

# Virtual College of Texas Operations Manual

*The agreements, practices, and procedures documented in this Operations Manual have been developed with extensive input from all member colleges, from the planning stages of VCT through all its years of service, which began fall semester 1998. The manual is a living document intended to serve as a reference point for all personnel involved in VCT transactions, which are inter-institutional by definition.*

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# Virtual College of Texas Operations Manual

## PART ONE: ADMINISTRATIVE, INSTRUCTIONAL, AND STUDENT SUPPORT

### I. Host-Provider Model

Member colleges of the Texas Association of Community Colleges (TACC) participate in VCT under the terms of the TACC-developed Host/Provider Model. With this model a student may enroll at a local (host) community or technical college to take a course from a remote (provider) college if the course is listed in VCT's online schedule. Every course offered through VCT must meet all standards and criteria specified by the Southern Regional Association of Colleges and Schools and the Texas Higher Education Coordinating Board.

The host college:

- Supports the student with typical services, including counseling and advisement, financial aid, technical support, and access to learning resources
- Provides any special facilities and services required by a course
- Administers tests in a proctored environment
- Awards course credit and transcripts it.
- Receives the student's tuition, fees and contact-hour reimbursement

The provider college:

- Establishes the academic calendar
- Ensures that qualified instructors teach the courses

Provider college instructors—

- Delivers course instruction to the host college's student(s)
- Administers assignments, tests, and all course activities
- Assigns final grades

For the above service, the host college pays the provider college an instructional lease fee. (See II.A below) Typically, though not invariably, students at the host college receive instruction along with students enrolled in the same course at the provider's college.

### II. Basic VCT Agreements

#### A. Virtual College of Texas Memoranda of Understanding

CEO's of VCT member colleges have signed VCT Memoranda of Understanding for credit courses, shown on page 7. The MOU is an executive synthesis of critical VCT agreements. The last paragraph of each MOU states, "All participating colleges will operate in accordance with *the Virtual College of Texas Operations Manual*."

## **Virtual College of Texas** **Memorandum of Understanding for *Credit Courses***

Member colleges of the Texas Association of Community Colleges may participate in the VCT by following the terms of the TACC-developed Host/Provider Model, which allows students at local (host) colleges to take courses from remote (provider) colleges.

All participating members agree to the following:

- Host colleges will accept provider colleges' academic calendar and course management, including methodology, content, grading and course evaluation, except that the provider college will accept the host college's withdrawal dates.
- Host colleges will pay an instructional fee, typically an amount that would not exceed the current reimbursable contact hour rate, provided the student is enrolled on the host college's day of record.
- Host colleges receive the tuition, fees and contact hour reimbursement, and provide support services, including counseling and advisement, financial aid, technical support, test administration, and other resources as necessary.
- Host colleges award course credit.
- Provider colleges will use qualified faculty to teach and/or supervise courses, and ensure and maintain instructor credentials as required by SACS and any other entity having required guidelines.
- Provider college instructors will provide VCT students with a course syllabus during or before the first class specifying all course requirements.
- Provider college instructors will provide support for VCT students comparable to the support available to the provider college's own distance learning students in the same classes.

All participating colleges will operate in accordance with *the Virtual College of Texas Operations Manual*. Colleges may modify provisions provided each college involved agrees and provided all accreditation, state, and other requirements are followed.

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Institution

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Chief Executive Officer

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Date

**B. Tuition, Fees, Contact-hour Reimbursement, Instructional Lease Fees.** The host college receives tuition, fees and contact-hour reimbursement. The host pays an instructional lease fee to the provider college if a student is enrolled on the *host college's day of record*, qualifying the host for state reimbursement. The instructional fees charges by all Provider colleges each semester are listed at the VCT website. To access them, click Providers' Instructional Fees near the bottom of the Credit Course Schedule Administration page, which is accessed through the Administrative link of the site's sidebar. The overall guideline for the fees is that they typically should not exceed the state's contact-hour reimbursement for a given course in FY 2003. The instructional lease fee is included on the course listing forms for courses in the VCT online schedule accessed from the Administrative area (password protected) of the VCT website ([www.vct.org](http://www.vct.org)). It is not included in the public schedule accessed from the website sidebar because it needlessly confuses students.

**C. Refunds.** Host colleges follow their own local policies regarding refunds to students.

**D. Academic Calendar.** Unless special accommodations are negotiated, the host college will follow the academic calendar of the provider college, except that the provider college will accept the host college's withdrawal date.

**E. Course Content, Grades, and Evaluation.** The host college accepts the provider colleges' policies and practices regarding course management, including methodology, content, grading, and course evaluation (with the exception that the provider accepts the host's withdrawal dates, as noted above). It also is recommended that host colleges conduct their own evaluation of provider colleges' instruction.

#### **F. Courses Eligible for Hosting/Providing Through VCT**

1. Credit Courses: Colleges may host (receive) a course provided by another college if it meets one of these criteria:

- The course is included in the Texas Higher Education Coordinating Board's Lower Division Academic Course Guide Manual (ACGM);
- The course is included in the Workforce Education Course Manual (WECM) *and* is attached to an approved program offered at the college, at least as an elective; or
- The course is not listed in these manuals, but it is on both the host and provider colleges' inventory of approved academic or technical courses.

***Important:** Any course that a host college receives from a provider college must be one that the host can associate with one of its degree/certificate programs, at least as an elective.*

**G. Faculty Qualifications and Credentials.** Provider colleges will use qualified faculty to teach and/or supervise courses and ensure and maintain instructor credentials as required by SACS and any other entity having required guidelines. The Provider colleges assure that host colleges may have access to credentials if they are needed and that SACS has the same access during visits to institutions participating in VCT. Therefore, host colleges do not need to maintain credentials of provider colleges' instructors or any other form of documentation

regarding their credentials. The practice of maintaining faculty credentials only at provider colleges is supported by a letter (July 5, 2000) sent by SACS to the Texas Association of Community Colleges. Further, TACC's receipt and understanding of that SACS letter was confirmed in a follow-up letter dated July 24, 2000.

- H. Awarding and Transcribing Credit.** Host colleges award credit granted for successfully completing a course from a provider college and transcribes the credit. It is recommended that the providing institution be noted somewhere in host colleges' student record systems.
- I. Overload Policy.** Host colleges follow their own policies in advising students about course loads and overloads.
- J. Course Syllabi.** Provider colleges post syllabi for their courses at the VCT website when they list the courses in the online VCT Course Schedule. On or before the class start date, they provide a syllabus that includes any information updated since the syllabus was posted at the site.
- K. Copyrights and Licenses.** Both host and provider colleges will cooperate to assure copyright compliance for all materials and resources and to assure that course licenses are acquired as appropriate. See section V. B. for instruction related to telecourse licenses.
- L. ADA Requirements and Resources.** Host and provider colleges work together to accommodate students with special needs.
- M. Scholastic Honesty Standards.** Host and provider colleges will cooperate to enforce the provider college's scholastic honesty standards, which will be communicated clearly to students on course syllabi or through other means. The provider college will report suspected violations to the host college, and the host will work with the provider's instructor to resolve reported incidents.
- N. Accreditation Standards.** Host and provider colleges work as partners to meet standards set by the Southern Association of Colleges and Schools, the Texas Higher Education Coordinating Board, professional associations, and any other accrediting body.
- O. Data Collection.** Host and provider colleges will collect and make available data determined by the members of VCT to be necessary for evaluation of VCT, utilization, accreditation and agency requirements and other purposes.

### **III. Instructional and Support Services to Be Provided by Host and Provider Colleges**

#### **A. Host College**

When a student enrolls at a local (host) college to take a course from a remote (provider) college, the host college supports the student with the following services.

1. **Student support services** including assessment, counseling and advisement, financial aid, and access to learning resources
2. **Technical support** of the same type and level regarding connectivity and equipment problems that it provides to students enrolled in its own distance learning courses
3. **Special facilities & services** if required by a course
4. **Tutoring** when it offers the service for that course to other students
5. **Administering tests** (paper-and-pencil or online) in an on-site proctored environment. When appropriate, testing staff will grade exams, provide feedback to students, collect assignments and forward them to the instructor.

## **B. Provider College**

When a provider college delivers instruction to students enrolled at a host college, the provider is responsible for the following.

1. **Providing qualified and properly trained faculty** to teach and/or supervise courses that are delivered to host college students, who typically are taught along with the provider college's students enrolled in the same course(s)
2. **Defining course content** including all activities and instructional materials. Faculty may develop instructional materials themselves or obtain them from other sources
3. **Maintaining the same academic standards** for distance education courses that apply to traditional courses
4. **Assigning grades** in accordance with its established grading policies, with the exception that host colleges' withdrawal dates will be honored
5. **Providing access to instructor and class-related support**, including technical support for its Web-based instructional management systems and other course-required software that is comparable to the access available to a college's in-district distance learning students
6. **Conducting course evaluations** in accordance with provider's established evaluation procedures. *(Note: The host college may do an additional course evaluation at its discretion.)*

## **IV. Host and Provider Colleges' Procedural Checklist for Hosting and Providing Courses**

This section presents a procedural checklist for host and provider colleges for four time periods:

- Before Semester Begins
- During Advisement and Registration
- During the Semester
- End of the Semester

**For each time period above, actions are specified for personnel in both host and provider roles listed below. (If you are reading this online in Microsoft Word, hold down your control key and then click the blue link. If you are reading in Adobe Acrobat, click the blue text to jump to that section.)**

- VCT Coordinators  
[Host](#)  
[Provider](#)
- Business Offices  
[Host](#)  
[Provider](#)
- Counselors & Advisors  
[Host](#)  
[Provider](#)
- Instructors  
[Host](#)  
[Provider](#)
- Registrars  
[Host](#)  
[Provider](#)
- Learning Resources  
[Host](#)  
[Provider](#)
- Test Centers  
[Host](#)  
[Provider](#)
- Technical Supports Offices Personnel  
[Host](#)  
[Provider](#)
- ADA Requirements and Resources  
[Host](#)  
[Provider](#)

<i><b>HOST</b></i>	<i><b>PROVIDER</b></i>
<p><i><b>A. VCT Coordinators –Host</b></i></p> <p><b>1. Before Semester Begins</b></p> <p><b>a. Family Educational Rights and Privacy Act (FERPA).</b> Assure compliance with FERPA in accordance with your institution’s guidelines.</p> <p><b>b. Designating VCT Contacts (see Section VI for specific instructions).</b> VCT Coordinators need to designate individuals to serve in all VCT Contact positions at the VCT website (Host Course Contact, Provider Course Contact, Rosters/Grades, Invoices/Payments, Interactive Video</p>	<p><i><b>A. VCT Coordinators –Provider</b></i></p> <p><b>1. Before Semester Begins</b></p> <p><b>a. Designating VCT Contacts (see Section VI for specific instructions).</b> VCT Coordinators need to designate individuals to serve in all VCT Contact positions at the VCT website (Host Course Contact, Provider Course Contact, Rosters/Grades, Invoices/Payments, Interactive Video contact, Testing, and Bookstore.</p> <p><b>b. Granting Access to VCT Website.</b> Each VCT contact must be given a website user ID, password, and appropriate access</p>

<b>HOST</b>	<b>PROVIDER</b>
<p>contact Testing, and Bookstore.</p> <p><b>c. Granting Access to VCT Website.</b>            Each VCT contact must be given a website user ID, password, and appropriate access authority (Read Only, Read/Write Schedules, Read/Write Reservations, Instructor, User Administration). If you have done this in the past, check to see that there are no changes or additions that need to be made. <i>(Note: Only User Admin authority may edit contacts information or delete them. No other level of access authority may edit or delete contacts.)</i></p> <p>After users know their passwords, each may change his/her own password as they please, but they cannot change their own ID's. Anyone with User Admin Authority will always be able to see all current user ID's and passwords and will be able to change both.</p> <p><b>d. Internal training.</b> Provide internal training to advisors, Registrar's Office, and Business Office.  <b>Advisor Training</b></p> <ul style="list-style-type: none"> <li>• <b>VCT briefing.</b> Brief advisors on what VCT is and how it operates.</li> <li>• <b>Online schedule and enrollment reservation system.</b> Train advisors to use the VCT online schedule and enrollment reservations system to--               <ul style="list-style-type: none"> <li>- check the availability of a course in the VCT online course schedule;</li> <li>- check the course listing form in the online schedule for provider college's course prerequisites and requirements before allowing a student to enroll in a VCT course, including: THEA requirements, course prerequisites, required level of computer skills, requirements for onsite attendance other than testing, special software/hardware</li> </ul> </li> </ul>	<p>authority (Read Only, Read/Write Schedules, Read/Write Reservations, Instructor, User Administration). If you have done this in the past, check to see that there are no changes or additions that need to be made. <i>(Note: Only User Admin authority may edit contacts information or delete them. No other level of access authority may edit or delete contacts.)</i></p> <p>After users know their passwords, each may change his/her own password as they please, but they cannot change their own ID's. Anyone with User Admin Authority will always be able to see all current user ID's and passwords and will be able to change both.</p> <p><b>c. Courses, faculty, student spaces.</b> Identify the courses to offer through VCT, recruit faculty, and determine number of student spaces to reserve for VCT.</p> <p><b>d. Faculty briefing.</b></p> <ul style="list-style-type: none"> <li>• Brief faculty on VCT; explain any special requirements, such as arranging for testing at host colleges.</li> <li>• Advise faculty not to deal directly with potential VCT students who may call them before they enroll in a course. Refer students to the VCT Contact or advisor at their local colleges.</li> <li>• Tell faculty to inform the Provider's VCT Coordinator any time students notify them that they are withdrawing from a class because the students may not notify anyone else. The Provider's Coordinator, then, should notify the Host's Coordinator who, otherwise, may not know the student has withdrawn.</li> </ul> <p><b>e. Online schedule.</b> Ensure that all requested information is entered on the course listing form for each course in the VCT schedule</p>

<b>HOST</b>	<b>PROVIDER</b>
<p>requirements, required level of computer and Internet connectivity;</p> <ul style="list-style-type: none"> <li>- reserve a space in a desired course by using the online enrollment reservations system;</li> <li>- comply with local institution’s guidelines regarding the Family Educational Rights &amp; Privacy Act.</li> </ul> <ul style="list-style-type: none"> <li>● <b>Student support services.</b> Prepare advisors to offer direction to students in need of technical support, tutoring services and other types of support. It is recommended that host institutions provide advisors written guidelines on directing students to support services, including specific offices, contacts, telephone numbers, and email addresses.</li> </ul> <p><b>Registrar’s Office Training</b> Brief office on what VCT is and how it operates. Train registrars on specific VCT support requirements listed below. <i>(Note: the distance learning office may accomplish some of these tasks.)</i> Prepare registrar’s office to--</p> <ul style="list-style-type: none"> <li>● set up special course sections for students enrolled in VCT courses;</li> <li>● handle adds and drops;</li> <li>● notify the provider college if a student drops a course;</li> <li>● receive grades from provider college(s) and post them to transcripts;</li> <li>● report VCT classes to Texas Higher Education Coordinating Board on CBM-001-Student Report and CBM-004-Class Report;</li> <li>● Ensure that transcribed courses hosted through VCT can be readily identified in the college’s Student Record System.</li> </ul> <p><i>Special Instructions for CBM004-Class Report.</i> Include VCT students in this report based upon the host college’s</p>	<p>for a given semester. It is important that these items not be overlooked:</p> <ul style="list-style-type: none"> <li>● THEA prerequisites</li> <li>● Course prerequisites</li> <li>● Requirements for onsite attendance other than testing</li> <li>● Online/offline proctored testing</li> <li>● Level of computer skills required of a student enrolled in an online course (Include in “Other Materials and Information” at the bottom of the online course listing form.)</li> <li>● Special software/hardware requirements</li> <li>● Level of computer and Internet connectivity (If the listing form’s classification of levels is inadequate, include computer and Internet connection info in “Other Materials and Information” at the bottom of the online course listing form.)</li> <li>● Textbook information. If textbook information is not available, include this statement in the textbook field of the course listing form: “Textbook(s) not known at the time course was entered. Call or email VCT contact at phone # or email address.”</li> <li>● Specific resources that students or host colleges may be responsible for furnishing. (Include in “Other Materials or Course Information” at the bottom of the online course listing form.)</li> <li>● Number of spaces reserved for VCT students. <i>(Note: If nothing is entered in this field the enrollment reservations system will interpret the blank to mean that the course is NOT available for host colleges to reserve spaces.)</i></li> </ul> <p><b>f. Course Syllabi.</b> Coordinate with instructors to make syllabi accessible from the online VCT course schedule.</p>

<b>HOST</b>	<b>PROVIDER</b>
<p>day of record for items #9, 13, and 19. Follow these instructions from the THECB's <i>Reporting and Procedures Manual for Public Community and Technical Colleges</i>:</p> <p>Item #9: Enter "6" to indicate that the class is inter-institutional.</p> <p>Item #13, Instructor Code: Rather than entering the SSN, enter the first nine letters of the last name of the faculty of record at the <i>provider</i> college. If the name has fewer than nine letters, space fill the rest of the item.</p> <p>Item #19: Enter the FICE of the <i>provider</i> college. (<i>Note: Older versions of the THECB's Reporting and Procedures Manual may use "host" to mean "provider" in VCT terms. Whatever the language, Item #19 requires the FICE of the provider college.</i>)</p> <p><b>Business Office Training</b></p> <ul style="list-style-type: none"> <li>• Brief office on what VCT is and how it operates.</li> <li>• Prepare office to receive and pay invoice(s) from provider college(s).</li> </ul>	<p><b>g. Instructors' List.</b> Enter instructors' contact information onto the Instructors' List. Once on the list, the contact information does not need to be manually entered onto course listing forms for courses taught by a given instructor.</p> <p>Once contact information is entered onto the Instructors' List, you may designate the appropriate instructor for a course at the time courses are copied to a given semester's schedule by following options presented on-screen during the copy process. If the specific instructor is not known at the time courses are copied to a given semester, select "To Be Announced," and then later assign the appropriate instructor by selecting his/her name from a drop-list box on the course listing form.</p> <p><b>h. Student orientation sheet.</b> Develop a brief, orientation sheet to give to all host-college VCT students who enroll in courses provided by your institution through VCT. The sheet should contain basic information such as how to access an online course and get started.</p> <p><b>i. Orient/train business office.</b></p> <ul style="list-style-type: none"> <li>• Brief office on what VCT is and how it operates.</li> <li>• If the business office is responsible for invoicing host colleges, prepare them to send invoices before the semester ends. Also, prepare them for receiving payment from hosts.</li> </ul>
<b>VCT Coordinators-Host</b>	<b>VCT Coordinators-Provider</b>
<p><b>2. During Advisement &amp; Registration</b></p> <p><b>a. Enrollment support</b> Support local advisors and provider colleges, as appropriate, to enroll students in VCT courses.</p>	<p><b>2. During Advisement &amp; Registration</b></p> <p><b>a. Monitoring availability of courses.</b> Monitor and update availability of courses in the online schedule as appropriate, ensuring that the online schedule displays "0" for courses in which no further</p>

<i><b>HOST</b></i>	<i><b>PROVIDER</b></i>
<p><b>b. Student list.</b> At end of registration, give to each provider college's VCT Coordinator a list of students (complete with mail, email addresses, and phone numbers) who have enrolled in the provider's courses. (Current online rosters at the VCT website may suffice.)</p> <p><b>c. Student calls.</b> Respond to ad hoc calls from students.</p>	<p>enrollments are to be taken. As appropriate, adjust spaces available on the course listing form to accept additional students.</p> <p><b>b. Textbook information.</b> Ensure that current, accurate, and complete information on textbooks and other learning materials and resources are posted on the online course listing form or otherwise made available to host college contacts and students.</p> <p><b>c. Student orientation sheet.</b> At the end of registration, provide all host-college students with the orientation sheet containing basic information such as how to access an online course and get started.</p> <p><b>d. Class cancellation.</b> Inform host colleges in a timely manner if a class is cancelled.</p> <p><b>e. Student calls.</b> Respond to ad hoc calls from students.</p>
<p><i><b>VCT Coordinators –Host</b></i></p> <p><b>3. During Semester</b></p> <p><b>a. Instructor's orientation.</b> Assist as necessary in helping students access instructor's orientation.</p> <p><b>b. Monitoring.</b> Monitor and troubleshoot the delivery and support of courses locally hosted, including:</p> <ul style="list-style-type: none"> <li>• Testing</li> <li>• Access to learning resources</li> <li>• Technical assistance, e.g. computer and connectivity problems</li> <li>• Maintaining current online course rosters by deleting students who drop courses</li> <li>• Providing current course rosters to other offices as appropriate (e.g., registrar and business office).</li> <li>• Ensuring that the host college's withdrawal dates are honored.</li> </ul>	<p><i><b>VCT Coordinators –Provider</b></i></p> <p><b>3. During Semester</b></p> <p><b>a. Testing logistics.</b> Manage logistics of delivering tests to host colleges' testing centers.</p> <p><b>b. Reporting Withdrawals.</b> Report to Host Coordinators any students who inform their instructors that they are withdrawing from a class. Some students inform no one but the instructor. Ensure that instructors know that they are supposed to inform the Provider's Coordinator when a student notifies them that he/she is withdrawing.</p> <p><b>c. Evaluation of Instruction.</b> As requested by host colleges, provide evaluative data from course evaluations completed by provider college's students.</p>

<b>HOST</b>	<b>PROVIDER</b>
<p><b>c. Coordinate with the Registrars' Office:</b></p> <ul style="list-style-type: none"> <li>• Ensure that VCT students/enrollments and CBM004 and submitted to the Texas Higher Education Coordinating Board. <i>See reporting instructions included in this table under "Reporting VCT Classes to Coordinating Board."</i></li> <li>• Ensure that provider colleges are notified when VCT-enrolled students withdraw from courses.</li> </ul> <p><b>d. Billing information.</b> Ensure that provider colleges receive as soon as possible after the host college's day of record a complete list of all VCT-enrolled students for whom the provider college should invoice. The host college will pay the provider's instructional lease fee for each student enrolled in a provider's course on the host's day of record. The instructional lease fee is included on the course listing form for each course in the VCT schedule accessed from the Administrative area.</p> <p><b>e. Evaluation of Instruction.</b> It is recommended that host colleges conduct their own evaluation of course instruction of provider colleges. Coordinate with the appropriate office at your college.</p>	
<b><i>VCT Coordinators-Host</i></b>	<b><i>VCT Coordinators-Provider</i></b>
<p><b>4. End of Semester</b></p> <p><b>a. Grades.</b></p> <ul style="list-style-type: none"> <li>• Coordinate with the Registrar's Office to ensure that official grade rosters are generated and distributed to provider colleges.</li> <li>• Ensure that grades are received and forwarded to registrars. <i>(Note: Typically, the host's Rosters/Grades Contact sends grade sheets to provider colleges' Rosters/Grades Contact.)</i></li> </ul> <p>Notify provider college(s) in advance when grades are needed early because of graduation</p>	<p><b>4. End of Semester</b></p> <p><b>a. Grades.</b></p> <ul style="list-style-type: none"> <li>• Ensure that instructors receive official grades sheets furnished by host college(s).</li> <li>• Ensure that grade sheets with assigned grades and official signatures are returned as expeditiously as possible to the host college(s). <i>(Note: The provider's VCT Rosters/Grades Contact typically receives all grade rosters from host colleges and returns them, after they are signed, to the hosts')</i></li> </ul>

<b><i>HOST</i></b>	<b><i>PROVIDER</i></b>
<p>or any other reason.</p> <p><b>b. Instructional Payments.</b> Coordinate with business office to ensure instructional lease fees have been paid to provider colleges. Typically, the designated Invoice/Payment Contact will receive invoices and ensure that the business office pays them.</p>	<p style="text-align: center;"><i>Rosters/Grades Contacts.)</i></p> <p><b>b. Payments.</b> Coordinate with business office to ensure that payments are received from host colleges. Typically, the designated Invoice/Payment contact receives the payment and ensures that it gets to the business office.</p>
<p><b><i>B. Business Office-Host</i></b></p> <p><b>1. Before Semester Begins</b></p> <p><b>Preparation to pay.</b> After receiving VCT briefing and training, prepare system to receive and pay invoice(s) from provider college(s).</p> <p><b>2. During Semester</b></p> <p><b>Invoices.</b> Pay provider colleges' invoices for instruction. The host college will pay the provider's instructional lease fee for each student enrolled in a provider's course on the host's day of record.</p> <p><b>3. End of Semester</b></p> <p><b>Payments to provider colleges.</b> Ensure that provider colleges' invoices have been paid for students enrolled in courses from provider colleges on the host's day of record. Pay any outstanding invoices.</p>	<p><b><i>B. Business Office-Provider</i></b></p> <p><b>1. Before Semester Begins</b></p> <p><b>VCT briefing.</b> Receive briefing from VCT Contact.</p> <p><b>2. During Semester</b></p> <p><b>Invoicing.</b> Invoice host college(s) for instructional lease fees due.</p> <p><b>3. End of Semester</b></p> <p><b>Payments from host colleges.</b> Ensure that all invoices sent to host colleges are paid.</p>
<p><b><i>C. Counselors &amp; Advisors</i></b></p> <p><b>1. During Advisement &amp; Registration</b></p> <p><b>a. Reserving VCT spaces using online reservation system.</b> Working with students, reserve spaces in VCT courses. Obtain VCT website username and password from VCT coordinator if you have not already received them. Before reserving a course space for a student, always check:</p> <ul style="list-style-type: none"> <li>• Availability of the course on the</li> </ul>	<p><b><i>C. Counselors &amp; Advisors</i></b></p> <p>Provider colleges' counselors and advisors are not involved in counseling and advising students enrolling in courses through VCT. Host colleges fulfill these responsibilities.</p>

<b>HOST</b>	<b>PROVIDER</b>
<p>online course listing form.</p> <ul style="list-style-type: none"> <li>• Course requirements on course listing form, including: THEA scores; requirements for onsite attendance other than testing; special software/hardware requirements; Level of computer and Internet Connectivity; Computer skills (if specified under “Other Materials or Information”</li> <li>• Other prerequisites specified on form</li> </ul> <p><b>b. Family Educational rights and Privacy ACT (FERPA).</b> Comply with local institution’s guidelines regarding the Family Educational Rights and Privacy Act.</p> <p><b>2. During Semester</b></p> <p><b>a. Tutoring.</b> Help students access tutoring as needed.</p> <p><b>b. Other support.</b> Help students obtain other support and services, following host college guidelines. Be aware that referrals for support may come from instructors at provider colleges.</p> <p>Obtain from host college’s VCT Coordinator appropriate names, phone numbers, email addresses, etc. of local offices and individuals that can help students with various types of problems.</p>	
<p><b>D. Instructors</b></p> <p>Host colleges’ instructors have no instructional responsibilities for courses provided by other colleges through VCT.</p>	<p><b>D. Instructors</b></p> <p><b>1. Before Semester Begins</b></p> <p><b>VCT briefing.</b> Receive briefing from VCT Contact.</p> <p><b>2. During Semester</b></p> <p><b>a. Orientation.</b> Deliver class orientation in a</p>

<b>HOST</b>	<b>PROVIDER</b>
	<p>manner appropriate to the course and mode of delivery.</p> <p><b>b. Instruction.</b> Deliver instruction, per usual.</p> <p><b>c. Tests.</b> Arrange for tests to be administered at host colleges' testing centers.</p> <p><b>d. Student support.</b> Provide students access to instructor and class-related support, including technical support for its Web-based and other course-required software that is comparable to the access available to the college's in-district distance learning students. If an instructor cannot provide requested assistance or guidance, direct students to their respective host colleges' advisors.</p> <p><b>3. End of Semester</b></p> <p><b>a. Grades.</b></p> <ul style="list-style-type: none"> <li>• Assign final grades on grade sheets furnished by the host college. Assign a "W" based upon the <i>host college's</i> withdrawal dates.</li> <li>• Return grade sheets, officially signed, to colleges' Rosters/Grades Contact.</li> </ul> <p><b>b. Grades and calendar mismatches.</b></p> <ul style="list-style-type: none"> <li>• Honor the host college's withdrawal dates.</li> <li>• Cooperate to accommodate calendar mismatches when a host college's semester ends before the provider's. If necessary, an interim grade of "incomplete" or "in progress" may be assigned, to be replaced by a final grade the following semester.</li> </ul>
<p><b>E. Registrar's Office</b></p> <p><b>1. Before Semester Begins</b></p> <p><b>Training and preparation.</b></p> <ul style="list-style-type: none"> <li>• Receive briefing on what VCT is and how it operates and training on specific</li> </ul>	<p><b>E. Registrar's Office</b></p> <p>Provider's Registrar's Office has no responsibilities.</p>

<b>HOST</b>	<b>PROVIDER</b>
<p>VCT responsibilities. (See “Registrar’s Office Training” in IV.A.3)</p> <ul style="list-style-type: none"> <li>• Prepare to implement procedures to fulfill VCT responsibilities.</li> </ul> <p><b>2. During Advisement &amp; Registration</b></p> <p><b>Setting up sections.</b> Set up special course sections for VCT classes as students enroll in them. (Note: At some colleges, this is done by distance learning offices.)</p> <p><b>3. During Semester</b></p> <p><b>a. CBM001–Student Report.</b> Ensure that the CBM001 report includes VCT students.</p> <p><b>b. CBM 004 Report–Class Report.</b> Include VCT enrollments in the CBM004 Report based upon the host college’s day of record. For items #9, 13, and 19, follow these Instructions from the THECB’s <i>Reporting and Procedures Manual for Public Community and Technical Colleges</i>:</p> <p>Item #9: Enter “6” to indicate that the class is inter-institutional.</p> <p>Item #13, Instructor Code: Enter the first nine letters of the last name of the faculty of record at the provider college. If the name has fewer than nine letters, space fill the rest of the item.</p> <p>Item #19: Enter the FICE of the provider college. (Note: Older versions of the THECB manual may use “host” to mean “provider” in VCT terms. Whatever the language, Item #19 requires the FICE of the <u>provider</u> college.)</p> <p><b>c. Withdrawals.</b> Withdraw students from courses as drops occur and notify provider college(s). Provider college coordinators and instructors receive an automatic</p>	

<i><b>HOST</b></i>	<i><b>PROVIDER</b></i>
<p>withdrawal notice via email when a student is withdrawn in the reservation system.</p> <p><b>4. End of Semester</b></p> <p><b>Grades.</b></p> <ul style="list-style-type: none"> <li>• Generate official grade sheets and distribute to the Rosters/Grades Contacts at provider colleges, following internal procedures.</li> <li>• Post grades to transcripts.</li> </ul>	
<p><i><b>F. Learning Resources</b></i></p> <p><b>During Semester</b></p> <p><b>Student Assistance.</b> Help students access required learning resources, including use of TexShare, computer labs, wet labs, and language labs when they are required by the provider college.</p>	<p><i><b>F. Learning Resources</b></i></p> <p><b>1. Before Semester Begins</b></p> <p><b>a. Identification of Resources.</b> Instructor identifies textbooks, computer hardware, software and other resources that students are required to use in a course, at home or on-site.</p> <p><b>b. Special Resources.</b> Identify special resources that students, the provider or host college, or other party may be responsible for providing.</p> <p><b>2. During Semester</b></p> <p><b>Learning Resources.</b> Help students access learning resources.</p>
<p><i><b>G. Test Centers</b></i></p> <p><b>During Semester</b></p> <p><b>Tests.</b> Administer tests (offline or online) under proctored conditions and return them as provider college(s) direct. Typically, tests will be returned to the provider’s Testing Contact.</p>	<p><i><b>G. Test Centers</b></i></p> <p>Provider’s Test Center has no responsibilities.</p>

<i><b>HOST</b></i>	<i><b>PROVIDER</b></i>
<p><i><b>H. Technical Support Offices/Personnel</b></i></p> <p><b>During Semester</b></p> <p><b>Technical assistance.</b> Help students address computer and connectivity problems. To the degree possible, help them solve problems related to required software.</p>	<p><i><b>H. Technical Support Offices/Personnel</b></i></p> <p><b>During Semester</b></p> <p><b>Technical assistance.</b> Offer technical assistance to students regarding web-based and other course-required software.</p>
<p><i><b>I. ADA Requirements and Resources</b></i></p> <p><b>1. During Advisement and Registration</b></p> <ol style="list-style-type: none"> <li>a. Identify to provider colleges students with special needs.</li> <li>b. As appropriate, inform office for students with disabilities of ADA issues.</li> </ol> <p><b>2. During Semester</b></p> <p>Work with provider college(s) to accommodate students with special needs.</p>	<p><i><b>I. ADA Requirements and Resources</b></i></p> <p><b>1. During Advisement and Registration</b></p> <p>Advise host colleges how course(s) meet ADA standards and of course adaptations for students with disabilities.</p> <p><b>2. During Semester</b></p> <p>Work with host college(s) to accommodate students with special needs.</p>

## V. Classes Requiring Special Arrangements

These types of classes present special issues that must be addressed:

- Interactive video classes
- Courses requiring licenses (e.g., telecourses)
- Dual-credit/concurrent enrollment classes

<b>HOST</b>	<b>PROVIDER</b>
<p><b>A. Interactive Video Classes</b></p> <p><b>1. Compatibility and connectivity.</b> Cooperate with the provider to determine compatibility of systems and network connectivity.</p> <p><b>2. Appropriate technologies.</b> Provide access to appropriate technologies, e.g., phone, fax.</p> <p><b>3. On-site facilitator.</b> When appropriate, provide an on-site facilitator or proctor.</p>	<p><b>A. Interactive Video Classes</b></p> <p><b>1. Technology standards.</b> Set technology standards, e.g., transmission bandwidth.</p> <p><b>2. System compatibility &amp; network connectivity.</b> Ensure compatibility and connectivity of system with host college sites.</p> <p><b>3. Appropriate technologies.</b> Provide access to appropriate technologies, e.g., phone, fax. Schedule video bridge.</p>

<p><b>4. Technical Assistance.</b> Arrange for on-site assistance to be available during live instruction.</p> <p><b>5. Facilities.</b> Ensure facilities are scheduled.</p> <p><b>6. Ad Hoc Assistance.</b> Provide ad hoc assistance as appropriate.</p>	<p><b>4. No. of sites.</b> Set maximum number of host colleges and sites that may participate in a class.</p> <p><b>5. Technical/facilitator assistance.</b> Arrange for on-site assistance to be available during live instruction.</p> <p><b>6. Ad Hoc Assistance.</b> Provide ad hoc assistance as appropriate.</p>
<p><b>B. Courses Requiring Licenses (e.g., Telecourses)</b></p>	<p><b>B. Courses Requiring Licenses (e.g., Telecourses)</b></p>
<p><b>1. Licenses.</b> Host colleges are not required to obtain licenses for their students if the course is provided by a college that is a member of the Texas Consortium for Educational Telecommunications (TCET). In this case, the provider college reports the host college's students to the course producers for payment purposes, relieving the host of all license responsibilities. In the event that a hosted course comes from a provider college that is not a member of TCET, however, the host is required to obtain student licenses in accordance with the course producer's policies.</p> <p><b>2. Tape copying &amp; distribution.</b> Copy and distribute telecourse tapes to students, per agreement with provider.</p>	<p><b>1. Licenses.</b> If the provider college is a member of the Texas Consortium for Educational Telecommunications (TCET), the host college is not required to obtain licenses for telecourses or tele-web courses. The providing college reports host colleges' enrollments to the course producers. If a provider college is NOT a member of TCET, however, the provider college must advise the host college to obtain student licenses from the telecourse producers and meet all requirements stated in the license.</p> <p><b>2. Tape copying &amp; distribution.</b> Decide with host whether the host or provider will copy and distribute telecourse tapes to students. Copy and distribute tapes if it is agreed that it is the provider's responsibility.</p>

**C. Dual-Credit / Concurrent Enrollment Classes**

Dual-Credit/concurrent enrollment classes require direct dialog among participating institutions to address special issues related to secondary-postsecondary collaborations.

- 1. Texas Essential Knowledge and Skills (TEKS).** Secondary schools will need to review the curriculum to assure that it satisfies TEKS requirements.
- 2. Mismatching Calendars.** Mismatching calendars are likely to present challenges. For example, because high school semesters often start before college semesters, instructors with provider colleges may need to outline class activities that will engage high school students during their class periods before the college's scheduled classes start.

**Special effort required.** Colleges and high schools must work together *closely* to address and resolve issues related to dual-credit/concurrent enrollment classes.

## **PART TWO: VCT WEBSITE FUNCTIONS AND FEATURES**

### **VI. VCT Contact Positions**

To use fully the VCT website's capability to facilitate inter-institutional communications related to course reservations and subsequent enrollment-related transactions, it is imperative that each host and provider college appoint individual(s) to serve in each of the VCT positions listed below. It is acceptable for one individual to fill multiple, even all of, the positions.

#### **A. Types of VCT Positions**

- **VCT Coordinator:** Holds overall responsibility for VCT affairs at his/her college. Serves as the primary contact with the VCT Operations Office and staff.
- **Host and Provider Course Contacts:** Responsible for the details related to VCT course reservations. These contacts receive the automatic email notifications generated when a reservation is made for a student. The reservation system does not function for a host college until the host course contact is designated. And if a provider course contact is not designated, the provider college will not receive advance notice of reservations made in its courses.
- **Roster/Grades Contact:** Responsible for sending or receiving census and grade rosters.
- **Invoice/Payment Contact:** Responsible for ensuring that invoices are sent/returned and paid.
- **Testing Contact:** The individual with/to whom all testing issues should be coordinated/communicated. (*Note: You may assign specific contacts to multiple testing centers.*)
- **Interactive Video Contact:** The individual with whom all interactive video issues should be coordinated.
- **Bookstore Contact:** The individual who may be contacted about issues related to textbooks and other instructional materials acquired through the bookstore.

#### **B. Designating Individuals for Positions**

##### ***New Designation***

To designate someone entirely new to VCT:

- Click "Edit VCT Contacts' Information" on the Administrative Menu
- Click "Add New contact for VCT position."
- Complete the contact information form presented and save it
- On the next page, select any positions to be filled by this person and save it.

### ***Updating information or adding new position to an existing contact***

To update the information for an existing contact or to add a new position for an existing contact:

- Click "Edit" next to the name of the person for whom you want to update information or assign a new position.
- Make any necessary changes to the Contact's information on the form presented and click "Save."
  - If you only want to make changes to the information, without selecting a new position for the individual, you will still be taken to the page where you designate positions. Just save the position-designation page, taking no action on it.
  - If no changes are necessary in the information, but you want to change an individual's position(s) or assign a new one, save the information page, taking no action on it, and proceed to the position-designation page. On that page, select any additional positions to be filled by this person and click "Save."

### **C. Removing an Individual as a VCT Contact**

- Click "Edit VCT Contacts' Information" on the Administrative Menu.
- Click "Delete" adjacent to the name of the person to be removed as a VCT Contact.

## **VII. Instructors' List**

Contact information must be included for each instructor on the Instructors' List. Add instructors new to VCT, per instructions given below. Once on the list, the contact information does not need to be manually entered onto course listing forms for courses taught by a given instructor.

### **A. Entering instructors' contact information onto Instructors' List:**

- Click "Instructors' List: View, Add, Edit" beneath "Contacts and Instructors" on the Administrative Menu.
- Click "Add New Instructor."
- Fill in requested information and "Save."

### **B. Using Instructors' List to designate instructors on course-listing forms:**

- Once contact information is entered onto the Instructors' List, you may designate the appropriate instructor for a course at the time courses are copied to a given semester's schedule by following options presented on-screen during the copy process.
- If the specific instructor is not known at the time courses are copied to a given semester, select "To Be Announced," and then later assign the appropriate instructor by selecting his/her name from a drop-list box on the course listing form.

*Important: Instructors cannot be designated on course listing forms, nor can they be given access to rosters until the instructor has been added to the Instructors' List, as explained above.*

## VIII. Website Security: Access Authority

### A. Protected Areas of the VCT Website

The following areas of the VCT website are password protected:

- VCT Credit Course Schedule Administration
- Reservation System
- Provider college override
- Rosters
- Edit VCT Contacts' Information
- Instructors' List: View, Add, Edit
- Student Administration
- User and Password Administration
- Edit College Information

All of the protected areas are accessed from the Administrative Menu.

### B. Levels of Access

Users of the VCT website may be granted any of five levels of access:

- **User Administrator** – Has Read/Write access to all secure areas of the VCT website. *Additionally*, holds authority to create new website users, assign usernames and passwords, and grant specific levels of access to new users.
- **Read/Write Schedules** – Has Read/Write access to all schedule functions and, in addition, Read/Write access to student information (accessed from Student Administration or Rosters), Edit College Information, and User and Password Administration (may only change password for self), plus Read Only access to all other secure website areas.
- **Read/Write Reservations** – Has Read/Write access to reservation functions and, in addition, Read/Write access to student information (accessed from Student Administration or Rosters), Edit College Information, and User and Password Administration (may only change password for self), plus Read Only access to all other secure website areas.
- **Read Only** – Has access to all secure areas of the website for read only purposes; may not write anything (with one exception–Read Only may change it's own password)
- **Instructor** – Has access only to their rosters at the VCT website and to the User and Password Administration page (only for purpose of changing their own password).

More than one access level may be granted to a person. For example, host and provider course contacts may need both Read/Write Schedules and Read/Write Reservations access authority.

### **C. Who May Be Granted Access**

A user must hold User Admin access authority to create new users of the websites secure areas and to grant specific access levels, and User Admin may create as many users as needed and grant any level of access deemed appropriate. Anyone appointed to one of the VCT Contact positions will need access. Additional users may include instructors, advisors, business office, registrar's office, and anyone else at a college who is involved in VCT transactions.

### **D. How to Create New Users and Grant Access Levels (Including Instructors)**

A. To create a new user and grant appropriate access level(s), User Admin follows these steps:

1. Click "User and Password Administration" on the Administrative Menu.
2. Enter a name for the new user in the Username field. Pick a name that you can clearly associate with the new user.
3. Enter a password for the new user.
4. Under Access, click the appropriate access level(s)
5. Click "Create User." Assign user ID's that are recognizable, meaning that you can easily associate them with specific individuals.

B. To give instructors access to rosters (optional):

1. Assign a Username and Password to each new instructor by following Steps 1-4 in A above, selecting instructors as the access level.
2. Then, select from the drop menu the name of the instructor being granted access.
3. Click "Create User."

Instructors may change their passwords, but they cannot change their ID's. Coordinators and anyone else with User Admin Authority will be able to see all current user ID's and passwords and will be able to change either.

## **IX. VCT Online Schedule**

### **A. Overview**

The schedule for a given semester includes all the courses that member colleges are providing through VCT in that semester. Once a course is listed in the online schedule for a given semester, host colleges may assume that the course definitely is available to them, if student spaces are available in courses desired.

### **B. Creating a Course Schedule (Provider colleges)**

Provider colleges follow a three-step process to create the VCT online schedule:

1. Enter courses on the Course Master List that are not already on the list.

2. Copy courses to course schedule.
3. Update course listings.

Detailed instructions for each step are given below.

**Step 1: Create Master List.** Enter your college's courses into the Master List. The Master List is a list of all the courses that your college would consider sharing with other colleges. It is not specific to any given semester.

- Click "VCT Credit Course Schedule Administration" on the Administrative Menu. If you have not already logged on with your user name and password, do so on the next screen.
- On the next menu presented, click "Submit course(s) to Master List."
- A course listing form will be presented. Enter requested information on the form for the course you are submitting, though you need not enter information that changes from semester to semester, e.g., start and end dates and last date for registering. After course information has been entered, click "Submit" at the bottom of the form. You will receive a confirmation message that the transaction has been completed.
- To submit another course to the Master List, click "Submit another course" on the confirmation screen, and repeat the process of completing and submitting a course listing form.

**Step 2: Copy Courses to Schedule** After you have entered your courses into the Master List, you must copy courses to the schedule for the appropriate semester, either the Standard Semester Schedule, Variable Semester Schedule or Summer Schedule.

- On the VCT Credit Course Schedule Administration page, click the appropriate semester under "Copy courses from Master List to designated semester's schedule." Your college's Master List of courses will be presented.
- Select each course that you want to copy to the selected semester by clicking the box to the left of each course listed.
- Click "Submit" after you have selected all the courses you want to copy.
- On the next page presented, you may globally specify the common start date, end date, and last day to register for all the courses you are copying to the Standard Semester Schedule. If you do not enter new dates, any dates included on the Master List's course listing forms will be copied to the specified semester's schedule. If you are copying courses to the Variable Semester Schedule, you may skip the step of entering a global date. You will enter appropriate dates for these courses when you revise/update the course listing form, after copying them to the Variable Semester Schedule, as instructed in Step 3 below.

**Note:** After you enter (or skip entering) the global end/start and registration dates, you will see a list of all copied courses, with options to revise or delete them. Instructions for revising and deleting are provided in Step 3 below.

**Step 3: Update Course Listings.** Course copied from the Master List to a designated semester's schedule must be updated to reflect any changes that need to be made, e.g., instructor, textbooks, etc. You may use either of two options to do this. Option 1 is available only at the point a course is copied from the Master List to a schedule. Option 2 is available to update a course listing at any time, for any reason.

**Update Option 1: Use the Revise option presented on the list of copied courses.**

A list of courses you have selected for copying to the designated semester's schedule will be presented to you after you enter (or skip entering) the global dates. This list of copied courses includes an option for you to revise (update) a course. To update the course listing, click "Revise", make the appropriate updates on the course listing form, and submit it. After submitting the listing, you will return to the copied courses list, where you may elect to revise (update) another course.

**Update Option 2: Use "Revise, delete . . ." function on schedule menu.**

- On the VCT Credit Course Schedule Administration page (accessed from the Administrative Menu), select the appropriate semester's schedule beneath "Revise, delete already submitted course listings." Then continue as described below.
- Enter your VCT username and password (if you have not previously entered your username and password).
- The courses included in the schedule you selected will be displayed. Beneath the Action column, click "Revise" on the line of the course that needs to be updated.
- The course listing form with previously entered information will be displayed. Correct or add to the information as appropriate. When you are finished, click "Submit."
- Verify on the confirmation screen presented that the updated/revised information is correct and click "Submit" (or "Cancel" if you see an error). The course listing will then appear in the online schedule as revised.

**Updating Instructor Information on the Course Listing Form:** When an instructor is replaced or contact information changes for an instructor teaching a VCT course in the current semester, an automatic email notification is sent to students enrolled in the course and to Host Coordinators. A copy of the email also is sent to the Provider Coordinator. If a change is made after the end-date of a course the email notifications will not be sent. On the email an asterisk next to an item indicates that it has changed.

## **C. Deleting a Course from the Schedule**

You may delete courses from a schedule at the point it is copied into a schedule or subsequent to its being copied. Option 1 is available only at the time a course is copied from the Master List to a schedule. Option 2 is available anytime.

***Option 1: Use the Remove option presented on the list of copied courses.***

Click “Remove” adjacent to a course on the list presented after copying courses from the Master List to a specified semester’s schedule.

***Option 2: Use “Revise, delete . . .” function on VCT Credit Course Schedule Administration page.***

- On the VCT Credit Course Schedule Administration page, select the appropriate semester’s schedule (or Master List) beneath “Revise, delete already submitted course listings.”
- Enter your VCT username and password (if you have not previously entered your username and password).
- The courses included in the schedule selected will be displayed. Beneath the Action column, click “Remove” adjacent to the course that needs to be deleted.
- Confirm the removal on the next screen

## **X. Online Reservation System**

### **A. System Overview**

The VCT Reservation System expedites inter-institutional transactions involved in a host college’s securing space in a provider college’s class. Courses may be made with the system by accessing it from the Administrative menu or by clicking “Make Reservation” next to courses in the course schedule for administrators accessed from the VCT Credit Course Schedule Administration page.

#### **1. Importance of System**

In addition to expediting inter-institutional transactions, the Reservation System also is the only means available for tracking VCT enrollments statewide and generating utilization reports. Therefore, it is important that it be used with every enrollment in classes offered through VCT.

## 2. What the System Does

The Reservation system allows a host college advisor or other staff person to reserve space in a VCT course without further dialog or negotiation with the provider college if the host accepts the conditions and criteria specified on the course listing form, including the instructional lease fee. The system makes it possible to give on-the-spot confirmation to a student that he/she may enroll in a specific online course or telecourse offered by another college through VCT.

Further, the reservation system:

- Generates automatic emails to the host and provider college's course contacts and instructor to notify them that a reservation has been made. It also generates, at the users discretion, a reservation confirmation that is sent to the student.
- At the user's discretion, sends a confirmation email to the student.
- Automatically creates course rosters for both host and provider colleges that may be forwarded to others.

## 3. Limitations of System

The reservation system does only what its name implies: it *reserves space* for a student in a provider college's course. The student must still go through the host college's regular registration/enrollment process. Also, it must be kept in mind that the reservation system is not connected to a college's official information system. The student rosters automatically generated by the reservation system are not the official rosters. The official rosters are those produced by the registrar's office. The reservation system's rosters, however, may facilitate communication with partnering host/provider colleges, instructors, the registrar's office, and business offices.

### B. Detailed Instructions for Using the Online Enrollment Reservation System

#### 1. Required Preliminary Action

Before using the Reservation System, a host college *must* have specified a Host Course Contact. To specify a course contact, use the "Edit VCT Contacts' Information" link on the Administrative menu.

#### 2. Steps in Making a Reservation

Assuming a Host Course Contact has been designated, making a reservation in a course entails three steps: 1) select the course; 2) select the student and enter current student contact information into the student information form; and 3) review the automatic emails generated and complete the reservation.

**Step 1: Select the course.**

Two options are available for selecting a course to reserve: A.) use the reservation function on the Administrative Menu and B.) use the Administrative Online Schedule.

***Option A: Select course using Administrative Menu option, “Select course for reservation.”***

- Click “Select course for reservation” on the Administrative Menu.
- Select the desired semester from the drop menu presented and then enter the course prefix and number in the adjacent fields. Click “Search.”
- The various classes for that course are then listed by college. Only classes that are still open to enrollment will be presented. Classes for which all spaces are already taken or for which the registration date has passed will be excluded.
  - To ensure that the student meets all requirements and prerequisites, review the course listing form of the desired course, accessing it by clicking the provider’s college’s name.
  - If all requirements are met, select the class desired by clicking “Select” (far right column) adjacent to it.
- Proceed with selecting the student and completing the student information form (instructions in Step 2 below).

***Option B: Select course from the Administrative Online Schedule***

- Access the online schedule from the Administrative Menu: click “VCT Credit Course Schedule Administration” and then click “View Course Listings.”
- Scroll in the schedule listings to the desired course number. Review the course listing form (click provider college’s name) to ensure student meets all requirements and prerequisites.
- Click “Make reservation” (last column) adjacent to the listing of the college class in which you would like to make the reservation.
- Proceed with entering current student contact information (instructions in Step 2 below).

**Step 2: Select the student and complete the student information form.**

A Student Selection page will be presented after a class has been selected.

**For Students New to VCT.** If a student has *never* reserved space in a course via VCT:

- Enter his/her full student ID and click “Submit.”
- Complete the student information form presented and click “Submit.”
- A legitimate email address **MUST** be entered if the course is online. Note, however, that all students are strongly encouraged to have email addresses, whatever the course format, to facilitate effective communications between students and instructors and administrative staff.

**For Previously Enrolled Students.** If the student has *previously* reserved space in a course offered via VCT:

- Enter at least four digits in one of the fields (Student ID, First Name, or Last Name) beneath the ID field for first-time students and click “Search.”
- A list of students matching the digits you entered will be presented. Select the appropriate student by clicking “Select” beneath Reservation (far right column).
- Review the student information form presented. Update it as appropriate, and click “Submit.”
- A legitimate email address *must* be entered if the course is online. Note, however, that all students are strongly encouraged to have email addresses, whatever the course format, to facilitate effective communications between students and instructors and administrative staff.

### **Step 3: Review automatic emails and complete the reservation**

Submission of the student information form triggers an automatic email to the host and provider colleges’ course contacts, the instructor of the course, and, at the user’s discretion, to the student. The email serves as a reservation notification and includes the specific course selected, all student information entered, and any comments entered into the comments box provided.

- Emails to be sent to course contacts and the student are presented after the student information is submitted. You may add personalized comments to each. Enter any comments, and then click “Continue” at the bottom of the page.
- Review the emails and comments, if any, and complete the reservation by clicking “Complete Reservation.” You also have the option here to cancel the transaction by clicking “Cancel Transaction.”
- You will receive a confirmation that the reservation has been completed after you click “Complete Reservation” or a confirmation of the reservation’s cancellation if you elect to cancel it.

*Note: When a reservation is made in a course, the spaces available shown on the course listing form of the online schedule are automatically reduced by one.*

### **C. Provider College Override: Making Reservations When No Spaces Are Available**

A host college may request that a provider college grant permission to enroll a student in a course even though all spaces reserved for VCT have been taken or the specified registration period has passed. In this case, a provider college may, at its discretion, use the reservation to grant the host college's request. Using the override, the provider college designates a certain number of spaces for a specific host college, and then the host college uses the reservation system per usual to make reservations. Spaces appear in the online schedule in red to the host college as a signal that the override is effective. To all other colleges, the course is shown to be closed in the online schedule.

#### **Provider college initiates the requested override:**

- Click "Reservation Override" on the Administrative menu.
- Select the semester for which an override is desired.
- On the form presented, select the desired course from the drop menu.
- Select the host college for whom the override is granted from the drop menu.
- Enter the number of spaces to make available to the host college.
- Enter the last date the override will be active.
- Designate a certain number of spaces in a specific course to be held for a designated host college until a specified date.
- Inform host college via email, phone, or fax that the override has been used to designate a certain number of spaces in a given course for a certain period of time.

#### **Host college makes reservation after override is granted:**

- After receiving an override notification from the provider, the host uses the Reservation system, per usual, to reserve spaces for students after being informed of the override.
- For the host college only, the Admin schedule displays the number of spaces available to it in RED. To all other colleges, the course is designated "Closed."

### **D. Special Considerations Applying to the Online Reservation System**

*Provider colleges must ensure that:*

- Each course that a college lists in the online schedule is definitely available to host colleges. This means that instructor approvals must be procured and any other inter-institutional requirements/considerations satisfied before listing the course online.
- All items on the course listing form are completed and accurate.
- The spaces-available field labeled must have a number, one or higher. If the field is blank or zero the reservation system course will not recognize the course as being available. *(Note: In open enrollment courses, providers sometimes enter zero in the spaces-available field. The online reservations system will ignore these courses. It is important that ALL courses have some number of spaces specified for VCT students.)*
- The provider should carefully consider the date it specifies as the last date to register. If the date is too early, it may have passed by the time advisors are assisting students, and the course will not be included on the list of available courses generated for the user.
- All course requirements and prerequisites must be completed on the course listing form. This information makes it possible for host colleges' to ensure that they reserve spaces only for students who meet provider colleges' requirements.

#### **E. Benefits of the Reservation System**

The reservation system--

- Makes it possible for a student to reserve space in a VCT class in a single transaction with an advisor.
- Provides an efficient process for helping only one or two students enroll in a VCT course.
- Creates student rosters that:
  - provide accurate and current information to both host and provider colleges on all students enrolled in all VCT classes;
  - allows anyone with read/write access to send an email, with an attachment, to ALL or SELECTED students, instructors, Host or Provider Coordinators, or any of the other VCTcontacts;
  - may be forwarded internally to other offices needing accurate and current VCT enrollment information.
- Automates inter-institutional communications that is otherwise labor and time intensive.

To attain the above benefits colleges must:

- Train advisors, instructors, registrars, business offices, and other staff on how to use the system and how they can be served by it.
- Assign usernames, passwords and access level (UserAdmin, Read/Write Schedule, Read/Write Reservation System, Instructor or Read Only) to individuals working with VCT.
- Use the system with every student that enrolls in a VCT class. The reservation system should be used even when a pair of colleges reciprocally agree to provide courses without paying the instructional lease fees, if the receiving (host) college transcripts the course and provides support services per the VCT Memorandum of Understanding.
- Keep the rosters current on an on-going basis during a semester by deleting students from them when they withdraw.

## **F. Limitations of Reservation System**

For interactive video and dual-credit/concurrent enrollment courses, the reservation system should not be used until personal inter-institutional communication has taken place. These courses are attended by special issues/concerns that must be directly addressed through personal dialog.

Still, after up-front discussions and agreements have occurred, the reservation system should be used for interactive and dual-credit/concurrent enrollment courses. First, the reservation system database provides the only means for tracking VCT enrollments and generating VCT utilization reports. Further, the reservation system automatically generates student rosters for both the host and provider colleges. Because they may be easily updated and forwarded via email, these rosters may be used to facilitate internal and external communications of host and provider colleges.

## **XI. Student Rosters**

As course reservations are made, rosters of VCT-enrolled students are automatically created for both the host and provider colleges. The rosters are accessed from the Administrative Menu. When accessing rosters, you must—

- select the appropriate semester/term;
- select ALL or SPECIFIC rosters’;
- select the sort order of roster(s) selected: by common course number, by provider or host college, by instructor, or by student; and;
- select VIEW or PRINT option.

## **A. Information Included and Accessed from Rosters**

The information below is included on the rosters, with links to additional information as indicated in parentheses.

- Student name (links to a student's contact information, which host colleges may update there, and a record of courses taken through VCT)
- Course number (links to Course Details Form)
- Course title
- Provider (or host) college name (links to contact information for all VCT positions a host or provider college has designated)
- Course format
- Start-end dates
- Enrollment status (Enrolled or withdrawn)
- Student Log link, which opens a record of all host's or provider's reservations-generated emails to the provider or host colleges and to students

## **B. Action Features of Rosters**

In addition to providing a record of who is enrolled in specific course, the rosters offer other useful features. They include the capability to:

- Withdraw a student and to re-enroll a student withdrawn erroneously
- Forward the rosters to other individuals and offices
- Send email, with attachments, to ALL or SELECTED students, instructors, host or provider VCT Coordinators, or any of the other VCT contacts. Instructions on the email feature are given below.

## **C. Instructions for Rosters' Email Service**

Read/write access to rosters is required to use the rosters' email service. Email goes only to recipients associated with courses with actively enrolled students. It does not go to anyone associated with a course in which the enrollment status is "withdrawn" for all students on the rosters. To send an email:

1. Select the category of email recipients:

- Students
- Instructors
- Host/Provider Coordinators
- Host/Provider course contacts
- Host/Provider roster/grades contacts
- Host/Provider invoice/payment contacts
- Testing contacts (Host Only)

2. Specify if you want to send your email to:

- recipients associated with ALL courses shown in the rosters displayed,
- OR to recipient associated ONLY with certain courses. To send the email to recipients associated with certain courses only, click “Receive Email” at the bottom of each appropriate roster.

3. Click “Compose Email” at the bottom of the rosters page.

## **XII. Student Administration**

### **A. Overview of Student Administration**

Student Administration gives both host and provider colleges a complete record of each student served through VCT since the Spring 2001 semester, providing each student’s enrollments were entered into the VCT reservation system database. (Spring 2001 was the semester that the reservation system became operational.)

### **B. Information Available through Student Administration**

For each student served through VCT, host and provider colleges may see:

- List of all courses, including semester each was taken, and host and provider colleges
- Courses enrolled in for a specific semester, including host and provider colleges
- Student’s information: (name, address, phone, email, ID)

### **C. Accessing Students’ Records (Host or Provider)**

To access a student’s VCT record:

- Select “Student Administration” on the Administrative Menu.
- Select appropriate search parameters from the drop menus presented on the screen presented; then click “Go.”
- On the next page presented, you will see the names of students matching your specified search parameters. Select the correct student.
- Click “View Details” on the line of a student’s name to see:
  - A list of all courses taken through VCT in the time frame specified
  - A student’s complete contact information.

## D. Editing Student Information

To update a student's information (name, address, etc.):

- Click "View Details" adjacent to a course entry on the list of courses that a selected student has taken. To access the course list, follow the procedure described in "Accessing Students' Records" above.

Editing a student's contact information initiates an automatic email notification to the student's current semester instructors and to the host college's testing contacts.

*Note: Only the host college may edit student information.*

## XIII. Instructional Fee List

The Instructional Fee List is a list of Providers' instructional fees by course for specified semesters. The list combines both "Standard" and "Variable" schedules. The list should offer substantial help to Provider colleges in setting their instructional fees. To view the list:

- From the Administrative Menu, click on "VCT Credit Course Schedule Administration;"
- Below the Revise/Delete link and above the Academic Course Guide Manual link click on "Instructional Fees;"
- Select the semester you wish to view.

Anyone with "read only" access may view the list. Any change in a Provider's instructional fee will show up immediately on the list.

## APPENDICE:

"Summary of Provider and Host Colleges' VCT Responsibilities" summarizes in tabular format the major responsibilities of host and provider colleges in the areas of instruction, student resources, and administration. It was produced by the TACC Distance Learning Advisory Committee in the early stages of VCT's development, and it served as the foundation document for the VCT Memorandum of Understanding and this Operations Manual. To see the document click on the blue link below.

[Summary of Provider and Host Colleges' VCT Responsibilities](#)