



Edgenuity[®] Instructional Services

Student Support Resources

- **1:1 Support** - throughout the week, teachers will be available for scheduled bookings. Students can make an appointment with their teacher and meet via phone or in their teacher's virtual office. This is a great way for students to work with the teacher, in real time, to go over work they may have questions about.
- **Live Chat Tutoring:** students can access tutors for on-demand concept coaching in the areas of Math, Science, Social Studies, and English. Tutors can support students with questions on Lessons or Projects and on course concepts or skills. **Please note* Tutors cannot assist with assessments or assessment questions. Students should reach out to their course teacher for questions related to retakes, unlocks, grades, etc.*

Live Chat Availability

Monday-Friday 8am-10pm ET

Saturday 11am-730pm ET



Chat Link: <https://conceptcoaching.zendesk.com/hc/en-us>

Click the CHAT button located on the bottom right of the screen to begin the support session.

*** Students must include their name (first and last), name of the course, and name of their school in the initial message. This information is required to ensure proper support. Don't worry! Our tutors will request the information if not provided. ***


- **Email and Phone** - students are encouraged to reach out to their teacher anytime they have questions or concerns. Contact information can be seen by both students and partners by clicking on "gradebook" on the student's main page in Genius.

Select	ID	Transcript Name	Start	End	Grade	Score To Date	Assignments	Percent Completed	Weeks	Teacher
<input checked="" type="checkbox"/>	226797	Algebra I A (2020)	03/10/2020	04/02/2020	0%	0	0 of 100	0.00%	14	Oppen,

Select a course to view unit grades

Algebra I A (2020)

Teacher Information

 **Name:** Oppen, Stacey
Email: stacey.oppen@edgenuity.com
Phone: 862-244-3870
Hours: Click the booking link to schedule a virtual meeting or a phone call with Mrs. Oppen, and use the Blackboard link to join your virtual meeting.
URL: <https://us.bbcollab.com/guest/e4e2c52d633e473f80739a8beef616b1>
Notes: Book a Virtual Meeting or Phone Call with Mrs. Oppen

- **Course Tools** - each OWA course has beneficial student tools including, highlight features, text to speech, a translator tool, and more.
- **Technical Support** – students may call in for both academic and technical support, Monday-Friday [REDACTED] 7:30 AM - 9:30 PM EST and Sat-Sun 9:00 AM - 5:00 PM EST
 - Technical Support: [REDACTED] (877) 251-6662 or Email Support@imaginelearning.com