

**Students – Please contact your TEACHER FACILITATOR if you have questions about the following**

- Content specific questions
  - Needing help with a specific concept covered in the course
    - The best way to do this is to include as much details as possible. Often an example problem/question from the text will help the teacher be able to respond to you in the most efficient manner.
  - Clarification about content being covered
  - Additional Resources are needed
  - Questions about *graded* assessments
  - Concerns about a lesson or information found in a lesson
- Goals
- Expectations
- Discussion Board Questions
- Questions about an already graded assessment
  - Clarification on an incorrect answer
  - Clarification on feedback/grading
  - Concerns about content found in a graded assessment

**Please be sure to always include the following information when emailing your Teacher Facilitator**

Name  
Course Name  
Part  
Unit  
Lesson  
Assignment Number (if there is one)  
Questions....

**Tech Support and help for Students can be directed as the following:**

**NNDS students** need to be directed to [NNDSTech@nndsonline.org](mailto:NNDSTech@nndsonline.org) or 866-990-6637.

**Students – Please contact Tech Help first if the following issues arise:**

- Broken images – red x's
- Technology issues specific to their computer
  - QuickTime not working (videos not loading when link is NOT broken)
  - Adobe Reader not working
  - Microsoft Office issues
    - Word
    - Outlook
    - Excel
    - PowerPoint
  - Email not working
  - Issues with Username and Password
  - Internet connection
- Interwise connection issues
- Tech Support general questions - basic computer questions.

**Students – Please contact your Supervisor/Representative if the following issues arise:**

- Navigational Issues
- Course Material Questions
- Course Release
- Goals, progression, etc.

**Students – Please be advised that your Teacher Facilitator, may contact your Representative if the following issues arise:**

- Academic Referrals
- SAP Referrals
- Course Access Questions
- Finalizing/completing a course
- Goals, progressions, etc.