# High School Registration Tasks

**Welcome to the dual enrollment program at Joliet Junior College**! Joliet provides a convenient online registration process using DualEnroll.com. Here's how to complete the **High School** tasks associated with student registrations.

You will receive an email notification when a task has been assigned to you. Click on the blue link in the email to log into the system. *Be sure to check your Junk/SPAM folder if you are not receiving emails.*
You can also **login directly** by going to this and entering your login credentials: https://jjc.dualenroll.com



Click on the **Student** tab at the top of your dashboard to access the list of students who have initiated registration with the system.



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.

**Step** can be used to display only registrations on a specific step, to access batch mode, and to resend notifications to a group (more on this on the next page).

After selecting a Step, the **Step Action** drop down box will appear. Click on **complete in batch mode** to step through all registrations at that task.

# High School Registration Tasks

## Instructor: Confirm Enrollment

If a student selects an incorrect class section, it can be corrected during this step.

Click COMPLETE STEP.

**High School: Confirm Enrollment**

The students listed below have indicated their enrollment in a course at Joliet Junior College. Please confirm their enrollment in the course and course section indicated or update to the appropriate course section. If the student is not enrolled in this course at all, please select "Student Not Enrolled".

By approving each student you are agreeing to have them in the course.

| | Student Name | Course Number | CRN | Instructor |
|---|---|---|---|---|
| ○ Confirm student | Mac MacDonald | A1-100 | ● DOUG1 | Joseph Sturino |
| ○ Not enrolled/doesn't meet prereqs | | | ○ DOUG2 | Amanda Malsky |
| ○ Defer | | | | |

COMPLETE STEP

## HS Admin: Verify FRL

Verify Free or Reduced Lunch qualification.

Click COMPLETE STEP.

**HS Admin: Verify FRL**

This student has indicated that they qualify for Free or Reduced Lunch at their high school. Please verify.

| Student Name | Student ID | High School | Term | Decision | Comments |
|---|---|---|---|---|---|
| Taylor Swift | 39912 | BOLINGBROOK HIGH SCHOOL | Summer 2024 | ○ Approve  ○ Decide Later  ○ Decline | Comment |

COMPLETE STEP

## Counselor: Help Resolve

The college may require additional information such as placement scores or transcripts, or there may be an issue completing your registration. This screen will explain the issue; provide the solution.

Please leave notes to inform JJC of status changes such as qualify scores sent or student does not meet placement.

Click COMPLETE STEP.

**Counselor: Help Resolve**

Placeholder text.

Student Name: **Mac MacDonald**
High School: **BOLINGBROOK HIGH SCHOOL**
Student ID: **0892909**
Term: **Spring 2024**
Course: **Introduction to Accounting A1-100 (DOUG1)**

Choose File  No file chosen   Kind of Document: transcript

Comments from College (06/03/2024): asdf
Comments from College (06/03/2024): asd

Comments
*Note: comments entered here are private and will be visible only to other participants with approval roles.*

Or upload a comments file (PDF only):  Choose File  No file chosen
Private? ☑

COMPLETE STEP

# All Student Accounts

From the **Students** tab click on **All Student Accounts** to search for an individual student, even if they do not have registration activity.

Click on a Student's name to view their Profile.

**BOLINGBROOK HIGH SCHOOL: Registration Activity**

| Course: | Counselor: | Term: | Step: | Abandoned: | Search: |
|---|---|---|---|---|---|
| All Courses | All Counselors | > All Active Terms | College: Review Faile | show | |

**BOLINGBROOK HIGH SCHOOL: Students**

First Name: | Last Name: | Status: All

Student Creation Date (range): | Application Creation Date (range): | Application Completion Date (range):
yyyy-mm-dd — 2024-06-03 | yyyy-mm-dd — yyyy-mm-dd | yyyy-mm-dd — yyyy-mm-dd

| Student | Status | App Created On | App Completed On |
|---|---|---|---|
| Dylan Bates | Account Confirmed | | |
| Norman Bates | Account Confirmed | | |
| mj Boling_1 | Account Confirmed | | |
| mi Bolingbrook_2 | Account Confirmed | | |

- **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.

You can send reminders to students directly through the DualEnroll when they have not yet registered. Filter for a particular **Status** and then select **send reminders to students with selected status** from the Reminder Actions dropdown menu. You can add custom text if you would like. Click the **SEND** button to send the reminder and all students in that Status will the text/email reminder that they still have steps to complete if they wish to register for courses.

**BOLINGBROOK HIGH SCHOOL: Students**

First Name: | Last Name: | Status: DE Account Not Yet ...

Student Creation Date (range): | Application Creation Date (range): | Application Completion Date (range):

**Send Reminder**

You are about to send a reminder notification to all of the students with **DE Account Not Yet Confirmed** status. If you would like to include your own message, enter it in the box below.

**Additional Message (Optional)**

Enter a custom message you would like

**Email and SMS/Text Mesage (Sample)**

Dear <student-name>,

You have created an account at DualEnroll.com for <college> but you have not yet confirmed that account. When you created the account you should have received an email with a link to confirm. Locate that email and follow the link to confirm your account and begin registration. Your account login name is: <student-login>

**Reminder Actions**
Reminder Actions
send reminders to students with selected status

**SEND**

Back

# DualEnroll Step Definitions

**Counselor: Help Resolve:** This step is assigned to counselors when the college needs more information. It is commonly used to request test scores for a student or to verify an address. When completing this step, please leave notes in the comments section and always click "COMPLETE STEP" when finished. This will send the workflow back to the college.

**Counselor: Resolve Student Enrollment:** The "Resolve Student Enrollment" step is sent to the counselor by the instructor. If a student is attempting to register for a course but the instructor does not have the student on their roster, the instructor can either move the student to the correct section (if known) or send the request to the counselor for further investigation. The counselor will then move the student to the correct section, choose "Decide Later," or select "Student Not Enrolled." Please remember to click "COMPLETE STEP" when done.

Note: Selecting "Decide Later" will leave the student in the current step.

**Instructor: Confirm Enrollment:** Every registration must be confirmed by the instructor. In this step, the instructor can confirm that the student belongs in their specific course and section. The instructor can also move the student's registration to a different section (if one is available), mark the student as not enrolling or not meeting prerequisites, or defer the registration to the counselor/administrator for further review.

**Pending: Completion of Per Term Steps:** Per term steps include Parent Consent and/or FRL verification.

**HS Admin: Verify FRL:** This step must be completed by a high school administrator or designee and is one of the most time-sensitive steps. It should be monitored daily at a minimum, as it will halt the workflow. Please select "Approve" or "Decline" for each student in this category. FRL eligibility is based on the student's family income meeting the USDA free and reduced lunch guidelines.

**Parent: Provide Consent:** Parent consent is a required step for all students. Each term, the student's parent or guardian on file will receive an email from noreply@dualenroll.com requesting consent for the student to take a dual-credit course with JJC. If the parent declines, the registration will be terminated.

If the parent declines consent in error, they can submit a ticket to the DualEnroll help desk by clicking the help desk link in the top right-hand corner of the page to request that the parent consent be reset.

**Pending: Application Response:** "Pending Application Response" means that JJC's system is working to generate the student's JJC ID.

**Pending Completion of One-Time Steps:** This status indicates that JJC's system is working to generate the student's JJC ID.

**Pending: Student Review/Update of Application:** This step appears when a student who has an existing DualEnroll account from a previous semester logs into their account but has not updated the term. Students in this step have not yet selected courses for registration.

**Processing: …:** If you notice a student in a processing step for an extended period of time, please put in a DualEnroll Help Desk ticket for that student or send an email to officeofdualcredit@jjc.edu. Occasionally, when the system experiences a high volume of activity this can happen and is easily resolved.

**Complete:** The student's registration has moved through the entire workflow, and the student has been successfully registered.

**Failed:** The student's registration could not be completed. For more information, click on the three dots on the right-hand side of the row and then click on "History." All registrations that fail due to issues from the college will include notes in the comments section. Denied parent consent can be identified by a blank name section in the parent consent line. This indicates that consent was denied by the parent.