroll was declined. New payment information is needed. Otherwise, enrollment will be moved to the 'pay later' option and processed.	Parent
College: Review Admission Application	Student application was flagged for an incorrect name, birthdate, or social security number by the college. Student will be asked to provide verification of incorrect information to OTC's registrar.	Ozarks Tech/Student
Student: Select Another Course Section	The course section the student originally chose is full. Student must select another section. If no section is available, leave enrollment active so the Dual Credit team can try to find a seat for the student. Once a seat is	Ozarks Tech/Student

	available, OTC will automatically move the student to an available seat.	
College: Review Registration Request	The student may have/need: Administrative hold (social security, birth date, finance hold), requisite waiver, or any other misc. software error.	Ozarks Tech
College: Approve Student	Student application was flagged for their age, or they did not qualify to participate in Dual Credit but their school counselor recommended them anyway.	Ozarks Tech
Abandoned	Final enrollment step indicating that the student's enrollment is no longer active. This can be initiated by the student, high school, or college at anytime before the enrollment has moved to the 'complete' step in DualEnroll.	N/A
Complete	Final enrollment step indicating that the student's enrollment is complete at the college.	N/A
Drop Complete	Final enrollment step indicating that the student's course drop has been processed at the college.	N/A
Failed	Final enrollment step indicating that the student's course was full at the college and the student is not enrolled, or their high school rejected their eligibility to participate in Dual Credit courses.	N/A
Repay Complete (re-payment)	Final step indicating that the enrollment was moved to the 'pay later' option as the original payment method was declined via DualEnroll.	N/A
Approver: Review Eligibility/Recommendation	Dual Credit Eligibility Form is incomplete.	Homeschool Approver
Approver: Approve Course	Homeschool students, only. Dual Credit course enrollments need final approval.	Homeschool Approver
High School: Review Eligibility/Recommendation	Dual Credit Eligibility Form is incomplete.	High School Counselor
High School: Approve Course	Dual Credit course enrollments need final approval.	High School Counselor
High School: Approve Drop	Dual Credit course drop request needs district approval.	High School Counselor
High School: Resolve Student Not Enrolled	High school counselors declined student's final course approval as the student enrolled in the wrong course/section. School to confirm why the student enrollment was declined.	High School Counselor
Pending: Application Response	DualEnroll is importing your college application to our college student management system outside of DualEnroll. Your enrollment will *not* move to the next step until this step is complete. Typically, a 45-minute lag time.	DualEnroll Software Processing Step
Pending: Completion of Per Term Steps	Accompanies the High School Eligibility and Approver: Review Eligibility step.	DualEnroll Software Processing Step
Processing: Successful Registration	All student, parent, college, and high school steps are completed. DualEnroll is sending enrollment to Ozark Tech's college student management system outside of DualEnroll.	DualEnroll Software Processing Step

Dropping	DualEnroll is processing the student's course drop request.	DualEnroll Software Processing Step