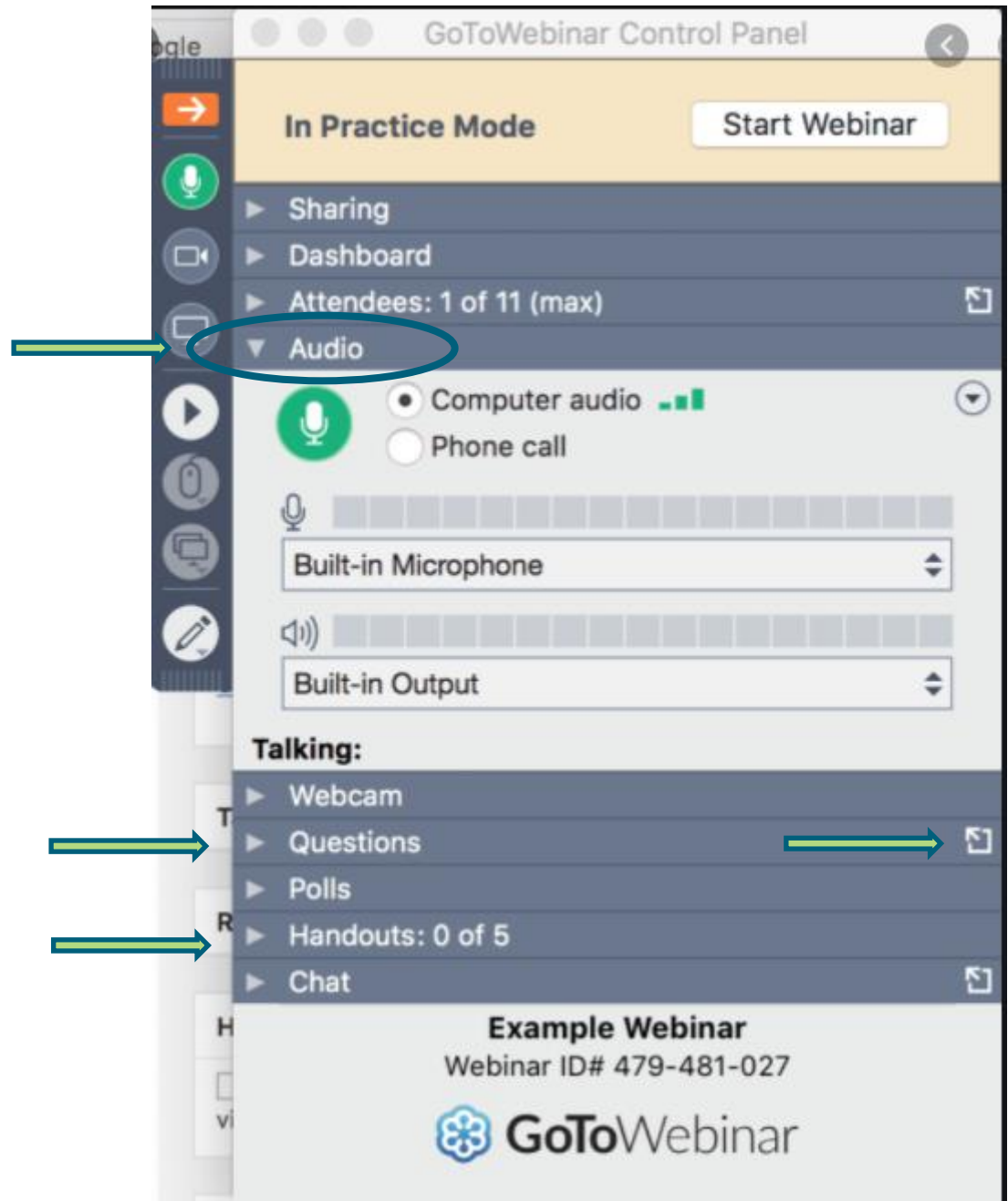


GED Knowledge & Skill Gaps Math—Session 1

A Tuesdays for Teachers Webinar
by the GED Testing Service®
October 26, 2021



Before We Get Started



Welcome



Cheryl Klar-Trim,
GEDTS
Manager of Test
Development



Michael Bell, GEDTS
Senior Content
Specialist



Debi Faucette



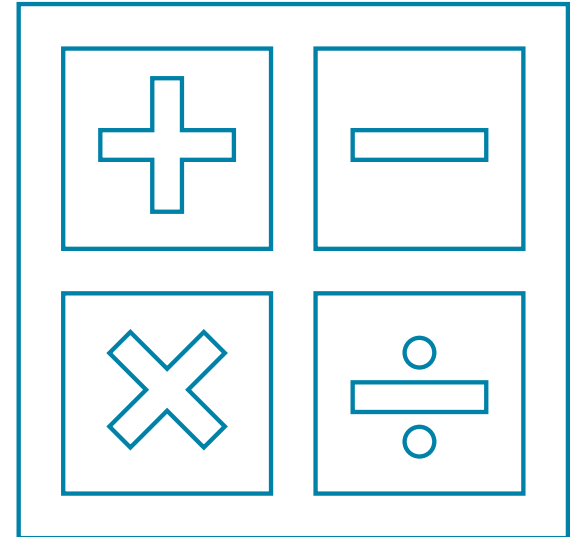
Susan Pittman,
Education Consultant

Today's Focus

Some test takers and students have gaps in the knowledge and skills that they need to succeed on the GED Mathematical Reasoning test. Test takers and students may need more coverage and practice in these areas during test preparation.

What we will be covering

- How items and tests are developed
- How skill/knowledge gaps are identified
- Specific skills and GED indicators where students and test takers have the *most* difficulty
- Possible reasons *why* students and test takers are having difficulty



What we won't be covering

Test takers tend to perform less well on some items simply because the concepts they assess are more difficult.

In other words, we *expect* the items to be hard because the concepts are hard (e.g., permutations and quadratic equations).

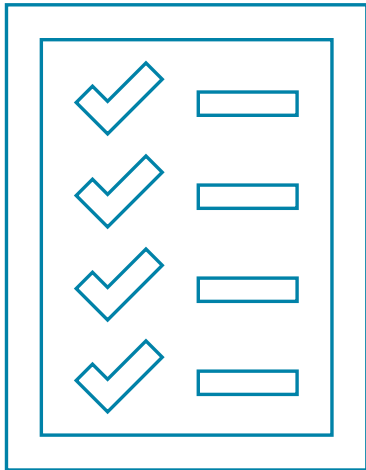
Item development

Guiding principles for developing items include:

- One item, one construct
- No extraneous numbers
- Distractors reflect (most) common mistakes
- No trick questions
- No testing of solution *methods*

All items are reviewed by outside experts (i.e., people like you) before they go on a test

Field test construction



Once an item is perfect*, it is placed in a field test pool

Field test items are embedded in operational—i.e., ‘real’—tests

Once enough test takers have taken the FT items, the pool is swapped out for another one

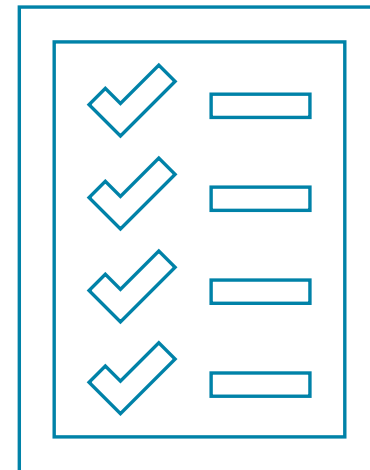
*explained next slide

Post-test analysis

Field test items are analyzed statistically, *and* for content issues, then are designated as:

- accepted
- rejected
- revised/re-field tested

This statistical analysis is where knowledge and skill gaps are identified.



Areas of interest

Session 1:

- non-calculator items
- exponents/roots
- three-dimensional shapes

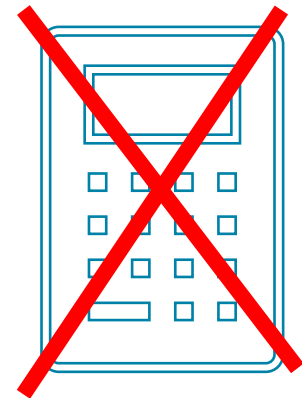
Session 2:

- algebraic computation
- inequalities
- slope/graphing
- multiple correct answers

NOTE: there is overlap between some of these areas

Gap 1: Non-calculator items

On many non-calculator items, there is little difference in performance among high-, middle-, and low-achieving groups. This *may* be due to over-reliance on calculators during instruction and practice. GED[®] students should have practice on the skills assessed by the non-calculator indicators ***without*** the use of a calculator.



Gap 1: Non-calculator items (indicators)

Non-calculator indicators:

- Q.1.a – Q.1.d (number sense—ordering fractions/decimals, factors, multiples, exponents, distance on number lines)
- Q.2.a – Q.2.d (arithmetic computation—four basic operations, order of operations, squares, cubes, roots, undefined expressions)
- **NOT** Q.2.e (arithmetic word problems; calculator allowed)

Gap 1: Non-calculator items (examples)

Place $\frac{3}{9}$, $\frac{4}{11}$, and $\frac{3}{7}$ in order from least to greatest.

(Q.1.a)

What is the least common multiple of 3, 8, and 10?

(Q.1.b)

Simplify $(-2)^6 \times [(-2)^3]^2$

(Q.1.c)

Gap 1: Non-calculator items (examples)

Multiply $\frac{3}{5} \times 0.45$

(Q.2.a)

Simplify $-4 \times 5 + (36 \div 3) \div 2$

(Q.2.a)

Simplify $-3\sqrt[3]{64}$

(Q.2.c)



Gap 2: Exponents/roots (indicators)



- Specific indicators: Q.1.c (laws of exponents); Q.2.c (cubes/cube roots)
- Related indicators: Q.4, Q.5 (measurement of 2-D and 3-D shapes); Q.4.a (Pythagorean theorem); A.1.d – A.1.f & A.1.i (computing with, factoring, and evaluating polynomials); A.7.c – A.7.d (quadratic functions)
- Q.2.b (squares/square roots): test takers are mostly fine with this, but struggle a bit with squaring negatives

Gap 2: Exponents/roots (examples)



Simplify $(-2)^6(-2^3)^2$

(Q.1.c)

Simplify $-3\sqrt[3]{64}$

(Q.2.c)

Simplify -6^2 (answer: -36)

Simplify $(-6)^2$ (answer: 36)

(explanation next slide)

(Q.2.b)

Gap 2: Exponents/roots (examples)



PEMDAS (Please Excuse My Dear Aunt Sally)
Parentheses, Exponents, Add/Subtract,
Multiply/Divide

$(-6)^2$ = squaring of -6

-6^2 = the negative of the square of 6

negative sign is equivalent to Subtract(ing)

Exponents first; $6^2 = 36$; negative of 36 = -36

Gap 2: Exponents/roots (examples)



A right triangle has two legs measuring 6 inches and 8 inches. What is the length, in inches, of the hypotenuse of the right triangle?

(formula: $a^2 + b^2 = c^2$)

(Q.4.a)

Gap 2: Exponents/roots (examples)

What is the volume, in cubic inches, of a cylinder with a radius of 3 inches and a height of 8 inches?
($V = \pi r^2 h$)
(Q.5.b)

What is the volume, in cubic inches, of a cone with a radius of 3 inches and a height of 8 inches?
($V = \frac{1}{3} \pi r^2 h$)
(Q.5.d)

What is the volume, in cubic inches, of a cylinder with a radius of 3 inches and a height of 8 inches?

$$(V = \pi r^2 h)$$

(Q.5.b)

What is the volume, in cubic inches, of a cone with a radius of 3 inches and a height of 8 inches?

$$(V = \frac{1}{3} \pi r^2 h)$$

(Q.5.d)

Gap 2: Exponents/roots (examples)



Add $(3x^2 - 4y^2) + (x^2 + 2y^2)$
(A.1.d)

What is the value of $3x^2 - 4y^2$ when $x = -3$ and $y = 2$?
(A.1.e)

Multiply $(3x^3 - 4y^3)(x^3 + 2y^3)$
(A.1.d)

Completely factor $6x^8 - 12x^4 + 9x^2$
(A.1.f)

Gap 3: Three-dimensional shapes (indicators)



Skills assessed (Q.5):

- calculate surface area
- calculate volume
- determine dimensions (e.g., length, height, radius)

Figures: prisms, pyramids, cones, cylinders, spheres, composite figures

Formulas for surface area and volume of all figures assessed are provided on the GED Formula Sheet.

Gap 3: Three-dimensional shapes (examples)



A sphere has a diameter of 12 inches. What is the surface area, in square inches, of the sphere?

$$(SA = 4\pi r^2)$$

(Q.5.d)

A cylinder has a radius of 2 inches and a height of 8 inches. What is the volume, in cubic inches, of the cylinder?

$$(V = \pi r^2 h)$$

(Q.5.b)



Gap 3: Three-dimensional shapes (examples)

A sphere has a surface area of 200.96 square inches.
What is the radius, in inches, of the sphere?

$$(SA = 4\pi r^2)$$

(Q.5.d)



A cylinder has a volume of 401.92 cubic inches and a
height of 8 inches. What is the radius, in inches, of the
cylinder?

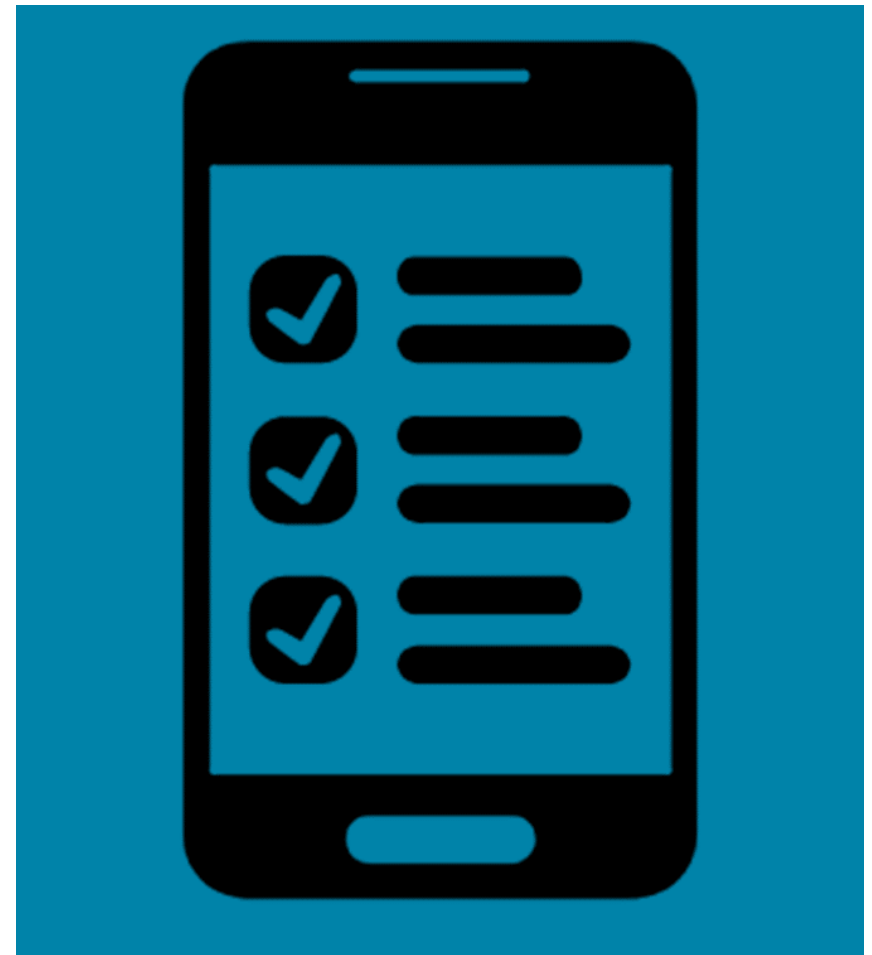
$$(V = \pi r^2 h)$$

(Q.5.b)




Resources on GED.com

- Computer Tutorial
- Calculator Tutorial
- Calculator Reference Sheet
- Formula Sheet
- Math Study Guide
- Calculator-Prohibited Indicators



Computer Tutorial


Tutorial - Candidate Name



Welcome to the GED® Test Tutorial

To begin, look at the lower right corner of the screen.

Click the Next button.




Navigator Next →

Tutorial - Candidate Name

Instructions and Practice Activities for
the *Tutorial*

There are 5 sections in this tutorial.

- Section 1 - Tutorial Overview
- Section 2 - Question Types
- Section 3 - Editing Tools
- Section 4 - Mathematics Resources
- Section 5 - Test-Tracking Tools



Click Next to begin.


← Previous Navigator Next →

Calculator

https://ged.com/wp-content/uploads/calculator_sheet.pdf

Calculator Tutorial


Calculator



Welcome to the GED® Test Calculator Tutorial

To begin, look at the lower right corner of the screen.

Click the Next button.




Next →

<https://ged.com/practice-test/en/calculator/>

Available in English and Spanish

2014 GED® Test Resources




TI-30XS Calculator Reference Sheet

The calculator reference sheet is provided on most items on the 2014 GED® Mathematical Reasoning test, as well as certain items on the Scientific Reasoning and Social Studies tests. The calculator reference sheet is provided to test-takers in order to demonstrate the functionality of the onscreen calculator, specifically in terms of what order to click the buttons in complex problems, such as order of operations or calculating with fractions.

BASIC ARITHMETIC



To perform basic arithmetic, enter numbers and operation symbols using the standard order of operations.

EXAMPLE


$$8 \times -4 + 7 =$$


The correct answer = **-25**

PERCENTAGES


To calculate with percentages, enter the number, then  .

EXAMPLE


$$40\% \times 560 =$$


The correct answer = **224**

SCIENTIFIC NOTATION

To perform calculations with scientific notation, use the  key.


EXAMPLE

$$7.8 \times 10^8 - 1.5 \times 10^8 =$$




FRACTIONS

To perform calculations with fractions formatted in reduced form.

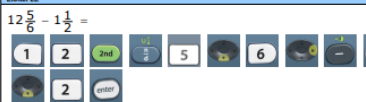
EXAMPLE

$$\frac{2}{5} \times \frac{3}{7} =$$









MIXED NUMBERS

To perform calculations with mixed numbers, use  . As with fractions, the answer will automatically be formatted in reduced form.


EXAMPLE

$$12\frac{5}{6} - 1\frac{1}{2} =$$


The correct answer = **$\frac{34}{3}$**

To perform calculations with powers and roots, you will use the following keys:       


EXAMPLE

$$1.2^2 =$$


The correct answer = **1.44**

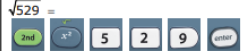
POWERS AND ROOTS

EXAMPLE

$$7^4 =$$



The correct answer = **2401**

EXAMPLE

$$\sqrt{529} =$$



The correct answer = **23**

EXAMPLE


$$\sqrt[3]{1728} =$$


The correct answer = **12**

TOGGLE KEY

The answer toggle key  can be used to toggle the display result between fraction and decimal answers, exact square root and decimal, and exact pi and decimal.

EXAMPLE

$$\frac{9}{10} =$$


The correct answer = **0.9**

Formulas

https://ged.com/wp-content/uploads/math_formula_sheet.pdf

Available in English and Spanish

Mathematics Formula Sheet & Explanation

The 2014 GED® Mathematical Reasoning test contains a formula sheet, which displays formulas relating to geometric measurement and certain algebra concepts. Formulas are provided to test-takers so that they may focus on *application*, rather than the *memorization*, of formulas.

Area of a:

square	$A = s^2$
rectangle	$A = lw$
parallelogram	$A = bh$
triangle	$A = \frac{1}{2}bh$
trapezoid	$A = \frac{1}{2}h(b_1 + b_2)$
circle	$A = \pi r^2$

Perimeter of a:

square	$P = 4s$
rectangle	$P = 2l + 2w$
triangle	$P = s_1 + s_2 + s_3$
Circumference of a circle	$C = 2\pi r$ OR $C = \pi d$; $\pi = 3.14$

Surface area and volume of a:

rectangular prism	$SA = 2lw + 2lh + 2wh$	$V = lwh$
right prism	$SA = ph + 2B$	$V = Bh$
cylinder	$SA = 2\pi rh + 2\pi r^2$	$V = \pi r^2 h$
pyramid	$SA = \frac{1}{2}ps + B$	$V = \frac{1}{3}Bh$
cone	$SA = \pi rs + \pi r^2$	$V = \frac{1}{3}\pi r^2 h$
sphere	$SA = 4\pi r^2$	$V = \frac{4}{3}\pi r^3$

(p = perimeter of base with area B ; $\pi = 3.14$)

Data

mean	mean is equal to the total of the values of a data set, divided by the number of elements in the data set
median	median is the middle value in an odd number of ordered values of a data set, or the mean of the two middle values in an even number of ordered values in a data set

Algebra

slope of a line	$m = \frac{y_2 - y_1}{x_2 - x_1}$
slope-intercept form of the equation of a line	$y = mx + b$
point-slope form of the equation of a line	$y - y_1 = m(x - x_1)$
standard form of a quadratic equation	$y = ax^2 + bx + c$
quadratic formula	$x = \frac{-b \pm \sqrt{b^2 - 4ac}}{2a}$
Pythagorean theorem	$a^2 + b^2 = c^2$
simple interest	$I = Prt$ (I = interest, P = principal, r = rate, t = time)
distance formula	$d = rt$
total cost	total cost = (number of units) × (price per unit)

Math Study Guide

1/24/2018 MyGED® : Study Guide

x+y² GED Study Guide
MATH

What you need to know about the GED® Math Test

- 1** You should be familiar with arithmetic and math concepts, measurements, equations, and applying math concepts to solve real-life problems. Remember, the math test is not a memorization test! You'll have access to a formula sheet that gives you information like how to calculate the area for different shapes.
- 2** This study guide and the example questions in it will help you get an idea of what's going to be on the test.
- 3** You **don't** need to know everything in this guide! If you want to see how close you are to passing, the GED Ready® official practice test is a great way to help you determine if you're ready.

Test Overview

Topics
Rational Numbers
Shapes and Measurement
Graphs and Functions
Expressions and Equations

Time (to take the test)
115 minutes
3 minute break between parts (to retrieve your calculator)

Format
2 parts
Calculator allowed for part 2
Access to calculator reference sheet and math formula sheet
Multiple choice and other question types (drag and drop, fill in the blank)

What you'll be tested on

The GED test will measure your strength in the skills below. Click on a skill to learn more.

1/24/2018 MyGED® : Study Guide

3 Simplify exponents

Simplify numerical expressions with exponents

For example, $2^4 \times 2^5 = 2^{11}$

Example Questions

Simplify exponents

Question:
Simplify:
 $(2^9 \times 3^4) \times (2^4 \times 3)^2$

A 6^{20}

B 6^{24}

C $2^{13} \times 3^7$

D $2^{17} \times 3^7$

1/24/2018 MyGED® : Study Guide

Basic Math

1 Fractions and decimals in order

Place fractions and decimals in order.

For example, you can order the set of numbers:

$$\frac{1}{4}, 0.5, \frac{3}{8}, 0.9$$

in order from smallest to largest:

$$\frac{1}{4}, \frac{3}{8}, 0.5, 0.9$$

Example Questions

Fractions and decimals in order

Question:
Between which pair of decimals should $\frac{4}{7}$ be placed on a number line?

A 0.3 and 0.4

B 0.4 and 0.5

C 0.5 and 0.6

D 0.6 and 0.7

Calculator Prohibited Indicators



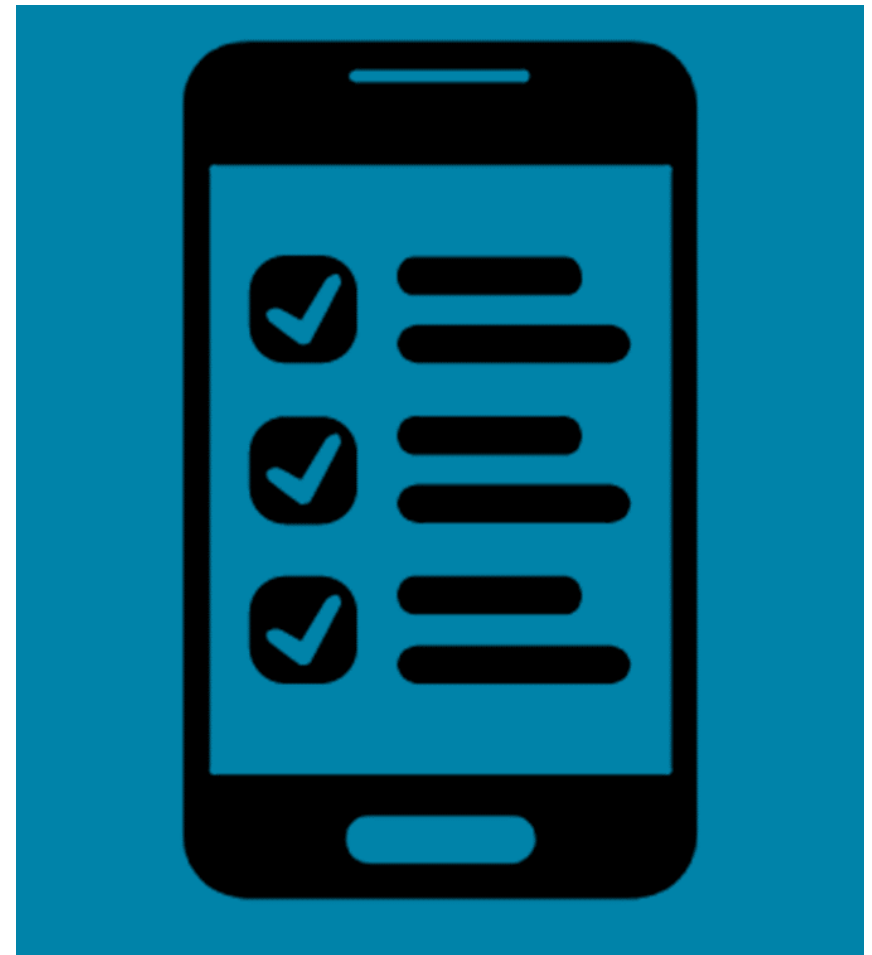
TEST-TAKER RECOMMENDATIONS FOR CALCULATOR-PROHIBITED INDICATORS

The first several questions of the GED® Mathematical Reasoning test assess eight indicators covering various concepts in number sense and computation (Q.1.a through Q.1.d and Q.2.a through Q.2.d) that prohibit the use of the calculator. GED Testing Service has analyzed data on these calculator-prohibited items, resulting in the following comments and recommendations:

Indicator	Background	Recommendations for Test-takers
Q.1.a Order fractions and decimals, including on a number line.	<p>These questions may require</p> <ul style="list-style-type: none"> comparing or ordering positive numbers, or negative numbers, or both, with or without a number line. <p>Test takers generally do very well on this indicator, with the exception of questions that require test takers to compare or order a set consisting entirely of negative numbers.</p>	<ul style="list-style-type: none"> Leverage skills in comparing and ordering positive fractions and decimals toward similar skills comparing and ordering negative fractions and decimals. Understand the difference in how negative numbers are compared and ordered: <ul style="list-style-type: none"> For instance, while 0.7 is greater than 0.2, -0.7 is actually <i>less than</i> -0.2. Since positives and negatives are essentially opposites, the rules for ordering each type of number are applied in a similarly opposite manner.
Q.1.b Apply number properties involving multiples and factors, such as using the least common multiple, greatest common factor, or distributive property to rewrite numeric expressions.	<p>Test takers generally perform very well on this indicator, which includes questions that include both context or pure computation (no context) and which test factors of a number, multiples of a number, least common multiple, greatest common factor, etc.</p>	<p>No specific recommendations are provided, as the general population of GED® test takers performs well on this indicator.</p>

Instructional Resources

- Florida Literacy Math App
- Effortless Math
- IXL Learning
- GED Math Crash Course
- Math is Fun

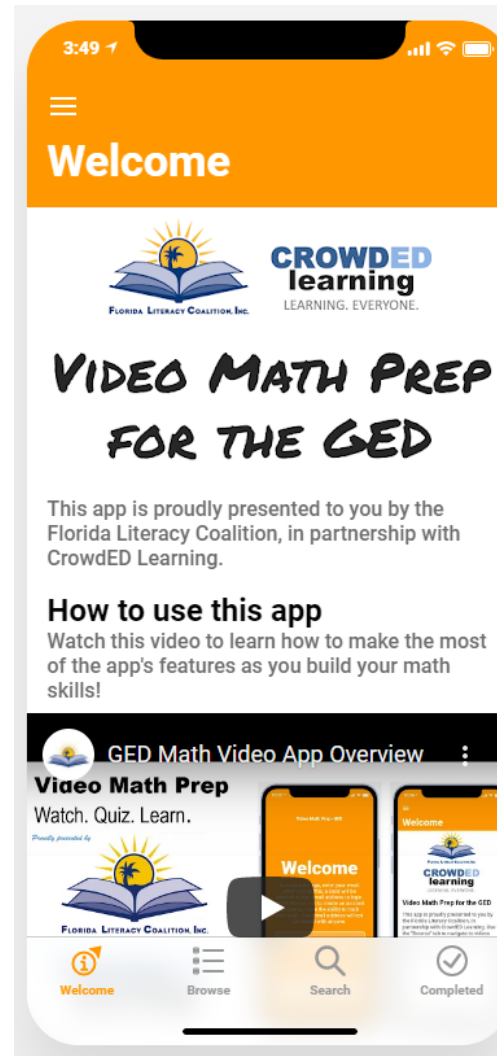


Florida Literacy Math App



Scan with camera
to access app

<https://floridaliteracy.org/mathvideos.html>



Video Math Prep-GED

by CrowdED Learning and Florida Literacy
Coalition

Built in collaboration by the Florida
Literacy Coalition + CrowdED Learning

SHARE APP

SHOW FULLSCREEN

FL Literacy Math App Tracking Sheet

<https://gedmath.glideapp.io/>



Florida Literacy Coalition, Inc. FLC Math Tracking Sheet

This tracking sheet may help you as you explore all the video mini-lessons for the GED Math test. You can download/print this form and check the boxes next to the videos that you've watched.

It may be best if you watch the videos in order as they have been arranged with increasing difficulty and the skills will build as you go along.

As you explore the website you will notice that the videos are organized into 6 sections:

Foundations
Basic Math
Basic Algebra
Graphs and Functions
Geometry
Calculator/Reference Sheet

These sections are shown below. When you open each section you will find the videos organized into subsections shown here in blue.

Limited on time? If you're looking for the most important videos you may want to focus on the [Basic Algebra](#) and [Graphs and Functions](#) sections.

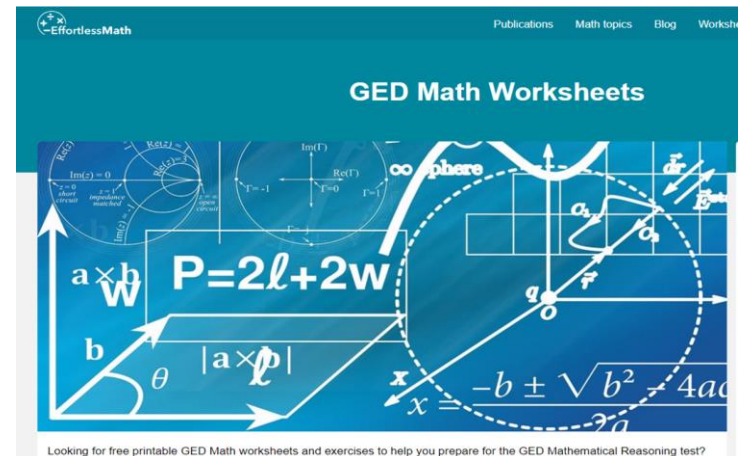
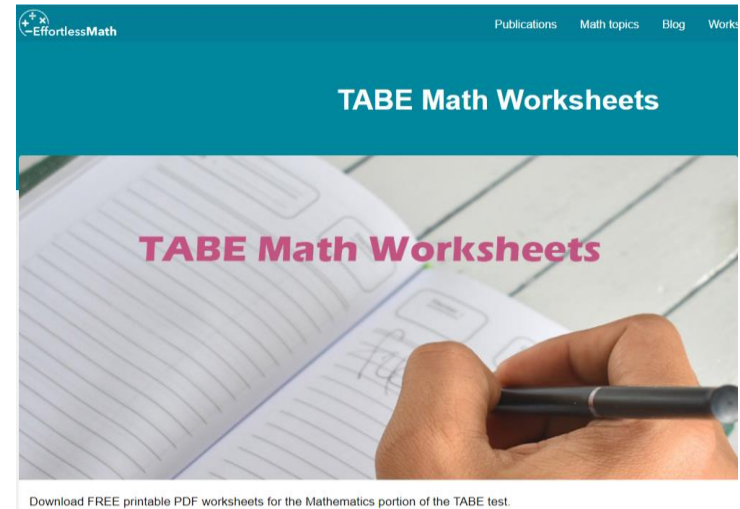
FOUNDATIONS	
Place Value and Rounding	
<input type="checkbox"/>	Finding a number's place value
<input type="checkbox"/>	Rounding whole numbers example 1
<input type="checkbox"/>	Rounding whole numbers example 2
<input type="checkbox"/>	Rounding to estimate difference
<input type="checkbox"/>	Rounding decimals to the nearest tenth
Fraction Basics	
<input type="checkbox"/>	Numerator and denominator of a fraction
<input type="checkbox"/>	Identifying fraction parts
<input type="checkbox"/>	Proper and improper fractions
<input type="checkbox"/>	Converting mixed numbers to improper fractions
<input type="checkbox"/>	Mixed numbers: changing from an improper fraction
<input type="checkbox"/>	Fractions in lowest terms
<input type="checkbox"/>	Reciprocal of a mixed number
<input type="checkbox"/>	Finding Common denominators
Decimal Basics	
<input type="checkbox"/>	Decimal place value
<input type="checkbox"/>	Decimal to simplified fraction
<input type="checkbox"/>	Fraction to decimal
<input type="checkbox"/>	Converting percent to decimal and fraction
Identification	

<input type="checkbox"/>	Recognizing prime and composite numbers
<input type="checkbox"/>	Identifying Rational Numbers
<input type="checkbox"/>	Identifying parallel and perpendicular lines
Properties and Laws	
<input type="checkbox"/>	Properties of whole numbers
<input type="checkbox"/>	Commutative property for addition
<input type="checkbox"/>	Commutative law of addition
<input type="checkbox"/>	Associative law of addition
<input type="checkbox"/>	Associative property for multiplication
<input type="checkbox"/>	Associative law of multiplication
<input type="checkbox"/>	Commutative law of multiplication
<input type="checkbox"/>	Ways to represent multiplication
<input type="checkbox"/>	Identity Property
<input type="checkbox"/>	Distributive Property 3
<input type="checkbox"/>	Distributive law of multiplication
<input type="checkbox"/>	Expressing division in multiple ways
BASIC MATH	
Comparing Numbers	
<input type="checkbox"/>	Comparing whole numbers, place value
<input type="checkbox"/>	Comparing decimals
<input type="checkbox"/>	Comparing fractions
<input type="checkbox"/>	Comparing fractions with different

Effortless Math

This site contains free pdf worksheets for [TABE](#) and [GED](#) skills practice.

All worksheets contain answer keys so that students can self-check their work.



IXL Learning

Contains content for math (K-12), RLA (K-12), science (K-8), and social studies (K-8)

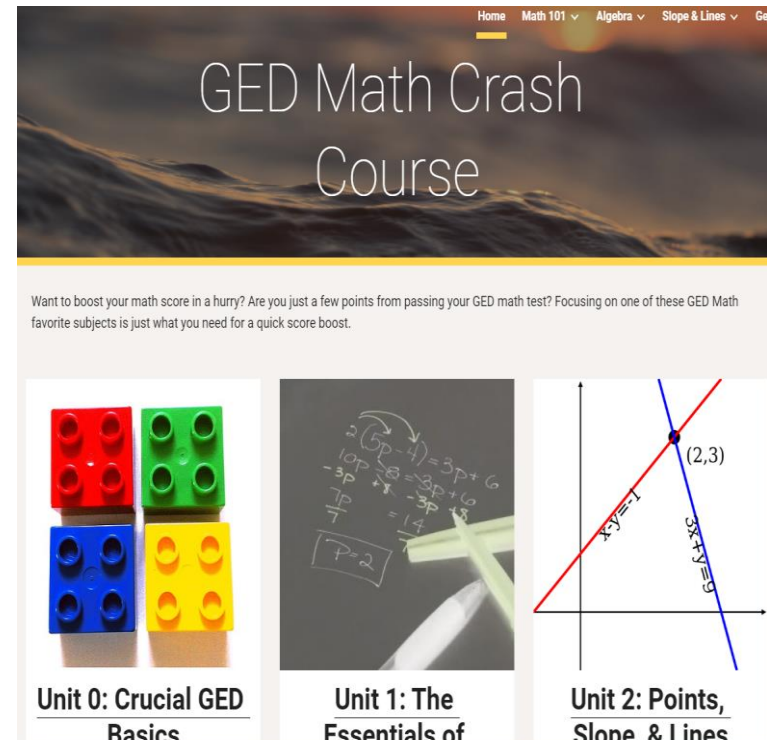
The screenshot shows the IXL Learning website homepage. At the top left is the IXL logo. To its right is a search bar with the placeholder text "Search topics and skills" and a magnifying glass icon. Further right are login fields for "Username" and "Password", a "Sign in" button, and a "Remember" checkbox. Below the search and login area is a green navigation bar with the following menu items: "Learning", "Diagnostic", "Analytics", "Inspiration", and "MEMBERSHIP". The main content area has a light green background with the headline "IXL is personalized learning". Below the headline are three white cloud-shaped callouts. The first callout is titled "Comprehensive K-12 curriculum" and lists "Math", "Language arts", "Science", "Social studies", and "Spanish". The second callout is titled "Trusted by educators and parents" and states "Over 60 billion questions answered" and "More than 8 million students use IXL". The third callout is titled "Immersive learning experience" and lists "Analytics", "Recommendations", "Real-Time Diagnostic", and "Awards". A green "Become a member!" button is positioned below the callouts. The bottom of the page features a light blue banner with the text "IXL is here to support you during school closures. Get resources for at-home learning now!" and two buttons: "For educators" and "For families". The background of the main content area includes illustrations of a sailboat, a microscope, and two children sitting on the grass.

GED Math Crash Course

This site contains videos, notes, and practice problems for GED(R) prep students

Website can be found [here](#)

Resources can be incorporated into a Google Classroom



The screenshot shows the homepage of the GED Math Crash Course website. The header features a navigation menu with 'Home', 'Math 101', 'Algebra', and 'Slope & Lines'. The main title 'GED Math Crash Course' is displayed in large white text against a background of a sunset over mountains. Below the title, a promotional message reads: 'Want to boost your math score in a hurry? Are you just a few points from passing your GED math test? Focusing on one of these GED Math favorite subjects is just what you need for a quick score boost.' Three unit cards are shown below: 'Unit 0: Crucial GED Basics' with an image of four colorful LEGO bricks (red, green, blue, yellow); 'Unit 1: The Essentials of' with an image of a chalkboard showing algebraic equations like $5p - 4 = 3p + 6$ and $p = 2$; and 'Unit 2: Points, Slope & Lines' with an image of a coordinate plane showing two intersecting lines, $x - y = 1$ and $3x + y = 9$, with their intersection point labeled as $(2, 3)$.

Math is Fun

<https://www.mathsisfun.com/geometry/>

Home Algebra Data Geometry Measure Numbers Physics Dictionary Games Puzzles

MATH'S FUN

Search

Link Here

Geometry

Geometry is all about **shapes** and their properties.

If you like playing with objects, or like drawing, then geometry is for you!

Geometry can be divided into:

 **Plane Geometry** is about flat shapes like lines, circles and triangles ... shapes that can be drawn on a piece of paper

 **Solid Geometry** is about three dimensional objects like cubes, prisms, cylinders and spheres.

➔ Hint: Try drawing some of the shapes and angles as you learn ... it helps.

Point, Line, Plane and Solid

A **Point** has no **dimensions**, only position
A **Line** is one-dimensional
A **Plane** is two dimensional (2D)
A **Solid** is three-dimensional (3D)

0 1 2 3

Dimensions

Using Nets to Find Surface Areas

Math Interactives

The screenshot shows a software interface with two tabs: "Use It 1: Nets" and "Use It 2: Views". The "Use It 1: Nets" tab is active and contains the instruction "Find the nets for all 6 objects." Below this instruction are six buttons, each containing a 3D object: a purple trapezoidal prism, a yellow triangular prism, a red triangular prism, a green cone, a green cylinder, and a purple cone. The "Use It 2: Views" tab is currently empty. Below the tabs is a large white area with a 3D pink rectangular prism and a slider below it. At the bottom of the interface, there is a text box that reads: "The slider provides an animation between the rectangular prism and its net. After watching the animations several times, select the appropriate net below:". Below this text are three buttons, each showing a different net of a rectangular prism with a circular selection button to its right.

http://www.learnalberta.ca/content/mejhm/index.html?l=0&ID1=AB.MATH.JR.SHAP.SURF&ID2=AB.MATH.JR.SHAP.SURF&lesson=html/object_interactives/surfaceArea/use_it.html

Tuesdays for Teachers
(coming this fall)

Trends in Students' Knowledge & Skill Gaps

*Co-presenters:
GEDTS Content Area Specialists
Test Development Division*



Tuesdays for Teachers

12:30-2:00 PDT/3:30-5:00 EDT

November 16, 2021	Mathematical Reasoning, Part Two
December 7, 2021	Reasoning Through Language Arts, Part One
January 25, 2022	Reasoning Through Language Arts, Part Two
February—March	<ul style="list-style-type: none">• Social Studies• Science
May 2022	<ul style="list-style-type: none">• Individual “Hot Topic Sessions” based upon Educator and Administrator interest and GEDTS observations of student and educator trends

SUCCESS



**WHAT PEOPLE THINK
IT LOOKS LIKE**

SUCCESS



**WHAT IT REALLY
LOOKS LIKE**

Q & A

WHICH
HOW
WHERE
WHY
WHEN
WHY
WHERE
WHY
WHEN
WHY

about
help
who
what
when

answers
FAQ

WHICH
HOW
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Thank you!

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