



## Statewide Online Education Program (SOEP) and Concurrent Enrollment (CE) Course Credit Acknowledgement (CCA) Changes Guidance Document

**Purpose:** The purpose of this guidance document is to outline the standardized procedures and responsibilities for managing requested changes to Concurrent Enrollment (CE) Course Credit Acknowledgments (CCAs). Adherence to these procedures is essential for Online Providers to ensure students are informed about university policies and official drop deadlines.

### Online Provider Responsibilities

It is the responsibility of the Online Provider to ensure that all CCA information is accurate at the time of the initial CE CCA request.

If changes are needed after submission, the Online Provider must change the CE CCA status to a closeout status and instruct the student to submit a new CE CCA request for an open registration session if the current registration session has closed.

When a student requests to withdraw from a CE course, the Online Provider must also communicate to students the official drop deadlines, withdrawal procedures, late add fees, and all pertinent university policies. This ensures the student makes an informed decision regarding institutional requirements before the Online Provider changes the CE CCA to a closeout status.

Any materials and documents that are from the USHE institution are handled by the Online Provider.

### Statewide Online Education Program (SOEP) Responsibilities

SOEP staff will not make changes to CE CCA records; instead, change requests will be directed to the appropriate Online Provider.