

# Bellevue College Galaxy Digital Volunteer and Service-Learning Portal

## Student Guide

Welcome to Bellevue College's Volunteer and Service-Learning Portal! Whether you are volunteering on your own or are engaging with a community partner as part of a class, this portal will allow you to explore local agencies, find volunteer opportunities, log hours, and maintain your own "service résumé" for future use.

This Student Guide will help you learn how to use this portal and will answer common questions that come up. If you have additional questions about or challenges with using the portal, please email RISE at [service-learning@bellevuecollege.edu](mailto:service-learning@bellevuecollege.edu).

Happy exploring! Hope you find a great opportunity to engage the community.

### Getting Started

#### Who am I?

For the purposes of this guide, you are a **Service-Learner** if you are using the portal as required for a class, event, or student group, known in the system as a **User Group**. You are a **Volunteer** if you are using the portal to find opportunities outside of a User Group. But on the portal, no matter your background, you are called a **User**.

#### How do I register?

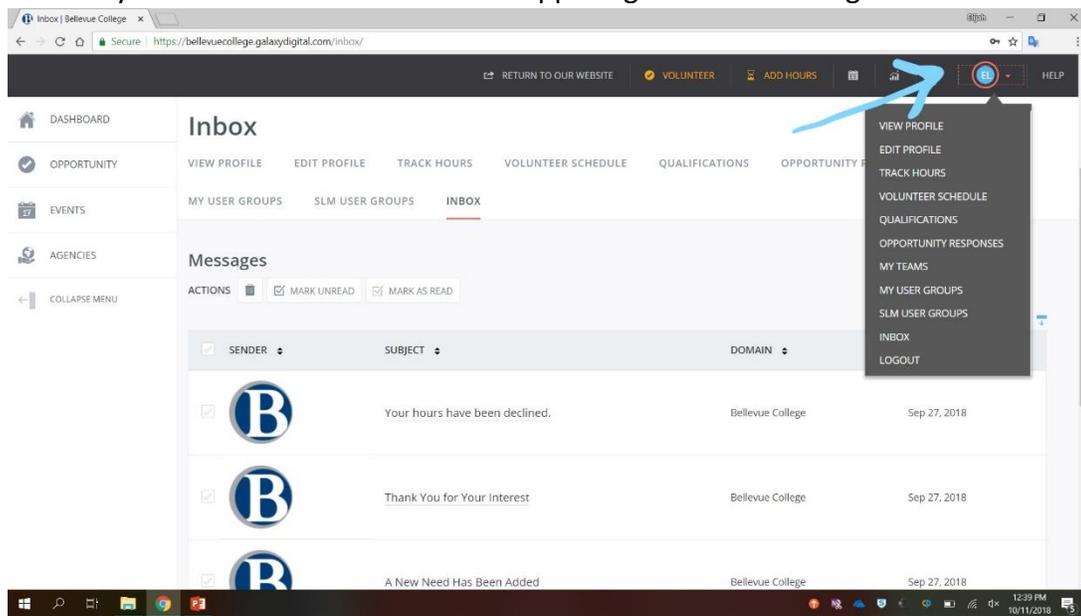
1. For **Service-Learners**: Follow the link your instructor gives you. Then, give the required information to register. You should not need to enter in a username or password if you're going straight from Canvas, or if you're already logged into the BC system.
  - a. You may be asked a question while trying to join a class. Just quickly answer it, and you should be registered.
  - b. Once you're registered, click on your initials in the circle on the upper right corner. If "MY USER GROUPS" isn't in the dropdown list, return to the registration email or Canvas link from your instructor. Click it, and check your initials again. If you still don't see "MY USER GROUPS," inform your instructor.



- c. Afterwards, you'll go to <https://bellevuecollege.galaxydigital.com/> and follow the instructions to log in.
2. For **Volunteers**: Go to <https://bellevuecollege.galaxydigital.com/>. Then, click the "LOGIN" button in the upper corner, and then "BC STUDENTS AND FACULTY LOGIN HERE." If you are already signed into the BC system, then you will automatically log in. If not, just enter in your BC info, and you're in the system! Complete the required info to finish your registration.

### How do I update my profile?

1. Click on your initials in the circle on the upper right corner. Then go to "EDIT PROFILE."



2. Upload a photo. Fill out as much information as you feel comfortable giving.
3. Click "UPDATE BASIC INFORMATION."
4. Your initials in the circle should be replaced by your picture.

### How do I change my password?

Since we're using Single-Sign-On, you cannot change your password from your official BC password.

### Why do I need to give my birthdate?

Depending on why you're using the system, you may be required to complete an Assumption of Risk form (see below). Giving the birthdate allows the system to know which type of form to send you.

## Exploring Agencies and Opportunities

### How do I learn more about Agencies?

1. Click “AGENCIES” on the left menu.
2. By default, the Agencies are listed alphabetically. You can organize them by grid or list view by clicking on the icons next to the “SELECT A FILTER” dropdown menu. You can also use the “SORT BY” dropdown menu to change the order of the listing.
3. See where Agencies are located compared to you via the map view. These show Agencies *only* based on their primary address, so you will not see other locations.
4. Filter options using the dropdown “SELECT A FILTER” menu. The most useful are “Cause” and “Distance.”
  - a. Cause: Select the Cause from the dropdown list, and click SEARCH.
  - b. Distance: Choose a distance from the dropdown list, enter in the preferred Zip Code, and click SEARCH.
  - c. For example: Filter for an Environment cause within 5 miles of 98007 (my school) or 98027 (my home)

### How do I find Opportunities that interest me?

1. Click either on “OPPORTUNITIES” on the left menu or on “VOLUNTEER” at the top.
2. By default, the Opportunities are listed based on date of posting, with the newest first. You can organize them by grid or list view by clicking on the icons next to the “SELECT A FILTER” dropdown menu. You can also use the “SORT BY” dropdown menu to change the order of the listing.
3. See where Opportunities are located compared to you via the map view. These show Opportunities at all locations beyond the main office.
4. Filter options using the dropdown “SELECT A FILTER” menu. The most useful are “Distance” and “Interest.”

The screenshot displays the 'Opportunities' page. At the top, there is a navigation bar with 'RETURN TO OUR WEBSITE', 'MANAGER', and 'HELP'. Below this is a sidebar with 'DASHBOARD', 'OPPORTUNITIES', 'EVENTS', 'AGENCIES', and 'COLLAPSE MENU'. The main content area is titled 'Opportunities' and features a search interface. The search interface includes a 'SORT BY' dropdown menu, a 'SEARCH BY' dropdown menu, and a search input field. Below the search input field are two more dropdown menus: '- Select Agency -' and '-SELECT DISTANCE-'. There is also a 'Zip Code' input field. A 'SEARCH' button and a 'CANCEL' button are located at the bottom right of the search area. Three opportunity cards are displayed below the search filters. Each card has a blue header with 'Runs Until Mar 20, 2019' and a blue icon of a telephone. The cards are: 1. 'Promotion/Management with Community Health/Wellness Agency (Wallingford Community Senior Center) Wallingford Community Senior Center'. 2. 'Promotion/Management with Community Health/Wellness Agency (Other Agency) Bellevue College RISE Learning Institute'. 3. 'Promotion/Management with Community Health/Wellness Agency (Mercer Island Youth & Family Services) City of Mercer Island Youth & Family Services'. Each card has a 'VIEW DETAILS' button at the bottom.

- a. Distance: Choose a distance from the dropdown list, enter in the preferred Zip Code, and click SEARCH.
  - b. Interest: Select the Interest from the dropdown list, and click SEARCH.
  - c. For example: Filter for an Arts & Crafts interest within 5 miles of 98007 (my school) or 98027 (my home).
  - d. "Age," "Date," "Family Friendly," and "Outdoors" might also be useful searches. However, not all Agencies have specified these in their Opportunity listings, so the searches may not be accurate or complete.
5. To learn more about who is offering this opportunity, click on the Agency name in the box on the right. That will take you to the Agency page, where you can learn more and decide whether this Agency / Cause interests you.

#### As a [Service-Learner](#), how do I find Opportunities associated with my class?

1. Click on your initials/picture in the upper right corner, and scroll down to "MY USER GROUPS." A User Group is the same thing as your class. You can also get there by clicking on "VIEW PROFILE." Select "VIEW OPPORTUNITIES" and you'll see the ones directly associated with your class.
2. If you want to see a longer list, click on "OPPORTUNITIES" on the left. You will see a mix of Opportunities associated with your User Group and those that are public and open to everyone.

#### As a [Service-Learner](#), am I allowed to Respond to Opportunities not associated with my class?

That really depends on the instructor. Agencies like to post Opportunities that are "Public," but all Opportunities specifically associated with the class are "Private." Some instructors have determined that you can definitely apply for Public Opportunities, as long as they are relevant to the class. Check with your instructor to see what you can do.

#### As a [Service-Learner](#), how do I find Opportunities that are remote?

Remote Opportunities give you a chance to support an Agency if, for reasons of time or accessibility, you aren't able to volunteer at their location. Some organizations offer remote Opportunities. To find them:

1. Filter for Distance "Is In" the zip code "98007."
2. Open the Opportunities in the list and look for ones with the yellow box that says "Remote Tasks May Be Available."
3. It is possible that some Agencies not associated with 98007 also offer remote opportunities, so explore beyond 98007 to find others.

As a **Volunteer**, am I allowed to engage with an Agency that isn't in the portal?

Absolutely! We encourage you to volunteer with any agency that interests you. We recognize that there is NO WAY that we could have every possible organization in the portal. You can even log hours towards these agencies (see below). If you think that this agency should be an official partner, let [service-learning@bellevuecollege.edu](mailto:service-learning@bellevuecollege.edu) know!

As a **Service-Learner**, am I allowed to engage with an Agency that isn't in the portal?

It depends on the class. For most classes, we ask that you stick with the opportunities and agencies attached to your class. However, in classes that require a single shift (e.g. Nutrition), students may be allowed to volunteer with Agencies outside the portal. And in some circumstances where the number of options are limited, reaching beyond the portal may also be allowed. Check with your instructor. For most classes, though, students will need to stick with the provided Opportunities.

What do the colored boxes mean when I'm looking at Opportunities?

<p><b>SPECIFIC AGE RESTRICTION</b> Check with Agency</p>	<p>At least one Opportunity requires you to be above / below a certain age.</p>
<p><b>MAY NEED LONGER DURATION</b> Check with Agency</p>	<p>At least one Opportunity, or this particular Opportunity, requires regular volunteering that goes beyond a single quarter.</p>
<p><b>LONGER DURATION REQUIRED</b> Check with Agency</p>	<p>This Agency is faith-based, but does not require volunteers to be of that faith, spread that faith, or work only with communities of that faith.</p>
<p><b>FAITH-BASED AGENCY</b></p>	

**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.), but the Agency also provides roles for other people.

**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.

## Communicating and Logging Hours

### When should I express interest in an Opportunity?

Tuesdays and Wednesdays are the best days to reach out to an Agency (see below). It's best NOT to contact an Agency the day before or after a weekend/holiday. Your message might not be noticed.

### How do I express interest in an Opportunity?

1. Simple! Click "RESPOND" at the top or bottom right corners of the Opportunity screen. If you are a **Service-Learner**, and this is your first time Responding to an Opportunity, you may see something else other than "RESPOND." See the next question for details.
2. Introduce yourself in the Notes section. Mention why you're interested in that opportunity, how you can contribute to it, what your availability is, what languages you speak, and what you want to gain from the experience. If part of a class, talk about how that Agency / Opportunity relates, and emphasize that time is limited and you want to get started right away.
3. Click the "SUBMIT OPPORTUNITY RESPONSE" button and wait.

### Wait...I don't see the "RESPOND" button, but something that says "SIGN WAIVER." What's that, and what do I do?

This is the College's Assumption of Risk form. Depending on why you're using this portal, you may need to complete it before you can Respond to an Opportunity. The form is pretty standard, except for the fact that it lists every possible thing that could possibly go wrong. We're all about comprehensiveness at Bellevue College! **Volunteers** may not be asked to complete this, but all **Service-Learners** need to do so. Here's how you complete it:

1. Click the "SIGN WAIVER" button, and then click "CONTINUE."
2. You will be taken to the form.
  - If you are an adult (18+), then you just write your name and the date at the bottom, click "COMPLETE SIGNING," and then "YES." That's it!
  - If you're a minor (less than 18), you will be asked to enter in your parent or guardian's email address. You will then enter your name and date, and submit.
    - THEN, remind your parent or guardian to check their email, and enter in their information.
    - You will not be able to Respond to the Opportunity until both of you sign the form. Under "Qualifications" in the drop-down menu, you will see your status as Pending until the all signatures are complete.
3. You will return to the Opportunity, and can Respond (see previous question).

I'm in a Service-Learning course, but wasn't asked to sign this form. What's happening?

It's likely that you chose a "Public" Opportunity not specifically assigned to your class (see above), or we just made a mistake and the "Private" Opportunity does not have the form attached. Just inform your instructor. It's important to the college that you complete this form.

Do I need to sign this form EVERY TIME I take a service-learning class, Respond to an Opportunity, or volunteer?

No. Once signed, it stays attached to your profile for a year. You can view it under "Qualifications." So, if you Respond to various other Opportunities, take multiple service-learning courses, or choose to volunteer within that period, you're covered.

What happens after I submit an Opportunity Response?

1. An automatically generated email gets sent to the contact associated with that Opportunity. It has information about you, including your email address and the Note you wrote.
2. The contact will send you a message to your email address, NOT through the portal.
3. While waiting, check the Opportunity again to see whether you need to also apply via the Agency's website and/or submit some paperwork.
4. Once you hear back, start a conversation and see where it leads.

What if I don't hear back from the Agency?

1. If you don't hear back within two (2) working days (not counting Saturdays, Sundays, or holidays), send a reminder to the contact given in the "Thank You for Your Interest" message you receive after submitting a Response. You can view this message through your email or through the portal.
2. If you still don't hear one (1) full day after sending a reminder, move on to another agency. Inform your instructor and [service-learning@bellevuecollege.edu](mailto:service-learning@bellevuecollege.edu).

Where do I check my messages?

The bell icon at the top of the screen.

Can I email through the portal?

No.

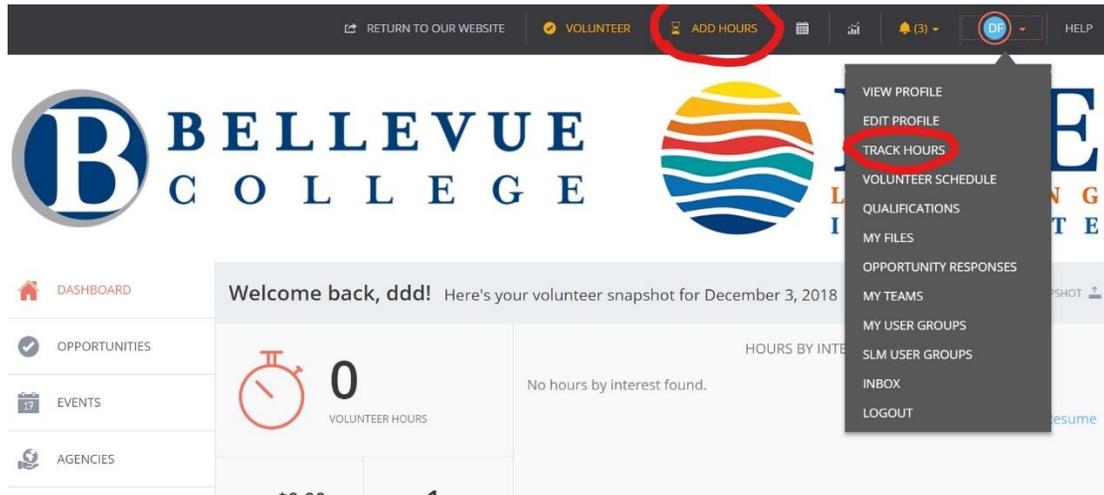
### Can I submit multiple Responses at once?

Absolutely! For **Volunteers**, we encourage you to connect with as many Opportunities as possible. For **Service-Learners**, you should really focus on one Opportunity to add depth to your experience over many shifts, but you can still Respond to 2-3 Opportunities just in case someone isn't responsive.

Keep in mind that the portal equates a Response with a confirmation. So, if you end up not volunteering for that Opportunity, the portal will still think you are. If you don't log hours with that Opportunity, then nothing happens. Therefore, there is no need to cancel a Response unless you want to.

### Speaking of which...how do I log hours?

1. Click either on "ADD HOURS" at the top of the screen or on "TRACK HOURS" from the dropdown menu.



2. Fill out the page:
  - a. First, indicate whether you're applying hours towards an Opportunity you chose on the site.
    - i. For most students, the answer will be Yes. Then, choose the Opportunity from the dropdown list towards which you're applying the hours.
    - ii. If you volunteered with an organization NOT in the Portal, then choose No. Enter in the name of the Agency, the contact person, and the contact email. Even though only the email is required, please provide the other information for RISE's official records.
  - b. Put in the Date and number of Hours Worked.
  - c. Don't put anything in Miles Traveled unless explicitly requested by your instructor.
  - d. Choose the User Group to which to apply the hours.

- i. For **Service-Learners**: This is essential. Otherwise, your instructor won't know that you're volunteering!
    - ii. For **Volunteers**: If you're not in a User Group, then just choose n/a.
  - e. Feel free to write some comments under "Description." What you write here will go to the Agency, and is a great way to give feedback.
  - f. For **Service-Learners**: Some instructors will ask you to complete a Reflection when you submit hours. If the question(s) appear with a red asterisk (\*), you will be required to write something every time you submit hours.
  - g. Click the "SUBMIT HOUR ENTRY" button.
3. The Agency contact, who may be different from your Opportunity supervisor, will receive an email asking them to approve the hours.

### When should I log my hours?

Do it immediately every time you volunteer so the Agency doesn't forget that you were there.

### How do I check on whether my hours are getting approved?

1. You can check your total contributed hours by going to "VIEW PROFILE" and looking in the small gray box to the left of the Causes.
2. For **Service-Learners**: Go to "SLM USER GROUPS" to see how many of the required total hours you have remaining.
3. If numbers in either location don't seem to be changing, you know that the Agency hasn't approved your hours.

### And if they're not approving my hours, what do I do?

1. Send a polite reminder to the contact.
2. If nothing happens, inform your instructor and [service-learning@bellevuecollege.edu](mailto:service-learning@bellevuecollege.edu).

### When I leave BC, is there a way to take all my hours with me?

Whenever you volunteer, a new entry will appear in your "volunteer resume," which keeps track of all the hours you did, the types of volunteering and with whom, and any badges that you earn. You can download it from your Dashboard, and it'll be a PDF you can take with you.

### Badges? What are those?

Whether you are a **service-learner** or a **volunteer**, your cumulative hours (per year) can earn you badges that then appear on your Dashboard and volunteer resume.



## How do I cancel or unregister for an Opportunity?

1. Go to “OPPORTUNITY RESPONSES” via the dropdown menu, click “Select an action,” and choose “Unregister.” Click “Yes” to unregister (the default is “No”). – OR –

The screenshot shows the 'My Responses' page with the following table data:

OPPORTUNITY NAME	AGENCY NAME	RESPONSE DATE	SHIFT BEGINS	OPTIONS
Test 2	Bellevue College RISE Learning Institute	Sep 27, 2018	Sep 27, 2018 6:01pm	Select an action
Test	Bellevue College RISE Learning Institute	Sep 27, 2018	Sep 27, 2018 12:00am	Select an action

The 'Options' dropdown menu for the first entry is open, showing the following actions: Select an action, Edit, Add Hours, and Unregister.

2. Return to the original Opportunity, and where the “Respond” button once was, you’ll now see “Unregister.” Click that and “Yes.”

## 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 **every day**. Otherwise, you might miss important notifications.

## Troubleshooting for Service-Learners:

The portal removed me from the User Group! What do I do?

That's really annoying! First, try logging out and logging back in. If that doesn't work, go back to the register link given by your instructor. Clicking it should fix it. If it keeps happening, report it to [service-learning@bellevuecollege.edu](mailto:service-learning@bellevuecollege.edu).

The portal won't let me respond to an Opportunity as part of the User Group. What's happening?

Check the date. Are you submitting a response after the deadline given by your instructor? Is it more than halfway through the class? If yes to either, please inform the instructor so they can give you access to responding. If no, then email both your instructor and [service-learning@bellevuecollege.edu](mailto:service-learning@bellevuecollege.edu).

My hours aren't being logged towards my class. What do I do?

Most likely, you forgot to apply the Opportunity Response to your User Group. Go to "OPPORTUNITY RESPONSES" via the dropdown menu, click "Select an action," click Edit, and choose the User Group. Then click "UPDATE USER RESPONSE." Check with your instructor whether they can view your hours now. If not, contact [service-learning@bellevuecollege.edu](mailto:service-learning@bellevuecollege.edu).