

# Technology Resource Guide – IOL Chapter

Last Updated 5/1/07

## Interactive Online Student Overview

Alverno's Interactive Online (IOL) is a web interface to the College's administrative database. It is designed to securely deliver real-time information to students' desktops via their web browser. IOL interacts directly with the administrative system so data is available immediately upon entry or update. This web interface contains portions developed by both Datatel and Alverno College. The Information Management Systems and Reporting (IMSR) Department at Alverno College manages IOL.

Students will find easy access to workflows allowing them to review academic evaluations, class schedules, course history, faculty information, financial information, progress reports, registration, search for classes, student information, validation reports, frequently asked questions, etc. With IOL, Alverno College delivers easy-to-use, extended customer service to students. This makes it easier to manage student contact information and follow-ups, bolstering the college's high-touch communications approach. Overall, the IOL system enhances the high-quality learning environment by providing first-rate technological support for administrative service.

## IOL Security

IOL is a fully encrypted website designed to protect your confidential information. However, you are also responsible for preventing unauthorized access. To ensure confidentiality:

- Do not share your password with anyone. Treat it with the same security as a bank PIN.
- Be sure to properly log out of IOL after use. Click on the Log Out tab located at the top and bottom of most pages. Then close your web browser.
- In order to provide additional security, a user will automatically be logged out when a screen is left idle for a period of time.

## IOL Navigation

Throughout Interactive Online, there are common navigation elements:

- Alverno College link found in upper left-hand corner opens Alverno's official website.
- Tabs found at the top and bottom of most pages:
  - Log in link opens a page used to log into IOL.
  - Log out link logs a user out of IOL.
  - Main menu link displays IOL's main menu.
  - Constituent menu (student menu, faculty menu, advisor menu, employee menu) launches a submenu applicable to the constituent. The submenu displays each workflow that can be accessed.
  - Help link displays specific information about an IOL workflow.
  - FAQ link opens a list of frequently asked questions.
  - Contact us link opens a page that displays forms to be used for emailing questions to the appropriate office.

## Logging into IOL

1. Open a browser (Netscape, Mozilla or Internet Explorer). In the Address or Go To box type in the URL <https://iol.alverno.edu> and press the Enter key (or Return key on a Mac). Or you can find a quick link to IOL on Alverno's website at <http://www.alverno.edu/>.
2. The main menu opens and welcomes you as a guest. IOL availability information is posted on the left-hand side of the screen. On the right-hand side of the screen, click on the current students picture to proceed to the student menu.

**Alverno COLLEGE** INTERACTIVE ONLINE

LOG IN | MAIN MENU | FAQ | CONTACT US

**Welcome Guest!**

**IOL Availability**  
Sunday - Friday: 7am - 12am  
Saturday: 7am - 5pm

**Scheduled Maintenance:**  
None scheduled.

Prospective Students | **Current Students** | Faculty  
Employees | Advisors

main menu

LOG IN | MAIN MENU | FAQ | CONTACT US

**IOL 3.1**

3. The student menu opens and welcomes you as a guest. The menu displayed will be restricted to only those workflows that guests have access to: announcements, user account information, and search for classes.

**Alverno COLLEGE** INTERACTIVE ONLINE

LOG IN | MAIN MENU | STUDENTS MENU | FAQ | CONTACT US

CURRENT STUDENTS - IOL FOR STUDENTS MENU

Welcome Guest!

**User Account**

[I'm New to IOL](#)  
[What's my User ID?](#)  
[What's my password](#)

**Registration**

[Search for Classes](#)

**Announcements**

[Advising \(03/17/07\)](#)  
[Financial Aid \(02/07/07\)](#)  
[Registrar \(03/09/07\)](#)

LOG IN | MAIN MENU | STUDENTS MENU | FAQ | CONTACT US

**IOL 3.1**

4. If you are a new user, click on the FAQ tab found at the top and bottom of the page. Next click on General Help and Getting Started. Review FAQ – Getting Started. At a minimum, refer to “How do I obtain my user ID and password?” which is outlined below:

The process to obtain your user ID and password is fully automated and secure. Click on your Constituent menu (student menu, faculty menu, advisor menu, employee menu). Under the User Account submenu, click on the “I’m new to IOL” link. Follow the 4-step process to log in for the first time. Refer to the help tabs found at the top and bottom of most screens as needed.

If you are denied access, click on the Contact us tab found at the top and bottom of all screens. Then click on Contact Web Administrator and a form will appear. Please indicate that the topic is “Denied access to system”.

A summary of the 4-step process:

- Step 1) In order to retrieve your user ID you must fill in your last name and either your social security number (SSN) or Datatel ID (refer to your Alverno ID card for this number). After providing this information, your user ID is displayed in Interactive Online.
  - Step 2) On the same page, select an email address from a drop-down list that provides email addresses on file at Alverno College.
  - Step 3) Within a few seconds you will receive an email listing your temporary password. For security reasons, the email will not include your user ID provided in Step 1.
  - Step 4) Click the OK button. Using your user ID and temporary password provided in Steps 1 and 3, fill in the appropriate information on the Log in page. For security purposes, you will be asked to change from the temporary password to a password of your choice.
5. If you know your user ID and password, click on the Log in tab found at the top and bottom of the main menu. Enter your user ID and password and click submit to log in. On the right-hand side of the screen, click on the current students picture to proceed to the student menu. You will be welcomed with your first name displayed in the upper right-hand corner. The full student menu will be displayed listing the workflows available: announcements, user account, academic, communication, financial aid, and registration information.

CURRENT STUDENTS - IOL FOR STUDENTS MENU Welcome Diane!

<p><b>User Account</b></p> <p><a href="#">I'm New to IOL</a>  <a href="#">What's my User ID?</a>  <a href="#">What's my password</a></p> <p><b>Financial Aid</b></p> <p><a href="#">Award Letter</a>  <a href="#">Financial Aid by Term</a>  <a href="#">Financial Aid by Year</a></p> <p><b>Communication</b></p> <p><a href="#">My Documents</a></p> <p><b>Registration</b></p> <p><a href="#">Search for Classes</a>  <a href="#">Search and Register</a>  <a href="#">Express Registration</a>  <a href="#">Add/Drop Selected Sections</a>  <a href="#">Manage My Waitlist</a></p>	<p><b>Academic Profile</b></p> <p><a href="#">Academic Evaluation</a>  <a href="#">Class Schedule</a>  <a href="#">Course History</a>  <a href="#">Faculty Information</a>  <a href="#">Progress Report</a>  <a href="#">Student Information</a>  <a href="#">Validation Report</a></p> <p><b>Announcements</b></p> <p><a href="#">Advising (03/17/07)</a>  <a href="#">Financial Aid (02/07/07)</a>  <a href="#">Registrar (03/09/07)</a></p>
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[CHANGE PASSWORD](#) | [LOG OUT](#) | [MAIN MENU](#) | [STUDENTS MENU](#) | [FAQ](#) | [CONTACT US](#)

IOL 3.1

6. After logging in, proceed to a workflow by selecting from the menu items.

### Summary of Student Workflows Available on IOL

#### Academics:

- *Academic evaluation:* Provides students with the ability to review an academic evaluation for their active academic program. In addition, students can perform “what if” evaluations if they are considering changing academic programs. The evaluation lists student requirements for the communication placement assessment, general education courses by beginning and intermediate, and major and support area courses by beginning, intermediate, and advanced. Courses that are completed, in progress, transferred in, waived, substituted, or completed by a credit by assessment process will be listed if the Registrar’s Office has the completed paperwork.
- *Class schedule:* Provides students with the ability to review class schedules for semesters in which they are currently registered but have not yet completed. The schedule displays meeting information such as building, room, days, time, start & end dates, faculty contact information, prerequisites, course descriptions, etc.
- *Course history:* Provides students with the ability to review their course history. The course history lists courses by their term. It includes the course and section, course title, progress code (if the course is completed), and earned credits. Courses waived, transferred in or completed through the credit by assessment process will be listed at the top of the course history with no progress code or instructor listed.
- *Faculty Information:* Allows users to view faculty information such as their office location, office hours, class schedule, location and hours of classes. Only current classes and office hours will appear and are updated in January and August.

- *Progress report*: Provides students with the ability to review their progress report. The progress report lists courses/titles, semester hours, and progress codes for each. Please note that certain restrictions placed on students' records will not allow them to access the progress report.
- *Student information*: Provides students with the ability to review personal information, restrictions, relative information, and academic information. Updates to personal and relative information can be completed using this workflow. If any of the personal information is incorrect (such as address or phone), students should click on the 'Contact Us' link at the top or bottom of the screen and choose 'Contact IMSR' to provide updated information. Your full name and Datatel ID are required. Students should review any restrictions listed and use the Office Contact link to determine which office to call to clear any restrictions.
- *Validation report*: Provides undergraduate students with the ability to review their validation report. The validation report lists validations completed or in progress. Once an ability and level is completed, an asterisk (\*) will appear next to the level under the ability column. It also includes total units completed to date.

#### Communication:

- *My Documents*: Provides students with the ability to review documents that have been requested from them by various departments within Alverno College. They will see the description of the document needed, whether the document has been received or not, the date it was received (if received), the due date for submission of this document and the requesting department within Alverno College.

#### Financial Aid:

- *Award Letter*: Provides students with the ability to review the financial aid that they have been awarded for the year, the enrollment status which their award is based on, and their satisfactory academic progress status. Additionally, the award letter will indicate their financial aid budget, family contribution and need determined in accordance with federal guidelines.
- *Financial Aid by Term*: Provides students with the ability to review all of the different types of financial aid items (source) that they have been awarded for the academic term (summer, fall and spring), the dollar amount of this fund that they have been awarded and whether the item has been accepted, rejected or is pending.
- *Financial Aid by Year*: Provides students with the ability to review all of the different types of financial aid items (source) that they have been awarded for the academic year (summer, fall and spring), the dollar amount of this fund that they have been awarded and whether the item has been accepted, rejected or is pending.

#### Registration:

- *Search for classes*: Provides users with the ability to search for classes within a particular term. This is a search only service. Students cannot register for classes or add classes using this service. The results of a search for classes will display course names/titles, meeting information, faculty, course status, capacity/availability, credits, course descriptions, etc.
- *Search and register*: Allows students who are unsure of course and section numbers to first search for classes and then register for them. Please note that all registration is first filtered

through a course “shopping cart” referred to by IOL as preferred sections. Students must take further action in order to be registered for courses placed on their list.

- *Express registration:* Allows students to register or add sections in the most expeditious way possible. Students must know the exact subject, course number and section number for the classes in which they intend to register or add. Please note that all registration is first filtered through a course “shopping cart” referred to by IOL as preferred sections. Students must take further action in order to be registered for courses placed on their list.
- *Add/drop selected sections:* Allows students to add/drop/waitlist sections from their preferred sections list or drop themselves from sections for which they are currently registered. Information displayed includes preferred sections and current registrations.
- *Manage my waitlist:* Allows students to view their waitlist status, drop themselves from a waitlist, or drop themselves from sections for which they are currently registered. It includes information about their waitlist ranking. Students cannot register from a waitlist, only the Registrar can. In general, waitlisted students who meet course criteria are admitted to a section based on waitlist rank. However, preference is given to students who are required to take a course for their major or support.

Additional workflows may be added in the future.