Richmond

Ivy Tech Community College

NEW STUDENT
survival guide

WHAT IS MY C#?

Do you know your
student number?

If you are asked for your C#, do
you know what that is?

Did you know they are
same thing?

Do you know
where to find the
C#?
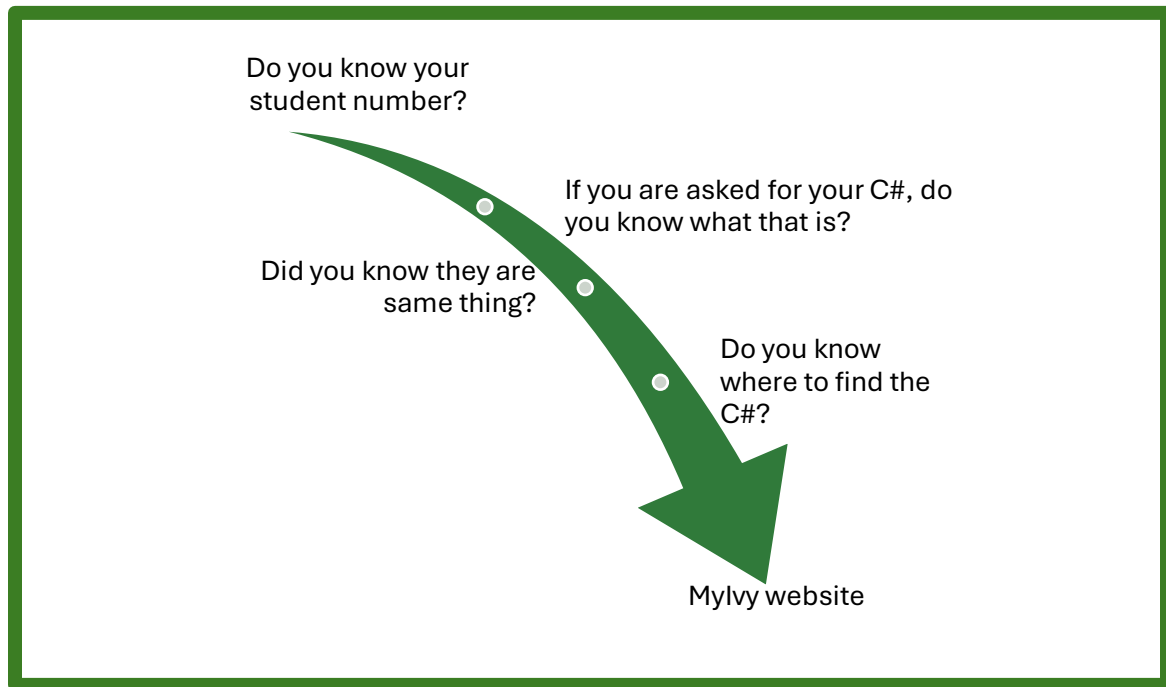
MyIvy website

myivy

Search 🔍

Hi Monica,
ID#: C0███████
mda██████@ivytech.edu

✉ Email

ACADEMIC SPEAK

→ Free Application for Federal Student Aid - FAFSA

A form for current and prospective college students in the U.S. to determine eligibility for student financial aid.
A FAFSA needs to be completed each school year – Fall to Summer

→ Knowledge Assessment (KA) – determines course placement

This compares to:
SAT, PSAT, ACT
If a student does not meet the required 2.6 GPA from high school transcripts
College transcript(s) without a passing grade of C or better in English and math

→ Learning Resource Center (LRC) – library

Tutoring services
Proctored exams
Quiet rooms
Access to the Testing Center

→ Proctored exams – an exam administered by a trained, independent person in a secure testing environment (LRC)

→ Satisfactory Academic Progress – SAP

Federal requirement for financial aid recipients MUST meet to establish or maintain financial aid eligibility:

Maintain the minimum of a 2.0 GPA
A successful completion rate of 67% of classes that you are enrolled in each semester.
Complete your program within a reasonable amount of time and not to exceed Maximum Timeframe (MTF) of 150% of total credit hours.

→ Schedule Builder is the application whereby your advisor or enrollment specialist builds your schedule.

They will use different factors to set up your schedule according to your needs.

By campus
Course number
The course mode – online only, Learn Anywhere, virtual, traditional, or blended.

→ Syllabus: A summary outline of the course of study!
This is a very important tool for you to refer back to during your course. Please be sure that you read through it thoroughly and note important information pertaining to due dates, communication, and course policies.

What is a syllabus?

A syllabus is a summary outline of a course of study.

This is a very important resource for students! Print out your syllabus for referencing important information

Course name

Contact information for: Instructor and the Department Chair

Support:

Help Desk
Online Learning
Disabilities Support Contact
Instructor's Supervisor

Required Text & Materials

Course Outline of Record:

Learning Objectives
Course Content

Course Policies & Procedures

Method of Instruction
Grades
Due Dates & Deadlines
Make-up Policy
Non-Attendance Drop
Last DAY to WITHDRAW

*Proctored Exam – an exam administered by a trained, independent person in a secure testing environment!

Course Communication

Etiquette
Conversations
Notifications

Assignments & Grading

Discussions
Quizzes
Written Assignments
Midterm exam
Final exam

Grade Calculation and Scale

Course Summary:

CALENDAR

All assignments with due dates

MYIVY LINKS AND FAVORITES

WE HAVE COMPILED A LIST OF LINKS SHOULD BE ON YOUR FAVORITES PAGE.

1. STUDENT EMAIL – INFORMATION TECHNOLOGY
2. IVY LEARN – QUICKLINKS OR ACADEMICS & ADVISING
3. KNOWLEDGE ASSESSMENT – QUICKLINKS OR ACADEMICS & ADVISING
4. SCHEDULE BUILDER - QUICKLINKS OR ACADEMICS & ADVISING
5. FINANCIAL AID REQUIREMENTS – BILLING & FINANCIAL AID
6. SELECT REFUND PREFERENCE – BILLING & FINANCIAL AID
7. APPLY FOR SCHOLARSHIPS - BILLING & FINANCIAL AID
8. IVY ALERT – CAMPUS & LIFE RESOURCES

My Favorites

TOOLS RESOURCES

Student Email Information Technology	♥	**IvyLearn** Academics & Advising	♥
Knowledge Assessment Academics & Advising	♥	**Schedule Builder** Academics & Advising	♥
Financial Aid Requirements Billing & Financial Aid	♥	**Select Refund Preference** Billing & Financial Aid	♥
Apply for Scholarships Billing & Financial Aid	♥	**IvyAlert** Campus & Life Resources	♥

THIS IS HOW YOUR FAVORITES PAGE WILL LOOK AFTER YOU ADD THESE TOPICS. THERE IS NO LIMIT WHEN ADDING FAVORITES. YOU MAY FIND THERE WILL BE A PARTICULAR LINK YOU CLICK MORE OFTEN. MAKE IT YOUR FAVORITE! AND SOME OF THESE FAVORITES YOU MAY NOT NEED.

QUICKLINKS VIEW

FAVORITES

SCHEDULE BUILDER
KNOWLEDGE ASSESSMENT
IVY LEARN

OTHER IMPORTANT LINKS

CAMPUS STORE-order physical textbooks

DEGREE COMPLETION TRACKER

QUICKLINKS — See all

Campus Store Campus & Life Resources	♥	**IvyLearn** Academics & Advising	♥	**WhitePages** Human Resources & Payroll	♡
Schedule Builder Academics & Advising	♥	**Degree Completion Tracker** Academics & Advising	♥	**Unofficial Transcripts** Academics & Advising	♡
Schedule an Appointment Academics & Advising	♡	**Google Drive** Information Technology	♡	**Knowledge Assessment** Academics & Advising	♥

ACADEMICS & ADVISING VIEW

Campus Tutoring Services Academics & Advising	**Textbooks Support** Academics & Advising	**Schedule an Appointment** Academics & Advising
IvyConnect for Students Academics & Advising	**FYIvy** Academics & Advising	**DualEnroll.com** Academics & Advising
SAP Appeal Request for Stude... Academics & Advising	**Enrollment Verification** Academics & Advising	**Schedule Builder** Academics & Advising
Grades Academics & Advising	**Registration Status** Academics & Advising	**Unofficial Transcripts** Academics & Advising
Request Official Transcript Academics & Advising	**Apply to Graduate** Academics & Advising	**Academic Profile** Academics & Advising
Knowledge Assessment Academics & Advising	**Degree Completion Tracker** Academics & Advising	**Schedule Testing Appointment** Academics & Advising
IvyLearn Academics & Advising		

APPOINTMENT-schedule your mid-term, final, certification test here

FAVORITES

SCHEDULE BUILDER-create your class schedule
KNOWLEDGE ASSESSMENT-if you need to take assessment

IVYLEARN-where you complete your coursework

OTHER IMPORTANT LINKS

CAMPUS TUTORING SERVICES – Sign up for tutoring services on your campus
ENROLLMENT VERIFICATION - Verify your enrollment
DEGREE COMPLETION TRACKER– you can check the classes that you need for your degree, TC, OR CT

SCHEDULE TESTING

BILLING & FINANCIAL AID VIEW

25-26 Special Circumstance R... Billing & Financial Aid	**24-25 Special Circumstance R...** Billing & Financial Aid	**Financial Literacy Modules (WhichWay)** Billing & Financial Aid
Veteran Benefit Request Form Billing & Financial Aid	**Setup Payment Plan** Billing & Financial Aid	**View/Pay Balance** Billing & Financial Aid
View eBill Billing & Financial Aid	**Holds: Billing, Registration, A...** Billing & Financial Aid	**Holds: Financial Aid** Billing & Financial Aid
Apply for Scholarships Billing & Financial Aid	**Financial Aid Awards** Billing & Financial Aid	**Select Refund Preference** Billing & Financial Aid
View/Manage Refund Account Billing & Financial Aid	**Request a Student Loan** Billing & Financial Aid	**Verification File Review** Billing & Financial Aid
Financial Aid: More options Billing & Financial Aid	**Financial Aid Requirements** Billing & Financial Aid	**View Messages from Financia...** Billing & Financial Aid
View 1098-T Tax Form Billing & Financial Aid		

FAVORITES

APPLY FOR SCHOLARSHIPS
SELECT REFUND PREFERENCE-if you need help please contact the financial aid office: 765.966.2656 ext. 1219
FINANCIAL AID REQUIREMENTS-here you will find any FA requirements that must be completed for financial aid

OTHER IMPORTANT LINKS

VIEW 1098-T TAX FORM-Used for tax purposes
VIEW MESSAGES FROM FINACIAL AID-YOU CAN FIND YOUR FINANCIAL AID MESSAGES HERE
SPECIAL CIRCUMSTANCE REQUEST-YOU WILL FIND THE REQUEST FORM HERE AND WHAT REASONS FOR SPECIAL CIRCUMSTANCES

SETUP PAYMENT PLAN

CAMPUS & LIFE RESOURCES

Campus Store Campus & Life Resources	**IvyAlert** Campus & Life Resources ❤	**HireIvy** Campus & Life Resources
Ivy Career Strong Campus & Life Resources ❤	**Library - Statewide** Campus & Life Resources	**Library** Campus & Life Resources
Contact Center Campus & Life Resources	**Incident Reporting Form** Campus & Life Resources	**Disability Accommodation Re...** Campus & Life Resources ❤
IvyLife Campus & Life Resources ❤	**TurboVote** Campus & Life Resources	**LinkedIn Learning** Campus & Life Resources

FAVORITES

IVY ALERT-text alert system for campus closings or emergencies

OTHER IMPORTANT LINKS

DISABILITY ACCOMMODATION REQUEST-the form to request accommodations due to your disabilities.

IVYLIFE-Connect with Ivy Life to participate in campus activities
IVY CAREER STRONG-An assessment tool to help guide you to a career

INFORMATION TECHNOLOGY

FAVORITES

STUDENT EMAIL

OTHER IMPORTANT LINKS

GOOGLE DRIVE-Documents, sheets, or slides

Student Email Information Technology ❤	**Indiana Speed Test** Information Technology	**Profile Manager** Information Technology
Change password Information Technology	**Google Hangouts** Information Technology	**Google Drive** Information Technology ❤

Textbooks

Do you need a physical book? Let me tell you how to find a physical copy of your textbook(s). *Please note that you **will** have access to your digital copy(ies).*

PART 1: SEE ALL YOUR DIGITAL COURSE TEXTBOOKS

STEP 1: Log onto MyIvy and access your schedule builder. You need to open your CURRENT SCHEDULE!

IMPORTANT! Please write down the campus, course number and section! You will need this course info to search for your textbook(s) later!

STEP 2: Select Campus Store in Quicklinks on your MyIvy Homepage.
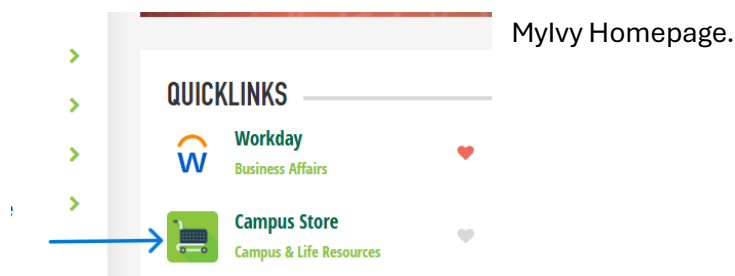
STEP 3: Click Login/Sign Up in the upper right-hand corner. You will select **SCHOOL SIGN IN VIA MYIVY**

STEP 4: Student Dashboard – Select your Term from the drop-down menu. Select the VIEW button on Ivy+ Textbooks Provided Course Materials.

STEP 5: You will see your digital books listed

STEP 6: The information from your course is needed for this step. Please note the CAMPUS, COURSE NUMBER, SECTION, AND CRN. Once you fill your course in, click the FIND MATERIALS button.

STEP 7: Copy the ISBN Number, then paste it in the SEARCH bar and click ENTER.

REMEMBER the image of your textbook!

STEP 8: When the book populates, you will find "Other versions by this Author" link. Click that link. A list of several textbooks will populate. PLEASE select the book image from the previous page!

STEP 9: You should see the book available as a digital rental, Used, or New. Make your selection between New or Used. You can continue to shop or make your purchase.

How to navigate eCampus website.

Dashboard on eCampus
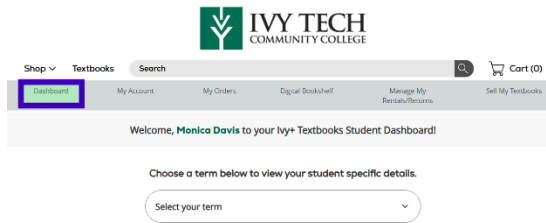
If you receive textbook(s) in the mail and you did not order any, **PLEASE READ ALL INFORMATION SENT. DO NOT THROW AWAY.** Then check your eCampus account information on rentals.

Account Information
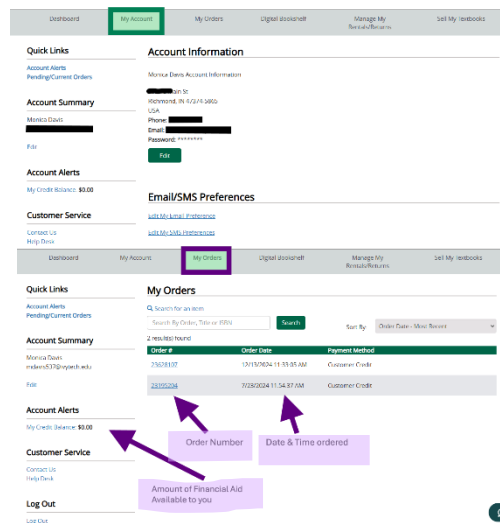
Your Orders page
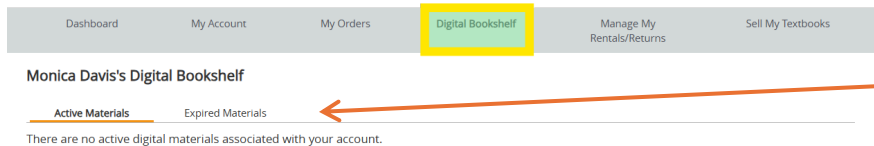
Your Active and Expired Digital Materials Tab. Each tab will have your digital textbooks here.
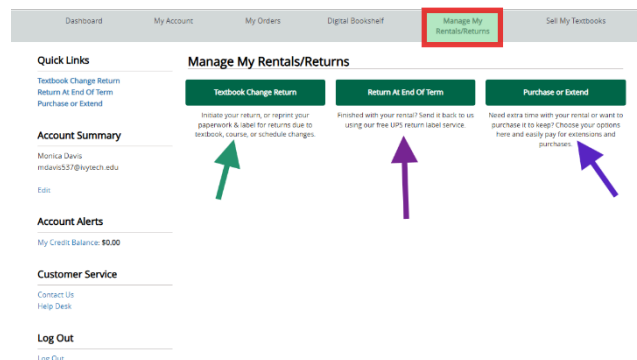
Manage your Rentals/Returns

A. Textbook Change Return
B. Return at End of Term
C. Purchase or Extend

A. Textbook Change Return Tab

You will find textbooks and merchandise you rented on this page.
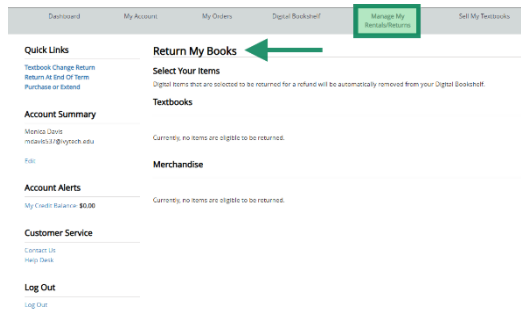
B. Return at End of Term Tab

You will find all books that you rented along with the rental return dates.
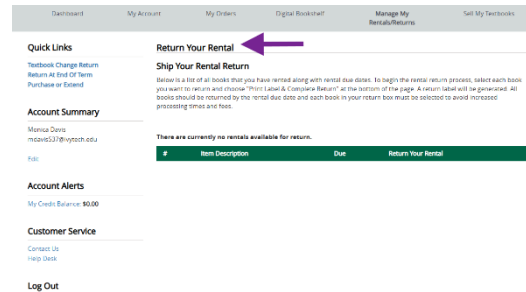
C. Purchase or Extend Tab

You may have the option to extend or purchase your rental.

If you want to sell your textbooks back to the online store OR on the Marketplace.
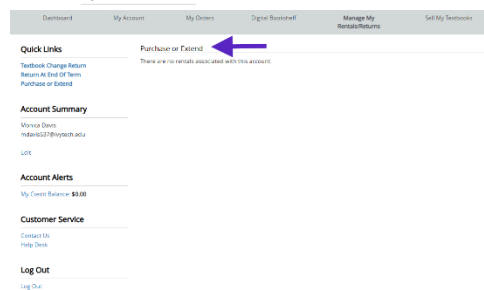
Sell Textbooks
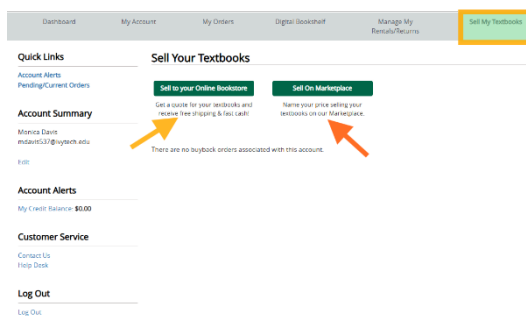
Sell back to the Online Bookstore.

You will need to create an account to sell your textbook(s) on the eCampus Marketplace.
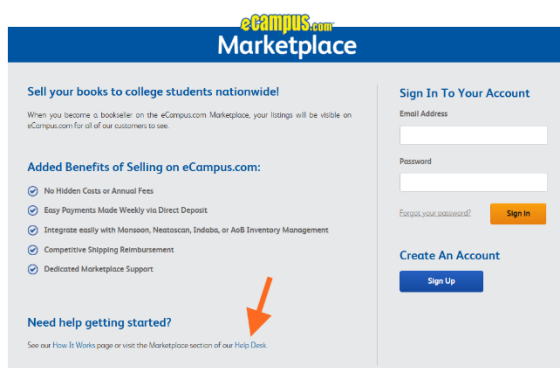
What is Ivy+ Textbooks?

Ivy+ Textbooks is Ivy Tech Community College's equitable access program that supplies eligible students with all required textbooks and courseware at a low, per-credit-hour price, significantly reducing the average student's cost of materials.

What is included in the Ivy+ Textbooks program?

The Ivy+ Textbook program covers all required textbooks and courseware. Course materials that are recommended but not required, program fees, course fees, and consumable fees (e.g. exam fees, proctoring fees, scrubs, welding rods, etc.) are not currently included in the per-credit-hour price.

How much does the Ivy+ Textbook program cost?

Ivy+ Textbooks is an equitable access program. Eligible* students are automatically enrolled and charged a low, per-credit-hour fee for all required textbooks and courseware. For the 2024-2025 academic year, the textbook fee is only $16.50 per credit hour.

How is the Ivy+ Textbook program billed?

The Ivy+ Textbook fee is assessed based on the number of credit hours you are enrolled in for the semester and will appear as a line item on your student bill. To figure out how much your textbook fee will be, multiply the number of credit hours you are enrolled in for the semester by the current per-credit-hour rate.

Ex: If you are enrolled in 15 credit hours, you will have a fee of $247.50 ($16.50 x 15)

Who is NOT eligible for Ivy+ Textbooks?

Currently, dual credit, KLLM, skills training, and building/construction trade apprenticeship students are currently excluded from Ivy+ Textbooks. Students in these programs either have their materials covered by the program or are responsible for sourcing and purchasing required items on their own.

How will I receive my materials?

Ivy Tech is a digital-first institution. Most required textbooks and materials integrate into the College's learning management system and will be available to you in IvyLearn 2-days before the start of class. Before the start of term, you will receive an email from eCampus confirming your materials. At this time, you can confirm your preferred delivery method for any printed textbooks and materials. These options include pickup at an Ivy Tech campus store or pick-up center or having the materials shipped directly to your address of choice.

I need accessible textbooks, how do I gain access?

Accessible Format Textbooks are available for students with disabilities. Eligibility and requests are handled by [Disability Support Services](#).

Can I order print copies of my digital textbooks?

Some publishers offer a low-cost or looseleaf print edition of their books that students can order from the bookstore to supplement their digital texts. This availability varies by publisher. These materials are an additional cost and are not covered by the Ivy+ Textbook fee. However, you can use your financial aid to pay for these materials through eCampus.

What happens to my materials if I add or drop a course?

If you add or drop a course, our system will register the change within 24 hours. At that time, you will be notified on how to either confirm your new materials or return any physical textbooks to eCampus, either in-person at a campus store or through a pre-paid mailing slip. To avoid charges, you will have 7 days from the time the course is dropped to return your old books.

How can I return my rented textbooks/materials to the bookstore?

You can return your rented textbooks in one of two ways. The materials can be returned to any Ivy Tech campus store in person or by mail through a prepaid return label from eCampus.

What happens if I don't return my rented materials to the bookstore?

You are required to return any Ivy+ rental textbooks to the bookstore within 30 days after the end of your course. Failure to do so will result in a hold on your student account that will prevent registration until the materials are either returned or you pay the replacement costs.

What if I need the same book for the next semester?

If you are using the same textbook across courses or over multiple semesters, eCampus will instruct you on how to manage your textbooks. For items delivered as 'Print Keep,' you will be flagged internally as having already received the required materials so you do not receive duplicate copies. For items delivered as 'Print Rental,' you will be directed to keep your books for the sequential courses and will receive an updated date that materials will be due back to eCampus. Digital books will be delivered in IvyLearn and will appear on your bookshelf via the Textbooks link for each course that uses that text.

Can I opt out of Ivy+ Textbooks?

Eligible students will automatically be enrolled in Ivy+ Textbooks and charged the per-credit-hour fee for required textbooks and courseware. You must take action to opt out. Opting out of Ivy+ Textbooks applies to the entire semester. You cannot pick and choose select courses to opt out of.

Opting out means you are responsible for purchasing all of your own textbooks, courseware, and other required materials for all courses over the 16-week semester.

The window to opt out of Ivy+ Textbooks is from the time you receive your textbook selection email from the bookstore through the last full refund date of your earliest starting class. You can change your opt out/in status for Ivy+ Textbooks via the Opt Out Portal in MyIvy during this window.

I have additional financial aid funds, can I use them in the bookstore?

Yes. After covering your required materials, you can also use your remaining financial aid to purchase other needed supplies or supplemental texts and materials from the campus store.

IvyLearn Student Resources
Canvas Navigation & Course Support

"We understand that navigating your courses can feel overwhelming at times, and it's okay to feel unsure about what to do next. This guide is here to support you—your step-by-step companion to mastering IvyLearn with confidence and clarity."
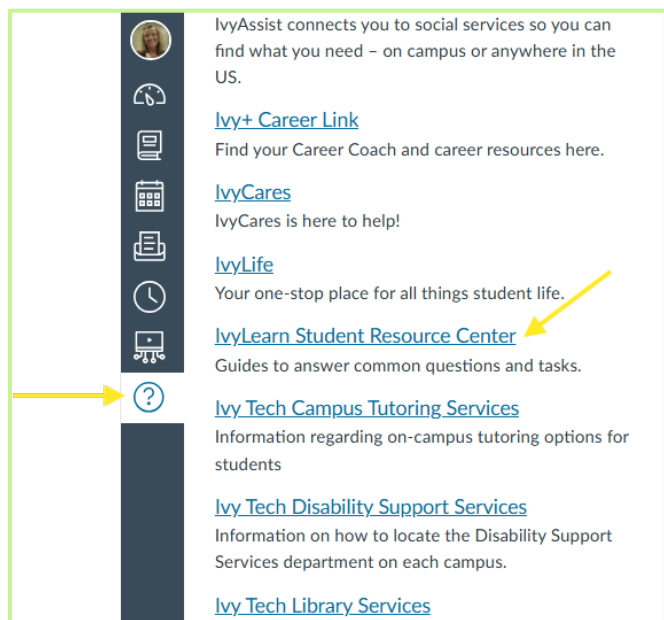
The NAVIGATION menu is on your left and at the bottom the icon of the Question mark (?) in the circle is the Resources List.

Once you click the icon a list populates and select the IvyLearn Student Resource Center.

If you need any assistance with IvyLearn/Canvas, PLEASE contact Rika Bennett at 765.966.2656 ext. 3409 or ebennett8@ivytech.edu

Resource Center - Modules
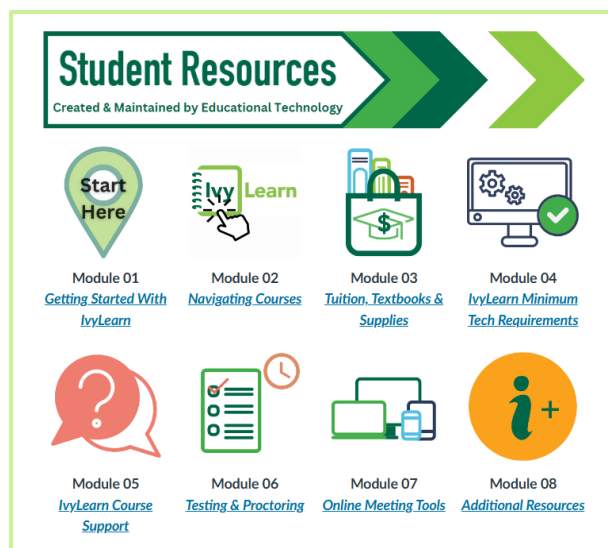
MODULE 01 **Getting started with IvyLearn**
MODULE 02 **Navigating Courses**
MODULE 03 **Tuition, Textbooks, & Supplies**
MODULE 04 **IvyLearn Minimum Tech Requirements**
MODULE 05 **IvyLearn Course Support**
MODULE 06 **Testing & Proctoring**
MODULE 07 **Online Meeting Tools**
MODULE 08 **Additional Resources**

Module 01

Getting Started with IvyLearn

Click one of the tabs below to learn more.

Welcome! | Getting Started

Welcome to IvyLearn

IvyLearn is the Learning Management System (LMS) used at Ivy Tech. Watch this overview video:
Canvas Overview (01:06:18)

Notes with timestamps for video:

Welcome! – Overview of Canvas video with information timestamps

Getting Started – Canvas Resources

IvyLearn: Global Navigation Menu – Sidebar on the left on your Canvas page

IvyLearn: Course Navigation Menu – The side bar menu within your course(s)

Module 02

Navigating Courses

Click one of the tabs below to learn more.

IvyLearn: Global Navigation Menu | IvyLearn: Course Navigation Menu

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Module 03

Tuition, Textbooks & Supplies

Click one of the tabs below to learn more.

Ivy+ Textbooks | Confirm Delivery Address/Textbooks | Access your Digital Textbook | Supplies
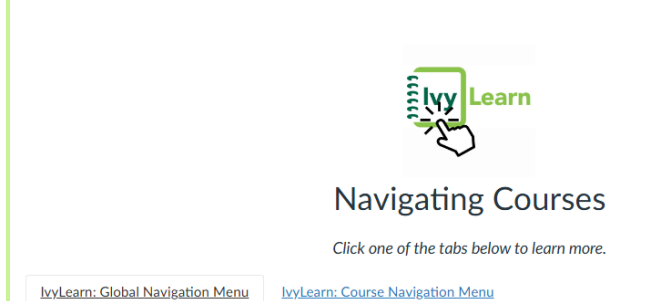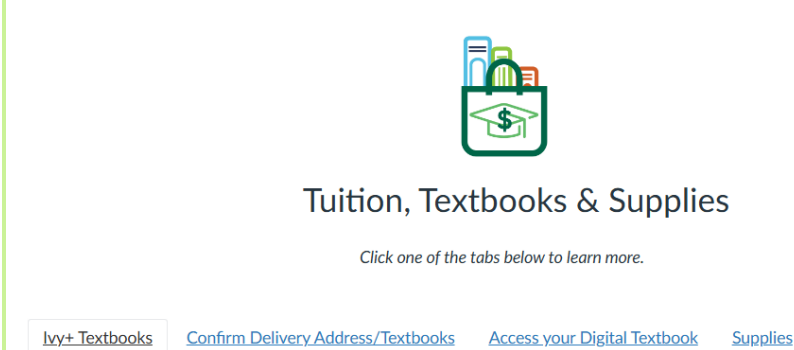
Ivy+ Textbooks – Where to find information & FAQ
Confirm Delivery Address/Textbooks – How to verify your address for textbook delivery if you request a rental or purchase your textbook
Access your Digital Textbook – Information on your digital textbook

Supplies – If you would like to shop for supplies or need to purchase Scrubs & Uniforms

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Browser & Computer Requirements – It is very important that you read this section! You cannot complete courses on your phone.

Canvas Student App – App instructions

Module 04

IvyLearn Minimum Tech Requirements

Click one of the tabs below to learn more.

Browser & Computer Requirements | Canvas Student App
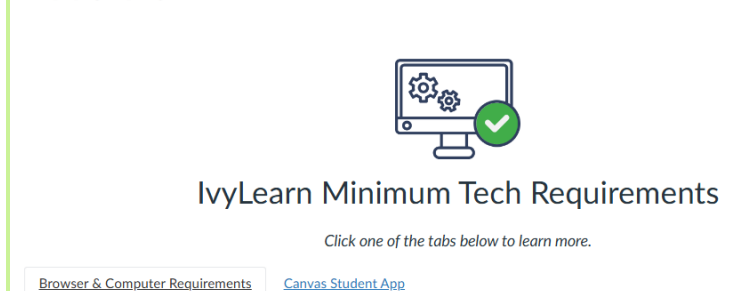
Module 05

IvyLearn Course Support

Click one of the tabs below to learn more.

Course Technology | Tutoring | Library | Using the Service Portal | IvyTilt

Course Technology – If you are having technical difficulties with Canvas, please, call <mark>RIKA BENNETT, EDUCATIONAL TECHNOLOGY, AT 765.966.2656 EXT. 3409.</mark>

Tutoring – Information on online tutoring services

Library – Information on our library services

Using the Service Portal – Knowledge Base search

IvyTilt – Ivy Tech Information Literacy Tutorial

Testing Tips – Information on what to do before, during, and after testing

Testing Center Information

Module 06

style="border: 2px solid #ccc; padding: 15px; border-radius: 8px;">

Testing & Proctoring

Click one of the tabs below to learn more.

Testing Tips/span> | Testing Center Information

Module 07

Online Meeting Tools

Click one of the tabs below to learn more.

Zoom Guides and Support

*Zoom Guides and Suppo*rt – Information on Meeting tools.

Microsoft 365 – Information on how to download and install

Publisher Guides – Student guides and support for students

Time Management & Participation – Important information for students when to start work each week in your course

Communication – Important information that is important for online communication.

Canvas Guides – Student and Video guides for students.

Module 08

Additional Resources

Click one of the tabs below to learn more.

Microsoft365 | Publisher Guides | Time Management & Participation | Communication | Canvas Guides

FAFSA Process

The Free Application for Federal Student Aid (FAFSA) is complete online at studentaid.gov. It is a FREE application that could allow you to be eligible for federal grants, loans, state grants as well as some scholarships. Student and parent (if dependent student) must create an FSA ID (https://studentaid.gov/fsa-id/create-account/launch) so you can sign the FAFSA electronically. Even if you know that you will NOT be eligible for the grants, it doesn't hurt to apply for the FAFSA because that could make you eligible for some additional scholarships.

Federal Financial Aid

FA Programs	Description	Application	Eligibility
FEDERAL PELL GRANT	- Need-based Grant - Grant is portable from school-to-school - Funds are sent to the school from the Department of Education to pay eligible students	- Free Application for Federal Student Aid (FAFSA) - Application opens on Oct 1st of the year prior to the Fall Start - Application is required annually - studentaid.gov	- Undergraduate student without first bachelor or professional degree - FAFSA is basis for eligibility for most of the other Federal aid
FEDERAL SUPPLEMENTAL EDUCATIONAL OPPORTUNITY GRANT (SEOG)	- Need-based/Campus-based Grant - Funds are awarded by the school	- FAFSA is required annually	- Undergraduate student without first bachelor or professional degree - First priority given to the Pell Grant recipients with the most exceptional need
FEDERAL WORK - STUDY	- Need-based/Campus-based Grant - Funds are awarded by the school	- FAFSA is required annually	- Undergraduate and graduate students - Funds paid to the student throughout the year based on number of hours worked

FEDERAL DIRECT STUDENT LOANS (SUBSIDIZED AND UNSUBSIDIZED)	- Originated by the school with funds from the federal government - Need-based subsidized loan supplemented by a non-need-based unsubsidized loans up to combined limit - Interest rate is maxed at 8.25% and are subject to change on July 1st each award year	- FAFSA required annually - Master Promissory Note (MPN) required	- Undergraduate and graduate enrolled at least ½ time - Eligibility for Subsidized must be determined prior to Unsubsidized - Interest subsidy for undergraduates during at least ½ time enrollment, grace period for certain loans and deferment periods for Subsidized loans - Repayment of loan begins 6 months after separation from school or if the student is below ½ time
FEDERAL DIRECT PLUS LOAN (PARENT LOAN)	- Originated by the school with funds from the federal government - Interest rate is maxed at 9% and are subject to change on July 1st each award year	- FAFSA required annually - PLUS Master Promissory Note (PLUS MPN) required	- Natural or adoptive parents or stepparents (if they are included on the FAFSA) of eligible dependent undergraduates enrolled at least ½ time - Borrower must not have any adverse credit history - Must not be in default on a federal loan - Must be a US citizen or eligible non-citizen - Repayment is 60 days after the loan is fully disbursed

Indiana State Grants

There are grants through the State of Indiana that a student could be eligible for. The FAFSA is required for the Indiana State grants. The deadline for the FAFSA to possibly receive state grants is April 15 of the year of the Fall start.

Veterans Assistance Benefits

Any student who is a veteran or are a dependent of a veteran, may be eligible to use VA benefits through the Federal program or maybe the State program.

For the Federal VA benefits, there is an application process that must be completed with the VA directly online. You can speak to the Veteran & Military Benefits Specialist (VMBS) on campus for more details.

Scholarships

There are scholarships available with Ivy Tech (https://www.ivytech.edu/financial-aid/scholarships.html). Then you can fill out the application online to see if you qualify for any of the scholarships.

Financial Aid Department

If you have any questions about your financial aid or about your financial situation, you can reach out to one of us in the Financial Aid Department for assistance.

Dean Auker	**Marty Hoffman**	**Joseph Moore**
Director of Financial Aid	Assistant Director of Financial Aid	Financial Aid Advisor
dauker1@ivytech.edu	mhoffman24@ivytech.edu	jmoore425@ivytech.edu
Office Phone Extension 1255	Office Phone Extension 1256	Office Phone Extension 1204

Who must create an FSA ID for the FAFSA?

Dependent Student:

❖ Student   YES

❖ If current parents filed jointly   One Parent
(Biological or Stepparent)

❖ If current parents file separate returns   BOTH parents
(Biological or Stepparent)

Independent Student:

❖ Single Student   YES

❖ Married Student   YES
  ○ Spouse who filed a Joint Return   NO
    with the student

❖ Married Student   YES
  ○ Spouse who filed a Separate Return   YES
    from the student

What is the difference between a DROP and a WITHDRAWAL?

DROP: Dropping a course is when a course is removed from a student's record so that no record of the dropped course remains on the transcript.

DEADLINE TO DROP: If your class is an 8-week course, then you have up to 8 calendar days to drop the course. If your class is 16 weeks, then you have 14 calendar days.

Calendar days will include Saturdays and Sundays.

WITHDRAWAL: Withdrawal happens after the drop period has ended and students are expected to stay in the course. If the student does not wish to participate in the course, then they may withdraw from the course. There will be a "W" on your transcript, and it does not contribute to your GPA nor credit toward graduation.

A student can withdraw from the 2nd week of the course to the end of the week at the 75% completion of the class.

ALWAYS check with Financial Aid before withdrawing from your course

Whether you receive aid or pay out of pocket ALWAYS check with Financial Aid

DEADLINE TO WITHDRAW: If your class is 16-weeks the last week to withdraw will be the 12th week. If you are taking a 8-week class, the last week to withdraw is the 6th week.

You can find more information on drop and withdrawal dates here:
https://www.ivytech.edu/classes/class-policies-grades/.

STUDENT RESOURCES AND TOOLS

TRIO Student Support Services (SSS)

TRIO is an academic and personal development program to help identified students achieve academic and career goals by providing supportive experiences and wrap-around services.

Eligibility Requirements:

- Student's parent(s) did not complete a bachelor's degree
- Student meets TRIO low-income level requirements
- Student has a documented disability
  *MUST MEET AT LEAST ONE FROM THE ABOVE LIST

Additional Requirements:

- Student is a U.S. citizen or eligible non-citizen
- Student is seeking a certificate or degree at Ivy Tech
- Student has an academic need for services

If you meet any of the eligibility requirements, please contact
- ❖ Jake Siders @ csiders@ivytech.edu or
- ❖ Anna Klitch-Harrelson @ aklitchharrelson@ivytech.edu

Link to TRIO information: https://www.ivytech.edu/student-services/support-services/trio-program/

Disability Support Services (DSS)

If you have a disability, you will want to learn more about Disability Support Service and how they can support you, click here **DSS**.

If you need to request accommodations, please click this link – **Accommodation Request**.

You can contact Eric Swanson, DSS advisor, @ eswanson16@ivytech.edu

Link to DSS: https://www.ivytech.edu/student-services/disability-support/

Link to Accommodation Request: https://ivytech-accommodate.symplicity.com/public_accommodation/

Ivy Cares

Ivy Cares is here to assist you with finding additional campus and community support throughout your academic journey. Sometimes called "wraparound services," Ivy Cares focuses on helping students connect with resources in the following areas: emergency transportation assistance, food security, mental health resources, technology assistance, and emergency aid funding. Check this link **Ivy Cares for Services**

PLEASE NOTE THAT IVY CARES SERVICES WILL VARY BY CAMPUS

You can contact Kristen Soots @ ksoot5@ivytech.edu

Link to Ivy Cares information: https://www.ivytech.edu/student-services/support-services/ivycares/

Tutoring

Ivy Tech offers free tutoring services to Ivy Tech students. You can find our Tutoring office in the Learning Resource Center. Students also receive 25 free hours of online tutoring services at Tutor.com. Click here for the link, **TUTORING SERVICES**. If you are interested in meeting with our tutors, please contact Steven Cleaver @ scleaver4@ivytech.edu.

Brain Fuse???

Link to Tutoring information: https://www.ivytech.edu/student-services/support-services/tutoring/

VA Education Benefits

If you have served in the U.S. military and earned Education benefits, check out this link, **VA Education Benefits**. You will find information on how to use your VA benefits, how to apply for your benefits, and military transcripts. You can find additional resources on this page as well. If you have questions or need assistance, contact our VA representative.

Joe Moore @ jmoore425@ivytech.edu

Link to more VA Education Benefits information: https://www.ivytech.edu/student-services/support-services/va-education-benefits/

Testing Services

We provide exam administration and related services to prospective students, current students, community members, businesses and other groups throughout Indiana.

Types of Exams offered:

- Proctored exams for designated Ivy Tech classes are taken at the LRC
- Exam proctoring for national colleges and universities
- Certification and professional licensure testing
- Indiana state agencies (IDEM, IDOH, IDHS, IDOI)
- Support for local community testing needs
- Credit for Prior Learning exams (CLEP, DSST)

For more information check the page at **TESTING Services** or contact Kristen Sweet @ ksweet1@ivytech.edu.

Link to Testing Services information: https://www.ivytech.edu/student-services/support-services/testing-services/

Microsoft OFFICE 365

ALL students have access to Microsoft Office 365 while using Ivy Tech computers. Students also can download Office 365 to their personal computer or laptop. Here is the link to the instructions on "**How to download Office 365**." Please read through the instructions thoroughly, but if you need assistance, please contact the **IVYLINE @ 1-833-648-5463.**

You can find this document through the MyIvy Search bar. Type in Office 365 and click on Academic Software: Microsoft Office 365.

Computer Specifications

Our Information Technology Program Chair Jason Johnson recommends that students have a Windows 10/11 PC or laptop with the minimum specs: 8gb RAM, 500GB HD. Any recent (last year's model) processor should be okay. <mark>Macs will work but there are some courses that will require a Windows platform</mark>

NewEgg is a site that sells refurbished laptops at reasonable prices. Here is the link to check laptops out: **https://www.newegg.com/p/pl?d=laptop+refurbish&Order=1**

GETTING STARTED WITH DISABILITY SUPPORT SERVICES (DSS)

Follow the steps below to receive the support you need!

1 **Confidentially disclose your disability**
Visual impairment, hearing loss, anxiety, depression, PTSD, Autism, learning disability, ADHD, Dyslexia, etc.

2 **Provide documentation**
Copy of IEP or 504, or a letter from a physician, counselor, or psychologist

3 **Complete the Online Request for Documentation**
http://ivytech-accommodate.symplicity.com/public_accommodation/

4 **Meet with DSS Staff to determine your eligibility**
If eligible, your accommodation letter will be sent directly to you and your course instructors

MORE INFORMATION:

Eric Swanson
eswanson16@ivytech.edu
(765) 966-2656 ext. 1184

IVY TECH
COMMUNITY COLLEGE

DISABILITY SUPPORT SERVICES (DSS) DOCUMENTATION GUIDE

Use the following criteria as a source for submitting appropriate and complete documentation:

1 Credentials of the evaluator(s)

2 A diagnostic statement identifying disability

3 Description of diagnostic methodology

4 Description of functional limitations

5 Description of expected progression

6 Description of current/past accommodations, services, and/or medications

7 Recommendations for accommodations

MORE INFORMATION:

Eric Swanson
eswanson16@ivytech.edu
(765) 966-2656 ext. 1184

IVY TECH COMMUNITY COLLEGE

Ivy Tech Transcript Request

Official transcripts: Go to PARCHMENT.COM. (If it is your first time on Parchment, create an account). Fee is $6 per transcript. In most cases, electronic transcripts will be processed within 2 hours. Mailed transcripts can take 3-5 days

Unofficial transcripts: MyIvy → Browse Topics → Academics & Advising → Unofficial Transcripts. Unofficial transcripts are free and can be printed immediately

If you have transfer credit from another college:

Official transcripts from higher institutions may be sent to Ivy Tech for evaluation of transfer credit.

By mail: send to Transcript Processing Center, Ivy Tech Community College, 9301 E. 59th St., Indianapolis, IN 46216

Allow 5-7 days for review from the date transcript is received at Processing Center. You will receive an email on whether transfer credit was applied to your record

Changing Your Address or Name

Change of address, phone number or email: Log in to MyIvy → Tools & Resources → academic profile (select the appropriate term from the drop down and click on the submit button) → Personal Information (You will find several links to change information on your record. Click the link for whatever you wish to change and make the desired changes)

Change of name or correct your date of birth: Go to https://www.ivytech.edu/registrar/index.html and then select the first bullet.-"changing your demographic information". This will take you to a page where you will enter your name and email. Then, click on "Begin Signing" to complete the process. You must also submit documentation along with the form (driver's licence/state-issued ID)

Change of social security number: Bring your social security card to the Express Enrollment Center to update

Enrollment Verification

To print an enrollment verification, log in to:
MyIvy → Browse Topics → Academics & Advising → Enrollment Verification
*May be used when you need to send proof of enrollment to a third party

Registrar's Office FAQ

Commencement

Richmond Commencement Ceremony is held once a year on Saturday after the end of the Spring term – includes Fall, Spring and upcoming Summer graduates

Grad Fair is held each February or March for graduation candidates to receive information and purchase cap and gown

When you are within one semester of Degree Completion

Apply to graduate during your final term. Log in to MyIvy → Browse Topics → Academics & Advising → Apply to graduate → click on term selection, select term, select degree

Degrees are awarded after final grades have been posted and degree audit has been reviewed by the Office of the Registrar

E-Diplomas are sent when degree is awarded; hard copy diplomas are mailed 2-3 weeks later

Contact Information

General Email: Registrar-Richmond@ivytech.edu

Dr. Lee Ann Powell, Registrar
lpowell91@ivytech.edu

Kathy Campbell, Records Clerk
kcampbel@ivytech.edu