

skillcrush

HOW TO GET HELP

cheatsheet

GETTING HELP

Banging your head against a wall? Ready to tear your hair out?

Don't despair! You are in the frustration pit, and we've all been there. We are here to help! So let's talk about how you can get the help you need when you need it.

Being able to concisely explain your problems and projects to your team is a HUGE part of being a digital professional. Embracing and championing that ethos is a big part of this class!

For that reason, we encourage you to ask your questions in a public forum like Class Events or our private Google Group whenever possible. This is good practice for your future tech team. A classmate might be having the same problem... and they might have even figured out how to fix it!

In that spirit, here is everything you need to know about getting help.

CLASS EVENTS

The BEST place to ask questions!

We'll be arranging special "live" events for you a few times a month. **Attending these events is the best way to ensure you get the most out of your classes.** We recommend attending 1-2 per month.

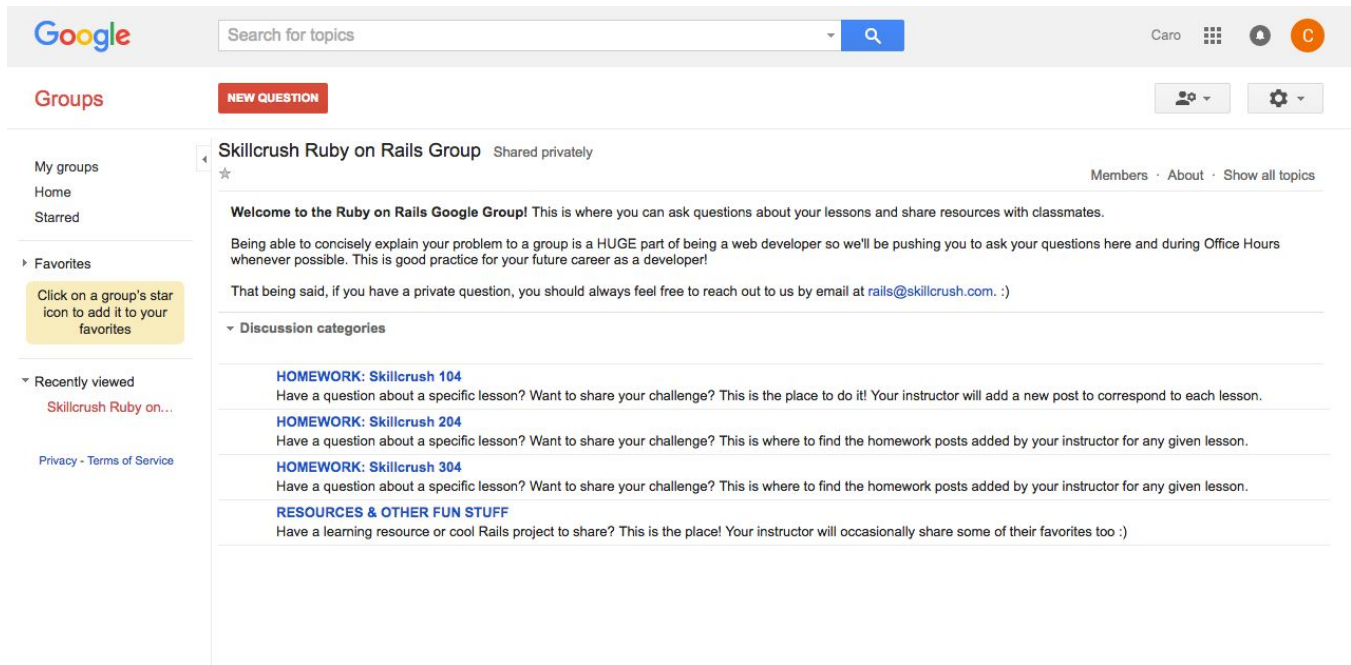
These events are hosted by your instructor and are designed to give you a comfortable learning space to ask questions and review your work.

Here's how it works:

1. **Sign up for a session with your instructor.** We'll open up new sessions every week and give you a heads up in your class emails. We recommend attending 1-2 sessions per month.
2. **Show up to your session on time.** The link to your Zoom meeting will be included in your confirmation and reminder emails.
3. **Bring questions and links to your work.** Upload them to your Google Drive folder and set the links to public *before* the Hangout so you're ready to go.

Please be respectful of your instructor's time by canceling your appointment if something comes up. There's a cancellation link in your confirmation email, or you can email your instructor using career@skillcrush.com.

GOOGLE GROUP



Full of helpful designers & developers!

Your private Google Group is the best place to ask questions between sessions with your instructor! You'll see a category for each class and, in that category, threads for individual lessons and assignments.

When you have a question about a lesson or want to share your homework, we ask that you do it in the corresponding thread. This let us to help you faster because we know where you are in your lessons. It also helps classmates who might have the same question easily find the answer!

If you have a question that spans multiple lessons, or just aren't quite sure where it fits, you can click the big red **New Question** button at the top of any page to start a new thread.

Your friendly Instructors and TAs will be checking the Group a couple times each day to answer questions and point you in the right direction when you're stuck.

KNOWLEDGE BASE

The quickest place to find answers, day or night!

Before pulling your hair out (please don't pull your hair out!) visit the Knowledge Base for the most FAQ from the students who came before you.

Here, you won't need to type up a question and wait for the answer - you can get the info you need quickly and move on to the next step!

Quick Link: [Knowledge Base](#)

EMAIL

Perfect for private questions!

Sometimes you just need to send us a personal note or ask a private question. We get it! Just email us at career@skillcrush.com and we'll get back to you as soon as we can. :)

By emailing us at the address specifically for your classes, you ensure that it gets into the right hands that much faster!

THE BEST WAY TO ASK QUESTIONS

Now, let's talk about HOW to ask your question to make sure we have everything we need to give you the fastest, most helpful answers!

Here are a couple things you'll want to include when asking a question:

1. Tell us what you were trying to do.

What was your goal? Try to be as specific as possible, more information is ALWAYS better.

2. Tell us what you did.

Don't worry, you didn't break anything! Tell us what you clicked or the change you made. Make sure to tell us what lesson you're working on and any other details you can think of.

3. Tell us what you expected to happen... and what happened instead.

What change are you trying to make? Silly computers! Always misbehaving, right?

4. Tell us what you've already done to try and fix the issue.

Have you Googled the problem and tried any of the proposed solutions? Let us know what you've already tried so we know not to suggest any of those things!

5. Include screenshots of the problem and the link to the page you're on.

Any additional details you can tell us will help us give you better answers. Visual aids are SUPER helpful!

Oh and you know, this isn't a *REQUIREMENT*, but we always love it when students include a joke or two. ;)

AVENUES TO AVOID

Please do NOT reach out to your instructor individually, either through a direct message, social media, or their own email address. They might not be online just then!

Instead, get a swift response by whoever is first on deck by posting your question in your Google Group or sending an email.