

# MHS PARENTS & SPONSORS

## FREQUENTLY ASKED QUESTIONS

### WHAT IS MY ROLE AS A PARENT/SPONSOR AT MILTON HERSHEY SCHOOL?

You play a vital role in your child's MHS experience. Actively support your child by attending their games, events, and family weekends. Communicate regularly with your child's houseparents and let your child know how proud you are of them.

### WHO SHOULD I CALL WHEN I HAVE A QUESTION ABOUT MY CHILD?

The first point of contact is always your child's houseparents for any issue. They know your child best and are familiar with the programs they are involved in at MHS. For academic issues, the point of contact is the appropriate school principal.

### WHO SHOULD I CONTACT WITH GENERAL CONCERNS ABOUT THE SCHOOL?

For general questions regarding MHS, please feel free to call your Coordinator for Family Relations.

### CAN I COME VISIT MY CHILD ON CAMPUS WHENEVER I WOULD LIKE?

Visitation during the week is not allowed, but weekend day visits are allowed and encouraged. In addition to our holiday breaks, your child is allowed five long-weekend, off-campus visits throughout the school year.

### DO I LOSE CHILD SUPPORT PAYMENTS WHEN MY CHILD ENROLLS?

Issues regarding custody, support, and social services are evaluated on an individual basis. Each situation has different circumstances. To best evaluate your situation, contact the Coordinator of Student Health Services for your child's division.

### WHAT CAN I DO WHEN I MISS MY CHILD?

We know the sacrifice you are making by having your child attend MHS. When you or your child miss each other, feel free to call one another. Writing letters on a regular basis also will help with homesickness—MHS students love to get mail!

### HOW CAN I SHOW MY CHILD SUPPORT AND LOVE WHILE THEY ARE AT MHS?

Keep a positive and continuous line of communication open with your child's houseparents. You also can support your child by attending Spartan Family Network meetings. Regular phone calls, emails, and letters are important to your child, too.

### WHO SHOULD I CONTACT TO UPDATE PERSONAL INFORMATION?

In the event that you or your child's personal information has changed since your child's enrollment, please contact the appropriate Coordinator of Student Health Services for your child's division.

### HOW CAN I VIEW MY STUDENTS' GRADES ONLINE?

You can register online to view student information such as grades through the Infinite Campus Parent Portal. If you need assistance logging into the Parent Portal, please email [infinitecampushelp@mhs-pa.org](mailto:infinitecampushelp@mhs-pa.org).