



El Paso
Community
College

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 [EPCC Center for Students with Disabilities](#) (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 [Dual Credit and Early College High School Office](#).
- Due to possible changes in enrollment, check the course roster periodically.

At the Start of the Semester

- Assist students with logging into BlackboardLearn®. See [Dual Credit Blackboard Login Information](#) for assistance.
- *NOTE:* All students enrolled in EPCC online courses are mailed a [postcard](#) 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 [libraries](#), [computer labs](#), [tutorial services](#), 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. **Provide 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.

1. Confirm your registration. Log into Banner and check 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 815-831-8440.

- a. Dual Credit students can confirm their EPCC course registration with their high school dual credit contact.

2. Blackboard is the learning management system (LMS) used to deliver online instruction at EPCC. Test your Blackboard login. Access Blackboard at my.epcc.edu. If you do not know your EPCC Blackboard login credentials, contact the EPCC IT Help Desk at 815-831-8440.

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



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

5. Prepare for your course. An online or hybrid course is not any easier or harder than an on-site course. You will need basic computer skills, time management skills, and motivation. You need to be an independent learner and an active participant. Lastly, online/hybrid courses are not self-paced courses. You will need to meet course deadlines.



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

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

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.

Have a successful semester!

Distance Learning Support Services

Valle Verde C406

Monday – Friday

8 am – 5 pm

(915) 831-3111



The El Paso County Community College District does not discriminate on the basis of race, color, national origin, religion, gender, age, disability, veteran status, sexual orientation, or gender identity.

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

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 [Dual Credit](#) webpage.