SNOW COLLEGE

FACILITATOR HANDBOOK

Snow College Concurrent Enrollment



Welcome Message

Dear Concurrent Enrollment Facilitator,

Welcome to the Snow College Concurrent Enrollment Program! We are excited to have you as a valued member of our team, and we deeply appreciate your commitment to supporting students as they pursue college-level coursework while still in high school. Your role as a facilitator is integral to the success of this program, and we are here to support you every step of the way.

In this handbook, you will find essential information, resources, and guidelines to help you effectively navigate your responsibilities and create an engaging learning experience for your students. Whether you're guiding students through the course material, fostering a collaborative classroom environment, or helping them understand the ins and outs of college-level expectations, you are making a lasting impact on their educational journey.

We believe that every student deserves the opportunity to challenge themselves and grow, and your dedication to facilitating this process ensures that they will succeed. Thank you for your leadership, passion, and commitment to excellence in education. Together, we can help students build a strong foundation for their academic and career aspirations.

We look forward to working with you to make this program a rewarding experience for both you and your students.

Christi Orme

DIRECTOR OF
CONCURRENT ENROLLMENT

> ***Dear CE Facilitators,***
> ***Thank you so much for your work with our CE students. Your contributions help shape each student's pathway to success, and I am most grateful to get to work with each of you.***

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Overview

Our Mission

The mission of Snow College's Concurrent Enrollment is to provide exceptional educational opportunities that promote student success. We strive to empower high school students with the knowledge, skills, and resources necessary to excel in their academic pursuits and prepare for their future endeavors. Through rigorous coursework, supportive advising, and relevant programming, we aim to help students make the most of their high school years while fostering a transition to access skills that lead to employment in high-demand careers in Utah.

Our Vision

Our aspiration is to help all students graduate debt-free, gain resume-worthy experiences, and develop a plan for the future. Our dedicated high school partners, CE Advisors, IVC Team, and Snow College's committed leadership, will work together to make this vision become a reality.

Our Goals

Snow College's CE goals support its mission and vision by providing individualized advising that will increase student outcomes in terms of higher GPAs and fewer withdrawals. This strategy will keep students eligible to access financial resources which will help them reach their goals. Snow College courses continue to be delivered in a way that maximizes student outcomes and reflect Snow College's standard of high-quality courses. High schools will employ CE facilitators who serve as liaisons between CE students and Snow College and thus providing an environment in which students feel supported exploring rigorous college courses. Snow College's CE program will continue to sponsor introductory Career and Technical Education (CTE) opportunities at students' high schools with clear plans on how students can finish highly sought after credentials at Snow College's state of the art technical facilities.



Job Duties

1. Classroom Management

- **Attendance & Monitoring:** Take and track daily attendance for all concurrent enrollment classes. Ensure students are engaged and following classroom rules (e.g., no phone use), and manage behavior to maintain a focused learning environment.
- **Classroom Supervision**: Monitor students in IVC classes and those participating in online courses across multiple classrooms and open areas. Ensure a productive and focused learning environment for students in all periods.
- **Class Documentation & Administrative Support**: Communicate regularly with professors, assist with making copies of assignments, quizzes, and notes, and handle scanning and returning student work as requested.
- **Enrollment Monitoring & Assistance:** Ensure that enrolled students are attending classes, assist with the drop process when necessary, and inform the college about students who need to be added, removed, or dropped.

2. Assist Students

- **Student Support & Communication:** Assist students with registration, provide contact information for professors, and respond promptly to communications from both students and professors. Support students with technical issues and ensure they are aware of key dates such as assignment deadlines, registration periods, and drop deadlines.
- **Test Proctoring & Support**: Proctor quizzes and exams as directed by professors, including scanning, emailing, and mailing exams when necessary. Facilitate testing outside of class time for students, as requested. Maintain academic integrity by keeping quizzes and exams secure.
- **Grade Monitoring & Midterm Check-ins**: Conduct midterm grade checks to proactively support struggling students, offering guidance on improving academic performance or deciding whether to drop a course.
- **Mentorship & Academic Support:** Mentor students to foster communication with professors, especially when issues arise with Canvas, passwords, or Chromebook accessibility. Provide weekly check-ins with students to monitor academic progress and communicate with parents and administrators about students with low grades (D or below). Know and share Snow College resources such as online tutoring and other student supports.
- **Fee Management:** Track student tuition payments and assist those who need help processing payments.

3. Additional Requirements

- **Schedule & Class Coordination:** Work with colleges to coordinate class schedules and room availability. Prepare and manage the IVC broadcasting schedule for UEN each semester.
- **Collaboration with School Personnel:** Communicate with school administrators and counselors about specific classroom or student needs, and collaborate on class offerings and scheduling for upcoming semesters.
- **Awareness of Academic Calendars:** Ensure students understand the differences between high school and college academic calendars, including break schedules and add/drop deadlines.

4. Equipment

- **Classroom & Equipment Management:** Operate and troubleshoot classroom equipment, including TVs, cameras, microphones, and control panels. Conduct system and mic checks with UEN prior to each semester, and adjust camera views and screen displays for optimal class participation and content viewing.
- **IT Troubleshooting:** Troubleshoot technical issues related to microphones, cameras, and connectivity, frequently collaborating with UEN and school tech support to resolve problems.

Choosing Courses on MyCE

Each semester we ask that you select which courses your high school Is going to offer to your students. In order to do this please follow these steps:

1. Go to MyCE.snow.edu and login
2. Click on Class Offerings
3. Click the Manage IVC Offerings Tab
4. Select which courses you're going to offer by clicking the checkbox on the left-hand side.
5. Scroll to the bottom and Add to Selected High School

You can check to see if your classes populated for the students by going to snow.edu/ce and clicking on Classes Offered and then choosing your high school.

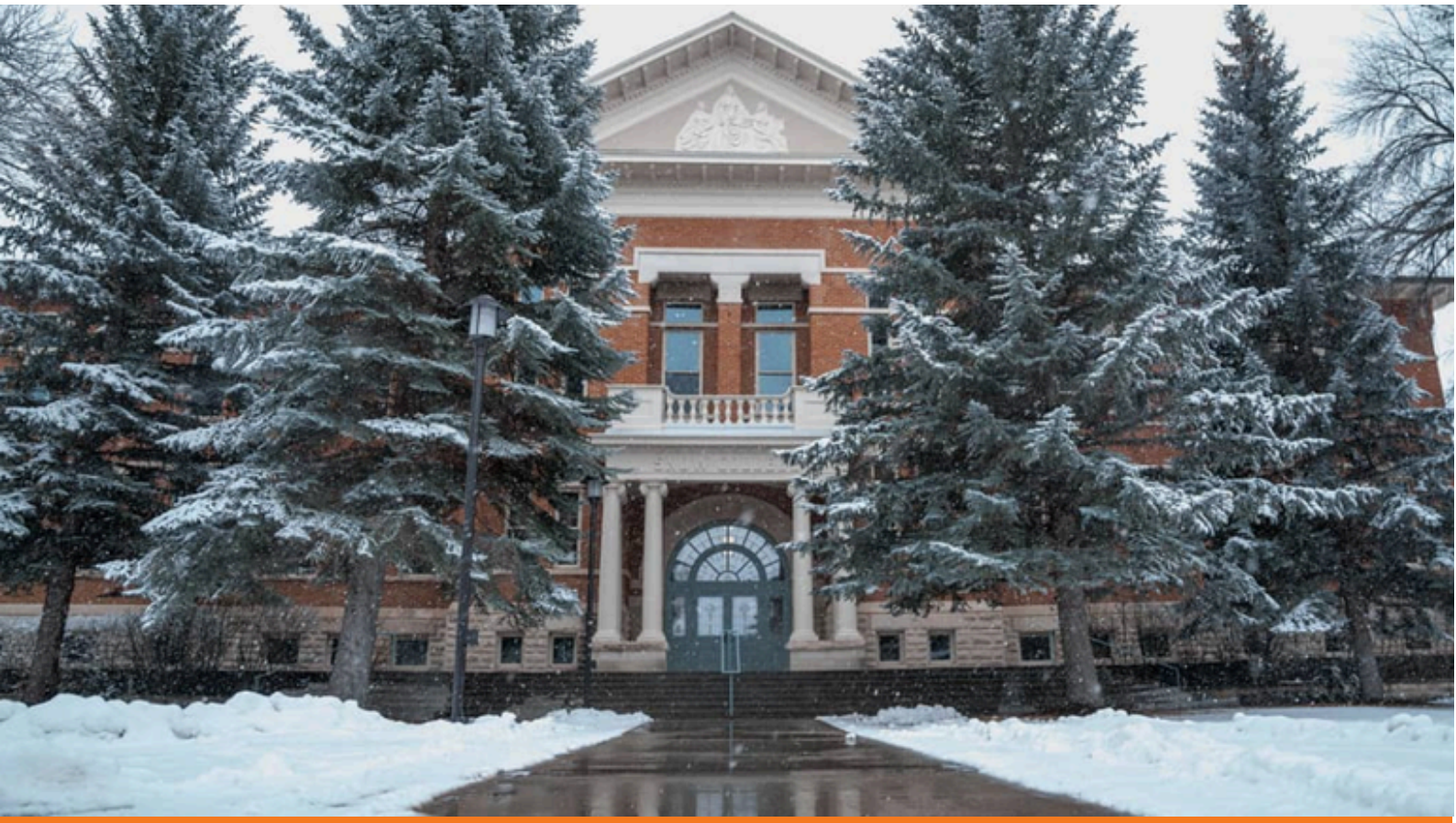
Adding Rooms and Facilitator to MyCE

Once you've added your classes to MyCE, you will need to specify who is the facilitator for the courses and which classrooms they will take place in.

1. Click on My Offerings
2. Enter information in the right-hand column.



Important Websites



snow.edu/ce

This is the main section of Snow College's Concurrent Enrollment website, where you'll find important announcements, contact information, and helpful links. The homepage also includes a link to the student application for Concurrent Enrollment through USHE. For additional resources, simply click on the orange menu box in the top right corner to access more links.

my.snow.edu

The MySnow Portal was designed to encourage students to regularly check their email and stay informed about important academic and financial information. The portal provides easy access to key resources, including student email, outstanding balances, grades, class schedules, and other vital information essential for student success.

myce.snow.edu

MyCE is our dedicated counselor and facilitator portal, designed to centralize important information in one convenient location. Through MyCE, you can easily access student records, balances, holds, reports, class rosters, and much more, streamlining your workflow and ensuring you have everything you need at your fingertips.

Student Expectations

Guidelines for CE Participation

-A student must be in grades 9, 10, 11, or 12 (some courses are recommended to be taken by juniors and seniors only)
-A student must present indicators such as a 3.0 GPA, a B grade or better in academic classes, a 2.5 in CTE classes, and good attendance, which indicate they are prepared for college-level instruction.



Confidentiality-FERPA

According to the Family Educational Rights and Privacy Act (FERPA), Snow College cannot release any information about a student without the student's permission. If a student would like to give permission for a spouse, parent, or other family member to access their records or speak to a college employee on their behalf, the student must fill out a Consent to Release Student Information form.

Consent to Release Student Information forms can be revoked by the student at any time. Many students choose to revoke permission upon their return home. Please do not take offense if your student revokes consent. This doesn't mean that your student doesn't appreciate your help. It just means that they are taking the appropriate steps to take charge of their own education as they transition into adulthood.

Attendance

Students are required to attend classes in person at the designated IVC classrooms within the high school. Remote attendance or attending from home for college courses is not permitted. In the event of an absence, students must notify their professor in advance to inform them of their situation.

"You are the front lines and direct link of communication for the students and professors. You should be aware of what is going on in the classroom and encourage good communication between the students and professors."
-Christina Marsing, CE Coordinator

Common Acronyms

Acronym	Meaning
CE	Concurrent Enrollment
IVC	Interactive Video Conferencing
USHE	Utah System of Higher Education
CRN	Course Reference Number
CTE	Career and Technical Education
CBE	Competency Based Education
FERPA	Family Education Rights and Privacy Act
F2F	Face to Face
PREREQ	Prerequisite

Prerequisites

Course	Prerequisite	Notes
ENGL 1010	English ACT 18 AND Reading 18 AND 3 years of HS English	Placement exams need to be done by August 1st
ENGL 2010	Complete ENGL 1010 with a C or better	
Humanities		Priority to Senior Completers
PSY 1010		Students are recommended to be at least 16 due to content
POLS 1100		Students are recommended to be at least 16 due to content
HFST 1500		Students are recommended to be at least 16 due to content
MATH 1030	Math ACT 21, ALEKS 30, or C average in Math I, II, and III	
MATH 1040	Math ACT 22, ALEKS 30, or C average in Math I, II, and III	
MATH 1050	Math ACT 23 ALEKS 46	
MATH 1060	Math ACT 25 ALEKS 50	Only offered F2F
MATH 1210	Math ACT 26 ALEKS 76	Only offered F2F
TENA 1100	3.0 GPA, Medical Terminology Is recommended but not required	Priority to Senior Students
CHEM 1010	Math I & II with a C average or ACT completed	
CHEM 1110	Math I & II with a C average or ACT completed	
PHYS 1010	Math I & II with a C average or ACT completed	Only offered F2F

IVC Information

IVC is Utah's high quality, high definition, room-based conferencing system for education, telehealth and government. Thousands of students and educators use it every day for live, instructor led courses, collaborative meetings, training and other special educational events.

Classroom Mangement

Before Class

1. Wake up your equipment by touching the touch panel.
2. Using your self-view, make sure students are sitting within the frame of the camera.
3. Originating Site initiates a site check.

Originating Site: " This is the BATC with Robotics. Please check in."
Receive Site: "This is Rich ATC, checking in."
Originating Site: "Thank you, Rich."
Receive Site: "This is Logan High School checking in."
Originating Site: "Thank you, Logan." ...

This is the time to identify any audio or video problems that need to be solved prior to class start time.

Call the TSSC (1-800-863-3496, opt. 1, opt. 1) if you need help resolving problems.
Note: When you call the TSSC, please be prepared to tell them your name, phone number, system name, and the class you're connecting to w/instructor's last name.

4. Mute your microphone.

During Class

1. Basic classroom management (i.e. eliminate behavioral issues, keep students focused).
2. Help students with equipment (i.e. document camera, microphones, etc.)
3. Help students keep track of assignments, due dates, and help answer questions.
4. Proctor quizzes and exams, as needed.
5. Communicate any questions/problems with originating classroom or instructor.

After Class

1. Return document camera and touch panel to their stations.
2. If your equipment does not disconnect automatically, press the "End" button to disconnect.

Who can help troubleshoot?

Contact our IVC Support team if there are Webex problems or you need help with accessing class recordings. Contact our IVC Manager about scheduling rooms each semester. Along with class and room changes, additions or deletions.

Logistics Team (trains new HS facilitators on equipment)
Charice Carroll
(801) 883-4875
Salt Lake County, Tooele County and South
Kim Davis
(801) 883-4852
Davis County North and Uintah Basin

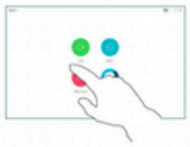
UEN On-Demand Support Operations Center
800-863-3696, opt. 1, opt. 1
Mon-Fri 6:00 AM-10:00 PM, Sat 8:00 AM-12:00 PM

IVC Information-Touch10

Cisco Webex Room Series Touch10 Quick Reference Guide CE9.12

Place Call From Contact List

1 Tap the green **Call** button.



2 To search for someone in a specific list (Favorites, Directory or Recents), tap that list and then scroll down to locate the entry to be called.



3 Tap that entry to produce the green **Call** button. Then tap the green **Call** button, as shown.



4 The call will now be placed.

To end the call, tap the red **End** icon.



Place Call Using Name, Number or Address

1 Tap the green **Call** button.



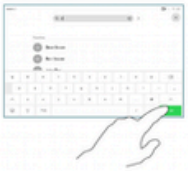
2 Tap the Search or Dial field. This will invoke the keyboard



3 Key in a name, number or address. Possible matches and/ or suggestions will appear as you type. If the correct match appears in the list tap that match, otherwise keep typing.

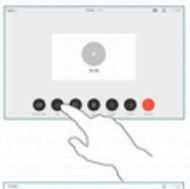


4 When you have typed or located whom to call, tap the green **Call** button to place the call.



Initiate Video Conference

1 In a call tap **Add**.



2 Locate whom to call, in the usual way



3 Place the call, in the usual way.



4 This new call will now be added to the existing, creating a conference.

Repeat to add more people.



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Cisco Webex Room Series Touch10 Quick Reference Guide CE9.12

Forwarding Calls & Do not Disturb

1 Tap the > icon in the upper left corner.



2 Activate/ deactivate functions as required. Tap anywhere outside the menu when you're done.



Using Proximity to Share Content

On your PC set Proximity to **On** to share content wirelessly with others.

Share Content Outside Calls

To share content outside calls, connect the source, make sure it is switched on and tap **Share**. You will then be offered to share content.



Share Content in a Call

1 Connect the source to the video system with a suitable cable, make sure it has been switched on and tap **Share**.



2 Tap **Local preview** to view the content without sharing it. Tap the X in the upper right corner, to return to the previous display.



3 To discontinue the preview, tap **Stop preview**.

To share content with the remote participants, tap **Share in call**.

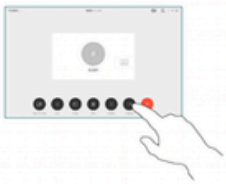


4 To stop sharing content, tap **Stop Sharing**, as shown.



Transfer an Ongoing Call

1 Tap the **Transfer** button. This will cause the current call to be put on hold.



2 Search for whom to call in the usual way.



3 Tap the green **Call** button. Talk to the person to confirm that transfer is OK. The person to be transferred is still on hold.



4 Tap **Complete Transfer**.



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Frequently Asked Questions

My student has an IEP does that automatically transfer?

If a student has an IEP or 504 plan from their high school, they must submit an accommodations request to our Disability Services (ADA) office. The student will then need to go through the process to determine what accommodations are needed to access college courses.

I just applied and don't have my badger ID yet.

When students submit an application through the USHE website, it typically takes 2-3 business days for us to process and admit them. However, this is not an automated process; a member of our admissions team must verify the information to prevent spam or fraudulent applications. As a result, the admission time may vary.

Can a student add over the waitlist?

If a student receives a "closed section" error, they can add themselves to the waitlist by selecting "Waitlist" from the dropdown menu and submitting. This does not guarantee a spot. Students must monitor their Snow College email for a notification when a spot opens. They will have 24 hours to enroll; otherwise, they will be dropped from the waitlist and need to re-register. The waitlist is active until the 3rd day of classes; after that, the waitlist time frame shortens to 12 hours. Waitlist overrides are not allowed until after the 3rd day.

Does a student need to reapply If they get a "readmission error"?

No. Concurrent Enrollment students do not need to fill out a new application If they need readmittance. Please contact your CE advisor or our registrar to have the student readmitted.

I forgot my password.

To reset a password the student needs to go to password.snow.edu and follow the prompts. It will ask for their snow email to confirm the account and then send a link to their recovery email that they applied with.

Registration Errors

Student Attribute Restriction

If the CRN the student is trying to add is for an on-campus or full-tuition course, it will not work for Concurrent Enrollment (CE) courses. CE courses are not published on BadgerWeb and must be found through MyCE or via the high school.

Re-Admission

If a student needs to have their account reactivated because they either applied but never took classes, or have been absent for more than one semester, they should contact their advisor or the CE Registration Coordinator for assistance.

Missing Test Scores

If a student receives a "missing prerequisite test scores" message when adding a course, it means we either do not have their ACT score on file or the score we have is not sufficient to meet the course prerequisites.

Open- Reserved for Waitlist

If a class shows one available seat on MyCE but has an active waitlist, the empty seat will be given to the first student on the waitlist.

Holds

If a student receives an error saying "hold" when attempting to register, they can check MyCE to see the reason for the hold, whether it's due to a past due balance, academic issues, or another reason.

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Contact Lists

Description	Phone	Email
Christi Orme *CE DIRECTOR*	435-531-4162	christi.orme@snow.edu
Bree Daniels *CE ACADEMIC ADVISOR*	435-851-9253	bree.daniels@snow.edu
Meagan Dyreng *CE ACADEMIC ADVISOR*	435-660-1857	meagan.dyreng@snow.edu
JaLee Alger *CE ACADEMIC ADVISOR*	435-201-1697	jalee.alger@snow.edu
Avery Holder *REGISTRATION COORDINATOR*	435.283.7143	avery.holder@snow.edu
Bree Nielson *IVC MANAGER*	435-283-7080	bree.nielson@snow.edu
Jenni Hathaway *IVC ASST. MANAGER*	435-283-7381	jenni.hathaway@snow.edu
Shay Noblett *IVC SUPPORT*	435-283-7474	shay.noblett@snow.edu
Snow Canvas Support	435-283-7340	tlc@snow.edu



Notes

Notes