LIBERTY UNIVERSITY
Online Academy

Strategic Affiliations

SOP Manual

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Adding a 1-Month Paid Extension

Students have 1 free month after the 5th month of a semester course and after the 10th month of a 1-year course. If the course is not completed after this free month, the student would be marked FN or have their current grade pushed if it is a passing grade. However, in the free month, affiliates can request up to 2 paid extra 1-month extensions for $50 per student per course. If this happens, do the following:

Step 1

1. Confirm that student is in the free month (only 1 paid extension is allowed per course)
   This can be verified in the timeframe report on tableau.
2. Email affiliate, confirming when the paid month is over, by which date the student needs to finish the course.

Step 2

Email LUOAStudentAccounts@liberty.edu and CC your Supervisor, requesting that a $50 fee needs to be added to the affiliate's account for every course listed.

In the email, list:

- Student name and ID
- Course
- Term
- Affiliate's ID number

Step 3

1. Access student's file in CRM
2. Go to "Admin/Adv Workbench"
3. Add extension information to Notepad, including date extension ends
4. Click on "End Call"
5. Click on "Mark complete"

Adding Courses Mid-Year to Current Students

This takes place when an affiliate contacts the Affiliate Advisor requesting to add more classes to a student mid-year when the student is in the process of completing other classes through LUOA.

Step 1

Register student through CRM (Do for each student individually):

1. Verify student qualifies to take courses requested, give assessments if necessary
2. If a student qualifies, find student's file in CRM
3. Select "Admin/adv workbench" in left-side column
4. Select "Registration"
5. If adding DE Courses - Under "Registration" tab
    a. Under DE Courses, write "CONTRACT – Name of Affiliate" in the first blank
    b. Add Dual Enrollment courses (if any) that the student will take along with the start-dates

    If adding K-12 Courses - Under "Registration" tab
    a. Under Courses, write "CONTRACT – Name of Affiliate" in the first blank
    b. Add non-Dual Enrollment courses (if any) that the student will take along with the start-dates
6. Click "No" for orientation
7. Click "Email"
8. Under "Other Changes"
    a. Select CONTRACT under "Student Type"
    b. Select appropriate Advisor under "Advisor"
    c. Select appropriate grade level under "Grade Level"
    d. Select appropriate "Discount" based on the Affiliate Tableau Report
9. Click on "End as: Email – END CALL"
10. Choose "Registered" Disposition
11. If a student is Full Time, select either AA, Standard Diploma, or Advanced Diploma
12. Click "Mark Complete"

Step 2

Verify that the student is in the affiliate's contract.

1. Go to Banner
2. Go to TSACONT
3. Type Affiliate's ID, contract number (1 is LUOA, 2 is DE), and term
    a. If a student is taking non-Dual Enrollment courses, he/she should be in contract 1
    b. If a student is taking Dual Enrollment courses, students should be in contract 2
    c. If contract 2 does not exist for an affiliate, request LUOA Student Accounts to create it by contacting luoastudentaccounts@liberty.edu
4. Press Ctrl+PgDwn until showing students in contract
5. Make sure student's ID is in the contract
6. If it is not, type Student ID under Student ID and press F10

Step 3 (Conditional)

For High School:

On start date, the Affiliate Advisor must send Late Nite Labs information to the Affiliate's POC for all students to whom information applies. The Faculty Support Coordinator creates this.

For K-6:

Affiliate Advisor must create Ed City **and** Reading Eggs login information for all students it applies to and send it to POC.

Ed City Account Creation

1. Log in to Ed City using login information created by Elementary Department Chair
2. Click "Manage Users"
3. Click "Add Student"
4. Fill-in required information
    a. Username is the student's LUOA username
    b. Password is "[School's name]+number" (Ex. crossroads1)
5. Click "Save"

Reading Eggs Account Creation

1. Log in to Reading Eggs using Department Chair's login information:
    a. Username: kaniblett2

    b. Password: corney04
2. Click “Manage Class”
3. Fill in information under “Create New Student” and click “Go”
4. Scroll to the list of students, find new student created, click “Edit”
5. Change Login information to match EdCity’s:
    a. Username is the student’s LUOA username
    b. Password is same as EdCity
6. Click “Update Student”
7. Add password to ADVIS spreadsheet under “RE Password” column

Step 4

The Affiliate Advisor emails the affiliate the confirmation of registration for a student, email needs to be personalized (Use either LUOA Registration High School OR LUOA New Registration K-6 template and for DE courses, use the Dual Enrollment Registration template).

Step 6 - IMPORTANT

- If a student is Part Time, update the list of courses under “Courses” column in ADVIS spreadsheet.
- If a student is Full Time, update courses on student’s Status sheet, marking current courses by highlighting the cell with a YELLOW fill.

Creating an Observer Account

If an Affiliate requests a new observer account or one is needed after a new contract for the POC to submit applications, follow these steps:

Step 1

1. Access Banner
2. Go to SPAIDEN
3. Click "Generate ID"
4. For "Matching Source," click arrow and press ENTER, the result should read "DLPADMSS"
5. Fill in blanks with information provided by the individual
6. Click "Duplicate Check"
   a. If no Duplicate is found, click "Create New"
   b. If Duplicate is found, confirm that information matched. If so, click "Select ID."
7. If done correctly, the system should show SPAIDEN page. Save the ID# Created.

Step 2 (If students need to be added to the observer's account)

Now that the account was created, add the students to be observed:

1. In Banner, go to SPAIDEN
2. Add the Observer ID # and Press Ctrl+PgDn
3. Click on "Additional Identification" tab
4. Under "ID Type" type PXPR
5. Under "Additional Identification" add one Student ID number
6. Repeat steps 4 and 5 for each student until all students are added, one per line
7. Press F10 to save after adding all students.

   If an error is shown, it means one of the students is already in the account as "Observed." To verify observed students, simply follow the steps under Verifying Students Observed Under an Account.

   Keep in mind this may take 24 hrs. to reflect on the affiliate's side.

Step 3

If an account has no associated LU Email (checked in SPAIDEN under Email), send Observer Account email template to the affiliate or individual who requested it in order for the account to be claimed. The POC will forward it to the parent if necessary.

Exempting Assignments

This process only applies to Part-Time students or in certain exceptions. Exemptions HAVE to be approved by the Director.

If an affiliate requests that the Advisor skip a certain number of Modules to start a student further ahead than Module 1, follow the steps below (full price is still paid for the course, either for the 2 semester course or for 1 semester, only up to the first quarter can be skipped – 9 weeks):

Step 1

Affiliate Advisor must find the student in Canvas and do the following:

1. Click appropriate course
2. Click "Grades"
3. Filter list by student name to find correct student
4. Add "EX" for every assignment or lesson that will be skipped
5. Go back to the student's page
6. Click on the appropriate course
7. Click "Gradebook" on the right side
8. Confirm that Exemptions were completed properly

Step 2

1. Email affiliate's POC, letting them know that the student was exempted from the requested modules.
2. Remind affiliate to have student "Click through" skipped lessons until they arrive at the Module that he/she will start in.

Making Transcripts – College Transcripts

This process only applies to students who need a college transcript for Dual Enrollment courses taken and completed through LUOA.

The Affiliate Advisor would respond to the Affiliate's request of college transcripts by sending them an email including the following link:

College Transcripts Request

The Affiliate or student then needs to fill out the "Online Order Form" using the student's LU Login information.

Making Transcripts – LUOA Transcripts

Transcripts can only be requested by the Affiliate, not by students or parents.
Upon receiving transcripts request, Affiliate Advisor needs to do the following:

Step 1
Respond to the email request, letting the affiliate know transcripts will be sent to them within 5 business days.

Step 2
The Affiliate Advisor needs to open either of the following depending on whether a previous transcript for the student exists or not:

- A new transcript template (Ideally, templates have been created for High School and Elementary with an embedded signature) OR…
- Open the Student's Previous Transcript if one was previously created (found in Z:\Daily Operations\Transcripts).

Step 3
Determine if the student is full-time or part-time, K-8 or High School. This can be found in "ADVIS – Contract Students" tab titled with the current term or in CRM. Then, follow the correct Step 4 below depending on the category of the student:

- High School Full-time
- High School Part-time
- K-8

Step 4 - If Full-time High School

Step A
Add general information if using new transcript or make sure student's general information is correct if using an existing transcript (name, ID, address, etc.). Make sure you are using the High School template and not K-8 (If old transcript is in the old format, update to new format).

Step B
Access student's grades through CRM by doing the following:

1. Find student's file in CRM
2. Select "Banner" in left-side column
3. Under "Main" tab, click on "Filter by Term" and select "(All)."
4. View grades for completed classes.

Step C

Record all of a student's classes by grade, starting with the earliest year a student took HS classes (this can be as early as 7th grade). Normally, one year of High School goes in each square in the transcript (view sample transcript below).

- IP - If a class is complete but no grade is shown, simply mark grade as IP (put no credits for the course). In extreme cases, the advisor may need to push the grade in Banner. This can be done by following these steps.
- WD – If a class was Withdrawn, simply add grade as WD, with 0 credits, this doesn't affect GPA.
- FN – If a class was marked FN, add 0 credits and count as F when calculating GPA.
- DD – Do not add courses dropped in transcripts.

Step D

Check if a student transferred courses from other affiliates. To include grades taken through previous schools, follow these steps to find previous transcripts:

1. Access Banner
2. Go to ZCACRMA
3. Enter List Code EAC1M
4. Enter student's LU ID number
5. Press Ctrl + PgDwn
6. Click on "BDM- Display Document" (Magnifying glass icon)
7. Another window opens, search for needed transcript or Transfer Request Forms to add missing classes to the transcript.

When adding these courses and grades to the transcript, state "Transferred from: ….."*

**Courses may be transferred in from an affiliate through the Transfer Credit forms yearly. For example, an affiliate may have all of its students take PE locally and transfer the scores in. This would be shown in the status sheet. If you have any questions, contact the Affiliate Advisor.*

Step E

If a student is full-time, verify classes with student's status sheet to make sure all classes are added, including transferred classes (Status Sheets are available only for full-time students and are found here: Z:\Daily Operations\Status Sheets).

Step F

Calculate and add the total number of credits transferred, LUOA credits, and total credits, and add the numbers at the bottom of the transcript. Use the GPA Calculator to calculate and add the GPA to the transcript.

Step G

Verify all information is accurate, then print and sign or use an electronic signature, and deliver records to the affiliate in whatever way was requested. If mailing, write code 6B2040 on the top of the envelope.

Step H

Save the transcript in Excel in the Molly's Affiliate transcripts folder.

View Sample HS Transcript ahead.

Step 4 - If Part-time High School

Step A

Add general information if using a new transcript or make sure student's general information is correct if using an existing transcript (name, ID, address, etc.). Make sure you are using the High School template and not K-8 (If old transcript is in the old format, update to new format).

Step B

Access student's grades through CRM by doing the following:

1. Find student's file in CRM
2. Select "Banner" in left-side column
3. Under "Main" tab, click on "Filter by Term" and select "(All)."
4. View grades for completed classes.

Step C

Record all of a student's classes by grade, starting with the earliest year a student took HS classes (this can be as early as 7th grade). Normally, one year of High School goes in each square in the transcript (view sample transcript below).

- IP - If a class is complete but no grade is shown, simply mark grade as IP (put no credits for the course). In extreme cases, the advisor may need to push the grade in Banner. This can be done by following these steps.
- WD – If a class was Withdrawn, simply add grade as WD, with 0 credits, this doesn't affect GPA.
- FN – If a class was marked FN, add 0 credits and count as F when calculating GPA.
- DD – Do not add courses dropped in transcripts.

Step D

Calculate and add the total number of credits transferred, LUOA credits, and total credits, and add the numbers at the bottom of the transcript. Use the GPA Calculator to calculate and add the GPA to the transcript.

Step E

Verify all information is accurate, then print and sign or use an electronic signature, and deliver records to the affiliate in whatever way was requested. If mailing, write code 6B2040 on the envelope.

Step F

Save the transcript in Excel in the Molly's Affiliate transcripts folder.

View Sample HS Transcript

Step 4 - If K-8

Step A

Add general information if using new transcript or make sure student's general information is correct if using an existing transcript (name, ID, address, etc.). Make sure you are using K-8 template and not High School (If old transcript is in the old format, update to new format).

Step B

Access student's grades through CRM by doing the following:

1. Find student's file in CRM
2. Select "Banner" in left-side column
3. Under "Main" tab, click on "Filter by Term" and select "(All)."
4. View grades for completed classes.

Step C

Record all of a student's classes for the recently completed school year ONLY.

- IP - If a class is complete but no grade is shown, simply mark grade as IP In extreme cases, the advisor may need to push the grade in Banner, follow these steps.
- WD – If a class was Withdrawn, simply add grade as WD
- FN – If a class was marked FN
- DD – Do not add courses dropped in transcripts.

Step D – Full-time only

Check if the student transferred courses from other schools. To include grades taken through previous schools follow these steps to find previous transcripts:

1. Access Banner
2. Go to ZCACRMA
3. Enter List Code EAC1M
4. Enter student's LU ID number
5. Press Ctrl + PgDwn
6. Click on "BDM- Display Document" (Magnifying glass icon)
7. Another window opens, search for needed transcript or Transfer Request Forms to add missing classes to the transcript.

When adding these courses and grades to the transcript, state "Transferred from: …..”*

**Courses may be transferred in from an affiliate through the Transfer Credit forms yearly. For example, an affiliate may have all of its students take PE locally and transfer the scores in. If you have any questions, contact the Affiliate Advisor.*

Step E

- If full time, state what grade was completed and what grade student was promoted to.
- If part-time, simply delete comments.

Step F

Verify all information is accurate, then print and sign or use an electronic signature, and deliver records to an affiliate in whatever way was requested. If mailing, write code 6B2040 on the envelope.

Step F

Save the transcript in Excel in the Molly's Affiliate transcripts folder.

View Sample K-8 Transcript

New Affiliate Setup

Step 1

When a new school inquires about a partnership, either directly, indirectly, or through the microsite, the Affiliate Advisor needs to send the POC in the interested organization the "Expand Your School with LUOA" email.

Step 2

Attempt to contact the school by phone, to gather information and provide guidance to the school inquiring. The information needed before establishing a contract is:

- School's name
- School's address
- POC Title and name
- POC email
- POC phone number
- Number of students in school

Step 3

After the information email is sent, the Affiliate Advisor will add the school with the information gathered in step 1 to the "INQU sheet", mark the Date of LC as the date the information email was sent, and mark the LC (Last Contact) as "Sent info and talked."

Step 4

The LUOA Representative follows up with the school 5 times every two weeks either by phone or email (depending on the school's preferred method of contact) to answer any questions or concerns that may arise, including scheduling a webinar if requested. After every contact, mark the date and the attempt number in the "INQU sheet".

Step 5

Decision to Partner: NO

If the school does not respond to the attempted contacts or states that a partnership with LUOA is not what they are looking for, the school needs to be marked "Not Interested" in the "INQU sheet". The process for this inquiry is over at this point and the school will be contacted in 1 year.

Decision to Partner: YES

If the school responds with the necessary information to start a partnership, the Affiliate Advisor will send all necessary information to the Affiliate Director so that he sends a contract to the school. Once the contract is sent to the school after it is drafted, the school needs to be marked "Contract Sent" in the "INQU sheet".

Step 6

The Affiliate Director will draft the contract, send it to the school, and once it is received signed, send it to the Contracts department. Once the contract is finalized, it will be sent to the Affiliate administrator while CCing the Affiliate Advisor. At this point, the school needs to be marked "Contract Received" in the "INQU sheet". The Affiliate Director will follow the steps below:

Step A

Once the contract is received signed by LU and the Affiliate, the Director will send a request to Student Accounts luoastudentaccounts@liberty.edu to create a contract ID number and an attribute.

Step B

- LUOA Student Accounts creates ticket sent to ADS to create an attribute for the school, which is used for auto-FCI of the school's students.
- LUOA Student Accounts sends ID and Attribute of the new affiliate to the Director

Step C

Once the Director receives the attribute and ID number from LUOA Student Accounts, he will then send the finalized contract to the new Affiliate and CC luoaaffiliates@liberty.edu.

Step D

As the last step, the Director will update the affiliate's information in SPAIDEN, including PT or FT, address, phone, and email.

Step 7

Once the Affiliate Advisor receives an email with a contract for a new affiliate, the advisor must follow the New School Advising Process After Contract steps.

New Affiliate Advising Process after Contract

This process starts once the Affiliate Advisor received an email sent from the Director to a new Affiliate with its contract.

Step 1

The Affiliate Advisor will add the new affiliate to the website using the ADMIN tool found in mylu.liberty.edu.

Step 2

The Affiliate Advisor will contact the new Affiliate, introduce himself/herself, and give a quick overview of the information the POC can expect to receive, including:

- Guidance on the model the affiliate will be using
- Guidance on how applications are submitted
- Receive information needed to set up an observer account (Whoever will submit applications)
    - POC Name
    - POC DOB
- Guidance on how students are registered
- Guidance on how students access our curriculum and begin courses

Step 3

The Affiliate Advisor will create an observer account for the Affiliate POC (or for multiple POCs if requested by the affiliate). To add or create an observer account (needed to submit applications), follow steps here.

Step 4

Link the POC or Observer to the affiliate they are working with.

1. In Banner, access SPAIDEN
2. Type in the ID of the observer or POC recently created
3. Go to “Additional Identification” tab
4. Type LCIA under ID Type
5. Under Additional Identification, type the Affiliate’s ID found in the Affiliate Tableau table

Step 5

Customize “Start Here” email for the affiliate, including the person’s name, ID number, and add the affiliate’s Attribute (double-check this for accuracy) and send email to the Affiliate POC.

At this point, the affiliate is ready to begin submitting applications for new students.

New Student Enrollment Process – Full-time

Step 1

The Affiliate POC submits applications using New app link and sends Affiliate Advisor an email with a list of the students for whom applications were submitted for, transcripts, and the courses and start-dates desired.

Transcripts are needed if students are Full Time or taking DE. Whether an affiliate is PT or FT is indicated in the tableau Affiliate report.

Step 2

Advisor adds students to "ADVIS – Contract Students" Spreadsheet when New Apps email is received from LUOA Data Entry team.

Step 3

Once the applications come in through the New App report the next morning, add LU ID numbers to the spreadsheet for each student as well as grade and affiliate name.

- Mark student as "New"
- Add status as FT (found in contract)

Step 4

The Affiliate Advisor sends the "LUOA – Claim Account for New Students" email, adding all students in one email including first and last name and ID number. This must be sent to the affiliate POC.

Step 5

- Create Status Sheets for all full-time students if transcripts have been received.
- If transcripts were not received, ask the affiliate for transcripts for all Full Time students.
- Mark N or Y under the transcripts column in the ADVIS sheet.

Step 6

Under the COURSES column in the ADVIS – Contract Students spreadsheet, write CAS – "Date" to indicate that the Claim Account Email was sent.

Step 7

The Affiliate's POC lets the advisor know when accounts have been claimed. If this step is not fulfilled on the affiliate's side, Advisor must follow-up with affiliate or check in daily in New App Summary to see if there is a Liberty email associated with the student's account.

Step 8

The Affiliate Advisor adds usernames for each student to the Contract Students spreadsheet once accounts have been claimed.

Step 9A (If Assessment is needed)

The Affiliate Advisor sets-up entrance assessment exam (EAE) for full-time 9-12 grade students who have a GPA under 3.0 (Less than a B average) or for International Students. For more details on Assessments, click here.

Steps for setting up EAE

1. Find student's file in CRM
2. Select "Admin/adv workbench" in left-side column
3. Select "Registration"
4. Add appropriate registration code, which is found here.
5. Click "No" for orientation
6. Click "End call"
7. Choose "Entrance Assessment Sent" Disposition
8. Click on "Mark Complete"

Step 9B (If Assessment is needed)

The Affiliate Advisor sends Assessment instructions email that corresponds.

Step 9C (If Assessment is needed)

Once an affiliate notifies the Affiliate Advisor that assessments are completed, Affiliate Advisor accesses test in Canvas, gets each student's score in the EA, and adds it in CRM.

Steps for adding a score on CRM:

1. Find student's file in CRM
2. Select "Admin/adv workbench" in left-side column

3. Select “Registration”
4. Add the test score followed by the appropriate registration code, which is found here.

   Ex. “75 MAT 0003”
5. Click “No” for orientation
6. Click “End call”
7. Choose “Entrance Assessment Completed” Disposition
8. Click on “Mark Complete”

Step 10

The Affiliate Advisor sends Status sheet/schedule to the affiliate for each student in High School; for 8th grade and under, simply send the list of courses in an email to POC. Confirmation from the affiliate is required before proceeding with the registration, this may include a selection of elective courses.

Step 11

Once confirmation on courses is received from the affiliate, proceed with the registration of each student in the desired classes, following one of the options below:

- Strategic Affiliations – Registration Steps (Non-Dual Enrollment)
- Strategic Affiliations – Registration Steps (Dual Enrollment)
- Strategic Affiliations – Registration Steps (LUOA and Dual Enrollment)

New Student Enrollment Process – Part-time or DE

Step 1

The Affiliate POC submits applications using New app link and sends Affiliate Advisor an email with a list of the students for whom applications were submitted for, and the courses and start-dates desired.

Transcripts are needed if students are taking DE. Whether an affiliate is PT or FT is indicated in the tableau Affiliate report.

Step 2

Advisor adds students to "ADVIS – Contract Students" Spreadsheet when New Apps email is received from LUOA Data Entry team.

Step 3

Once the applications come in through the New App report the next morning, add LU ID numbers to the spreadsheet for each student as well as grade and affiliate's name.

- Mark student as "New"
- Add status as PT (found in contract)

Step 4

The Affiliate Advisor sends the "LUOA – Claim Account for New Students" email, adding all students in one email including first and last name and ID number. This must be sent to the affiliate's POC.

Step 5

Under the COURSES column in the ADVIS – Contract Students spreadsheet, write CAS – "Date" to indicate that the Claim Account Email was sent.

Step 6

The Affiliate's POC lets the advisor know when accounts have been claimed. If this step is not fulfilled on the affiliate's side, Advisor must follow-up with the affiliate or check in the daily New App Summary to see if there is a Liberty email associated with the student's account.

Step 7

Affiliate Advisor adds usernames for each student to Contract Students spreadsheet once accounts have been claimed.

Step 8

The affiliate also needs to send a list of the courses they want each student to take if this was not already sent.

It is best to train affiliates to send this when they confirm the courses they want.

Step 9

Once confirmation on courses is received from the affiliate, proceed with the registration of each student in the desired classes, following one of the options below:

- Strategic Affiliations – Registration Steps (Non-Dual Enrollment)
- Strategic Affiliations – Registration Steps (Dual Enrollment)
- Strategic Affiliations – Registration Steps (LUOA and Dual Enrollment)

Pushing and Recording Grades and FNs

*This process also takes place with courses that need to be marked **FN**.*

This process also takes place when a student has completed all of his or her classes, including Course Completion Quizzes, and is requesting transcripts. If at this point, the Affiliate Advisor verifies the grades on CRM and sees that one or more final grades are not posted and a course is 100% completed and graded, the Affiliate Advisor can push the grades using the following process (does not apply to Dual Enrollment classes):

Step 1

The Affiliate Advisor must verify which grades are not been posted on CRM:

1. Find student's file in CRM
2. Select "Banner" in left-side column
3. Under "Main" tab, click on "Filter by Term" and select "(All)."
4. Verify which classes do not have final grades posted.

Step 2

Once the Affiliate Advisor knows what class or classes do not have final grades posted, verify on Canvas that the class has been completed and Course Completion turned in and graded.

1. Click appropriate course
2. Click "View Grades"
3. Filter list by student name to find correct student
4. Verify that all assignments have been completed
5. If all assignments are completed, take note of final grade.

Step 3 – do for each course

Finally, access Banner and add the grade using the following process:

1. Access Banner
2. Go to SFARHST
3. Add student's LU Id number and press Ctrl+PgDn
4. Press down until you reach desired course
5. Press OPTION button in the top-left side of banner and select Class Roster
6. Go to SFAALST, course selected should appear at the top
7. Press Ctrl+PgDn

8. Press “down” until the student is located
9. Add grade or FN under the column titled “Final Grade”
10. Press “F10” to save
11. Exit to Banner Home Page and repeat steps for next course if needed
12. Click on “Options” in top banner and select “Class Roster”
13. Press Ctrl+PgDn
14. Search for Student and for the correct course
15. Insert grade from Canvas under “Final Grade”
16. Press F10 to save

Step 4

Note the Grade or FN in CRM

1. Find student’s file in CRM
2. Select “Admin/adv workbench” in left-side column
3. Under “Notepad,” simply write down the courses that were marked FN or the grade that was given.
4. Click on “End Call”
5. Click “Mark Complete”

Registration Steps (Dual Enrollment only)

This only applies if the student is not taking any LUOA K-12 courses in the same LUOA term as the Dual Enrollment course. This only takes place **after** the correct New Student Enrollment Process has taken place.

Step 1

Add students to contract:

1. Access Banner
2. Go to TSACONP
3. Enter the Affiliate's LU ID number
4. Press TAB key
5. Contract number 2
    a. If contract 2 does not exist for the affiliate, request LUOA Student accounts to create it by contacting luoastudentaccounts@liberty.edu.
    b. Specify that this is a non-discount DE contract.
6. Add term (Ex. 201838)
7. Add the student's individual ID number in ID number column
8. Under Authorize, add Y for the student.
9. Make sure "Roll" is not checked for the student
10. Press F10 key to save

Step 2

Register student through CRM (Do for each student individually):

1. Find student's file in CRM
2. Select "Admin/adv workbench" in left-side column
3. Select "Registration" and "Other Changes"
4. Under "Registration" tab
    a. Under DE Courses, write CONTRACT – "Affiliate Name" in the first blank.
    b. Add other courses student will take along with the start-dates.
    c. Click "No" for orientation (Orientation is only for K-12).
5. Under "Other Changes"
    a. Select CONTRACT under "Student Type"
    b. Select appropriate Advisor under "Advisor"

c. Select Appropriate grade level under “Grade Level”
d. Leave “Discount” blank
e. In the same attribute field as the step above, add the 4 letter Affiliate Attribute (found in ADMIN Spreadsheet)

Ex. RVCA

6. Double-check that all information inputted is correct and accurate.
7. Click “End call”
8. Choose “Registered” Disposition
9. Click on “Mark Complete”

Step 3

The LUOA Affiliate Advisor sends Confirmation Email to POC after DE registration (For DE, this email MUST include the Books or resources information), this is all in the Dual Enrollment Registration Confirmation email.

Step 4

In the ADVIS Spreadsheet, find the student and do the following:

1. Under the Start Date column, add appropriate start-date.
2. Under the Type column, select DE.
3. If Part-time, under Courses column, add DE courses registered.

Step 5

Confirm that all steps have been followed and all students have been registered for the requested classes.

Registration Steps (Dual Enrollment + LUOA)

This only applies if registering a student in both DE and LUOA courses.

Step 1

Add students to contract:

1. Access Banner
2. Go to TSACONT
3. Enter Affiliate's LU ID number
4. Press TAB key
5. If the student is taking LUOA non-DE courses, type Contract number 1
    a. Add term (Ex. 201838)
    b. Add the student's individual ID number in ID number column
    c. Under Authorize, add Y for each student.
    d. Make sure "Roll" is not checked for any student
    e. Press F10 key to save
6. If the student is taking DE courses, type Contract number 2
    - If contract 2 does not exist for the affiliate, request LUOA Student Accounts to create it by contacting luoastudentaccounts@liberty.edu.
    - Specify that this is a non-discount DE contract.

    a. Add term (Ex. 201838)
    b. Add the student's individual ID number in ID number column
    c. Under Authorize, add Y for each student.
    d. Make sure "Roll" is not checked for any student
    e. Press F10 key to save
7. Double-check that all information inputted is correct and accurate.

Step 2

Register student through CRM (Do for each student individually):

1. Find student's file in CRM
2. Select "Admin/adv workbench" in left-side column
3. Select "Registration" and "Other Changes"
4. Under "Registration" tab
    a. Under DE Courses, write CONTRACT in the first blank.

    b. Add Dual Enrollment courses student will take along with the start-dates.

5. Under “Registration” tab
    a. Under Courses, write CONTRACT in the first blank.
    b. Add non-Dual Enrollment courses student will take along with the start-dates.
6. Orientation
    a. Click “Yes” for orientation if new student.
    b. Click “No” for orientation if current student.
7. Under “Other Changes”
    a. Select CONTRACT under “Student Type”
    b. Select appropriate Advisor under “Advisor”
    c. Select appropriate grade level under “Grade Level”
    d. Select appropriate discount code under “Discount,” shown in Tableau.
    e. In the attribute field, add the 4 letter Affiliate Attribute

        Ex.: RVCA
8. Double-check that all information inputted is correct and accurate.
9. Click “End call”
10. Choose “Registered” Disposition
11. Click on “Mark Complete”

Step 3

The Affiliate Advisor emails the affiliate the confirmation of registration for all students using template, this needs to be personalized by Affiliate Advisor.

A different confirmation email is needed for K-8, for High School, and for DE.

Step 4

For High School:

On start date, Affiliate Advisor must send Late Nite Labs information to POC for all students to whom information applies (If student is taking Science). The Faculty Support Coordinator creates this.

Step 5

In the ADVIS Spreasheet, find the student and do the following:

1. Under the Start Date column, add appropriate start-date.

2. Under the Type column, select LUOA+DE or AA (Whichever one corresponds).
3. If Part-time, under Courses column, add list courses registered.

Step 6

Confirm that all steps have been followed and all students have been registered for the requested classes.

Registration Steps (Non-Dual Enrollment)

Step 1

Add students to contract:

1. Access Banner
2. Go to TSACONT
3. Enter Affiliate's LU ID number
4. Press TAB key
5. Contract number 1
6. Add term (Ex. 201838)
7. Add the student's individual ID number in ID number column
8. Under Authorize, add Y for each student.
9. Make sure "Roll" is not checked for any student
10. Press F10 key to save

Step 2

Register student through CRM (Do for each student individually):

1. Find student's file in CRM
2. Select "Admin/adv workbench" in left-side column
3. Select "Registration" and "Other Changes"
4. Under "Registration" tab
    a. Under Courses, write CONTRACT in the first blank.
    b. Add other courses student will take along with the start-dates.
    c. Click "Yes" for orientation if new student.
    d. Click "No" for orientation if current student.
5. Under "Other Changes"
    a. Select CONTRACT under "Student Type"
    b. Select appropriate Advisor under "Advisor"
    c. Select appropriate grade level under "Grade Level"
    d. Select appropriate discount code under "Discount," shown in Tableau.
    e. In the attribute field, add the 4 letter Affiliate Attribute

        Ex.: RVCA
6. Click "End call"

7. Choose “Registered” Disposition
8. Click on “Mark Complete”

Step 3

The Affiliate Advisor emails the affiliate the confirmation of registration for all students with the all information attached, this needs to be personalized for the affiliate.

Step 4

For High School:

On the start date, Affiliate Advisor must send Late Nite Labs information to POC for all students to whom the information applies (students taking high school Science). The Faculty Support Coordinator creates this.

For K-6:

On the start date, the Affiliate Advisor must create Ed City and Reading Eggs login information for all students it applies to and send to POC. The Affiliate Advisor must create these using the info below:

Ed City Account Creation

1. Log in to Ed City using login information created by Elementary Department Chair
2. Click “Manage Users”
3. Click “Add Student”
4. Fill-in required information
    a. Username is the student’s LUOA username (Account must be claimed)
    b. Password is “[Affiliate’s name]+number” (Ex. crossroads1)
5. Click “Save”

Reading Eggs Account Creation

1. Log in to Reading Eggs using the Department Chair’s login information:
    a. Username: kaniblett2
    b. Password: corney04
2. Click “Manage Class”
3. Fill in information under “Create New Student” and click “Go”
4. Scroll to the list of students, find new student created, click “Edit”

5. Change Login information to match EdCity's:
    a. Username is the student's LUOA username
    b. Password is "[Affiliate's name]+number" (Ex. crossroads1)
6. Click "Update Student"

Step 5

In the ADVIS Spreasheet, find the student and do the following:

1. Under the Start Date column, add appropriate start-date.
2. Under the Type column, select LUOA.
3. If Part-time, under Courses column, add DE courses registered.
4. If K-6, under RE Passw column, add Reading Eggs / EdCity password for the student.

Step 6

Confirm that all steps have been followed and all students have been registered for the requested classes.

Re-activate a Course after FN or WD (Exceptions)

If a course was marked FN or WD but within the next 3 days, one of the two options below takes place:

- Advisor realizes course was mistakenly dropped.
- Affiliate requests 1-month paid extension.

With approval from Director, the Affiliate Advisor needs to take the following steps to reactivate the course:

Step 1

Check if the FN has been pushed and if the class is still open by doing the following:

1. Access Banner
2. Go to SFARHST
3. Add Student's ID number
4. Press CTRL+PgDn Twice
5. Find the class and check if a final grade of W or FN is shown in Final Grade
6. A. If the grade is there, and the Course Status shows RE, see if the box under "Grade Rolled" is checked.
    a. If it is not checked, do the following:
        i. In SFARHST, select the line of the class that needs to be altered
        ii. Press the X to leave the Banner screen
        iii. Access SFAALST
        iv. Press Ctrl++PgDwn and then the Down arrow until you find the right student
        v. Delete the FN in the grade and leave blank
        vi. Press F10 to save
    b. If the box is checked and the grade was rolled:
        i. In SFARHST, select the line of the class that needs to be altered
        ii. Press the X to leave the Banner screen
        iii. Access SHATCKN
        iv. Press Shift+F6 to clear the grade
        v. Press F10 to save
6. B. If the Course Status is WD
    a. Access SFAREGS
    b. Add student's ID and term (make sure Date is within the term you are opening, and if not, change the date to an earlier date)
    c. Press Ctrl+PgDwn twice

d. Select the course with the WD and change to RE
e. Press F10 to save
f. If in SFARHST, the final grade is not blank, do the following to now change the grade:
    i. In SFARHST, select the line of the class that needs to be altered (Course Status should be RE)
    ii. Press the X to leave the Banner screen
    iii. Access SHATCKN
    iv. Press Shift+F6 to clear the grade
    v. Fress F10 to save

Step 2

Notify Affiliate that course will be active again within 24 hrs.

Step 3

The next business day, check CANVAS under the Student's account to verify that the class was re-added.

Removing Students from an Observer Account

Step 1

When a request comes in from an affiliate to delete students from an observer account, do the following after finding the ID number of the observer and of each student requested to be removed:

1. Access Banner
2. Go to GZPDPRXY
3. Press Ctrl + PgDwn
4. Add the observer's ID under "Values" next to "PROXY_ID."
5. Add one student's ID under "Values" next to "STU_ID."
6. Click on the box next to "Save Parameter Set as."
7. Press F10 to save
8. Repeat steps 4 – 7 for every student that needs to be removed from an observer's account

Step 2

Respond to email request confirming that students were removed from the observer account, stating that this will be reflected in the observer's account within two business days.

Sample High School Transcript

LIBERTY UNIVERSITY
Online Academy

OFFICIAL TRANSCRIPT

Student Name: Abigail Houston
Date of Birth: 12/22/1999
LU ID: L28467244
Sex: Female

Street Address: 5157 Swashbuckler Way
State: NC
City: Southport
Zip: 28461

Parent Guardian: Alisha Houston
Date of Transcript: June 16, 2017

Transferred from: South Brunswick High

Grade	Year	Course	Grade	Credit
9	2014/15	Bible History	A	1
9	2014/15	Biology	A	1
9	2014/15	English I (H)	A	1
9	2014/15	Health&PE	A	1
9	2014/15	Math I	A	1
9	2014/15	Spanish I	A	1
9	2014/15	Theatre Arts	A	1
9	2014/15	Visual Arts	A	1
9	2014/15	World History (H)	A	1

Transferred from: South Brunswick High

Grade	Year	Course	Grade	Credit
10	2015/16	English II (H)	A	1
10	2015/16	Math II (H)	A	1
10	2015/16	Microsoft Word/PowerPoint	A	1
10	2015/16	Visual Arts I	A	1
10	2015/16	American History (H)	A	1
10	2015/16	Earth Science (H)	A	1
10	2015/16	Visual Arts II	A	1

Liberty University Online Academy

11	2016/17	Academic Success	A	0.5
11	2016/17	Algebra II	C	0.5
11	2016/17	Apologetics	A	1
11	2016/17	Chemistry	B	1
11	2016/17	Geometry	B	0.5
11	2016/17	DE: American History I	B	0.5
11	2016/17	DE: American History II	C	0.5
11	2016/17	DE: Comp and Rhetoric	B	0.5
11	2016/17	DE: Comp and Literature	A	0.5
11	2016/17	DE: Old Testament Survey	W	n/a
11	2016/17	DE: Drugs in Society	B	0.5

Liberty University Online Academy

GPA: 4.0227
Transfer Credit Total: 16
LUOA Credit Total: 6
Total Credits: 22

Mark Acree, Guidance Counselor
(Transcript unofficial unless signed by the guidance counselor)

8/8/17
Date

Comments: Student completed her 11th Grade year and has been promoted to senior status.

1971 University Blvd. Lynchburg, Va. 24515 (866) 418-8741 www.Liberty.Edu/OnlineAcademy

Sample K-8 Transcript

LIBERTY UNIVERSITY
Online Academy

OFFICIAL TRANSCRIPT

Name: **Molly Garrison**
Address: 1505 Shady Creek Trail
City: Cedar Park **State:** TX **Zip:** TX
Phone: 405-812-8972 **Gender:** F **DOB:** March 8, 2010

GRADE	YEAR	COURSE	GRADES
1	2016/17	Bible 1	A
1	2016/17	Math 1	A
1	2016/17	Language Arts 1	A

Comments:

Molly Garrison has successfully completed 1st grade and may be promoted to the 2nd grade. Course descriptions are available upon request.

Emilie Zalizniak

Emilie Zalizniak
LUOA Academic Advisor

August 16, 2017

Date

TRANSCRIPT UNOFFICIAL UNLESS SIGNED BY THE ACADEMIC ADVISOR

1971 UNIVERSITY BLVD. LYNCHBURG, VA 24515 (866) 418-8741 WWW.LIBERTY.EDU/ONLINEACADEMY

Verifying Students Observed Under an Account

1. Access student's file in CRM
2. Go to "Banner" Tab
3. Click on LUOA Relationships
4. Verify students in the table shown

Withdrawals and Drops

Step 1

When an affiliate contacts the Affiliate Advisor requesting a course to be removed for a specific student, go by the LUOA Student Handbook rules:

1. A request for course withdrawal must be made to the academic advisor from the POC.
2. If the student has worked no further than module 1 in any full-year or semester course, and the course withdrawal occurs within the first three weeks of enrollment, that course will not be included on the student's official transcript.
3. The first three weeks of course enrollment and if the student has worked no farther than the third module in the semester (Module 3 or 8), the course withdrawal will appear on the transcript as "W" (withdrawn) and will not affect the high school GPA.
4. If the student has progressed into the fourth module of the semester (Module 4 or 9), a course withdrawal request cannot be accepted. The course must be completed or a final grade of "FN" will be assessed.
5. Students who are enrolled for four months in a semester course or nine months in a full year course who wish to withdraw but do not successfully progress in their course-work will be given a final grade of "FN".
6. Once a course withdrawal has been officially accepted, it may not be considered for "special continuation" status as explained in the section titled "Deadlines for Completing Courses."

Exceptions can only be made with the authorization of the Director.

Step 2 – Partial Withdrawal (Student remains an LUOA student)

Complete the following in CRM (Do for each student individually):

If a course will be marked DD or WD:

1. Find student's file in CRM
2. Select "Admin/adv workbench" in left-side column
3. Select "Withdraw/Drop"
    a. Under "Course" add the course to be removed.
    b. Under Comment, put DD (Drop) or WD (Withdraw) depending on the circumstances.
    c. At the end of Course Column, add Contract name

        Ex. (River View Contract)
4. Under "Notepad" tab
    a. If WD was assessed, type the number of months that need to be charged based on withdrawal policies.
5. Click "End call"
6. Click on "Mark Complete"

If a course will be marked FN:

- Follow steps for pushing a grade.

Step 2 – Full Withdrawal (Student is no longer an LUOA student)

Complete the following in CRM (Do for each student individually):

1. Find student's file in CRM
2. Select "Admin/adv workbench" in left-side column
3. Select "Withdraw/Drop"
    a. Under "Course" add the course to be removed.
    b. Under Comment, put DD (Drop) or WD (Withdraw) depending on the circumstances.
    c. At the end of Course Column, add Contract name

        Ex. (River View Contract)
4. Under "Notepad" tab
    a. Comment details on the process, stating all special active courses, dropped courses, and number of months that need to be charged for withdrawn courses.
    b. Comment "Full Withdrawal – Waive fee"
5. Click "End call"
6. Click on "Mark Complete"

After withdrawal is processed, find the student in the ADVIS sheet and mark WD.

Step 3

Send email to the affiliate POC that requested the withdrawal to let him or her know that the withdrawal was processed and inform how many months will be charged for each course. The POC email can be found in Tableau.

Step 4

The Data Entry team processes the Drop or Withdrawal of classes and LUOA Student Accounts adjusts the payments.

Withdrawals and Transfer from Affiliate to LUOA Homeschool

If a transfer occurs after finishing a current term (For example, if a student was with an Affiliate in 201838 and is changing to Homeschool in 201738), follow the steps below:

Pre-check

Check if there are any courses in progress in the Banner tab of CRM (they should all have Final Grades under "Grade" column), or in Canvas.

Step 1

When an affiliate contacts the Affiliate Advisor requesting to remove a student from their contract and add them as a standard LUOA Homeschool student, with no courses in progress (they are completed), do the following:

1. Access Banner
2. Go to SGASADD
3. Add Student's ID number
4. Make sure term is correct (Ex. 201738)
5. Press CTRL+PgDn Twice
6. Again verify that the term is correct
    a. If term is not correct, Click MAINTENANCE
    b. Click "Copy student attribute"
7. Delete the Affiliate Attribute so FCI does not happen automatically
   In order to do this:
    - Select box where the attribute is shown
    - Click "Record"
    - Click "Remove"
8. Press F10 to save
9. Go to TSACONP
10. Add total amount paid under Max Amount, so that remaining tuition falls to the parent and not the Affiliate (Do in contracts 1 and 2 if necessary, Director can verify these amounts)
11. Press F10 to save

Step 2

Update the student's email address by deleting the affiliate's email and adding the parent's email.

1. Access CRM
2. Find student through ID number
3. Scroll to the bottom, select "Banner Edit"
4. Inactivate Affiliate's emails
5. Click on "Insert New Email"
    a. Add correct email for parents
    b. Under EMAIL TYPE, select "Personal 1"
    c. Click "Submit New Email"

Step 3

Change the Advisor to the correct Affiliate Advisor:

1. Go to CRM
2. Find student through ID number
3. Go to "Admin/Adv Workbench"
4. Click "Other Changes"
5. Under Other Changes tab, select the correct advisor and correct grade level
6. Click "End Call"
7. Click "Mark Complete" in top left corner

Step 4

Send an email to the new advisor, letting them know of the change and any information pertinent to the new student.

Step 5

1. Find student in ADVIS – Contract Students Spreadsheet
2. Change Type to "WD"
3. Under comments, note: "Switching to LUOA Homeschool"