UPchieve Volunteer Hour Tracking Guide

Overview
Read this guide to learn (1) how to count your volunteer hours with UPchieve and (2) how to report them to your school or company, if applicable (see FAQs for scenarios in which you may be required to report your hours). Because our Academic Coach opportunity is virtual, ongoing, and on-demand, tracking your volunteer hours is more complicated than just signing up for shifts. Don’t worry, we’ll walk you through it!

Why track your volunteer hours?
1. **Know exactly how many hours you contributed.** UPchieve relies on your support to provide timely and quality academic support to the students we serve. It’s only right that you know how much time you’ve put in to help us reach more students!
   a. If you need your hours verified or a supervisor’s information and signature, you can visit our [Verify Your Volunteer Hours](#) page to learn more and get started!
   b. If you need your hours verified for the President’s Volunteer Service Award, please visit our [PVSA page](#) to learn how to qualify and get started! Please note that due to the national recognition of this award, we must calculate your hours a bit differently, only active tutoring hours and hours for certifications will count towards the PVSA.
2. **Help further UPchieve’s mission.** Many companies encourage their employees to track and log their volunteer hours, and we want you to get credit for all the awesome work you’ve done for UPchieve. Plus, if your employer has a volunteer grant program, UPchieve could earn money for every hour that you volunteer with us!

Step 1: Determine if you were an active volunteer during the past week
Even if you didn’t work with students in the past week, you most likely still have volunteer hours to report. If any of the following statements were true for the past week, then you still “earned” volunteer hours:
- You tutored a student on UPchieve
- You passed a new certification quiz or training course (including UPchieve 101)
- You had at least one hour of availability selected on UPchieve’s [“Schedule” page](#) in the app (This is only valid if you’ve already completed our approval process and onboarding process)
- You attended an UPchieve webinar or meeting (for example, the Monthly UPchiever Meeting)
- You participated in a volunteer challenge or completed a pro-bono project for the UPchieve team
Step 2: Calculate your ‘total volunteer hours’
Once you determine that you were an ‘active volunteer’ during the past week, you need to calculate the total number of volunteer hours that you completed. Add up:

- The total time you spent tutoring students
- 1 hour for each new certification quiz that you passed during the week
- The total number of hours of availability you selected during the week divided by 10*
- 1 hour for each UPchieve webinar or meeting you attended that week
- The total time you spent working on projects for UPchieve

For each hour you mark as available on your UPchieve schedule, you'll receive elapsed availability hours. *Availability hours only count towards your total volunteer hours once you’re approved and onboarded. Some employers may allow you to track these availability hours at a 1:1 ratio, but since you’ll accrue a lot of these, we recommend using a 1:10 ratio (1 volunteer hour per 10 elapsed availability hours). If you are a student who needs UPchieve to verify your volunteer hours, please note we will count these at a 1:10 hour ratio.

A note about ‘Your Impact Summary’: If you visit the dashboard, you’ll see your personal impact summary in the lower right hand corner of your screen. This handy widget calculates the lifetime total for the 5 metrics it tracks (# of certifications, # of requests filled, hours of coaching, and hours of elapsed availability). However it doesn’t provide the whole story in terms of your volunteer hours, because it doesn’t include the UPchieve webinars or meetings you attended, or the total hours you spent working on skills-based projects or volunteer challenges. This is why we recommend you keep track of these hours separately.

Step 3: If you work full-time, report your volunteer hours on your company’s portal, and you could earn funding for UPchieve!

1. Go to your company’s internal volunteer portal—like Benevity, YourCause, or Involvesoft—and report the number of hours you completed in the past week.
2. Some companies have volunteer grant programs (AKA Dollars for Doers) and will give UPchieve funding for every hour you volunteer with us. Find out if your company has a volunteer grant program by checking out their website or reaching out to your HR department. Every dollar you raise for UPchieve has a big impact—$10 could give one student an entire year of free academic support!

FAQs:

Q: Why do my ‘availability hours’ count towards my volunteer hours?
A: If you marked yourself as ‘available’ during 1 hour on UPchieve’s calendar app, we encourage you to count that hour as 1/10 of a volunteer hour, even if you didn’t work with a student. You give UPchieve a huge service by making yourself available. We look at volunteers’ total availability hours when we’re making the decision to expand our reach to more students! When you select availability hours on our calendar app, you’re enabling UPchieve to serve more students in the future.
Q: Who should track/report their volunteer hours to their school or employer?
A: The following should track/report volunteer hours:
- Students who need to track their hours for scholarships, graduation, or PSVA.
- Employees whose companies are partnered with us and their company requires it (not all companies do!)
- Employees whose employers will donate to UPchieve. Check your volunteer platform or with your employer’s volunteer program team for more information.

Q: This past week, I went on vacation. I removed all my availability hours on the UPchieve app, and didn't complete any certification quizzes or attend any monthly UPchiever meetings. Do I need to report my volunteer hours to my school or employer?
A: No, you do not! However, the week you get back (e.g., one week after you have re-selected availability on our calendar, attended an UPchieve meeting, or completed a certification quiz) you'll need to begin reporting your volunteer hours again.

Q: What if I forget to report my volunteer hours to my school or employer?
A: If you forget to report your volunteer hours for a given week (or multiple weeks), you can usually just calculate the total number of hours you completed over the period that you forgot to report and report that number via your ‘schools’ volunteer hour tracking site or company portal. However, you might want to reach out to your school or company’s volunteer program team to be sure!

Q: I have a question that wasn’t addressed in this guide or on UPchieve’s website. What should I do?
If you have a question or need help with anything, send us a message by clicking the ‘Contact us’ button on the lower left-hand side of your account.