

## Appendix C: Frequently Asked Questions

### Enrollment and Registration Issues

**Q: I have students attending my class who aren't on my official college roster. What should I do?**

**A:** This is a serious issue that needs immediate attention:

- Do not allow unregistered students to participate in college coursework
- Contact your Dual Enrollment Program Coordinator immediately
- Also notify the Administrative Assistant to Dual Enrollment
- Document which students are attending but not registered
- Work with the high school co-teacher to identify why the discrepancy exists

**Q: There's a discrepancy between who the high school says is enrolled and my college roster. How do I handle this?**

**A:** Registration discrepancies must be resolved immediately:

- Contact both the Dual Enrollment Program Coordinator and Administrative Assistant
- Students must be properly registered to receive college credit
- This may be a timing issue with registration processing - but it must be verified

### Working with High School Co-Teachers

**Q: What is my relationship with the high school teacher in the classroom?**

**A:** The high school teacher serves as your co-teacher and liaison. They:

- Should be treated as a collaborative partner
- Help maintain classroom discipline according to high school policies
- Assist with high school-specific logistics (fire drills, schedules, etc.)
- May provide support for students who need extra help
- Cannot alter your college curriculum or grading standards

**Q: Can the high school teacher grade assignments or exams?**

**A:** No. As the instructor of record, you are solely responsible for all grading and assessment to maintain college academic standards. The high school teacher may assist with classroom management and student support but cannot determine grades.

### Schedule and Calendar Alignment

**Q: How do I handle conflicts between the college and high school calendars?**

**A:**

- Your course must meet the required college contact hours
- Communicate with your co-teacher at the beginning of the term to identify all schedule conflicts
- Plan your syllabus around known high school breaks, testing days, and events such as assemblies
- Build flexibility into your schedule for unexpected high school disruptions

**Q: Which academic calendar should I follow for my course start and end dates?**

**A:** You must follow the official start and end dates listed for your course in Banner:

- Check Banner for your specific course's begin and end dates
- Plan your syllabus to ensure all content is covered within these dates
- Submit final grades by the college's deadline, not the high school's
- Following Banner dates ensures timely grade submission and proper credit awarding

## Academic Standards and Grading

**Q: Should I adjust my college standards because these are high school students?**

**A:** No. Dual enrollment students must meet the same academic standards as traditional college students. This ensures:

- Credits will transfer to other institutions
- Academic integrity of the college is maintained
- Students are adequately prepared for future college courses

**Q: Students are struggling with college-level expectations. What should I do?**

**A:**

- Clearly communicate college expectations from day one
- Work with the co-teacher to identify students who need extra help
- Provide resources for academic support (tutoring, office hours, study guides)
- Refer struggling students to academic support services at both institutions
- Remember that not all students may be ready for college-level work; you are still expected to maintain college-level rigor
- Consider dedicating some time during class to talk with the students about their struggles to identify any gaps and/or misunderstandings; remember: sometimes, students are hesitant to express their struggles

## Communication and Office Hours

**Q: Am I required to hold office hours at the high school?**

**A:** You are not required to hold your office hours at the high school; however:

- You should maintain regular office hours as required by your college
- These can be held virtually or at the high school
- Ensure students know when and how to reach you for help
- Consider the logistics of high school students accessing office hours
- Document your availability clearly in your syllabus

**Q: How should students communicate with me - through high school or college channels?**

**A:** Encourage students to use their college email and Canvas (LMS) for all course-related communication:

- This helps students practice professional college communication
- Ensures FERPA compliance and proper documentation
- Provides students experience with college technology systems
- Do not use high school email systems or communication platforms for course business
- Include this requirement clearly in your syllabus

- Remind students regularly to check their college email and Canvas

**Q: What if students say they don't check their college email?**

**A:** Establish clear expectations from day one:

- Using college email is a course requirement, not optional
- Important announcements will only be sent via Canvas and college email
- Not checking college email is not an excuse for missing assignments or information
- Consider doing an early assignment that requires email/Canvas use
- Work with your co-teacher to reinforce this expectation

## Classroom Management and Discipline

**Q: Who handles discipline issues in the classroom?**

**A:** The high school teacher typically manages day-to-day discipline according to high school policies. However:

- You set academic expectations and classroom behavior standards
- Serious academic integrity issues (cheating, plagiarism) follow college policies
- Work collaboratively with the co-teacher on classroom management strategies

**Q: Can I remove a disruptive student from my class?**

**A:** Follow the high school's discipline procedures first. For severe or ongoing issues:

- Document all incidents by creating a paper trail using the [GWC Incident Reporting Form](#)
- Work with the co-teacher and high school administration
- Consult your Dual Enrollment Faculty Coordinator
- Remember that withdrawal from a dual enrollment course may have different implications than a regular high school class

## Teaching Sensitive Topics

**Q: My college course includes sensitive topics (death, sexuality, violence, etc.). Can I teach these to high school students?**

**A:** Yes. Students and their parents/guardians sign waivers acknowledging that dual enrollment courses are college-level and may contain mature content. You are expected to:

- Follow your approved college curriculum and course description
- Teach all topics as you would in an on-campus college course
- Not censor or modify content because students are in high school
- Maintain academic freedom and integrity

**Q: A parent complained about sensitive content in my course. How should I respond?**

**A:** Remind them that:

- They signed a waiver acknowledging potential sensitive topics
- Their student is enrolled in a college course with college-level content
- You are required to follow the college curriculum
- Academic content cannot be modified based on individual comfort levels

- Direct them to your division dean if they have further concerns

**Q: Should I give "content warnings" or allow students to opt out of sensitive topics?**

**A:** Follow your college's policies on content warnings. Generally:

- Remind students at the course beginning that this is college-level material
- You may provide content advisories as you would for traditional college students
- Consider assigning an alternative assignment if a student informs you that they are not comfortable with a topic; however, this is up to you to decide

**Q: The high school teacher is uncomfortable with my course content. What should I do?**

**A:** Professionally explain that:

- You must follow the approved college curriculum
- The course content was disclosed when the high school agreed to offer it
- Academic freedom protects the teaching of course-appropriate content
- If concerns persist, involve your Dual Enrollment Faculty Coordinator

## Parent Communication

**Q: A parent contacted me about their student's grades/attendance. Can I discuss this with them?**

**A:** No. Under FERPA (Family Educational Rights and Privacy Act), college students have privacy rights regardless of age. This means:

- You cannot discuss grades, attendance, or academic performance with parents
- You cannot confirm or deny if a student is enrolled in your class
- All communication about academic matters must be with the student directly
- The only exception is if the student has signed a FERPA waiver specifically allowing parental access

**Q: What should I say when a parent contacts me?**

**A:** Politely explain: "Due to FERPA regulations, I can only discuss academic matters directly with the student. I encourage you to speak with your child about their progress, or they can sign a FERPA release form through the college's registrar office if they wish to grant you access to their academic information."

## Technology and Resources

**Q: Students don't have the required textbook(s). What do I do?**

**A:**

- Check with the high school's dual enrollment liaison to identify available resources; they can give you an update on whether the textbooks were ordered or on the way to the high school
- Consider open educational resources (OER) when possible

**Q: Should I use the college's learning management system (LMS) or the high school's?**

**A:** You are expected to use the college's LMS (Canvas) to:

- Maintain college records

- Ensure FERPA compliance
- Provide students experience with college technology
- Check with your program coordinator for specific requirements

### Additional Support

**Q: Where can I get help with dual enrollment-specific issues?**

**A: Contact:**

- Criss Vo (Dual Enrollment Faculty Coordinator)
- The high school's dual enrollment liaison
- Lauren Sosenko (Dean of Dual Enrollment)
- Harry Anderson III (Dual Enrollment Program Coordinator)
- Teresa Rodriguez (Administrative Assistant to Institutional Effectiveness and Dual Enrollment)