El Paso
Community
College

Dual Credit
Handbook for Facilitators

The Best Place to Start *and Finish!*

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Section 1 - Facilitator Responsibilities

Welcome

Welcome and thank you for your support of our online Dual Credit students! We hope that this handbook will provide you with useful information about your role as an online facilitator, EPCC online courses, and responsibilities starting before the semester begins and throughout the semester.

Facilitator Description

Dual Credit Facilitators provide vital support for students taking online courses at El Paso Community College for Dual Credit. 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 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.
- Most online courses use the learning management system (LMS) called Blackboard Learn© to deliver online instruction.
- Online Courses will appear under the Current Courses tab in Blackboard Learn© on the course start date.
- Online EPCC courses taken for Dual Credit require a facilitator appointed by the high school.
- Students can access additional resources such as the Learning Online at EPCC Student Handbook and the LockDown Browser & Monitor Guide for Students on the Assist page found on the Blackboard Learn left-hand menu.
- Due to single sign-on implementation, facilitators no longer have access to Blackboard Learn.

Before the Semester Begins

- Verify that the correct EPCC discipline-approved textbook listed in the syllabus matches the issued textbooks of each Dual Credit student.
- Assure that each student has their textbook on the first day of class; no classroom sets. Students must be allowed to take their textbooks home.
- Encourage students with disabilities to contact the EPCC Center for Students with Disabilities (CSD) to discuss the need for accommodations.

NOTE: Students enrolled in EPCC courses taken for Dual Credit 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 (Individuals with Disabilities Education Act – IDEA) do not apply at the postsecondary level because college students fall under the ADA Amendments Act (ADAAA).

- Obtain the EPCC Banner course roster from your high school Dual Credit contact. The high school roster is not confirmation that students are enrolled in the EPCC course.

- Confirm students' enrollment in the course and report enrollment discrepancies to your Dual Credit high school contact.

- Check the most current Banner course roster periodically for changes in enrollment.

At the Start of the Semester

- Assist students with logging into BlackboardLearn©. See Dual Credit Blackboard Login Information for assistance.

- Refer students to the Learning Online at EPCC Student Handbook for guidance.

- Review the course syllabus, policies, calendar, grading scale, and procedures with the class.

- To support student success, establish and maintain consistent communication with the EPCC instructor through email and/or telephone.

- Establish an understanding of instructor expectations about:

  o sharing student progress grades/information

  o any additional course requirements,

  o supporting the instructor's teaching approach.

- Encourage students to become familiar with the EPCC Student Code of Conduct.

  o Help students understand the consequences of violating the EPCC Student Code of Conduct provisions regarding 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.

  o Help students understand that Disruptive and/or inappropriate behavior in the online class environment may result in removal from the course, with a referral to the Vice President of Student Services for disciplinary action.

During the Semester

- Monitor student success in the class. Professors are allowed to share progress throughout the semester. However, it is not required. Since all online courses are in Blackboard, the high school facilitator can certainly ask the student to show them their grades in the Grade Center.

- Communicate with EPCC instructor when problems, issues, and/or questions arise.

- Have students contact the EPCC instructor with questions and concerns regarding the coursework, course expectations, and/or grades.

- Encourage students to check their grades in Blackboard frequently to understand how they are progressing in the course.

- Encourage students to check their MyEPCC email often.

- 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 Blackboard Learn© 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 with the instructor to complete assignments early.

- Help students develop time management and study skills that will help them succeed in college courses.

- Remind students that, because they are enrolled in EPCC courses, they have access to student support services such as EPCC libraries, computer labs, tutorial services, etc.

At the End of the Semester

- Ensure that every student completes the EPCC course evaluation online. Students will receive an email giving them instructions related to the completion of the evaluation.

- Encourage students to provide constructive feedback that will help faculty improve instruction.

- Professors cannot share official final grades with facilitators. Students have access to their final letter grade in Banner. Final numeric grades can only be requested through the Registrar's Office.

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 students 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. Log in 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 tab.

        i. If the course has started, it will be listed under Current Courses.

        ii. If the course has not yet started, it will be listed under Upcoming Courses.

        iii. Students will not be able to access their EPCC course(s) until the course start date.

            NOTE: There are various parts of term with their own start dates.

        iv. If the course is not listed, have the student confirm their Banner registration with their Dual Credit contact.

            Please note that Banner can take up to 12 hours to send updates to Blackboard.

3. Students can complete the online tutorial to learn Blackboard basics.

   a. EPCC is beginning the transition to Blackboard Learn Ultra. Ultra is the new user interface and workflow in Blackboard. Students may have courses in both Blackboard Learn Original and Blackboard Learn Ultra.

   b. Students will find instructions to self-enroll in the Blackboard Learn Original tutorial in the Learning Online at EPCC handbook found on the DLSS webpage.

   c. Students must email dlss@epcc.edu if they wish to be enrolled in the Blackboard Learn Ultra Tutorial.

   d. Ensure students log in to their EPCC email and check it daily. Go to my.epcc.edu for the EPCC email login page.

   e. Contact the EPCC IT Help Desk for assistance with EPCC email.

4. Ensure students know where to go for assistance.

Distance Learning Support Services	Contact DLSS if you need help with: · Blackboard · Respondus LockDown Browser & Monitor · Collaborate · SmarterMeasure The EPCC Blackboard Help Desk is available toll-free at 1-888-296-0863 to assist you with technical issues 24 hours a day, 7 days a week. Join our Distance Learning Virtual Office Hours through Blackboard Collaborate Ultra. We are available Monday through Friday from 8:00 am to 5:00 pm. Send us an email: dlss@epcc.edu. Please understand that we may not be able to provide the assistance you need via email and that you may be asked to call the EPCC Blackboard Help Desk or visit us during our Virtual Office Hours.
EPCC IT Department	Contact the EPCC IT Department if you need help with the following: · MyEPCC · EPCC login credentials, including Blackboard login · EPCC email · Web Banner · Microsoft Teams · Microsoft Office 365 · OneDrive
Your Instructor	Contact your instructor with any course-related questions or issues such as: · Course work instructions or directions · Missing or unavailable course content · Technical issues that prevent you from submitting course work (assignments, tests, etc.) · Missed deadlines · Issues with publisher content, access codes, or websites: your instructor should provide you with the publisher(s) technical assistance information · Required course materials · Required meeting dates and times/locations (if hybrid) · Required 3rd party software or applications
ISD IT Department	· Updates to or issues with ISD issued device · Installation of Respondus LockDown Browser on ISD issued device

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
   7:00 am – 9:00 pm
Friday
   7:00 am – 5:00 pm
Saturday
   9:00 am – 4:00 pm
Sunday
   Closed
	Monday – Friday
	   8:00 am – 5:00 pm
		24 hours a day
		7 days a week
		365 days per year

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

College Mailing Address
PO 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 Dual Credit website.