

## Welcome!

We are your “Live Faculty”, the instructors available to support your online learning experience here at HVACRedu.net. We are glad to have you here and we will do everything in our power to make this course a great learning experience. We are at our offices Monday through Friday from 9AM to 7PM Pacific Time. However, we’re not usually available on Saturdays or Sundays.

If you have any questions as you study, these are the best ways to reach us:



- 1) Click the “HELP!” button found all over our web pages. Just click on it and then select “Faculty” from the department drop down menu, write your question, and click “Send Your Request” at the bottom.
- 2) Call [888-655-4822 x1010](tel:888-655-4822), if we can’t pick up your call, please leave a message and one of us will call you back at our first opportunity.

**There's no such thing as a dumb question, so don't be afraid to ask.**

We have heard them all by now anyway, and we’re happy to help you learn.

We respond to student questions in the order they are received as quickly as possible, and usually in less than 24 hours (except on weekends). If you have a question outside our office hours, please go ahead and send it anyway. One of us will respond as soon as possible.

If you would like to meet with one of us, we can arrange an appointment. Please let us know your name, what course you’re in, and the time that works best for you. We can communicate with you in a variety of methods to accomplish audio, text, live video, or computer screen sharing.

Don’t worry about it if you don't have any questions or don’t need to meet with an instructor during your enrollment. We will still be here behind the scenes monitoring your participation activities, exam scores, and overall progress.

Together, we have over 150 years of experience in the HVACR industry from working technicians, on up to textbook authors, business owners, and management. Our experience range encompasses residential, commercial, industrial HVACR, Facilities Maintenance, and Energy Efficient Building Performance. We also have previous HVACR teaching experience and have embraced the online format with our passion to teach. If you wish to know more about us individually you can read a brief bio from our home page at [www.hvacredu.net](http://www.hvacredu.net); click on “About” and scroll down to “Meet the Crew”.

Again, welcome to class! Together we'll have a great learning experience and a little fun along the way!

Sincerely,

*Walter Nelson*

*Scott Oakley, CMHE*

*Larry Brewer, CMHE*

*Chris Compton, CMHE, CMS*

*(And several others)*