

ILCCO Course Sharing FAQ

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General Questions

General Question 1: Why should I share my course with other colleges' students?

Sharing has many benefits.

- Requesting seats allows you to provide your students with delivery options and courses you would not otherwise be able to offer them.
- Sharing a course can help a course that does not have enough enrollments on a local campus.
- Shared courses also have a greater diversity of students than courses with one student population.

General Question 2: How does the College get paid for teaching the student?

ILCCO generates an annual bill which considers seats shared and seats received. If a student is removed/withdrawn on or before midterm, the home college is not billed for the course. Contact ILCCO Director Jeff Newell at jeff.newell@illinois.gov for more information on to whom at your institution this bill is sent.

General Question 3: How does a student register for an ICE course being taught by another institution?

1. The student works with his or her home college counselor/advisor and ICE Champion to get permission to enroll in ICE course.
2. The ICE Champion works with appropriate college personnel to get course and appropriate faculty name added to home student information system.
3. The ICE Champion alerts the student that they can now register and pay for the course through their home institution.

General Question 4: When are the ILCCO course exchange bills sent?

Colleges are notified at midterm each semester that they need to update all student add/drop information in ICE. A billing snapshot is taken 1 week after the last midterm each semester. After the spring semester's snapshot (ICE billing is summer, fall, spring), statements are sent to the colleges. This usually occurs around April 1. Colleges who owe money from course sharing are requested to send checks to ILCCO for the balance due by May 1. Once all funds are collected, the fiscal agent (ICCB) will then turn around the funds to colleges who should receive money. The intent is that this occurs by June 1.

General Question 5: To whom are ILCCO course exchange bills sent?

They are sent to the Steering committee member.

Course Selection Questions

Course Selection Question 1: How do I know which courses start late/How do I indicate a late start course?

Institutions are encouraged to use the course title field to provide indication that a course has special characteristics. Remember to use the correct calendar to reflect actual course start and end dates. Examples include:

- Late start
- Delayed start
- Flex start
- First X weeks
- Second X weeks
- Last X weeks
- Minimester

Course Selection Question 2: How do I know if a course with a different course name is equivalent to one offered through my institution?

The IAI code is included in the course detail screen. The Illinois iTransfer web site at <http://www.itransfer.org> can also provide additional information. Contact the ICE Champion for a syllabus if one is not attached or if no IAI number is listed. The number of credit hours may be a good indicator of if a course will be a close match.

Course Selection Question 3: What if our institution does not have a course equivalent to one we wish to offer through ILCCO?

This is a process that occurs outside of ICE. Form Course 11OL (ILCCO Course Addition) is required and process must be completed before offering the course. Contact ILCCO Director Jeff Newell at jeff.newell@illinois.gov for more information.

Course Selection Question 4: What if a course end-date is different to our semester end date?

If the end-date is later than the semester end date, a grade of incomplete may need to be assigned in the student's home information system until the grade is posted in ICE. It is advisable to make the student aware of any differences in start or ending dates in the welcome letter.

Course Selection Question 5: How is financial aid handled?

Because all courses are transcribed at the home institution and textbooks can be purchased at the home institution, financial aid is handled following the usual processes.

Course Selection Question 6: What happens if a student enrolls in an ICE course and then the teaching institution cancels the course?

Members are encouraged to consider the implication on the receiving institution before cancelling a course. Institutions cancelling a shared course are encouraged to contact the receiving institution as early as possible.

Course Selection Question 7: How do I confirm that prerequisites have been met for a course?

Pre-requisite requirements of the student's home institution apply. The IAI number in ICE can be used to map the course to a corresponding course at the student's institution. It is in the best interest of the teaching institution to inquire about prerequisites on the course equivalent.

Course Selection Question 8: Who do I call to get more information about the course?

Each institution designates a champion who is the best point of contact for information about the courses, services and institutional processes. Institutions have the option of uploading a syllabus into ICE. Check the ICE contact list for champion contact information.

Course Selection Question 9: How do I know if a course was developed using a quality review process?

Institutions are encouraged to enter this information in the course description in ICE. Contact the teaching institution's ICE champion if that information is not present.

Course Selection Question 10: How do I know if the instructor is qualified per HLC definitions?

It is the responsibility of the teaching college to hire only qualified faculty.

ICE System and Champion Questions

ICE Question 2: What are students instructed to do once they are registered for an online course?

Each course is different. The default for the ICE system is to have the student's email the instructor.

ICE Question 3: What are deadlines for entering courses?

There are currently no deadlines for entering courses. Different approaches are taken by member colleges.

- Some institutions enter courses on-demand. In these cases, a member may be responding to an email call for a course offering.
- Other institutions may enter their courses during the schedule building process.
- Generic bare bones information may be entered initially, being fleshed out once an inquiry has been made.

ICE Question 4: Is there a batch upload process for entering courses?

Yes. An institution that is adding course information for the first time may submit courses in batches of 25. The files are submitted in .csv format and must include the following columns in the order specified.

1. Course Code (ex. BUS-101)
2. Course Name (text)
3. Course URL (text)
4. Course Description (text)
5. Course IAI Code (text)
6. Course CIP Code (text)
7. Course Credits
8. Course Prerequisites (text)
9. Course Materials (text)
10. Course Notes (text)

Note that there is not a batch process for entering semester offerings (sections). This is accomplished through the roll-over process.

ICE Question 5: What if I don't use seats I requested?

Contact the institution to let them know you no longer need the seat. Previous versions of ICE included an option to retract a request, but that option is not present in the current version.

ICE Question 6: Should I enter course information into ICE if I do not plan to share the course?

You may enter course information and flag the course as one that is not shared. The advantage of listing a course that you do not intend to share is that you may roll it over next semester.

ICE Question 7: How can I get a seat request handled very quickly?

It is advisable to call the champion directly to confirm that the request will be fulfilled. Check the ICE contact list for champion contact information.

ICE Question 8: How can I request a course to be shared from the “Full Course Listing”?

Always check the shared course listings first. If the course is not found but is found in the full course listing, click the “request seats” button to ask that the course be shared.

Faculty Questions

Faculty Question 1: How are faculty informed about additions to the roster?

An email is automatically generated by the ICE system and sent to the instructor and champion.

Faculty Question 2: How do faculty know how to get into ICE?

An automated e-mail is sent to them when they are added as the instructor of a section in ICE.

Faculty Question 3: What should faculty do if they forget the ICE password?

Use the “Reset Password” button on the login screen. If additional problems or questions, please contact your local ICE champion.

Student Information System Questions

Student Information Question 1: Why doesn’t the student show up on the course roster of the student information system?

Students from other institutions may not show up in local information systems to facilitate state reporting. Because students register through their home institution, student information available to the instructor/teaching institution may be limited to that which is entered into the ICE system by the home institution. Instructors may have two separate rosters, one from their student information system and one from ICE. Some institutions may add the student to the local roster with a flag indicating they are an ILCCO/ICE student.

Student Information Question 2: How is the course enrollment cap adjusted if students don’t show up on the teaching institution’s roster?

When an institution shares seats in a course, the course cap in the student information system should be decreased by the amount of seats shared.

Student Information Question 3: Who should a student contact if they want to drop a course?

The student should follow the procedure of their home institution and should make their instructor aware of their intent to drop the course. The home institution will enter the drop date in the ICE database.

Student Information Question 4: How are grades (midterm and final) provided to the student's institution?

Teaching faculty enter midterm grades (attending or not attending) and final grades into the ICE system. The student's home institution pulls the information from ICE and updates the student information system. See descriptions below for midterm status options:

Attending	The student is actively participating and completing assignments.
Not Attending	The student is not actively participating and completing assignments and may not be able to successfully complete the course. Follow-up with the student is recommended.
A, B, C, D, F	Although a midterm* grade may not be required, some institutions require it as a useful indicator of success. It's recommended to follow up with students as necessary to provide additional support. A final grade is required.
Withdrawn	The student has withdrawn on their own or an institution has decided to withdraw the student per instructor recommendation.
Pass*	Some institutions may require a letter grade and may contact you if needed.
Incomplete	Instructor from teaching college communicates with the teaching college's Champion
*If you have a grade for midterm or a course that is pass/F, please provide if possible.	

Student Information Question 5: What happens when a student is marked as 'not attending' at midterm?

If you suspect that a student needs to withdraw from a course as a result of a midterm status of *not attending*, the first step is to gather information. If you represent the teaching college, this would include follow up with the instructor in regards to the student's status and then also communication with the home college. If you represent the home college, this would include communication with the student and ICE Champion at the teaching college.

Some institutions have an "automatic withdrawal" policy where students who are marked as *not attending* or *not attempting* on the midterm roster are automatically withdrawn from the course. If you receive a student's midterm status from ICE as *not attending* and this type of policy is applicable, please communicate that to the other institution. For example, if a home college drops their student per policy, the teaching college will also need to change the midterm status from *not attending* to *withdrawn*. Once that step occurs, the home college can login to ICE and remove the student.

For institutions who do not have an automatic withdrawal policy, it's recommended to keep the student's best interest in mind. If the instructor for the teaching college is recommending that a student be withdrawn, the home college can follow up with the student (if applicable) before moving forward or just follow the instructor's recommendation and withdraw the student.

Student Information Question 6: When is the "Remove" button available for removing a student's registration?

The "Remove" button on the Manage Student page allows you to remove a student's registration, which also removes the course registration from your ICE bill. This button is typically available until the midterm status is submitted. The button also becomes available if you choose "Withdrawal" as the midterm status for a student. The teaching institution cannot see the button to remove the student. This can only be done by the home institution.

Student Information Question 7: What faculty name is put on the ICE course in the home institution's student information system?

There are several options:

- ICE Champion
- Teaching institution's faculty
- Home institution's department chair

Student Contact Questions

Student Contact Question 1: How should I contact the student if the email address listed is incorrect?

Contact the student's ICE champion for student contact information. If the student's email address is not available a phone call or letter is also appropriate.

Student Contact Question 2: What if a test needs to be proctored?

It is an acceptable practice to require proctored tests in online courses. Contact the ICE Champion at the offering institution to broker the arrangement and determine who the proctoring contact is. The tests may be sent to the testing center or a proctor at the student's home institution, along with instructions for the proctor.

Student Contact Question 3: How should placement exams be handled?

Placement testing requirements of the student's home institution apply. It is in the best interest of the teaching institution to inquire about placement requirements on the course equivalent.

Student Contact Question 4: How do I confirm that prerequisites have been met for a course?

Pre-requisite requirements of the student's home institution apply. The IAI number in ICE can be used to map the course to a corresponding course at the student's institution. It is in the best interest of the teaching institution to inquire about prerequisites on the course equivalent.

Student Contact Question 5: How does the student find out about entering the LMS and starting the course? And where does the student get technology support?

A general instruction welcome letter should be sent by the student's home institution. The instructor or a staff member at the teaching institution may also contact the student. The letter should include information about how to contact the teaching institution's tech support.

Student Contact Question 6: Where do students buy their textbooks?

Students can purchase textbooks at their home institution. Textbook information is verified in ICE by the teaching institution so that the student's home institution can stock the required textbooks. Students may also purchase textbooks from the offering institution's bookstore or online.

Student Contact Question 7: How do I address student grievances (i.e. disputed grade)?

The champion may need to make contact with the appropriate dean at the teaching institution who will then address the situation. The ICE champion at the teaching institution can provide the contact information for the dean. ILCCO Policy can be found: <http://ilcco.pbworks.com/w/page/32337330/ILCCOPolicyDevelopment>

Student Contact Question 8: What if the student needs access to the library resources at the instructor's institution?

If logins not automatically provided, please provide students with a generic login and control access via a protected password.