AmeriCorps FAQs

Nondiscrimination Statement: *This program is available to all, without discrimination on the basis of race, color, sex, sexual orientation, pregnancy, religion, age, national origin, genetic information, disability, military status, familial status, political affiliation, or any other characteristic protected by law*.

Monthly Forms:
Q: Where do I go to fill out my Time Log?
A: www.runipt.com. Sign into your account, click on My Forms on the left side, and click on the Time Log you would like to fill in, press Save once you have completed.

Q: How do I fill out a Time Log?
A: Instructions are found here.

Q: When are my Time Logs due?
A: On the 5th of the next month (i.e. Your August Time Log is due on September 5th).

Q: How many hours a week can I record in my Time Log?
A: You can record a maximum of 65 hours a week.

Q: What counts as Direct Service hours and AmeriCorps Volunteer Development hours?
A:
• **AmeriCorps Volunteer Development/Training** – (AmeriCorps Volunteer development) – classes related to major, conference
Attendance, etc. activities that improve your services
Direct Services Hours include the following:
• Volunteer Recruitment/Coordination/Management – (direct service) – mobilizing volunteers
• Individual/Group/Family Therapy – (direct service) – therapy (including client prep time), leading a group, assessment
• Documentation – (direct service) – paperwork, case notes, supervision
• Teaching – (direct service) – teaching a class or skill, includes teacher prep hours

Q: How many AmeriCorps Volunteer Development (indirect) hours can I have?
A: Your AmeriCorps Volunteer Development hours can account for no more than 20% of your total hours served. For a
675 term of service, that is 135 hours. For a 450 term of service, that is 90 hours. For a 300 term of service, that is 60 hours. Please stop recording AmeriCorps Volunteer Development once you have reached that limit.

Q: Do I need to fill out the rest of the month Time Log once I have completed my hours?
A: No, you only need to record until you have reached your number of hours. Remember, however, that

AmeriCorps Volunteer Development hours can only count for 20%, so make sure that you have enough total hours.

Q: What is a Monthly Demographic Form?
A: The Monthly Demographic form is a form that is filled out each month with the Tracker Forms. This form records the number of new clients and volunteers mobilized. Additionally, AmeriCorps Volunteers are required to share a "Great Story" each month on the Monthly Demographic form. The "Great Story" should come from an experience that the AmeriCorps Volunteer had that month doing activities for AmeriCorps.

Q: What do I do when my signature is cleared from a form in IPT?
A: Wait for an email from socialwork@byu.edu explaining why your signature was cleared and how to fix the error. After you know what needs to be corrected, you can log in to IPT, fix the error(s) and re-sign the form. Be sure to correct your errors before re-signing. (Note, you will also receive a generic, autogenerated email anytime a signature is cleared on a form.)

Q: What do I do if I filled out my form wrong then signed it?
A: Once you have signed your form, you cannot go back in and make changes. You will need to email the student secretary at socialwork@byu.edu asking for the signature to be cleared. The secretary will document this and can clear your signature so you can access your forms again.

Term of Service:
Q: How long is one term of service?
A: A term of service is determined by the number of hours required. We offer terms of service of 300, 450 and 675 hours. You have up to 12 months to complete a term of service.

Q: How many terms of service may I complete?
A: A student may complete four (4) terms of service through State and National Program (like BYU's) and may earn up to an equivalent of two full education awards. A 300 hour term of service = .21 of an education award; 450 hour term of service = .26 of an education award and 675 hours = .37 of an education award.

Q: Can I change my term of service once I am enrolled in the program?
A: Yes, you have 30 days from your start date to request a change in your term of service. You can only select a term of service that is more hours than the one you are currently enrolled in and there must be an open slot for the number of hours you are requesting. However, please consider carefully how many hours of service you will be able to complete during your year of service. Once you have committed to a certain number of hours, you will be obligated to honor that commitment or forfeit your AmeriCorps education award.

Q: If I finished one term of service, can I continue filling out time logs and just continue to my next term of service?
A: No. Once you have completed a term of service, you must complete the exit paperwork and be exited from eGrants. If there are slots available and if you qualify, you may then complete the enrollment paperwork for the new term of service. If you log hours for your first term of service in August and then enroll in a new term of service beginning in mid-August, you will need to complete two time logs for August. One for the first term of service, up until your last date of service for that contract; and one for the new contract beginning on your start date.

Education Award:

Q: What are highlights of the education award?

A:

- You can request disbursement of your award any time – before a semester starts or during the
- semester – any time before the last day of class.
- No disbursement occurs until AFTER the add/drop deadline – which is AFTER tuition is due.
- Only 50% of your requested amount is disbursed prior to the midpoint of the semester.
- At the midpoint of the semester, the remaining 50% is disbursed.
- If your request is after the midpoint of the semester, then all funds are disbursed in one
- installment.
- With your AmeriCorps award, you pay tuition first and are then reimbursed the amount of your
- education award.
- Once disbursement arrives on campus (disbursements are only on Fridays), it takes
- approximately two weeks for it to appear in your myFinancial account.

Q: How do I request my education award?

A: Once you have completed your required hours and completed the required paperwork, we will exit you from eGrants. Then you can go online and request your award for a term/semester in which you are enrolled as a student. (This can be a current semester or upcoming semester) Instructions on how to request your award are located here.

Q: When will I get my education award?

A: The National Corporation confirms with BYU that you are a registered student. If you are still a registered student following the add/drop deadline of the semester you requested your funds, the National Corporation will disburse 50% of your education award to BYU. BYU receives disbursements on Fridays only. Once BYU receives the disbursement, they will credit the amount to your myFinancial account. No funds will be disbursed before the Add/Drop deadline of a semester. You WILL need to pay tuition before these funds are received. Think of education awards as reimbursement for tuition already paid.

At the midpoint of the semester the National Corporation will again confirm with BYU that you are still a registered student. If you are, the remaining 50% of your education award will be disbursed to BYU. The same process is followed and the money shows up in your myFinancial account.

If you have already paid tuition and have no balance due when the money is deposited in your account, then BYU reimburses the money to you as an overage in your account. If you have direct deposit set up on your account, then the money is direct deposited in your bank account. If not, a check is mailed to the address listed on Route Y. Be sure your information is accurate.

Q: Why is my education award disbursed in two installments?

A: Too many AmeriCorps AmeriCorps Volunteers have requested their education award, received it, and then withdrawn from school. So the National Corporation has changed their policy and will verify midsemester that you are still a student.

Q: What can my education award be applied toward?

A: Your education award may be applied directly to your current enrollment expenses for the cost of

attendance. You can also use your award to pay qualified student loans if you have them, or you can hold on to your award for up to seven years to use it for future educational expenses.

Q: What if this is my last semester of graduate school and I won't be paying tuition for another semester?
A: If you complete your required hours before the end of a semester, you can request your education award for THAT semester. The disbursement works the same. You have already paid tuition. If your request is before the mid-point of the semester the disbursement is in two installments. If your request it after the mid-point of the semester, then the disbursement is in one installment. Be sure you are using all of the AmeriCorps Volunteer Development (indirect) service hours you are allowed (20% of your total). That will get you to the total required hours sooner and allow you to request your award for a semester in which you have paid tuition.

Q: Can the education award be applied to the same university term in which I am completing my service hours?
A: The AmeriCorps Education Award can be used to pay current educational expenses. Current educational expenses are expenses that were incurred by you after you first enrolled in an AmeriCorps term of service. The award cannot be used to pay for expenses that pre-date your involvement with AmeriCorps. Furthermore, you must be enrolled in eGrants in the semester before you wish to use your education award.

Q: Can I receive my education award in advance?
A: No.

Q: Can I transfer my education award?
A: Individuals age 55 or older on the official AmeriCorps Volunteer start date who enrolled in an approved AmeriCorps
State and National position on or after October 1, 2009 may transfer their Education Award to their child, grandchild or foster child. The individual designated to receive the transferred award must be a citizen, national or lawful permanent resident alien of the United States, and must use the award within ten (10) years from the AmeriCorps Volunteer's exit date. This rule applies only to those individuals who were 55
years of age or older at the start of their term of service, AND who enrolled on or after October 1, 2009.

Q: I am currently enrolled in a semester and requested my education award for this semester, why have I only received half of my education award?
A: The National Corporation disburses ½ of the education award after the add/drop deadline and the other ½ of the award at the midpoint of the semester. This is to ensure that you are still a student and don't just register and then withdraw, taking the education award money and not using it for the intended purpose of getting an education.

Extras:
Q: What does "mobilizing a volunteer" mean?
A: Any time you get someone (invite them, encourage them, take them with you, etc.) to volunteer, that's considered "mobilizing a volunteer." You must mobilize a volunteer (or multiple volunteers) for at least two hours during your term of service.

Q: When are the enrollment forms due?

A: There is no official due date for enrollment forms, but be aware that AmeriCorps spots are limited and space is granted on a first come, first served basis. No hours can be counted towards the term of service until all enrollment forms are complete and the background check has been returned to us.

Q: If I have any other questions or need help, who can I contact?
A: The AmeriCorps Program Director, Charlene Clark at charlene_clark@byu.edu or 801-422-7438, or the Student Secretary at socialwork@byu.edu or 801-422-3282

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