

Parent Commitment Hour Online Submission FAQ

1. **Q:** How do I submit parent volunteer hours?

A: Simply click on the link, fill in your family/contact information, and then follow the questions, selecting the correct drop down activity and filling in the correct amount of hours for each activity.

2. **Q:** How many separate activities can I fill in during one session?

A: You can fill in up to 10 separate Fundraising Hours activities and 10 separate General Hours activities during one session. If you have more of either, simply submit that particular session and click on the link again to start a new session.

3. **Q:** What if I don't see my activity in the drop down?

A: All approved Fundraising Hours activities are listed in the drop down. If you have a question about one or feel one is missing, please send an email to scvp@holynosaryws.org to get clarity. The General Hours drop down includes an "other" option for all activities that aren't listed. If you choose "other" you will need to explain the activity in detail in the free text space provided.

4. **Q:** What if I do the same activity multiple times? Do I need to list each separately?

A: No, if you do the same activity multiple times (ex. Recess duty), simply fill in the date of the last time you did it and then explain in the free text field that it is a recurring activity and put the other dates that you participated.

5. **Q:** What if the activity gets bonus hours (ex. Recess duty gets double hours)? Do I put in the actual number of hours or the earned number of hours?

A: The online submission tool does not add bonus hours, so you will need to put in the bonus hours yourself in the number of hours text field. Please explain that you are receiving bonus hours (and the rate at which you are earning them) in the free text field.

6. **Q:** How do I know that the online submission tool received my entry?

A: you will receive a summary of your total hours submitted to date three times throughout the year. You should keep a running total of your hours to verify against this total in case there is a discrepancy.

7. **Q:** What if I don't agree with the summary I receive?

A: Please send an email to your recorder and scvp@holynosaryws.org in order to address your concern.

8. **Q:** What if I have already submitted some hours via the old paper submission process? Do I have to resubmit those hours?

A: No, if you have already submitted hours for this year, these have been recorded and will be added to the hours that are submitted via this online process. Do not resubmit these hours.