# STAR System Quick Reference Guide for Processing School Volunteers

| Visitor Type | Setting/Activity | Requirements | STAR System Steps | Badge Type | Watch List |
|---|---|---|---|---|---|
| **Volunteer (General)** | *Supervised* Helping with supervised school activities | Approved online volunteer application creates Level 1 clearance | **Registration Module** See Check-in steps below | Volunteer (Annual) | No |
| **Chaperone (Overnight)** | *Unsupervised* | Approved online volunteer application & Level 2 clearance | **Registration Module** See Check-in steps below | Volunteer (Annual) | No |
| **Chaperone (Single day)** | *Supervised* | Approved online volunteer application | **Registration Module** See Check-in steps below | Volunteer (Annual) | No |
| **Mentor** | *Unsupervised* | Approved mentor application & Level 2 clearance | **Registration Module** Enter as visitor Log hours manually | Visitor (One day) | No |
| **Volunteer Speaker/ Academic Fair Judge** | *Supervised* Escorted, staff present | Sexual predator check provided by watch list. | **Registration Module** Enter as visitor, perform watch list. Log hours manually. | Visitor (One day) | Yes |

**Visitor Badge:** Valid for <u>one day only</u>. Does not log service hours and should NOT be used for volunteer activities.

**Volunteer Badge**: Valid for <u>entire school year</u>. Badge prints with the current school year instead of the specific date.

**Volunteer Check-in:** <u>First time</u> - Swipe/type ID, verify name entered correctly, take photo, print badge, choose "reason for visit" on drop down menu, and click OK. Remember to swipe the new badge to log in the volunteer.

<u>Later visits</u> - Scan volunteer badge, choose "reason for visit" and click OK. Remind volunteer to scan out before leaving school or service hours will not be counted correctly.

**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. 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.

**Badge Maintenance:** Badges are expensive. Photocopy badge when issued and give volunteer a copy. Store original at front desk to use if badge is lost.

**Level 2 Clearance:** FDLE fingerprinting (known as Level 2) is required ONLY for volunteers serving as overnight chaperones, volunteer coaches and mentors. Fingerprints are NOT required for single and extended day chaperones who are with staff members. See steps for Level 2 clearances on the reverse side.

**Sentry module must be running to record volunteer hours.**
## ETS Help Desk for STAR System problems: 754-321-0411
## STAR information & training: <u>http://web/star</u>

*(\*See FAQ's on Reverse Side)*
*August, 2010 ed.*

# FAQ's for Processing Volunteers in STAR

1. **Do all volunteers have to apply this year?**
   Yes.  A yearly application is required, <u>whether or not the volunteer applied last year</u>.
   All individuals must fill out an online volunteer application and be approved before serving as a school volunteer.
   Go to: 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?**
   a. Volunteer was given a visitor badge. Visitor hours are not recorded as volunteer service hours.
   b. Sentry Module was not running during check-in. Sentry is the STAR System's time clock.
   c. School did not complete check-in after hearing the "beep" when badge was scanned. School must choose reason for visit for hours to record.
   d. 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:
   a. Check the *Volunteer Approval Status* report in the Registration Module. (List is alphabetical by status type.)
   b. Do a person search in the Volunteer Services Module  under the Volunteer tab.
   c. 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?**
   a. Volunteer has not applied online for new school year. Ask volunteer to apply.
   b. ID was used for a visitor badge. STAR refers to visitors as external and volunteers as internal.
   c. 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 <u>Vendor Star via Cab</u> 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 must be turned on each day?**
   1. Sentry Module
   2. Registration Module
   3. Volunteer Services Module

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**For more information on STAR**
<u>Go to:</u> **http: web/star**

<u>Or contact:</u>
   **ETS Help Desk - 754-321-0411**
   **STAR Tech Support**
   **Email – Vendor-Star via CAB**

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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.

   <u>Level 2 Process for Volunteer Fingerprinting</u>:
   School Principal/Assistant Principal gets approval from Special Investigative Department for fingerprinting via CAB (level2.fingerprinting@browardschools.com); volunteer brings approval to  Security Clearance Department in KCW. No cost to volunteer.

   <u>Renewing Level 2 clearance:</u> 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

   <u>Check Level 2 status </u>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?**
   a. Print and review volunteer approval status and visitor reports weekly to check for volunteers who were processed as visitors.
   b. 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 or other special activity helper
    Classroom teacher assistant
    PTA/PTO, SAC, & booster club volunteers
    Reading, math, and science tutors
    Math SuperStars & Meet the Masters helpers
    Check at your school for more volunteer jobs.