



RockServe Quick Reference

KEY TERMS:

ROCKSERVE: the brand name for SRU's institutional account on Give Pulse, Inc.

CAMPUS GROUP: a subgroup, program, unit, initiative, or club that a user manages within their network.

COMMUNITY PARTNERS: a group or organization that partners with another group to establish a relationship.

IMPACT: a general term on RockServe that describes all types of community engagement activities such as philanthropy, direct service, training, research, voter participation, and reflections. Users can track impacts through RockServe and collect data to demonstrate their community impact.

VERIFICATION: a process that administrators use to confirm that information provided by volunteers is accurate. Verification can be used to confirm attendance, duration of volunteer activity, donation amounts, and more.

IMPACT SUMMARY: a downloadable summary of an individual's cumulative and verified impacts including a breakdown by impact type, organization, term, and awards/digital badges earned.

ADMINISTRATOR: has full control over a group, including managing roles, adjusting settings, adding new users and impacts, creating events, and more.

EVENT MANAGER: can create, edit, duplicate, cancel, or delete events, but these abilities are restricted to events only, unlike admins who have broader access.

User Guidelines

VERIFYING IMPACTS:

In RockServe, it is the **ADMINISTRATOR(S)** of the group or organization that is providing supervision, a volunteer opportunity, or service event that holds the right and responsibility to verify. However, an administrator may assign the roles of Event Managers and Check-In Attendants to individuals within their group to assist with event generation, management, and verifications.

SHARING IMPACTS:

In RockServe, users can share impacts with specific groups by selecting them in the sharing and privacy settings section at the bottom of the impact form. Users can also share impacts automatically with groups or community partners.

- a) **Share with groups or subgroups (campus groups):** When creating an impact, users can select which groups or subgroups to share it with. For example, students in a community engaged learning class can share their impact with their group using the "Course Engagement" section. Users can also search for an organization by geographical radius or select from a list of groups they are a member of.
- b) **Share with affiliating groups on or off campus:** When creating an event that involves a partner organization, users can automatically share impacts with affiliates or community partners in the "Share Impacts" section of the Impact Setting. Users can auto-share impacts made for an event with a community partner who can use the information for reporting and grant purposes.

HOSTING ON-CAMPUS SERVICE EVENTS The management of on-campus service events is shared between the CORE and ROCKSERVE platforms. CORE is utilized for event management functions such as scheduling space, coordinating logistics, and managing risk, while ROCKSERVE is utilized for community engagement in the management of volunteers, impacts, and community affiliations.

Follow these steps:

1. **START** by creating the event under the Service Theme in CORE; managing event details such as scheduling space, coordinating logistics, and managing risk until the event is approved by the corresponding reviewers. Once approved, a basic service event will be generated and appear on both platforms.
2. Use the **CHECK-IN/CHECK-OUT** function on CORE to take attendance which will automatically be converted to service hours and appear on each student's transcript on CORE and RockServe.

For administrative privileges to edit and modify events on ROCKSERVE, campus departments, programs, and student organizations must be onboarded, or have their memberships annually synced from CORE to ROCKSERVE. Students may e-mail rockservie@srp.edu for assistance.

TRAVEL TO VOLUNTEER SITES

Travel time to and from community-based sites where students are serving **should not** be included in impact hour verification requests and approvals.

- a) **Rationale:** Verifiable impact hours are based on the commitment and delivery of time at or on behalf of a community organization or agency. Travel is considered a necessary part of the engagement; as it would be if one were going to work, except work does not let one clock in when they leave home. Campus departments and offices are encouraged to look for ways to support student travel and remove transportation barriers. These may include providing transportation services directly or providing student reimbursements to

community-based service activities. Faculty teaching community engaged learning courses are encouraged to leverage grants through the Office for Community Engagement to support student access to community-based project sites. Any individual, departmental, program, or institutional grants seeking to support any kind of community engagement should have funding allocations for student access and transportation built into them.