

Homework Tutoring Hotline

Faith Ngae & Ryan Oelrich, Gonzaga University



Project & Goals

The main goal of the Homework Tutoring Hotline is to provide K-12 students demonstrating financial need within Spokane county, with one-on-one support while they navigated school over zoom.

Partner Organization

The Homework Hotline is made possible through the collaboration of Communities in Schools of Spokane County, Gonzaga Center of Community Engagement (CCE) and Priority Spokane.



PRIORITY SPOKANE

Background & Critical Issue

In the face of the pandemic, teacher and educator were noticing that students were struggling and disappearing. Because of school district policies teachers were not allowed to meet with students one on one over zoom. Teachers also didn't feel comfortable calling out students in class when they were struggling because this would be embarrassing and bring unwanted attention towards them. From these concerns the Homework Tutoring Hotline was formed. The service is restricted to K-12 students demonstrating financial need (students receiving free or reduced lunch or household income under \$45K) within Spokane County. This is to ensure that we are helping students in the greatest need and reducing disparities.

How it works

- Parents go to: <https://www.priorityspokane.org/free-virtual-educational-support-tutoring/> and Schedule a 45-minute tutoring session
- They receive a confirmation email as well as a link to sign a document agreeing to the terms and conditions.
- Students are matched with a tutor (these are Gonzaga students and retired educators in the greater Spokane area) with the expertise on the subject they need support in.
- A monitor is also assigned, this is for safety and support.
- Parents then receive an email with the Zoom link to the Tutoring session.
- The tutoring Session occurs.

What I Learned

This project has made me more aware of the struggles K-12 students are experiencing during this pandemic. Staying safe and healthy in the pandemic is a top priority for students, parents, educators and community members. This has meant that students have had to adjust to a new way of learning through zoom.

When I have had the opportunity to be a monitor, it has been really amazing to see student's excitement to have a connection with someone else outside their household. It also transformative to see a students gains understanding in a topic or assignment.

What is Next

This experience has shown me the importance of centering the community. This project was started from concerns from the community and the community partners keep consulting the community to ensure that it is meeting the need. Moving forward in life I will keep this in mind because Nothing for us without us is for us.

For the community partners, the homework tutoring hotline will move from being run by Gonzaga University CCE and Priority Spokane to being solely run by Communities in Schools of Spokane County.

What I Did

My main role was doing administrative tasked in the background. This included monitoring the Homework Hotline Gmail, sending zoom links to the students, tutor and Monitor. When needed I would step in to be monitor for the tutoring sessions.

