ORIENTATION PROGRAM
INFORMATION PACKET
TABLE OF CONTENTS

Welcome ................................................................. 3
Ivy Tech Richmond .................................................. 4
Your Rights and Responsibilities ................................. 4
Before Classes Start / First Semester Checklist ............... 5
Advising and Registration ......................................... 6
Transfer Information ................................................ 7
Registrar’s (Records) Information ............................... 7
Financial Aid Information ........................................... 7
Business Office Information ....................................... 8
Tuition & Fees Information ......................................... 10
Parking Permit Information ....................................... 10
Career Services Information ..................................... 10
Children on Campus & Preschool ............................... 11
Disability Support Services ....................................... 11
Follett 9th Edition Bookstore .................................... 12
Learning Resource Center (LRC) ............................... 12
Library Information .................................................. 13
Student Life ............................................................. 13
Academic Information .............................................. 14
Instructional Support Information ............................... 15
Computer Services Information ................................. 18
Additional Academic Information ............................. 19
Attendance .............................................................. 19
Communicate with Instructors ................................. 19
Monitor Your Progress .............................................. 20
Dropping Classes Information ................................. 20
Ivy Tech Google Calendar ......................................... 21
Dear Ivy Tech Student,

Welcome to Ivy Tech Community College Richmond! We are happy you are here and look forward to working with you as you begin your educational journey at Ivy Tech. Please consider this document a useful resource throughout this journey.

Our Academic Advising Center will assist you as you work to achieve your educational goals. They will aid you in course selection, guidance, and the development of your individual academic plan. Your individual academic plan, or IAP, is a road map of your educational process from beginning to end. It is a workable document that can change with you along the way to see you through to graduation. The Center is committed to your success, learning, and achievement through interactive advising, counseling, and dedication to the pursuit of education. We hope your Ivy Tech education is a positive and satisfying experience.

Please read this information packet and refer to it often as you continue your education. This packet outlines crucial student information and resources Ivy Tech has to offer. In addition, it is important to be aware of common policies and procedures related to registration, financial aid, payment of fees, and academic practices. It is vital that you become familiar with this packet’s information to foster your student success.

Thank you again for choosing Ivy Tech Richmond to pursue your educational journey. We are happy to assist you and look forward to celebrating your success with you.

Sincerely,

Christine Seger
Director of Admissions
(765) 966-2656 ext. 1218
IVY TECH RICHMOND

CAMPUS LOCATIONS

Richmond (Johnson Hall and McDaniel Hall)  Connersville (Instructional Center)
2357 Chester Boulevard  717 W. 21st Street
Richmond, IN 47374  Connersville, IN 47331
(765) 966-2656  (765) 825-9394

Rushville (Rush County Learning Center)
126 S. Main Street
Rushville, IN 46173
(765) 932-7191

*** Courses can be scheduled at any of these locations, so please check your schedule carefully.

- Make sure to print a copy of your student schedule a few days before classes begin to ensure that you have the most recent building and classroom locations.
- Student services are located at the Richmond and Connersville campuses.
- Transportation is not provided between campus locations.

YOUR RIGHTS AND RESPONSIBILITIES

STUDENT HANDBOOK

The Student Handbook provides information, policies, procedures, and student rights and responsibilities. Please review this information in Campus Connect and click on “Student Handbook” under the Quick Links section to the left. It is important that students become familiar with this information and review it annually – you never know when it will come in handy! Please also be sure to review the “Code of Student Rights and Responsibilities” located under the Student Services section in Campus Connect.

FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students the right to maintain privacy of their educational records. Students have control of their records and will decide if access is granted to another individual. WRITTEN consent must be provided to the Registrar’s Office. The following student information is considered directory information by the college:

- Name  - Participation in Officially Recognized Activities & Sports
- Address  - Dates of Attendance (to include present schedule)
- Phone Number  - Degrees and Awards Received
- Date and Place of Birth  - Most Recent Previous Educational Institution Attended
- Major Field of Study  - Other Similar Information for Financial Aid/Employment
- Email Address
This information may be disclosed in a graduation program, newspaper, etc., unless a parent or student refuses to permit the disclosure of some or all of the information designated as directory information. Any information you wish to exclude must be addressed in WRITING to Ivy Tech Community College. Any refusal notices or questions about student records should be addressed to the Registrar’s Office.

BEFORE CLASSES START…

☐ Print another Concise or Detailed Student Schedule from Campus Connect a few days before classes start to verify building and classroom locations.

☐ Verify your financial aid through Campus Connect and turn in any necessary documents. Click in the My Ivy Tech links under Financial Aid Links to complete your Verification & Authorizations (authorize your financial aid to charge books against your account), check outstanding documents still needed to complete your financial aid file, and receive any messages sent from financial aid.

☐ Schedule a payment if financial aid is not available by your start date.

☐ Authorize your Higher One Ivy Tech Debit Card or opt to have your refund directly deposited into your bank account.

☐ Get a Student ID from Student Affairs Office.

☐ Take your printed schedule to the Bookstore to select and purchase your books.

☐ Make a practice run to campus before classes start to find parking lot and your classrooms—construction may cause changes in parking availability.

☐ Contact your Advisor if you have questions.

FIRST SEMESTER CHECKLIST

☐ Log in to your Ivy Tech email account frequently.

☐ Schedule an appointment with your Academic Advisor to complete your Individual Academic Plan (IAP).

☐ Check your final grades at the end of each semester. If you want to dispute the grade you earned, you must contact your instructor within 30 days of the end of the course. If you earn a “D”, “F”, or “W” in the class, you may need to change your schedule for the following semester.
THE ACADEMIC ADVISING CENTER
Richmond Campus, Johnson Hall, Room 1202

The Academic Advising Center is committed to engaging students in collaborative, supportive and meaningful partnerships. Our goal is to provide teaching, supporting, and learning, within the services that we make available in our Center. The Academic Advising team will assist students in achieving their personal, educational, and career goals while becoming self-directed and life-long learners. Students will work with the Academic Advising Center until they have accumulated 15 credit hours (100 level coursework or higher), upon which they will be referred to a Faculty Advisor in their declared area of interest. Students are encouraged to meet with their Academic Advisor or Faculty Advisor before registering for classes every semester.

Who is my advisor?

For New Students, Undecided, and General Academic Advising (Richmond Campus)

Lloyd Spicer, Academic Advisor [Last names of students from A-K]

John Burkhart, Academic Advisor [Last names of students from L-S]

Nichole Mann, Academic Advisor [Last names of students from T-Z & Nursing Interest]

For New Students, Undecided, and General Academic Advising (Connersville Campus)

Liz Embick, Assistant Director of Academic Advising [ALL Connersville students & Nursing Interest]

If I forget who my advisor is, what can I do?

You can retrieve your advisor’s information in Campus Connect. Click in the My Ivy Tech links on Student Information.

How do I schedule an appointment with my advisor?

To schedule an appointment with your advisor, you may either contact your advisor directly, or contact the Richmond Campus Student Affairs Office at 765-966-2656 x1202, or the Connersville Campus Student Affairs Office at 765-966-2656 x6102.

How do I register for classes?

Students can register for classes through Campus Connect once they’ve met with their Academic Advisor. Click on the Add or Drop Classes link under the My Ivy Tech area. Be sure to select the appropriate term and continue through to the Advanced Search process.
TRANSFER INFORMATION

If you wish to transfer to a four-year college/university following your Ivy Tech education, the Academic Advising Center will work closely with you to ensure that your academic plan provides the best options for you and your future education. More information about transferring is available from Ivy Tech at http://www.ivytech.edu/transfer/index-html.

For specific questions about transferring to a four-year institution, please contact our Transfer Advocate, Paul Luttman, at (765) 966-2656 ext. 1212.

REGISTRAR’S (RECORDS) INFORMATION

REGISTRAR’S OFFICE
Richmond Campus, Johnson Hall, Room 1202

The Office of the Registrar performs a variety of functions at Ivy Tech Community College. At some time during your connection with Ivy Tech, you will probably have contact with this office due to the nature of its responsibilities. Information relating to the various functions of the office is listed below.

The Registrar’s can help with the following types of situations:
- Provide Ivy Tech transcripts ($5 for an official copy)
- Enrollment Verification for insurance purposes
- Provide copies of Ivy Tech documents (COMPASS scores, admissions application, etc.)
- Provide a copy of final grades
- Dropping or withdrawing from class(es)
- Awarding degrees and diplomas

The calendar can be located at: http://www.ivytech.edu/richmond/registrar/

FINANCIAL AID INFORMATION

FINANCIAL AID OFFICE
Richmond Campus, Johnson Hall, Room 1202

The Financial Aid Office assists students with all their financial aid questions and concerns. The Office can assist students with filing the FAFSA, completing a loan request form, questions about their financial aid status and eligibility, and many other needs. Some key information about financial aid is the following:

- Apply online for financial aid at www.fafsa.ed.gov
• The Title IV school code for Ivy Tech Community College is 009917
• If you wish to apply for financial aid for Summer 2012 (beginning in May), please complete the 2011-12 FAFSA form
• If you wish to apply for financial aid for the Fall 2012 (beginning in August), Spring 2013 (beginning in January), or Summer 2013 (beginning in May), please complete the 2012-13 FAFSA form
• Indiana State Aid Application Deadline is March 10 each year
• Ivy Tech’s established priority deadline dates to apply for financial aid are:
  - Summer Semester: May 1
  - Fall Semester: July 15
  - Spring Semester: December 1
• Students must reapply for financial aid each year!
• Scholarship information can be obtained by contacting the Financial Aid Office
• If you wish to drop or withdraw from a class, please contact the Financial Aid Office prior to doing so to find out if it will impact your financial aid eligibility.

BUSINESS OFFICE INFORMATION

BUSINESS OFFICE
Richmond Campus, Johnson Hall, Room 1258

Paying for classes
Students are officially registered and free to attend class after all fees are satisfied or online payment arrangements have been made. Students must be in an “arranged to pay” status by the payment deadline for each term or the student will be dropped for non-payment. If the amount of financial aid received does not cover the entire amount owed, you need to make payment arrangements.

A student is in an “arranged to pay” status when one or more of the following is posted to the student’s Ivy Tech account:

• Financial aid for the entire balance (grants, scholarships, or loans)
• Payment in full
• Payment plan (deferral) - Minimum Down Payment REQUIRED, arrangements can be made online with Nelnet Business Solutions (NBS) via Campus Connect, Click in the My Ivy Tech links on Set Up Payment Plan.
• Employment Payment Notification/Purchase Order
• Third Party Sponsor Notification

The following forms of payment are accepted:

• Cash
• Check
• Debit Card
• Credit Card: Visa, MasterCard or Discover
• Money Order
• Cashier’s Check

Phone payments must be made with either a credit card or debit card and must be paid in full. Online payments can be made with a credit or debit card, checking and/or savings account.

Tuition payments must be made on or before the established payment deadline via the following options:

• In person: At the Business Office
• Online: Via Campus Connect, Click on My Ivy Tech links on Pay Bill in Full or Set Up Payment Plan

If students have not paid or made arrangements to pay, students will be dropped from their classes. Any student enrolling after the established payment deadline, must make arrangements to pay immediately upon enrollment or they will be dropped immediately.

Tuition Refund Policy
When you enroll for classes you assume a legal responsibility to pay for those classes. If you decide to stop attending a class or classes, you must formally withdraw from the class(es) by submitting a Change of Enrollment Form to the Registrar’s Office. IF YOU RECEIVE FINANCIAL AID, YOU SHOULD ALSO NOTIFY THE FINANCIAL AID OFFICE BEFORE CHANGING YOUR ENROLLMENT.

All refunds except credit card payments will process through Higher One. Cards are sent to your current address on Campus Connect – it will be sent in a window envelope with a return address of CT – do NOT throw this envelope away thinking it’s junk mail. Cards will not be forwarded – they will be returned to Higher One if undeliverable.

• Higher One Account – view information at ivytechdebitcard.com
• You do not have to have your Higher One card to charge books – if you have financial aid available
• You will have fees if you overdraw the amount available on your account – read page 2 of fee information
• Replacement fee for a new card $5
• Activating card – choose preference - #1 to have money on the card OR #2 to have money sent to a personal account – must print out information and fax
• No preference – paper check will process approximately 21 days after refund is posted
• Questions after activating your card - contact the 866# on the back of your card 1-866-629-5570
• Most refunds will start processing after the 4th week of class
• First time student loans will not start processing until 30 days after the start of the semester or late start classes
• Review your account information on Campus Connect – once you see “Refund” — Higher One should contact you within 3-4 days regarding your refund.

If you have questions about Nelnet (payment plan), Higher One (refunds), or invoices, please leave a message at:

☐ Call 765-966-2656 or 1-800-659-4562, ext. 1256. Listen to all the information to see if your question(s) is answered. If not, leave your name, C#, phone number, and your question(s) – someone will contact you within 24 business hours. Leaving only your name and phone number will slow down the response time.

TUITION & FEES INFORMATION

As of Summer Semester 2012, the following tuition and fees information applies:

$111.15 per credit hour (In-State Fees)
• $333.45 per three-credit-hour class
• $1333.80 for 12-credit hours (Full-Time)

$144.50 per credit hour (Out-of-State Distance Education Fees)

$239.40 per credit hour (Out-of-State Fees)

$60 Technology Fee (per semester)
$20 per credit hour (additional fee for online/internet courses)

** Additional fees may apply for additional courses

PARKING PERMIT INFORMATION

Every student enrolled in classes at Ivy Tech Community College in Richmond receives a Parking Permit. The permit is mailed to the address on Campus Connect approximately the 4th week of classes.

CAREER SERVICES

CAREER SERVICES
Richmond Campus, Johnson Hall, Room 1202

Are you undecided on a degree program or career? Career Services offers free career advising services. Take the MBTI, Indiana Career Explorer, or Choices assessment to match your personality, interests, and abilities with career options. Our Director of Career Services will review your results with you to help guide you in finding a career.
Do you need help finding a job or internship? Increase your marketability with free employment services. Learn techniques to write effective resumes and cover letters. Find current job and internship openings on JobZone by registering at:

http://www.ivytech.edu/richmond/student-services/job-zone.html

CHILDREN ON CAMPUS & PRESCHOOL

IVY TECH PRESCHOOL
Richmond Campus, Johnson Hall, Room 1144

Due to insurance and security purposes, children are not allowed on Ivy Tech property without direct supervision by a parent or guardian. Children are not allowed in instructional areas. However, Ivy Tech has a quality laboratory preschool program for children between the ages of 3-5 years of age. This program was established so students in the Early Childhood Education Program could have access to a model environment for observations, student teaching, and volunteering. The Ivy Tech Preschool is open to the public.

Preschool Information:
Hours: 8:30am – 11:30 am
Days: Monday – Friday [August – May]
Phone: 765-962-3934
Cost: $10.00 per day
Summer Program Option

DISABILITY SUPPORT SERVICES

DISABILITY SUPPORT SERVICES
Richmond Campus, Johnson Hall, Room 1202

The Office of Disability Support Services (DSS) provides assistance to students who qualify for reasonable accommodations under the Americans with Disabilities Act (ADA) and Sections 504 and 508 of the Rehabilitation Act. Reasonable accommodations may be granted, based upon verification with appropriate documentation, for chronic illnesses, neurological conditions, learning disabilities, psychiatric illnesses, mobility impairments, and other conditions or impairments that limit one or more of life’s major activities.

The mission of DSS is to provide access to College programs, services, activities, and facilities for students with disabilities; to provide student advocacy; to encourage the highest levels of academic and personal achievement; and to advocate for an accessible environment for students, faculty, staff, and visitors.
FOLLETT 9TH EDITION BOOKSTORE
Richmond Campus, Johnson Hall, Room 1261

- Get new and used textbooks, clothing, gifts, electronics and more
  - PLEASE NOTE: Students should exercise caution when purchasing clothing, gifts, and electronics to ensure that enough financial aid will be available for future semesters.
- Some textbooks may be available as rentals from the bookstore
- Tuition does not include the cost of textbooks, which average approximately $150 per class
- Financial aid can be used in the bookstore on specified items
- Online course materials can be purchased through the Online Bookstore at www.ivytech.bkstr.com

LEARNING RESOURCE CENTER (LRC)

LEARNING RESOURCE CENTER
Richmond Campus, Johnson Hall, Room 1190
Connersville Campus, Connersville Instructional Center, Room 1119

The goal of the LRC staff is to provide support services for students, faculty, and staff of Ivy Tech Richmond. The LRC staff provides computer support, supplemental instruction, and support to our students enrolled in traditional and e-Learning courses. Certification testing is also available by appointment.

<table>
<thead>
<tr>
<th>LRC Richmond</th>
<th>LRC Connersville</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Wednesday 9:00am – 7:00pm</td>
<td>Monday, Wednesday, Friday 9:00am – 5:00pm</td>
</tr>
<tr>
<td>Thursday 8:00am – 6:00pm</td>
<td>Tuesday &amp; Thursday 10:00am – 6:00pm</td>
</tr>
<tr>
<td>Friday 9:00am – 6:00pm</td>
<td></td>
</tr>
<tr>
<td>Saturday 9:00am – 12:00pm</td>
<td></td>
</tr>
<tr>
<td>Contact Person: Sue Dunn</td>
<td>Contact Person: Sue Dunn</td>
</tr>
<tr>
<td><a href="mailto:stheobald4@ivytech.edu">stheobald4@ivytech.edu</a></td>
<td><a href="mailto:stheobald4@ivytech.edu">stheobald4@ivytech.edu</a></td>
</tr>
<tr>
<td>Phone: 765-966-2656, extension 1189</td>
<td>Phone: 765-827-3874, extension 6012</td>
</tr>
<tr>
<td>800-659-4562, extension 1189</td>
<td>800-659-4562, extension 6012</td>
</tr>
</tbody>
</table>

Students will be required to present a picture ID when taking exams.
Notice: The LRC is open to the public.
LIBRARY INFORMATION

Resources are available through Campus Connect, Ivy Tech's website for current students, faculty, staff and alumni. With just a few clicks our students have access to extensive lists of journals, magazines, e-books, newspapers, and instructional tools. Once logged into Campus Connect, Click the "Library" Tab.

If you wish to use a "bricks and mortar" library while on the Richmond campus, you may visit the campus library in Indiana University East's Hayes Hall, located at 2325 Chester Boulevard. You can obtain a library card from the IU East Campus. Connersville students can obtain or borrow books from the IU East library through the Connersville LRC. You may also request a library card from the Connersville LRC.

STUDENT LIFE INFORMATION

STUDENT LIFE
Richmond Campus, Johnson Hall, Room 1202

Tiffany Erk, Director of Student Life
terk@ivytech.edu

The Student Life Office offers you the opportunity to become involved in the social, cultural and leadership fabric of Ivy Tech and the Richmond/Connersville area community. Many personal and professional development programs, as well as social events are available to every Ivy Tech student. Regardless of your long- or short-term goals, Student Life has something for you! See Campus Connect, the Student Services Section, to locate the Student Life link.

Here is a sample of some types of student groups on campus:

Academic Organizations – These are often grouped by specific academic programs. Examples: Phi Theta Kappa, Medical Assisting Club, IVYTRAC Ag Club, Student Nursing Club.

Student Interest Organizations – These organizations attract students with similar interests. Examples: Scrapbooking Club, Student Veteran’s Organization.

ACADEMIC INFORMATION

Online Courses
Contact: Richmond Help Desk, 765-966-2656 x3333

Ivy Tech offers many courses online. If you register for an online class, we recommend that you enroll in one offered through the Richmond Campus because you can easily contact the instructor on-campus if you need any help. If you are asked to enter a campus code, choose “I.”
Below is a quiz that can help you in determining if online classes are right for you. Please review the quiz and seriously consider the questions it is asking.

**ARE ONLINE CLASSES FOR ME?**

Is Distance education a good choice for you? Take the following quiz to find out. Circle the level to which you agree to the following statements (Be Honest!):

I enjoy learning independently, but am comfortable asking an instructor for help if I don't understand something.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td><img src="image1" alt="Image" /></td>
<td><img src="image2" alt="Image" /></td>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
<td><img src="image5" alt="Image" /></td>
</tr>
</tbody>
</table>

I am organized and maintain a schedule of all the things I need to get done. I don't generally need to be reminded to complete things on time or even a little early.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td><img src="image1" alt="Image" /></td>
<td><img src="image2" alt="Image" /></td>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
<td><img src="image5" alt="Image" /></td>
</tr>
</tbody>
</table>

I am comfortable using a computer and the internet to do things like viewing a web page, sending and reading email, typing papers in a word processing program, and finding information on the internet.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td><img src="image1" alt="Image" /></td>
<td><img src="image2" alt="Image" /></td>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
<td><img src="image5" alt="Image" /></td>
</tr>
</tbody>
</table>

I learn well from reading and reflecting on what I have read. I don't need to listen to a lecture to help me understand course content.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td><img src="image1" alt="Image" /></td>
<td><img src="image2" alt="Image" /></td>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
<td><img src="image5" alt="Image" /></td>
</tr>
</tbody>
</table>

I have at least six hours per week to devote to each course I am taking and can make more time if needed.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Disagree</td>
<td><img src="image1" alt="Image" /></td>
<td><img src="image2" alt="Image" /></td>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
<td><img src="image5" alt="Image" /></td>
</tr>
</tbody>
</table>

Add the scores together. If you score below a 20, seriously reconsider before registering for an online course.

**BE REALISTIC ABOUT YOUR COMPUTER SKILLS AND ABILITY TO SELF-LEARN AND SELF-MOTIVATE! ONLINE COURSES ARE NOT FOR EVERYONE!**
INSTRUCTIONAL SUPPORT INFORMATION

INSTRUCTIONAL SUPPORT
Richmond Campus, Johnson Hall, Room 1189
Connersville Campus, Connersville Instructional Center, Room

Instructional Support Services are offered at the Richmond and Connersville locations free of charge. Students are encouraged to seek assistance in the areas of English and Math, as indicated below. Please contact the appropriate instructional support staff member as soon as services are needed to make sure you can receive the additional support you need to be successful.
# Instructional Support Services

## Math

<table>
<thead>
<tr>
<th>Course</th>
<th>Instructor</th>
<th>Office</th>
<th>Phone</th>
<th>Extension</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>All 0-level, 118</td>
<td>Jared Price</td>
<td>Johnson Hall 1182</td>
<td>765-966-2656</td>
<td>1191</td>
<td><a href="mailto:jprice52@ivytech.edu">jprice52@ivytech.edu</a></td>
</tr>
<tr>
<td>118, 125, 200</td>
<td>Candace Humphries</td>
<td>Johnson Hall 2308</td>
<td>765-966-2656</td>
<td>2308</td>
<td><a href="mailto:mhumphries21@ivytech.edu">mhumphries21@ivytech.edu</a></td>
</tr>
<tr>
<td>127, 128, 129, 141</td>
<td>Wes Tobin</td>
<td>Johnson Hall 1184</td>
<td>765-966-2656</td>
<td>1184</td>
<td><a href="mailto:rtobin1@ivytech.edu">rtobin1@ivytech.edu</a></td>
</tr>
<tr>
<td>117, 121, 131-134, 136</td>
<td>Stephen Orzel</td>
<td>Johnson Hall 1115</td>
<td>765-966-2656</td>
<td>1115</td>
<td><a href="mailto:sorzel@ivytech.edu">sorzel@ivytech.edu</a></td>
</tr>
</tbody>
</table>

**If you wish to schedule time:**
Contact the individual above who provides assistance for your course to schedule an appointment to meet with them.

Additional sources of assistance are also available... inquire with Jared Price or Wes Tobin.

## Instructional Support Services Staff:

- Will provide guidance on effective ways to conduct research, but will not conduct or provide research for assignments.
- Will answer specific questions on particular pieces of a document, but will not proofread an entire document.
- Will engage in academic counseling regarding ways to refine, and process information, but will not provide personal, course, or professional counseling.
- May facilitate engagement with concepts from Exam and Quiz Review sheets, but will not engage materials drawn directly from any actual exam or test, or material that has not previously been engaged by the student.
- Will engage examples of homework problems, but will not engage actual homework questions.
- Provide a secondary resource to engage material in a new way, or from a new perspective, but do not guarantee grade maintenance or improvement.
Connersville Instructional Support Services Schedule

The schedule below lists the availability of Lisa Harvey and Jareb Price. Other individuals must be contacted in order to schedule times that work for both parties. If we are not available on your schedule, contact us and we will find someone to fit your schedule.

*Communication is the key to finding the support you need to be successful, TALK TO US!!*

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td>9am–12pm</td>
<td><strong>Connersville</strong></td>
<td>9am–12pm</td>
<td>9am–12pm</td>
</tr>
<tr>
<td>Richmond</td>
<td>9am–12pm</td>
<td>Richmond</td>
<td>Richmond</td>
</tr>
<tr>
<td>1pm–6pm</td>
<td><strong>Connersville</strong></td>
<td>1pm–6pm</td>
<td>1pm–6pm</td>
</tr>
<tr>
<td>Richmond</td>
<td>1pm–6pm</td>
<td>Richmond</td>
<td>Richmond</td>
</tr>
</tbody>
</table>
COMPUTER SERVICES INFORMATION

BLACKBOARD
Contact: Richmond Help Desk, 765-966-2656 x3333

Blackboard is Ivy Tech’s online course management system – it is used by students on-campus and those taking classes online. You can access Blackboard through Campus Connect under the Quick Links section.

OPEN COMPUTER LABS
Richmond Campus, Johnson Hall, Room 1189 (LRC)
Connersville Campus, Connersville Instructional Center, Room 1119 (LRC)

STATEWIDE HELP DESK
1-877-IVY-TECH

The Statewide Help Desk can assist students with any campus computer issues, wireless access, online services we provide, and with resetting Campus Connect usernames or passwords.

EMAIL
Once admitted to Ivy Tech, students are given an email account. Once you have received your username (in your admissions letter) and set-up your password for Campus Connect, you can access your Ivy Tech email. Your email address is <your username>@ivytech.edu.

Students must check their Ivy Tech email regularly to stay up-to-date on important messages, announcements, and campus events. Instructors, as well as other Ivy Tech staff, will contact you through your Ivy Tech email account.

Can I forward my Ivy Tech e-mail to another account?
You can forward your Ivy Tech email to another account by taking these steps*:

1. Click the down arrow next to Mail in the main task bar.
2. Select Mail Filters.
3. Click the New Rule button.
4. Enter Auto-Forwarding as the rule name.
5. Click the button next to “Any of the following”. (Make sure to leave “select a field” the way it is)
6. Under “Do This” select “Redirect to”.
7. In the field to the right enter the e-mail address where you want your Ivy Tech mail forwarded.
8. Click the Save button.

* Please note, there is no option to forward your email to another account AND leave a copy of the email in your Ivy Tech account. Once the message is forwarded, we have no way of recovering it if it's lost.
You can see a list of Frequently Asked Questions about Auto-Forwarding your e-mail at: http://cc.ivytech.edu/helpdesk/faq/students/e-mail-forwarding.html

ADDITIONAL ACADEMIC INFORMATION

The following information is meant to provide students with additional information about their educational journey. Please review this information frequently and check with your Academic or Faculty Advisor if you have any questions.

ATTENDANCE

Your success relies on your attendance in your classes. STUDENTS NOT IN ATTENDANCE ON THE FIRST DAY MAY BE DROPPED FROM THEIR CLASSES. Make sure you check your Concise or Student Detailed Schedule on Campus Connect, so that you know when your class begins. Allow extra time to find parking and your classroom.

You are expected to attend every class, but you will want to check with each instructor if you are sick or have an emergency and need to miss class.

Beyond just “showing up” to class, make sure you actively participate. You will find your class time to be much more enjoyable, you will get to know your fellow students better, and you will better connect with the material you are learning. The more effort you put in, the more you will get out of your classes!

COMMUNICATE WITH INSTRUCTORS

Your instructor is your best resource if you are having trouble in or have missed any of your classes. As soon as you know you will be absent, contact your instructor by the method they have designated in your class and/or in your course syllabus. The more you keep them informed, the more likely they will be to make arrangements for you to make up any missed work. Also, communicate with your instructors if you do not understand something discussed in class, or need clarification on an assignment. If you have a question, there is a good chance that other students in the class have the same question. Your instructors want to help you succeed!
MONITOR YOUR PROGRESS

Keep track of your grades as you go through the semester. Instructors will often post your grades on Blackboard. You should have a good idea of what grade you are going to earn before the semester ends.

After the semester is over, check your final grades on Campus Connect. You will need to resolve any grade disputes within 30 days of the class ending. Contact your instructor immediately if you feel that you received a grade in error.

If you cannot complete a course or have earned a “D,” “F,” or “W,” you may need to adjust your schedule for the following semester. It is probable that you no longer meet the pre-requisites for the classes on your schedule.

**Withdrawing from a course after the refund deadline**

After the refund deadline, you will need to withdraw from your class by filling out a Change of Enrollment form at the Registrar’s Office. This will show as a “W” on your transcript but will not affect your GPA.

You will not be able to withdraw from a class after 75% of it has been completed unless you are granted approval to do so because of extenuating circumstances. The deadline to withdraw can be found on Campus Connect. Always speak with your Academic Advisor before you decide to drop a course.

**If you are using financial aid**

Withdrawing from a class can affect your financial aid. Before withdrawing from any course, please check with the Financial Aid Office to be sure it will not affect your aid.

**If you stop attending classes**

If you do not take the steps to drop or withdraw from classes, but stop attending, you will likely receive failing grades. This could result in a lower GPA, which may lead to Academic Monitoring or Academic Probation. You may also lose financial aid and incur debt with the college. To avoid negative repercussions, choose one of the methods above and withdraw properly from your course(s).

DROPPING CLASSES INFORMATION

Click Add or Drop Classes and select the term. You will see a list of courses for which you are registered. Click the arrow next to the course you wish to drop and select Web Drop. Click the Submit button at the bottom of the screen. Review your schedule in My Ivy Tech under Student Links ➔ Student Schedule to make sure your final schedule is accurate.
If you are unable to select the class you wish to drop, you must contact the Registrar’s Office to request to withdraw from the course.

Please check with Financial Aid prior to withdrawing from any course.

**IVY TECH GOOGLE CALENDAR**

Keep up with Ivy Tech events using the +Google Calendar- it’s easy!

1. Go to [www.ivytech.edu/richmond](http://www.ivytech.edu/richmond) and click the +Google icon under the calendar of events.
2. Log in to Google, or set up an account with your e-mail address.
3. While logged in, click on the +Google icon on the Ivy Tech page again.
From there, you can add the Ivy Tech main and Richmond calendars.