

Phoenix Serve Academic Service-Learning Class Management Guide

Phoenix Serve is the community engagement tracking platform for Elon University. Phoenix Serve replaces the paper process for submitting student service hours at the end of each semester. Students will submit service hours throughout the course of a semester, and they are verified by either community partners or faculty members. Alongside tabulating student service hours, the platform also offers options to gather qualitative feedback from your students as well. The guide below is designed to explain how to utilize the Phoenix Serve platform. Faculty members are welcome to contact the Kernodle Center for Civic Life for additional support and one on one assistance.

Accessing Your Class in Phoenix Serve

You can access classes you are teaching by logging into Phoenix Serve at <https://elon.givepulse.com> with your Elon username and password and clicking the “My Activity” tab. If your class is designated as a service-learning or community-engaged class with the registrar, it will be automatically uploaded into Phoenix Serve. In order to view your class, click on the class page link. Students should be pre-populated in your course. If any student drops or adds your course, that will be synced automatically in Phoenix Serve. If any students in your class are not showing up in Phoenix Serve, contact Kyle Anderson at kanderson52@elon.edu.

You can copy and paste the link to your class page and share that directly with students and/or copy and paste that into your course syllabus as well.

Managing Your Class in Phoenix Serve

In order to manage a class, click the blue Manage tab at the top of your class page. Once you click that you, you will be directed to the administrator dashboard.

Setting Up Service Opportunities

Once you identify community partner organizations you will work with for the semester, the Kernodle Center for Civic Life will support you in posting these opportunities on your class page in Phoenix Serve.

- Service-learning opportunities can be created as events or projects within the platform:
 - Events can be open ended – this is the most likely, and most flexible opportunity type that will be setup for your course.
 - Events can have a set schedule with re-occurring shifts that students can sign-up for throughout the course of the semester.
 - Events can be project based.
 - If events are open ended, project, or research based, you or the community partner can list instructions for your students on how to sign-up for opportunities.

- Community partner contacts(s) will be designated as event or project administrators by the Kernodle Center for Civic Life so they have access to see what students are signing up for so they can approve service hours/impacts throughout or at the conclusion of the semester.
 - Faculty members have access to view and approve all service hours/impacts as well in case a community partner forgets to confirm hours.

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Service Hour Impact Verification, and Tracking

- Once a student submits their service hours/impacts, they will then be verified by the community partner organization contact:
 - Impact verification is necessary to verify the duration of the volunteer activity
 - Faculty and community partners can verify via email. You/your partner will receive email notifications informing you that an impact was made and needs to be confirmed.
 - Faculty and community partners can also verify via the group's Manage Impacts page to dispute, bulk verify, and view the impacts. To do so, log in to their group page, click the blue Manage button, and click Impacts then Manage Impacts from the menu.
- To see all students' hours/impacts for your class, when you login to your class on Phoenix Serve, on the Manage screen, click Users, then click Manage users. From there, you will see a blue tab that says Actions. Click on that and then click on course summary report. A report can then be downloaded for you, listing your students' placements and hours served to date.

Service Hour Entering Process for Students

As students volunteer, they should be tracking hours on Phoenix Serve following these steps:

- If students are volunteering at random times through open opportunities, projects, or research, they are responsible for inputting their own hours.
 - In order to input hours, students will log into Phoenix Serve. On the top of the menu, they click "My Activity," then "Classes," then find you class.
 - Once on your class page, they click "Add Impact."
 - Students select where they volunteered and their class from dropdown menus.
 - They enter the number of hours and date they completed their service activities.
 - You can also choose to require a reflection or attach additional materials (photos, presentations, documents, etc.) allowing them to further reflect on their experience, which may help to provide additional insight on their experiences at their site.
 - Whichever course is chosen to make the impact with, it will automatically be shared with that course. Students have the option to share hours with other groups. To share hours with another group, a student clicks the box under sharing settings and groups they are affiliated with will populate. They can choose which groups(s) to share hours with from there. If they want impacts to count for groups they are affiliated with (Fraternities, Sororities, Student Organizations, etc.) this step is crucial. If they created an impact and forgot to select who to share it with, they can go back and update the impact later.
 - Important Note: In order to share impacts with another group, a student must be a member of that group in Phoenix Connect
- If a student is signed up for reoccurring volunteering opportunities that are on a set schedule, at the conclusion of each opportunity they will be prompted to verify their hours electronically.

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Other Features

Surveys

Go to manage your class, then click on surveys. You can create a survey if you are looking to poll your students on something integrated with your class.

Once service opportunities or projects are created, if you seek to do a pre-survey, you can setup that option with accompanying questions when students sign up for opportunities. To add registration questions, within the Manage tab, click events, and then manage events, then click each opportunity. Within each opportunity, click on registration questions, and then drag and drop question types if you would like to add this option for your students.

Service Impact Customization

You can customize what students share about their service experience when they go to input their service hours/impacts.

If you would like to add additional questions to allow for additional data and information setting, select the Manage tab from your class page. Next, click customize and then click impacts. Once on the impacts screen, click "Global Impact Questions." From this tab, you can drag and drop questions to prompt students for additional information as they volunteer throughout the semester.

Using Wall Posts for Open Class Discussion

You can utilize wall posts at the bottom of your class page for discussion with your class or to have a threaded discussion if you choose. The wall post feature is automatically turned on, but to utilize the thread feature, it needs to be turned on. To turn on, click the Manage Class tab, then customize, then look and feel, and lastly wall posts. Click yes next to enable threads and this will activate this feature.

Other Things to Note

Integration with Moodle: Phoenix Serve has the capability to integrate with Moodle. If that is something you are interested in exploring further, contact Kyle Anderson in the Kernodle Center for Civic Life at kanderson52@elon.edu.

Integration with the Elon Experience Transcript: at the conclusion of every semester, all service hours approved through Phoenix Serve are synced with a students' Elon Experiences Transcript.

SUPPORT

If you have need additional support or have questions about how to utilize Phoenix Serve, contact the Kernodle Center for Civic Life Service Ambassador team at ambassadors@elon.edu or 336-278-7250.