FAQ For reporting

Do I need to do a separate entry for every time I volunteer?
The system does allow for you to do multiple or daily entries for your volunteer projects. You are welcomed to do that! Or, if you want to keep track of your hours and enter them all at once, you can do that, too. The important thing is to report your hours as accurately as you can by the annual deadline.

Can I volunteer in multiple counties?
Yes! Contact your local coordinator on how to add another county to your profile.

My project isn't listed. Where do I report my hours?
Not all projects are currently listed. Counties have created a Misc. Projects or "catch all" options for those projects that may be off the radar. Local coordinators will review those entries and consider adding activities as approved projects.

My project takes place in a different county than the county where I report my hours. What do I do?
We know MGVs volunteer across county lines and we designed the system to accomodate you. Projects are listed by the geographical location where they take place. You will need to add the specific counties where those projects take place in your account in order for the project to appear. This is best **demonstrated in one of the tutorial videos**. You don't need to be concerned about the hours being reported to the wrong county. The hours are connected to you and your home county even if you volunteer in another county.

What do I do with the Type of Activity?
It takes all sorts of efforts to make our projects happen! We thought we'd use this system to most accurately tell the story. Consider using these options when reporting hours. Consult with your local coordinator or project leads for the amount of detail they want to capture- it may not be necessary for all projects.

- **Administration / Support:** activities related to the behind the scenes success of projects; includes meetings involving decision making; preparation/recovery of activities

- **Answering Questions / Diagnostics:** activities related to the one-on-one addressing of garden questions
- **Educating Others:** activities related to the engagement of audiences with gardening information, directly or indirectly, such as workshops, symposiums, displays, etc.; Includes your preparation and delivery
- **Gardening:** activities related to the physical aspects of gardening at approved projects
- **Travel:** time spent traveling to and from volunteer project (projects only, not continuing education) This option will disappear in 2020… why?

How do I report my hours?

TIME CONVERSION CHART
(Minutes to Decimal Hours)

Minutes	Decimal Hours	Minutes	Decimal Hours	Minutes	Decimal Hours
1	.02	21	.35	41	.68
2	.03	22	.37	42	.70
3	.05	23	.38	43	.72
4	.07	24	.40	44	.73
5	.08	25	.42	45	.75
6	.10	26	.43	46	.77
7	.12	27	.45	47	.78
8	.13	28	.47	48	.80
9	.15	29	.48	49	.82
10	.17	30	.50	50	.83
11	.18	31	.52	51	.85
12	.20	32	.53	52	.87
13	.22	33	.55	53	.88
14	.23	34	.57	54	.90
15	.25	35	.58	55	.92
16	.27	36	.60	56	.93
17	.28	37	.62	57	.95
18	.30	38	.63	58	.97
19	.32	39	.65	59	.98
20	.33	40	.67	60	1.0

In the past, volunteers reported hours rounded to nearest .0 or .5. We now have the computer do the math for us! You are welcomed to enter your time as minutes– it just needs to be converted to a decimal. Consult your local coordinator or project lead on the detail required for a given project. **Download time conversion chart (minutes to decimal hours) PDF**

Do I need to keep track of the number of contacts?
The number of people MGVs come into contact with can be an important indicator on how well we get information distributed to the public. Not all projects require contacts to be reported. Consult with your local coordinator or project lead on how and when to report possible contacts.

Are there any shortcuts?

YES! If you volunteer repeatedly on a project, or want to report on several different types of activities, you can find a previously entered report, copy it, tweak it, and hit SAVE.

I'm trying log in and I can't find my name in the list!

This is one of two things. First, when trying to activate your account, you have not been entered into the ORS. Master Gardener Volunteers who were certified and active in December 2018 were automatically migrated into the new system. If you were not marked as "active" in our old system you were not migrated over and will need to be entered into the system. Contact your county coordinator to get this started.

Second, the list of names is only needed when activating your account. Once activated, your name disappears and you enter the ORS by using your username and password at **Report Your Hours**.

Why is "Travel" getting removed from volunteer activities?

County travel time to and from volunteer activities has been a historic allowance with the program; however, during a review of our risk management, it was deemed unallowable without requiring every MG volunteer to complete driver authorization through UW-Madison. Though 4-H completes driver authorization with their volunteers transporting youth, this will not be an additional requirement/burden added to the MG program. Starting in 2020, volunteer hours may only be reported for time at a project, from arrival to departure.

Additional Video Tutorials
For MGVs

- **Reporting hours to Garden Expo**
- **Adding counties to your profile**
- **Bulk entry of hours**