



What if there are no tutors available when I call in?

You may be placed on hold if tutors are assisting other students.

The Homework Hotline is available Monday, Tuesday, Wednesday, and Thursday from 5:00pm until 8:00pm. The Hotline will not be active on days that schools are closed.

How long do I get for homework help?

Based on the volume of calls, tutors may need to limit the number of problems they can address in a single call. Students can always call back for additional support with other problems.

What if I still have questions at the end of my session? Can I call in again?

Yes.

What if I don't have my books with me?

The tutor will expect that students have the required materials for homework. Tutors will not be able to identify homework assignments that have been forgotten or read books to students that they may have left at school.

What days and times can I use Homework Hotline?

Monday, Tuesday, Wednesday and Thursday from 5:00pm until 8:00pm.

The Hotline will not be active on Friday's or days that schools are closed. Please see the [academic calendar](#) for school closure dates.

Will Homework Hotline be available during breaks?

No. The Homework Hotline will not be available during school breaks. Please see the [academic calendar](#) for school closure dates.

Who do I contact if I have a question or concern regarding Homework Hotline?

If you have any questions regarding the Homework Hotline, please contact Damiana Sorrell at damiana.sorrell@detroitk12.org. We also encourage you to submit feedback by filling out the [Homework Hotline Survey](#).

What information should my child have when calling in to the Homework Hotline?

Your child should have their assigned homework, a pencil, and work paper.

Students Rise. We all Rise



Fisher Building • 3011 West Grand Blvd. • Detroit, MI 48202
O (313) 240-4377

detroitk12.org

Will the tutors only help with EL Education and Eureka Math materials for K-8 students?

No. The tutors will assist students with any homework a teacher assigns, however, tutors may not have the same level of access to support assignments a teacher may give outside of district adopted materials.

What if my child's homework assignment is around a specific novel that the tutor hasn't read?

Tutors will do their best to assist students in all instances.

Is there an option for a video conference?

No. The Homework Hotline uses a phone line.

What if my child really connects with a specific tutor? Is there an option to request tutors in the future or at least know a specific tutor's availability?

Unfortunately, no. Tutors are randomly assigned through the system.

Students Rise. We all Rise

DPSCD does not discriminate based on race, color, national origin, sex, disability and/or religion
Contact Compliance for more information at (313) 240-4377 or detroitk12.org/admin/compliance.