

FAQ (Frequently Asked Questions)

My child is a ninth grader. How many hours does he need this year?

The service requirements are 50 hours over the course of your child's first two years of high school experience and seven reflections on the learning outcomes included in the service passport. A suggested rule of thumb is 25 hours and 3 reflections for ninth grade and the remainder 25 hrs and 4 reflections can be completed the tenth grade year. Throughout the year they will be provided opportunities for him to complete hours as well as if he is involved in any sports, sometime the coach mandates hours to be done that can also count.



When will my child be recognized for completing service requirements?

Documentation of service experience (hours and reflections) are turned in each year on May 1. Once a student has completed all seven reflections and at least 50 hours of service, a medallion is awarded at the end-of-year awards assemblies.

We volunteer as a family at the animal shelter. Do those hours count?

Yes, please log them on a service log sheet and they can be added to your child's passport through our online system ManageBac under the SA (Service as Action) tab. Kudos to you for making a commitment of time and energy to service. Many outside agencies require a parent to be present while students volunteer. Others will gladly welcome younger students. Search for "family-friendly" projects or by age group when you look for volunteer opportunities in the community.

Does babysitting count as service?

It depends. If it is a chore for a relative that the child would normally do, then no. If the child is paid or receives some other tangible benefit, then no. However, if the child assists in the nursery at a community event that includes babysitting as a free service, then it could be counted.

How can I know how many hours my child has turned in?

Hours and reflections are logged through ManageBac online each year from what is turned in from service logs that are completed in AVID class. All parents and students have access through our campus website. Contact the coordinator or your child's AVID teacher with your request, if you are unable to view.

How does the service log sheets work?

Extra copies are available on our campus website. Students log hours on their log sheets and complete brief reflections on their experiences during AVID courses. These are submitted electronically through ManageBac to the coordinator May 1 each year to be added to our records. Our students contribute thousands of hours each year to our community and school. Students have opportunities to reflect on their experiences in the spring as different class groups complete projects.

Where can I get extra log sheets?

The campus website has a single-page log sheet that can be downloaded and stapled to the Mustang Herd Guidebook if they choose. It is often easier to carry just one page to community events.

What is available in the community if my child wants to volunteer?

Lots! Look for service components in activities that your child may already participate in like scouting, religious organizations, or civic groups. Many students also return to their elementary schools and serve as teacher helpers or lend a hand with elementary school special events. There is also a list of different places to serve our community provided in the Mustang Herd Guidebook.



What if my child doesn't do hours or forgets to turn in the reflections & log sheets? What happens then?

Completing the requirements is one part of remaining a student in good standing, which can affect your child's ease in continuing at high school. But more importantly, it is advantageous for each student to participate and try. We may not all succeed at the same rate, but everyone can do something. We value partnering with our community for service and we think that students gain from the experience as well as make a huge difference right here in San Antonio. Quit feeling bad about not reaching the mark and keep trying with our encouragement.