

Bellevue College Galaxy Digital Volunteer and Service-Learning Portal

Instructor Guide

Welcome to Bellevue College's Volunteer and Service-Learning Portal! This system will allow users to explore local agencies, find volunteer opportunities, log hours, and maintain their own "service résumé" for future use. And as an instructor, you will be able to see manage your students' service-learning experience through this portal.

This Instructor Guide will help you learn how to use this portal and will answer common questions that come up. You will receive this with the Student Guide, which will help you answer their questions, as well. If you have additional questions about or challenges with using the portal, please email RISE at service-learning@bellevuecollege.edu.

Getting Started

What terms should I know?

- **User** – Everyone in the system (instructors, students, agencies, and administrators)
- **User Group** – Your service-learning class
- **Block** – A period of time to which the User Group belongs (e.g. a Quarter)
- **SLM** – Service-Learning Module, the specific part of the system dedicated to service-learning courses
- **SLM Leader** – The person in charge of the SLM-focused User Group (i.e. the instructor)
- **Agencies** – The non-profit and government agencies with whom your students will work
- **Opportunities** – What students would sign up to do with the Agencies, and towards what they'd log their hours
- **Response/Respond** – The interest a student expresses in an Opportunity that starts a conversation with the Agency and leads to finalization of the service-learning work
- **Direct Service** – When students volunteer a certain number of hours with an Agency
- **Project-Based Service** – When students work an uncertain number of hours, in and out of class, to create something for the Agency



How do I start using the portal?

1. With our Single Sign-On (SSO), you can just go to <https://bellevuecollege.galaxydigital.com/> and click "LOGIN" in the upper corner, then "BC STUDENTS AND FACULTY LOGIN HERE." Just enter your BC credentials, and you're in!
2. You might be sent an email with another password. If you receive that, you could possibly try the password we create for you, as well.

Why am I being asked to give my birthdate?

Apologies for this; it's something we can't really change in the system. We require birthdates from all students in order to determine which waiver they receive (adult vs. minor). In the portal, students and faculty are all considered "Users," and so it doesn't really distinguish between both groups.

How do I change my password?

Since we're using SSO, you will not be able to change your BC password.

How do I update my profile?

1. Go to "EDIT PROFILE."
2. Upload a photo. Fill out as much information as you feel comfortable giving.
3. Ignore the questions directed towards volunteers, such as "Availability."
4. Click "UPDATE BASIC INFORMATION."
5. Your initials in the circle should be replaced by your picture.

I'm getting too many messages from this portal...what do I do?

1. Go to "EDIT PROFILE" and scroll to the bottom.
2. Click the toggle switch to "OFF" for "Receive system emails and messages."
3. Warning: Only do this if you plan on checking your messages regularly so you don't miss important notifications.

Exploring and Setting Up Your Class

How do I add students to my class?

1. Click on your initials/picture in the upper right corner.
2. Go to “SLM LEADER PORTAL.”
3. Click on the “COPY” button under the “JOIN LINK” for the class.
4. Post that link onto Canvas or email it to students.
5. Consider taking 5 minutes in class to have students complete the registration using a smartphone, tablet, or computer (instructions in the Student Guide).

How do I find my class?

1. Go to the SLM Leader Portal.
2. You can also access the SLM Leader Portal from “VIEW PROFILE.”
3. Make sure to be on the “LEADER PORTAL” tab, and that the “BLOCK” represents the quarter of the class you want to review.

What can I do in the SLM Leader Portal?

1. See the total number of hours submitted for the course, and how it compares to the class goal for the end of the quarter.
2. Review the Roster of students in your class (students who have not registered will not appear).
3. See which Opportunities your students have Responded to, and how they Responded to them.
4. Edit a student’s Response in case they forgot to link it to their course
5. View and edit the Opportunities associated with my class.
6. Create new Opportunities for the class.
7. Check on whether students have been logging their hours, and even approve (or deny) hours posted by students if the Agency has not done it.
8. Create reflections attached to the class, and read the reflections after students submit them.
9. Export the Opportunities and Responses to better keep track of your class.

What about my class, on the SLM Leader Portal, should I check before the quarter starts?

1. Goal
2. Respond By Date
3. Roster
4. Reflections

What is “GOAL,” and how can I change it?

This is the minimum number of hours students are expected to volunteer as part of their service-learning class. For most direct service courses, the minimum expectation is 16 hours, unless previously discussed with the instructor. For project-based and other-formatted courses, the number is 0, as it’s impossible to know the exact number of hours a student will spend.

The value is built into the course before the quarter starts (see below), and can be altered by contacting RISE at service-learning@bellevuecollege.edu.

What is “RESPOND BY DATE,” and how can I change it?

This is the date up to which students are allowed to Respond to an Opportunity for your class. Students can Respond after this date, but the Opportunity will not be linked to the class. This date is usually given as four weeks into the quarter, unless discussed with the instructor beforehand. To change it, contact RISE at service-learning@bellevuecollege.edu.

Can I limit which Opportunities my students have access to?

First, have a conversation with the portal administrator to decide which Opportunities to associate with the class. The administrator will then drop them into the User Group. Those Opportunities are considered “Private,” meaning that non-service-learning students will not be able to see them.

In creating the User Group, the administrator will assume that the instructor will only want students to access Opportunities associated with it. If you are fine with students Responding to Public Opportunities (Opportunities listed directly by Agencies for specific roles), inform the administrator. Otherwise, the students can view Public Opportunities, but not respond to them.

How do I create an Opportunity for my class?

1. The portal administrator at RISE will try to create Opportunities for you prior to the start of the quarter, but you want to add a new one, go to the “OPPORTUNITIES” tab in the SLM Leader Portal, and click on the “ADD NEW OPPORTUNITY” button.
2. *Note: This process should fall to the administrator, or better, to the Agency. But you can do this, as well, as long as the Agency is associated with your course in the portal, which can only be done by the administrator.*
3. Fill out as much as you can. Here are some pointers:
 - a. Description: Add what you can. You might need to ask the Agency for details. If you want students to follow a specific process, outline it here. Reach out to RISE for common verbiage about a process.
 - b. Privacy: Select “Private” if this Opportunity is *only* for your class.
 - c. Initiative: Ignore this.
 - d. Agency: If the Agency is not in the list, reach out to RISE immediately. This means that the Agency has not been associated with your course (see the *Note* above), which only the portal administrator can fix.
 - i. If the Agency is not in the portal, the process will take longer as outreach to the Agency may be necessary before it can be added.
 - e. Duration: This can be challenging, as you may not know all the details
 - i. Simplest is to select “Runs Until” and then put the last day of the quarter under “Opportunity Date.” Students will not be able to post hours after that date.

- ii. If the event is public, or if you want to encourage students to continue volunteering for it after the date, choose “Ongoing.”
 - f. Hours: Put in the number of hours students are expected to contribute to this Opportunity; this is different from the number of hours expected for the class
 - i. For direct service (volunteering for hours with the Agency), the number traditionally entered is “16.”
 - ii. For project-based service (volunteering to give something to the Agency), the number traditionally entered is “0.”
 - g. Address: Try to give the full address, and not just the zip code, so the location is more accurate when students search by distance.
 - h. Interests & Abilities: Select as many of these as are relevant to the Opportunity, as doing so will help students in their searches.
 - i. Additional Notification Recipient: If someone other than the Agency Manager will supervise this Opportunity.
 - i. Check this by clicking on “AGENCY” in the left menu and seeing the contact for the partner Agency.
 - j. Waiver: Upload one only if the Agency asks you to do so.
4. You can also edit Opportunities, as needed, by clicking on the associated pencil icon. However, if the Opportunity is Public, or if it says “Service-Learning with...,” just check with RISE before editing it. Making changes will alter Opportunities that go beyond your specific class.

How do I create a Reflection for my class?

1. Go to the “REFLECTIONS” tab under SLM Leader Portal, and click the “ADD CUSTOM QUESTION” button for the specific User Group.
2. Fill out the information, keeping it “Pending” until you’re ready to launch it (you can always save and activate later).
3. Choose the type and fill out the details.
4. Determine whether the question should be required. Consider these ideas before choosing:
 - a. Reflections appear on the page for logging hours. If required, the student will need to give an answer to the reflection question(s) every time hours are logged.
 - b. If proposing a simple question that *should* be answered after each individual experience, then consider making it required.
 - c. If not, consider *not* making it required, and give points in the syllabus for submitting an answer sometime during the quarter (likely mid-way or near the end).
 - d. You can also have a variety of required questions that you activate at different times during the course, so students only answer one at a time.
5. Click “SAVE CUSTOM QUESTION,” and make sure that it’s active before the students start.

Logging Hours:

How do students log hours?

The details are in the Student Guide. Simply put, they can go to “ADD HOURS” at the top of the screen, fill out the information, and submit it. Read the Student Guide for more details.

Do students need to submit hours even if the Goal (on the SLM Leader Portal) is 0?

This is preferred, yes. This helps RISE track the number of hours spent on a service-learning project, both in and out of class, so instructors do not need to report this later. This “requirement” is built into the course before it starts, and can be altered by contacting RISE.

Do Agency trainings or orientations count towards the Goal?

Yes, this is what we’ve told partner agencies. If you prefer otherwise, please inform RISE and/or the partners. Pre-meetings and transportation time do not count toward hours.

When should students submit hours?

- Direct Service: Immediately after each time they volunteer.
- Project-Based Service: Up to you. In order to reduce the number of notifications Agencies receive, you can ask students to add up the number of hours spend both during a class meeting and out of class during the previous week, and log the hours at the end of each class meeting. This way, you can see the hours each student spent each week, with minimal hassle for all.

Is it okay for me to approve hours?

Absolutely, as long as it’s okay with the Agency. There are two reason to approve student hours:

- 1) The Agency isn’t responding to the student’s hour submissions.
- 2) You’re teaching a Project-Based course and you want to make it easier for the partner Agency. Just let it know in advance that, though it will receive an email notification about the pending hours, it won’t need to do anything. Just make sure to check and approve the hours daily so Agencies aren’t being overly bothered by this notification (they’ll receive a reminder every day until the pending hours are approved or denied).

How do I approve student hours?

1. Click on the “HOURS” tab in the SLM Leader Portal.
2. Choose the correct Block and User Group.
3. Go to “STATUS” for the student, and select “Approved.”

Can I add student hours?

Yes. The Agency will receive a notification, though you can then approve the hours so it does not need to. In doing this, you would have to complete the same form that students complete, including answering a reflection question, if required.

To add hours:

1. Click on the "HOURS" tab in the SLM Leader Portal.
2. Click on the "ADD HOURS" button.
3. Search for the student under "User Lookup."
4. Search for the particular Opportunity towards which to post hours under "Opportunity Response Lookup."
5. Fill in the details and click "SUBMIT HOUR ENTRY."
6. The hours should then appear under the "HOURS" tab with "Pending."

Other Considerations:

How does a student sign up with an Agency that doesn't have a listed Opportunity or isn't in the portal?

First of all, you should determine whether your students are allowed to do this. At BC, we would prefer that students stick with Agencies that have been vetted by the college. Additionally, there is always a chance that an unlisted Agency or Opportunity will not be relevant to your class. So, for the vast majority of students, we prefer that they stick with the Opportunities associated with the class.

However, if your class has very few associated Opportunities, or if students are doing a single shift (e.g. once at a food bank), then Bellevue College is fine with your students finding their own Agency.

They don't Respond to an Opportunity, then, but instead acknowledge this Agency when logging hours. There is question when adding hours as to whether the students found the Opportunity in the system. If they choose "No," then they just add information about the Agency, and complete the rest of the hours reporting.

I am teaching a Project-Based course. Do I still need to use the system?

RISE would like all service-learning to go through the portal for data collecting purposes. RISE will try to set up your course and Opportunities (e.g. projects) in advance. Once students have decided on their projects, the student teams (see next question) would need to Respond to them, which they can take 2 minutes to do in class. Then, the students are in the system and can move forward with the project as per normal (while logging hours throughout the quarter – see above).

I'm teaching a Project-Based course in which students are working in teams. Is there a way that the teamwork is represented in the system?

Yes. The system has a Team function. In order for it to work, the Opportunities associated with your class will need to be set up to allow for team Responses.

The main benefit of teams is that partner Agencies will receive fewer Responses, as they'll only receive one per team (instead of per student). Additionally, the person the team designates as the leader will have the ability to keep track of the hours worked/volunteered by each member of the team.

If you are not comfortable with the team leader being able to view the hours submitted by the other students, do **not** use the team function.

What are common student problems that I might come across?

There are three problems we've noted thus far. The final section of the Student Guide gives solutions or next steps. The issues are:

- The portal removed me from the class.
- The portal won't let me respond to an Opportunity as part of the class.

- My hours aren't being logged towards my class.

Review the answers there. If other issues come up that do not appear in either the Instructor or Student Guide, please inform RISE at service-learning@bellevuecollege.edu.

What does RISE do to set up my class?

1. RISE fills out the form shown below.
2. RISE adds the Goal and Respond By date, and indicate that hours need to be approved in order to count for the course.
3. Then, it adds Agencies associated with the course (if needed), Opportunities specifically offered as part of the course, and any Reflection questions requested by the instructor.
4. RISE ends by adding the instructor as the leader of the user group.

Create User Group

USER GROUPS | BLOCKS

Status * Active

Type * SLM

Title * Title

Description *

Allowed Domains * Allowed Domains

Service Learning

Block *

Goal * 12

Approved Hours Only *

Respond By Date * 12/05/2018

CREATE USER GROUP CANCEL

Service Learning

Block * Fall 2018

Goal * 0

Approved Hours Only *

Respond By Date * 12/05/2018

UPDATE USER GROUP CANCEL

CLONE USER GROUP

Reflection Questions

Reflection questions appear on the hours submission form for members of this user group. User group leaders can also create reflection questions.

ID	QUESTION	TYPE	REQUIRED	STATUS	OPTIONS
No Results					

ADD CUSTOM QUESTION

User Group Members

FIRST NAME	LAST NAME	EMAIL	DATE ADDED	LEADER	OPTIONS
This user group does not have any members listed.					

ADD NEW MEMBER

User Group Agencies

NAME	DATE ADDED	OPTIONS
This user group does not have any agencies listed.		

ADD NEW AGENCY

User Group Opportunities

TITLE	AGENCY	DATE ADDED	OPTIONS
This user group does not have any opportunities listed.			

ADD NEW OPPORTUNITY

Am I allowed to set up my class?

Unfortunately, no. The system is designed so that only the administrators can create User Groups.

What happens when I teach the course again?

RISE creates a new Block for each quarter. Then, your course will be cloned and placed into that Block. RISE will alter Agencies and Opportunities, as needed, for the new quarter.