Bellevue College Galaxy Digital Volunteer and Service-Learning Portal

Partner FAQs

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 a partner agency, you will be able to create and manage opportunities for students to volunteer with you.

This Partner Guide will help you learn how to use this portal and will answer common questions that come up for service-learning and volunteering students. If you would like to know what students and instructors see, please visit www.bellevuecollege.edu/rise. 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** – Service-learning classes
- **Agencies** – The non-profit and government organizations with whom students will volunteer
- **Agency Manager** – The person who manages the profile for the Agency
- **Opportunities** – What students would sign up to do with the Agencies, and towards what they'd log their hours
- **Events** – Upcoming occasions that allow Users to engage with the Agencies in non-volunteering capacities
- **Causes** – Specific areas or fields in which the Agency works
- **Interests** – Different types of roles or tasks volunteers might do
- **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, both in and outside of class, to create something for the Agency

How do I start using the portal?

1. Once the RISE Learning Institute creates and activates your Agency profile in the portal, if you are the designated Agency Manager, you will automatically receive an email with the link and log-in information.
2. If a password is not included in the email, click "Forgot your password?" and follow the instructions.
3. After you've logged on, change your password.

How do I change my password?

1. Click on your initials in the circle on the upper right corner. Then go to "EDIT PROFILE."
2. Fill out the information under "Change Password" and click "UPDATE PASSWORD."

How do I update my personal 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, including those from interested students.

What is a quick summary of how the whole volunteer process work through this system?

1. The Agency is added to the portal, and Agency Manager updates the profile.
2. An Opportunity is created for the Agency, by the Agency, instructor, or administrator.
3. Students Respond to the Opportunity, which sends a notification to the email address listed on the Agency's profile.
4. The Agency Manager responds to the student's email in the notification to start a conversation.
5. Once confirmed and the student volunteers, the student submits hours through the portal that the Agency Manager would then approve.

Setting Up Your Agency Profile

How do I find my Agency Profile?

Just click on "My Agency" at the top of the screen.

What can I do in My Agency?

1. Edit your Agency profile.
2. See and reply to the logged volunteer hours.
3. Create and view Opportunities and Events.
4. Set up schedules and check-in students for shift-based Opportunities.

What should I consider when setting up my Agency profile?

In order to make this process simpler for you, the RISE Learning Institute might have completed parts of your profile for you. Check the details and make any changes as needed to best represent your Agency. After you add or alter anything, make sure to click *any* of the "UPDATE AGENCY INFO" buttons. Here are some pointers for the rest:

1. Logo – Please upload a logo. This is the best way for a student to view yours as a "complete" profile. It also helps to capture attention more than anything you can do in the profile. Rectangular or small logos may not fit the requirements of the uploader. Contact RISE at service-learning@bellevuecollege.edu if you're not able to upload your logo.
2. Customize Link – Ignore this. Your website URL is listed elsewhere.
3. Email – This does not have to be the same as your log-in email address. This should be the email address to which you want volunteer messages to go. For some, this is a broader volunteer@ or info@ address.
4. Cause – Select *at least* one Cause for which your Agency works. If you work with multiple, make sure to include all of them. As RISE was limited to only 16 Causes, some may be difficult to place your Agency into. For example:
   a. Aging – Senior citizens, Alzheimer's / dementia, etc.
   b. Civic Engagement – Lobbying / advocacy, petitioning, voter registration, etc.
   c. Crime & Safety – Criminal justice, domestic violence, victim's rights, conflict management, etc.
   d. Culture & Community – Ethnic / linguistic communities, arts, history, museums, community-building, etc.
   e. Non-Profit Support – Incubators, venture philanthropy, etc.
   f. Poverty – Housing insecurity, food insecurity, eviction prevention, etc.
   g. Wellness – Healthcare, spirituality, mental and physical wellness, community health, etc.
5. Clusters – This is more internal, and helps administrators better search for Agencies when talking with students. Take a couple of minutes to select all that apply to your Agency. A few things to consider:
   a. Location – Make sure to select at least one. If your Agency has multiple locations, select all that apply.

b. There is no Other. If something is missing, let RISE know and we'll try to create a new Cluster.

c. You can only add a Cluster *after* you've clicked an "UPDATE AGENCY INFO" button once. So, fill in all required information and update the profile before adding Clusters.

6. Additional Notification Recipient(s) – Only select this if you would like a non-Manager to receive emails and notifications. This person will receive *every* message, so check with them first.

7. Address – This is your primary, main office address. You can list other locations in "Additional Location Information." When you create Opportunities (see below), the separate locations become most important.

8. Descriptions – RISE might enter in some information for you. Alter or add to this as best represents your Agency. For the purpose of accessibility, RISE prefers the formatting to utilize headings. For paragraphs with no sub-headings, use "Heading 2" for all the information.

Can multiple people act as Managers for our profile?

Yes, though there can only be one Primary Manager. Just contact RISE at service-learning@bellevuecollege.edu if you want to add another Agency Manager.

Can I upload photos to our profile?

Yes! We encourage it. You can upload the photos at the bottom of your profile. Just make sure that students sign a photo release form before you do it. Contact RISE at service-learning@bellevuecollege.edu for photo release forms.

Should I add our Agency to a User Group?

This is up to you. This is an option given at the bottom of your "EDIT" tab. Adding your Agency to a User Group allows the class instructor to create or alter Opportunities for you, as needed for the class. You can do this if you are working closely with the instructor and want to give them that ability.

RISE automatically adds Agencies to User Groups in some circumstances to make it easier for both the instructor and the Agency.

Opportunities and Events

How do I create an Opportunity for my Agency?

1. Go to the "OPPORTUNITIES" tab under "MY AGENCY", and click on the "ADD NEW OPPORTUNITY" button.
2. Fill out as much as you can. Here are some pointers:
   a. Description: Add as much description as you can, without giving too much.
      i. If you want students to follow a specific process, outline it here.
      ii. For some common verbiage about the process for Responding through the portal, review the description under your Agency's "Service-Learning with…" Opportunity (viewable in the Opportunities tab).
   b. Privacy: Select "Public" if this Opportunity is open to all students.
   c. Initiative: Ignore this.
   d. Duration: Determine the timing for this Opportunity.
      i. For single-day Opportunities, choose "Happens On" and put the date under "Opportunity Date."
      ii. For an ongoing opportunity that ends on a specific date, choose "Runs Until" and then put the last day under "Opportunity Date." Students may not be able to post hours after that date.
      iii. For Opportunities with shifts, for either specific or recurring dates, choose the correct Shift option and fill out the details.
      iv. If you want to leave it as open as possible, choose "Is Ongoing."
   e. Hours: If you don't care how many hours a student is expected to work in this Opportunity, enter '0.'
   f. Address: Give the full address so the location is accurate when students search by distance. You will need to create a new Opportunity for each location (see below).
   g. Interests & Abilities: Select as many of these as are relevant to the Opportunity, as doing so will help students in their searches.
   h. Additional Notification Recipient: If someone other than the Agency Manager will supervise this Opportunity. Make sure to toggle the switch to "ON." (Note: The Agency Manager will still receive notifications about this Opportunity.)
   i. Waiver: This can be your volunteer paperwork or other waivers/documents.

Who can edit our Opportunities?

Agency Managers, portal administrators at RISE, and instructors (if the Agency is linked to the User Group). The "Additional Notification Recipient" will not be able to edit the Opportunities.

Can students just reach out to us, or do they need to sign up for specific Opportunities?

The system was designed to have students sign up for, and thus log hours toward, specific Opportunities. Therefore, if a student reaches out to you directly without Responding to an already created Opportunity, you will need to create an Opportunity for which the student can Respond. You can make this Opportunity private if you wouldn't want to offer it to other students.

Can international students sign up to volunteer with our Opportunities?

Maybe. There are strict rules regarding what types of volunteering students on visas can do. If an opportunity requires quite a bit of training or education (e.g. website development), then likely NO. If the Opportunity could be seen as part of a student's area of study, then also likely NO. If the role would take the place of a paid position, then definitely NO.

Generally, we should never assume whether someone is or is not here on a student visa. And asking directly may make some students nervous. So, we strongly recommend that, in your initial correspondence with **all** students, you write something like *"If you are attending Bellevue College on a student visa, please meet with your international advisor just to confirm that you are allowed to volunteer with this opportunity."*

I see "Service-Learning with…" Opportunities listed with my Agency. What are these?

Prior to this online portal, Bellevue College's placement system for service-learning has focused on collaboration, with students reaching out to agencies and starting conversations around which volunteer roles would be the most mutually beneficial. We do this for two reasons: 1) Not all non-profits already know exactly what options they can offer for prospective volunteers; and 2) this provides some agency for our students, who tend to be older and more experienced (or younger with great energy and focus).

Due to the design of the system, RISE created the "Service-Learning with…" Opportunities, one for each possible location (see below). These simply provide students with something to Respond to, as described in the previous question. These open-ended Opportunities will facilitate the start of conversations that could potentially lead to volunteering, either with a currently existing role or a mutually created one.

Am I allowed to alter anything in the "Service-Learning with…" Opportunities listed with my Agency?

Absolutely! However, the key is to keep the focus on collaboration, and to ensure that students know the process for reaching out to you through the system. Therefore, you can change anything as long as it doesn't remove these.

A few things you could/should alter are:

- The sample volunteer opportunities under 1.3 of the Description in order to best represent the range of different things students could do.
- Whether you allow team registrations (aka group sign-ups).
- The maximum and minimum ages if you have any age restrictions.
- The address, if it's incorrect.
- The Interests and Abilities associated with that location and that reflect the variety of activities students might do there.
- Adding your waiver / volunteer application, if important at this stage.

Inform RISE if:

- Any of your volunteer roles requires a longer duration than a quarter, prefers a specific identity (e.g. gender, LGBTQ, veteran, etc.), has age restrictions, or can be done remotely.
- Your Agency has a volunteer website for reviewing roles and/or submitting applications.

Please do not change:

- The wordings around collaboration or general processes.
- The Duration from "Ongoing."

Any changes you make to these or other RISE-created Opportunities will affect the way all other courses will see them. If you aren't sure about the changes you seek to make, contact RISE at service-learning@bellevuecollege.edu.

Some "Service-Learning with…" Opportunities seem to be in random locations. Why?

If you work in more than one location, RISE created Opportunities to represent a) those specific locations or b) the spread of locations if exact addresses weren't known. The goal is to help students find Opportunities close to them. If an Opportunity is *not* in the provided location, change the address or delete the Opportunity. If we missed a possible location, see below.

If you offer options for students to work remotely, RISE most likely gave it the zip code 98007.

Can service-learning students sign up for the public Opportunities that we create, or do they have to choose the private ones created by RISE?

That is up to the instructor, though most will likely be okay with students registering for your public Opportunities. RISE is fine with students signing up for them, as well. Just keep in mind that the students will need to complete a certain number of hours for their class, and it's preferred that they do this in a way that builds up to greater knowledge of the organization/issue/community. Therefore, if the public Opportunities would not provide enough hours, or if they might not lead to this knowledge, the instructor may ask students to collaborate with you to add to the Opportunity.

How do I create an Event for my Agency?

Click on the "EVENTS" tab in "MY AGENCY," click the "ADD NEW EVENT" button, fill in the details, and save it.

What if my Opportunities or Event occurs at different locations or have slightly different information? Do I need to create each new one from scratch?

No. Once you've created your Opportunity or Event and saved it, you'll have the ability to clone it. Just click the "CLONE OPPORTUNITY" button at the bottom and a new one will appear. Then alter the information as needed and save it. Make sure to change the name to reflect the different location or dates, so it's easier for students to choose the right ones for them.

Do I really need to create a new Opportunity or Event for each location?

Yes. Unfortunately, the portal does not give the ability to attach multiple locations to a single Opportunity or Event. Therefore, you will need to clone it and change the address. This is important so when students search for Opportunities or Events based on distance, they can accurately find the ones most convenient to them.

Can someone else create an Opportunity for us?

While we prefer that Agencies create their own Opportunities, since they'll know all the details, it is possible for RISE or the instructor to create the Opportunities for them, as well. For an instructor to do it, the Agency needs to first be associated with their class, which only RISE can do.

Can service-learning students volunteer with us if we don't have an Opportunity posted in the portal?

If the student reaches out to you via your Agency profile but you don't have a posted Opportunity, then you would need to create a new Opportunity to which the student would Respond. The same is true if the student takes on a volunteer role that is different from than the public Opportunities you have posted. For both, you might want to make the new, student-specific Opportunity private.

I noticed some colored boxes at the bottom of our "Service-Learning with…" Opportunities. What are they, and how can we use them?

In order to help convey certain messages about the Agencies or Opportunities, RISE created the icons. You can utilize them by doing the following:

1. Open the attached Word Document, right click on the icon of choice, and select "Save as picture."
2. In the Opportunity creation page, click the "Insert/edit image" button in the "Description" section.
3. Click "Source," then "Upload." Drag the icon image files here."
4. Click the image of choice on the main MoxieManager screen, and choose "Insert."
5. Add a description similar to alt text (e.g. "A green box with…")
6. Change the dimensions to 100x100, un-checking "Constrain proportions" if needed.

SPECIFIC AGE RESTRICTION
Check with Agency

At least one Opportunity requires students to be above / below a certain age.
Note: Agencies should already specify this in each Opportunity under "Minimum" and "Maximum Age."

MAY NEED LONGER DURATION Check with Agency	**LONGER DURATION REQUIRED** Check with Agency	At least one Opportunity, or this particular Opportunity, requires regular volunteering that goes beyond a single quarter (e.g. 6 months, 1 year, etc.).
FAITH-BASED AGENCY		The Agency is faith-based. *Note: It does not require volunteers to be of that faith, spread that faith, or work only with communities of that faith.*
PARTICULAR IDENTITY PREFERENCE Check with Agency		The Opportunity has a preference for people of a specific identity (e.g. women, trans people, veterans, youth, etc.). *Note: The Agency also needs to provide roles for other people, as per anti-discrimination requirements.*
REMOTE TASKS MAY BE AVAILABLE	**REMOTE OPPORTUNITY**	At least one Opportunity, or this particular Opportunity, can be done on a student's own time and at their own location of choosing, given access to technology.

How do I use the Check-In feature?

We have not yet spent time exploring this, since it doesn't fit with traditional classroom-based service-learning. Review the "Agency Manager Toolbox" in the portal for details, or go to the Video Guide.

We are doing a Project with students, rather than Direct Service. Do we still need to do all this?

RISE would prefer that all service-learning, whether Project-Based or Direct Service, go through this portal. It will allow us to keep track of data. RISE will try to create a broad "Project with…" Opportunity for each course prior to the start of the quarter. Students could just sign up as teams (talk with instructors about this), and the process would go as normal (see below).

How do we see which classes might send us students?

1. Click on the "OPPORTUNITIES" tab under "MY AGENCY."
2. Click on one of the private Opportunities.

3. Scroll to the bottom to view User Groups (i.e. courses) associated with this Opportunity.
4. Note the DATE ADDED to deduce the quarter. For example, if added on December 20, 2018, it's likely for Winter quarter, 2019.

How do I see the contact information for the course instructor?

At this time, due to design limitation, it is not possible to see the contact information for the course instructor. For that reason, it is important to collect and sign the paper service-learning agreements with the volunteer students.

We already have our own system. This seems like extra work for us.

We definitely understand that this can be more time-consuming for Agencies with established volunteer programs. That's why we try to do as much work from our end as we can. We want to simplify this for everyone.

However, this system allows Bellevue College to maintain much needed data in order to grow our program. Additionally, not all Agencies have access to their own systems, and thus this allows them to organize and collect data about their volunteers. Lastly, this can be a useful way to advertise your Agency to the Bellevue College community.

Please let us know if there is anything we can do to make things easier for you and your team.

Communicating and Approving Hours:

How do I know that students have expressed an interest in my Opportunity?

1. They click "RESPOND" at the top or bottom right corners of the Opportunity screen, and complete the information on the next page.
2. An email will go to the address listed on the Agency page. The email should have details about the students, including their email address.
3. Respond to the email address to start the conversation (do not hit Reply to the email notification). *Note: Please do this within two (2) business days. Service-learning students in particular are under a strict time limitation. Students are told to move on if they do not hear from your Agency within three (days) of sending that initial Response.*

Where do I check my messages?

The bell icon at the top of the screen.

Can I email through the portal?

Yes, though it's best to use your own email outside of the portal. If you want to message students through the portal:

1. Go to your "OPPORTUNITIES" tab and click on "Responses" for the specific Opportunity.
2. Select the students you'd like to email, and click the "MESSAGE RESPONDERS" button.
3. Fill out the information and send.

Are there any final steps in the process once we confirm the students as volunteers?

No. Once students Respond to an Opportunity and you receive the automatically generated message, you no longer have to use the system until you're asked to approve hours.

Essentially, the Response just connects the student to the Agency via the system; the Agency takes over from there using their own processes. So, confirmation is independent of the portal (though there will be some paperwork to complete).

I am not the supervisor for that Opportunity. Do I need to respond?

That depends. If you entered a supervisor under "Additional Notification Recipient" in the Opportunity, then they should take over the correspondence after you both receive the initial Response. You might still need to engage the students for volunteering onboarding from your Agency's end.

For "Service-Learning with…" or similar RISE-created Opportunities, you will likely be the first to correspond with students until you can determine what they'll be doing with your Agency.

But what if the student sends a Response but doesn't end up working with us?

As per the system, a Response is equal to a confirmation. For the most part, if the student doesn't end up volunteering with you for whatever reason, you don't need to do anything. If the student tries to submit hours, just decline them.

You can also remove the student by:

1. Go to your "OPPORTUNITIES" tab and click on "Responses" for the specific Opportunity.
2. Click the X icon for the student to delete them.

My Agency is working with a lot of students, and the amount of correspondence is a bit overwhelming. Is there anything I can do?

First of all, thank you for engaging so much with our students. We definitely recognize that this system and the number of emails can add to your work and clog your inbox. A few points and pointers:

- RISE is reviewing all the system's automatically generated emails to determine which are least useful and thus should be deactivated. If you receive an email *per student* that is clogging your inbox unnecessarily, please inform RISE at service-learning@bellevuecollege.edu with details of the email. This can help RISE identify the automatically generated message for deactivation.
- If this is a Project-Based course for which students can sign up as teams, make sure to choose Yes for "Allow Team Registration" on the Opportunity creation page. Then, see whether the instructor is comfortable having their students sign up as team in the system as well. This would reduce the number of Responses you receive. For example, you would receive a single email for a team of five (5) students. This may not change the number of messages for approving hours.
- If this isn't a Project-Based course, have a conversation with the instructor to see if teams are still a viable option to help reduce the Responses and emails you receive.
- Ask the instructor to approve the hours. You may still receive an email, but at least the instructor will do the majority of the work. Only do this if the hours spent by students do not matter to you or your Agency (e.g. in a Project-Based course).

When should students submit hours?

Encourage them to submit hours immediately after each time they volunteer. If you're using the Check-In feature, the hours should log automatically.

How do I approve student hours?

1. Wait to receive an automated message about pending hours. Click the link.
2. Log into the portal. It should take you directly to the right place.
3. Go to "STATUS" for the student, and select "Approved."
4. If the link doesn't work, log in, and go to "TIME TRACKING" in "MY AGENCY." You should be able to see the students with "Pending" under "STATUS."

If none of this works, or if you are not able to access the Time Tracking tab, contact RISE and/or the instructor.

How do I add student hours to a specific Opportunity?

1. Go to your "OPPORTUNITIES" tab and click on "Responses" for the specific Opportunity.
2. Click the stopwatch icon for the student, enter the number of hours, and click "ADD."

How do I export a list of student volunteers, and what information will it have?

For details about a specific Opportunity over time:

1. Go to your "OPPORTUNITIES" tab and click on "Responses" for the specific Opportunity.
2. Click the "EXPORT RESPONSES" button.
3. You will receive an email once the export is ready. Click the link, and it will download via your open web browser.

The list gives information regarding who responded to that specific opportunity, including when they Responded, their email addresses, their Notes to your Agency, and whether they've connected the Reponses to a class or not (SLM vs. Standard).

For details over a specific time period (for example, the entire quarter):

1. Go to your "STATS" tab.
2. Adjust the Start and End Date, and submit. This will change the data that appears on the page.
3. Click the "EXPORT OPPORTUNITY RESPONSES" for information for all Opportunities active during that time period. The information will be similar, but will combine all Opportunities and also indicate to which class (User Group) each student is connected.
4. Click on the "EXPORT HOURS" button to see a list of when and for what each student submitted hours. Additionally, you will see any comments students wrote about their experiences.