

# SVHS PARENT SERVICE HOUR FAQs

## ➤ What is my family's volunteer obligation?

1. Two parent households are required to complete 25 hours of service including:
  - 15 Volunteer/General Hours
  - 10 Fundraising Hours
2. Single parent households are required to complete 15 hours of service including:
  - 5 Volunteer/General Hours
  - 10 Fundraising Hours

## ➤ Which events will I receive Fundraising Hours?

- **\*NOTE: Other events may be added and will be listed on Beehively**

Fundraising Events include

- PFO Golf Tournament
- PFO Auction
- PFO Rummage Sale
- Fashion Show
- Sports Awards Dinners
- Mustang Kitchen Help
- Booster Activities
- Football Games (Gate, Snack Bar, BBQ)
- Sporting Events – Gate
- PFO Board Members
- Board of Regents Members
- Donated Experiences (Individual dinners, parties, etc. donated for Fundraising events listed above. 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 at the date of donation
- Fundraising Event Planning (Includes activities done in previous service hour requirement year for event that takes place in following year, i.e. work on 2016 Auction in March 2015. These hours can be logged during year in which they were worked.)
- SCRIP Delivery
- SVHS Cheer Camp

## ➤ Which events will I receive Volunteer Hours?

- **\*NOTE: Other events may be added and will be listed on Beehively**

General Events include

- Back to School Night, Open House
- Driving for Sporting Events
- Football Games (Security, Chain Gang, Spotters, Filming)
- Sport Activities (Team parent, Baking, Meals, Coaching)
- Field Trip Drivers
- Club or Classroom Activities
- Campus Beatification
- Performance and Production Help
- Baccalaureate Dinner
- Project Grad
- Office Help
- Academic Awards

➤ **How much time do I get for baking?**

- 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).
- Baking positions are desirable to many families. Families are allowed to sign up for **one** baking spot per event per family.
- **No store bought goods**

➤ **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 listed when you log hours. If you worked less than the allotted hours, log only those hours. If you worked more than the allotted hours, log those hours and add a comment in the box provided detailing the extra hours. Make sure to indicate this on the log in and log out sheets provided by the event chairs at the event.

➤ **When should 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. On-going events are available for logging all of the time; however, it is best to log your hours right after you have worked.

➤ **I have been working in the Mustang Kitchen can I log my hours all at once or do I have to log them each time I work?**

You can log your hours all at once; however, if you do, please utilize the comments box to indicate the dates you worked, so we will know why you have put so many hours in at once.

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

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

1. Volunteers log their hours more faithfully and more accurately when given a deadline. We want all your hours to count.
2. It ensures better quality control within the system. Volunteer Coordinators work with event chairs to ensure that hours have been logged accurately.
3. It would be cumbersome for coordinators, event chairs and parents to have events open-ended and try to revisit an event that happened months ago.
4. The administration needs to make sure that hours are tracked accurately for end of the year reports.

➤ **What if I forget to log my hours?**

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 coordinators and/or event chairs if you have missed the two-week timeframe, and 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 30<sup>th</sup> of the current service year to log all of your hours. If you do not log your hours by April 30<sup>th</sup>, no end-of-year adjustments will be made. Data will be removed from the system at that point and coordinators will be calculating assessments at that time.

- **I Get that I Didn't Log My Hours in Time, BUT Come On, This is a Volunteer Job – Just Give Me My Hours!**

Make sure to pay attention to ALL of the reminders you get for volunteer work. They include: updates and reminders about events and dates events close for logging hours, monthly newsletter and Preliminary Assessment letters for people who have not completed their hours to plan accordingly and get their hours done/logged by the end of the year.

- **I have kids at both the Elementary School and the High School. Do I have to log into both systems?**  
Yes, you do. The good news is that your username and password are the same for both. However, you will have to use one or the other for events that aren't shared between schools. Beehively has integrated the two school's system for combined events, so for PFO events, you can sign up on either site.
- **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 from the Volunteer Coordinators reminding you of the policy. If you are a "no-show" three times, you will no longer be able to volunteer and will be assessed.
    - If you cancel more than three times without proper notice (less than a week from the event), you will be contacted and informed that you cannot volunteer and will be assessed.
- **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. If you are not sure who the chairperson is for your event, please contact [svhsvolunteer@gmail.com](mailto:svhsvolunteer@gmail.com) and we can help you. 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 XYZ event. 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 – 2PM, 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.
- **Can I enter other family member's hours under my name?**  
Yes. If you would like to add your husband's/wife's hours when you are entering your own, you can. Just make sure to add a note in the Comments box that says who did the work.
- **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 log your hours twice. 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 [svhsvolunteer@gmail.com](mailto:svhsvolunteer@gmail.com) to inquire why if you haven't received another email asking you about those hours. Keep in mind that hours will be rejected if:
  - You have logged hours twice;
  - You have not signed in at an event. In this case, the Volunteer Coordinators 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 from the Volunteer Coordinators indicating what you did wrong, so you can log your hours properly.
  - You logged hours for a job that was not a specified/approved job by the school administration.

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

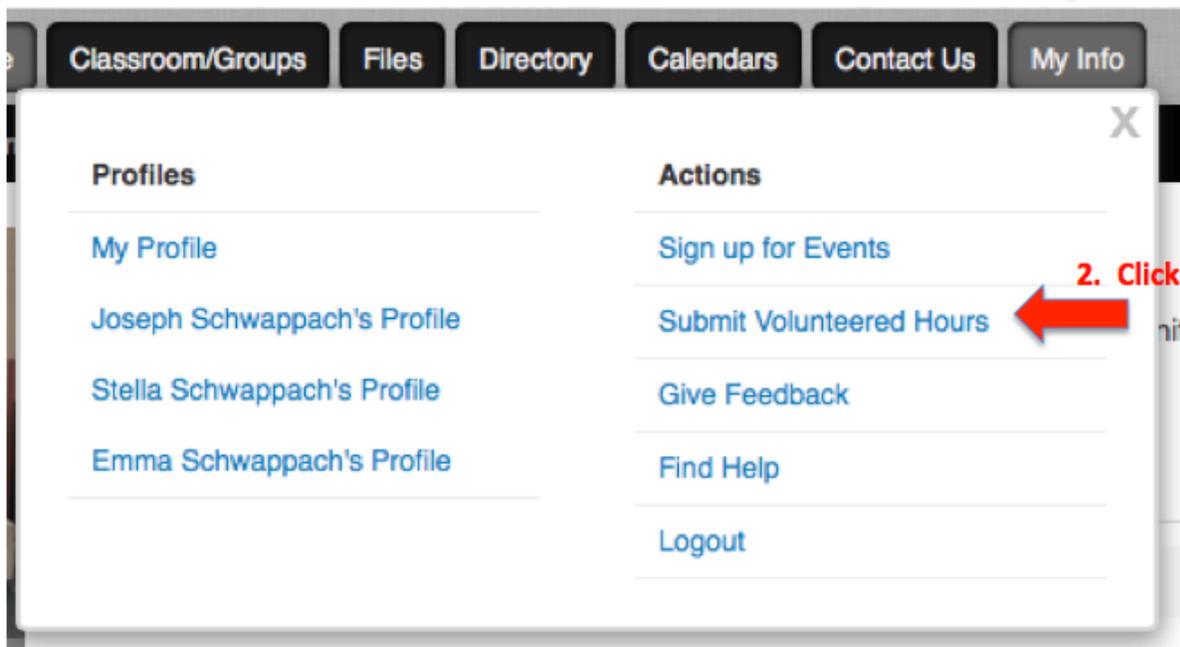
The only jobs that count are those that have been approved by the administrative parent service hour committee. They work with the Volunteer Coordinator and event chairs to get those events up and available on Beehively. If you have been asked to do a job that is not listed in Beehively, those hours will not count unless you have had them approved by the committee or the Volunteer Coordinators. If someone else tells you your hours count, **DO NOT BELIEVE IT!** We will not give retroactive hours if they were not approved. This is important because hours = money the administration wants to make sure that the system is transparent and all jobs, where appropriate, are open to the entire community.

➤ **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, volunteer or fundraising based on event type. If you have others helping you with the event, they can log hours as well for up to **5 hours**. **Donated items do not qualify for hours.**

➤ How do I check my hours to make sure I’m on track for meeting my commitment?

1. Select “My Info” on the menu bar.



2. Click Here



Lists type of event & name of event.

This lists the hours worked for that specific event.



SUBJECT	EXPIRATION	CONTACT EMAIL	TOTAL HOURS
Fundraiser Uniform Store	May 01, 2015		-----
Fundraiser Jog-a-Thon	Expired	SVVolunteer@gmail.com	4.0 Hrs.
Fundraiser Cartridge Recycling	Jun 30, 2015	SVVolunteer@gmail.com	-----
Fundraiser PFO Auction	Expired	svvolunteer@gmail.com	8.0 Hrs.
Fundraiser Christmas Shoppe	Expired	svvolunteer@gmail.com	3.5 Hrs.

**At the bottom, there is a summary of your hours.**

Lunch Duty Total Hours :	-----
Fundraiser Total Hours :	49.5 Hrs.
Volunteer Total Hours :	14.0 Hrs.
Grand Total Hours :	63.5 Hrs.

➤ **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. If you put your name or other notes in that box, the system thinks another person has signed 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 the text box. This would be appropriate if you are signing your spouse up for a job, but you are not working as well.

Additional people: enter each additional name on a new line below.

Please include contact information.

Johnny Appleseed - 555-555-5555

Sign up