



Dual Credit
Handbook for Facilitators

The Best Place to Start and Finish.

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## Section 1 - Facilitator Responsibilities

#### **Facilitator Description**

Dual credit facilitators play a vital role in dual credit at El Paso Community College. Facilitators provide support and guidance to students enrolled in online courses. In some school districts, the facilitator will be a highly qualified teacher in the subject and will teach the Texas Essential Knowledge and Skills (TEKS) not covered in the college course necessary to give students the opportunity to master the TEKS in order to meet graduation requirements.

Facilitators also may support students' efforts in the course by acting as a tutor once the college material has been delivered (taught) by the EPCC instructor and serve as a guide in building the necessary behaviors exhibited by successful college students.

#### **About EPCC Online Courses**

- Online courses are limited to 25 students.
- Online courses use the learning management system (LMS) called BlackboardLearn© to deliver online instruction.
- Online Courses will not appear in BlackboardLearn© until the course start date.
- Dual credit online courses require a facilitator, appointed by the high school.

#### Before the Semester Begins

- Verify that the correct EPCC discipline approved textbook listed in the syllabus and the textbook issued to each student is one in the same.
- Assure that each student has his/her own textbook on the first day of class; no classroom sets.
- Encourage students with disabilities to contact the <u>EPCC Center for Students with Disabilities</u> (CSD) to discuss the need for accommodations.
- NOTE: Students enrolled in EPCC dual credit courses who require modification
  through their school districts and want accommodations in their college courses
  must meet with an EPCC CSD Counselor. Modifications made in the secondary
  classroom do not apply at the postsecondary level because high school students
  fall under the Individuals with Disabilities Education Act (IDEA) while college
  students come under the ADA Amendments Act (ADAAA).
- Obtain the EPCC course roster from your high school dual credit contact.
- Confirm students' enrollment in the course and report enrollment discrepancies to the <u>Dual Credit and Early College High School Office</u>.
- Due to possible changes in enrollment, check the course roster periodically.

#### At the Start of the Semester

- Assist students with logging into BlackboardLearn©. See <u>Dual Credit Blackboard</u> Login Information for assistance.
- NOTE: All students enrolled in EPCC online courses are mailed a <u>postcard</u> from EPCC Distance Learning Support Services that shares important information to help them off to a successful start.
- Review the course syllabus, policies, calendar, grading scale, and procedures.
- Establish and maintain consistent communication with the EPCC instructor through Blackboard course messages, email, and/or telephone.
- Encourage students to become familiar with the EPCC Student Code of Conduct EPCC Procedure 7.05.01.18.
- Students caught violating EPCC Student Code of Conduct provisions with regard to cheating, plagiarism, and/or collusion may earn a grade of 0 (zero) on the test/assignment or course and will be referred to the EPCC Vice President of Instruction & Workforce Education where they may be subject to disciplinary action.
- Disruptive and/or inappropriate behavior in the online class environment may result in removal from the course with a possible referral to the Vice President of Student Services for disciplinary action.

#### **During the Semester**

- Monitor student success in the class
- Communicate with EPCC instructor when problems, issues, and/or questions arise.
- Encourage students to contact the EPCC instructor with questions and concerns regarding the course and/or grades.
- Encourage students to check their grades in Blackboard (Grades) frequently in order to understand how they are progressing in the course.
- Respond to EPCC instructor questions about specific student's engagement in class.
- Encourage students to contact the EPCC Blackboard Help Desk, (888) 296-0863, with BlackboardLearn© technical issues.
- Remind students of approaching deadlines and exam dates.
- Remind students who participate in extracurricular activities that they must complete assignments according to the EPCC online dual credit instructor's calendar or to make arrangements to complete assignments early.
- Help students develop time management and study skills that will help them succeed in college courses.

• Remind students that as EPCC students, they have access to student support services such as EPCC <u>libraries</u>, <u>computer labs</u>, <u>tutorial services</u>, etc.

#### At the End of the Semester

- Ensure that every student completes the EPCC course evaluation.
- Encourage students to provide constructive feedback that will help faculty improve instruction.

#### Section 2 - Blackboard Information

#### **Dual Credit Facilitator Blackboard Login Checklist**

At the start of every semester, facilitators should use the checklist below to assist their students with logging into BlackBoard.

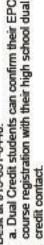
- 1. Ensure that students know their EPCC email address and password. This information was sent to them via their acceptance letter.
  - a. The EPCC Information Technology Division has an online EPCC Account Recovery option available to all users.
    - The EPCC Account Recovery website will help students recover their EPCC username and/or password. Select the option "Forgot Password" or "Forgot Username." A personal email must be on file, and can be updated using Web Banner. Students will be asked to verify their personal email address, and upon verification, be sent their username or a link to reset their password accordingly.
  - b. Students can also visit any ACS Lab on any EPCC campus for assistance.
  - c. Students may call the IT Help Desk (915-831-6440) for assistance when they are unable to use the Account Recovery option.
- 2. Have student sign onto Blackboard.
  - a. Blackboard is the LMS (learning management system) used by EPCC to deliver online instruction.
  - b. To access Blackboard
    - i. Go to MyEPCC: my.epcc.edu
    - ii. Login using your EPCC email address and password.
    - iii. Click on the Blackboard link.
  - c. Courses in which the student is enrolled will be listed in the Courses.
    - i. Students will not see their EPCC course(s) listed until the course start date.
    - ii. NOTE: There are various parts of term with their own start dates.
- 3. Students can complete the online tutorial to learn Blackboard basics.
  - a. Instructions for the BlackBoard Student Tutorial are located under the Institution Page link after logging into BlackBoard.
  - b. Contact BlackBoard Help Desk for more information (888) 296-0863.
- 4. Ensure students log in to their EPCC email and check it on a daily basis.
  - a. Go to my.epcc.edu for the EPCC email log in page.

- b. Contact the EPCC IT Help Desk for assistance with College email.
- 5. **P**rovide students with the **Blackboard Help Desk** phone number, (888) 296-0863.
  - a. The Blackboard Help Desk is available 24 hours a day, 7 days a week year round to assist students with Blackboard technical issues.
  - b. Students should contact the Blackboard Help Desk for assistance with technical issues.

#### **DLSS Postcard to Online Students**

NOTE: Scan the QR codes with your device for quick access to websites.

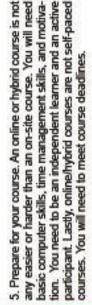
the start dates of your course(s). You may have registered for a minimester or late start course. Access Banner at my.epcc.edu. For assistance with Banner, call the EPCC IT Help Desk at 915-831-6440. registration. Log into Banner and check Confirm your



board login. Access Blackboard at my.epcc.edu. If you do not know your EPCC Blackboard login credentials, contact Blackboard is the learning management system (LMS) used to deliver online instruction at EPCC. Test your Black the EPCC IT Help Desk at 915-831-8440.

Classes will not appear in Blackboard until the course start date(s).

New to Blackboard? Take the Blackboard Subsent tutorial. This will help you learn how to use the Blackboard Student tools and features to complete your course.



Follow Distance Learning on Facebook for Blackboard updates, student tips, and general EPCC information.

Mont instructor for clarification, begin your coursework and have Log in to Blackboard on your course start date(s). Click on your course and read the syllabus. Contact a successful semester.



The EPCC Blackboard Heip Desk is available toll free at 1-888-236-6853 to assist you with technical issues 24 hours a day, 7 days week

Distance Learning Support Services Have a successful semester! Valle Verde C408 Monday - Friday 915) 831-3111 8 am - 5 pm





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### **Section 3 - Contact Information**

EPCC IT HELP DESK	EPCC DISTANCE LEARNING SUPPORT SERVICES	EPCC BLACKBOARD HELP DESK
915-831-6440	915-831-3111	1-888-296-0863
Monday - Thursday	Monday - Friday	24 hours a day
7:00 am - 9:00 pm	8:00 am - 5:00	7 days a week
Friday	pm	365 days per year
7:00 am - 5:00 pm		
Saturday		
9:00 am - 4:00 pm		
Sunday		
Closed		

ACS Labs located at each EPCC campus can also assist students with EPCC username, passwords, Banner, and EPCC email. Visit the <u>Academic</u> <u>Computing Services</u> webpage for ACS lab locations and hours of operation.

# **College Mailing Address**

P.O. Box 20500, El Paso, TX 79998

# Phone, Office of the Dean, Dual Credit and Early College High Schools 915-831-6677

# **Helpful Phone Numbers**

Admissions/Registration (915) 831-2150
Campus Life (915) 831-2636
Career and Transfer Services (915 831- 2636
Center for Students with Disabilities (915) 831-2426
Distance Learning/Blackboard (915) 831-3111
Blackboard Help Desk 24/7 (888) 296-0863
Dual Credit/ECHS Fax (915) 831-2415
IT Service Desk (915) 831-6440
Testing Services (915) 831-2816

For further Dual Credit related departments, numbers and email addresses, visit our website the <u>Dual Credit</u> webpage.