

Student Volunteer 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 volunteer opportunities on-campus and in the greater community, log hours, and maintain a service resume. The **Student Volunteer Guide** will help you learn how to connect with the community, use the portal to respond to volunteer opportunities, log your hours, create volunteer teams, or find opportunities as part of a campus group or service-learning course.

[We hope you find a great opportunity to engage with the community!](#)

What will I be able to do as a Student/Volunteer by using the Portal?

- Find volunteer opportunities with qualified UCR Community and Campus Partners all in one convenient location.
- Set up a customized profile page detailing your interests and skills.
- Keep all of your qualifications for certain volunteer opportunities in one convenient location.
- Respond to volunteer opportunities around and near the community.
- Create volunteer teams.
- Follow specific Community/Campus Partners so you never miss any new opportunities.
- Receive recognition for hours of service.
- Get service credit for a course or group.
- Make a difference in your community!

Get Started!

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 Service-Learning courses and UCR department, program, and Student Organization groups.
Community/Campus Partner	The non-profit, public organizations with whom students will volunteer. This includes on-campus groups that host student volunteers.
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 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.

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First Step:

Welcome! If you are looking for volunteer opportunities the Community Service portal, click on the “Login” button on the upper right side of the screen, and then click “**STUDENTS/STAFF/FACULTY LOGIN HERE**”. You will use your UCR Net ID and password to access the system.

If you are a member of a service-learning course or campus group, your faculty/group leader will send you a link to join and track volunteer hours under that Course/Group.

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Create an account:

- Use your First Name, Last Name as it appears on your UCR records and always use your UCR email in the system.
- Upload a photo or avatar (540px X 540px) and fill out the required information.
- 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 or avatar.

3

Select Impact Areas, Interests & Abilities

Impact Areas reflect issues that the Community/Campus Partner is trying to address through its’ work. Please select a minimum of 3 topics that interest you so you can make an impact in that area. You will also be able to filter search results for Community/Campus Partners that reflect Impact Areas you are interested in.

Interests & Abilities reflects any talents or skills that you can bring to a Community/Campus Partner Opportunity. Select a minimum of 3 interests.

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How to update your profile:

Once you've created your UCR Community Service Portal account, make the most out of it by updating your user profile. You can access your profile by clicking on your initials (or profile picture if you already uploaded it) and selecting "EDIT PROFILE".

From your profile, you can update the following:

- Your profile picture
- Your basic information (*Including contact and personal information*)
- Your availability (*Your availability is sent to the Community/Campus Partner when you respond to an opportunity, and is useful for helping them set up a work schedule for you for an ongoing need or if they would like to reach out to current volunteers who are available on a certain day.*)
- Opt-out of notifications (*Be sure if you opt-out of email notifications that you check your profile regularly to make sure you aren't missing important information. If you are part of a Course/Group, we do not recommend you opt-out of messages.*)
- Deactivate your account (*You will receive an email with a link to your volunteer resume for a record of service.*)

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Exploring Community/Campus Partners

- Click on the "COMMUNITY/CAMPUS PARTNERS" tab on the left menu.
- You can scroll down to search through all the Community/Campus Partners (alphabetically), or you can use the Search area for a specific Community/Campus Partner.
- You can choose "SORT BY" and use the drop-down menu to change the way they are listed.
- You can also choose "FILTER BY" and use the drop-down menu and filter by:
 - Impact Area: Select the Impact Area you want to filter by and click "SEARCH".
 - Distance: Choose a distance that "is within X miles of" "Zip Code", then click "SEARCH".
 - You can double up on filters and choose an [Impact Area](#) of Environment/Sustainability/Conservation [within 5 miles of 92521](#).

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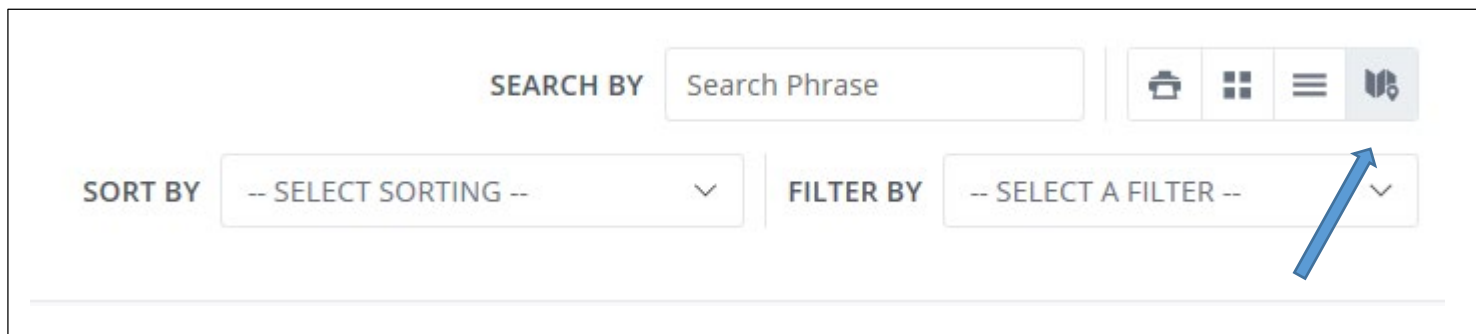
Exploring Opportunities



NOTE: The first time you try to view an opportunity; the system will direct you to the “**QUALIFICATIONS**” page which means you must fill out the “**INCOMPLETE WAIVER**” forms that are located at the bottom of the page. You will only need to fill out the UCR Liability and Waiver form, and Photography Release forms one time. After that, you will no longer receive this prompt.

Please fill out each required signature and date. Once you complete all the waivers necessary then you can view and respond to the opportunities.

- Click on “**OPPORTUNITIES**” on the left menu, or at the very top click “**VOLUNTEER**”.
- Opportunities are listed with the newest postings at the top. You can use the “**SEARCH BY**” box to search for a specific opportunity.
- You can organize by using “**SORT BY**” and the drop down-menu to change the way they are listed, or view by Map by clicking on the map icon to the very far right of the “**SEARCH BY**” box.



- You can also choose “**FILTER BY**” and use the drop-down menu for the following options:
 - Age
 - Community/Campus Partner
 - Date
 - Distance
 - Family Friendly
 - Interest & Ability (Your interests & abilities)
 - Outdoors
 - Teams
 - Course/Group
 - Wheelchair Accessible

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If I am part of a Service-Learning Course or other Group on campus, how do I find Opportunities?

- Follow the link your Course/Group Leader emailed you.
- Or - click on your initials/picture in the upper right-hand corner and select “**MY COURSES/GROUPS**”. Where your Course/Group is listed below, click on the button that says “**VIEW OPPORTUNITIES**” to see any opportunities that have been associated with your Course/Group. *(If you do not see your Course/Group listed, email your Leader).*
- Your Course/Group Leader will let you know if opportunities for the Course/Group are restricted, or if you are free to look throughout the portal for other opportunities. If you can choose an opportunity that is not associated with your Course/Group, you will need to associate your submitted hours with the Course/Group so you receive credit for those hours. *(More details on submitting hours below).*



NOTE: You must **RESPOND** to the opportunity **BEFORE** you submit hours, otherwise your hours will not be allocated to your Course/Group and your Course/Group leader will not see any hours you may have submitted.

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How to Respond to an Opportunity?

Responding to an opportunity is the moment where you begin to **make an impact in the community!** If you click on the **“OPPORTUNITIES”** tab on the left-hand side of the page, you will see all of the opportunities that are being offered from the Community/Campus Partners.


Responding to an Opportunity:

- To view an opportunity and all of the details click on **“View Details”**
- If you choose to volunteer for the opportunity, click the **“RESPOND”** button on the left side of the page. There are two respond buttons one at the top and bottom of the page.
- Use the Notes section to introduce yourself, explain your interest in the Community/Campus Partner, and any additional information about yourself (*can you speak other languages?*), and what you hope to gain from the experience. (*You can sell yourself here!*)
- Some opportunities might have special qualifications or waivers attached to them before you can respond, or they might require you to additionally apply through their website.
- To submit your response to the opportunity, click **“Submit Opportunity Response”**

Communicating with Community/Campus Partner after Responding to an Opportunity:

- You should receive an email directly from the Community/Campus Partner.
- If you haven't heard back from the Community/Campus Partner after a 3 – 4 business days, verify that the email address you provided is correct. At this point, you can send a reminder to the contact information given to you in the “Thank You for Your Interest” email you should have received from the portal.
- If you still don't hear back from them after another day or two, please move on and find another opportunity and let either the Leader for your Course/Group know or email us at communityservice@ucr.edu.

Can I submit multiple Responses at once?

- Yes! We encourage you to reach out to as many Opportunities as possible.
-  **NOTE:** The Portal associates a response with a confirmation that you are signed up for that opportunity. If you choose not to volunteer, it is best to unregister from the opportunity.

How do I cancel or unregister for an Opportunity?

- Start at your profile and click the **“OPPORTUNITY RESPONSES”** tab, find the opportunity you wish to unregister from, and click “Select an action,” then choose “Unregister” and click “Yes”.

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Tracking Your Volunteer Hours

There are various ways to add volunteer hours as a student in the portal with these simple steps.

Logging Volunteer hours:

- If your volunteer location did not have a check-in option, then you are responsible for logging your hours. Go to the **“Track Hours”** tab you can log hours under the **“Hour Type”**.
- The question “Are these hours in reference to an Opportunity you responded to on this site?” click **“YES”** if the opportunity was listed on the portal.
 - Next, you can select the opportunity that you volunteered for by click “Select an Opportunity” and fill out the required details.
- If you click **“NO”** under “Are these hours in reference to an opportunity you responded to on this site?”
 - You must fill out the required information (*Email address for the location, date worked, hours worked*).
- Next, go to **“hour details”** and fill out the required details.
 - (Optional) If you were part of a Course/Group, you will use the drop-down box to select your Course/Group. This ensures you receive credit in your Course/Group for your service hours.
 - (Optional) If you were part of a Course/Group, then you may have another response area to fill out for any Reflection Questions your Leader/Instructor may require.
- Once you have submitted this information, click “Submit Hour Entry”.

When should I log my volunteer hours?

- You should get into the habit of logging your hours immediately after you volunteer, so your logged hours are accurate, and the Community/Campus Partner doesn’t forget to approve your hours as well. Either of these issues could result in your submitted hours getting rejected.

How do I know if my volunteer hours were approved or not?

- Start at your profile, and click the **“TRACK HOURS”** tab. All of your logged hours will be listed here. If there is a green check to the far-right hand side, you will know those hours have been approved.

If my hours haven't been approved yet, what do I do?

- Community/Campus Partners receive automated emails once you submit your hours, so they should be aware some hours need approval.
- If it has been several days (*at least 4 business days*) and your hours haven't yet been approved, you can reach out to your contact within the Community/Campus Partner and politely remind them to approve your hours.
- If you don't hear back from them and your hours still haven't been approved, contact your Leader/Instructor if you are in a Course/Group, or email us at communityservice@ucr.edu.

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Service Recognition

Once you have volunteered a certain number of hours, you will receive a badge for the level of service you have achieved that you can share on social media.

Our portal has the following benchmarks available for all student volunteers:

- For each quarter, benchmarks 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 full year, (June 16, 2019 - June 15, 2020) benchmarks are the following:
 - 25 hours of Community Service = Bronze
 - 50 hours of Community Service = Silver
 - 100 hours of Community Service = Gold
- You must submit your volunteers promptly once you have completed your volunteer work. If hours haven't been submitted within a month after the end of the benchmark's time frame, you will not receive the badge.
- Once you receive a badge, it will show on your profile.
- If you are a member of a Course/Group, they may have additional benchmarks for service within that group.

We will be adding to the badges program as we progress, allowing for cumulative service hours over time, leading to medallions you can wear for graduation. Stay tuned for more information!

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Setting up a Course/Group (If Applicable)

If you are part of an on-campus group – Student Organization, Athletics Team, Sorority or Fraternity, we can set your group up in the system as a Course/Group, so that all of the students in your group can be managed in one place. Things that you can do within Course/Group are:

- Have a dedicated profile for your group (*with your graphics, images, etc.*) that all members have access to.
- You can work with the Portal Site Manager to create group-specific opportunities related to that group (*for example, a Sorority whose members are spending their time organizing an event that will benefit the community*).
- If necessary, you can limit members of your group to only responding to opportunities that are posted for the group.
- Set a group “Goal” of hours you would like each student to meet each time period (*whether it’s by Quarter, Academic Year, or Full Year*).
- You can have new members answer questions upon joining your group, providing important information for the group leader (*such as their skill level for certain tasks or past volunteer experience*).
- All members can access a Group Resume that details all of the volunteer hours for the group.
- Designate students to be “leaders” of the group who will be able to view a Roster of all student members and have the ability to edit opportunity responses and hours logged.
- (Optional) Set up Reflection Questions – questions to be answered by students who log their hours. Reflection Questions help students gain a deeper understanding of the work they just completed and help tie their service into their academic careers.

To have your group designated as a Course/Group, please fill out our [Course/Group request form](#) with 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 (*ex. June 16, 2019 – June 15, 2020*)

- An hourly goal for 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?
- Do you have any specific questions you would like your members 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?

If you have a specific Community/Campus Partner that your group has already been working with, add their contact information so we can get them added to the Portal. You can also become associated with a Community/Campus Partner and be able to post opportunities on their behalf.



NOTE: Be sure to read the Course/Group Leader Training Guide as well for information on how to manage your group profile.

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Volunteering as part of a Group

If your Course/Group does large group volunteering, there are several key things to make your experience run smoother.

If the Community/Service Partner is already in the portal, make sure to use the “Respond as a Team” option if that is available to you. You can also work with the Community/Service Partner to associate them with your group and be able to add opportunities directly to your Course/Group profile. If they aren’t in the portal, make sure to input everyone’s hours as “Individual Hours” and approve as necessary.

Information that would be good for your group to convey to the Community/Campus Partner:

- The name of your group, what service your group normally does (if applicable), and why your group is interested in volunteering for this particular opportunity?
- Contact information for at least two members of your group (*preferably Course/Group Leaders*) in case they need to reach your group on the day of your scheduled service.
- Any special needs your group might have for volunteering; wheelchair access, a non-standing task, etc.
- The size of your group that will be available for an opportunity. (*If you tell them you are bringing 50 volunteers and only 15 show up, this is an incredible hardship for them, and they will be reluctant to work with your group in the future*).

Once you have scheduled your group for a service opportunity, make sure you communicate the key information to the students in your group. Some important information to obtain from the Community/Campus Partner to convey to your group is:

- Information about the Community/Campus Partner; what they do, how do they do it, how does your group fit into their mission, what will your group be doing for this opportunity.
- What expectations does the Community/Campus Partner have for volunteers.
- The time you need to be at the service location and the time your service will conclude.
- Any transportation logistics (*carpooling, rented UCR vans*) and parking information.
- A minimum and maximum number of volunteers that may come to this opportunity with your group.
- Any special clothing considerations.
- Access to restrooms and/or water? Are there special considerations for wheelchairs or other needs?
- Does this Community/Campus Partner have any special liability forms that need to be filled out and signed before arrival?

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Some Important Considerations for the Day of Your Service Opportunity:

- Arrive on time (*10 – 15 minutes early is considered on time*). Take into consideration travel time, parking, walking, etc.
- Make sure to bring water bottles and snacks if this is a long shift.
- Make sure you understand the difference between **active engagement** (*full attention given to the task at hand, interest in learning about the organization, interest in learning about the need this opportunity is filling, etc.*), vs. **inactive engagement** (*looking bored, on your phone, standing in groups and talking, etc.*).
- When thinking about taking pictures of an opportunity and posting to social media, consider:
 - Is this appropriate for me to take pictures at this time? Does this align with the mission and vision of the group? Does this align with the mission and vision of the Community/Campus Partner?
 - If I was the person in this photograph, would I want my picture to be shared on social media with total strangers? Do I have their permission?
 - Does the Community/Campus Partner have a photography or social media code of conduct? Ask in advance and share it with your members.
 - Who will see this and what might I be trying to say with my images? Could this image be viewed in a different way than I am intending? Could there be potential for a negative impact of my sharing this image?
 - Is what I am posting humanizing or does it perpetuate stereotypes?
 - **NEVER** take pictures of minors.
 - When and if you do take pictures and post, it is always best practice to mention the Community/Campus Partner you are serving with, provide a link to their website, name all of the people in the photo (*not tag*), and mention the location and/or opportunity event you are helping out at. Use your post as a shout out to the Community/Campus Partner and help educate the public of all the great things they are doing for the community!

14 Reflections for Groups (Optional)

- We recommend getting your members to spend some time after their volunteer opportunity to write about their experience. Reflections help with understanding the meaning of the experience.
- Frame questions in terms of:
 - **What?** (*What work did they do; what observations did they make*)
 - **So What?** (*What did they learn? Do they feel that their work contributed anything meaning to the Community/Campus Partner and/or the community?*)
 - **Now What?** (*Did anything today change your opinions? Will today's service make you change anything about your life? Are you going to continue in the future with this type of work?*).

15 What Counts as Service at UCR using the Community Service Portal

<p>The following activities WILL count towards service hours:</p>	<p>The following activities will NOT count towards service hours:</p>
<p>Community Service (<i>off-campus activities</i>), paid or non-paid work including Federal Work-Study:</p> <ul style="list-style-type: none"> • Non-profit agency • Public Agency • Local Fire/ Medical or Police Services • Public Hospital (<i>except for shadowing – contact us for more information on shadowing</i>) • Community-based Research • Advocacy • Event Organization or Logistics • Tutoring/mentoring students • Coaching a youth sports team • Assisting with a church event for the community • Assisting with local theater, music or art performance 	<p>Community Service (<i>off-campus activities</i>):</p> <ul style="list-style-type: none"> • Any work done for a for-profit business • Any work for your own family or a friend • Fundraising for your church • Attending religious services • Attending community meetings (<i>unless you are on an event organizing committee</i>) • Attending an event for charity • Participation in a sporting event (<i>unless it directly benefits the community</i>) • Shadowing a medical office or hospital (<i>HPAC students can still log shadowing hours, but the overall hours will not count towards UCR service</i>)
<p>Service-Learning Course, non-paid:</p>	<p>Service-Learning Course:</p>

<ul style="list-style-type: none"> Your instructor may limit you to Community/Campus Partner Opportunities posted on the Course/Group profile 	<ul style="list-style-type: none"> Any work done for a for-profit business
<p>Community Internships, paid or non-paid work:</p> <ul style="list-style-type: none"> MUST be for a non-profit, public agency or other community-based organization 	<p>Internships</p> <ul style="list-style-type: none"> Campus Internships (<i>unless your internship directly benefits the community, e.g. – the R’Garden, Office of Sustainability, etc.</i>) Community apprenticeships
<p>Volunteer Service, (<i>on-campus</i>), non-paid:</p> <ul style="list-style-type: none"> All Student volunteer work on campus Peer Mentoring/ Peer Ambassadors Tutoring/ R’Course facilitation Work for a student organization that directly benefits the community or assists with national humanitarian or other social issues Organization for an event that is open to all of campus and/or the community (free event) Participation in a theatre, art or music production that is open to the public (free event) or benefiting the community Voter engagement or political campaigning Campus advocacy for a social issue Work done in a research lab 	<p>Volunteer Service, (<i>on-campus</i>), non-paid:</p> <ul style="list-style-type: none"> Student Government Student Leadership within an Organization Attending Student Organization meetings Participation in a sporting event (<i>unless it directly benefits the community</i>) Paid work on campus (<i>unless it directly benefits the community, e.g. UECC, AmeriCorps, etc.</i>) Campus advocacy for a religion/religious group or a labor union

The Community Service Portal is a partnership between

