

## Volunteer STAR Quick Reference Guide - 2008/2009

Visitor Type	Setting/Activity	Requirements	STAR System Steps	Badge Type	Watch List
Volunteer (General)	<i>Supervised</i> Helping with supervised school activities	Approved 2008-09 online volunteer application	<b>Registration Module:</b> See Check-in steps below	Volunteer (Annual Badge)	No
Chaperone (Overnight)	<i>Unsupervised</i>	Approved 2008-09 online volunteer application & Level 2 clearance	<b>Registration Module:</b> See Check-in steps below	Volunteer (Annual)	No
Chaperone (Single day)	<i>Supervised</i>	Approved 2008-09 online volunteer application	<b>Registration Module:</b> See Check-in steps below	Volunteer (Annual)	No
Mentor	<i>Unsupervised</i>	Approved mentor application & Level 2 clearance	<b>Registration Module</b> Enter as visitor Log hours manually	Visitor (One day badge)	No
Volunteer Speaker/ Academic Fair Judge	<i>Supervised</i> Escorted, staff present		<b>Registration Module</b> Enter as visitor	Visitor (One day)	Yes

**Visitor Badge:** Valid for one day only. Does not log volunteer hours.

**DO NOT use for Volunteers. DO NOT type "volunteer" as purpose of visit.**

**Volunteer Badge:** Valid for entire school year. Badge says "2008/2009 school year" not a specific day.

**Volunteer Check-in:** First time - Swipe/type ID, verify name entered correctly, take photo, print badge, choose "reason for visit" on drop down menu, and click OK.

Later visits - Scan volunteer badge, wait for the "beep", choose "reason for visit" and click OK.

\* Remind volunteer to scan out before leaving school or the hours will not be counted.

**Volunteer Hours:** ONLY recorded when using a volunteer badge and not a one-day visitor badge.

Valid volunteer check-in requires selection of "reason for visit" from drop down list and scanning the badge.

A beep from badge reader is not enough. The reason for visit must be selected and the badge scanned for hours to record.

If reason for visit screen does not appear, volunteer did not scan out last time. Rescan the badge and continue check-in.

**Badge Maintenance:** Photocopy badge, give volunteer copy, and store original at front desk.

Lost badge: Swipe stored volunteer badge, give volunteer a copy.

**Level 2 Clearance:** Required ONLY for Overnight Chaperones, Volunteer Coaches and Mentors. Fingerprints are NOT required for single and (Fingerprinting) extended day chaperones who are with staff members. See steps for Level 2 clearance on reverse side.

**The Sentry module is STAR's time clock and must be running to record volunteer hours.**

**ETS Help Desk for STAR System problems: 754-321-0411**

**STAR information & training: <http://web/star>**

(\*See Frequently Asked Questions on Reverse Side)

## FAQs for Processing Volunteers in STAR

### 1. Do all volunteers have to apply for 2008-09?

Yes. A yearly application is required, whether or not the volunteer applied last year.

All individuals must fill out an online volunteer application and be approved before serving as a school volunteer.

Go to: [www.getinvolvedineducation.com](http://www.getinvolvedineducation.com)

### 2. A name disappeared from the approved volunteer list. How do I find it?

Check the active volunteer list. Once a volunteer badge is printed the status changes from *Approved* to *Active*.

### 3. Why has a volunteer helped many times at school, but no volunteer hours are logged?

- Volunteer was given a visitor badge. Visitor hours are not recorded as volunteer service hours.
- Sentry Module was not running during check-in. Sentry is the STAR System's time clock.
- School did not complete check-in after hearing the "beep" when badge was scanned. School must choose reason for visit for hours to record.
- Volunteer may not have listed your school as the "preferred" school. This volunteer's hours must be logged on paper.

### 4. How do I check if a volunteer is cleared?

If the volunteer listed your school as the "preferred" school:

- Check the *Volunteer Approval Status* report in the Registration Module. (List is alphabetical by status type.)
- Do a person search in the Volunteer Services Module under the Volunteer tab.
- Ask volunteers who listed another school as their preferred school to show a copy of the volunteer badge. These names will NOT show on your school's reports.

### 5. Why does a license not swipe /come up? Why does the system ask to process person as "external"? What do I do?

- Volunteer has not applied online for new school year. Ask volunteer to apply.
- ID was used for a visitor badge. STAR refers to visitors as external and volunteers as internal.
- The driver's license number was not entered correctly on the volunteer application.

To check-in as volunteer:

Ask if the volunteer entered a social security number on the volunteer application. If so, type social security number in Internal Registration to search for record. If the volunteer did not enter the social security number, call the ETS Help Desk or email [Vendor Star via Cab](mailto:VendorStar@cab.org) with the volunteer's name and driver's license number. Volunteer Services cannot see or edit driver's license number.

### 6. Where can I acquire reports on School Visitors and Volunteer Approval Status?

In the Registration Module, pull down the Reports tab and select the report desired.

### 7. Which Fast Pass modules do I turn on each day?

- Sentry Module
- Registration Module
- Volunteer Services Module

#### For more information on STAR

Go to: <http://web/star>

#### Or contact:

ETS Help Desk - 754-321-0411

STAR Tech Support

Email - [Vendor Star via CAB](mailto:VendorStar@cab.org)

### 8. Which volunteers need to be fingerprinted and what is the process?

ONLY Overnight Chaperones, Volunteer Coaches and Mentors are to be fingerprinted. Fingerprints are NOT required for single and extended day chaperones who are with staff.

Process for Volunteer Fingerprinting: School gets approval from Dr. Joe Melita for fingerprinting via CAB; volunteer brings approval to Security Clearance Department in KCW. No cost to volunteer.

Renewing Level 2 clearance: Fax a VECHS form and Security Background form to Security Clearance Dept. (754-321-2070). Forms available at SIU Department's website [www.broward.k12.fl.us/siu/seccl/forms.htm](http://www.broward.k12.fl.us/siu/seccl/forms.htm)

Check Level 2 status on Security Clearance Fingerprint Database, located on CAB Desktop, BCPS Resources. Cannot be checked in STAR.

### 9. How can I make sure STAR is keeping track of volunteers?

- Print and review volunteer approval status and visitor reports weekly to check for volunteers who were processed as visitors.
- Print and review "Batch Time and Attendance" reports weekly to check for volunteer hours that were not recorded.

### 10. What are considered volunteer roles?

Chaperone (field trips, dances)

Field day helper

Parent group workers (PTA/PTO, SAC, & booster clubs)

Special event helpers (attendees are visitors)

Math SuperStars & Meet the Masters

volunteers

Check at your school for more volunteer jobs.