

Registrars, Mentors, and Coaches make up a local school's system of support for the online learner. Listed below are the common responsibilities associated with the three School Support roles. The local school contact person responsible for these roles can be updated by completing and submitting the **IVS Partner School Agreement and Contact Designation** form found on the IVS website (<http://www.ilvirtual.org/schools/becoming-a-partner-school.cfm>).

Registrar

The Registrar is a required role and acts as the main school contact. This person is given credentials (user name and password) that allow full access in the IVS information/registration system called MAESTRO. This person:

- approves or denies course requests and drop requests made by the student,
 - directly enrolls students in courses if a student request is not made
- monitors student progress via the IVS MAESTRO system, and
- adds local school Coaches when needed.

The Registrar or other identified school representative will need to transfer student course completions to school transcripts based on completion certification issued by IVS. The Registrar will be cc'd on many emails from IVS instructors to all students associated with the school.

Mentor

IVS requires at least one school Mentor. Each Mentor has his/her own credentials in the IVS information/registration system to access all students associated with the school to monitor student progress. IVS would caution schools not to assign too many Mentors to keep this role manageable and to maintain local FERPA compliance. If a school has multiple people monitoring student progress, consider using the Coach role identified below.

The Mentor cannot approve course requests, drop students, or directly enroll students in courses in the system. Often the Mentor is a Guidance Counselor, Assistant Principal, Department Chair or individual that maintains contact with the student at school. The Mentor will be cc'd on many emails from IVS instructors to all students associated with the school.

Coach

The Coach is considered an optional role, and it may be that the same person who is identified as the Mentor will also act as the Coach. This person is seen as someone who has daily contact with the student, tends to be in the room as the student participates in the course, and can assist with monitoring student progress.

Each coach has his/her own credentials that are created by the Registrar, which allows access to monitor progress for only those students that are assigned to him/her in the IVS information/registration system. The Coach will be cc'd on many email from IVS instructors to only those students assigned to him/her.