

SVES & SVHS Parent Service Hour FAQs

➤ What is my family's volunteer hour obligation?

The volunteer hour commitment year runs from May 1st – April 30th.

- Two parent households are required to complete and log **25** hours of service.
- Single parent households are required to complete and log **15** hours of service.

***If you do not complete the required hours, Diocesan regulations mandate that there cannot be proration for partial hours completed, therefore all hours must be performed and reported to avoid paying the Non-Participation Tuition. You will be assessed the full \$750 (two parent families) or \$450 (single parent families) non participation portion of your tuition.

➤ I have kids at both SVHS & SVES. Do I have to log in both systems?

- Yes, you do. The good news is that your username and password are the same for both. However, you will have to log on to each site to view events that are not shared between schools. Combined events will only show on both calendars, so you can sign up on either site.

➤ Do I have to complete the Safe Environment Training or a TB Test to volunteer?

Any volunteer that is working with kids must complete the Safe Environment Training and be TB tested. For more information, please contact either the Elementary or High School office.

➤ Can I enter other family member's hours under my name?

- No. Only those responsible for the tuition contract can volunteer at our schools. When logging hours you may add your husband's/wife's hours when you are entering your own. Just make sure to add a note in the comments box that says who did the work. Please remember only hours worked by a student's parents count toward the requirement. Siblings, Grandparents or Aunts & Uncles do not.

➤ Can I get double hours?

- Double hours must be preapproved prior to the event and only for worked after midnight. If you are curious if your hours qualify please reach out to the volunteer coordinator.

➤ I have a full time job and don't have time to volunteer can someone else do the hours for me?

- Unfortunately no. The hours must be completed by those responsible for the tuition contact. Some of our volunteer positions require the Safe Environment Training and TB testing through the diocese.

- Hours for a friend/family member working with you does not constitute double hours. While we love the school spirit and appreciate the extra help, only the hours by the parent will count toward the annual commitment.

➤ Where can I volunteer to fulfill my hour commitment?

Below is a sample list of groups and events that need volunteer help. All jobs are posted in Beehively. Please check Beehively often for updates. Additional events will be added throughout the year.

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| ▪ MAC Events | ▪ Baccalaureate Dinner (SVHS) | ▪ ABC Board |
| ▪ ABC Events (SVES) | ▪ Team da Vinci (SVES) | ▪ Golf Tournament |
| ▪ Sporting Events | ▪ PEAK Pal Events (SVES) | ▪ Learning Center (SVES) |
| ▪ Back to School Night | ▪ Westside Relays (SVES) | ▪ Library Readers (SVES) |
| ▪ Open Houses | ▪ Jog a Thon | ▪ Lunch Duty (SVES & Mustang Kitchen) |
| ▪ Driving for Sporting Events | ▪ Fashion Show | ▪ Performance and Production Help |
| ▪ Field Trip Drivers | ▪ Book Fairs (SVES) | ▪ Art Docent |
| ▪ Club or Classroom Activities | ▪ Fashion Show | ▪ Campus Beautification |
| ▪ Office Help | ▪ Sports Awards Dinners | ▪ Marathon Club |
| ▪ Uniform Store (SVES) | ▪ Board of Regents | ▪ Dances |
| | ▪ Tuition Raffle | |
- Donated Experiences* (individual dinners or parties, etc... donated for a fundraising event)
 - Sunday Mass help (Sunday School Teachers, Eucharistic Ministers etc...
(maximum of 5 hours for each volunteer year)

***Event Planning (Includes activities done in previous service hour requirement year for event that takes place in following year, i.e. planning of a large event in March of 2019 (previous hour commitment year) and the event is held in Nov. of 2020. These hours may be logged during year in which they are worked.

➤ I would like to donate to an event – Do I get hours for donations?

If you donate an “experience,” you will receive hours as long as it is not donated from a business in which you are able to write the donation off. Examples of donations that receive hours are donated dinners (e.g. abalone dinner), donated parties (e.g. Moms & Margaritas) and donated experience (e.g. Yoga Retreat). In these cases, you will get 5 total hours for the

donated experience. If you have others helping you with the event, they can log hours as well. Donated items do not qualify for hours.

*Donors will receive 5 fundraising hours per family for donation. Volunteers who work the experience will receive 5 volunteer hours maximum. Family members of the donating party will not receive additional hours for working the experience.

**NOTE: These experiences must be donated by individuals and not associated with a business. Please log your hours after the experience date. Not the date of donation.

➤ How much time do I get for baking or a supply donation?

- You will receive 2 hours for home-baked goods. You will not receive more hours if you do more than the allotted amount. (e.g. you do not receive 4 hours for extra baked goods.)
- You will receive 0.5 (1/2) hour for store-bought baked goods or donated items (napkins, bottled waters, tablecloths etc... You will not receive more hours if you buy more than the allotted amount. (e.g. you will not receive 1 hour for buying extra baked goods or tablecloths.)
- Baking positions and Supply donations are desirable to many families. Families are allowed to sign up for **one** baking spot or donated item per event.

➤ “Someone” told me that my hours would count if I do this job? How can I get those hours?

- The only jobs that count are those that have been approved by the school administration and are posted in the Beehively system. The schools, school boards and volunteer coordinator work together to ensure jobs are approved and available on Beehively. If you have been asked to do a job that is not listed in Beehively those hours will not count unless you have had them approved. If someone else tells you your hours count, DO NOT BELIEVE IT! Instead reach out to the volunteer coordinator for clarification and we will work with the school to make sure all hours count. We will not give retroactive hours if they were not preapproved. The goal of the program is for all hours to count. The integrity of the program is paramount. The administration wants to make sure that the system is transparent and all jobs are open to the entire school community.

➤ When I sign up, there are a number of hours listed for the job. What if I work more or less than those hours?

- Log the number of hours you worked. If they are more or less than the listed hours add a note in the comments box provided. Make sure to notate it on the log sheets at the event as well.

➤ When do I log my hours?

- Log your hours after you have completed your work. In the case of a single event, you will be able to log your hours the day after the event and will have two weeks to log

your hours from that date. You have one month from when you work an on-going event (e.g. Lunch Duty, Learning Center, etc...) to log your hours. On-going events remain open throughout the year, but in order to quality control the hours done, your hours may be rejected if it is not within this timeframe. Adjustments to hours will not be made. Please be responsible about logging your hours in a timely manner.

➤ Why do I only have two weeks to log hours for an event?

You have two weeks to log your hours for any event. There are several reasons why:

- Volunteers log their hours more faithfully and more accurately when given a deadline. Our goal is for all of your hours to count.
- It ensures better quality control within the system. Volunteer Coordinator works with event chairs to ensure that hours have been logged accurately.
- It would be cumbersome for coordinators, event chairs and parents to have events open-ended. Many people would wait to log all of their hours until the end of the school year making approving the hours virtually impossible.
- The administration needs to make sure that the hours are tracked accurately for the year-end reports.

➤ I forgot to log my hours, now what?

- If you do not log your hours after the two-week timeframe for a single event, hours cannot be logged. Do not log hours into another category—they will be rejected. Reach out to the volunteer coordinator and/or event chair. We will do our best to work with you to get your hours logged. NOTE: It is time-consuming on everyone's part to do this, so do your best to log within the timeframes given. For on-going events, you have until April 30th of the current service year to log hours. If you do not log your hours by April 30th, no end-of-year adjustments can be made. May 1st the system resets to the next volunteer commitment year. Assessments will be calculated based on your totals in the system as of April 30th.

➤ I've signed up for an event, but now I can't work. What should I do?

If you find you cannot do the job within a week of the event, please go into Beehively and withdraw from the job. All jobs you are signed up to work will be listed in the My Info/Sign up for Events menu.

- If you find you cannot do the job less than a week before the event, you need to contact the event chair to let them know and if possible help them find a replacement.
- If you do not show up for your job without communicating to the event chair, you will be sent a "no-show" reminder. If you are a "no show" three times, you will no longer be able to volunteer and will be assessed the full assessment amount.

➤ Will I be sent a reminder from Beehively when I sign up for an event?

- Beehively will send you a reminder the day before your event/job to remind you that you are working. Most likely, the event chair will also reach out to you prior to the

event to confirm your attendance and explain any necessary details. If you are not contacted, you are still responsible for the job. Make sure to use the handy iCal button next to Sign Up by the task. It will automatically put it on your iCalendar.

➤ **I worked 3 different jobs at an event. How many hours do I log?**

The hours listed would give me 10 hours total, but the event was only 4 hours long. Do I get 10 hours?

- No, you do not get 10 hours. If you work multiple jobs during an event, you can only log the number of hours you were there. For example, if the event went from 10 AM – 2 PM, you can only log a total of 4 hours no matter how many jobs you did at the event. However, if you worked set-up prior to the event or cleanup after the event, you can add those hours to your total.

➤ **When I log hours, will I see them right away?**

No. Your hours will go into the approval queue where they will be reviewed and either approved or rejected. Do not continue to log the same hours thinking this will get them approved faster. You will receive an email indicating that your hours have been approved and/or rejected. If your hours are rejected, you can reach out to svvolunteer@gmail.com or svhsvolunteer@gmail.com to inquire why. Check your email first, we may have sent you an email requesting information or clarity about the logged hours. Keep in mind that it can take a little time to approve hours. We have to wait for log sheets from the individual events.

❖ Common reasons Hours are rejected:

- You have logged hours multiple times.
- You have not signed in at an event. In this case, the Volunteer Coordinator will first work with the event chairs to confirm your attendance before rejecting your hours, but keep in mind that this will take time.
- You logged your hours incorrectly. In this case, you should receive an email indicating the correction necessary to make your hours count.
- You logged hours for a job that was not a specified/approved job by the school administration.

➤ **How do I check my hours to make sure I am on track to meet my commitment?**

You can check your total hours anytime. It is easiest for you to check this. If you feel it is incorrect, double check on this list the categories you have submitted hours for.

1. Click on MY INFO
2. Select SUBMIT VOLUNTEERED HOURS in either location.
3. Scroll to the bottom of the screen. To check your totals broken out by category as well as your GRAND TOTAL.

➤ **When I sign up for an event, do I add my contact information in this box?**

No. When you sign up, make sure to leave the text box blank UNLESS you are signing someone else up, e.g. your husband/wife. If you put your name or other notes in that box, the system thinks another person has sign up and reduces the spots available for volunteers,. If you want to sign someone else up but not yourself, uncheck the box that says "SIGN ME UP" and type the name of the person who is working in that text box. This would be appropriate if you are signing your spouse up for a job, but you are not working as well. Leave this area blank if you are only signing yourself up!

Please reach out to the Volunteer Coordinator with any questions.

SVES - svvounteer@gmail.com

SVHS – svhsvolunteer@gmail.com