

# Parent/Student FAQs



## How does an Illinois Virtual School Full-Service course work?

Students sign up for a term with a start and end date. Their IVS teacher helps them navigate the online content, grades assignments, and is available for help. Students participate in discussions with other Illinois students who are taking the same course about particular topics. All courses have quizzes, tests and final exams or projects.

## Do I need to buy anything to do the class?

Most IVS courses do not require extra materials. Math courses require calculators, language courses require earbuds and microphones and a few courses require books many of which can be rented or checked out the library. Students are responsible for procuring their own materials.

Refer to the [IVS Required Materials](#) List for more information.

## Do I need a computer to access the course?

Yes. The course is taught entirely online. An iPad or your phone can work for reading and watching videos but for taking quizzes and working on documents, a computer is recommended. Some courses like Programming require a computer.

## Will a Chromebook work?

Yes, Chromebooks work with IVS courses. If you don't have access to a word processing program like Word, you can use GoogleDocs to open documents and upload your work to a dropbox. For step by step instructions visit our [Helpdesk](#).

## Do I have to meet at a set time to take the class?

No, students will be given a Pace Chart and Assignment List detailing what work is due each week. Students can work on their IVS course at any time during the week, according to their schedule. Instructor-student meetings may be scheduled at their mutual convenience.

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## How many hours per week will it take to do my class?

IVS courses follow guidelines to offer Carnegie credits (90 hours for semester courses). That averages to 4-5 hours per week for a regular course, 5-6 hours for an Honors or AP course. For shortened terms, such as those offered in the summer, more time per week is necessary. These amounts are averages only; real required time is different for every student as it is dependent on things like reading level, learning style and motivation.

## My family is going on vacation. Can I still take the course in Florida?

Yes. Students can take IVS courses anywhere they have access to a computer and the Internet.

## My best friend and I want to take the course together. Can we go through the lessons together?

No. While students in the same class will have the same readings and videos, the tests and quizzes will be different. Anything written for assignments is run through Turnitin.com to ensure original work is submitted. IVS courses are designed to be taken individually. |

## Can my parents access my class and/or my grades?

Parents only have access to student progress and grades in the IVS SIS, but they cannot get to the individual lessons in the course system. Please use this [help guide](#) to learn more.

## Will anyone from my school be monitoring the course?

All IVS Partner Schools are required to provide a student Mentor who has access that schools' students so they can review who is working toward completion and who is behind. IVS works closely with mentors to provide students with a greater level of support.

## I have a 504 plan or an IEP. Are there any accommodations that can be made for me?

Yes. IVS works with the local school to provide accommodations.

## How much does the class cost? How do I register?

\$240 for a full service, one semester course. Full year courses are made up of two separate semester courses. Students register in the IVS system by following the directions under the Student tabs of the IVS website ([www.ilvirtual.org](https://ilvirtual.org)). Students request the course they wish to take; their local school enrolls them, and they are set to start. Home school students are enrolled by IVS. Students can be enrolled into a class up to two weeks past the course start date. Students should check with the local school for approval to request the course.

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## How do I sign up for a full year of content over the summer?

When you request your courses, you may request both the first and second semester of a course in the summer term. Your instructor will pace you to complete the first semester during the first half of the term and the second during the last half of the term. You will need to work at a faster pace to complete this amount of work.

## Who pays for the online class?

Payment arrangements are decided by the local school. There is an option with IVS for students to be billed directly from IVS. Check with your local school to find out how payment is handled.

## If the parent is being charged, how do I pay?

Parents receive an emailed invoice from the IVS system. They can pay by mailing a check to IVS or through their dashboard. The balance due can be found in the Ledger section of the student information system and the payment is handled through PayPal. No sign is needed into PayPal, enter as a Guest.

## Can I drop my class?

Yes, students can drop a class at any time. However, the official drop period is two weeks from the class start date. For the first two weeks of class, students can drop without penalty and get a refund if they have paid. IVS will refund the student if they have paid IVS directly. After two weeks students can still drop but there is no refund.

## Will I get a grade? Will it count toward my GPA?

IVS reports percentage grades. The local school then applies their own grading scale to determine A, B, C, etc. It is up to the local school how the grade and credit are applied to the local school transcript.

## When does my class start?

Classes start on the start date of the Term. That is when students will get access to their course. Teachers will send out Welcome emails around the start date to get students onboarded.

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## How do I start my course?

Students have access to their course on the term start date or 24-48 hours after being enrolled. Students must have completed the IVS Student Orientation and a System Check prior to starting a course to ensure they are technically set up. On the date of access, the 'Launch Course' button on the student's dashboard will be active. Clicking the Launch Course button will open the IVS course in a new window – which is why pop-ups must be enabled on the device a student is using. The Launch Course button will take students to their IVS Courses Homepage or directly to their online course if they are only taking one course. From here students can check their class News and start on course content via the 'Content' tab in the course.

## How do students get support from their virtual teacher?

Our teachers communicate the same way that students do – email, IM, texting, and phone calls, plus hold live discussions and tutoring sessions over the Internet. Our teachers also work closely with local school contacts and parents to foster student success.

## How do I see my grades and teacher feedback on assignments?

Students can access grades and feedback through their online course under 'Class Progress.' Click this link to see grades and feedback from a student point of view: [How to View Grades and Instructor Feedback](#). Parents and schools can see grades only via the student information system.

## Will I be able to just click answers and get to the tests without having to do very much to complete the course?

No. IVS courses require students to read, watch videos, communicate through message boards, write papers, and do projects. Time management is very important in an IVS course.

## What do I do if I get stuck while working in my course?

For technical issues (something not working or opening) contact the IVS Helpdesk at [ivshelp@ilvirtual.org](mailto:ivshelp@ilvirtual.org). For content issues (clarification on directions, question on an assignment) contact your teacher. In most cases if students contact their IVS teacher first, the teacher can either solve the problem or assist the student in obtaining help.