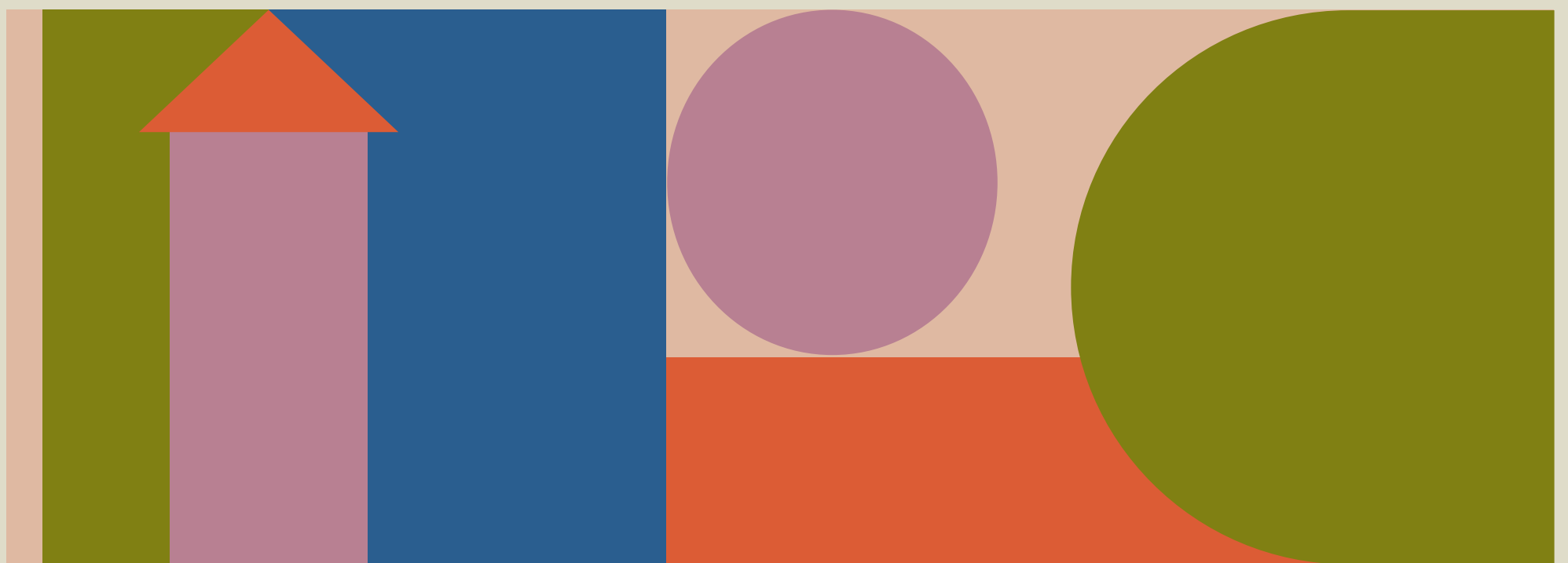


# Equip

MANUAL



STUDENT CHECK-IN  
*STUDENT SUPPORT*

# Student Check-In

*STUDENT SUPPORT*

## Section I

KEYSTONE  
MISSION, VISION  
AND VALUES

## Part One: Keystone Mission

Jesus said, "...Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the days." (Matthew 28:19-20, NLT)

## Part Two: Keystone Vision

Leading everyone to experience a passionate life in Christ!

## Part Three: Keystone Values

Keystone's seven values describe WHO WE ARE and WHO WE STRIVE TO BE as a church. As we carry out the great mission and vision God has called us to, together we must create a culture that reflects the values God has made clear. With every touch, every conversation, every act of service, every move we make, we commit to carry out this great vision and these values as we love God and love others at Keystone Church.

### 1. Jesus Changes Lives

Life change begins in a relationship with Jesus. We love seeing lives changed so much you might say we are addicted to life change! We are passionate! As a result, we steadfastly commit to help people encounter God, receive the gift of salvation and experience the purpose and freedom Jesus promises for those who put their trust in Him. (John 3:16)

### 2. The Bible Is our Truth

The Bible is God's voice. In a world full of opinions, we choose to find our truth in God's Word, the Bible. We believe the Bible is the authoritative, supernatural revelation of God Himself and God's gift to guide those who love and seek Him. The Bible reveals God's design for His Creation and shows us the way to live life beyond what we could ask or imagine. (Psalm 119:11)

### **3. We Sing Loud**

Anytime we gather together, God gives us unforgettable experiences as we praise and worship Him. God created worship and praise as an opportunity to connect intimately with Him. We sing loud because of what God has done, what God is doing and what we believe God will do in our lives as we stay close to Him! (Psalm 47:1)

### **4. We're in This Together**

You matter to God. You matter to us. We weren't meant to live this life alone. God created the Church to be a family and we want this place to feel like home. Like any healthy family grows in size, the church was created to grow. As we grow larger our passion is that it's not about our size, it's about our spirit. We're in this together! (John 17)

### **5. We Always Bring our Best**

God calls us to love Him and to love others. One of the ways we love well is to BRING OUR BEST. Jesus brought His BEST for us! We are driven to bring our best for Him and others. As a result, we value hard work, creativity, beautiful spaces, and doing everything we do with EXCELLENCE. (Colossians 3:23, 1 Corinthians 10:31)

### **6. We Are Serious About Having Fun**

God is the creator and author of FUN. We believe God is a blast and the church should be too! We recognize that every good gift comes from God. We seek to enjoy God and His gifts His way as we create FUN environments that point us to the God who loves life! (Song of Songs, James 1:4, Psalm 34:8)

### **7. Passion Drives Us**

Passion is not something that has to be pulled out of us. Rather, passion pours out! As God has loved us, we will love. As God has served us, we will serve. As God has generously given to us, we will generously give. We love God and His Church with PASSION. We embrace the mission from Jesus with PASSION. (Matthew 22:37-40)



# Student Check-In

*STUDENT SUPPORT*

## Section 2

### TEAM MINISTRY STANDARDS

Part One: General Expectations  
and Behaviors

Part Two: Age and Background  
Check Requirements

Part Three: Team  
Characteristics

Part Four: Position Descriptions

We are the Keystone Family. We are people who answer God’s call to love God, love people, and serve God’s Church. As Jesus served us, we serve others as we lead everyone to experience a passionate life in Christ!

## Part One: General Expectations and Behaviors

### Serving and Attending the Worship Experience

All Servant Leaders will commit to regularly attending the in-person weekend worship experience at Keystone. Serving on Wednesday nights should not replace your regular attendance of the weekend worship services at Keystone.

### Servant Leader Safety Considerations

While serving, always make an effort to maintain safety for yourself and those who are serving with you. This means avoiding situations where a person’s integrity could be called into question. Never enter a closed-door room with a student (who is not your own) without another unrelated adult present. Do not enter a closed-door room alone with another Servant Leader of the opposite gender.

### Weekly Communication and Preparation

Being prepared and communicating with our team helps us bring our best as we serve God and others. Each Servant Leader is asked to communicate regularly with their team’s leadership via *Planning Center Online*. Schedule requests will be sent weekly via email and the Planning Center Services app. Please promptly respond to the schedule requests (*Accept or Decline*) when they are sent each week.

### Dress Code

Each Servant Leader will receive a lanyard that should be worn at all times while serving on the campus. A modest dress code is required.

## **Arrival and Departure**

The arrival time for Servant Leaders is normally 45 minutes before the service start time. This allows time for parents to check-in and drop off their children prior to the team huddle. Children ages birth to 6th grade should attend a childcare experience while their parent is serving. Upon arrival, all Servant Leaders should immediately connect with their Service Lead and will be dismissed by the Service Lead at the end of the service. The departure time may vary depending on special elements that may occur during the Wednesday night experience.

## **Cell Phone Usage**

Cell phones are to be used for assigned ministry use only. Please keep your cell phone hidden while you are in position and serving on behalf of the team.

## **Transferring or Stepping Down**

Please give your team's leadership a two-weekend notice if you are interested in stepping down or transferring to a different serving team. If you are interested in serving in a different ministry, Keystone Staff will help make this process as smooth as possible by connecting with the leadership of that ministry to get the process started.

## **Part Two: Age and Background Check Requirements**

Servant Leaders on all Student Support teams must be at least 18 years old.

Background Checks are required for all adult Servant Leaders serving on all Keystone Student teams.

## **Part Three: Student Check-in Team Characteristics**

As Servant Leaders, we commit to carry out our church's vision and values through clearly defined standards that are specific to the role each Key Team contributes to the overall experience at Keystone. The Student Check-In Team is the first impression that sets the tone for every student to have a great Keystone Student experience.



**1. Friendly.** Communicate a warm and friendly attitude through words, actions and body language.

- Most regularly attending students will walk into the campus without a parent. Be engaging and make eye contact with students as you check them in.
- Smile and welcome students as they arrive at the Check-In area.

**2. Safe.** Create a safe environment that reflects God's love and heard for all students on campus.

- Arrive on time. In order to assist students who arrive early, the scheduled arrival time for this team is well before the start of service.
- Accuracy is crucial. Pay attention to the following details with every student.
  - Is the student's name spelled correctly?
  - Is the student being checked into the age/grade appropriate CREW?

**3. Proficient.** Help students quickly check in.

- Be knowledgeable of all Student Support Check-In procedures.
- Clearly communicate, and be ready to answer any student's questions, or know where to find the information they may need.
- Be confident with the software used. Be a constant learner by practicing with the software during slow times. Ask for help operating the software from your Service Leader

**4. Helpful.** Be prepared with basic information and answers for commonly asked questions regarding the Keystone Students ministry.

- Work together to provide solutions to unexpected needs.
- Be proactive. Anticipate needs Students may have while checking in. Know where to direct the student to go next after they have gotten their name tag.

## Part Four: Student Check-in Position Descriptions

### Student Check-in Coordinator

The Student Check-In Coordinator acts as the point of contact for all Student Check-In Servant Leaders during Keystone Students services and events. This person leads the way in carrying forward the mission and vision of Keystone through the entire Student Check-In process at all check-in areas throughout the campus. In order to lead, coach, and inspect the Student Check-In team, Student Support Check-In Coordinators have a thorough knowledge of how to use the Planning Center's Check-Ins app. They also encourage, pray for, and connect with the weekend Kids Check-In Coordinators, and with those Student Check-In Servant Leaders on their team regularly outside of the serving experiences.

### Check-in Host

During all Keystone Student services and events, Check-In Hosts will operate a *Registration station* (an iPad running in manned station mode). They will check-in all regularly attending students, and will assist with checking in guests and new students as needed. Registration Hosts will have a thorough knowledge of how to use the Planning Center's Check-Ins app. These Servant Leaders will be positioned at one of the check-in areas throughout the campus.



# Student Check-In

*STUDENT SUPPORT*

## Section 3

### PROCEDURES

Part One: Support Team Arrival  
and Preparation

Part Two: Check-in Team  
Responsibilities

Part Three: Facilitating the  
Student Check-in Experience

# Part One: Support Team Arrival and Preparation

## Parking and Entry

For all Keystone Students services and events, all Servant Leaders will park in the East Lot. Please enter the campus from the East entrance. Servant Leaders will check-in and receive a name-tag which should be worn at all times while serving on campus.

## Servant Leader Childcare

Children ages birth to 6th grade should attend a childcare experience while their parent is serving. Parents should walk with their children to the Keystone Kids Check-In area where Kids staff will check-in your child and direct you to drop off your child at the correct location.

## Team Huddle

On most weeks, all Support Teams will huddle together in the Life Lab before services begin. This time will be listed on your Planning Center schedule request. Please arrive with enough time to park and check in your children (if needed) before this huddle begins.

# Part Two: Check-in Team Responsibilities

## Check-in Area Preparation

Student Check-In will be available at all three of the entrance to the campus.

Upon arrival, the Student Support Check-In Coordinator will ensure each check-in area is hosted. All Servant Leaders who are operating a Check-In station should print a test label and verify that the station is set to the correct settings. Use the provided cleaning supplies to wipe down all surfaces, and remove any unneeded items from the check-in desks.

At most stations, two devices will print to the same printer. Do not move any of the device hardware or printers between stations.

The *Student Check-In Coordinator* is the leader of the team at a specific service. This person will regularly engage with their team and inspect all parts of the Check-In process. Because check-in happens at multiple locations throughout the campus, the Check-In Coordinator should be free to float between all check-in locations if possible. If there is a technical error at any device, contact the Check-In Coordinator for assistance.

## Part Three: Facilitating the Student Check-in Experience

### Students Who Are Regular Attenders

For students who have attended Keystone before, the Servant Leader will type the student's name into the check-ins database. Select only the name of the student who is standing in front of you to check-in. One name tag label will print for the student, and will include the student's name and grade. Give the tag to them and invite them to move past the check-in desk. If a student is being checked into an incorrect grade, edit their profile and correct their information.

### First Time Guest Students

If a student has never attended Keystone before, their first stop is with the VIP Team. That team is responsible for assisting the student in registering and checking in for the first time. If a student approaches the check-in desk and is not already in the check-ins database, walk with them to the nearest VIP area.

### Late Arrivals

Student Check-In Servant Leaders should remain in place until they are dismissed by the Student Check-In Coordinator or Support Team Leadership. If a student arrives *more than fifteen minutes after service has started*, a Servant Leader should escort the student to the Auditorium.

## **Parents Attending With Students**

If any parent (who is not already a Servant Leader with Keystone Students) wants to attend any part of the worship experience, direct them to the nearest VIP area.

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SCAN HERE

