FREQUENTLY ASKED QUESTIONS

What is the difference between a volunteer and a visitor?

A **volunteer** is an individual who provides a service without compensation for the benefit of University Schools, staff members and/or students. Examples of services volunteers may provide include, but are not limited to: tutoring, leading small group activities, helping teachers/staff with organizational tasks, *supervising students on field trips or attending field trips* and working special events.

A **visitor** is any individual who enters a University Schools building for any other reason. For example, family and community members who are visiting for a class party or academic observation, meeting with a teacher or administrator, attending an activity involving their student, or having lunch with their student do not have to register as a volunteer, but must sign in as a visitor at the school and present a valid ID.

REMINDER: Parents, guardians and other community members assisting students other than their own or helping with the execution of a school-wide activity, such as a field trip, must complete the online volunteer application.

I want to volunteer for University Schools! How do I get started?

Adults 18 years or older who wish to serve as volunteers must first complete a volunteer application and agreement, which is found on the University Schools website at **https://www.universityschools.com/Volunteering**

Why do I need to apply to volunteer?

University Schools requires all volunteer applicants to pass a criminal background check prior to serving in any capacity at University Schools' buildings or events. This requirement helps protect our students. Information collected during the application and background check process will be maintained by University Schools and, to the extent permitted by law, considered confidential. For more information, please read **Volunteers in Schools – Definitions and Procedures**.

The volunteer background check requires a Social Security Number, but I don't have one. Can I still volunteer?

Yes. University Schools encourages all parents and community members to get involved and welcomes all in its volunteer program. Please contact the Volunteer Coordinator at **volunteering@universityschools.**com for alternate application instructions.

How much does the background check cost?

Volunteer applicants **do not have to pay** for their background checks. A criminal background check will be conducted by University Schools at its expense as part of the volunteer application review process. University Schools pays $5 per background check screening.

How long does the application process take?

Filling out the volunteer application takes about 3-5 minutes. Upon submitting a volunteer application, prospective volunteers will receive application status updates and approval notifications via email. At that time, the volunteer management system will initiate the criminal background check through their partner agency, J.D. Palatine Company. The criminal background check usually takes between 3-8 business days to process. University Schools will contact volunteer applicants who have been denied via phone.

What do I do if I have not received my background check results?

If it has been 10 days and you still have not heard back about your background check, please contact the Volunteer Coordinator at **volunteering@universityschools.com** to inquire about the status of your application.

What background check information could disqualify me from volunteering at University Schools?

University Schools reserves the right to deny an application or decline the services of a volunteer at any time for any reason. Possible reasons for denial or dismissal of volunteers includes, but are not limited to:

- Most felony convictions
- Two or more DUI convictions in the last five years
- Any domestic violence convictions
- Any child abuse or reckless endangerment convictions, including neglect
- Any outstanding criminal warrants
- Any current felony or abuse-related charges with outstanding court dates
- Any felony convictions involving the illegal sale of a controlled substance in the last five years
- Any convictions involving unlawful sexual behavior or unlawful behavior involving a minor child
- An active restraining or protective order that limits or prohibits access to any University Schools buildings, staff member, or student
- Involvement in a custody dispute that limits or prohibits access to a University Schools building or student
- Any other information that suggests an applicant's volunteer service may be incompatible with the protection of student health, welfare, or safety

I've been approved to volunteer! Now what?

Visit our website: **https://www.universityschools.com/Volunteering** to read "Ways to Volunteer"

All volunteers will be required to show valid identification when they arrive to volunteer at a University Schools' building or event. The form of identification can include, but is not limited to, a valid state-issued driver's license, a state-issued ID card, a valid military-issued ID card, a Mexican Consulate Card or a valid passport. Volunteers will be required to check in at the security vestibule at each building and will be required to check out once they have completed volunteer activities. Once a volunteer checks in, he or she will be issued a badge that includes his or her name, photo and status as a volunteer. This badge must be worn while engaging in

volunteer activities at any University Schools building or event. The badge should be returned to the security vestibule while checking out as a volunteer and leaving University Schools.

Why do I have to check in and out every time I volunteer?
University Schools will keep a record of all individuals who enter and exit the building for safety and security purposes.

My volunteer application was denied, but I would like to appeal the decision. How do I do that?
There is an appeal process. Click **HERE** to find out more information on that process.

If your question remains unanswered, please contact the Volunteer Coordinator at **volunteering@universityschools.com**.