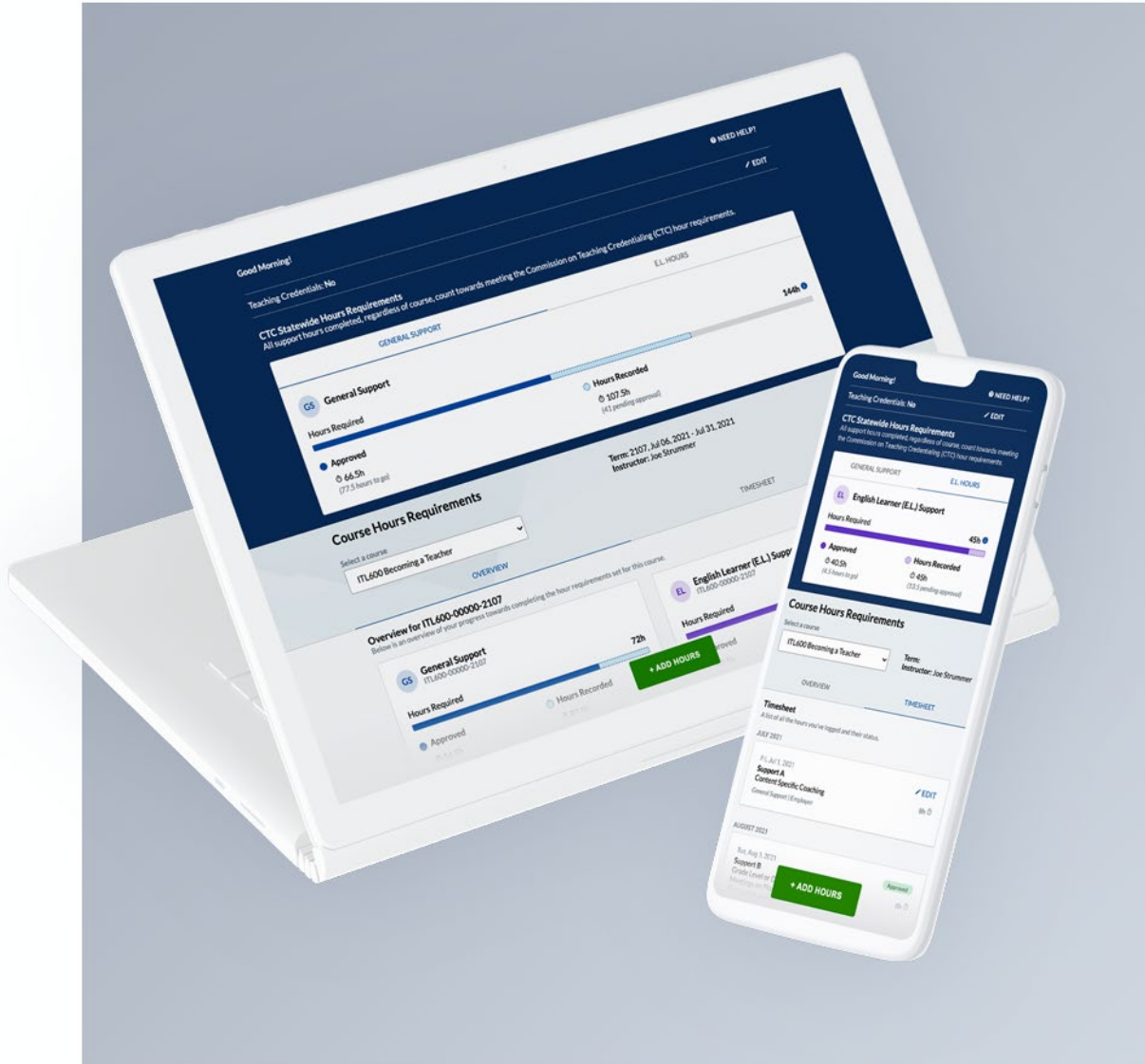


# RESOURCE GUIDE FOR INTERN SUPPORT VERIFICATION (ISV)



# Intern Support Verification (ISV)

## Objective

This job aid provides students with a detailed overview of how to utilize the Intern Support Verification (ISV) tool.

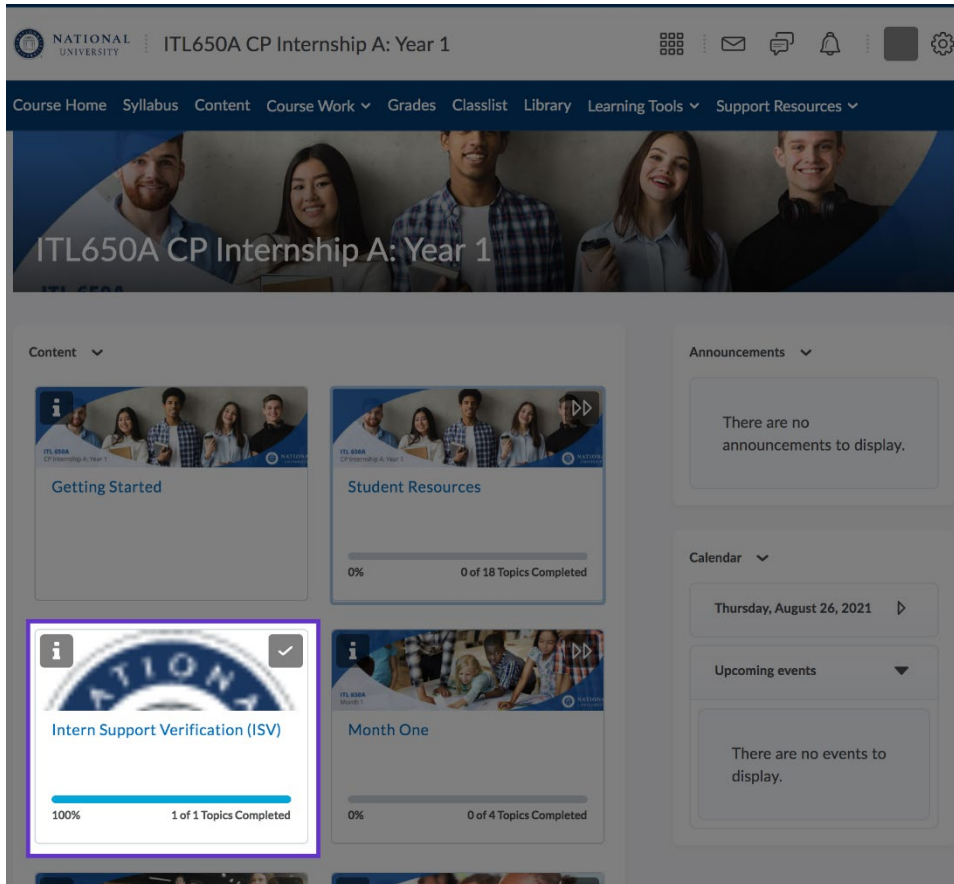
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*Click on a topic to jump to that section.*

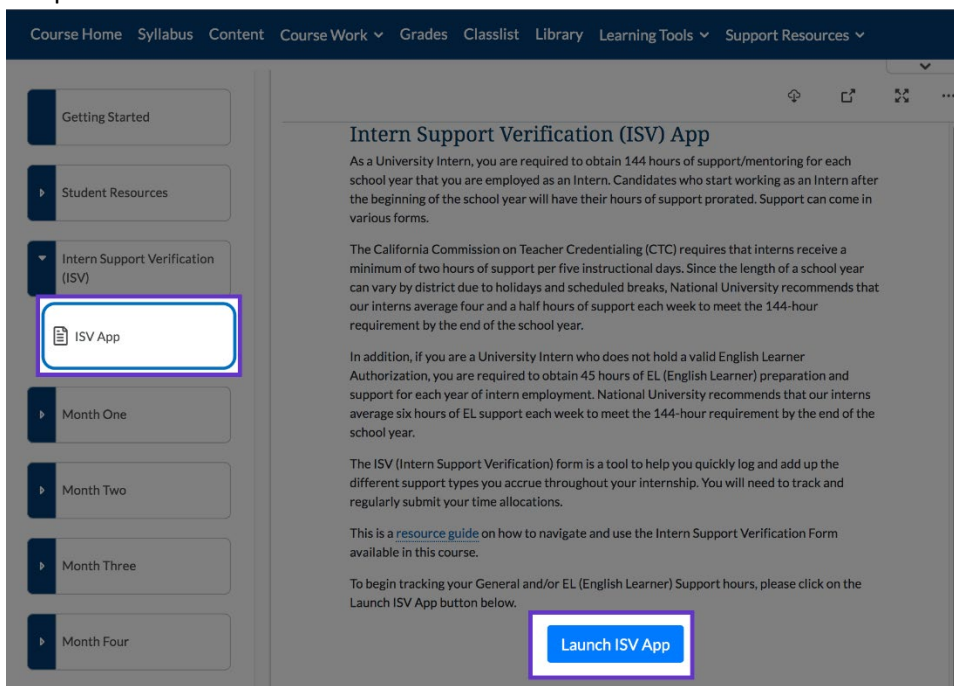
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## How to Access the Intern Support Verification (ISV) Tool

1. Log into Brightspace.
2. From the **Course Home** page click on the **Intern Support Verification (ISV)** box.

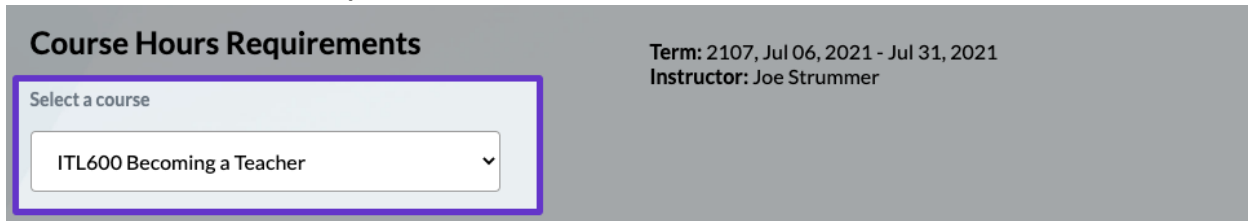


3. From the side navigation click on **ISV App** and then click the **Launch ISV App** button in the content area to open the ISV tool.



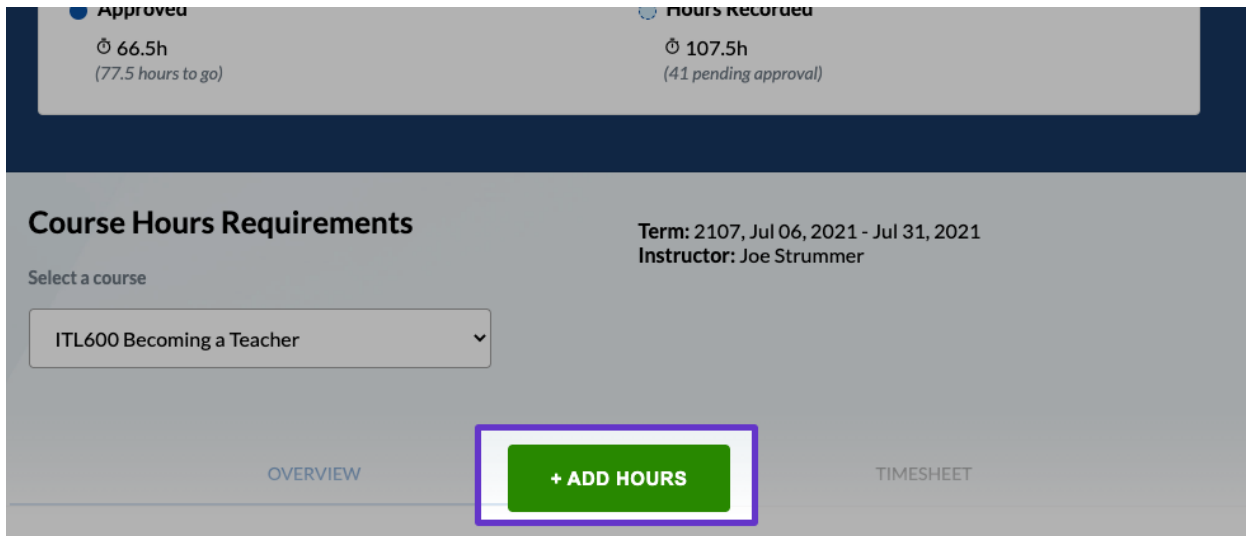
## How to add hours

1. Select a course from the dropdown menu.



The screenshot shows the 'Course Hours Requirements' form. At the top right, it displays 'Term: 2107, Jul 06, 2021 - Jul 31, 2021' and 'Instructor: Joe Strummer'. On the left, there is a dropdown menu labeled 'Select a course' with 'ITL600 Becoming a Teacher' selected. The dropdown menu is highlighted with a purple border.

2. Click on the +Add Hours button on the bottom of the screen.



The screenshot shows the 'Course Hours Requirements' form. At the top, it displays 'Approved' with a clock icon and '66.5h (77.5 hours to go)' on the left, and 'Hours Recorded' with a clock icon and '107.5h (41 pending approval)' on the right. Below this, the 'Course Hours Requirements' section is visible, including the term and instructor information. At the bottom, there are three buttons: 'OVERVIEW', '+ ADD HOURS', and 'TIMESHEET'. The '+ ADD HOURS' button is highlighted with a purple border.

3. Fill out the details.
  - a. **Date:** Select the date from the calendar.
  - b. **Support Detail:** Select the option for the type of activity completed.
  - c. **Hours:** Select the hours completed.
  - d. **Type of Support:** Choose between: "Employer" or "University"
  - e. **Count Hours Towards:** Choose between "General Support" or "E.L. Support."
  - f. **Honor Agreement:** Check the box to certify the information submitted is true and correct to the best of your knowledge.

- Once done click on the **Submit Hours** button at the bottom of the page.

A screenshot of a web form. At the top, there is a help topic: "? Help Topic: 'General Support' and 'E.L. Support' definitions." Below this is a section titled "Honor Agreement". It contains a checked checkbox with the text "I certify that the information above is true and correct to the best of my knowledge." and a warning: "Submitting false information will be treated as academic dishonesty which will result in disciplinary action, up to an including university dismissal." At the bottom center, a green button with the text "SUBMIT HOURS" is highlighted with a purple border.

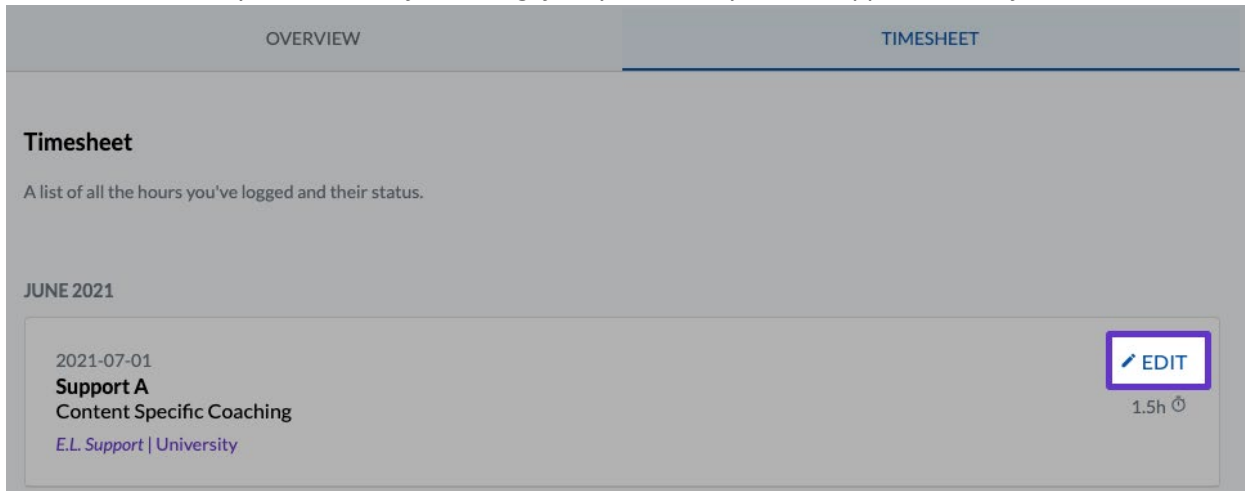
## How to edit hours

- Select a course from the dropdown menu and then click on the **TIMESHEET** tab.

A screenshot of a course page titled "Course Hours Requirements". The term is "2107, Jul 06, 2021 - Jul 31, 2021" and the instructor is "Joe Strummer". A dropdown menu is highlighted with a purple border, showing "ITL600 Becoming a Teacher". Below the dropdown are two tabs: "OVERVIEW" and "TIMESHEET", with "TIMESHEET" highlighted by a purple border. The "Overview for ITL600-00000-2107" section shows progress bars for "General Support" (72h) and "English Learner (E.L.) Support" (22.5h).

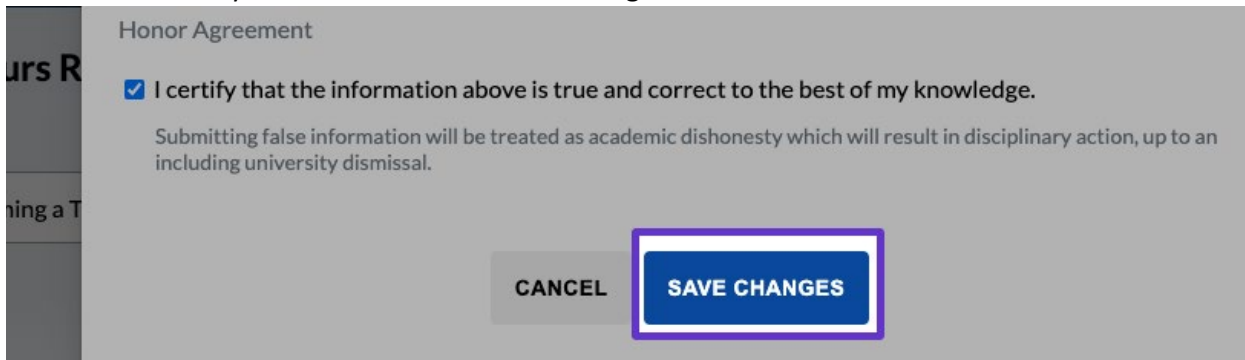
2. Click on the **EDIT** link for the record that you want to edit.

*Note: Hours will only be available for editing if they have not yet been approved or rejected.*



The screenshot shows the 'TIMESHEET' tab selected. Under the heading 'Timesheet', there is a sub-heading 'JUNE 2021'. A record is shown for '2021-07-01' with the description 'Support A Content Specific Coaching' and 'E.L. Support | University'. The record shows '1.5h' and an 'EDIT' button with a pencil icon, which is highlighted with a purple box.

3. Make the necessary corrections and click **Save Changes**.

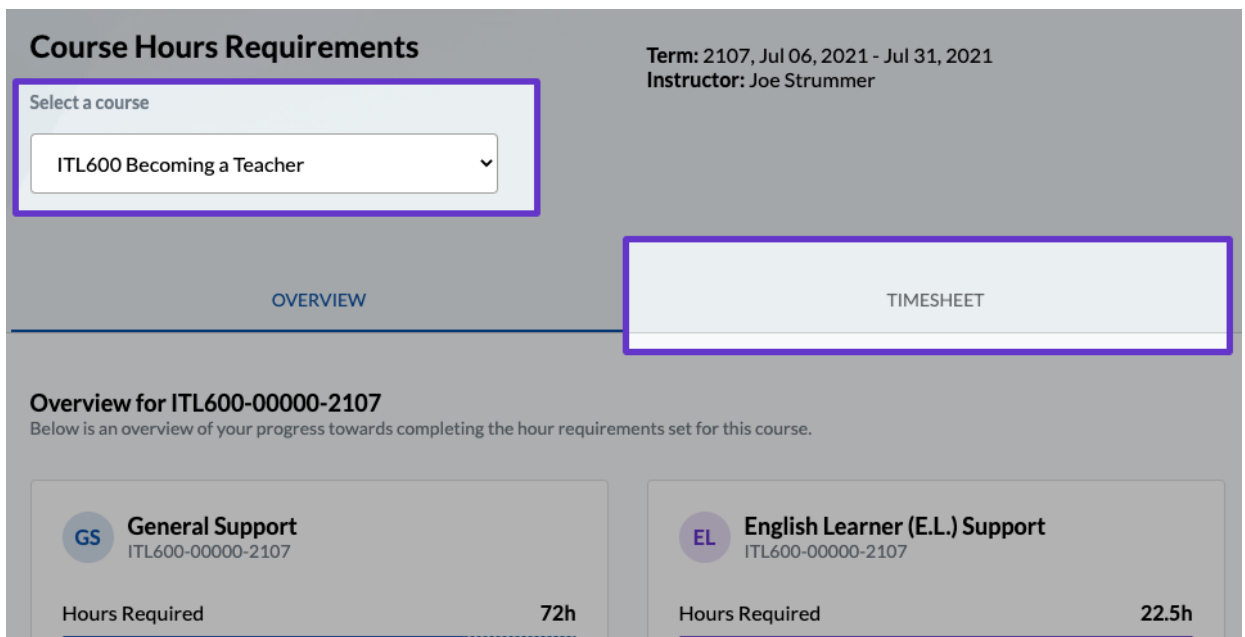


The screenshot shows the 'Honor Agreement' section. It includes a checkbox that is checked, with the text 'I certify that the information above is true and correct to the best of my knowledge.' Below this is a warning: 'Submitting false information will be treated as academic dishonesty which will result in disciplinary action, up to an including university dismissal.' At the bottom, there are two buttons: 'CANCEL' and 'SAVE CHANGES'. The 'SAVE CHANGES' button is highlighted with a purple box.

## How to see if hours have/haven't been approved

All hours that have been submitted for approval will be listed in your timesheet.

1. To access your timesheet, **select a course** you want to see from the dropdown, and then click on the **TIMESHEET** tab.

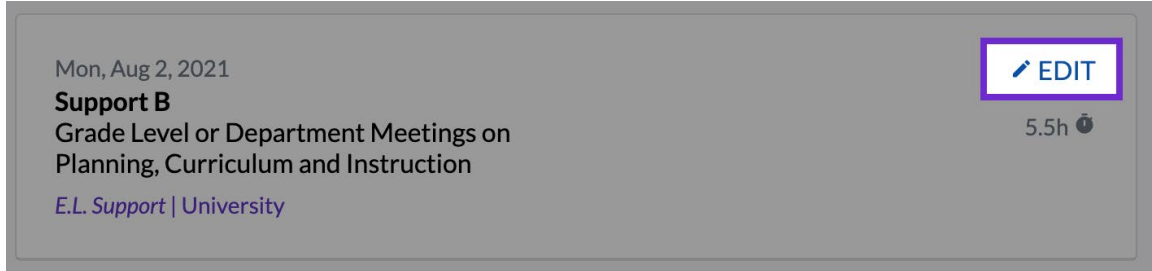


The screenshot shows the 'Course Hours Requirements' page. At the top, it says 'Term: 2107, Jul 06, 2021 - Jul 31, 2021' and 'Instructor: Joe Strummer'. There is a dropdown menu labeled 'Select a course' with 'ITL600 Becoming a Teacher' selected. Below this are two tabs: 'OVERVIEW' and 'TIMESHEET'. The 'TIMESHEET' tab is highlighted with a purple box. Under the 'Overview for ITL600-00000-2107' section, there are two progress bars. The first is for 'General Support' (ITL600-00000-2107) with '72h' required. The second is for 'English Learner (E.L.) Support' (ITL600-00000-2107) with '22.5h' required.

2. Your hours will be in one of the 3 stages:

- a. **Pending Approval:** Your hours have been submitted and are being reviewed by your instructor/supervisor. If hours haven't been approved or rejected, you will still be able to edit them to correct any mistakes.

Times vary depending on when your hours will be approved since all hours are required to be manually reviewed and approved by your instructor/supervisor.



Mon, Aug 2, 2021

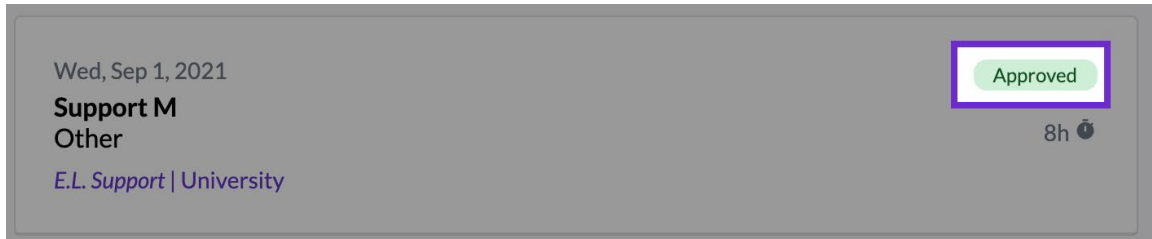
**Support B**  
Grade Level or Department Meetings on Planning, Curriculum and Instruction

[E.L. Support | University](#)

[EDIT](#)

5.5h

- b. **Approved:** Once your instructor/supervisor approves your hours a green badge will appear in the top right-hand corner of the hour records. **Note:** *You will no longer be able to edit your hours once they have been approved.*



Wed, Sep 1, 2021

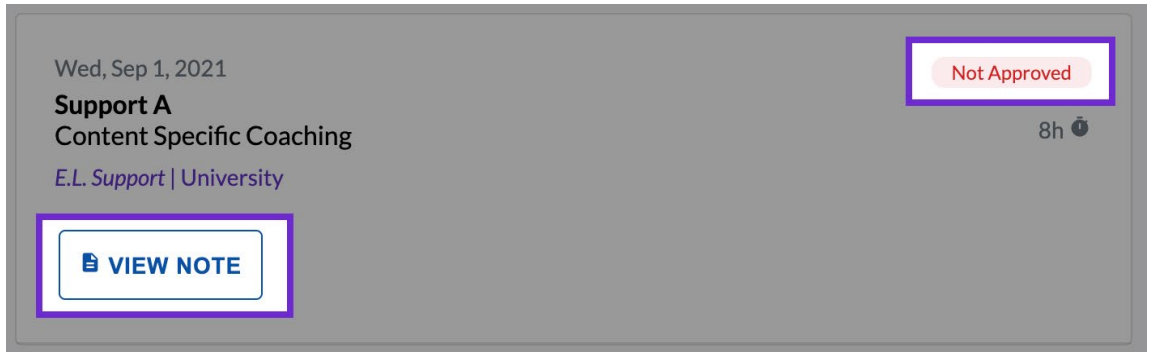
**Support M**  
Other

[E.L. Support | University](#)

[Approved](#)

8h

- c. **Not Approved:** If the hours have not been approved a red badge will appear (see below). To determine the reason, click on the **View Note** button. **Note:** *You will no longer be able to edit your hours once they have been rejected.*



Wed, Sep 1, 2021

**Support A**  
Content Specific Coaching

[E.L. Support | University](#)

[VIEW NOTE](#)

[Not Approved](#)

8h