



Communications

Ivy+ Comms | Summer 2023

Ivy+ Welcome Message

Subject: Do you have questions about your Ivy+ Tuition & Textbooks? We can help!

Do you have questions about Summer 2023 Ivy+ Tuition and Textbooks? We can help!

Ivy Tech is committed to your academic success. With Ivy+ Tuition and Textbooks, we provide you with the resources and flexibility you need to reach your goals.

- [Ivy+ Textbooks](#) ensures you have required books for FREE on day one, saving you time and money.
- [Ivy+ Tuition](#) allows full-time students to enroll in more courses at the same price, offering a quicker path to graduation, improved academic performance, and reduced overall costs.

TECHNICAL ASSISTANCE & SUPPORT

- For questions about the Barnes and Noble (BNC) Ivy+ Student Portal or the bookstore, [contact Barnes & Noble](#).
- For technical questions about accessing your Ivy+ textbooks in IvyLearn, [contact the EdTech team](#).
- Other questions? Your [Ivy+ Campus Champions](#) are here to support you!

ARTICLES & RECORDED RESOURCES

- Watch a [pre-recorded video](#) about accessing digital materials in IvyLearn.
- Find more Ivy+ student Knowledge Base articles and resources in [MyIvy](#).

Thank you for choosing Ivy Tech Community College to pursue your higher education and career goals. We wish you a productive and successful Summer 2023 Term.



Non-Return Rental Message

Subject: Details About Your Ivy+ Non-Return Rental Hold.

Dear %%FirstName%%,

If you are receiving this message, you have an unreturned Barnes & Noble Rental Textbook. As a result, you have a hold on your student account. This message explains what this means and the actions you can take to resolve your account hold.

What is the Ivy+ Textbook Hold?

Students who received an Ivy+ Textbook Rental from Barnes & Noble are required to return their rental textbook to Barnes & Noble. Students who fail to return their Ivy+ Textbook Rental(s) will receive a hold on their student account. Ivy+ Textbook Holds will prevent students from registering for classes and making changes to their course schedules.

Why do I have an Ivy+ Textbook Hold on my account?

According to our records, you have not returned your required Ivy+ Textbook Rental to Barnes & Noble.

How can I resolve the Ivy+ Textbook Rental Hold?

To remove your Ivy+ Textbook Rental Hold, please take the following actions:

1. **Return your material:** Students can return their Ivy+ Textbook Rental to any Ivy Tech [bookstore location](#). Students can also return materials via shipping. For shipping details, please contact your local [bookstore](#) for instructions.
2. **Pay your hold balance:** Students can pay the remaining balance for their unreturned Ivy+ Textbook Rentals directly with Barnes & Noble. For balance details and to pay the balance, please contact your local [bookstore](#).
3. **Purchase your textbook rental:** Students can also purchase their rented textbook at a discounted price by working directly with the bookstore. Please contact your local [bookstore](#) for instructions on purchasing your textbook rental.

Who can I contact for help?

For Ivy+ Textbook Rental questions, please contact the [Barnes & Noble team](#).

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Sincerely,

The Ivy+ Team

IvyTech.edu/ivyplus