

## **Counselor FAQ**

### **How do I know if a class my student is registering for is restricted or has seats available?**

Unfortunately, Dual Enroll is unable to provide a way for this information to be visible during registration. Even our system for our traditional students is unable to provide this information.

However, if a section is full, it will no longer be visible to students. For Arts and Science classes, we recommend, if there are multiple sections to choose from, choose an odd numbered section. They are typically the open sections, but that may not always hold true.

We work diligently once registration opens to move students to open sections or correct any errors. We are intentional in this to try to sort and process registrations according to which students submitted first.

### **How do students register if they do not have a social security number?**

If students have a SS number but just don't have it with them at the time they are creating their account, they can click through and update the other tabs in Dual Enroll to complete most of the application. Once they receive their SSN they can just jump back to the Student Address tab and add their number.

If students truly have no SSN, they will need to fill out the paper application form each term they wish to register for classes. Once complete, the application should be submitted to High School Programs.

### **How do students register if the class will be paid for by the parent?**

All students must have access to the same classes. Therefore, if a class is paid for by the school for one student, it must be made available to all students.

However, in the case that a class will not be paid for by the high school and the parent will be paying, students should fill out a paper application form for that class and submit it with their parent's signature. Or, they can submit the class through Dual Enroll but then we need to be notified if parent pay is the option selected.

### **How do students find their ID#?**

Students can find their student ID# typically within 24 hours of creating their account by going to the Academics tab on their profile page in Dual Enroll.

### **What is the maximum number of credits a student can take?**

Students are allowed to take as many classes per term as they wish up to 15 credits. Overload permission can be requested if a student wishes to take more than 15 credits but approval will be determined by the department dean.

### **Can I see a student's current grade?**

Unfortunately, even we do not have access to students grades aside from midterm and final grades. Students have access to view their grades through MyHills once their instructor posts them. Students can also reach out to their instructor if they are unsure of their status.

### **When and where can I see midterm and final grades?**

Grades are available to view in the Dual Enroll Student Roster report the day after the college posts them.

### **What are the different reports in Dual Enroll and which ones should I use?**

Reports give you a large, varying amount of information for you to use to track your students. Reports are generated as excel sheets, so if you do not need a column that is included on the generated report, you can just delete it! After downloading a report, you can also easily sort the excel document to organize by student name, class, lecture method, or course grade

- **Completed Registrations-** Find your complete list of students who are registered for a class.
- **Registrations with status:** Find the list of students and the classes they have registered or attempted to register for. This includes statuses of complete, dropped, abandoned, or failed.
- **Student Roster-** Find your list of registered students along with their midterm and final grades\*, including any students who have been withdrawn. This report is by term so you can pull reports for the current term or a past term.

*\*Grades are available to view in this report the day after grades are posted by the college.*

### **Once students have an account, is there an easy place for them to access everything they need?**

Students can access everything they need through WIN. If they go to the High School Programs group page that they are added to, there is a student tab with links to their email, MyHills, Dual Enroll, grades, transcripts, student handbook, and the application for students who are wanting to continue at IHCC post high school.