

## KENZIE CONTACTS

- **Director of Learner Accommodations and Dispute Resolution**
  - Erika Huber  
[erika.huber@kenzie.academy](mailto:erika.huber@kenzie.academy)
- **Financial Services Department**
  - Financial Aid Specialists  
[learnerfinance@kenzie.snhu.edu](mailto:learnerfinance@kenzie.snhu.edu)
- **Learner Success Advisor**
  - Holistically guiding and empowering learners
  - Individualized coaching and advising through various factors
  - Support, Encouragement, and Accountability
  - Available via Zoom, phone, text, Slack, and email:  
[advising@kenzie.academy](mailto:advising@kenzie.academy)
- **Registrar**
  - Tralon Williams  
[tralon@kenzie.academy](mailto:tralon@kenzie.academy)

## TOOLS & SYSTEMS

- **[InScribe](#)**
  - Best place to ask for support
  - Questions are answered by both peers and the Academic Team
  - Discuss course concepts and receive assignment help
- **[MyKenzie](#)**
  - Where you start, every day find out whats happening today and this week easily navigate to everything you need to be successful view academic team and staff members request support

## LEARNER RESOURCES

- **[Academic Resolution Form](#)**
- **[Dispute Form](#)**
- **Academic Calendar**
  - Located in learner's Kenzie Student Experience course

- **Career Curriculum**
  - Produce first drafts of your Career Artifacts (the items you will need to apply for jobs, like your resume and LinkedIn profile)
  - Develop awareness and skills to speak to your Career Artifacts during an interview
  - Understand how your current skills relate to the tech field and be able to articulate that in written and verbal formats
  - Familiarize yourself with different career tracks available to you in tech and decide which path **you** want to follow
- **Career Services**
  - Dedicated to supporting new grads in their job search by providing resume help, job search support, mock interviewing and more.
  - We have an eco-system of employer partners that are interested in reviewing Kenzie Graduate for their open positions. We will help you get connected with employers events and recommendations.
  - [Kenzie job board](#) - See open Employer Partner opportunities

## THIRD PARTY HELP

- **[Childcare](#)**
- **[Covid-19](#)**
- **Crisis Hotline**
  - Text HOME to 741741 to connect with a Crisis Counselor
- **[Domestic abuse](#)**
- **[Food](#)**
- **HelpU**
  - Kenzie Academy students can access The HelpU Program through any of the follow options:
    1. Call 800-327-2251 to be connected with a live Care Coordinator at any time, 24/7

2. Text 800-327-2251; a Care Coordinator will respond in 1-2 business days

3. Access the live chat and/or complete the online service request form via **The HelpU Program** portal ([portal.bhsonline.com](http://portal.bhsonline.com), username **SNHU**); a Care Coordinator will respond in 3-5 business days

- **Topics include:** Finances, stress management, health and wellness, personal crisis, family, etc.
- **[Housing for unhoused](#)**
- **IT Helpdesk**
  - 6 am – 4 pm ET
  - [helpdesk@kenzie.academy](mailto:helpdesk@kenzie.academy)
- **[Learner Handbook](#)**
- **[Legal help](#)**
- **National Suicide Prevention Lifeline**
  - 800-273-8255
- **[Optimizing remote learning](#)**
- **[Physical health](#)** - Free workout videos
- **[Relax](#)** - Netflix party
- **[Substance abuse](#)**
- **[Talkspace](#)**
- **[Time management](#)**
- **[Unemployment help](#)**
- **Wi-Fi/Internet**
  - [How to improve internet connection at home](#)
  - [How to plan ahead for lack of internet access](#)