CVC Exchange: Overview

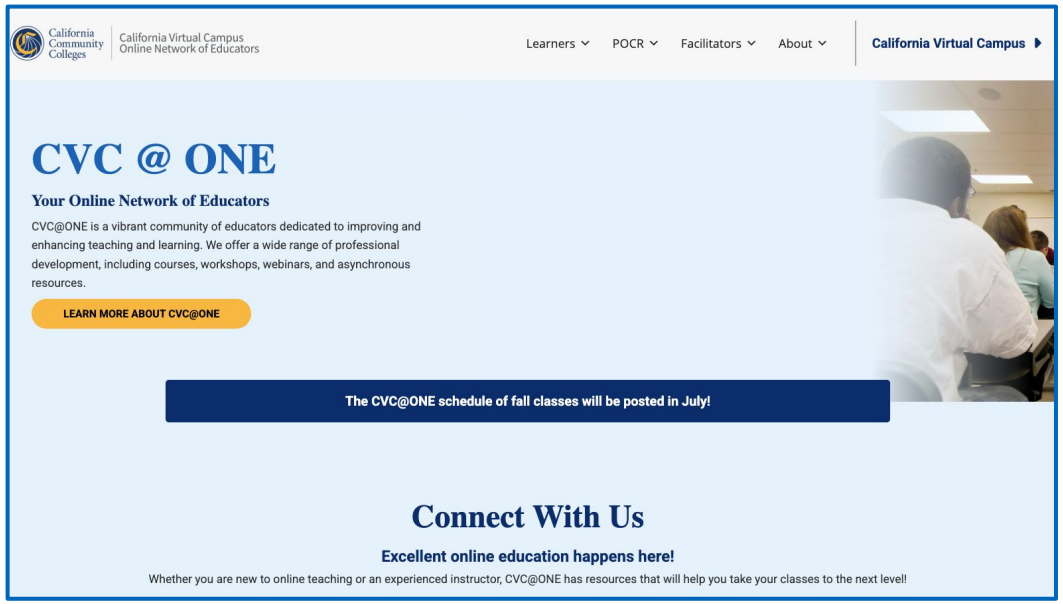
2025

California Community Colleges | California Virtual Campus

TOPICS

- California Virtual Campus (CVC)
  - CVC Exchange
  - CVC @ONE
- CVC Exchange
  - Overview
  - Student Journey
  - Admin Dashboard
  - Support
  - Future Trainings
  - Questions

CALIFORNIA VIRTUAL CAMPUS (CVC)



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CVC EXCHANGE OVERVIEW

The Exchange is an innovative, student-centered tool that allows students currently enrolled in any ***Home College*** *to instantly enroll in online courses offered at* ***Teaching Colleges*** *without filling out a separate application.*

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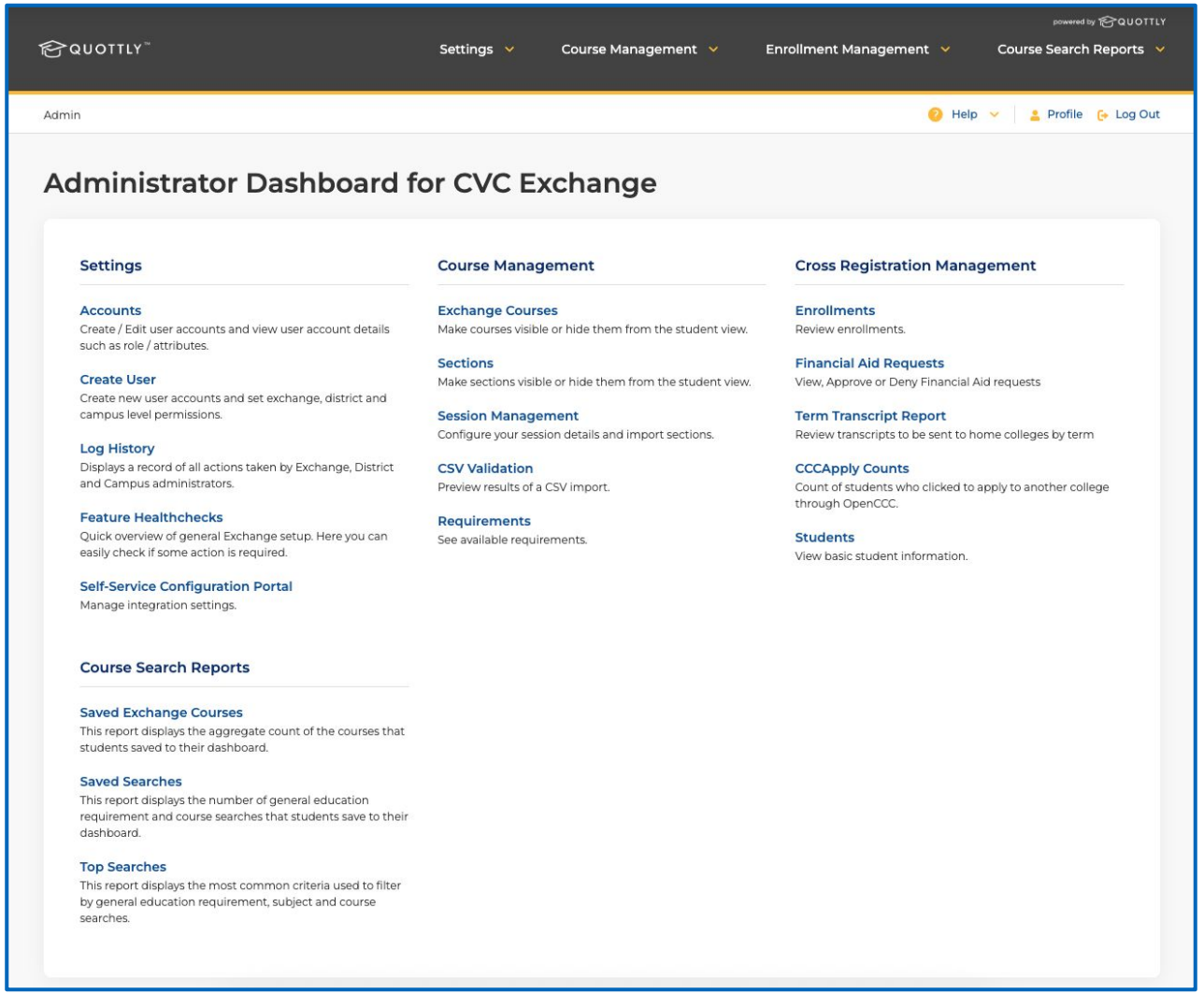
STUDENT JOURNEY VIDEO

ADMIN DASHBOARD REVIEW



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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*

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 Reivew (POCR) Lead
	Flex/Professional Development Coordinator
	Disabled Student Programs & Services (DSPS) Lead
College Adminstration	President
	VP Instruction
	Chief Technical Officer
	Chief Student Services Officer
	Chief Instructional Officer
	Public Information Officer

SUPPORT RESOURCES

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

STUDENTS	
CVC Exchange Homepage	https://www.cvc.edu/
Student Login	https://search.cvc.edu/users/sign_in
Self Support / FAQ / Videos	https://cvc.freshservice.com/support/solutions
Support	cvc.customersupport@parchment.com

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 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