

Frequently Asked Questions from Parents

1. Who is involved in this program?
 - Homework Help is available to any Grade 7 to 10 student registered with one of the 32 school boards participating in the program for 2010-2011.
2. Why should my child participate in Homework Help?
 - Homework Help is a tool to support your child in Math when teachers and parents are unavailable.
 - It provides the students with a safe and anonymous digital environment and can circumvent the pressures of peer interactions in the classroom.
 - Homework Help supports student learning, and it helps your child to build confidence in their skills in Math and to improve their achievement level.
3. Is there a cost involved?
 - No, it is free. All that is needed is a computer with internet access.
4. Who are the tutors?
 - All of the tutors are qualified Ontario teachers who are currently teaching in Ontario classrooms.
 - They have to have experience teaching Intermediate Math, and undergo a rigorous interview and training process.
5. When can my child get help?
 - The tools on the website can be accessed at any time, however the live tutoring sessions are only available on Sunday to Thursday from 5:30 to 9:30 pm.
6. How does my child get help from a tutor?
 - Once your child has obtained parental consent and registered on the website, they need to log in and enter the tutor chat rooms.
 - They should pick the chat room for their grade, and pick a tutor. Once they have entered the room, they ask their question and wait to be activated by the tutor.
7. How long will my child have to wait to have their question answered?
 - It depends. During peak times, such as EQAO testing or exams, more tutors will be available each night.
 - To reduce their wait times, students should choose a tutor who does not have many people in line to have a question answered.
8. Will the tutor do my child's homework?
 - No – it is “homework help”, not “homework do”. They will help your child to work through a question using an online text-based chat and interactive whiteboard for drawing diagrams.
 - They will also provide the student with strategies to work through similar problems in the future and emphasize learning and understanding concepts.

9. Is the website monitored?

- All chat sessions are recorded and monitored for both quality control and safety reasons.
- The recordings are also stored in the student's online locker, so they can review them at any time.

10. How do you ensure the Homework Help website is safe for my child?

- Only students who are registered in Grades 7 to 10 are able to register for full access to the website. Guests cannot interact with any of the participants or tutors.
- The website is hosted on an encrypted server to keep the information that is transmitted secure.
- There is a Code of Conduct that is enforced by the tutors, and students can be removed from the website immediately for inappropriate behavior.

11. What information is shared about my child?

- All participants are able to see the student's username, which is chosen by the student during registration.
- The tutor can see the student's grade level & course, as this helps them gear the session to the correct level.
- No other information, including the student's name, is accessible.

12. Can I have access to the website?

- Any person, including parents and teachers, can create a Guest account. This allows them to explore the various tools on the website and watch tutoring sessions, but they cannot interact or participate in the sessions.

13. Who can I contact if I have more questions?

- The Homework Help/eLearning Contact for DSBN is Toby Marr.
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- Phone: 905-227-5551 ext. 52300