



Parent Quick Start

A practical guide to the next move

2 Teammates. 1 Goal. 0 Guesswork.

THE STUDENT MAKES THE MOVE.

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checkmatecollege.com

Your role in one sentence

Your job is to **support the student without taking over the student's job.**

CHECKMATE RULE

THE STUDENT MAKES THE MOVE. Checkmate helps make the move clear. Parents help when a real parent action is needed.

The best sign that Checkmate is working is not that you know every detail.

It is that the student is getting better at handling college.

What parents can expect

When sharing is allowed, a Checkmate update may answer:

WHAT MOVED? What changed or got done?

WHAT'S NEXT? What is the student focused on now?

ANYTHING YOU NEED? Do you actually need to do something?

A useful update should be quick to understand.

What not to ask for

You usually do not need:

- every private message;
- every Board item;
- every worry the student shares;
- the student's school password;
- a full play-by-play of the week.

More information is not always better support.

Better questions

Instead of...	Try...
"Did you do your FAFSA?"	"What does your Board say the next FAFSA move is?"
"Why haven't you emailed your professor?"	"Are you stuck, or do you know the next move?"

Instead of...	Try...
"Give me your portal password."	"Can you show me the status without sharing your password?"
"I'll call the school for you."	"Do you want help getting ready for what you will ask?"
"You need to study more."	"What is the first realistic study move?"
"You're falling behind."	"What changed this week, and what are you doing first?"

PARENT MOVE

When you feel the urge to take over, ask: **"What does your Board say?"** Then listen.

When you should step in

Parents are not banned from helping.

Step in when the parent truly owns part of the action, such as:

- required family financial information;
- a payment the family controls;
- a required parent/guardian consent;
- transportation or housing that the family controls;
- a safety issue;
- something the student cannot legally handle alone.

The goal is simple: **the right person owns the right move.**

When the student is struggling

Try this order:

1. Listen.
2. Ask what the Board says.
3. Encourage Ask for Help.
4. Help create time or space if that is the real problem.
5. Step in only when a real parent action or safety need calls for it.

A useful sentence is:

"Show Checkmate what happened. Then let's see what the next move is."

Praise the skill, not only the result

Useful praise sounds like:

- “You asked early.”
- “You followed up.”
- “You checked the source.”
- “You used tutoring.”
- “You kept the confirmation.”
- “You handled that yourself.”

Those are skills the student can use again.

Privacy and access

Parent, payor, and student are different roles.

One person may be more than one role. The roles still do not automatically get the same access.

For adult students, sharing depends on the student’s permissions and Checkmate’s current privacy rules.

Do not use passwords as a shortcut around privacy.

WATCH FOR THIS

Do not send Social Security numbers, FSA IDs, tax returns, bank passwords, full account numbers, or login codes through normal Checkmate messages or screenshots.

When something goes wrong

Registration or hold: the student finds the official office and uses Ask for Help.

Financial aid: check the official portal and aid office.

Professor problem: the student normally communicates directly.

Failed exam: focus on the recovery plan, not blame.

Overwhelmed: shrink the field. Current Move first.

Safety/crisis: use emergency or crisis help.

Your first-week checklist

- [] Read this Quick Start.
- [] Know what a Current Move is.

- [] Know where family updates will arrive, if they apply.
- [] Know whether you are also the Membership Manager.
- [] Know what information should never be shared through normal messages.
- [] Ask one ownership-returning question this week.
- [] Praise one behavior that shows independence.

PARENT MOVE

The goal is not a student who never needs help. The goal is a student who gets better at **asking, checking, acting, and following through.**