

SAHS Parent Volunteer Hours Frequently Asked Questions

Why do I have to volunteer my time? SAHS strives to keep tuition as affordable as possible and relies on the assistance of parents at various activities to help the school function. Volunteering at your child's school can provide a valuable connection to their educational life and help parents maintain the role of primary educator of the child. All parent service hours are coordinated and calculated through the PEP (Parents and Educators in Partnership) organization.

How many hours do I have to volunteer? Two-parent households are required to volunteer 25 hours per year, and single-parent or military households are required to volunteer 12.5 hours per year.

When can I earn hours? Parent volunteer hours are accrued from May 1, 2021 through April 30, 2022.

Who can earn hours? Parents and adult family members or friends may earn hours at SAHS events, depending upon the event. Students may not volunteer for parent hours; their hours are earned and tracked separately through their religion class.

What if I don't have enough volunteer hours at the end of the accrual period? Any incomplete service hours will be billed through FACTS at \$25 per hour. It is highly encouraged that parents take full advantage of service opportunities that are made available through the school to avoid having to be billed for hours not earned.

What is Track It Forward? Track It Forward is an online tool that the school uses to track volunteer efforts. Volunteers can log hours via the web or mobile app, sign up for events, and track their progress toward service hour requirements.

Why do I have to enter hours in Track it Forward? All parent service hours need to be input into Track It Forward for accounting purposes. There should only be one account per household; both parents need not have separate accounts. The Track It Forward program allows the school to streamline all parent hours in one place and is the only hour accountability program we use. All hours earned, regardless of the department or program from which they are earned, must be logged in through the Track It Forward program. An app is available on the Apple app store and Google Play.

How do I access Track It Forward? The portal is on the SAHS website: <https://www.longbeachsaints.org/> → SUPPORT SAHS → PARENT VOLUNTEER HOURS. An app is available on the Apple app store and Google Play. We encourage parents to download the Track It Forward app to their phone to ensure hours are logged upon completion.

How does Track It Forward work? Besides being a program to log hours, the Track It Forward program allows the school to send email notification to parents when service opportunities are available. Parents can sign up for an event with a simple click. Not all available hours will be offered through the Track It Forward program. Certain departments and teams may use other forms of communicating opportunities to parents. All hours, including those not initially posted on the app, need to be logged through the program. After hours are input, the volunteer coordinator seeks confirmation from work

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supervisors and then hours are approved in the system. Once hours are approved they count toward your annual requirement.

I forgot my username/password. Should I set up a new account? It's not necessary to set up a new account. Please contact our coordinators at volunteer@longbeachsaints.org and they will send you the appropriate information.

I volunteer over 100 hours of my time. Everyone I work with knows how much time I put in, so why should I have to log everything into the system? SAHS is blessed with many committed parents who go above and beyond the required hours to help the school and its activities function smoothly. If you are volunteering hours beyond the requirement you don't need to log all of them – just the first 25 (or 12.5 if you are a one-parent or military household) so that we can mark you in the system as being done for the year.

What activities count toward service hours? Any event posted on Track It Forward and communicated to parents via email or the app counts toward service hours. Service hours are considered volunteer hours that directly benefit the school or any of its departments. Hours must be approved by the department supervisor or event coordinator prior to completion. Parents may not create their own opportunities for service without prior consent. Service opportunities are generated by the school depending on need. These hours can come from different departments, clubs, teams or classes. Attendance at certain PEP sponsored meetings and events may count towards hours for the family. Bringing extended family members to PEP meetings or events does not multiply hours. Attendance at required athletic meetings is not considered service. Meeting attendance comes directly through PEP.

I've got way more than 25 hours. Can I roll some of them over into next year or donate them to another family? SAHS does not allow parents to roll hours into the next school year or transfer hours to other families.

How many service hours have I completed this year? When you log into the Track It Forward system you should be able to see how many hours you have completed by looking at your home page. Hours that haven't been approved appear as "pending." If you are still having trouble, please contact our coordinators at volunteer@longbeachsaints.org and they confirm the necessary information.

I forgot to enter my hours before the deadline. What do I do? We recommend that parents log hours immediately after completing each activity. We will issue reminders at monthly PEP meetings and through the Track It Forward system to enter hours, especially as the deadline approaches. If you do not enter your hours by the April 30 deadline you will be billed for any outstanding hours at the rate of \$25 per hour.

For any other questions please email volunteer@longbeachsaints.org