

## Frequently Asked Questions

1. What is the difference between a Level 1 Volunteer and a Level 2 Volunteer? *The Level 1 Volunteer works under the direction of a school staff member and a Level 2 Volunteer may be alone with students and will not be with a staff member. The Level 2 Volunteer will receive an identification card once the background check is complete.*
2. What are some examples of a Level 1 Volunteer? *Classroom Helper, Office Helper, Library Helper, and Cafeteria Helper*
3. What are some examples of a Level 2 Volunteer? *Tutors- providing one-on-one remediation with students and field trip chaperones*
4. If I am attending a local field trip with my child and will not be acting as a chaperone, do I need to have a Level 2 clearance? *The principal and classroom teacher will make the decision. It depends on your role and the decision will be made by the principal and teacher. If the possibility exist that you may be alone with students, a Level 2 clearance will be required.*
5. If I am going to volunteer in a classroom with the teacher present, do I need to complete an online application? *No, because only volunteers who will be alone with students must complete an online background check application.*
6. Can Volunteers work with confidential data? *No, personnel and student files shall not be in the file cabinet/ file rooms that are accessible to volunteers.*
7. If I am interested in volunteering in a school as a Level 2 Volunteer, what do I need to do? *Go to [nhcs.net](http://nhcs.net) to the link, Volunteer Programs/Portal and complete an online background check application. A payment of \$20.00 will be needed for the background check. The volunteer will receive an email approved or denied within 7 – 10 days. If approved, the volunteer will receive an identification card must be shown to school personnel upon volunteering.*
8. Will Level 1 and Level 2 Volunteers need to check-in using the front office check-in computer? *Yes, if that's how the school calculates the number of volunteer hours.*
9. If I am a NHCS employee, do I have to complete an online background check application if I am considered a Level 2 Volunteer? *No, NHCS staff, UNCW staff and student interns, School Resource Officers, and active local and state law enforcement officers do not have to complete the online background check application.*
10. How will I know when I have to renew my application? *The expiration date is on the identification card. The volunteer and the school will receive an email notification that their credentials will expire within 30 days.*
11. If I am approved to volunteer while my child/children attend a specific school and then we transfer to another school, do I have to go through the online process again? *No, school personnel with full permission rights with the Background Investigation Bureau, (B.I.B.) will have access to see everyone approved for the entire district.*

