How Student Services Supports the Journey

Ed2Go by Cengage

A behind-the-scenes look at the teams and services that help students succeed.

Registrations Team
Process enrollments, activations, and account access

Student Finance
Assist with payments, refunds, and account questions

Student Advising (ACT)
Provide support for career training students

Student Support (FUN)
Assist with shorter courses and general course support

Post Completions
Process certificates, vouchers (if applicable), and completion requests

Student Operations
Support complex cases, internal escalations, policy inquiries, and operational questions

WAYS WE SUPPORT STUDENTS

- Course access and activation
- Questions about course content, tools, and technical issues
- Payment plans, refunds, and account questions
- Extensions, holds, and drops
- Transfers
- Certificates and vouchers (if applicable)

HOW STUDENTS CAN REACH US

Phone
English or Spanish

Course Support Form
Through the Student Center or support forms

Student Center
Self-service resources, and more

OUR COMMITMENT

Reduce friction
Simpler processes and faster starts.

Enable through automation
More self-service and proactive support.

More human time for what matters
Support for complex questions, exceptions, and personalized guidance.

Better outcomes
A more confident, supported student experience.