



# COMMUNITY & CIVIC ENGAGEMENT

UNIVERSITY OF NORTH CAROLINA PEMBROKE

## UNCP Serve 101

UNCP Serve is an online, mobile-friendly solution that is used to connect community partners with UNCP students, faculty, and staff for meaningful service opportunities. Below, you will find steps to help log-in to UNCP Serve, discover volunteer opportunities, track your service hours and connect with community partners.

### How to Login to UNCP Serve

1. Go to [serve.uncp.edu](https://serve.uncp.edu)
2. Click Login (located on at the top right hand corner of your screen)
3. Click the red "UNCP LOGIN" button (UNCP Students, Faculty & Staff)
4. Use your UNCP Credentials to login and activate your UNCP Serve profile.



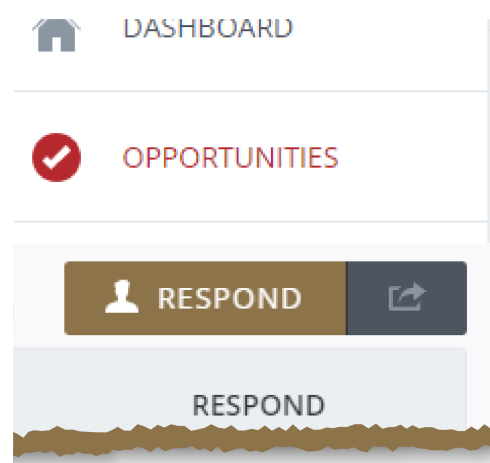
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Login

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UNCP websites with this browse

### How to respond to Volunteer

1. Click the "opportunities" tab on the left hand side in the navigation panel.
2. You then can search, sort, or filter all opportunities at the top right.
3. Scroll through and find a volunteer opportunity you are interested in and click "view details".
4. Read the description and see if the time fits your schedule.

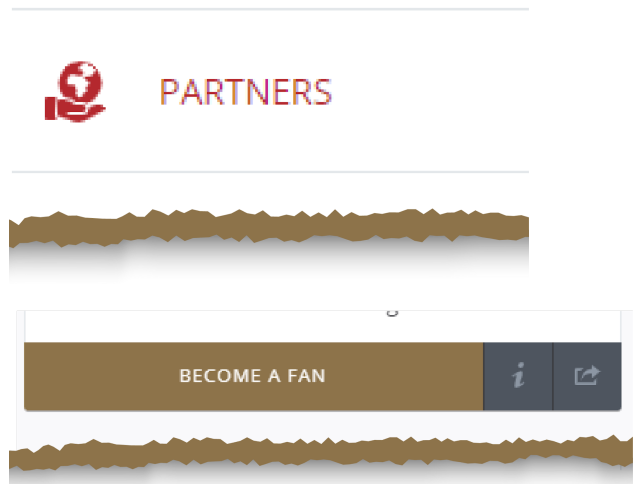


5. You can view the specific interest related to this volunteer opportunity, the community partner hosting the volunteers and the location / map in the right side of the page.
6. Click "Respond" in gold if you want to volunteer for this opportunity.
7. You are now at your opportunity response page where you might have to complete questions, select shifts and have the opportunity to provide notes to the community partner.
8. Then select "Submit Opportunity Response" at the bottom of the page.
9. You have then completed your response and can add it to your calendar!



## Connect with Community Partners

1. Click the "partners" tab on the left hand side in the navigation panel.
2. You then can search, sort, or filter all partners at the top right.
3. When you see a partner you are interested in, you can:
  - a. Select "Become a Fan" to receive updates and posting notifications from that partner.
  - b. Select the "i" icon for more information about the partner.
  - c. Select the arrow icon to share that partner with others.
4. Once you select a partner, you will be redirected to their partner page that displays who they are, what they do and possibly some photos.
5. On the right side of their page you will find related causes they address, contact information, location, website link, possibly a video and office hours.



## How to Track Your Hours

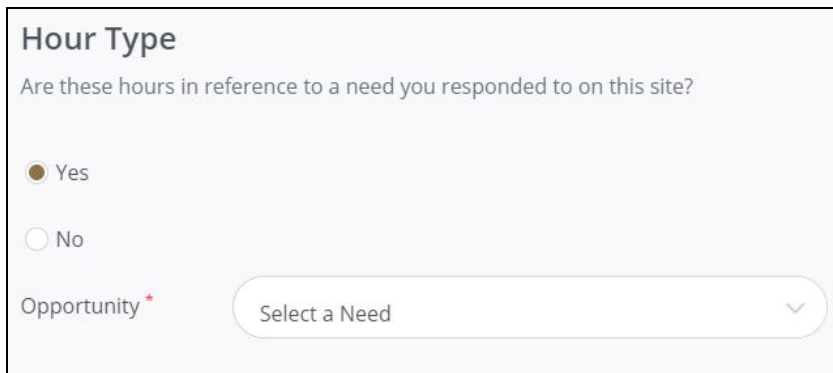
To log hours for a posted opportunity you have volunteered at:

1. Click the Add Hours button at the top of your screen to open the Track Hours page.



*Note: Alternatively, you can click on your profile dropdown (located where the blue circle is in the image above) and select Track Hours, and then click Add Hours, located under the Volunteer Hours heading.*

2. Click Yes under the Hour Type heading. (By clicking Yes, you indicate that the hours you're posting are related to an opportunity you responded to previously on UNCP Serve.)

A form titled "Hour Type" with a light blue background. It contains a question "Are these hours in reference to a need you responded to on this site?" with two radio button options: "Yes" (selected) and "No". Below the options is a label "Opportunity \*" followed by a dropdown menu with the text "Select a Need" and a downward arrow.

3. Select the volunteer opportunity from the dropdown.
4. Enter the hour details, including the date and number of hours.
5. Complete all other Hour Details fields that apply. If a User Group field is listed, select a user group as applicable. A user group field may or may not be required.
6. Click Submit Hour Entry.
7. These hours are then submitted to the community partner that posted the volunteer opportunity to approve.

## Tracking Individual Hours

"Individual hours" are hours that are not associated with a volunteer opportunity response on UNCP Serve. Hours that are accepted are with community based organizations, or self initiatives to create positive change while as a UNCP Student, faculty or staff.

1. Click the Add Hours button at the top of your screen to open the Track Hours page.



*Note: Alternatively, you can click on your profile dropdown (located where the blue circle is in the image above) and select Track Hours, and then click Add Hours, located under the Volunteer Hours heading.*

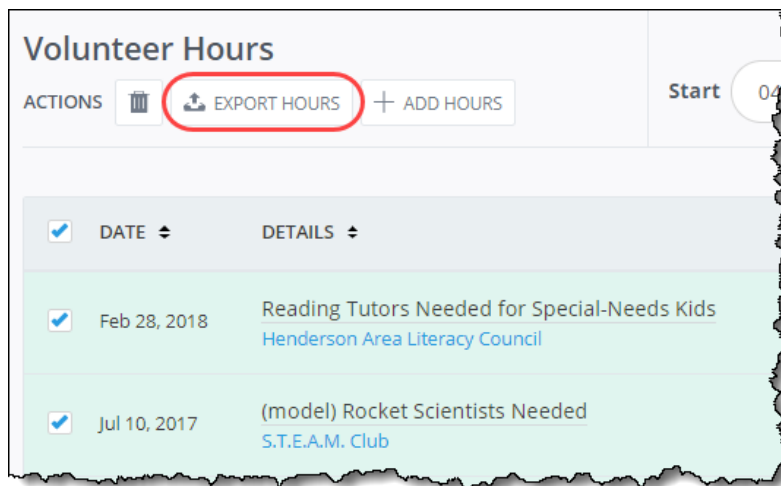
1. Click No under the Hour Type heading to indicate that the hours are *not* related to a previous volunteer opportunity response on UNCP Serve. Please provide the email address of someone who can verify your individual hours.

2. Complete all applicable fields under the Individual Details, Hour Details, and Description headings.
3. Click Submit Hour Entry.

A record of these hours is displayed on both your volunteer hours record and your volunteer résumé. In addition, your volunteer résumé will display the location/organization you entered, the date, the number of hours, and other data (if provided). Individual hours will appear as entered hours on your volunteer resume.

## Viewing Hour Details

To view all of the details of your hours (including any custom questions) select the opportunities and click the Export Hours button. This will generate a spreadsheet with all of your hours information.



## Editing Your Hours





You can edit your volunteer hours as long as they have not yet been approved. Both traditional and individual hours can be edited by the volunteer who submitted them.

To edit your hours:

1. Log into and click on your profile dropdown in the top right-hand corner of your site.
2. *Select Track Hours to open the Track Hours page.*

*Note: Alternatively, you can click the Volunteer Hours area of your dashboard, located just below the Welcome message.*

3. The Track Hours page displays your previously submitted hours.

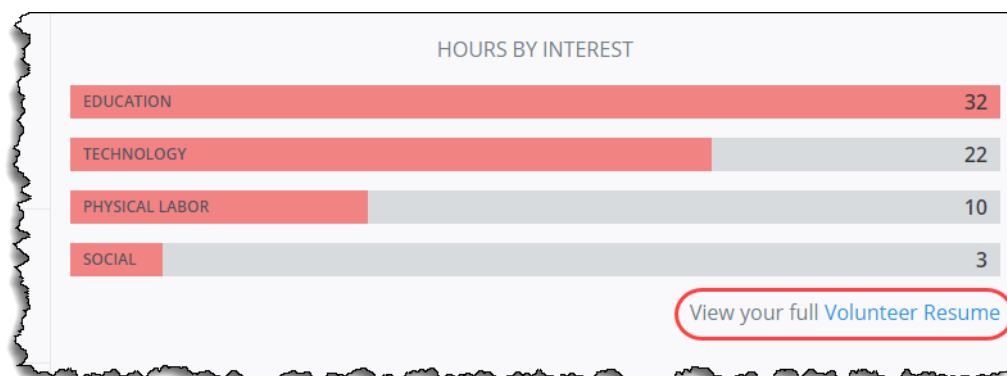
<input checked="" type="checkbox"/>	DATE ▾	DETAILS ▾	HOURS ▾	MILES ▾	TYPE ▾	STATUS ▾
<input checked="" type="checkbox"/>	Jun 22, 2017	Food Sorters Needed Higher Ground	2.00	2	GC	 
<input checked="" type="checkbox"/>	Jun 19, 2017	Greeter Needed on Monday Afternoons Grasty Community Center	3.00	0	GC	
<input checked="" type="checkbox"/>	Jun 3, 2017	Rocky Ridge Trail Individual	4.00	14	GC	

4. Click the pencil icon to edit hours. Note that the approved hours do not have a pencil icon and cannot be edited.
5. Make your changes.
6. Click Update Hour Entry.


To edit hours after they have been approved, you should contact the Office for Community & Civic Engagement at 910.521.6163 or [cce@uncp.edu](mailto:cce@uncp.edu).

## ACCESSING YOUR VOLUNTEER RESUME

1. From your volunteer dashboard, click the View your full Volunteer Resume link, located right below the Hours by Interest graph.



This link takes you to the résumé portion of your volunteer profile, located right below the avatar area.



**Nina Rogers**

Joined Date: Jul 5, 2016  
Total Logged Hours: 47

**VOLUNTEER RESUME**

Start: 10/13/2016

End: 10/13/2017

**GO**

2. Select the Start and End dates of the date range you want the résumé to show. By default, the range shows the past year up to the current date.

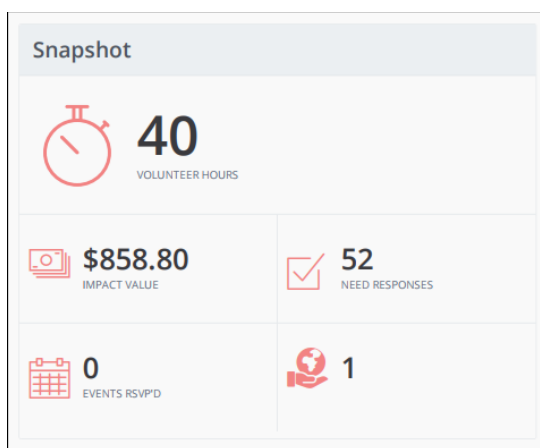
3. Click Go. A printable PDF of your résumé will be generated.

*You can also access your profile by clicking on the circle with your avatar or initials at the top right hand corner of your page.*



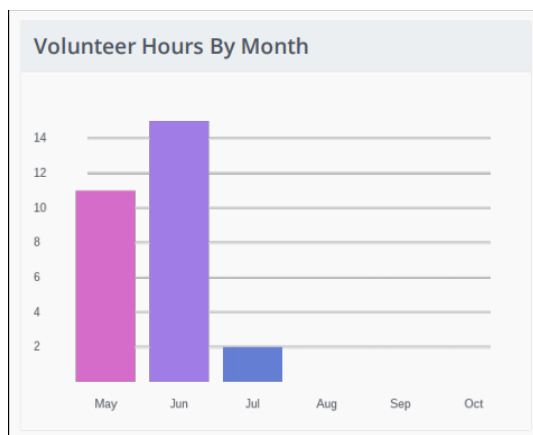
*Your volunteer resume, benchmarks, hour tracking, opportunity responses are shown on your profile.*

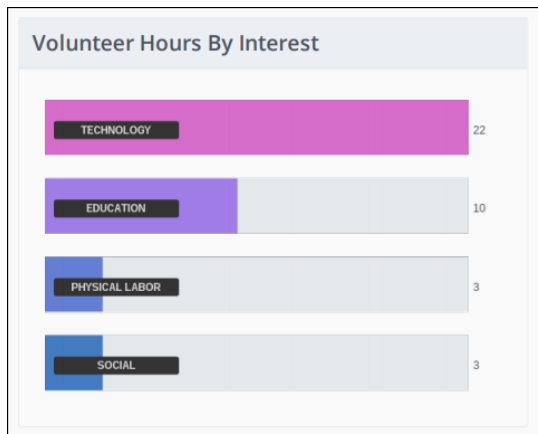
## VOLUNTEER RESUME ELEMENTS



Snapshot: Shows the total number of volunteer hours (approved and pending), the impact value, the number of need responses, the number of event RSVPs, and the number of fanned agencies.

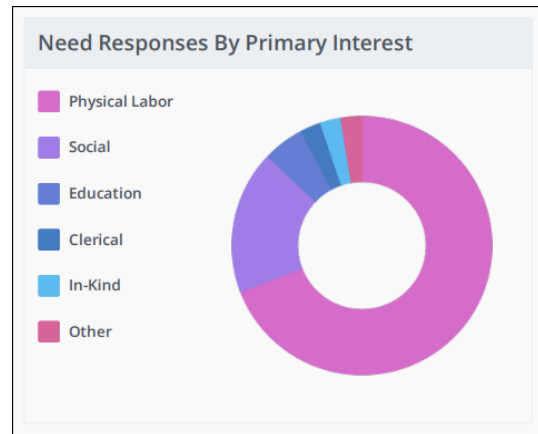
**Volunteer Hours By Month:**  
Graph showing volunteer hours for the past six months.





**Volunteer Hours by Interest:** Shows the top for the needs that are associated with the most hours for the volunteer. In the example below, 22 of the volunteer's hours were submitted for needs that had "Technology" as a selected interest.

**Need Responses by Primary Interest:** A doughnut graph showing the primary interests selected for the needs the volunteer responded to. In the example below, a large portion of the volunteer's need responses had "Physical Labor" selected as the primary interest for the need.



## UNCP SERVE Badges

Users on UNCP Serve are awarded badges based on the amount of approved hours tracked. Badges will appear on the user's profile and volunteer resume. Badges are awarded after a volunteer reaches the following benchmarks: 10 hours, 25 hours, 50 hours, 75 hours, 100 hours, 250 hours and 400 hours.

Benchmarks			
BADGE	TITLE	HOURS	DATE ADDED
	BRONZE   10 Hours of Service	10	Dec 20, 2017
	BRONZE   25 Hours of Service	25	Dec 20, 2017

**Volunteer Hours:** This table lists the date volunteered, the name or description of the need, the hours submitted, the miles traveled, the need type, and the status of the hours (approved or pending).

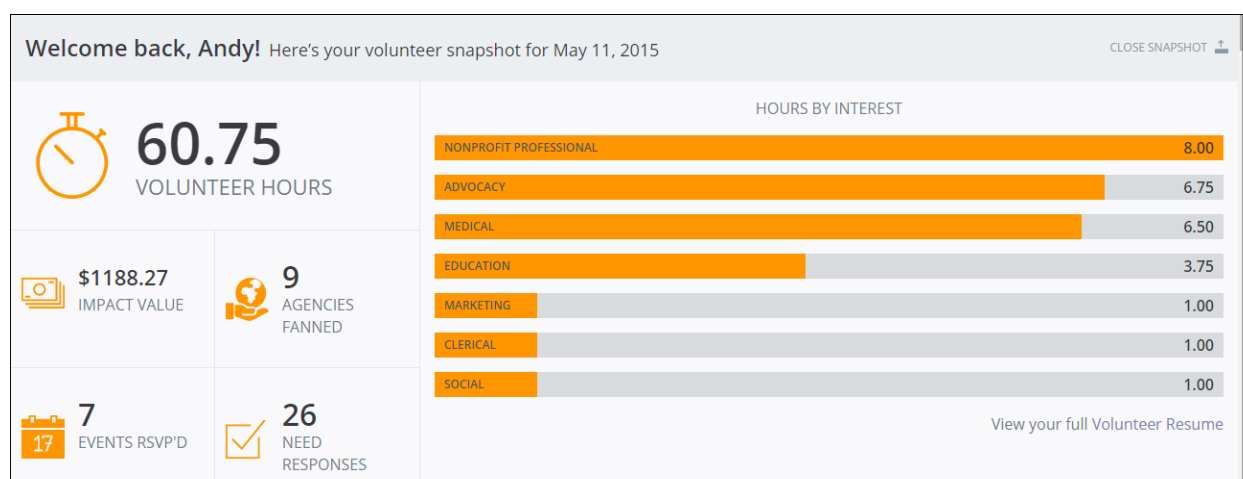
Volunteer Hours					
DATE	DETAILS	HOURS	MILES	TYPE	STATUS
Jul 10, 2017	(model) Rocket Scientists Needed <a href="#">S.T.E.A.M. Club</a>	2.00	0	GC	<input checked="" type="checkbox"/>
Jun 30, 2017	"Harry Potter" Lookalikes Needed for Literacy Fair <a href="#">Henderson Area Literacy Council</a>	3.00	0	GC	<input checked="" type="checkbox"/>
Jun 30, 2017	(model) Rocket Scientists Needed <a href="#">S.T.E.A.M. Club</a>	2.00	0	GC	<input checked="" type="checkbox"/>
Jun 30, 2017	Reading Tutors Needed for Special-Needs Kids <a href="#">Henderson Area Literacy Council</a>	4.00	0	GC	<input checked="" type="checkbox"/>

Once you have generated the résumé, be sure to save it. (One way to do this is to right-click and then select Save As.) Once you've saved it, you can send it as an attachment as needed.

## Volunteer Dashboard

Your volunteer dashboard is your "home page" on UNCP Serve. It contains all kinds of information to help you find volunteer opportunities, view your past volunteer efforts, and see what's going on with community partners in your community!

Your dashboard is divided into several sections that include personal volunteer information, suggested needs, and latest information (opportunities, events, and partners). Your dashboard may also include photos and spotlighted opportunities and events.



Your personal volunteer information, shown at the top of the dashboard, includes:



- Your total number of *approved* volunteer hours
- A link to your volunteer resume
- Impact value of your volunteerism
- Number of agencies you've fanned
- Number of events to which you've RSVP'd
- Number of needs to which you've responded
- Breakdown of your volunteer hours by interest

*Note: Impact value is calculated using your state's value of volunteer time at \$24.69.*

Click on the table to access more detailed information, as follows:

- Click the number of approved hours to access your Track Hours page, where you can view previous hours and add new ones.

*Note: You can also access the Track Hours page by clicking on the Impact Value area of the dashboard.*

- Click the Partners Fanned area to see what partners you've fanned. From there, you can click on a partner to visit their profile page.
- Click the Events RSVP'd area to be taken to a list of all events posted on the site.
- Click the Opportunity Responses area to view a list of all volunteer opportunities posted on the site.
- Click the Volunteer Resume link to view your volunteer résumé.

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## Contact

For additional help or assistance you can contact:

Dalton Hoffer | [dalton.hoffer@uncp.edu](mailto:dalton.hoffer@uncp.edu) | 910.521.6561  
*Assistant Director for Student Engagement*

Natural Love | [natural.love@uncp.edu](mailto:natural.love@uncp.edu) | 910.775.4719  
*Assistant Director for Community Engagement*