

Built-in Teacher Support



TEACHER HOTLINE (1-877-377-9537): We provided a dedicated teacher hotline that you can contact, for any technical or academic questions, from 8 am to 5 pm ET, Monday through Friday.



CHAT: For SY 2020-2021, we are introducing a live chatbot on the site for teachers and students to easily text and get answers to their questions in real time.



ACADEMIC TEAM AVAILABLE FOR QUESTIONS: Submit tickets to our academic team on the platform to answer questions on rigor, standards, or make changes to course material if required. They respond to all requests within one business day.



PERSONALIZED TRAINING: We're adding webinars daily to our Training Calendar. Attending one of our LIVE Training Webinars is strongly recommended to gather tips and best practices. You can also reach out to support@usatestprep.com for help as well. Teachers trialing USATestprep may request a 20-minute walk-through of the platform by emailing demo@usatestprep.com.



DIY TRAINING: Teachers can independently walk through our online training resources that include videos and step-by-step guides to create assessments, make assignments, use classroom resources for distance learning, and more!



WEEKLY TIPS & ANNOUNCEMENTS: Our subscribers receive "Monday Morning Quick Tips." These brief tips are the perfect way to kick off the week, giving new ways to pull data, interact with students, and save time! We also ensure our users never miss an offer or a product update with in-platform, quick, pop-up messaging.



TRAINING OPTIONS AND SUPPORT FOR PARENTS: Parents/guardians often have many questions regarding new platforms and we provide resources that answer the most frequently asked questions that teachers can send to their students' parents/guardians.