



# Need Assistance with Math??

## Get One-on-One **Math** Help *with the* Math Assistance Call Center (MACC)

### Contact Information

- FREE
- Use a computer, smart-phone or landline
- View solutions with interactive white board
- Spanish-speaking tutors available
- Open 7am-10 pm Central Time

<b>Toll Free</b>	<b>**NEW NUMBER** (888) 260-4257</b>
<b>Web</b>	<a href="http://www.studentnest.com">www.studentnest.com</a> <i>Click on "Live Support"</i>
<b>Email</b>	tutoring@studentnest.com

Questions about the program?  
Contact: 1-888-260-4257

**Before you call, please have the following information ready to give the tutor:**

- Your program name
- Your program location
- Your TEAMS record number

*Provided by your instructor*

StudentNest  
Foundation



## Math Assistance Call Center (MACC Center)

# Get FREE One-on-One Math Help in multiple languages 7 days a week 7am-10pm

### HOW TO GET TUTORING FROM THE MACC CENTER:

1. **Get your Student ID (TEAMS) number from your Instructor.**
  - a. You **MUST** have this number to get assistance from the MACC center.
  - b. You do not need a referral from your Instructor or Program to use the MACC Center.
2. **Have the following information ready when you contact the MACC center:**
  - a. Your Student ID (TEAMS number) \_\_\_\_\_
  - b. Your Program Name: San Antonio ISD AEL Program
  - c. Your Program Location: San Antonio, Texas
3. **Navigate to their website: [www.studentnest.com](http://www.studentnest.com) and click on “Live Support”**
  - a. You can access this tutoring via computer, smartphone or by a phone call
4. If you prefer to get help over the phone, call **1-888-260-4257**

*IF YOU HAVE ANY QUESTIONS ABOUT MACC CENTER  
TUTORING, PLEASE CONTACT THEM DIRECTLY AT  
1-888-260-4257.*

### More Useful Information

- The platform used is WIZ IQ (which is very similar to Zoom) all sessions are recorded
  - if using a smartphone, students will need to download the app
  - if using a computer, the program runs on flash which is typically already installed on most computers so they would just need the link to access the session
- Tutoring sessions can last anywhere between 5 minutes and several hours. I believe it was stated that 5 hours is the max in one session.
- **Sessions will count for direct contact hours, but only if the session lasts a minimum of 7.5 minutes.**
- The MACC Center will be open for 18 months: From Oct. 15, 2020 – June 30, 2022