

Student Communications & Assignments

We wanted to take a brief moment to help set expectations with respect to our communications, grading of assignments, and responding to your course questions. This way, moving forward, you'll know what to expect.

- **Student Support Hours of Operation.** If you email us between 8am and 5pm Pacific Time, we will do our very best to respond within 24 hours.
- **Technical Issues.** If you are having a technical issue and you need Student Support, please add the word "technical" in your email subject line. This will help us prioritize your request.
- **Grading of Assignments.** Grading your assignments is one of our top priorities, and we want to make sure we get back to each one of you in a timely manner. You may not see grades for an assignment on the day you submit, but we'll get to it as fast as we can. You will receive an email when grading is completed. Thanks in advance for your patience.
- **Questions & Support Forum.** This function, located on the black bar on the bottom of all task pages, is a great place for you to go if you have questions that are TASK SPECIFIC. Please be sure to first read the most frequently asked questions in each task, if any present, before submitting a new question. Also, we strongly encourage you to engage with these questions on your dashboard and course page sidebar features, as a great deal of learning happens within these discussions. If the question you post is not task specific, it will not be published.
- **Notes & Feedback Link.** At the bottom of every screen, you will see a link for feedback on the course. Please use it! Here you can record your private study notes, and, most importantly, you can give us feedback on each task so we can make improvements. Brutal constructive feedback highly welcomed.
- **Live Q&A Recordings.** As you know, you have the chance to listen in and sometimes participate in the live Q&A sessions. If you are unable to attend a session, you can find the link to the recorded call on your course dashboard behind the "Live Events" tab.

Lastly, as you can see, there are many ways for you to interact with your instructors and the Rouxbe team. We highly recommend that you only submit your thoughts in one place as it helps us stay efficient with our response timing.

Thanks for reading! Please let us know if there is anything else we can do to help you reach your culinary and course goals!

Happy Cooking!
Your Rouxbe Instructor Team



www.rouxbe.com

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