Indian River State College

Student Resources & Support

Need help? Start with **The River Line**. Connect with Admissions, Financial Aid, Advising, Records, Career Services, and more from your phone.

Common questions	Department	Instruction
How do I apply?	Admissions	Go to **IRSC.EDU/APPLY**
What classes should I take?	Advising	Schedule an appointment with your assigned advisor **IRSC.EDU/RIVERLINE** to discuss suitable classes and create an academic plan.
How do I find my assigned advisor?	Advising	Find your assigned advisor on **GO.IRSC.EDU** River Portal > Dashboard > Academic Profile
How do I register for classes?	Advising	REGISTRATION CAN BE DONE AT **GO.IRSC.EDU** New River Portal > Academics < Registration - Self service
Where can I view the official academic calendar, policies, course descriptions, etc.?	Academics	Course Catalog can be found at **IRSC.EDU/CATALOG**
How do I apply for financial aid?	Financial Aid	Complete the FAFSA at **STUDENTAID.GOV** include School Code **001493**
Who do I contact if I need help with FAFSA or have questions about financial aid?	Financial Aid	Join the Financial Aid line on **The River Line**
Where can I find information regarding the Promise program?	Promise	Go to **IRSC.EDU/PROMISE**
Where can I find information about using my Florida Prepaid, setting up a tuition payment plan or how to pay my balance?	Accounts Receivable	For questions, join the Accounts Receivable line via The River Line. Payments can be made online via your River Portal **GO.IRSC.EDU**
How can I apply for Scholarships?	Indian River State College Foundation	Go to **IRSC.EDU/SCHOLARSHIPS**
Who can help me with River Portal, Canvas, Honorlock, Microsoft 365, or Access Codes?	Student Help Desk	Email: **studenthelpdesk@irsc.edu** Massey – L-107 – **772-462-7039** Pruitt – L-123 – **772-336-6207**
Who do I contact for questions regarding Military/Veteran Services and Benefits?	Military and Veterans Services	Make an appointment with your assigned Military Advisor River Portal > Dashboard > Academic Profile Email: **veterans-info@irsc.edu**
Where can I apply for reasonable accommodations for a disability or medical condition?	Student Accessibility Services	Contact Student Accessibility Services: **accessibilityservices@irsc.edu** Info can be found at **IRSC.EDU/STUDENT-ACCESSIBILITY-SERVICES**
Who do I contact for career planning, resumé writing, and mock interviews?	Career Services	Make an appointment with a Career Services Advisor on **The River Line**.

How do I participate in student government, clubs, leadership development, organizations, River Pathways, etc. ?	Student Life	Locate RiverLife on your River Portal to review all upcoming events, organizations, River Pathways orientations, etc. You can also download the "lounge" app on your phone and sign in with Okta to stay connected!
Who do I contact if I need Mental Health Counseling?	Wellness Center	Indian River State College has partnered with Uwill to provide students with free mental health and wellness services: **APP.UWILL.EDU**
Where can I get help with food, hygiene, professional clothing, or community resources?	Wellness Center	The Wellness Center is located at Massey Campus in Building U Phone: **772-462-7825** Email: **studentwellness@irsc.edu**
Who do I contact or where do I go for additional help in my classes?	Instructor/ Tutoring Center	Contact your instructor through their preferred method of communication. You can go to the Tutoring Center at any campus. 24/7 online tutoring is available through Brainfuse, which you can find on your River Portal.
What do I do if an instructor is not responding or if I disagree with their response?	Department Chair/Dean	Sign in to the Advising River Line during Drop-in hours to request the Department Chair/Dean contact info.
I have been Dropped from one or all of my courses. What happened? What do I do to get back into class?	Advising/ Financial Aid/ Cashiering	Courses were likely dropped due to non-payment. Seek assistance with re-registration with an advisor and connect with either the Financial Aid or the Cashiering to ensure your payment is secured.
I have been Withdrawn from one or all of my courses. What happened? What do I do to get back into class?	Instructor	Courses were likely withdrawn for non-attendance. Connect with your instructor to receive permission to be added back to your course(s). The instructor will reinstate if approved.
I need to purchase books or I have questions about a bookstore purchase.	Bookstore	The Bookstore is located at the Massey Campus in the KSU Building. Purchases can be made online and shipped: **MYRIVERSHOP.COM** Contact the Bookstore: **772-462-7700**
I am writing a Research Paper or Essay and need help finding sources, citing sources, and/or formatting.	Library	Visit our Libraries webpage **IRSC.LIBGUIDES.COM**
Where can I take the PERT placement test, Florida Civic Literacy Exam, or another standard test? How can I make an appointment?	Assessment Center	Visit our Assessment Center webpage at **IRSC.EDU/ASSESSMENT**
I have questions about graduation/ commencement ceremony, regalia, tickets, accommodations, receiving my diploma, etc.	Graduation/ Commencement	Visit our Commencement webpage at **IRSC.EDU/GRADUATION**
How do I order my official transcripts? I have questions about transcripts?	Records	Visit our Records webpage: **IRSC.EDU/STUDENTRECORDS** Join Records River Line under Massey Campus or Email **records@irsc.edu**
I am an international student and have general questions.	International	Visit our International student webpage **IRSC.EDU/INTERNATIONAL-STUDENTS** After applying, make an appointment with the assigned advisor.
I have a concern, question about policies, or would like to file a grievance.	Student Affairs/ Ombudsman	Visit our Office of Student Life webpage at **IRSC.EDU/STUDENT-LIFE** or Email **studentaffairs@irsc.edu**