How do I report my hours?
Monte Gardens Elementary (MGE) uses an electronic hours reporting system called OurVolts to track volunteer hours. Volunteer hours are self-reported. You can report your hours one of three ways:


What is my username and password?
Your default username is your email address and the default password is DBPC14. If you find that your email address is not in the system please send an email to: [DBPCcommunication@gmail.com](mailto:DBPCcommunication@gmail.com)

Remember to change your password after your initial sign-on by going to your dashboard, and click on the 'Change Password and Email' button on the right-hand side of the page.

What if I forget my username and password?
If you have never signed-on before, first try the default user name and password listed above. If you have previously signed-on, then click on Login, and you will see a link to find your username and password. Once you're there, just enter your username or email address and you will receive further instructions via your registered email address. If you are still having trouble, email [DBPCcommunication@gmail.com](mailto:DBPCcommunication@gmail.com) to have your username and password reset to default.

How often do I have to report hours?
It is best practice to report your hours as they occur. However, we ask that you report your hours at least once each trimester: last day before Winter Recess; last day before Spring Recess; and last day before Mother’s Day.

Can I record my volunteer hours all at one time?
Again, so that you are less likely to forget dates and activities it is best practice to report your hours as they occur. However, if you choose to report your hours cumulatively, we ask that you report them by category; the date you volunteer is less important. For example, if you volunteered 5 hours chaperoning a field trip and 5 hours at motor skills, you would report this as two separate entries under the categories “Chaperone” and “Motor Skills.” You may have volunteered at motor skills on 5 different dates to accumulate the 5 hours.

What if I don’t remember the date(s) I volunteered?
Recording accurate dates are less important than recording accurate hours. If you choose to report your hours cumulatively rather than individually, just use today’s date.

What if I don’t remember how many hours I volunteered?
Reporting hours is on the honor system. We ask that you report the best estimate of the hours you volunteered.
What if I don’t see a category for my volunteer service?
While we tried to capture as many volunteer categories as possible, there may be a role that is not represented. In this case, please use the “Other” category and describe your service in the notes field. We have the ability to add additional categories if needed.

I made a mistake. How do I change the hours I entered?
You can change any of your entries from your dashboard on the OurVolts website, once you’ve logged in. You will see your most recent entries in a box near the top left. If you see the entry you need to change, you can click on the little edit link next to it. Click on "more details" to see a list of all your time entries. You can modify any of them at any time.

What kind of service can I count as volunteer hours?
MGE has issued volunteer guidelines that outline the various volunteer roles available on and off-site. Please use this as a resource if you are unsure if your service receives credit.

I work full-time and can’t volunteer on-site. Can I count donations as volunteer hours?
While donations are very much appreciated, the purpose of the system is to track service to the school. There are numerous volunteer roles available, many with the flexibility to accommodate your family situation. A commitment of at least 20 volunteer hours per school year is expected.

I already know I volunteer a lot of my time. Why am I being asked to keep track of my hours?
We recognize that your gifts of time and talent are what make Monte Gardens Elementary a school of choice. MGE would like to celebrate the numerous ways that you serve the school! Our Volts is a tool to understand on a larger scale the magnitude of MGE volunteer service.

How will DPBC and school administrators use this information?
Our Volts records volunteer service milestones that will allow us to recognize and celebrate individual volunteers at an annual appreciation tea. We will also use this information to identify areas that may need additional resources and to understand the totality of volunteer service on a school-wide level.