

SV Parent Volunteer Hour FAQs 2026-2027

Contact Information for the 2026-2027 school year:

Parent Volunteer Coordinator & Verification of Volunteer Requirements
(High School): Alison Falvey, 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, 2026, to April 30, 2027.

The required volunteer hours for active families are as follows:

- Two-parent households: 25 total hours (15 Fundraising Hours + 10 Non-fundraising Hours)
- Single-parent households: 15 total hours (9 Fundraising Hours + 6 Non-fundraising Hours)*
- Hours may be prorated for families who are not enrolled for the entire school year

***POLICY THIS YEAR (High School Only): To qualify for 15 hours as a single parent, or to split hours between shared custody parents, parents MUST contact Alison Falvey@svhs-pet.org by September 1, 2026, to finalize their agreement for volunteer hours.**

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, 2027, 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) **before April 30, 2027.**

Non-Participating Family Information

Families may choose not to participate in the volunteer hours requirement and instead pay a \$2,000 non-volunteer tuition fee. This fee will be incorporated into their tuition agreement and included in the overall payment plan for installment payments.

2. How do I register with the 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 administrators will add you to 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)
2. Complete the paperwork, fingerprinting, and online training to become cleared prior to volunteering. ****Hours logged will be rejected if you are not a cleared volunteer.**
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, Class 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 Alison Falvey, afalvey@svhs-pet.org. 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?

Yes. SVES and SVHS are now completely separate systems and may not be combined. All volunteer events for SVHS will appear on the Track it Forward calendar. Families will need to log their hours on two separate platforms, beginning May 1, 2026.

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

Yes, all volunteering WILL require the following:

- Completed **Safe Environment with Mandated Reporter Training, State of California**
- Fingerprinting (ONLY REQUIRED ONE TIME via Santa Rosa Diocese!)
- Completed Volunteer Agreement Packet**

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

5. Why do I need the Safe Environment with Mandated Reporter Training, State of California, Fingerprinting, and a Volunteer Agreement Packet to volunteer?

Please note the reasons for these requirements:

1. **New California Requirement – SB 848:** Beginning **July 1, 2026**, California **SB 848 (Safe Learning Environments Act)** expands child abuse prevention and mandated reporter requirements to include volunteers serving in private schools. As a result, all volunteers must complete the required **Safe Environment with Mandated Reporter Training, State of California**, by **July 31, 2026**, and renew the training annually thereafter.

2. Ensuring the safety and well-being of the students and youth entrusted to our care. Nothing is more important.

3. 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).
4. Creation of a culture of accountability and trust for the common good of our schools and families.

6. **Can I enter another 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. Students who have two households can request and receive a separate login for each parent, but both parents' hours will count towards the requirement. Please remember that 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 contract.

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 announcements.

Fundraising Opportunities

Volunteering at and/or donating to the following events counts towards the required Fundraising Volunteer hours, for example:

- SVHS Gala
- SVHS Lady Mustang Basketball Golf Tournament
- SVHS Project Grad Shred it Event
- SVHS MAC Opportunities:
 - Crab Feed
 - Golf Tournament
 - Boosterwear Sales
 - Snack Shack Sales
- Donated In-Kind Experiences** (individual dinners or parties, etc. donated for a fundraising event- See below for more information)

Non- Fundraising Opportunities

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

SVHS

- Admissions Events Support
- Baccalaureate Dinner
- Dances
- Day on the Green
- Driving for Sporting Events
- Father-Daughter Dance
- Grandparents Day
- Grad Night
- Homecoming
- 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
- Athletics - Coaching
- Club or Classroom Activities

- Campus Beautification Projects
- Driving for Service Days and Field Trips

****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, and 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 a total of 5 fundraising hours for the donated experience. Family members of the donating party will not receive additional hours for working on 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 fundraisers (such as SVHS Lunch 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 number of hours/donated items. (Generally, one item sign-up = ½ hour.)

10. How many hours do I earn as a Board Member or coaching an Athletic Team?

The following positions earn 25 hours for the year:

- Board of Regents Members
- MAC Board Member
- Football Committee Member
- Grade Parent
- Coaching an Athletic Team

11. “Someone” told me that my hours would count if I did 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 coordinators 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 items), 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. Ongoing events remain open throughout the year, but to ensure quality control of the hours recorded, 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. The 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 within 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 chair 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. 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. Remember, hours must be logged within two weeks of 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 setup before 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 following Volunteer Coordinator, Alison Falvey, at 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 the log sheets from the individual events.

Here are some 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.

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.