

Community/Campus Partner Guide

Welcome to the UCR Community Service Portal! Our Portal allows UCR students to explore volunteer opportunities on-campus and in the greater community, log hours, and maintain a service resume. The **Community/Campus Partner Guide** will help you create and manage your volunteer opportunities and connect with UCR students.

What will I be able to do as a Community/Campus Partner?

- Through the portal, you will have access to UCR student volunteers within a single system.
- Set up a customized profile describing your organization and how it contributes to the betterment of the community.
- Review and select student volunteers who respond to your opportunities.
- Create customized volunteer qualifications for each of your opportunities.
- Partner with UCR faculty on Service-Learning courses.
- Have automatic reminders sent to volunteers one week and one day before the activity.
- Use a Check-in Kiosk system for easy sign-in and tracking of volunteer hours.
- Approve student hours after they have completed their service.
- Educate students about the community needs your organization or department is meeting, assist with training future workers, and inspire a new generation of students to give back to their community!

If you need assistance setting-up your portal,
please contact us at communityservice@ucr.edu.

Common terms across the Community Service Portal to know!

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| User | Everyone in the system (<i>instructors, students, site managers, and community/campus partners</i>) |
| Course/Group | Groups including Service-Learning courses, UCR department groups or programs, or student organizations. |
| Community/Campus Partner | The non-profit, public organizations with whom students will volunteer. This includes on-campus groups that host student volunteers. |
| Community/Campus Partner Manager | The lead person for your group who will manage the profile and its postings |
| Opportunities | Any posted volunteer opportunities where students respond. Opportunities can be a single one-off event, regularly scheduled volunteer hours, or an internship or service-learning opportunity. |
| Events | Any upcoming social occasion that allows users to interact with the Community/Campus Partner in a non-volunteering capacity. |
| Impact Areas | Specific areas or fields in which your Community/Campus group works. (<i>Such as Medical/Healthcare or Legal</i>). |
| Interests & Abilities | Any type of roles or tasks a volunteer might do for you for each posted opportunity. (<i>Such as Marketing/Communication or Events Planning</i>) |
| Response/Respond | The interest a student expresses in a posted Opportunity that starts a conversation with the Community/Campus Partner and leads to the student performing the service for the Community/Campus Partner. |
| Direct Service | When a student commits to a certain number of hours with a Community/Campus Partner that directly benefits the community. (<i>Such as assisting with landscape restoration or assisting in an animal rescue center</i>). |
| Indirect Service | Students working on campus, where their work will eventually benefit a Community/Campus Partner. (<i>Such as campus research, event planning, voter engagement drives or other advocacy work</i>). |

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First Step:

Visit our website communityservice.ucr.edu then register your organization through the “Click here to register your organization” link. Please fill out all of the required information for your profile:

- Name of your Community/Campus Partner
- Community/Campus Partner manager email
- Address (*City, State and Zip Code for your physical office. You will be able to change locations for each opportunity you post*).
- Contact person name and title (*This should be the person who will be managing the profile for your Community/Campus Partner portal*) - Please use the name associated with your UCR profile if you are an On-Campus Partner.
- Community/Campus Partner email and phone number
- Impact Areas: The areas in the community which your Community/Campus Partner supports (*This helps when matching volunteers to organizations based on interest*)
- What We Do (*What programs and services do you offer?*)
- Who We Are (*What is your history, mission, and vision?*)

Once you have filled out the required sections of the form you can click “**Request Account**” (*NOTE: You can edit any information submitted later*). You will receive an email shortly after you submit your request stating that your application is under review of our Site Managers.

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Create an account:

Once you have received your confirmation email and have logged back in, you will be taken to the “EDIT” page. Some first steps:

- Upload a photo or logo (540px x 540px) for your profile and fill out as much information as you would like to give.
- Don't worry about answering questions that are directed towards volunteers, however, the system will force you to fill out the UCR Waiver and Liability form before you can see any of the Opportunities listed on the portal. We apologize for this, but it is the only way to make it mandatory for all students. The system will direct you to the “**QUALIFICATIONS**” page, where you must fill out the “**INCOMPLETE WAIVER**” form. Please just put X's in the signature boxes with the date, and once you hit submit, you will no longer receive this prompt.
- If you have a website, include the link. If you have any videos, include them. Use pictures. *(Let us know if you'd like us to make you a simple graphic to use for your profile if you don't already have an icon or logo).*
- You will see the name of whoever set up the account under Community/Campus Partner Managers. You can add new managers here (*up to 12*) and assign a new manager to be the primary manager of your portal.
- Contact information will not show to students or volunteers, but please fill out the Location with your office address, as this will show up on a map for students who may filter opportunities by location.
- Don't forget to include social media links.
- At the bottom of this page, you will see any Course/Groups you are associated with. *(More information on this can be found later in the guide).*

3 How to navigate your Community/Campus Partner Portal:

Your Community/Campus Partner portal can be accessed by clicking on "MY COMMUNITY/CAMPUS PARTNER" in the toolbar located on the top of the screen where your profile is located. If you don't see this option, please notify us.

You will notice the following tabs that will allow you to access different parts of your Community/Campus Partner Page:

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| View | Displays details about you that will be visible to students. It also includes location, photos, links to your website and social media links for students to get to know your group. Sell yourself here!! |
| Edit | Allows the manager to edit your profile should any information need to be updated: location, description, add or remove photos, contact change, etc. In this section you can also view, add or remove Community/Campus Partner Managers. |
| Opportunities | Displays information about your posted opportunities. In this section, you can create and edit opportunities, and view students who have responded to your opportunity. |
| Events | This section allows you to create an event for community members for publicity about your mission. An event is not a volunteer opportunity; when someone RSVPs they are responding as guests, not as volunteers. |
| Stats | Displays stats of total fans, total views of your page (<i>to see how much activity your Community/Campus Partner page is getting</i>), number of opportunity responses, and total active opportunity hours. |
| Schedule | Displays volunteer schedules that will allow you to see the shifts you have posted in a calendar view. (<i>This is helpful if you have a lot of shifts and volunteers you need to keep track of.</i>) |
| Time Tracking | Allows you to add hours for students to a specific opportunity. You can also approve and deny student hours in this section. |
| Check-In | Allows you to check-in students via Check-in Kiosk, or bulk check-in groups by opportunities. |
| Checked In Now | Displays all of the volunteers that are currently checked into to your Community/Campus Partner opportunities. |

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How to Post Opportunities:

All Campus and Community Partners can:

- Create/Post/Edit volunteer opportunities
- Track/ Add/ Edit volunteer hours
- Create opportunities with a wide variety of shifts.
- Create non-volunteer based events (*such as a volunteer appreciation lunch or volunteer information session*).

Campus Partners have the option to create opportunities for:

- Members of their group (*ex. Sorority/ Fraternity can create events for their members or a campus department with Student Ambassadors*) (*Email us if you would like this option, and we will set your course/group up for you to manage your group of students*) – opportunities will be private.
- Other UCR students outside of your group (*ex. Student Life can create opportunities for MLK Day where any student on campus can volunteer for*) – opportunities will be public.

Community Partners have the option to create opportunities for:

- Members of a service-learning course or campus group, where only course/group members can respond to (*ex. A service-learning course can have an opportunity assigned to them by a community partner*).
- Volunteer opportunities that any qualified student could respond to.

You can add a new opportunity by going to My Community/Campus Partner at the top of the page, click on the “OPPORTUNITIES” tab, then select the “ADD NEW OPPORTUNITY” button.

- You will need the following information to finish adding an opportunity:

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| Title (Required) | Enter a title for the Opportunity. Be specific with the title as students will use the title to gauge their interest in the opportunity. |
| Description (Required) | Describe the opportunity, provide details about the work the students will be undertaking, along with specific requirements you might have for volunteers. You can get creative with both description and style in this area, including the addition of pictures if you have them. |
| Privacy (Required) | Select “Private” if this Opportunity is only for a certain course/group. |
| Initiative | Initiative: For the most cases, ignore, unless this is an opportunity that will be part of an Initiative such as Student Life’s MLK Day of Service. |

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| Duration (Required) | There are several options you can choose from: “Is Ongoing”, “Runs Until”, “Happens On”, “Multi-Date”, “Custom Shifts”, and “Recurring Shifts”. If you choose “Runs Until”, make sure you put the last day hours will count under “Opportunity Date” (<i>this is hidden until you select “Is Ongoing”</i>). This also has a “Registration Closed Date” dropdown. |
| Capacity | How many students can choose this opportunity? |
| Hours (Required) | How many hours is the volunteer expected to work for this opportunity (<i>either one time or over the lifetime of the opportunity</i>)? |
| Hours Description | Only if there are specific hours for the opportunity. |
| Allow Team Registrations? | Select Yes if this opportunity is ok with one registration for a group of people who have organized themselves into a Team. Select No if you want individual responses for this opportunity. Students can search for opportunities based on this criterion. |
| Min & Max Age | If there are age restrictions. (<i>Keep in mind that some UCR students could be minors</i>). |
| Family-Friendly? | For the most part not applicable, unless this is an event that is open to the public. |
| Outdoors? | If you select Yes, you can provide any inclement weather details. Students will be able to search for opportunities using this criterion. |
| Wheelchair Accessible | Indicate whether this opportunity will be wheelchair-accessible. Students will be able to search for opportunities using this criterion. |
| Address | The physical location where the opportunity will take place. |
| Zip Code (Required) | Zipcode associated with the opportunity. Students will be able to search for opportunities using this criterion. |
| Interests & Abilities (Required) | Select as many of these as are relevant to the Opportunity itself. Students will be able to search for opportunities using this criterion. |
| Additional Notification Recipient(s) | Each email entered will be notified every time a student responds to this opportunity. Type each email address on a separate line. |
| Waiver | You may upload a required waiver (<i>formats - .doc, .docx and .pdf</i>) for students to agree to before they can complete their opportunity response. |

- Once you have filled out all of the required information, click “**CREATE OPPORTUNITY.**”
- To deactivate an Opportunity, click the “**DEACTIVATE OPPORTUNITY**” button at the bottom of the “**UPDATE OPPORTUNITY**” form, and then click “yes” to confirm.
- You can also edit any Opportunity if anything should change with shifts, cancellations, etc. If you are unsure, contact us at communityservice@ucr.edu.

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How do I Create an Opportunity for a Course/Group? *(If applicable)*

Course/Groups are used by UCR Staff, Faculty and Student Leaders who have a service-learning course, a department or student-led organization that has internal volunteers, or a group of students who have a volunteer requirement. There are several advantages to forming these groups both for the Course/Group as well as the Community/Campus Partner:

- The Course/Group Leader is better able to manage their students and can see responses and hours submitted in one place and adjust if necessary.
- Some Course/Group Leaders may limit their students to Opportunities they have approved of through Community/Campus Partners they are associated with.

Community/Campus Partners can associate themselves with any Course/Group (*email us*) and can then add any Opportunity to that Course/Group. Course/Group Leaders can also post on your behalf (*if you have permitted them to*) and edit any Opportunities associated with that group as well as manage student responses and hours.

To associate an Opportunity with a Course/Group:

- Click “**OPPORTUNITIES**” and then “**ADD NEW OPPORTUNITY**”. Complete all of the opportunity details as before, paying close attention to the “Privacy” setting (*will this opportunity be open to everyone on the portal or only for the students in this Course/Group*).
- Go back to the “**EDIT**” tab, which is for your profile and scroll down until you see Course/Groups. Choose the Course/Group in the drop-down menu you wish to be associated with and click “**ADD COURSE/GROUP**”. Now your Community/Campus Partner will show up under that Course/Group and they can see your



Opportunities and associate one or all of them with their group.

WARNING: Do not add yourself to all Course/Groups to find more students to volunteer with you. You should have permission from the Course/Group before you associate yourself with them.

If you would like to reach out to Faculty or other campus Courses/Groups, please email us at communityservice@ucr.edu and we will work with you on developing those relationships.

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Communicating with Students who have Responded to a posted Opportunity

You will receive an email when a student responds to an Opportunity. The email will also have details for the students including their email address. Do not hit the Reply (*the email will only come to us*). Use their email address from the notification to reach out to the student to determine volunteer logistics (*start date, expectations, etc.*). **PLEASE** respond to students quickly, as many students are under a time limitation to find and start volunteering for a Community/Campus Partner, especially students who are part of a Course/Group.

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Checking in Volunteers for your Opportunity

Although checking in volunteers is **not** a requirement it is recommended so volunteer hours are accurately recorded. There are a couple of ways to check-in volunteers; Manual Check-in, Bulk Check-in by groups (*only if groups are associated with your Community/Campus Partner*) or using Check-in Kiosk.

Manual Check-In:

- If you are using the Manual Check-In, you must first click on the opportunity **“List”**
- You can check-in users by clicking the **“Check-in Users”** box next to their names.
- There is also a Bulk Check-In option for Courses/Groups that are associated with the opportunity.

Check-in Kiosk:

- You must provide a device for students to check-into such as a computer terminal or an iPad.
- Once you have logged in and are at your profile, go to the tab **“CHECK-IN”**.
- Click **“CHECK-IN KIOSK”**. You will see a notification that you will be logged out to launch the Kiosk, click **“CONTINUE”**. (*By logging out you are keeping your portal safe from unauthorized users*).
- The next part is for the volunteer to fill out. Click **“I HAVE AN ACCOUNT”**, then let the volunteer sign-in by using their phone number, email address, or name. Volunteers must have an account to log their hours using the kiosk.
- Students then click **“THIS IS ME”** to confirm that they are the ones who are checking-in.



NOTE: If a student uses their email address to sign-in, it must be in the format firstname.lastname@email.ucr.edu. (*If they receive an error message stating that their e-mail address is invalid, they either do not have an account in the system, or they may have mistakenly typed an extra space AFTER their e-mail address before they hit submit*).

Checking Out Volunteers using the Kiosk:

- Once a volunteer has checked into the check-in kiosk they can also use it to check out. You must log back into the Check-In Kiosk so that the students can check-out. (*If the student does not check-out, the hours recorded will be for the amount of time in the original opportunity post*).
- Volunteers click **“CHECK OUT”**, then go to a form that shows their check-in time and gives the options of **“CHECK OUT NOW”** or **“CHECK OUT WITH A CUSTOM TIME”**.
- Once the student has submitted their hours then they must wait until their hours are approved or denied.

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How Do I Approve Student Hours?

- If you don't have volunteers check-in/out at your location, they will submit their hours after their completed service. Encourage students to submit their hours immediately after each shift.
- Wait until you receive an automated message regarding pending student hours. Click on the link provided and log-in to the portal.
- Go to "**STATUS**" for the student, and select "Approved" or "Rejected", depending on the circumstances.
- If you cannot follow the link, you can approve of student hours under the tab, "**TIME TRACKING**" in "**COMMUNITY/CAMPUS PARTNER**". Under "**STATUS**" you will be able to see any students with "Pending".

9 Frequently Asked Questions?

How do I change my password?

- Click on your initials or image on the circle on the upper right corner, then go to “EDIT PROFILE”.
- Fill out the information under “Change Password” and click “UPDATE PASSWORD”.

How do I update my profile?

- Go to “EDIT PROFILE”.
- Upload a photo and fill out as much information as you feel comfortable giving.
- Ignore any questions directed towards volunteers. ★ **NOTE:** To view all the posted opportunities as the students see them, you will be required to fill out a volunteer waiver form. (Sorry, the system makes everyone do this and we require it of the students. Just put an X in each box along with today’s date).
- Click “UPDATE BASIC INFORMATION”.
- Your initials in the circle should be replaced by your picture.

Who can edit Opportunities that we post?

- Your Community/Campus Partner Managers, UCR Community Service Portal Site Managers, and Course/Group Leaders (if you are associated with a Course/Group). Anyone you add to your profile to receive additional notifications, will not be able to edit any opportunities.

Can students reach out to us directly for volunteer opportunities, or do they need to sign-up for any opportunities using the portal?

- If a student is requesting a specific project which you do not have listed on your profile, you will need to create a new Opportunity for the student to Respond.
- For existing opportunities on your portal, please direct the student to Respond to your Opportunity using the portal.


If we offer Opportunities at different locations, do we need to create a new Opportunity for each location?

- Yes. This will allow students to search for opportunities based on location and distance for their convenience.
- You do not have to recreate each posting from scratch though, you can clone the opportunity and change the address. (Use the “**CLONE OPPORTUNITY**” button at the bottom of the opportunity you wish to edit. You can also “**DEACTIVATE**” any opportunity from this same location).
- This also applies to Opportunities that have any different information, such as name, time, or location.

Can someone else create an Opportunity for us?

- We prefer that Community/Campus Partners create their opportunities, however, a Course/Group Leader can create the Opportunity for you when their Course/Group is associated with you. Please contact us for a Course/Group to be associated with you.

How do I add student hours to a specific Opportunity?

- Go to your “**OPPORTUNITIES**” tab and click on “Responses” for the specific Opportunity.
 Click the stopwatch icon for the student, enter the number of hours, and click “**ADD**”.

How to export a list of volunteers for an opportunity:

- Go to your “**OPPORTUNITIES**” tab and click on “Responses” for the specific Opportunity.
- Click the “**EXPORT RESPONSES**” button.
- You will receive an email once your export is ready. Click on the link provided and the document will download through your open web browser.

Additional Information you can get from the Export function:

- The Export of volunteers for an opportunity will include:
 - All students who responded to that specific opportunity
 - When they responded to your opportunity
 - Student email addresses
 - Any Notes they may have submitted to your Community/Campus Partner
 - If they have connected their response to any Courses/Groups.
- An Export for details using a time period (*Quarter, year, etc.*) can be found on your “**STATS**” tab.
 - Select the appropriate time frame and submit. Click the “**EXPORT OPPORTUNITY RESPONSES**” button for information for all Active Opportunities during that time period.
 - If you click the “**EXPORT HOURS**” button, you will see a list of all student-submitted hours for that time period.
 - You will also see any comments the students wrote about their experiences.

The Community Service Portal is a partnership between

