

Course/Group Guide

Welcome to the **UCR Community Service Portal**, a joint offering between Student Life and the Office of Student Engagement. This system will allow UCR students to explore and respond to volunteer opportunities both on and off-campus with Community/Campus Partners, log hours and maintain a service resume. This **Course/Group Leader Guide** for UCR Campus Partners and Faculty will help you learn how to use the portal for your department, program or course needs. If you have additional questions or challenges with using the portal, please email us at communityservice@ucr.edu.

What will I be able to do as a Course/Group Leader?

- Review a student Roster for your Course/Group that allows you to:
 - See which opportunities they have responded to.
 - Edit a student's reported volunteer hours (*if needed*).
 - Check student progress throughout your time period.
- View and edit Opportunities associated with your Course/Group.
- Create new Opportunities on behalf of Community/Campus Partners who have become associated with your Course/Group.

Common terms across the Community Service Portal Terms to know:

User	Everyone in the system (<i>instructors, students, site managers, and community/campus partners</i>)
Course/Group	Groups including UCR departments, programs, Service-Learning courses, and Student Organizations.
Course/Group Leader	The lead person for your group who will manage the profile and it's postings.
Community/Campus Partner	The non-profit organization, public organization with whom students will volunteer. This includes on-campus groups who post student opportunities.
Opportunities	Any posted volunteer opportunities where students respond. Opportunities can be a single one-off event, regularly schedule 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 a Community/Campus group works. (<i>Such as Medical/Healthcare or Legal</i>).
Interests & Abilities	Any type of skills you can offer to the community. (<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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Create Your Account

- Log In to the Community Service Portal by accessing the “Login” button on the top right-hand side, then clicking on the “**STUDENTS/STAFF/FACULTY LOGIN HERE**”. You will use your UCR Net ID and password to access the system.
- Once you have logged in, upload a photo or avatar (540px X 540px) to your profile and fill out as much information as you feel comfortable giving. Please use the name associated with your UCR profile or the name you prefer.
- 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.
- Click “**UPDATE BASIC INFORMATION**” to save your profile. Your initials in the circle to the upper right-hand side of the page should be replaced by your photo.

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Getting set-up as a Course/Group:

Fill out our [Course/Group request form](#), which will ask for the following information:

- Name of your Course/Group
- Name of all Course/Group Leaders
- A brief description of your group (*you can edit this later and add your formatting and images*)
- The time period for your Course/Group. We have the following options, but let us know if you need a custom timeframe:
 - Fall, Winter, Spring or Summer Quarter
 - Academic Year (*Start of Fall Quarter to Spring finals*)
 - Full Year (*June 16, 20XX – June 15, 20XX*)
- An hourly goal for the students in your Course/Group to complete over the time period you have chosen. (*Setting a goal helps you keep track of their progress*)
- Do you want to only accept hours from students who have had their service hours approved of by their service location, or will you allow students to post volunteer hours they have completed outside of the system? (*For most groups we recommend only accepted hours*).
- Do you want to limit your Course/Group participants to opportunities that you choose for them, or will they be able to choose from any opportunity on the site? (***See detailed definitions at end of this document*)
- Do you have any specific questions you would like your students to answer before they can join your course/group?
 - Type:
 - Questions can be either “Small Text Field” or “Large Text Field” format.
 - Use “Dropdown”, “Checkbox” or “Radio Button” for multiple-choice type questions.
 - File Upload for more complex submissions.
 - Use Questions at the beginning as a survey for volunteer experience, any demographic information you wish to collect, or any other data you feel would be useful for your course/group.
 - Required: Are students required to answer these questions to join your course/group?
- Once we have set you up in the system as a Course/Group, you will receive a notification email.

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How to access the Course/Group Leader Portal:

Your Course/Group Leader Portal can be accessed through your profile by clicking on the circle with your image in the top right-hand corner and selecting "UCR LEADER PORTAL". 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 course and/or group:

Leader Portal	Displays details about the courses or groups that you are a leader for, organized by block (time period). Also includes a button for copying the course " JOIN LINK " to allow students to be added to your course or group.
Roster	Displays all COURSE/GROUP members, including leaders. You can also find options to remove someone from the group, the " JOIN LINK " for adding students, and allows you to access individual student/volunteer information.
User Info	Displays information for a single, selected student, including the opportunities they have responded to, their volunteer hours, and any reflection questions they have answered (if you assigned any)
Opportunities	Displays all opportunities assigned to each COURSE/GROUP . From this area, you can edit needs (<i>with permission</i>), add needs on behalf of Community/Campus Partners assigned to your course, and export opportunity information. Contact us to add additional opportunities to your COURSE/GROUP .
Responses	Displays student responses to the opportunities that have been assigned to a selected course or group. From this area, you can add, edit, or delete responses. You can also add hours and export existing responses to a spreadsheet.
Hours	Displays student volunteer hours by course or group; from this area, you can add, edit, approve/deny, and delete hours. You can also view student reflections and export hours data.
Reflections	Use this area to create and edit reflection questions (<i>if you have assigned any</i>).

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How to access your Course/Group Roster and add students to a Course/Group:

Your course/group roster lists all individuals who belong to your selected course/group. It includes options to access the student join link, remove students from your course/group, and view other student information. You can only see student information for a course/group in which you are a leader.

- From your profile menu, select “**UCR LEADER PORTAL**” and then click the “**ROSTER**” tab.
- From the Course/Group dropdown, select the course/group you are the leader of and click Go.
- You will see a table displaying all of your group members including any instructors, professors, TA’s, or other staff associated with the course/group. Course/Group Leaders will have a green checkmark next to their name. Contact us if you need to add/remove someone as a Leader.

To add students to the Course/Group Roster:

- From your profile menu, select “**UCR LEADER PORTAL**” and then click the “**ROSTER**” tab.
- Select the “**COURSE/GROUP**” from the dropdown menu and click Go.
- Click the “**COPY JOIN LINK**” and use that link in your iLearn course or email it to the group of students.
- When a student clicks the “**JOIN LINK**”, they will be asked the Join Questions (If you have notified the site-manager to set up when you first requested your course/group) Email us if you have decided you would like to add custom Join Questions.
- Once a student has joined the course, you will see their name in Course/Group Roster.

To remove a student or leader from your Course/Group Roster:

- Locate the row of the student.
- Under the Options column, click the **X** for that student.
- Click Yes to confirm that you are removing a student from your course/group.

To view additional student information for your course/group:

- You can click on a student’s name to view more information including; opportunities they have responded to and hours submitted for opportunities assigned with your course/group. Hours will only show when a student associates those hours with your course/group.

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How do I create an Opportunity for my Course/Group?

- If there are existing opportunities in the portal that you would like to show up in your course/group, email us at communityservice@ucr.edu and we will add them to your Course/Group. Email us if you'd like your course/group to be restricted to only opportunities you want to be posted within your course/group.
- You can choose to have a Community/Campus Partner associated with your course/group, but they must give you permission. *(We can add you as a Community/Campus Partner if you will be creating opportunities for yourself such as Peer Advisors/Mentors. Let us know if you'd like this option – **SEE PAGE 12 FOR GRAPHIC**).* The benefit of being associated with a Community/Campus Partner is that you can create opportunities for your course/group on their behalf. This is especially useful for a Community/Campus Partner who only wants their listed opportunity to show up within your course/group, and not the entire school.
- Once a Community/Campus Partner has become associated with your course/group *(by emailing us at communityservice@ucr.edu)*, then you can add a new opportunity by going to the “**OPPORTUNITIES**” tab in the UCR Leader Portal and clicking on the “**ADD NEW OPPORTUNITY**” button.

You will need the following information to finish adding this opportunity:

Title (Required)	Enter a title for the Opportunity. Be specific and creative with the title, as students will use the title to gauge their interest in the opportunity.
Description (Required)	Describe the opportunity this Community/Campus Partner is offering, provide details about the work the students will be undertaking and any specific requirements they might have. 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 your course/group.
Initiative	Initiative: For the most cases, ignore, unless this is an opportunity that will be in an Initiative such as Student Life’s MLK Day of Service.
Community/Campus Partner (Required)	Your Community/Campus Partner will only show on this list once they have been associated with your course/group. If they do not show, email us.

Duration (Required)	<p>There are several options you can choose from: “Is Ongoing”, “Runs Until”, “Happens On”, “Multi-Date”, “Custom Shifts”, and “Recurring Shifts”. Be sure to work with your Community/Campus Partner to know what their needs are for their opportunity.</p> <p>If the opportunity is public, or you want to encourage students to continue volunteering after the end of your course/group, choose “Is Ongoing”.</p> <p>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.</p>
Capacity	How many students can choose this opportunity during the time period you have chosen?
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 to the opportunity required by the Community/Campus Partner.
Allow Team Registrations?	<p>Select Yes if this opportunity is ok with one registration for a group of people who have organized themselves into a Team.</p> <p>Select No if you want individual responses for this opportunity.</p> <p>Students can search for opportunities based on this criterion.</p>
Qualifications	<p>Does this Community/Campus Partner have any requirements for volunteers? Qualifications need to be established by the Community/Campus Partner or the Site Managers. If there have been none added, the drop-down area will be blank. If this opportunity needs any Qualifications, let the Site Managers know and we will add them to this Community/Campus Partner. Qualifications can be:</p> <ul style="list-style-type: none"> - The Volunteer types in an answer (<i>short or essay</i>) - The Volunteer selects from an answer from a list - The Volunteer uploads a file - The Volunteer eSigns a waiver (<i>Waiver form upload button is at the bottom of the form</i>)
Min & Max Age	Only fill out if there are restrictions.
Family-Friendly?	For the most part not applicable, unless this is an event that is open to the public.
Outdoors?	<p>If you select Yes, you can provide any inclement weather details.</p> <p>Students will be able to search for opportunities using this criterion.</p>
Wheelchair Accessible	<p>Indicate whether this opportunity will be wheelchair-accessible.</p> <p>Students will be able to search for opportunities using this criterion.</p>
Attributes	Additional details that are set apart from the “Description”. 200 characters or less.
Address	The physical location where the opportunity will take place (<i>can be different from the address of the Campus/Community Partner office</i>)
Zip Code (Required)	<p>Zip code associated with the opportunity.</p> <p>Students will be able to search for opportunities using this criterion.</p>
Interests & Abilities (Required)	<p>Select as many of these as are relevant to the Opportunity itself.</p> <p>Students will be able to search for opportunities using this criterion.</p>




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.

NOTE: You can also edit any Opportunity whose Community/Campus Partner is associated with your course/group. Only edit opportunities that are private for your course/group, otherwise, you risk making changes to the opportunity that could affect other courses/groups that this opportunity is associated with. If you are unsure, contact us at communityservice@ucr.edu.

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How to Manage Student Opportunity Responses:

- Using the UCR Leader Portal allows you to view all of the responses for all of your students in one place. You can also add, edit, add hours for, or delete a response at any time.
- Through your UCR Leader Portal, select the “RESPONSES” tab, then select the “TIME PERIOD” and “COURSE/GROUP” for the course/group you wish to view.
- Use the icons in the “Options” column to take the following actions:
 -  Pen Icon – Edit the response. You can change the course/group with which the opportunity is associated with another you are a leader for or edit response so it’s not associated with a course/group at all.
 -  Hourglass Icon – Submit volunteer hours on the student’s behalf. You can submit hours worked and other fields.
 -  X Icon – Delete the response. Click the X and then click Yes to confirm you want to delete the student’s response for this opportunity.
- Add a Response for a student:
 - In the Responses area, click the “ADD A RESPONSE” button on the right side of the page.
 - In the “Add Response” form that appears, begin typing the title of the need and select.
 - In the “User Lookup” field, begin typing in the student’s name and select.
 - Click “Add User Response.”

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How do I create a Reflection Question for my Course/Group (Optional)?

- Reflections are commonly used for service-learning courses as a means to gauge critical learning regarding their community service experiences, however, any course/group can add on Reflection Questions for students when they submit their hours to find out more about a student's service experience.
- Go to the "REFLECTIONS" tab under your UCR Leader Portal, and then select your "COURSE/GROUP" from the dropdown and click go. There will be nothing listed for your course/group if this is your first reflection. You will be able to manage all of your reflections from here on out.
- Click the "ADD CUSTOM QUESTION" button and fill out the information:
 - Status: Do you want this question to show up immediately (*select "Active"*) or hide it until you are ready (*select "Pending"*)?
 - Type:
 - Questions can be either "Small Text Field" or "Large Text Field" format.
 - Use "Dropdown," "Checkbox" or "Radio Button" for multiple-choice type questions.
 - File Upload can be used for more complex submissions.
 - Required: Is this reflection a requirement for your students?
 - **NOTE:** Students answer reflection questions upon submission of their service hours. If you choose required students will need to submit a reflection each time they log hours.
 - If you choose required, we suggest making this a simple question or multiple-choice answer.
 - You can have a variety of required questions that you activate at different times during your course/group (*once a week or every other week*), so students are answering different questions each time.
- Click "SAVE CUSTOM QUESTION" and verify if it's "Active" or "Pending".

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How to Manage Student Hours:

For the most part, students log and manage their hours. Some FAQs about student hours:

- Do Community/Campus Partner orientations count as service hours?
 - Yes (*Any orientations/training/travel time will also count as service hours unless you directly specify they won't*).
- When should my students submit their hours to the portal?
 - It is best if they submit their hours immediately after each time they volunteer. This helps them remember exact hours and details for answering Reflection Questions.
 - This also ensures the students are making progress on their volunteering commitment, so you can be sure they aren't waiting until the last minute to complete missing volunteer hours.
- Can I approve of any student hours?
 - Yes, as long as your Course/Group is associated with a Community/Campus Partner. You will only see student hours for students on your Course/Group Roster.
 - It is better practice to let the Community/Campus Partner verify student hours, but you can do this if they aren't responding to student hour submissions.
- Can I add hours for a student?
 - Yes. You will have to fill out any information on behalf of the student, including any reflection questions if required.
 - Click on the **"HOURS"** tab in the UCR Leader Portal and then on the **"ADD HOURS"** button.
 - Search for the student using **"User Lookup"**
 - Use **"Opportunity Response Lookup"** to search for the specific Opportunity towards which to post hours.
 - Fill in all the required details and click **"SUBMIT HOUR ENTRY."**
 - Hours will then appear under the **"HOURS"** tab with **"Pending."**
- How do I approve student hours?
 - In the UCR Leader Portal, click on the **"HOURS"** tab.
 - Choose the correct Time Period and Course/Group.
 - Go to **"STATUS"** for each student, and select **"Approved"**.

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Volunteer Recognition for Service

The Community Service Portal offers a way for student recognition upon reaching certain volunteer hour benchmarks. All students can achieve the following badges for their service:

- For each quarter, badges are as following:
 - 10 hours of Community Service = Bronze
 - 20 hours of Community Service = Silver
 - 50 hours of Community Service = Gold
 - The system will only count hours served during the academic quarter, and nothing before or after, however, those hours will still count towards our yearly benchmark.
- For the academic year, starting the day after spring commencement, until the next spring commencement, badges are the following:
 - 25 hours of Community Service = Bronze
 - 50 hours of Community Service = Silver
 - 100 hours of Community Service = Gold

As the Leader of a Course/Group, you can also create unique benchmarks/badges and come up with fun titles for them. The following are all of the badges that the portal currently has:

- Bronze
 - 10 Hours (*Top Volunteer*)
 - 25 Hours (*Top Volunteer*)
 - I Am a Community Champion
 - Change Maker – I Made a Difference
 - In Recognition of Outstanding Service
- Silver
 - 20 Hours (*Top Volunteer*)
 - 50 Hours (*Top Volunteer*)
 - I Am a Community Champion
 - Change Maker – I Made a Difference
 - In Recognition of Outstanding Service
- Gold
 - 50 Hours (*Top Volunteer*)
 - 100 Hours (*Top Volunteer*)
 - I Am a Community Champion
 - Change Maker – I Made a Difference



- In Recognition of Outstanding Service
- The naming of the badges is set, however, you have complete flexibility with what you title the badge and how it will show up on the students' profile.
- Example: I could create the "Student Life All-Star Volunteer" badge, and assign it 12 hours for bronze for the fall quarter. Then pick one of the bronze badges from the list above since it is different from the 10 or 25 hours listed.

Send an email to communityservice@ucr.edu to have a benchmark set up for your Course/Group and let us know the following:

- For each level (*bronze, silver, and gold*)
 - How many hours are required to reach the badge?
 - Title of your badge
 - The Start and End dates for students to earn a badge. (*You could have multiple sets of awards such as we have for the portal; badges for each quarter and badges for the year*).
 - Which of the badge options above do you want? (*Switch them up. Don't make all three of them be the "I Am a Community Champion" badge*).
 - Can students use individual hours to count towards their badge? (*When a student volunteers for an Organization outside of our portal but uses the portal to log their hours*).
 - The name of the Course/Group you want us to add the benchmarks towards.

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****Course/Group FAQs:**

- How does a student sign up with a Community/Campus Partner with no listed Opportunity?
 - Students can log hours towards specific opportunities and **NOT** Community/Campus Partners. If the Community/Campus Partner does not have a listed Opportunity, the student should look elsewhere or ask the Community/Campus Partner to create an opportunity in the portal for the student to select (*even if it is a private opportunity solely for the benefit of that one student*).
- Are students allowed to volunteer with Community/Campus Partners that aren't associated with the course/group?
 - That depends on you. If you have enough Community/Campus Partners with posted Opportunities for your entire group of students, then your students have plenty of volunteer opportunities. If you do not have enough opportunities, you may need to decide to let your students respond to an opportunity from a non-associated Community/Campus Partner.
- Are students allowed to volunteer for a Community/Campus Partner who are not in the portal?
 - That depends on you. We highly recommend against doing so as we would prefer all student volunteer hours to be verified by the Community/Campus Partner they are working for. However, there are some instances where that is not possible due to the sheer volume of students within a group who are volunteering all over.
 - For instance, the Health Professions Advising Center (HPAC) has several thousand students who volunteer all over and will be using the portal to post their service hours. In this case, the HPAC center has decided amongst themselves to accept student self-reporting of hours.
 - Students here would select "No" to the question, "Are these hours in reference to an Opportunity you responded to on this site?", which prompts these further questions for verification: Where did you volunteer? Who can verify these hours? What email address can be used to confirm these hours? You could add additional questions by using the Reflection Questions as well.

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Differences between Course/Group tasks and Community/Campus Partner tasks:

	Community/ Campus Partners	Course/ Group	Both Community/ Campus Partner AND a Course/Group
Create Opportunities for students:	Yes	Yes, but only for Community/Campus Partners they are associated with.	Yes
Create an Event (<i>non-volunteering</i>):	Yes	No	Yes
Approve or reject a student response to an Opportunity:	Yes	Yes, but only for Community/Campus Partners they are associated with.	Yes
Create custom Join Questions before a student can join a Course/Group:	No	Yes	Yes
Set-up requirements/ qualifications or waivers for students to respond to an Opportunity:	Yes	Yes, but only for Community/Campus Partners they are associated with.	Yes
Approve or reject student reported hours:	Yes	Yes, but only for Community/Campus Partners they are associated with.	Yes
Create Reflection Questions to be answered upon submitting hours:	No	Yes	Yes

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Does your group/department need to be both a Course/Group and a Community/Campus Partner:

I am a:	
<ul style="list-style-type: none"> Faculty member at UCR who is interested in teaching a Service-Learning class. 	<p>You will need to be set-up as a Course/Group. Send an email to communityservice@ucr.edu with the information required to set-up your course.</p> <p>Let us know if you have certain Community/Campus Partners that you are already working with.</p>
<ul style="list-style-type: none"> UCR Staff member of a department that has volunteers (<i>such as Peer Mentors/ Ambassadors</i>) Student-led Organization whose members need to volunteer for service hours. 	<p>You will need to be set-up as a Course/Group so that you can manage your students' volunteer hours. You can either request:</p> <ul style="list-style-type: none"> That we set-up an Opportunity for your students to log their hours in. This could be by the Quarter or for the full Academic year. That we also set you up as a Community/Campus Partner, so that you can create opportunities for your students. (<i>This is useful if you think you will make additional posts for volunteers outside your group</i>) <p>Fill out the Course/Group Request Form.</p>
<ul style="list-style-type: none"> UCR Staff member of a department/program Student leader of a Student Org. Your group has events or opportunities that you need other UCR students to volunteer for. (<i>such as Student Life's MLK Day of Service</i>) 	<p>You will need to be set-up as both a Course/Group and a Community/Campus Partner. Email us at communityservice@ucr.edu.</p> <p>Include in your email:</p> <ul style="list-style-type: none"> Name of UCR Department or Student Org. Name, title, email and phone number of the person who will be managing profile Brief description of what your department or org does. <p>You will be able to add to and/or change the information once you have access to your profile.</p> <p>Make sure you read the Community/Campus Partner Training Guide as well.</p>

Email us if you would like to discuss your options, communityservice@ucr.edu.