

FAQs:



1

WHO CAN CALL?

The toll-free hotline is available to all k-12 students in Indiana, regardless of whether their school is engaged in remote learning, in-person learning or any combination.

2

IS THIS A FREE SERVICE?

YES. The homework help is free for all students.

3

WHEN IS CALL & LEARN AVAILABLE?

Call & Learn homework help is available Tuesday, Wednesday, and Thursday, from 1:00 p.m. to 5:00 p.m. EST.

4

IS INFORMATION PRIVATE?

Student privacy is guaranteed, and no student data is gathered.

5

ARE CALLS RECORDED?

YES. All calls are recorded for security.

6

WHO ANSWERS THE CALLS?

The volunteers on the homework hotline are retired, credentialed educators, most of whom have master's degrees.

7

CAN PARENTS AND CAREGIVERS USE CALL & LEARN?

Parents and caregivers are welcome to access the educators on the Call & Learn hotline in assistance to the students in their households.

8

WHAT IF I DON'T HAVE THE INTERNET?

Volunteers are supporting student learning on the telephone, not the Internet.

9

DO VOLUNTEERS ACCESS HOMEWORK?

Volunteers do not have access to student homework. The help volunteers give students is in assisting the student to clearly understand assignment instructions and guide them to discovering the answers on their own. This method helps develop critical thinking skills.

*There is no limit on the time volunteers can spend on the phone with students. In Phase I, the average conversation lasted 8 minutes and the longest conversation lasted about an hour.

**Please contact Trish Whitcomb with your questions or concerns:
twhitcomb@retiredteachers.org or call 812.767.2050.**