

## **Penn State Homework Hotline**

### **Protection Protocol (Proposed – Revision 2 – Approved by Legal, Risk and Youth Compliance)**

April 8, 2015

#### **Emails**

All email communications to minors participating in Penn State's Homework Hotline will include a second adult in the communication through a separate listserv address which will be copied on all correspondence with minors. Authorized adults involved with the Homework Hotline will review the correspondence.

#### **Phone calls**

Penn State Homework Hotline phone calls will include at least two adults in the following manner:

- The Homework Hotline Supervisor (or another trained Penn State employee serving in that capacity) will be on-site monitoring in progress telephone sessions of up to no more than 8 tutors in real-time. The Homework Hotline Supervisor (or another trained Penn State employee serving in that capacity) will listen to the tutoring exchanges from the Homework Hotline location to ensure appropriate conduct of each of the tutors.
- Nightly Homework Hotline logs will include the following:
  - Date
  - Names of all tutors working
  - Name of Homework Hotline Supervisor (or another trained Penn State employee serving in that capacity)
  - Number of calls received by each tutor
  - Statements attesting to properly managed phone calls or indicating an incident that has been reported to the appropriate campus authority
  - Signature of all tutors and the Homework Hotline Supervisor working each night (or another trained Penn State employee serving in that capacity) indicating accuracy of Nightly log

#### **Employee training for Tutors and Supervisors**

- All employees of the Homework Hotline will have a Criminal Background Check, Childline, and FBI fingerprinting clearances prior to being hired and/or working with minors; these clearances will be reviewed and approved by the Office of Human Resources Recruitment and Compensation Division prior to a tutor's hiring and/or working with minors.
- Tutors will complete a training process and will sign an employee agreement that details their responsibilities and the expectations regarding their role in the Penn State Homework Hotline:
  - Professional behavior expected at all times
  - Tutor identification limited to first name, major and Homework Hotline info only
  - No contact through personal phone, texting or social media of any kind

- Training will specifically include modeling and practice of techniques to address responding to student callers who may push boundaries and seek to connect with their tutor(s) in a more personal manner

### Communication with School Districts and Parents/Guardians

- Prior to the initial implementation of the Homework Hotline Program with a school district, school district authorities will review the Homework Hotline Protections Protocol and will indicate approval.
- At the start of each school year and/or prior to the initial implementation of the Homework Hotline Program with a school district, students will be given a flyer to take home to their parents/guardians announcing the Homework Hotline Program, outlining services provided and student access to the Homework Hotline. The flyer will contain a statement with current contact information as exemplified in the following statement:

*All Penn State youth programs have policies in place to ensure the safety of youth participating in our programs is not compromised. All Homework Hotline staff are trained in protocols to protect youth as well as in all relevant internal, external, and parental reporting requirements.*

*Parents are encouraged to notify Colleen Smith, the Homework Hotline Program Director at [cms64@psu.edu](mailto:cms64@psu.edu) / (724)334-6138 immediately if they, or their child, are experiencing problems, difficulties, or concerns with the program and/or staff. You may also contact Sandy Weaver, Youth Programs Compliance Specialist at [stw126@psu.edu](mailto:stw126@psu.edu) / (814) 865-8785 or call the University's Ethics Hotline at 1-800-560-1637.*

### Chat system

- We do not have plans to incorporate a chat line at this time.

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I have reviewed the Penn State Homework Hotline Protection Protocol, and I approve this Protection Protocol for the district's participation in the Penn State Homework Hotline.

	Board President
Name	Title
Plum Borough	October 25, 2016
School District	Date