

CANADIAN SCHOOL OF NATURAL NUTRITION
(Represented by Adams Distribution Centre, Inc.)
Service Standards Statement for Distance Education (DE) Program

Students enrolled in the Natural Nutrition DE Program at CSNN can expect the following response times:

- Email query sent to instructor regarding course and academic needs – 2 business days
- Turnaround time for an assignment or assessable activity submitted electronically or in person – 15 business days
- Response time from CSNN with respect to technical issues associated with the learning system in use – 2 elapsed days
- Response time from the financial department with respect to email or telephone query with respect to student financial issues – 2 business days
- Response time from CSNN with respect to emails associated with assessment and grades – 2 business days