Volunteer FAQ

Timeline

Below is a condensed overview of our updated timeline:

MARCH - MAY
Training and Onboarding Period

MAY 31
Deadline to submit all onboarding requirements

JUNE
Coach Orientation Session on Zoom; will be recorded and posted to coach resource page

JULY/AUGUST
 Match with a student and begin coaching until June 2025

Training and Onboarding

Where can I find my Coach ID?

You can find your Coach ID in your emails from ScholarMatch (advising@scholarmatch.org).

Do I have to complete the training if I am an independent education consultant or have previous professional experience working with first-generation students from low-income backgrounds on college applications?

Once you're invited to complete our training modules, you'll receive an email which includes a link to a training module waiver.

Can I save my mastery assignment progress and return to it later?

Airtable does not have the capacity to save in-progress work, so we recommend submitting your mastery assignments in one sitting or using a separate document to save your answers if you're unable to complete a module in one sitting.

I need more time to complete my training modules, who do I contact?

If you need more time to complete training modules, please email volunteer@scholarmatch.org.

When will I hear back about my training module submissions?

Our team will do our best to grade every submission within 2-3 weeks and follow up with each volunteer regarding their status.

Matching

When will I be matched?

Matching begins in the spring of every year for all of our existing coaches. For new coaches, the matching process begins in the summer and ends in early fall. To be eligible for matching, coaches must complete all five training modules, one onboarding module, a coach profile, and pass a background check.

What is a coach profile?

A coach profile helps us select a student match for you and is shared with your student when a match is made. You will upload a photo and share information about yourself and your interests.