



Volunteer Mentor Portal FAQs

Why did Compeer change the process for reporting monthly hours?

To streamline efficiency for staff and in conjunction with a larger database change, the volunteer mentor portal is a feature built into our new database. This new system logs communication between you and Compeer staff, tracks your match details, and allows you to enter hours all in one spot. To be completely transparent, the previous system, while good, created double work for staff- taking the form you submitted and requiring us to enter information into our database. By utilizing this new system, we are better equipped to manage data and maintain open communication with you about your volunteer experience. A more robust data system allows us to hone-in on the needs of both our clients and volunteers more so than ever.

Why is the Volunteer Mentor Portal only a website? I would like the convenience of an app!

At this time, the web developer has not identified a plan to transition the site to an app. It is optimized for use on desktop, laptop, mobile phone, and tablet. So whatever device you choose to use, entering your hours should be easy!

What if I do not have an account with one of the platforms listed on the registration page?

The developer chose to use Google, Yahoo, Microsoft, Facebook, Twitter, and LinkedIn as the authentication platforms for all users of the portal because these are the most commonly used email and social media platforms. Should you not have an account already on one of these platforms you have two options: 1.) create an account that will be used specifically for this purpose, or 2.) continue to report your hours directly to your Compeer Staff point of contact via email or phone call. The goal is for the portal to enhance your volunteer experience, but if you find it is prohibitive in any way, please contact us to identify a solution for your specific volunteer situation.

I can't complete the registration process- what do I do?

We're sorry to hear the registration process is not going well for you. Please complete this form: <http://sgiz.mobi/s3/dd41d0af278f> so that the team at Innovative Mentoring can assist with troubleshooting the registration process. Typical response time is 3-5 days once the form is submitted. If you have further trouble, please contact Lisa Johnson, Director of Volunteer Engagement at (716) 883-3331 X312 or lisa@compeerbuffalo.org for assistance.

Do I have to log every interaction with my friend in the portal?

No! A summary of hours per month is completely acceptable. We just ask that you log in-person interactions as one entry and any other interactions (phone calls, text conversation, virtual visits) as a virtual interaction. Here is what to include in each field:

- Date = date you are entering this information
- Time = time you are entering this information
- Hours = total number of hours this type of activity was conducted
- Type = Mentoring Hours (this is the default option, always leave it on this selection)
- Interaction = In-Person or Virtual (virtual is for all other interactions not including in person time)
- Activity = select the month the hours were completed
- Notes = anything you would like to tell us about the time you spent together

Here is an example and what the entry will look like. Volunteer spent 2 hours talking on the phone with their friend and met up for a walk and snack outside two times in the month of February. When logging their hours in the portal, here is what that would look like.

In Person Hours Entry

Virtual/Phone Hours Entry

I have suggestions for the volunteer portal, how do I communicate those recommendations?

Great, we'd love to hear your feedback! Please send us an email with the subject Volunteer Mentor Portal Suggestions to volunteer@compeerbuffalo.org. We will share suggestions and feedback with the web developer who is responsible for making changes.

Can I see a summary of how many total hours I have served with Compeer?

Yes! Visit the Time Log tab in your portal and view the 'hours' column for a total. If you have any trouble, reach out to us and we can provide you with a total as well. (Tip: if this number seems low, make sure you submit your monthly update for an accurate count of hours).