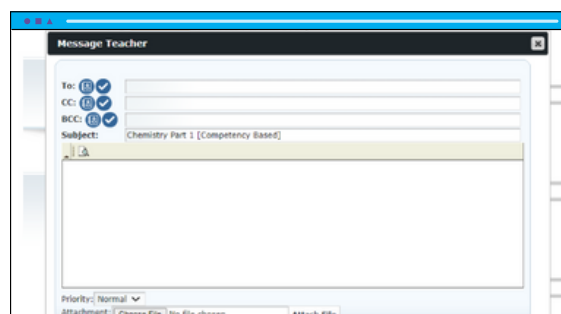


Do you need help with your eCourse?

Your teachers are here to help with your eCourse content! There are three ways to ask for help and additional support in your eCourses.

Message your teacher in eSchoolware

The easiest and best way to reach your teacher is to send your teacher a message in eSchoolware with a brief description of your problem or live instruction request, and dates and times that work for you to meet.

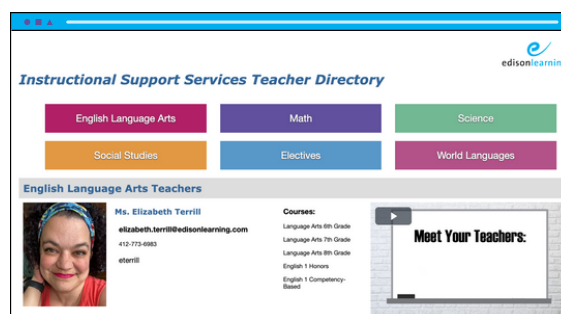


Request a live instruction session

You can also request personalized live instruction using the request link in your teacher's signature in eSchoolware. You can also find their contact information (email, phone number, etc.) there as well.

How to call your teacher

You can call your teacher using the phone number listed in the [directory](#) on the home page. If your teacher does not answer the phone, they may be unavailable at that time. Please leave a voicemail explaining your needs and dates and times that work for you to meet.



Your teacher's promise to you

Teachers will reply to all student communication (phone calls and messages in eSchoolware) within one business day. Normal business hours are 7:30 a.m.–4:30 p.m. ET, Monday–Friday, excluding weekends and holidays. Teachers will schedule time with students on a first come, first served basis depending on their schedule and the student's preferred days and times. Same-day meetings are available only if the teacher has availability to accommodate it within their schedule.

After you request help, what is next?

Your teacher will set up a personalized live instruction session with you if you need additional support and assistance for your eCourse. Please understand the following expectations to make it a successful and helpful meeting.

Before Your Live Instruction



Be Prepared

- Know your course name, part, unit and lesson number
- Find a quiet place, free of distractions



Be Working

- Read the lesson, assignments and prompts
- Take notes on any challenging questions, concepts or examples
- Complete the practice exercises
- Check with your advisor to make sure you are on pace
- Know the number of lessons you need to complete each day

During Your Live Instruction



Be Respectful

- Respect both yourself and your teacher
- Use respectful language
- Stay on task; focus on the subject of your tutoring session
- Use please and thank you



Be Engaged

- Take notes
- Ask and answer questions
- Think back: what did you just complete?
- Think ahead: what comes next?

After Your Live Instruction



Be Aware

- Follow the directions given by the teacher
- Review your notes from both the lesson and personalized live instruction session
- Message your teacher with any additional questions