

# Student Academic Help



## First line of support

Your instructor, reach out to them with questions on

- Homework/Assignments
- Textbook/resources
- How to learn online
- How to submit work in Canvas
- About a grade or how to improve your grade

Contacting your instructor: check Course Announcements and Canvas homepage for office hours.  
Send message through Canvas inbox or Outlook.

## Additional subject support

We have additional, subject support through help email accounts:

- writing: [writinghelp@chartercollege.edu](mailto:writinghelp@chartercollege.edu)
- mathematics: [mathhelp@chartercollege.edu](mailto:mathhelp@chartercollege.edu)
- accounting: [accountinghelp@chartercollege.edu](mailto:accountinghelp@chartercollege.edu)
- online medical classes: [onlinehealthhelp@chartercollege.edu](mailto:onlinehealthhelp@chartercollege.edu)

Note: you do not need to be in a subject class to use these help accounts. For instance, if you are having issues with your writing and English skills in any class, you can use the writing help email.

## Tech support: [chartercollege.zendesk.com](https://chartercollege.zendesk.com)

We have technical support that can help with:

- Canvas issues
- Password issues (except 3<sup>rd</sup> party, like Vital Source and Grammarly)

## Student Academic Advisor

Your student academic advisor can help with:

- How to learn online, including using Canvas
- Using portal
- How to improve your grade
- What to do if you failed a course/SAP concerns
- Password issues

To contact your SAA, you can look for your student academic advisor in the catalog supplement at [chartercollege.edu/catalog](https://chartercollege.edu/catalog). They have also likely emailed you. So, check your Outlook at office.com.

## Student Catalog: [chartercollege.edu/catalog](https://chartercollege.edu/catalog)

Go here to find information on:

- Reasonable accommodation
- Academic policies and procedures
- Grading scale

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## **Program Manager**

Reach out to your Program Manager about:

- How to learn online
- How to get in touch with your instructor
- What to do if you failed a course/ SAP concerns
- Externship questions

To contact your Program Manager, find their name in the catalog supplement at [chartercollege.edu/catalog](http://chartercollege.edu/catalog).

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## **Director of Library Services**

For help with the virtual library:

- How to use the Virtual Library
- Help researching a topic

Contact through Live Chat or email on Virtual Library Homepage.