



FREQUENTLY ASKED QUESTIONS

GETTING STARTED

How do I become a volunteer?

Complete these three steps:

1. **Submit a volunteer application.**
2. **Complete New Volunteer Orientation** in your MyImpact account.
3. **Complete your background check** through Sterling Volunteers. An invitation will be emailed to you after orientation.

When can I volunteer?

Most opportunities are Monday–Friday.

- **School Day:** Typically 8:30 AM–4:00 PM
- **Afterschool:** Typically 3:30–6:00 PM
- **Evenings/Weekends:** Limited to select special events

What if I can't volunteer during the school day?

Afterschool opportunities are available in Denton and Lewisville, typically 3:30–6:00 PM, Monday–Friday.

How much time do I need to commit?

Most volunteers serve 45–60 minutes per week. Some roles meet less frequently.

Can I volunteer for college or service-learning hours?

Yes! CISNT works with UNT, TWU, and students from other colleges.

- Afterschool: Up to 25 hours
- School Day: Up to 15 hours

What is the minimum age to volunteer?

Volunteers must be **16 or older**. Younger volunteers may participate in select events with an approved, background-checked parent.

Can I volunteer just one time?

Yes! Special Event Volunteers can help with one-time campus or CISNT events.



WHILE VOLUNTEERING

What if I need to miss a meeting?

Contact your Site Coordinator as soon as possible. When possible, volunteer meetings can be rescheduled.

What is the Volunteer Code of Conduct?

The Code of Conduct covers volunteer expectations, confidentiality, boundaries, and student safety. It is reviewed during orientation and your Campus Introduction.

Can I contact my student outside of volunteering?

No. Volunteers may only have contact with students during approved CISNT volunteer activities.

What if I have a concern?

Start with your Site Coordinator. If you need additional support, contact Jennifer Hughes, Director of Volunteers, at jhughes@cisnt.org.

Do I need to be a teacher to be an Academic Coach?

No! You just need to feel comfortable supporting students in your selected subject area.

APPLICATIONS & ORIENTATION

When are volunteer applications open?

Applications are typically open mid-August through early March. When applications are closed, you can submit the Volunteer Interest Form on our website.

I applied but haven't heard anything. What should I do?

New volunteers: Complete New Volunteer Orientation in MyImpact.

Returning, Event, or Campus Support volunteers: Contact volunteer@cisnt.org.

Be sure to check your junk/spam folder.

Where do I find New Volunteer Orientation?

Log in to MyImpact and go to My Profile → Training.

Orientation is required for all new volunteers.



BACKGROUND CHECKS

Why is a background check required?

Background checks help CISNT maintain a safe environment for students and volunteers.

I finished orientation but haven't received my background check email.

Check your inbox and junk/spam folder for an email from TheAdvocates@SterlingVolunteers.com. Invitations typically arrive within 2 business days, but may take up to a week during high-volume months. Still don't see it? Contact volunteer@cisnt.org.

My background check is complete. What happens next?

Most background checks are completed within a few days, though some take longer. Once complete, CISNT will review your results and update your volunteer record. If you haven't heard from us after your check is complete, contact volunteer@cisnt.org.

ACCOUNT HELP

I can't log in to MyImpact.

Select "Forgot your username or password?" on the MyImpact login page and follow the prompts. Still need help? Contact volunteer@cisnt.org.

I can't log in to Sterling Volunteers.

Use **Vivi**, the virtual assistant on the Sterling Volunteers login page, or contact TheAdvocates@SterlingVolunteers.com. Sterling Volunteers handles login and password issues.

AFTER PLACEMENT

I received my Deployment Email but haven't heard from my Site Coordinator.

1. Check your junk/spam folder.
2. Contact your Site Coordinator using the information in your Deployment Email.
3. If you still need help, contact volunteer@cisnt.org.

Have a question that isn't answered here? Contact the CISNT Volunteer Department at volunteer@cisnt.org.