



Southern
New Hampshire
University

Quick callouts from your feedback and bug reports

Hello,

Thank you for the feedback and bug reports you've been sending. We've put together a few quick tips and tricks that might help as you continue through the pilot.

Quick update: the [short survey](#) on your enrollment and pilot setup experience is now accepting responses. Thank you for your patience while we re-published the survey.

Troubleshooting tips

- **Wearable connection:** Double-check that your wearable is actually connected by going into Apple Health or Fitbit / Google Health. In some cases, there is a bug where the settings page can show "connected" even when data permissions weren't fully enabled. See [Connecting Your Wearable: Check Your Wearable Connection](#) on the Learner Support hub for step-by-step instructions.
- **Latency or slow responses:** If you notice latency or something feels slow, use the [in-app feedback tool](#) (press and hold on a message) to report it. In these reports, please include your last five messages by checking the checkbox on the form so our team can investigate more effectively.
- **Video link options:** If a video link is no longer working or the video is glitchy, you can ask L.E. to summarize the video so you can continue your learning uninterrupted. Please continue to report video issues as you encounter them.

Getting more from L.E. and the app

- **Explore:** Don't hesitate to click around, including any options L.E. presents to you. Trying different options won't break anything, and it helps us better understand how the app is working for you.

Thank you for continuing to share what you find. If you have questions, contact support@matterandspace.com.

Sincerely,
The Matter and Space pilot team



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