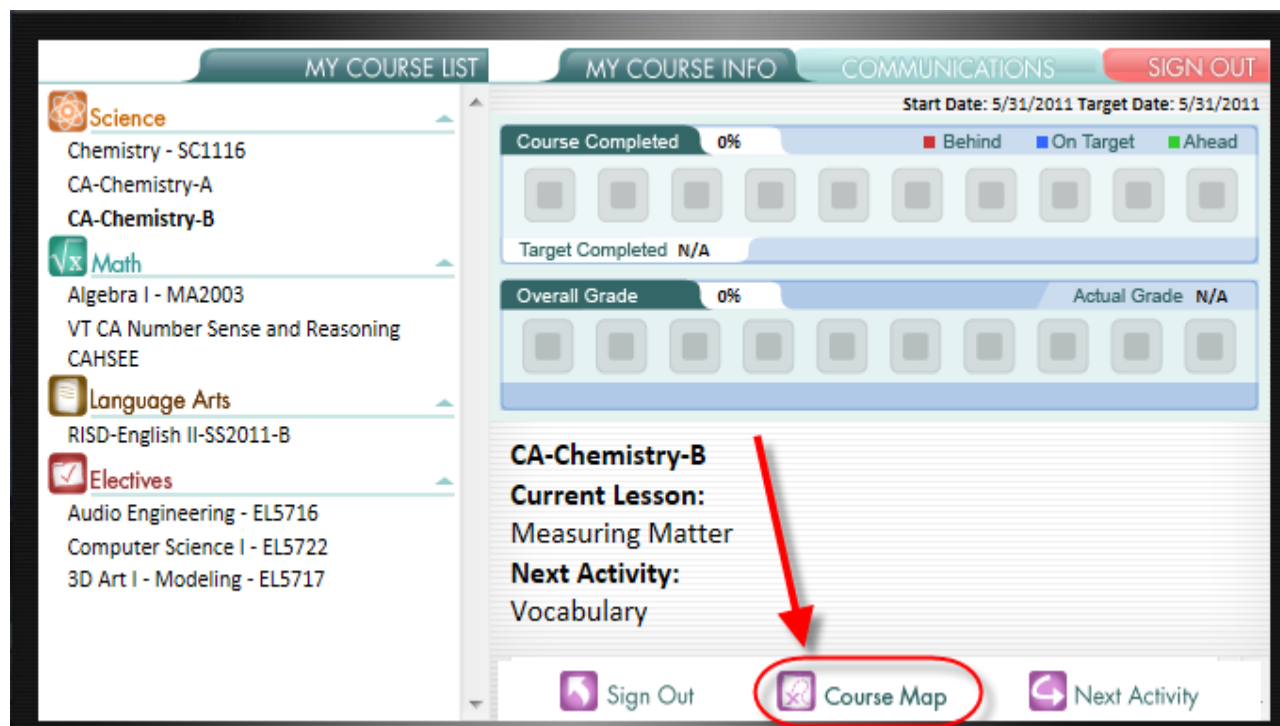


## Need Help? How and When to Use Student Support

Once you are logged into your course you will find yourself in the “Lobby.” You can start completing activities and you may find that you have a few questions. Click on the course name under course list and it will populate some information on the right hand side of the webpage. If you click on “Course Map” at the bottom of the screen it will take you into the overall view of your course.



After you have gone into the course map, you will see a list of assignments that you need to complete. Since you are in a summer course, you will start with a Pre-test which gives you a chance to test out of the content within that lesson. If you pass with a 80% or higher, you will move forward without having to complete all assignments in that lesson. If you don't pass, you will have to complete those activities and ask for an additional attempt on your quiz. To ask for this additional attempt, click on the “Student Support” icon located at the top of the screen when you are in the course map or in an assignment. The student support button looks like this:



Feel free to use the Student Support button when you have any questions or concerns.

Live Chat Support Hours

**'Live Chat' Student Support hours:**  
Monday – Saturday, 7am – 11pm (Eastern Time)  
Sunday, *no Live Chat support available*

What are the reasons you might need to use Student Support?

***Need Help Understanding the Course Material***

If you find you are struggling with certain aspects of the course material, you can utilize Student Support and gain immediate help and guidance from a Virtual Instructor, Concept Coach, or Success Coach. (For more details, please review the “Live Chat Student Guide” located in your Virtual Classroom under *Organizer > Resources > Files and Manuals.*)

***Awaiting Teacher Review***

At several points in the course, you will be stopped and asked to wait for an instructor to review your work before moving on to a test or quiz. If you see this message and wish to move on quickly, contact an instructor or academic coach via the Support button and let them know you are waiting.

***Out of Retakes***

Each student is permitted (by default) **one** retake for tests and quizzes. If you need more than one retake, you will have to ask an instructor or coach’s permission via ‘Live Chat’ or email. Since turnaround time on an email can be up to 24 hours, the Student Support button (if used during the appropriate hours; see above) is the best way to ensure a quick response.

***Have an Ungraded Assignment***

At times, a Concept Coach may need to closely review your work on an assignment if they believe you are struggling with a particular lesson. Be sure to contact us immediately if you have an item that needs to be graded.

The purpose of the ‘Live Chat’ Student Support feature is to ensure you get immediate assistance. While your online course may be self-paced, we understand that there are deadlines to adhere to, so please remember that our academic staff is here to help you make the most of your time learning online.

If you have any questions about how to work through your courses you can use the “Student Support” button to chat with any of our support staff. We have academic staff in our offices from 7:00 AM to 11:00 PM Eastern Time, Monday – Saturday. If you have any additional questions please feel free to email [virtualschool@education2020.com](mailto:virtualschool@education2020.com).