



A Parent's Guide to Math Help Services

- **Wondering what's been going on at school?**
- **Interested in the ongoing progress your son or daughter is making?**
- **Looking for a way to help them stay on the path to success?**
- **Welcome to Math Help Services**

Included in the Parent's Guide

1. Description of Math Help Services
2. List of Product Features
3. Frequently Asked Questions

Description of Math Help Services

Math Help Services software is unique in that it is the only solution for mathematics that interfaces with the school, teacher, student and parents – getting everyone working in the same direction. Math Help Services creates a unique partnership with the classroom teacher and allows them to seamlessly blend the software's features with what they are teaching in their classroom.

The software was designed to allow parents to become an active part of the learning team as well and to keep them informed of their child's progress every step of the way. Results are transmitted to the parents after each assignment. Even if a child starts to slip and not complete assignments on time, notifications of upcoming assignments will automatically be sent out to you so that you can help them get back on track. The step-by-step video lessons even allow parents far removed from their days of learning mathematics to sit and help their child to understand new concepts.

This software is a virtual teacher's assistant and tutor all wrapped into one!

Math Help Services exclusively partners with schools to support the learning that takes place in the classroom. While most other software are set up as an alternative to schools, we understand that no tool or educational strategy will ever change the way students learn unless it is used in the classroom as well as at home.

This software is designed to help develop students by supporting the teaching that is taking place in the classroom. From basic skills right through to practicing for final exams, Math

Help Services' variety of resources and opportunities for remediation or enrichment are engineered to help differentiate instruction and set each student on the path to success.

Top Ten List of Product Features:

1. Interactive video lessons introduce and walk students through every topic in their in-class curriculum – no more searching for help and wondering if it is relevant to what is being taught in class. Each lesson includes step-by-step video examples and each question in the video workbook has a detailed video solution demonstrating how to approach the problem and modeling the process to solve it – going where no text book can.
2. The MHS Interactive Workbooks gives students the help they need when they need it. The free mobile app provides detailed video solutions and instruction to every question in the workbook.
3. The Unit Review Module allows teachers to instill incredible knowledge retention in their students and students are continually preparing for the final exam throughout the year.
4. The Create-Quiz feature allows students to test their skills and gives them instant feedback on their mistakes.
5. Our custom homework delivery system delivers unique homework assignments to each student in the class. When your child submits their assignment they receive immediate feedback on their mistakes. Parents also receive immediate feedback on every assignment, keeping you informed of your child's progress every step of the way.
6. Every homework question carries a link to video help on that topic giving students the help they're looking for when they need it.
7. Because every assignment is evaluated and the results are reported to teachers, students and parents – all successes are validated and any possible problems are identified.
8. If your child struggles with a homework assignment they can create an unlimited number of remediation assignments on that topic; allowing them to be successful on every topic before moving forward. Simply click on "Improve my Grades" in their account and MHS will deliver any assignments that could be improved – students can no longer say "I don't have anything to do"!
9. Classroom handouts and all other resource materials can be distributed digitally through the software making Math Help Services an entirely *Green* Solution.
10. Each lesson also includes a dynamic and detailed set of course notes; these notes can be saved to their computer at home to become their own self-created digital textbook for their math course!

FAQ for Parents

Is this intended to replace the teaching that takes place in the classroom?

Definitely not, Math Help Services is intended to support great classroom teaching. The video lessons should be watched before the actual teaching of that topic takes place in the classroom and then again afterwards to reinforce your child's understanding of the concept. However, it is essential that your child is in class and understands their teacher's presentation of the material.

What are the first things that I should do as a parent to help my child succeed with the software?

The first thing that you should do is go over the parent's guide, the list of product features and the FAQ to familiarize yourself with Math Help Services. Then it's a good idea to sit down with your child and have them walk you through the software and all of its features that they've learned about in class. While there, make sure you go into My Account / Parent Information and verify that your correct email address is listed so that you receive ongoing notifications of your child's progress.

How can I help my son or daughter get the most out of the videos?

Remember that while the software does measure if your child plays the videos, it cannot tell how engaged they are. Make sure that your child is free of distractions and truly paying attention to the introductory videos while they watch them. Some of the videos should be watched more than once if they didn't fully understand it the first time. They should also watch the examples and try to complete some of the examples by themselves so that they are fully prepared for class the next day.

What's to stop my child from changing my parental contact information?

The software will notify you whenever a change is made to your contact information, but it is a good idea to check it from time to time.

Why am I not receiving emails of my child's progress?

This can happen for a few reasons. First, go into your child's account with them and go to **My Account / Parent Information** and make sure the correct email is listed. If the correct email is listed and you're still not getting notifications check the spam or trash folder of your email. It could be that your email system is filtering out the emails from Math Help Services.

My child just completed a homework assignment and did poorly on it – what's the next step?

They should create a remedial assignment in their account. A remediation assignment is a duplicate assignment with similar, but different questions. Students can complete as many remediation assignments as are necessary to be successful on a topic. To create a remediation assignment, go to **Create Remedial** and select the assignment from the dropdown menu. When the student returns to their **My Assignments** page they will have a new remediation assignment to complete. Before completing the remediation assignment it's a very good idea to re-watch the video lesson on that topic

and go over your mistakes from your previous assignment. Also, remember that your teacher has full control of the grading of remediation assignments: they can keep the original grade, take the best grade or take the average of all of the assignments on that topic. It's a good idea to ask your teacher about their policy for the grades of remediation assignments.

My child doesn't understand a question in their homework, how do they get help?

Every homework question in the Math Help Services system carries a link to get video help at the top of the question. Here's how you can get the most out of this feature. Click the link "Video Help" and the software will open the appropriate video lesson on that topic. It's important to remember that every question in the system is similar to one of the questions in the original video lesson. Scan through the 10 questions in the video lesson to find one that is similar to the question you're struggling with, watch the video solution to that question then go back and replicate those steps on your homework question.

What should my child do if they still don't understand a question after using the video lesson help?

It's a good idea to let your teacher know if there's something that you don't understand. That way they can plan to help you understand it in your next class. Go to Contact Teacher and explain the trouble you are having to your teacher (make sure to include the name of the homework assignment and the question number in your email).

My child has no pending homework assignments – what can they do to keep working?

Whether or not you have pending homework assignments for your class, there are always things you can do to work on improving your grades in Mathematics. First, you can click on "**Improve my Grades**" in your account and MHS will track down any assignments from this term that you could improve upon. You can click on "**Create Quiz**" and create yourself a quiz on any topic in the class curriculum to test your understanding. Click on **View Videos** and you will have access to videos on every topic in the class curriculum, you can even work ahead to get a preview of what is coming up in class. There is ALWAYS something that a student can work on when they are using MHS.

The video lessons don't play on one of our computers in the house – what do we do?

Every video that plays online needs a video player, while many web browsers now are HTML5 compatible and have a video player built in. Some browsers, like older versions of Internet Explorer require that you download Silverlight. To make sure that you have the current version of this installed go to <http://www.microsoft.com/getsilverlight> and make sure that you have at least Silverlight Version 4 installed on your computer.

Are all of the homework questions multiple choice?

In the video lessons the questions are not multiple choice – in the homework question they are, but they are not all the typical "knowledge" type questions that come to mind when you think of multiple choice questions. There are context and application style questions that have been given a multiple choice twist to facilitate students completing their homework assignments online. It is imperative that

student show every step of their work while completing their homework assignments and that their teachers evaluate their work from time to time. As a parent, it's a good idea to take a look at the manner in which your child is completing their homework to ensure that they are showing their work. This is important as students don't often see the link between showing their work and success on future (more difficult) problems.

How can I help my child stay organized with their math?

Organization is one of the key factors of success in mathematics and most students don't usually see the correlation between these two events. All homework should be done in a structured manner and clearly marked with the Name of the homework assignment and the date so that they can refer back to it in the future. All downloadable documents should be saved to a "Math" folder on their home computer and the name that they save it with should be the title the teacher gave the document when they distributed it.

Is there an easy way for my child to plan for upcoming assignments?

Yes, as soon as they log into their Math Help Services account they can click on the "**Calendar View**" link in the **My Assignments** page to see all of their assignments, videos and downloadable documents that have been assigned for the next week

Where do we log into Math Help Services?

There's a login box on the main page of our website at www.Math-Help-Services.com

What do we do if we forget our username or password?

There's a link to retrieve it on the login page at www.Math-Help-Services.com . If you don't have access to the email address you used to create the account then you can contact your teacher who has access to your login info or click on Contact our Help Desk and give us as much information as you can about your account (Name / School / Teacher / Class) and we'll help you get back in.

What do we do if we have an issue with our account or something isn't working on our computer?

If you're able to log into your account click on "**Help Desk**" and somebody on our team will be there to answer your questions and get you back on track. If you can't login you can click on "Help Desk" at Math-Help-Services.org and give us as much detail as possible about your account and your problem so that we can get you back on track.

Math Help Services Checklist for Parents

I am the parent (or guardian) of _____ and I have read through the Parent's Guide to Math Help Services in order for me to help them stay on the path to being successful in Mathematics this year.

Please check off the following once you've completed them

1. My child has given me a tour of their Math Help Services account and its features

2. While in their account I have gone to "My Account / Parent Information" and made sure that the correct contact information is listed so that I receive notifications of my child's progress.

3. The parent email addresses on the account are (you may have one or two email addresses be notified of grades):
 - a. _____
 - b. _____

4. I have discussed the organization of my son or daughter's math work with them and a plan to keep their work in order so that it can be evaluated from time to time.

5. We have written down their username and password and the URL of the login page (www.Math-Help-Services.com) so that they will not lose or forget it

Name of Parent / Guardian: _____

Signature: _____

Date: _____

*Please return this signed checklist to the classroom teacher