

Registration & Billing FAQs

GENERAL REGISTRATION QUESTIONS

I registered a student yesterday, but the student has not yet received a confirmation email. Did NDCDE receive the registration?

Yes, more than likely. NDCDE is currently experiencing a high volume of enrollments. Please allow up to two business days for processing. After this timeframe, please double-check to ensure you typed email addresses correctly by reviewing the Order Confirmation Email. Contact ndcde.enroll@k12.nd.us to assist with any needed troubleshooting.

What happens once my registration is processed?

See response under [Post-Registration Questions](#).

I enrolled my student in the wrong course. How do I fix this?

You will need to drop the course using the NDCDE [Enrollment Drop Request Form](#). Then, return to the NDCDE store and register the student for the correct course. Remember that you must drop the student within 24 hours to receive a full refund. To receive a refund less a processing fee, you must drop the student within 10 business days.

I need to drop a student from a course. How do I do this?

Use the NDCDE [Enrollment Drop Request Form](#). Remember that you must drop the student within 24 hours to receive a full refund, and you must drop the student within 10 business days to receive a refund less a processing fee.

Can a student from my school district self-register for an NDCDE course?

If the student's family intends to pay for the course, the family can self-register. A district staff member must register the student if the district will be paying for the course.

I had a student fail an NDCDE course over the summer. The student is now asking the district to re-enroll in the course. Do we have to allow this? Who pays?

NDCDE's new retake policy allows a district to decide whether to authorize a retake and who pays. If your district decides to allow a student a retake but assesses the cost to the student, the district is responsible for registering and paying NDCDE for the course, and the district may then send a bill to the family.

I have several learning coaches associated with my school who are no longer employed. How do I request their removal from the NDCDE system?

Please email ndcde.enroll@k12.nd.us with your school's name and the individuals who need to be removed from your account.

I need to switch or add a learning coach for a student. How do I do this?

Complete the NDCDE [Learning Coach Change Request Form](#).

How do I enroll multiple students in a course simultaneously?

Add the course to your cart, and upon checking out, complete the "enroll student" form for each learner before advancing to the next screen.

My district just learned that a teacher is not returning for fall. Can NDCDE serve as the teacher of record until my district can find a replacement? How do I initiate this request?

NDCDE can help. If you will be enrolling more than 10 students in one course, please contact NDCDE's Director of Learning, Kirstin Girard, at 701-951-9549 or kirstin.girard@k12.nd.us, so a separate course section can be created for your school. NDCDE asks that districts enroll all the impacted students together on one order by adding the course to your cart and upon checking out, complete the "enroll student" form for each learner before advancing to the next screen.

How do I enroll a student in the North Dakota Civics exam offered through NDCDE?

The [civics exam](#) can be found in the NDCDE store. Follow the standard enrollment process.



Virtual School Choice and Payment Questions*

Response to the questions assume that the district is a North Dakota public school.

Is my district responsible for paying the cost of a student enrolling in a course at NDCDE?

If the student is enrolled in your school district and wants to attend a course through NDCDE, the district is responsible for registering the student and paying the cost.

If my district pays for an NDCDE course, who decides where the student takes it?

The district can decide where the student takes the course—at home, in the school, at a designated time after school, etc.

Does my district have to pay for a student to attend NDCDE full-time?

If you plan to keep the student in your building for four hours per day or more and allow the student to take NDCDE courses during this time, then your district is responsible for the cost. If a student wants to take his/her courses from NDCDE and will be in your building less than four hours per day, the student will need to register as homeschooled, and the student's family will pay the cost of the courses.

Is my district responsible for paying for NDCDE courses for homeschooled students? Private school students?

No.

I had a student fail an NDCDE course over the summer. The student is now asking the district to re-enroll in the course. Do we have to allow this? Who pays?

See **[General Registration Questions](#)** above.

Where can I go to learn more about “virtual school choice” requirements related to NDCDE?

ND DPI maintains a list of frequently asked questions. Please visit: **<https://www.nd.gov/dpi/education-programs/virtual-education-options-north-dakota>**.



Virtual School Choice and Payment Questions*

Response to the questions assume that the district is a North Dakota public school.

Will my district receive a refund if dropping a student?

You must drop the student within 24 hours to receive a full refund. To receive a refund less a processing fee, you must drop the student within 10 business days. Drops are initiated by completing the **NDCDE Enrollment Drop Request Form**.

Is there any penalty for a student withdrawing from a course after the drop deadline? Is a refund available?

If withdrawing a student after 10 business days, please still complete the **NDCDE Enrollment Drop Request Form**. NDCDE generally does not issue refunds after the drop deadline but will consider a pro-rated refund if the student withdrew in the first 10 weeks and had unique circumstances resulting in this need or if NDCDE chose to withdraw the student in consultation with the school. Please indicate on the drop form if you are requesting a withdrawal refund review and the reasons why. The student will receive a WF/WP grade for withdrawing after the drop deadline based on the grade earned to date and the number of missing assignments based on the pacing guide.

To learn more about HB 1376, "Virtual School Choice," scan the QR Code.



FAQ Continues on the Next Page

Where do I submit 504/IEP documentation?

You may email the documentation to jocelyn.kolle@k12.nd.us.

My student or learning coach is experiencing a technical issue with an NDCDE system. How do I resolve this?

You may email ndcde.support@k12.nd.us with a summary of your issue or select “Report Tech Issue” from the menu in Buzz.

What happens once my registration is processed?

Your student and learning coach will receive a registration confirmation email containing information on the course start and end date, teacher, and instructions on how to access the course, and expect regular email communication thereafter on student progress reports and teacher outreach. Teachers also communicate with students and learning coaches via text and through live meetings.

I am a new administrator and would like to monitor my students’ activity in NDCDE courses, but I am not a learning coach. Can I be granted administrative access to my students in the NDCDE student information system and/or learning management system?

Yes, contact Kirstin Girard, kirstin.girard@k12.nd.us to request this access and receive guidance on the information available to you at the school/district level.

I have a question not listed above. Who do I contact? Who are the key points of contact at NDCDE?

- Enrollment: Email ndcde.enroll@k12.nd.us
- Accommodations and student support: Email jocelyn.kolle@k12.nd.us
- Learning and instruction questions: Email kirstin.girard@k12.nd.us
- Billing: Email steve.ring@k12.nd.us