

HAVE A QUESTION FOR KENZIE?

Here are the best ways to ask!



CLASS AND PROGRAM		
Question/Topic	Who to Ask	Best Way to Ask
Access to MyKenzie/Canvas/InScribe/iLab	Program Manager or Help Desk	Email, MyKenzie, or helpdesk@kenzie.snhu.edu
Class content	Subject Matter Expert (SME)	InScribe or post on the related topic thread
Class attendance or assignment extensions	Facilitator	MyKenzie
Grades	Facilitator	MyKenzie
Classroom disputes	Facilitator	MyKenzie
Errors or issues with curriculum	Facilitator	InScribe
Class topics		InScribe
Assignment clarification		InScribe
Share class-related resources		InScribe
See class announcements		InScribe

CAREER CURRICULUM		
Question/Topic	Who to Ask	Best Way to Ask
General career-focused questions	Career Curriculum Specialist	Live sessions, during office hours, or careercurriculum@kenzie.academy
Career Curriculum assignments or submission		Q&A discussion board in Canvas or careercurriculum@kenzie.academy

MISCELLANEOUS		
Question/Topic	Who to Ask	Best Way to Ask
General questions about program or Kenzie	Learner Success Advisor	Email, MyKenzie, Zoom, text, phone call - Advisor will answer your question or refer you to appropriate resource
Accommodations for learning disabilities	Learner Success Advisor	Email, MyKenzie, Zoom, text, phone call - Advisor will refer you to accommodations office
Life circumstance impeding class attendance or deadline	Learner Success Advisor	Email, MyKenzie, Zoom, text, phone call
Time management, studying skills, etc.	Learner Success Advisor	Email, MyKenzie, Zoom, text, phone call - Advisor will answer your question or refer you to appropriate resource
Issues with class	Learner Success Advisor	Email, MyKenzie, Zoom, text, phone call
Withdraw from class	Learner Success Advisor	Email, MyKenzie, Zoom, text, phone call - Advisor will discuss this with you or direct you to appropriate form
Need to speak with a counselor	Learner Success Advisor or direct links to HelpU and Talkspace	Email, MyKenzie, Zoom, text, phone call - Advisor will connect you to appropriate resource or visit talkspace.com/KenzieAcademy
Request excused absence	Learner Success Advisor if unable to locate excused absence form	Email, MyKenzie, Zoom, text, phone call - Advisor will direct you to appropriate form
Financial questions about Kenzie account	Financial Aid Specialists	<i>learnerfinance@kenzie.snhu.edu</i>