Homework Help and More!

FREQUENTLY ASKED QUESTIONS

As you dive into a new and exciting year at Leon County Schools! In partnership with Edmentum, FEV Tutor is excited to announce Homework and Coursework support available to you 24/7!

Homework and Coursework Support:

Coursework Support provides a 1 on 1 environment to students who need extra help with specific assignments, projects, or course assistance.

Who is it for?

All 3rd - 12th graders can receive homework/coursework help at any time of day!

When does it happen?

- Homework/Coursework Help can happen as often as desired!
    - Students have 24/7 access to Homework Help instructors through our On-Demand option to receive real-time support.
    - Students can schedule Homework/Coursework Support sessions in advance by emailing edmentum@fevtutor.com with their preferred day, time, subject, and assignment/topic.

How can students access Coursework Support?

- Students and families log in to their Homework Help dashboard through **Classlink** and click the "Request On-Demand" button at the top of their screen. Once they select their areas of need through the drop-down menu and click "submit" they will be paired with a tutor within seconds!
- If a lesson has already been scheduled and the student needs to meet with their tutor, the "On-Demand" button will switch to a red, "Join Session Now" button. Click the button to join the tutor in the virtual classroom.

edmentum@fevtutor.com

My Student had a lesson Scheduled, but the "Join Session Now" button is not there...

- The join session button will appear about 5 minutes before a scheduled session.
- If a student is more than 15 minutes late, the session will automatically cancel. The student will receive an email with make-up session options. They can also request an On-Demand session at that time if needed.

How can students share their assignments and questions with their tutor?

- As a best practice, we encourage students to share assignments with their tutors in advance (1-2 days prior to their lesson)
  - The easiest way to share assignments is to email our support team, **edmentum@fevtutor.com**
- We know that students often need real-time support and cannot predict what they will need help with ahead of time.
  - Students can request an On-Demand lesson and select their areas of need through the dropdown menu items. They can share an assignment file at this point by clicking, "browse and upload."
  - Students can also share files after they have entered the virtual classroom by clicking the "upload file" button on the left of their screen OR by sharing their screen with their tutor.