

How to...Request a Course Extension in a Credit Recovery Course



Students must have 50% of the computer-based activities and associated written assignments in the units completed to request an initial extension of 3 weeks in the credit recovery course. A student may request a 2nd and final 3-week extension if additional work (both computer-based activities and written assignments) are submitted during the initial extension AND the student is now at 80% of the work to completed.

Step 1: If you have your course open, minimize the course content window to show the **Messages Center** on the APEX dashboard.

Step 2: Click the **White Plus Sign** on the Messages Center.

Step 3: On the *To* line, select **IVS Technical Support** to send the message.

Step 4: In the *Subject*, type **Request an Extension** and in the *Message* type the course name.

Step 5: Check the box labeled **Submit Homework**.

Step 6: Wait a moment for a new section to appear. In the dropdown menu for *Course*, select your course.

Step 7: In the *Activity* dropdown menu, scroll to the bottom and select **"Request an Extension."**

Step 8: Click the **Send** button.

IVS Technical Support will verify that you have received the appropriate Benchmark before approving the extension request. You will receive a follow-up email regarding the status of your extension request.