

# CVC Exchange: Accounts, Tuition, Payments, and Canvas

2025



California  
Community  
Colleges

California  
Virtual Campus

# TOPICS

- Student Journey Video
- Workflow Reviews
- Admin Dashboard
  - Accounts
  - Self-Service Configuration Portal
  - Enrollments
- Policies
- Future Trainings
- Support
- Questions

# STUDENT JOURNEY VIDEO

California Community Colleges

California Virtual Campus

Student EligibilityTranscriptsFinancial AidAboutSupport

LOG IN

Educators Click Here >



## California Virtual Campus

Enroll in an online course at another California Community College without the hassle of filling out a separate application!

[STUDENTS START HERE](#)

Winter courses will start appearing on Monday, October 20 and spring courses on Monday November 3.

Students: Some course numbers have changed to match the statewide Common Course Numbering (CCN) system. When searching for fall 2025 classes, you may notice these new course numbers. Click this banner to learn more.

### How It Works

- 1** Search for online courses offered at other California Community Colleges when you can't find what you need at your own college.
- 2** Add the class you're looking for without filling out a new application.
- 3** If eligible, your registration will be confirmed within minutes!

HOME CALIFORNIA COLLEGE

☒ I currently attend a California Community College:

Cypress College

☐ I do not currently attend a California Community College.

SEARCH BY

☐ CSU BREADTH Requirements

☐ ICETC Requirements

☐ Cal-GETC Requirements

☐ Home College Course Name

☒ Keyword

COURSE CODE OR NAME

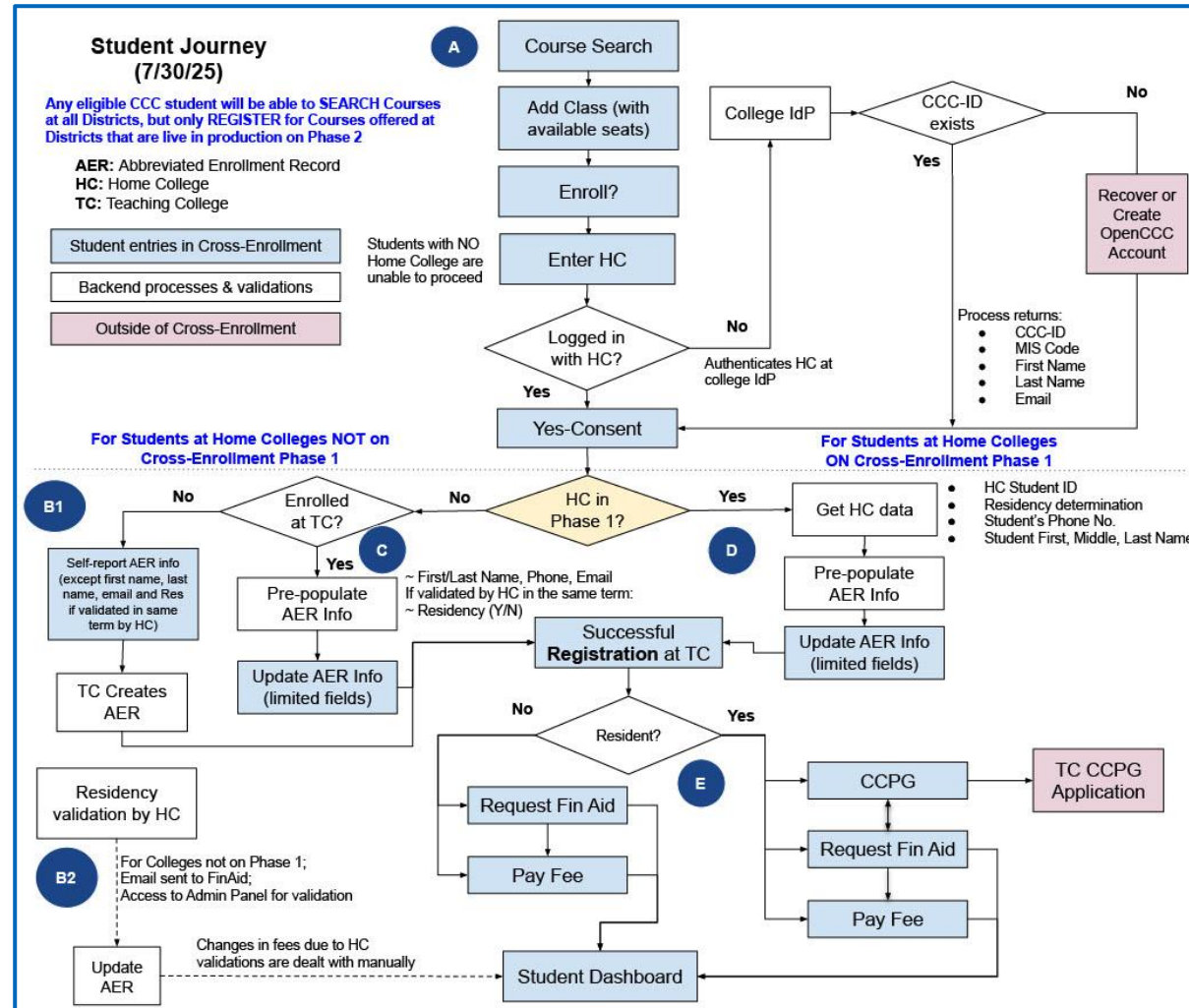
Enter a course code or name

Find Classes

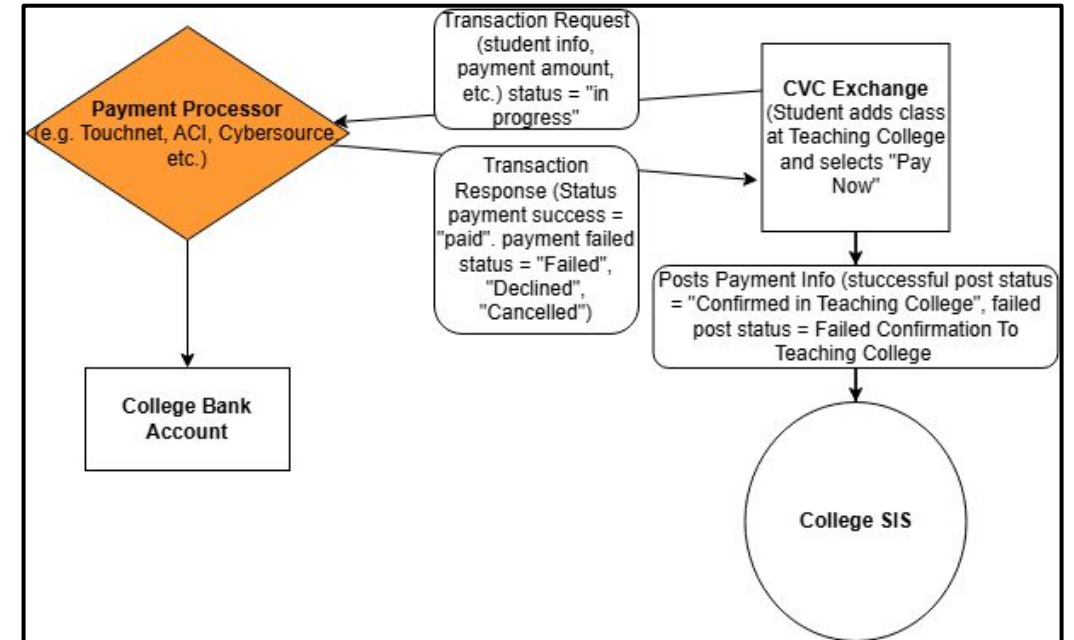
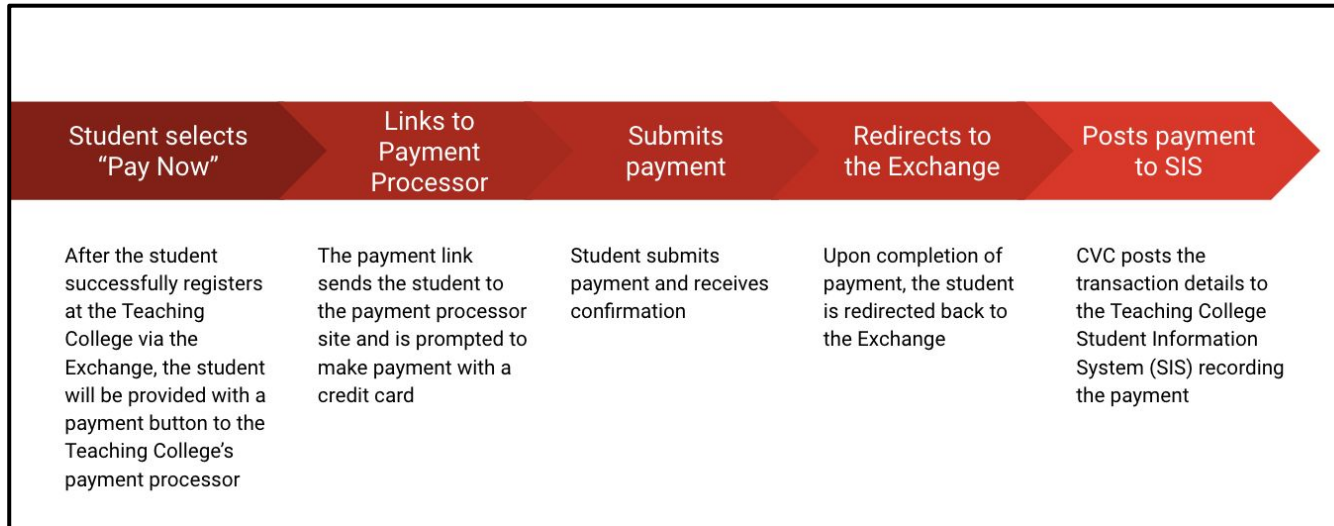
California Community Colleges

California Virtual Campus

# WORKFLOW REVIEW: STUDENT JOURNEY

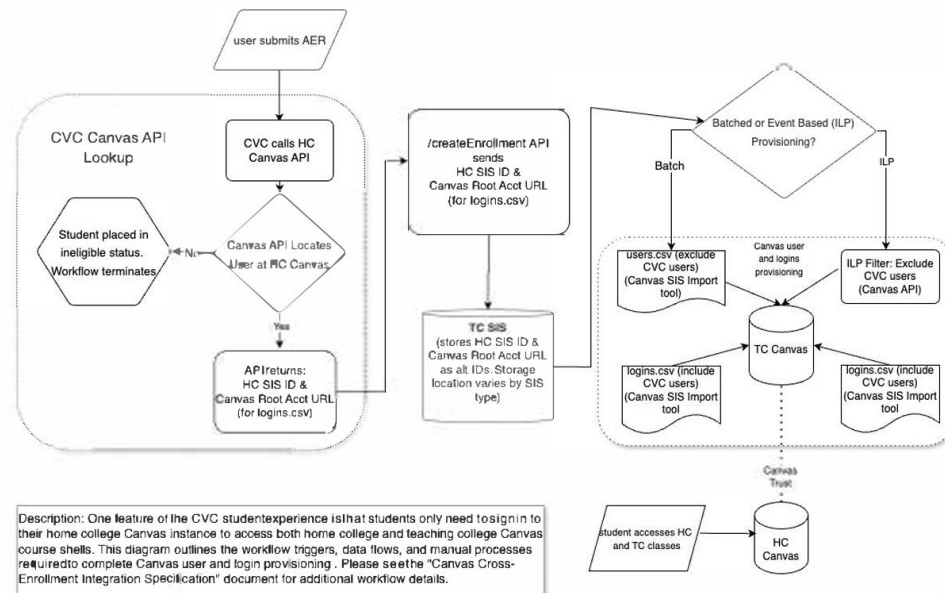


# WORKFLOW REVIEW: PAYMENTS



# WORKFLOW REVIEW: CANVAS

## Canvas Integrated Student Experience: User Provisioning



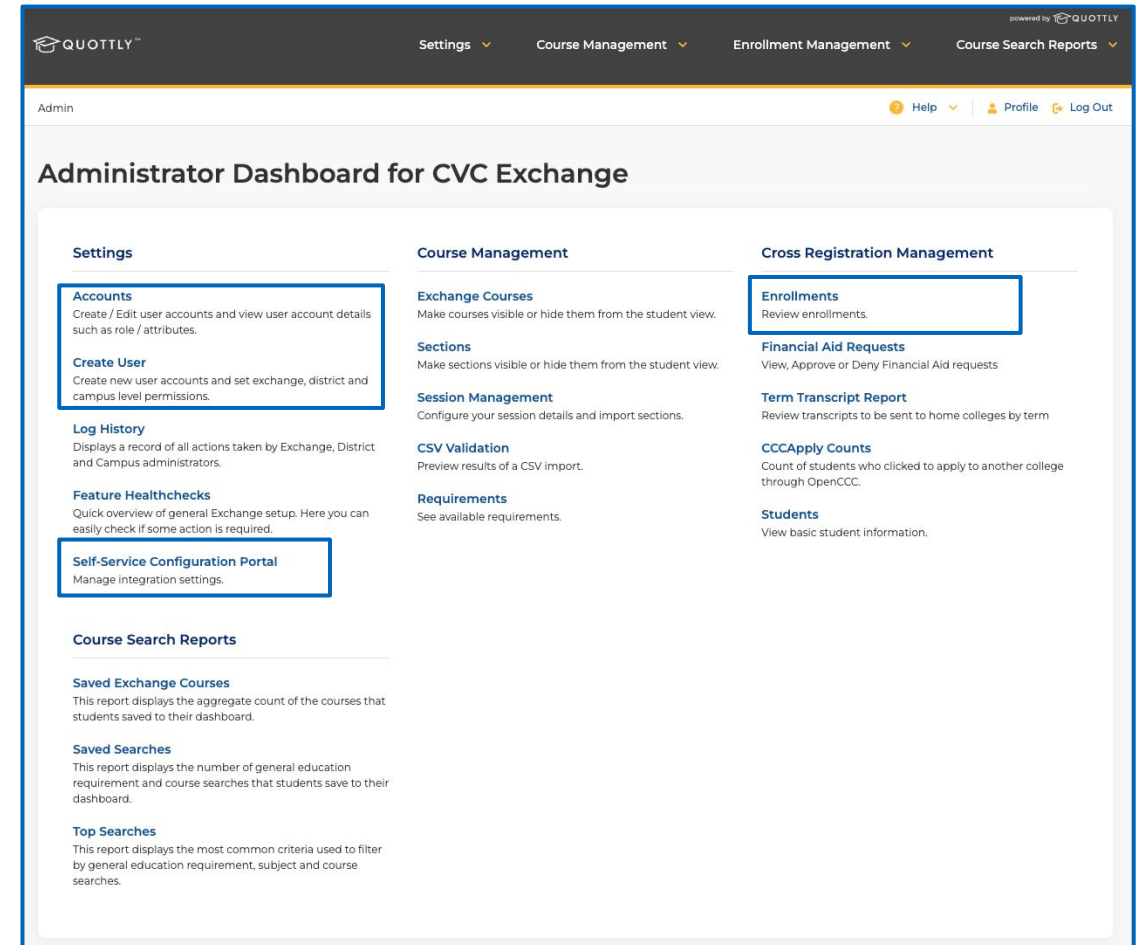
[Canvas Trust and User Provisioning Documentation](#)

# COLLEGE IMPLEMENTATION DEFINITIONS

Implementation	Functionality	Requirements
Home College (HC)	Your students are able to register into courses at other colleges using the CVC Exchange	API to pull student records (contactinfo) *some colleges do not have the API yet
Teaching College (TC) Phase 1 (P1) Course Finder	Your courses are available to search using the CVC Exchange	APIs to pull section information (seat counts, notes, dates, etc.)
Teaching College (TC) Phase 2 (P2) Cross-Enrollment	Your courses are available to search and register into using the CVC Exchange	APIs to pull registration information (register, drop, payment, etc.)

# ADMIN DASHBOARD

- **Accounts/Create User**
  - *Account Manager*
  - *Setup accounts/attributes*
- **Self-Service Configuration**
  - *Platform Configuration Manager*
  - *Set tuition/fees for each term*
- **Enrollments**
  - *Various*
  - *Access payment status, student error information*





# HOME COLLEGE RESPONSIBILITIES

## Technical Documentation: Home Colleges

- [College Admin Accounts](#)
  - *Update college accounts so the correct admins are notified of students requests, technical issues, etc.*
- [Student Eligibility](#)
  - *Ensure students have CCCApply applications on file and are in active status*
- [Student Residency Validation](#) / Approvals
  - *Validate student residency requests so students are charged correctly*
- [Financial Aid](#)
  - *Review Financial Aid requests either manually or through the CVC FA Workflow*
- [Transcripts](#)
  - *Process and evaluate transcripts throughout the term*

# TEACHING COLLEGE RESPONSIBILITIES: PHASE 1

## Technical Documentation: Teaching Colleges

- [College Admin Accounts](#)
  - *Update college accounts so the correct admins are notified of students requests, technical issues, etc.*
- [Session Management](#) (Term Setup)
  - *Set up each term in order to import courses and/or open registration on the correct dates*

# TEACHING COLLEGE RESPONSIBILITIES: PHASE 2

## Technical Documentation: Teaching Colleges

- [Self Service Configuration Portal \(Tuition Setup\)](#)
  - *Set up each term in order to charge students the correct tuition and fees*
- Student Welcome Email
  - *Update the student welcome email from your college to include updated information*
- [Enrollment/Registration](#)
  - *Use the CVC Exchange dashboard to monitor student registration requests and errors*
- [Canvas Access](#)
  - *Use the CVC Exchange dashboard to pull reports of students that need Canvas access*
- DSPS
  - *Provide DSPS assistance to students as requested*
- [Payment](#)
  - *Use the CVC Exchange dashboard to monitor student payments through payment processor*
- [CCPG](#)
  - *Review CCPG from students as requested*
- [Refunds](#)
  - *Provide refunds to students who have dropped courses within the refund deadline*
- [Transcripts](#)
  - *Send student transcripts to Home Colleges at the end of each course*

# POLICIES/REMINDERS

- [Courses Included on the CVC Exchange](#)
- [Student Eligibility](#)
- Student Welcome Letters
- Residency Classification
  - CVC and TC must accept HC residency designation for student to be charged correct tuition
- Drop For Nonpayment
  - CCCs all have different DNP policies; TC should notify students well before the DNP deadline using Exchange email (not TC email)
  - Students may be waiting for Financial Aid from HC in order to pay
- CVC does not support waitlists/add codes
- CVC is updating college contacts by January 2026

# COLLEGE CONTACTS

GROUP	FUNCTIONAL ROLE
CVC Primary Contacts	Project Lead 1
	Project Lead 2
CVC Exchange Contacts	Account Manager
	Platform Configuration Manager
	Admissions & Records Lead
	Financial Aid Director
	CMS/Canvas Administrator
	Transcripts Lead
	Pre-Requisite Lead
	Person Match Administrator
CVC PD Contacts	Peer Online Course Review (POCR) Lead
	Flex/Professional Development Coordinator
	Disabled Student Programs & Services (DSPS) Lead
College Administration	President
	VP Instruction
	Chief Technical Officer
	Chief Student Services Officer
	Chief Instructional Officer
	Public Information Officer

# SUPPORT RESOURCES

ADMINISTRATORS	
CVC Exchange Admin Homepage	<a href="https://www.cvc.edu/educators/exchange/">https://www.cvc.edu/educators/exchange/</a>
Admin Login	<a href="https://search.cvc.edu/exchange/admin/sign_in">https://search.cvc.edu/exchange/admin/sign_in</a>
College Documentation	<a href="https://cvc-oei.atlassian.net/wiki/spaces/CEADP/pages/2299035649/Overview">https://cvc-oei.atlassian.net/wiki/spaces/CEADP/pages/2299035649/Overview</a>
Self Support / FAQ / Videos	<a href="https://cvc.freshservice.com/support/solutions">https://cvc.freshservice.com/support/solutions</a>
Support	<a href="mailto:support@cvc.edu">support@cvc.edu</a>

STUDENTS	
CVC Exchange Homepage	<a href="https://www.cvc.edu/">https://www.cvc.edu/</a>
Student Login	<a href="https://search.cvc.edu/users/sign_in">https://search.cvc.edu/users/sign_in</a>
Self Support / FAQ / Videos	<a href="https://cvc.freshservice.com/support/solutions">https://cvc.freshservice.com/support/solutions</a>
Support	<a href="mailto:cvc.customersupport@parchment.com">cvc.customersupport@parchment.com</a>

# FUTURE TRAININGS

## CVC Exchange Training Opportunities

The CVC offers various Exchange training sessions throughout the year. All trainings are available on-demand on the [CVC Support Documentation & Videos](#) page. Colleges may also email [support@cvc.edu](mailto:support@cvc.edu) to set up individual trainings.

### Upcoming Trainings

#### EXCHANGE OVERVIEW

**Tuesday, October 14 at 1 PM**

Discover the nuts and bolts of the CVC Exchange, including resources and reports. All are welcome, but especially beneficial for Home College counselors.

[Click here to register](#)

#### ADMISSIONS & RECORDS

**Thursday, October 16 at 2 PM**

Review the admissions processes and procedures associated with the Exchange, and discuss common student errors.

[Click here to register](#)

#### ADMINISTRATIVE PROCESSES

**Tuesday, October 21 at 1 PM**

Understand the administrative processes - including, account management, tuition set up, and student payments - involved with the CVC Exchange. Recommended for both IT and student services.

[Click here to register](#)

#### FINANCIAL AID

**Thursday, October 23 at 2 PM**

Explore the financial aid request process and new dashboard. Intended for both financial aid teams and counselors.

[Click here to register](#)

#### TRANSCRIPTS

**Tuesday, October 28 at 1 PM**

Familiarize yourself with the new automated transcript process funded by the CVC! This training is especially beneficial for transcript evaluators and admissions/records teams.

[Click here to register](#)

<https://www.cvc.edu/educators/exchange/exchange-training/>

# QUESTIONS



# THANK YOU!

**CVC Exchange Support**  
[support@cvc.edu](mailto:support@cvc.edu)



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