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Welcome to the StraighterLine FAQ!

To help improve your StraighterLine experience, we have compiled a list of questions that students frequently ask.

In this FAQ, you will find answers to questions regarding:

- Academics -->"where do i get a text book?"
- English Composition courses -->how do i submit essays?
- SMARTHINKING -->I'm having trouble with SMARTHINKING. What do I do?
- Partner College -->what grade do I have to get to be awarded credit at a partner college?
- Blackboard -->I'm having trouble with Blackboard. What do I do?
- StraighterLine for \$99 Program --> Can I get a refund in the StraighterLine for \$99 Program?

Of course, if you do not find the answer to your question here, please contact your course advisor. He or she will be able to get you the information you need.

General FAQ

How do I get started?

Click on the green "Get Started" button. Select the course that you would like to take. Pay for your course with a major credit card. Within 48 hours you will receive an e-mail giving you access to your selected course.

What are "required college courses"?

Required college courses are the courses that most students must take early in their college careers in order to receive their degree. Most colleges will require math, writing, science and humanities courses.

How long do I have to complete the course?

StraighterLine for \$99 allows you unlimited access to a course. Individual courses purchased for \$399 give you up to six months from the date you enroll to complete the course. For our newest program (Freshman Year for \$999) you have 12 months to complete your courses.

How quickly can I complete a course?

As quickly as you are able.

How do you ensure quality?

At StraighterLine, quality assurance has many layers. First, all the elements of the course -- the course content, the textbook, the technical infrastructure and the instruction -- are provided by companies that already serve hundreds of colleges. Second, all student work -- such as tests, instructional sessions, and even which web pages are clicked -- are available to review for quality control purposes. Third, course development and the SMARTHINKING instruction is overseen by former college

professors. Lastly, a variety of entities and organizations have reviewed StraighterLine's courses. For instance, all partner colleges are given the opportunity to review the entire course experience before agreeing to be a partner college. The [American Council on Education \(ACE\)](#) recommends StraighterLine courses for college credit. The [Distance Education and Training Council \(DETC\)](#) - an accreditor recognized by the federal Department of Education - has said that StraighterLine courses meet or exceed their standards for online course quality.

How do I access my textbook?

At StraighterLine, we do what we can to reduce the cost of textbooks. All StraighterLine courses come associated with textbooks that have e-book options, allowing students to save up to 50% on the cost of a book. Students may purchase a new book in print, an e-book or buy a used book. StraighterLine textbooks are sold separately by our official bookstore partner EDMAP. You can purchase either an ebook or a physical textbook by going to: <http://www.straighterlinebooks.com>. Textbooks required for each course can be found on the course syllabus located on the website

Where do I get a textbook?

To get a textbook, you'll need to access the StraighterLine bookstore through your course. The bookstore is available at <http://straighterlinebooks.com>. You will need to register at that site in order to purchase books. By working with this text provider StraighterLine is able to provide our students a hard copy or an e-book (please note that e-books are generally less expensive but may have slight differences in page numbers and resources compared to a hard copy text).

Do I have to buy my textbook through StraighterLine?

No, you may purchase your textbook anywhere. The book titles and ISBN numbers for the course textbooks can be found on the course syllabus.

Do I have to buy the textbook?

As in many college courses, purchasing the book is ultimately up to you. The StraighterLine courses use reading assignments and practice work from the textbook as supplements, but you will not be required to turn in anything from the book.

StraighterLine highly recommends that you purchase the appropriate text so you are equipped with as many resources as possible.

Can I take more than one course at a time?

Absolutely! Either choose the \$399 option for each course that you like. If you are enrolled in the StraighterLine for \$99 option, you pay \$39 for each additional course you start. For the \$999 program just start as many as you'd like by connecting with your course advisor.

Which partner college should I choose?

You should pick the partner college that best matches your educational goals. For instance, does the partner college offer the degree program that you want? Do you want to finish your college education online, in-person, or both? Do you plan to transfer your

credits to another institution that is not one of the partner colleges? What are the partner college's tuition and fees for courses after StraighterLine?

I purchased a course, when can I start?

You will receive an e-mail with access instructions within 48 hours.

When will you have more courses?

Please continue to check the website for course additions. StraighterLine will continue to add more courses as quickly as we can build them. If you do not see a course listed and you would like us to create it--let us know! Visit [Suggest A Course](#) here.

Do you offer degrees?

StraighterLine does not offer degrees. It offers the first courses that you must take in just about every degree. To complete your degree, you can enroll in a StraighterLine partner college or transfer your credits to any college that awards credit for American Council of Education (ACE) approved courses.

What is a Course Advisor?

A Course Advisor is a StraighterLine employee that can personally answer your questions and help you as you complete your course(s).

How is this different than other online degree programs--like University of Phoenix, for example?

With StraighterLine, you can take just the general courses you will need during the first few years of a degree program. We focus our program on the courses, not the degree. You can chose to receive real college credit from a Partner College, transfer credit to any college that accepts courses approved by the American Council of Education (ACE), prepare for a CLEP test, or take the course as a refresher--at StraighterLine, your options are open. Take one or several courses--it is your choice.

Who do I call if I have technical problems?

Technical support is available via phone--the contact information is provided to StraighterLine students once they begin a course--please feel free to click on the green "Get Started" button to begin the process of becoming a student.

My friend and I want to take a class together--can we do that here?

You and your friend can each sign up for a StraighterLine course. StraighterLine courses are self-directed, which means that you work through them as a one person class. But, you and your friend can create your own study group and support each other as you both progress through the course.

How many students are in a StraighterLine class?

One. You work at your own pace. When you need help, you are able to work one-on-one with a SMARTHINKING instructor.

What happens if I cancel the course before it is complete?

If you cancel a course before you have completed all graded assignments, those incomplete assignments will be awarded a score of zero to then determine your final average in the course. If you choose to retake the course in the future, you will be subject to the retake policy outlined here.

Retake Policy: Final grades for all course attempts will be averaged to determine a student's score in the course.

I'm having trouble with Blackboard. What do I do?

Contact **Blackboard Technical Support:**

Telephone: 1-800-588-3196

Call in hours: 24/7

How do I cancel my course?

Email or call your Course Advisor before your next re-billing.

Re-billing occurs every 28 days, and charges **cannot** be refunded once processed. More information about StraighterLine's refund policy can be found in the student handbook or on the main website (<http://StraighterLine.com>)

My first course was great! How do I start another?

Email or call your Course Advisor when you are finished with a course and indicate which course you would like to begin.

If you are enrolled in the StraighterLine for \$99 program, you must finish one course before you begin another; in other words, you cannot enroll in more than one course at a time.

If you are purchasing a course for \$399, you can take more than one course simultaneously, but you have to make the \$399 purchase for the second course.

Your Course Advisor will normally enroll you in the next course within 48 hours of receiving your request.

I'd like to retake a course. What do I need to do?

Students may retake a for-credit course as many times as they choose.

Final grades for retakes will be averaged with the student's previous scores in a for-credit course. Developmental courses may be taken as many times as needed without averaging final scores.

\$399 students will need to repurchase the course.

\$99/month students will need to notify their Course Advisor and simply continue with their monthly plan.

How do I connect with other StraighterLine students?

Visit <http://straighterline.ning.com/> and sign up to join StraighterLine's social network.

You can interact with staff, find news and events related to StraighterLine, read our blog, watch our videos, listen to our podcasts, and work with fellow students who are taking the same course as you.

It is a great place to get to know us better and we look forward to seeing you there!

Credit FAQ

What do you mean by "real college credit"?

StraighterLine courses are real courses that receive real credit from accredited universities. StraighterLine courses are recommended for college credit by the [American Council on Education \(ACE\)](#). Most colleges will accept ACE recommended courses for credit. Check with the college in which you would like to eventually enroll. Or, you can save the ACE fee and choose one of StraighterLine's partner colleges who have agreed to award credit for StraighterLine courses directly. You could choose to, but do not need to, take an additional test -- like a CLEP or AP course -- after completing the course. After receiving credit at one of StraighterLine's partner colleges or another college of your choice, these credits will be transferable depending upon the credit transfer policies of the college to which you want to transfer. Your personal Course Advisor will help you with this if you have questions.

How do I receive college credit?

After completing and passing a course, we'll send you the information on how to apply to a Partner College of your choice. Or, you may create an account with the [American Council of Education \(ACE\)](#) Credit Recommendation system and request that a StraighterLine transcript be sent to any college in which you want to enroll. Students are responsible for paying any fees -- such as application or transcript fees, associated with enrollment at a partner college. Once enrolled in the college, you will receive credit for having taken courses.

Can my college credits transfer?

Yes. These credits are just like any other credits issued by a Partner College. All credits - or any other college -- are subject to the receiving college's credit transfer policies. If you intend to transfer your credits, ask the institution that you will eventually transfer to whether they will accept credits from the Partner College that you have selected--your personal Course Advisor will help you with to better understand this process.

How long will it take to be awarded credit?

We cannot predict the time-lines of other institutions; however, we will do everything we can to make the process as quick as possible. Before you finish your Course, we will help you get the Partner College enrollment process started. When you are close to finishing your course, you should notify your Course Advisor for instructions on how to apply to the Partner College you have chosen. Once finished, your grade will be sent to the Partner College, and they will work to award the credit for the course.

Is StraighterLine accredited?

StraighterLine is not a college, so it is not accredited. Accreditors will only review entities that provide full degree programs. However, StraighterLine's partners are [regionally accredited](#) -- the highest level of quality assurance. Also, the [Distance Education and Training Council \(DETC\)](#), an accreditor recognized by the federal Department of Education, has reviewed Straighterline's courses and said that they meet or exceed their standards for online course quality. Lastly, the [American Council of Education's \(ACE\) Credit Recommendation Service](#) has approved all of Straighterline's courses.

Will my current school accept this course?

That is up to your current school. StraighterLine does not award credit hours for courses. Credits come from our partner colleges or in the form of ACE credits. Depending on how you choose to earn credit (through a partner college or ACE), you will need to check with your current school to see if they will accept credits from that source.

ACE descriptions of StraighterLine courses can be found [here](#).

Can high school students take your courses?

Anyone may purchase and take a StraighterLine course. However, admission at most colleges, including StraighterLine's partner colleges, requires a high school diploma or GED.

How many credits do Partner Colleges award for StraighterLine courses?

Currently, our Partner Colleges award 3 credits per StraighterLine course.

Contact your Course Advisor to find out exactly how StraighterLine courses correlate with your chosen Partner College's courses.

What are ACE credits?

StraighterLine courses have been approved by the American Council on Education (ACE). Thousands of colleges award credit for ACE approved courses. To be sure your current school will award credit, check their website or call the college and ask if they accept ACE recommended coursework. To learn more about ACE, [click here](#). To learn how ACE awards credit for specific StraighterLine courses, [click here](#).

How do I earn credits through ACE?

[Click here](#) for specifics on how ACE awards credit for StraighterLine courses.

To use the ACE process:

1. Be sure the college in which you want to enroll will accept ACE recommended courses. If not, consider one of Straighterline's partner colleges. A list of ACE affiliated schools can be found [here](#).
2. Successfully complete a Straighterline course (70% or higher final average).
3. Alert the StraighterLine course advisor that you want your StraighterLine credit listed on an ACE transcript.
4. ACE will send you a confirmation email with a link for you to follow to login. If you do not already have an ACE account, StraighterLine will provide you with a

student ID that you will use to login. ACE charges \$40 to create an account. If you already have an ACE account, you will use your Social Security Number to login. Please tell your Course Advisor your Social Security Number so they can send your course completion information to ACE. StraighterLine will not store your social security number.

Academic FAQ

Will I receive a grade?

StraighterLine scores assessments based upon a percentage of 100%. Your StraighterLine transcript will reflect the percentage score and corresponding grade as set forth below:

Score	Grade
93-100	A*
90-92	A-
87-89	B+
83-86	B
80-82	B-
77-79	C+
73-76	C
70-72	C-**
67-69	D+
63-66	D
60-62	D-
Below 60	F

Certain partner colleges, including Fort Hays State University, Jefferson Community and Technical College and Assumption College, will post the StraighterLine grade on your transcript when you enroll there (for a full list please visit [the Transfer Information page](#)). Others will reflect a P/F only. You should review our [partner college page](#) for specific policies related to those institutions. If you plan to request credit from another institution via ACE, you should check with that institution regarding grade posting policies.

*StraighterLine does not award A+ grades.

**70% or higher average required to be recommended for credit by ACE and most partner colleges

How am I graded?

Each course has tests during the course and a final test. For English composition, you must submit original essays to SMARTHINKING's Online Educators for grading.

Can I take a course again if I fail it?

Students may retake a for-credit course as many times as they choose. Final grades for retakes will be averaged with the student's previous scores in the course. \$399 students

will need to repurchase the course. \$99/month students will need to notify their Course Advisor and pay a new \$39 fee. Developmental courses may be taken as many times as needed without averaging final scores.

Does a failing grade affect my college transcripts?

This is a great aspect of StraighterLine--because StraighterLine is not a college, your work is not a part of your academic record until the information is transferred to a partner college or a college awarding credit for American Council of Education (ACE) approved courses. Because failing grades will not earn you credit at a Partner College, StraighterLine recommends retaking the course until you pass and then transferring your successfully completed coursework.

Does a failing grade affect my GPA

No. Your GPA is not affected by work done at StraighterLine. Once you are awarded credit by a Partner College, your cumulative GPA will be affected as it would for taking any college course.

I think there is an error in the test. What do I do?

Answer the question to the best of your ability, but make note of the question number and quiz. After you have completed the exam, you can view the questions, your answer and whether it was correct or incorrect. Your course advisor can help you to get a copy of the entire question (including incorrect answer options) so that you can the question to a SMARTHINKING tutor to determine if there was an error with the question. If the tutor finds an error with the question, email your Course Advisor the discussion with the tutor. If there is indeed an error, you will not be penalized for missing that question.

I'm finished with my course. Now what?

Send your Course Advisor an email indicating your completion.

If you are planning to transfer your course to a Partner College but have not received the instructions on how to do so, ask your Course Advisor for those.

How do I receive credit for my StraighterLine course?

Talk to you Course Advisor about which Partner College is best for your academic needs. Before you finish your course, ask your Course Advisor for information on applying to your Partner College.

How do I contact my course instructor?

StraighterLine courses do not have instructors, which allows you to begin when you want, progress as quickly as you want, and have no set due dates. You only have to answer to yourself, but your course advisor will help you stick to your goals.

If you have a question about the **course content**, refer to a SMARTHINKING tutor.

If you're having trouble with **Blackboard** or **SMARTHINKING**, refer to their respective support lines.

All other questions can be directed to your **Course Advisor**.

How do I know if I have completed all of the course requirements for a course topic?

Use the checklists found in each topic to see if you have completed all of the requirements before moving on.

I thought there were not supposed to be due dates! What is this course timeline?

The course timeline is a **suggested** timeline to help you set your goals in the course.

There are not any set due dates, but you should use this timeline or create one of your own to help you complete the course in a timely manner.

If I use the "Assignments" area as a guide, will I complete all the course requirements?

No. Each course has both graded and non-graded assessments and requirements; therefore, the best option is to consult the checklists contained in each topic to ensure that you are fulfilling all of the course requirements.

How do I submit essays?

Detailed directions for submitting both graded and non-graded essays can be found within your course.

Click on the "Assignments" tab on the left hand side of your course page. Locate your assignment by topic. Be sure you know whether you are submitting the first draft or final draft (for grading) since there are different directions for each.

What's the difference between submitting a first draft and a final draft?

First drafts or early drafts are submitted for feedback from a tutor. The tutor will not assign a grade for the essay but will provide you with comments on how to improve your work.

Your final draft should be submitted when you are ready for the assignment to be graded. You may only submit an assignment when you are ready for the assignment to be graded. You may only submit an assignment for a grade one time, so make sure you have revised your essay before submitting it!

The assessment prompt does not match my assignment requirements. What do I do?

For every writing assignment that you submit for a grade, you will see these instructions:

Compose an essay that consists of an introduction (thesis statement included), at least two body paragraphs (major points supported by reasons), and a conclusion. Your essay should not exceed 1250 words.

Type your instructor- or school-provided essay topic at the beginning of your essay in the following box.

To ensure that the tutor understands your assignment descriptions and can offer an accurate assessment of your writing, you need to:

- Place the full assignment description from your assignment sheet at the top of the assessment submission box before your own writing.
- Follow all StraighterLine assignment requirements for the length, topic, and type of writing.

Can I submit the same essay assignment for grading twice?

Ultimately, it is your decision as to whether you resubmit an already-graded essay, but know that like other graded assessments in the course, the second grade of an essay assessment will not be applied to your score in the course.

What grade do I have to get to be awarded credit at a partner college?

The necessary grade varies according to the requirements of your Partner College. The grades range from 70%-73%.

Contact your Course Advisor for more information.

What are the math and writing Assessments in the StraighterLine Introduction Course?

The math and writing assessments are included in the purchase of any course. You are not charged extra for them, and you are not required to complete them. They are there if you would like to test your knowledge in the indicated areas.

What is the difference between a practice exercise, a graded quiz, and a graded exam?

A **practice exercise** is designed to give you more practice on a certain concept or skill. Practice exercises are not graded; they are provided so you can prepare for a graded assignment.

A **graded quiz** is like a mini-test, one focused on only a concept or two.

A **graded exam** is an assessment of your knowledge on certain skills and concepts covered in the course. The exam will cover all material leading up to it from the previous one. Final exams, however, may be cumulative, covering the entire course.

What are tests and exams like in StraighterLine courses?

All graded exams are formatted consistently across courses. There are several characteristics that all graded exams/quizzes/tests set to reflect:

1. **Attempts:** Unless otherwise noted, you have one (1) attempt only for graded assessments,
2. **Pop-ups:** All graded assessments will open in the same window (no pop-ups),

3. **Timed:** All graded assessments are timed. Upon opening the assessment the first time the timer will initialize. Closing the window will not stop the timer from running. For the most part you have two (2) hours for quizzes/tests and three (3) hours for exams.
4. **Question display:** Only one (1) question will be displayed at a time,
5. **End of assessment information:** At the end of your graded assessment, once you have submitted your answers, you will be able to view your score and all of your submitted answers. You may request the full question text, including all possible answers for use in follow-up tutoring by contacting your course advisor.

If you believe that there is an error in an assessment please make a note of the question number and quiz and alert your course advisor. If the error is verified your score will be amended.

Can I retake a graded quiz or exam?

You are not able to retake quizzes and exams or change your answers once you have submitted the entire graded assessment.

If you need extra help with a concept, remember the SMARTHINKING tutoring hours that come with your StraighterLine course! If you're uncertain about something, check in with SMARTHINKING before you begin your graded assessments.

Research proves that students who use SMARTHINKING earn better grades and are more likely to complete courses. That's why StraighterLine is so happy to partner with SMARTHINKING to provide you with tools to help you succeed!

SMARTHINKING FAQ

Where can I find the link to SMARTHINKING?

You will find a link to SMARTHINKING on the left-hand navigation menu of the StraighterLine homepage.

Once connected, you can:

- Attend a 1-on-1 private tutoring session with an E-structor
- Schedule a personal session with an E-structor for a time that is convenient for you
- Submit a question - and typically receive a response within 24 hours
- Access academic resources to help you study smarter

How many times can I submit the same non-graded assignment for review?

You may submit non-graded essay drafts to SMARTHINKING tutors as often as you wish.

Be aware, however, that you are provided a limited amount of SMARTHINKING tutoring time. You should have plenty for normal use, but if you do run out you can always purchase additional SMARTHINKING tutoring time to receive grades for required essay assignments later in the course and/or to complete the course.

My grade for a submitted written assignment isn't the same as the grade I received from SMARTHINKING, why?

Please note that SMARTHINKING's grading rubric builds in a minimum points achieved for assignments. Due to this fact the grade you receive in the Grade Center may be slightly different than the grade you receive in your SMARTHINKING account feedback.

Below you will find our points conversion chart used for all SMARTHINKING graded written assignments.

Original SMARTHINKING Grade	StraighterLine Calculation out of 21
21	21
20	20.25
19	19.5
18	18.75
17	18
16	17.25
15	16.5
14	15.75
13	15
12	14.25
11	13.5
10	12.75
9	12
8	11.25
7	10.5

I really liked my last tutor's response to my essay. Can I request him/her again?

We're glad you liked your last review, but SMARTHINKING users cannot request a particular tutor. Each tutor pulls the essay that has been in the queue the longest, so there is no way to predict which E-structor will respond to your submission.

How do I know which type of tutor to choose to read my essay?

We recommend you choose the First Available tutor for the fastest turnaround time. Other choices include ESL Specialist, Business/Technical Writing Specialist, and Creative Writing Specialist.

What file extensions can essay submissions have?

Essay submissions must be in one of the following formats:

- .doc

- .docx
- .rtf
- .txt

If you have questions about how to save your file in one of these formats, contact support@smarthinking.com.

Will my essays be submitted to check for plagiarism?

Yes. Before receiving a final grade in the course, random writing submissions will be checked through SafeAssign plagiarism software.

SafeAssign compares student work to several sources, including ProQuest ABI/Inform databases, various institutional archives, the internet, and the Global Reference Database.

I'm having trouble with SMARTHINKING. What do I do?

Contact SMARTHINKING Technical Support:

Telephone: 202-543-5034, option 1 or 1-888-430-7429, option 1
Email: support@smarthinking.com

Call-in Hours: M-F 8:00AM - 6:00PM EST

Can I work with a SMARTHINKING tutor during an exam or quiz?

No. Tutoring should not be used while completing graded exams or graded quizzes.

Tutoring is designed to help you with studying, practice exercises, review activities, and other non-graded components of the course.

I ran out of SMARTHINKING time! How can I purchase more?

Go to the "Purchasing Additional SMARTHINKING Tutoring Time" link located in the Support area of the courses. This supplement walks you through the process, step by step.

I had a great session with the last tutor I had! How can I work with this tutor again?

If your subject area offers prescheduled sessions, you can work with a particular tutor. For more information about setting up these sessions, you can contact support@smarthinking.com.

Some areas of SMARTHINKING do not have prescheduled sessions. However, be assured that all tutors are highly-qualified and can assist you with the content of the course.

Can I get academic support 24/7?

Academic and instructional support is provided by SMARTHINKING. During the fall and spring, math instruction is available 24/7. Other subjects are available up to 16 hours per day. For a full schedule, see here: [Click here for a full schedule](#).

Do I talk to SMARTHINKING Online Educators on the phone? via email?

To get instructional help, click on the "SMARTHINKING" link within your course. Choose the subject and the type of help you would like. If a SMARTHINKING instructor is available, a "whiteboard" will open allowing you to submit a question to the instructor. When ready, the instructor will initiate a conversation with you within the "whiteboard" environment.

Why can't I get access to a SMARTHINKING E-structor?

There are several possible reasons. First, you may be trying to get an instructor when none is available. Check the available times here: http://www.smarthinking.com/static/pub_common/hours.cfm?st=1. Second, you may have used all of your SMARTHINKING instruction time. Each course comes with up to 10 hours of instruction available for the duration of the course. If you need more, you may purchase more with a credit card.

Who are the SMARTHINKING Online Educators?

SMARTHINKING Online Educators are rigorously screened and trained. Over 90% have a masters degree or PhD in the subject in which they are teaching.

What kind of training do SMARTHINKING Online Educators receive?

Visit: <http://smarthinking.com/static/e-structors/training/> to learn about the extensive training process conducted by SMARTHINKING.

Financial FAQ

Can I apply for financial aid?

No. StraighterLine does not offer financial aid. However, once you complete your StraighterLine experience, you may apply for financial aid at the college that you chose.

Can I pay for this with money from my 529 plan?

Not at this time.

What is your refund policy?

Single courses purchased for \$399 may receive a 100% refund within 2 weeks of purchase or before the completion of the first course assessment, whichever comes first.

Students who select the \$99/month option may cancel the plan at any time before their next scheduled billing. Re-billings occur every 28 days. Refunds are not available once the monthly fee has been charged or for the \$39 per course fee. Once charged, students are guaranteed access to a course for the next 28 day period.

Does it cost anything to get credit from a Partner College?

Like the majority of colleges, our Partner Colleges require students to submit an application fee. The amount of the fee varies by Partner College.

Ask your Course Advisor for the specific application fee for the Partner College of your choice.

What are the application fees for?

The majority of colleges and universities require potential students submit an application fee with their application. Our Partner Colleges are no different. These fees are charged by the Partner College, and StraighterLine has no control over them. Your Course Advisor can answer your questions about each Partner College's application fee.

How do I decide which Partner College to choose?

Your Course Advisor will help you choose the Partner College that best suits your needs.

Call or email your Course Advisor to discuss your options.

Can I get a refund in the StraighterLine for \$99 Program?

\$99 charges cannot be refunded once they have been processed.

When you are finished taking your StraighterLine course, be sure to notify your Course Advisor of your desire to end your subscription before your next billing.

Additional Questions

I'm to the end of the FAQ and still have a question! What now?

If you still have questions, contact your **Course Advisor**, who can answer your questions or direct you to someone who can.

Telephone: 1-877-str8erline or 1-877-787-8375 (select option 3)

Email: advisor@straighterline.com