



The Andrews School Instructions FAQ

Q: How do I contact my instructor?

A: Send any questions by email to andi@andrewsschool.com. You can also post questions on the "Discussions" forum in your module online if they are general and not about an exam.

Q: Can you have my instructor call me?

A: Our instructors are not available by phone. You can call the office at 405-694-8688, and Glenda may be able to help answer basic questions or walk you through what to put in an email so that your instructor can help you further.

Q: When is the office open?

A: We are usually available Monday through Friday, 7:30 a.m. to 4 p.m. central. Check the listings posted in the General Discussions forum on the student site regularly for posted closings and holidays.

Q: How quickly should I hear back from my instructor?

A: That depends! Answers to emails and assignments graded by instructors generally have a 1- to 3-business day turnaround time, but keep in mind on emails that the turnaround time starts when we receive your email, not necessarily when you send it. If you send a question when the office is closed, we will not get it until the next business day. If your assignment isn't graded or your email isn't answered within 3 business days, send a new email to the office to check on the status. Resending the original email may drop you down the queue if we're just running a little behind.

Q: I'm not going to be able to meet my deadline. What are my options?

A: There are a number of extensions available for students to use to push back a deadline for any reason. You will find an explanation of what is available and how to request an extension in each Module's Announcement forum, in the post titled "Deadlines and Extensions."

Q: What time of day are my assignments due on my deadline?

A: You have until midnight the night of your deadline to submit your work or an extension request.

Q: My deadline is on a Saturday. Do I have to submit everything on Friday instead?

A: Your assignments are due on your deadline, regardless of which day of the week it is.

Q: What days/times do I have to log in to the student site?

A: Your schedule is up to you. There are not required times or days you have to work on assignments, but we encourage you to get some type of schedule set up so that you can stay on track for your deadlines.

Q: I'm feeling really lost and overwhelmed. Is there anyone I can talk to?

A: You can email Shelly or call Glenda! If you're lost about something they can't help directly with, they can at least get you on the right track and help you with putting something together so your instructor can assist you further.