

Volunteer Hour Tracking: What to Look for in Software

A vendor-evaluation checklist from Rosterfy. Use it on any tool, including ours.

Not all volunteer management software tracks hours to the same standard. Before you commit budget to a tool, put these six questions to any vendor you're evaluating.

1 VERIFICATION DEPTH

A tool should confirm a volunteer was actually there, not just that someone marked a box.

- ☐ Does it record the exact time a volunteer arrived and left, not just that they "checked in"?
- ☐ Does it verify location (QR code, kiosk, or geofencing), rather than relying on self-reported time?
- ☐ Can a supervisor review and approve logged hours before they're treated as final?

2 MULTI-LOCATION SUPPORT

Programs running across more than one site need hours verified at each one independently.

- ☐ Can it track hours across multiple venues, zones, or shifts running at the same time?
- ☐ Does it keep separate programs or entities from cross-contaminating volunteer pools or compliance requirements?
- ☐ Does reporting break down by program and location, not just one combined total?

3 DELEGATED MANAGEMENT

Someone shouldn't have to stand at every check-in point in person for hours to be accurate.

- ☐ Can check-in be managed centrally, without staff physically present at every location?
- ☐ Can you delegate check-in authority to shift or team leaders without losing one source of truth?
- ☐ Does it work the same way on a volunteer's own device as it does at a kiosk?

4 COMPLIANCE & AUDIT-READINESS

Hour data should hold up if a funder, government body, or insurer ever asks for it.

- ☐ Does it produce an audit trail that would satisfy a grant, government, or insurance reporting requirement?
- ☐ Does it connect hour data to compliance documentation (background checks, safeguarding, training) for the same volunteer?
- ☐ Can you export a defensible record on demand, not just a screenshot of a dashboard?

5 REPORTING

A coordinator shouldn't have to rebuild a report by hand every time someone senior asks for one.

- ☐ Can it produce a board- or funder-ready report without manual re-entry or pivot tables?
- ☐ Does it report the impact or value of volunteer hours, not just a raw total?

6 SCALABILITY AT PEAK LOAD

A tool that works fine in a demo can still fail under real, concentrated volunteer volume.

- ☐ Has it been proven at your actual scale, hundreds or thousands checking in within the same window, not just a demo environment?
- ☐ What happens to check-in if the system slows down or fails during a live event?

Curious how Rosterfy answers each of these?

See how Rosterfy tracks volunteer hours automatically, with verified check-in and audit-ready reporting built in.

[Learn more →](#)