

Student Support Center Services

Illinois Virtual Campus (IVC) Student Support Centers are located in 40 community college districts and the East St. Louis Community College Center. Each IVC Student Support Center provides student services and technical assistance for distance learners in its region of the state. While the basic services are very similar statewide, each center provides extra services and assistance to meet the needs of its community. The following are the basic services provided by IVC Student Support Centers:

Student Advising

General advice is provided to students to help them select the type of courses and programs that will meet their objectives.

Access to Computers

A limited number of computers are available for students taking courses via the Internet. These computers are available free of charge at some centers and for a very minimal charge (similar to the fee for all students) at others.

Access to Library

Access to the community college library is provided to all IVC students on the same basis as to residents of the community college district. This service is usually free of charge, although some colleges issue a library card to all residents at a nominal fee.

Technical Assistance

IVC Student Support Centers provide technical assistance to distance learners to help them download files on the Internet, send reports via the Internet, and solve other similar problems associated with taking an online course.

Proctoring Tests and Exams

The IVC Student Support Centers can administer to distance learners standardized tests that may be needed for admissions or placement and can proctor tests and exams for the distance education course if authorized by the faculty of the providing institution. Proctoring tests and exams requires that an arrangement be made with the providing institution. While this testing service is usually provided free or at the same cost as for the students at the community college, unusual requests that require paying a proctor to come in on Saturday or at night will entail some extra costs.

Marketing

Marketing for the IVC within its region of the state includes information on services provided by Student Support Centers.