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Boston Public Schools launch back-to-school hotline

Posted by Matt Rocheleau August 22, 2012 11:39 AM

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By Matt Rocheleau, Town Correspondent

Boston Public Schools announced this week that the department's back-to-school hotline, 617-635-9046, has been turned on.

The hotline is staffed by multi-lingual operators trained to answer a variety of questions from parents and students, the department said. It is open Monday through Friday from 8:30 a.m. through 5 p.m.

Starting Sept. 4, the hotline will expand its operating hours to 8 a.m. to 6 p.m., according to school officials. The line will remain available through Sept. 14.

The first day of school for Boston public students in grades 1-12 is Thurs., Sept. 6, officials said. Kindergartners start their year on Mon., Sept. 10.

This past Monday, during the hotline's first day of operation, operators fielded 500 calls, the school department said

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399 calls, the school department said.

“We are making an intentional effort to ensure we are a more customer friendly organization,” said a statement from Superintendent Carol R. Johnson. “As the first day of school quickly approaches we know our families will have many questions. We hope they will take advantage of the well-trained and knowledgeable staff who will be waiting to answer their calls.”

Families can also find a range of back-to-school information at www.bostonpublicschools.org.

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