

PFAA Parent Volunteer Hours Recording
Frequently Asked Questions
Updated 8/9/2011*

This program was written and is administered by PTO Today. P4A is excited by the benefits this program provides for our teachers, administration, P4A, students, but most importantly YOU, our parents! We can now generate emails for those of you with the same interests, access to all the Events 24 / 7 and YOU can track your OWN parent hours!

1. **Website address:** p4a.ptomanager.com
2. **How do I REGISTER as a Volunteer?** Step-by-step instructions are available at the P4A website at ncsp4a.org and click the Forms and Documents link under Forms and Documents. Remember to COMPLETE STEP THREE. Your request to become a volunteer will be Denied if you fail to associate your student(s) with your Volunteer Information. **For families sharing the same household, registering one volunteer name is HIGHLY recommended.**
 - a. You can list both last names (ie: Smith/Jones) and/or you can list both first names (Barb & Ben or Barb and Ben).
3. I would like to know how to **add a second email address** to my profile. I currently receive the parent hour opportunity and general emails from NCS but “other family members” would like to receive them as well. Unfortunately, currently there is not a way to have two email addresses added for one family. P4A has sent a note to PTO Manager and asked for that to become an option. As soon as we know, we will let you know.
4. **I REGISTERED in the p4a.ptomanger.com system as a Volunteer but I have NOT gotten my approved as a Volunteer email or I have been Denied?** Ask yourself:
 - a. Did I check “Do Not Email Me?”
 - ie. If you did, you will NOT get any emails from the NCS, PFAA, P4A, or automatically generated by the PTO Manager system.
 - b. Did I input my Student(s) information and Grade level under Step 3?
 - ie. If you did NOT, you will be denied access. All Volunteers must associate a student with their information. c. Has it been 20 school days?
 - d. If all of your answers are **yes**, please contact your Parent Hours Contact. Please include the volunteer name as it appears in the system, the date you input your information, the student(s) associated with your volunteer information and your contact information.
5. **Our family does not have access to a computer.** Please contact Tammy Lee, PFAA Program Director, to discuss the many options available to you. NCS phone number is (916) 928-5353.
6. **My student’s last name is different than mine.** When you register as a Volunteer in p4a.ptomanager.com, you will complete all the Volunteer information in Step 1, Step 2 and then your student(s) information will be added in Step 3 (Student). You are now associated for all reports generated using the PTOManager system.
7. **How many volunteer hours do I have to complete each year?** 30 hours per family.
8. **What constitutes a school year?** The day after graduation through mid-May of the following year. (ie: Graduation is 6/12; you can begin earning volunteer hours on 6/13 for the FOLLOWING school year.)
9. **I had leftover hours from last year where do I input those hours?** Volunteer hours are NOT carried over from one year to the next. You are among the many, many parents who give more than the 30 hours required and parents like you are what make NCS, PFAA a step above the rest!

10. **Where can I get a Parent Participation Record (PPR) for recording my volunteer hours?** On line at ncsp4a.org; click the Forms and Documents link under Documents (on the left-hand side) and click Parent Participation Record (PPR).
11. **How do I get the volunteer hours I/we worked RECORDED?** Simply turn in your completed and signed PPR at the front school office using the appropriate box.
12. **I go to the page where my info is...you know, name, address, etc. And it flashed with my address...but then went blank, and in the green boxes is my old email address. So I update everything - name, address, telephone numbers and correct email. I click save. I go and check my hours. That looks ok. Then I go back to the account info...and it is back where it was before I changed everything. What happened?** This most likely is a result of you and the system administrator being in the system and coincidentally being in your record at the same time. You are very lucky today, this is very rare! If you log out and check back in a several minutes, you will see that your information was actually saved and all is well. If it didn't save, please re-enter your information and we are sorry for the inconvenience.
13. **How do I know HOW MANY HOURS I have completed?** Log into p4a.ptomanager.com click the My Information Tab; click step 1 (Volunteer Information); notice Hours Volunteered to Date (lower right-hand side of screen). This shows you the number of hours that have been entered for your Volunteer time.
14. **How long will it take for my hours to be entered?** The cycle for the Parent Participation Record (PPR) input process goes like this.
- Volunteer completes hours and gets signature of Staff/Chair leading the event. Volunteer turns in PPR in main school office
 - All PPRs are picked up weekly. The day may vary depending on the pick up cycle.
 - Hours input will be completed within 10 school days of PPR pick up.
15. **I / we attended the P4A / class meeting and I / we haven't got credited yet?** Please ask yourself:
- Did you completed on your PPR with the volunteer name listed in the PTO Manager system?
 - If no, there is no way to input and verify that you actually attended the event and you will NOT be given credit for parent hours.
 - Did you list the correct student last name and put your PPR in the correct box in the school office?
 - If no, please resubmit a copy of your signed form.
 - Has it been **10 school days after pick up?**
 - If all of your answers are **yes**;
- Your contact for questions about parent hours is listed below using your **Student's Last Name**.
- STUDENT'S Last Name** A-E contact aepfaaparenthours@yahoo.com
- STUDENT'S Last Name** F-J contact fjpfaparenthours@yahoo.com
- STUDENT'S Last Name** K-O contact kopfaparenthours@yahoo.com
- STUDENT'S Last Name** P-S contact pspfaparenthours@yahoo.com
- STUDENT'S Last Name** T-Z contact tzpfaparenthours@yahoo.com
16. **How do I contact the Committee Lead?** Simply click on the provided email address link to the right of the Event title and type away!
17. **More than one adult attended an event, how many hours do I earn?** A family earns hour(s) for each of the adult volunteers who attended and WORKED at the event.
18. **How do I record hours for Multiple Volunteers at the same event for the SAME family?** All volunteers' hours should be recorded on the same Parent Participation Record.
- You can now enter the combined total number of hours you earned as **a combined total**.
19. **I donated items how does it get recorded as hours under the Event?** The total dollar value, with receipt attached to your PPR will be translated to 1 hour for each \$15 for the first 10 hours earned; 1 hour for each \$30 for the second 10 hours; the final 10 volunteer hours must be in a form other than monetary donation.

20. **My Hours are not showing all the events I worked at:** Ask yourself:
- Have I turned in my parent participation record (PPR) identifying the **SAME** name as the Volunteer Information I used to register in p4a.ptomanager.com and it is signed by the Staff/Chair Signature
If you have NOT used the SAME name as listed under the Volunteer Information, your PPR is STUCK. Parent hours can only be input with approved hours that **MATCH** the volunteer name listed on the PPR. Please email your questions to your parent hours contact with the name you used on your PPR so verification can be made.
21. I **HAVE TURNED** in my PPR and it has been **MORE** than 10 school days.
Please email your questions to your parent hours contact and include the volunteer name as it appears in the system, the event you volunteered for, when you turned in your PPR, and contact information.
22. **We have two or more people who volunteer for our family AND we live in the same household, how do we record and report those hours?** **ALWAYS** use the same name as you used on the Volunteer Information as the Parent / Guardian Name on your Parent Participation Record, even if the actual worker for that event has a different name. You can list the volunteer name under Activity/Donation.
23. **We have two or more people who volunteer for our family AND we DO NOT live in the same household, how do we record and report those hours?** To avoid miscalculations, **multiple household** students must be registered utilizing only **one** account.
24. **I cannot find the specific event I worked at / donated to.** Events are listed by Date of the event order. Not all opportunities you volunteer for will be listed under the Events. If you do not see your specific event, ask yourself: a. Was my volunteer time associated to a **specific department**? The various departments are listed separately.
b. Was I field trip **chaperone**? That time can be listed under Field Trip Chaperone.
c. Every Event available for parent hours is listed. **Reoccurring Events** (monthly P4A meetings, parent class meeting, school dances, etc.) will be posted two months ahead of the scheduled date. **One-time Events** will be posted as soon as the information is received by our system administrator.
25. **The date of the event isn't the same as the date I earned my volunteer hours:** Upon input the actual date you volunteered will be entered into the PTO Manager system. Those hours will still show as being completed in your Total Hours report from August through May.
27. **I donated a gift card how do I record the hours earned?** The total dollar value, with receipt attached to your PPR, will be translated to 1 hour for each \$15 for the first 10 hours earned; 1 hour for each \$30 for the second 10 hours; final 10 volunteer hours must be in a form other than monetary donation.
28. **I do not have copies of my paperwork as I gave it to the person I volunteered for because it was after school hours/off campus.** It is the responsibility of the volunteer to make a copy and turn in all signed Parent Participation Records.
29. **I am not getting emails / My email address has changed and I am not getting emails anymore?** You have complete control over your email address. You can update and change your email address under the My Information. Also, double check to see if you had accidentally checked, Do Not Email Me.
30. **Do I earn parent hours for loaning items for P4A or PFAA events?** You do not earn parent hours for loaning things. Parents do this because they want to see the show/event be successful.
31. **Why are some Events blue and underlined and some black?** Events that are blue and underlined can be clicked on to show additional information regarding the event specifics.
32. **My student volunteered to be on a committee for his/her class, how do I report those hours?** Hours a student may work that is associated with their graduating class is NOT considered to be volunteer hours. Fundraisers, sales, advertising, and distribution of fundraiser items do not qualify as volunteer hours.

33. **I have a student in both Leading Edge / PACT / ILP and Performing and Fine Arts Academy, how do I report my hours?** All your hours will be recorded under the appropriate “school” name. Be sure to attach a copy of your signed and completed hours form to a PFAA, Parent Participation Record and submit to the school office. The PFAA system administrators will approve the Leading Edge / PACT / ILP Hours that show on the attached report/form.
34. **I have completed my parent hour participation obligation can I sell / give / work for another family to complete their hours?** No, Natomas Charter School, Performing and Fine Arts Academy, does NOT allow the selling, giving, or working off parent hour participation obligation on behalf of other families.
35. **I make donations through the United Way to make a donation to Natomas Charter School (NCS) from my paycheck, how do I record those hours?** NCS gives half of a parent's donation as credit for volunteer parent hours; because NCS doesn't actually get the whole donated amount (there are administrative costs, etc.). So, for example: If a parent donates \$30.00 to United Way specifying NCS, they need to attach a receipt to their PPR form and they will be credited one hour (\$15.00).

Event specific questions.

1. **I donated school supplies / teacher’s wish list donations.**
Donations to PFAA Teachers – Complete your Parent Participation Record, attach a copy of your receipt and have the teacher sign off on your purchase and turn in to the school office. Hours will be credited as approved by the school administration.
2. **I purchased Macy’s Day / Crab Feed Tickets how do I record those hours?** Complete your Parent Participation Record, have the chairperson sign off on your purchase and turn in to the school office. Hours will be credited as approved by the school administration.
3. **I did work for a teacher in the class room, where will I see those hours?** Classroom support / events.
4. **I only see View My Tasks for Event listed on the right-hand side across from the Event.** You can click View My Tasks for Event to show the approved hours you have worked for an event.
5. **I / we attended Landscape Beautification Day and those hours don’t show.** All attendees at Landscape Beautification Day are required to sign in and out with the lead AND have the lead sign your Parent Participation Record (PPR). You are responsible to turn in your signed PPR. All hours should be (recorded) as a combined total of all adults who worked for the family that day.
6. **I / we worked June Landscape Beautification, when do those hours get credited?** The general rule for June Landscape Beautification hours is if the event falls after graduation those hours will be used for the following school year. This event hours cannot be used for two different school years.