

The Math Assistance Center has moved online. We will operate in a limited capacity with different hours, a smaller subset of tutors, and fewer courses covered:

**Tutors:** The MAC will be staffed by **undergraduate tutors only**. That is, all of our tutors are currently undergraduate students. Graduate students will hold office hours in their own way so if you wish to speak with the graduate TA for your course, you should contact them to obtain their office hour information.

**Hours:** M-F 12pm-6pm ET (Eastern Time)

**Courses:** We will assist with the following courses

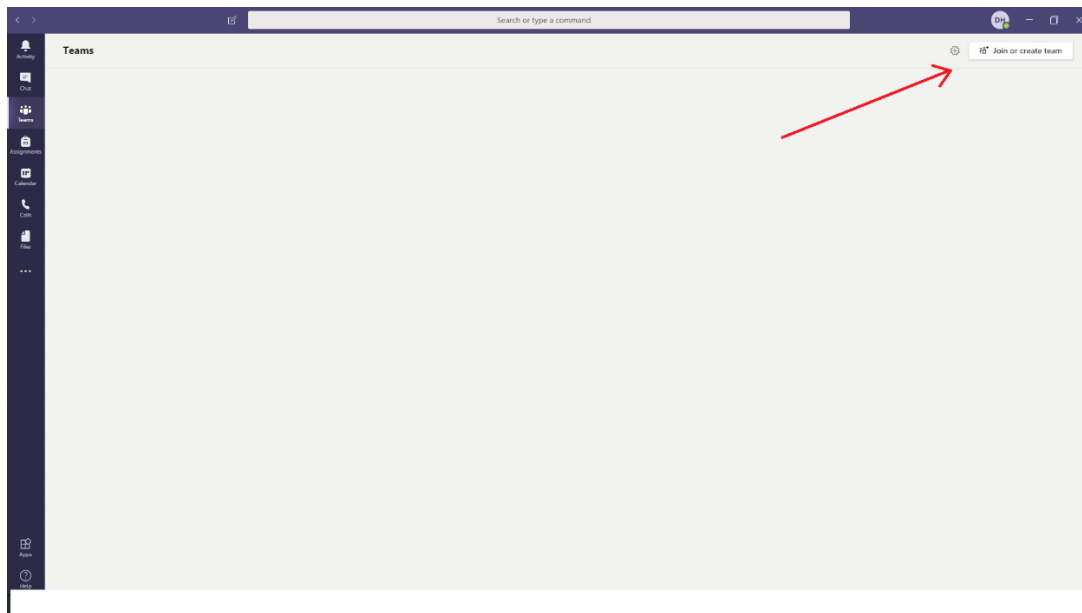
- Math 0031 – Algebra
- Math 0120 – Business Calculus
- Math 0200 – Preparation for Scientific Calculus
- Math 0220 – Calculus I
- Math 0230 – Calculus II
- Math 0240 – Calculus III
- Math 0280 – Linear Algebra
- Math 0290 – Differential Equations
- Math 0400 – Finite Mathematics
- Math 0413 – Intro. to Theoretical Mathematics\*\*

\*\*For in depth questions regarding this course (413), you should contact your TA as they will have more experience.

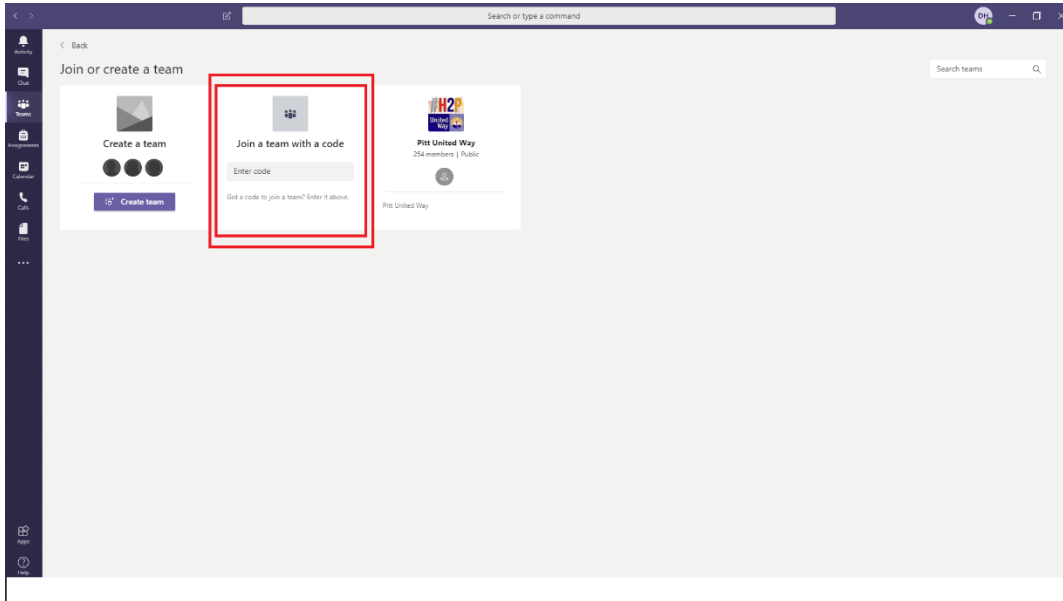
## How to Access the MAC:

The MAC utilizes the Microsoft Teams environment. You should use the following steps to help you access the MAC.

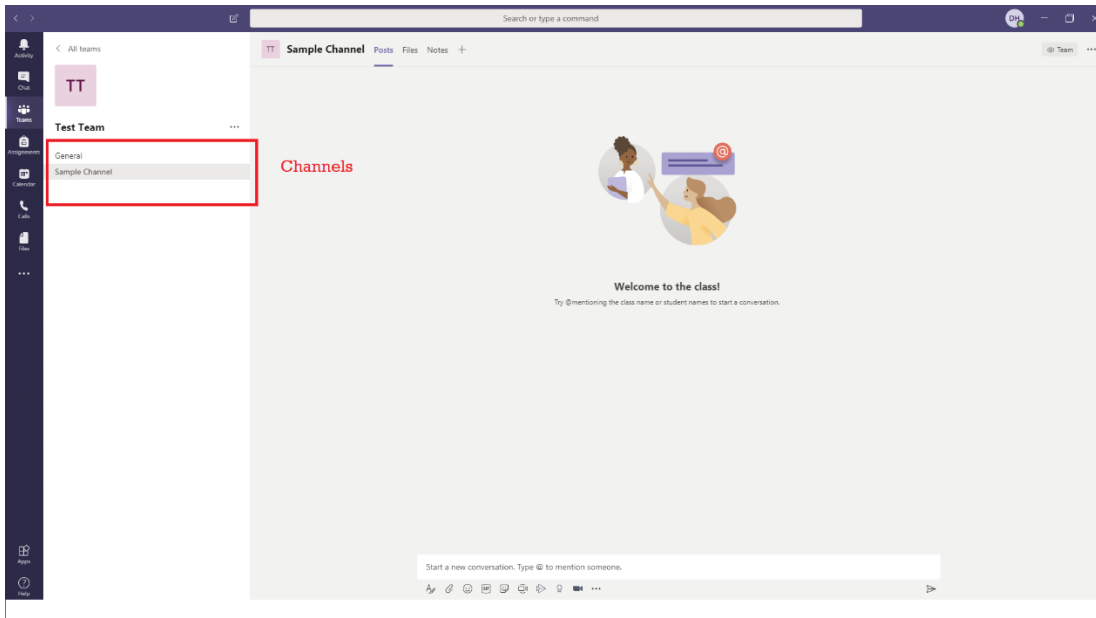
1. First, download Microsoft Office 365 and install Teams.  
Instructions may be found here: <https://www.technology.pitt.edu/help-desk/how-to-documents/office-365-proplus-and-office-2016-installation>
2. Next, open Microsoft Teams. Click on “Teams” on the left side of the screen and then choose the option to Join or Create a New Team:



- Now, use the MAC Team Code that is posted on the MAC's website to join the team. This code will be changed daily so you will need to actively search for this code each day you would like to use the MAC.

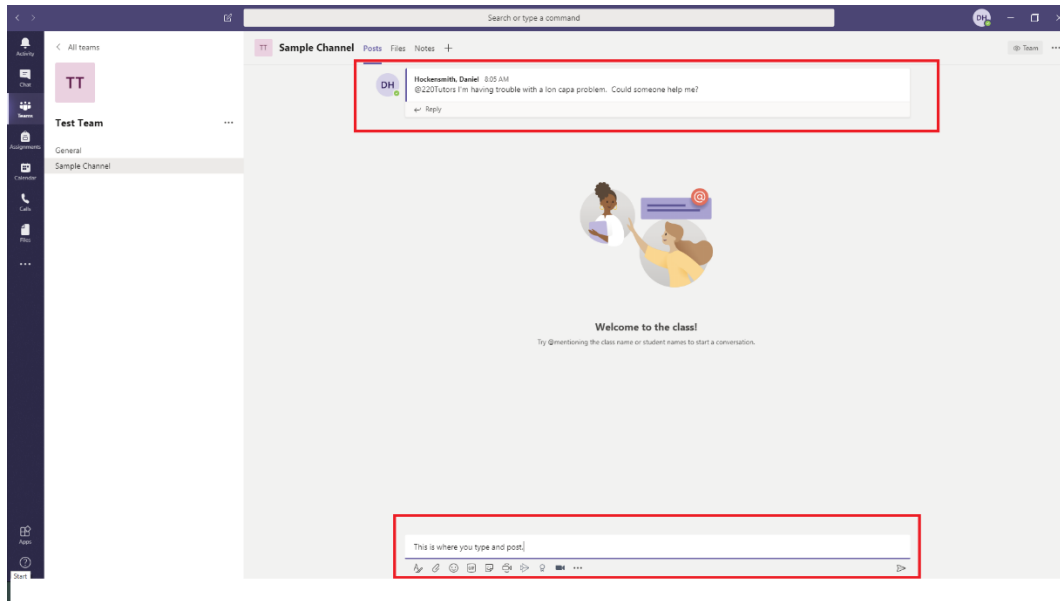


- Once you have joined the Math Assistance Center Team, you will be presented with a screen similar to the following:



The left side of the screen is a collection of channels.

5. Join the channel corresponding to the class with which you need assistance. For example, if I needed help with Calculus II I would join the Math 230 Waiting Room.
6. Now, you can make a post requesting help (zoom in to have a clearer image):



Our tutors will respond and invite you into their private channels to receive tutoring. See “How to Use the MAC” for further instructions.

## How to use the MAC

1. First, follow the above instructions to join the MAC.
2. Find the waiting room for the course with which you need assistance. For example, if I need help with Finite Mathematics, I would find the Math 400 Waiting Room Channel.
3. Make a post in waiting room requesting help. For example, "I'm having trouble with a homework problem, could someone please help?"
4. At this point, you will need to wait for one of our tutors to respond. We have fewer tutors than normal, so the wait time may be 5-10 minutes.
5. **Getting tutors' attention:** You can use the @mention feature to get the attention of tutors:
  - @31Tutors will send a notification to all tutors in the MAC.
  - @120Tutors will send a notification to all tutors who can help with business calculus.
  - @200Tutors will send a notification to all tutors who can help with Preparation for Scientific Calculus
  - @220Tutors will send a notification to all tutors.
  - @230Tutors will send a notification to all tutors.
  - @240Tutors will send a notification to tutors who can help with Calculus III.
  - @280Tutors will send a notification to tutors who can help with Linear Algebra.
  - @290Tutors will send a notification to tutors who can help with Differential Equations.
  - @400Tutors will send a notification to tutors who can help with Finite Mathematics
  - @413Tutors will send a notification to tutors who can help with Intro to Theoretical Mathematics

- For example, you could type “@290Tutors is there anyone who can help me with a Laplace Transform Problem”?
  - @MACManagers will message Dr. Daniel Hockensmith or Behnam Esmayli. Use it to inquire about wait times, issues, or general procedures.
6. Once you make a post, you will need to wait for a tutor to reply. Once they reply, they will invite you into their tutoring channel where they can meet with you to discuss your problem.
  7. Once you are finished, they will remove you from their tutoring channel. You can request to be let back into their channel. Alternatively, they may opt to let you stick around to post questions in their tutoring channel, but they will help other students as they come into the MAC.

**Growing Pains:** Please be patient with us while we sort out issues within the first week. If you encounter a problem, let Dr. Daniel Hockensmith know via email: [hockens2@pitt.edu](mailto:hockens2@pitt.edu). We cannot fix a problem if we do not know about it.