



## FREQUENTLY ASKED QUESTIONS ABOUT VOLY

8/22/18

1) Why VOLY . . . Why Now?

Richardson ISD is continually focused on providing a safe and nurturing environment for your children, our students. VOLY allows us to conduct a national multi-jurisdictional background search on all individuals that wish to serve as volunteers in our schools. Everyone serving as a volunteer in RISD is required to pass a background check. VOLY also provides the ability to easily match school needs with volunteer resources.

2) How will I know if I pass the background check?

Once you complete your volunteer application in VOLY and check the box consenting to a background check, VOLY will process your information and notify you by email with the results.

3) How long does the background check take?

We ask that you allow 24 hours but often the results are returned much sooner.

4) What if VOLY sends me an email and I do not pass the background check?

Don't panic. VOLY will include instructions and contact information in the email so that you may confidentially review and discuss the results with an RISD administrator.

5) I thought RISD ran a background check when I provide my driver's license at the front office and get my sticky badge.

This process is for all school visitors and checks the individual's identification against the national sex offender database only. Volunteering at a school is a higher standard, and a comprehensive background check is necessary.

VOLY is integrated with services to perform national, multi-jurisdictional background searches.

6) What is the difference between a 'Visitor' and a 'Volunteer'?

As a parent, we encourage you to visit your child on campus and spend time together in a common, actively monitored area, such as the cafeteria. Non-parent visitors are otherwise escorted during their school visits.

A 'Volunteer' in Richardson ISD may be given access to areas of a school not designated as common areas, and may work with students in a one-on-one capacity, such as reading with or mentoring a student. Volunteers may be responsible for children other than their own, such as serving as chaperones on field trips.

- 7) We have used free apps in the past to coordinate our parent and volunteer activity, do we have to use VOLY now?

VOLY has been designed to provide superior functionality and ease of when compared to popular free event management apps.

You may continue to use apps, but please know that RISD now requires all parent, family, community and business partner volunteers to register in VOLY and complete a criminal background check.