

Guest Student FAQ

1. **I've taken classes before. Do I need to submit a new application again?**
 - a. Yes, guest students are required to submit a guest student application for **every** semester that they would like to register for courses.
2. **What if I can't get into My Ivy?**
 - a. Your information may not match what we have on file. Please email BL-GuestStudent@ivytech.edu to inquire about your account information. Please include your: Name (First and Last), C#, Date of Birth, and your zipcode. We will then verify the information and get in touch.
3. **How do I register for/add a class?**
 - a. Our guest student team will help you register for the classes you listed on your application. If you need to add classes that were not originally on your application, please email us to make those changes. If you need to swap sections or drop a course, you can do so on your own via MyIvy. Please refer to the Tuition Sheet on our website for information about refunds and drop dates.
4. **What if I want to add a course that I did not include in my original application?**
 - a. If you need to add a new course please email BL-GuestStudent@ivytech.edu with the course information (course number and name).
5. **What if my course is full?**
 - a. If the course is full, our team will provide you with options for different part of term sections or information on how to request to be an overload student (for in-person course). **Please note, there is no guarantee that you will be allowed entry into a course that is at capacity.**
6. **Why am I getting a pre-requisite error when I try to register?**
 - a. This means you need to a) turn in a guest application or b) you are trying to add a course that you did not put on your application. Email the name of the course to BL-GuestStudent@ivytech.edu so that we can add the course on your behalf.
7. **What if I get the "course has been attempted the maximum number of times" error?**
 - a. If you have attempted the course at Ivy Tech Community College before and are unable to self-register, please email BL-GuestStudent@ivytech.edu so that we can override you into the course.
8. **What if I get dropped for Non-Payment?**

- a. Email the instructor and ask for permission to be put back into the course. Call the Bursar Office at (812) 330-6075 or email BL-BusinessOffice@ivytech.edu to set up a payment plan. The instructor will have to send your permission back into the course to BL-GuestStudent@ivytech.edu . We will process this and re-enroll you when you have paid.

9. I sent in my application already. Why have I not heard back?

- a. The guest student team processes applications Monday – Friday. Applications are processed in the order in which they were received. Please note that during weekends, holidays, and peak periods processing time may take longer than 48 hours.

10. Can I get financial aid at Ivy Tech Community College to pay for my guest student class?

- a. Students cannot receive financial aid from two different institutions. If you believe you are part of a program which allows you to use funds to cover the cost of the class, please contact the Financial Aid office at 812-330-6160 or email Bloomington-finaid@ivytech.edu

11. I need to order a transcript to send back to my home school?

- a. You can order your transcript through your My Ivy account by clicking on your **Student** tab, selecting **Course Info** and **Request Official Transcripts**. This will take you to the National Student Clearinghouse website and they will process your request. Please note that all transcripts must be sent directly to your institution for them to be considered official.
- b. Electronic transcripts need to be sent directly to the school – make sure you have the correct email address!
- c. You may also visit the Bursar's office, pay \$5, and file paperwork for us to mail your transcript. This takes 7-10 business days.

Contact Information/Resources for Commonly Referenced Offices:

Guest Applications: BL-GuestStudent@ivytech.edu

Bursar: BL-BusinessOffice@ivytech.edu

Financial Aid: Bloomington-finaid@ivytech.edu

Registrar Office: BL-Registrar@ivytech.edu