(RECOMMENDED) INFORMATIONAL HANDOUT FOR STUDENTS AND PARENTS

It is important to understand that IVS is a supplemental program and not a Local Education Agency (LEA) that is authorized to issue a high school diploma. IVS, created by the Illinois State Board of Education, partners with public and private schools as a way for schools to supplement course offerings and support. The credit earned by taking an IVS course is added as transfer credit by the local public / private high school. IVS provides a Completion Report that includes the percent earned out of 100 for full-service courses, or pass/fail for credit recovery (with a comment for percentage earned). Home school students also have access to IVS courses.

What attributes help make a student successful in the online environment?
- Being self-motivated & disciplined
- Communicating effectively through writing
- Scheduling sufficient time each week to complete the course
- Being willing to "speak up" if there is a problem
- Having consistent, reliable access to a computer/internet
- Having a person at the local school and/or at home who monitors progress and checks in periodically

Do students need textbooks or other materials?
A few IVS courses do require additional course materials, such as AP textbooks. The master list for courses which require materials can be found at http://ilvirtual.org in the navigation bar under "Courses," then "Textbooks and Materials" on the left. **IVS does not loan out AP course textbooks.** The master list of course materials on the IVS website (see above) will provide information to assist in obtaining textbooks. AP Chemistry requires the Advanced Microchemistry kit, which is shipped by IVS ($200 deposit required – refunded upon return of Microchemistry kit).

How am I able to monitor my child's progress?
Parents/guardians have access to student progress information online through MAESTRO (IVS's Student Information System). Parents/guardians are assigned login credentials (a username and password) at the time the student application is submitted. The credentials are automatically emailed and will come from ivshelp@ilvirtual.org.

In addition to using MAESTRO to check student progress, IVS teachers consistently communicate with the student, school and parents/guardians through this method regarding progress. Students are advised to check their MAESTRO messages regularly.

How many IVS courses can a student take in one term?
This decision is made between the student, parent/guardian, and their local school. Enrollment status is available by logging into MAESTRO at https://sis.ilvirtual.org and clicking on the "Current Sections" tab.

What if my child has been dropped for non-payment of IVS course fees?
If your school has chosen to hold you responsible for IVS course fees, you have two weeks from the start date of the course to submit payment to IVS. Unpaid course enrollments remaining after the two-week grace period will be dropped by IVS administration. If your child has been dropped, the enrollment will be reinstated if payment is received within 5 days of the drop.

What if my child is having trouble getting started or navigating the course?
IVS recommends that all students complete the IVS Orientation (located on the student's MAESTRO dashboard) prior to starting a course. If the student continues to experience confusion with course navigation, he/she is encouraged to reach out to the IVS instructor.

What if my child is having technical issues?
If the student is having login/technical issues, please visit the "Students and Families" portal at http://helpdesk.ilvirtual.org. The student is advised to complete the "Prepare Your Computer" and "System Requirements Check," located under "Getting Started." Additionally, the student or parent can submit a help desk ticket at this same location.

Help Guides for Students and Families:
Visual step-by-step directions are located at http://helpdesk.ilvirtual.org.
- Complete an IVS Application and Request an IVS Course
- Prepare Computer for IVS Courses
- Check Student Progress, Grades, and Attendance
- Access Completion Reports