

# St. Vincent de Paul College Prep Parent Volunteer Hour FAQs 2024-2025

## Contact Information for the 2024-2025 school year:

- Parent Volunteer Coordinator: Alison Falvey [afalvey@svhs-pet.org](mailto:afalvey@svhs-pet.org)

## Parent Volunteer Frequently Asked Questions:

### 1. What is my family's volunteer hour obligation?

The volunteer hour commitment year runs from May 1, 2024 – April 30, 2025.

The required volunteer hours for active families are as follows:

- **One and two-household families: 25 total hours (12.5 Fundraising Hours + 12.5 Non-fundraising Hours)**
  - If you are a one-household family, both parents will share one Track it Forward account where they can both log their hours. The account will be set up with the email address of the primary parent in FACTS. The name and email account can be changed upon request.
  - If you are a two-household family (for volunteer purposes, “two household family” is defined as having joint custody), each parent will receive their own Track it Forward login, but both accounts will be linked so that all hours logged go towards the single 25 hour total.  
**Two household families- One parent must self-report by filling out the Defining Financial Obligation for Volunteering Form by August 30, 2024. Click [here](#) to access this form or contact Doraly Rodriguez at [drodriguez@svhs-pet.org](mailto:drodriguez@svhs-pet.org).**
- **Single-parent families: 15 total hours (7.5 Fundraising Hours + 7.5 Non-fundraising Hours)**
  - If you are a single parent family (for volunteer purposes, “single parent family” is defined as having full custody), **Single Family households- One parent must self-report by filling out the Defining Financial Obligation for Volunteering Form by August**

**30, 2024. [Click here to access this form or contact Doraly Rodriguez at drodriguez@svhs-pet.org.](#)**

- Hours may be prorated for families who are not enrolled for the entire school year. Families who enroll after the school year starts will be made aware of their hour requirements upon enrollment.

NOTE: If required hours are not completed, hours cannot be prorated for partial hours completed; therefore, **all hours must be performed, reported and approved in full** to avoid paying the Non-Participation Tuition fee at the end of the school year. **If all hours are not completed, reported and approved by April 30, 2025, you will be assessed the full \$2000 non-refundable Non-Participation fee.** It is each family's responsibility to ensure that they meet the deadline, including requesting help (if needed) in using the reporting portal **before April 30, 2025.**

### **Non-Participating Family Information**

Families may choose not to participate in volunteer hours and instead pay a \$2000 non-refundable Non-Participation. Families who choose the Non-Participation option during registration for the 2024-2025 school year will be charged a \$2000 non-refundable Non-Participation fee (spread out throughout the year) via their FACTS account.

2. **How do I register with the new Track it Forward portal? Should I go to the website/app and register myself?**

**No, do not try to register yourself for Track it Forward. The school's Administrator will add you into the Track it Forward database.** Once you have been added by the school, you will receive an email that will ask you to click a link and set a new password.

[Click here for a quick guide on Getting Started as a Volunteer.](#)

Once you have been registered by the school, received the email from Track it Forward, and set a password, you will be ready to use the Track it Forward portal!

it is your responsibility to:

1. Download the easy to use App (this is optional but highly suggested)



2. Complete the paperwork, fingerprinting, and online training to become cleared prior to volunteering. **\*\*ANY hours logged in Track it Forward prior to completing clearance will be rejected. It will be the volunteer's responsibility to relog those hours for credit once they are cleared.**
3. Click on events on the calendar to sign up for open spots. **\*\*Note: This will sign you up to volunteer, it DOES NOT log your hours.**
4. Log your hours after you have worked them. Click [here](#) for help logging hours.

**\*\* Note:** Some opportunities will not have a calendar event to sign up for (i.e. driving for field trips/sports, Team Parents, etc.). You are still required to log your hours for these activities via the hour log in Track it Forward. You can do this through the Log Hours button on the website or App. Please contact [afalvey@svhs-pet.org](mailto:afalvey@svhs-pet.org) or if you do not see the category listed that you need to log hours for.

### 3. I have kids at both SVHS & SVES. Do I have to log in to different systems?

No. SVES and SVHS are now both accessible on the same portal -Track it Forward- with the same username and password. All volunteer events for both SVES and SVHS will appear on the Track it Forward calendar. Parents at either campus may volunteer at any event and receive hours.

### 4. Do I have to complete the Safe Environment Training, Fingerprinting, and Volunteer Agreement Packet Volunteer?

Yes, all volunteering WILL require the following:

1. Completed Safe Environment Training through GMC connect
2. Lives Scan Fingerprinting
3. Completed Volunteer Application Packet\*\*

\*\*Please Note: SVES & SVHS have their respective Volunteer Application Packets available on their websites.

## 5. Why do I need Safe Environment Training, Fingerprinting, and a Volunteer Agreement Packet to volunteer?

Please note the reasons for these requirements:

1. Ensuring the safety and well-being of the students and youth entrusted to our care. Nothing is more important.
2. Protection of school financial resources (e.g., cash, checks, gift cards); financial instruments or information (e.g., credit card swiping devices, credit card numbers, financial records); goods of significant value (e.g., certain auction items).
3. Creation of a culture of accountability and trust for the common good of our schools and families.

## 6. Can I enter other family member's hours under my name?

No. Only those responsible for the tuition contract can volunteer at our schools. **Each family will receive one Track it Forward account in which both parents can log their hours.** The account will be under the name and email of the person listed as the primary parent in FACTS. This can be changed upon request. Students who have two households can request and receive a separate login for each parent, but both parent's hours will count towards the requirement. Please remember only hours worked by a student's parents count toward the requirement. Hours for students, siblings, grandparents or aunts & uncles do not.

## 7. Can I get double hours?

Unfortunately, volunteers may not receive double hours for their service. 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.

## 8. 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.

## 9. **Where can I volunteer to fulfill my hour commitment?**

Below is a SAMPLE LIST of groups and events that need volunteer help. Additional events may be added throughout the year. All jobs are posted in Track it Forward and events will also be included in school email announcements.

### **Fundraising Opportunities**

Volunteering at and/or donating for the following events counts towards required Fundraising Volunteer hours.

- Fashion Show
- Gala
- Lady Mustang Basketball Golf Tournament
- Lunch Fundraisers
- Project Grad Shred it Event
- MAC Opportunities:
  - Crab Feed
  - Fifth Quarter Events
  - Golf Tournament
  - Boosterwear Sales
  - Snack Shack Sales
- Donated In-Kind Experiences\*\* (individual dinners or parties, etc. donated for a fundraising events- See below for more information)

### **Non- Fundraising Opportunities**

Volunteering at and/or donating for the following events counts towards required Non-Fundraising Volunteer hours.

- Admissions Events Support
- Alumni Basketball Reception
- Athletics - Coaching
- Baccalaureate Dinner
- Campus Beautification Projects
- Club or Classroom Activities
- Dances
- Day on the Green
- Driving for Sporting Events (**only the hours to physically drive may be logged, NOT the hours during the duration of the sporting event**)

- Driving for Service Days and Retreats
- Father Daughter Dance
- Family BBQ
- Grandparents Day
- Grad Night
- Homecoming
- MAC Sports Awards Dinners
- Open House
- Donated Items\*\* (not in-kind experiences) for events including but not limited to: Freshman Movie Night, Dances, Night of the Arts, Day on the Green, Grad Night, Disneyland Trip, Teacher Appreciation Goodie Bags- See below for more information

### **\*\*More information about Donated In-Kind Experiences and Donated Items:**

There are two types of donations: **Donated In-Kind Experiences** and **Donated Items**.

#### **Donated In-Kind Experiences**

Volunteers may donate an 'experience' not associated with a business that they own. Donated items, such as wine, gift cards, jewelry, do not qualify for hours. Examples of donations that receive hours are the following:

- Donated dinners (e.g. abalone dinner)
- Donated parties (e.g. Moms & Margaritas)
- Donated experience (e.g. Yoga Retreat)

In these cases, each family involved in the donated experience will get 5 fundraising total hours for the donated experience. Family members of the donating party will not receive additional hours for working the experience. Additional parent volunteers who work the experience can receive up to 2 hours.

**NOTE: Please log your hours after the experience date, not the date of donation.** Approval of hours will happen after the experience has occurred. 'In Kind' donation forms are available for donated items on our website.

#### **Donated Items (baked goods, waters, napkins, etc.)**

Items donated to bake sales or fundraisers count toward Fundraising hours. Items donated to all other events count toward Non-Fundraising hours, unless specified.

Please see the individual sign-ups for the amount and type of hours/donated item. (Generally, one item sign-up = ½ hour.)

#### 10. How many hours do I earn being a Board Member?

The following positions earn all 25 hours for the year:

- Board of Director Members
- MAC Board Member

#### 11. “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 Track it Forward system. The schools, school boards and volunteer coordinator work together to ensure jobs are approved and available on Track it Forward. If you have been asked to do a job that is not listed in Track it Forward, 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 pre-approved. 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.

#### 12. 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.

#### 13. When do I log my hours?

Log your hours after you have completed your work. For donations (in-kind or item), log those hours after the event/experience date, not at the date of donation. **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. On-going events remain open throughout the year, but in order to quality control the hours done, your hours may be rejected if they are not logged within two weeks of completing the task.** Please be responsible about logging your hours in a timely manner.

#### 14. 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.

#### 15. 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 as 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 please do your best to log within the timeframes given.** 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.

#### 16. 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 you have signed up for, please go into Track it Forward and withdraw from the job. **Additionally, if you find you cannot do the job within a week before the event, you also need to contact the event organizer to let them know and if possible help them find a replacement.**

17. Will I be sent a reminder from Track it Forward when I sign up for an event?

Yes, Track it Forward will send you a reminder two days before your event/job to remind you that you are working. The event organizer may 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. Remember, hours must be logged within two weeks from the event!

18. 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 worked at the event. 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.

19. 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 or rejected within two weeks of logging your hours.

If your hours are rejected, you can reach out to the Volunteer Coordinator, Alison Falvey at [afalvey@svhs-pet.org](mailto:afalvey@svhs-pet.org).

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.**

Here are some common reasons hours are rejected:

- You are not cleared to volunteer.
- You have not checked 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 have logged hours multiple times or logged the incorrect amount.
- You logged hours for a job that was not a specified/approved job by the school administration.

## 20. How do I check my hours to make sure I am on track to meet my commitment?

You can check your total hours anytime by signing into your Track it Forward account. Your dashboard will break down for you the number of Fundraising and Non-Fundraising hours you have completed so that you can easily see how many more you need before the April 30th deadline. If you feel it is incorrect, double check on this list the categories you have submitted hours for.