

[GWserves.givepulse.com](http://GWserves.givepulse.com)

## THE COMMUNITY ENGAGEMENT PLATFORM ANALYZING COLLECTIVE IMPACT

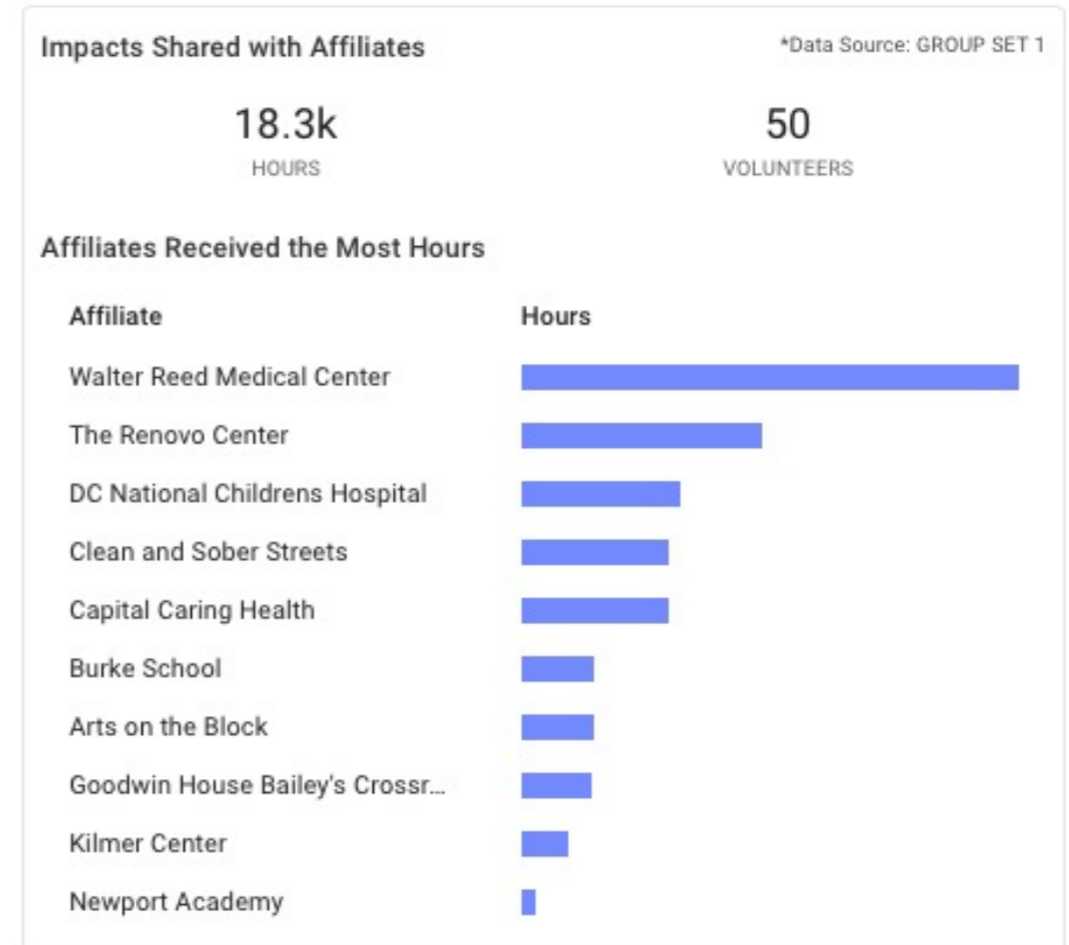
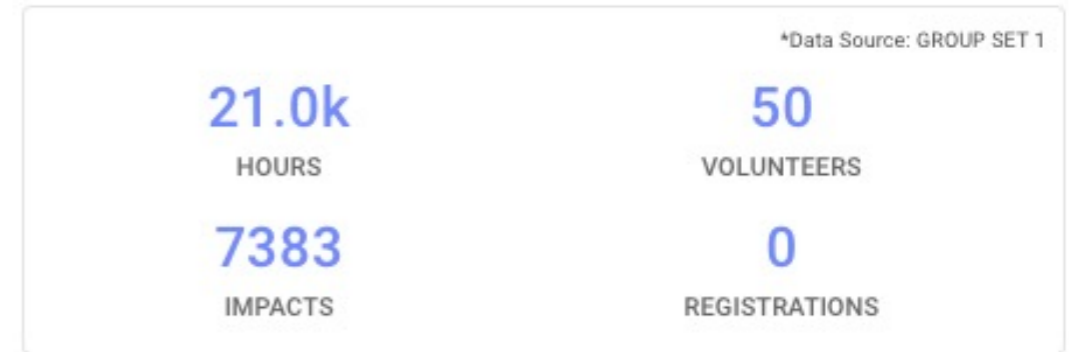
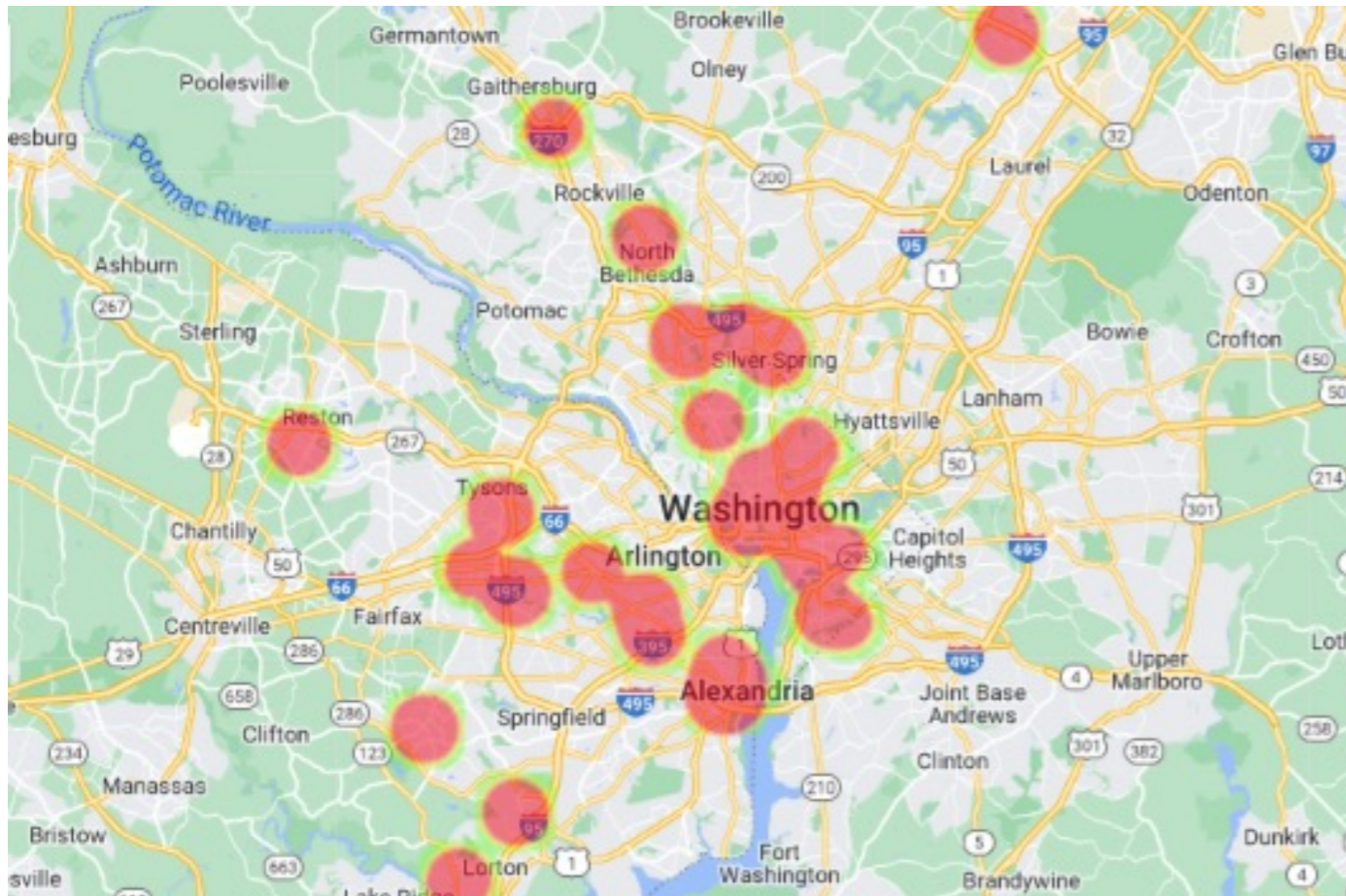
Volunteer  
Portal: Find  
Service  
Opportunities

Report  
Service to  
Instructors &  
Community

Summarize  
all your  
Community  
Engagement  
for Awards

# Why Report Community Engagement?

GWserves facilitates reporting who is doing what, where, and with what community partners



Sample data from GW's Art Therapy program: 9/1/21 to 9/1/22

# Why Report Community Engagement?

## Collective Impact

Reporting drives collaboration and effectiveness by connecting engagement by students and faculty across GW's departments and programs.



Free Minds Book Club & Writing Workshop builds community to foster personal development and systems change for justice-involved youth and adults through the literary arts, workforce development, trauma healing, peace-building, and member-led advocacy.

GW Programs / Courses Engaged with Free Minds	Students/Faculty Engaged
GWupstart Social Innovation Grants program: Emily Zhang, Projects for Peace	1
CGD 2091 Design Studio II, Maria Habib ( <i>note: students designed the Free Minds branding materials, including the logo above</i> )	5
HSSJ 2170 Prof Relationships & Human Services, Tina Abrefa-Gyan	4
CGD 2060 Typography II, Sharmila Karamchandani	10
UW 1020 University Writing, Phyllis Ryder	14
UW 1020 University Writing, Pam Presser	11
COMM 1041 Interpersonal Communications, Abbie Weiner	2
PUBH 2117 Service Learning in Public Health, Sara Wilensky	2

# What to Report?

DO Report	Do NOT Report
Time spent on any activity assigned to you by a community partner or related to the project your are doing with them.	Traveling to/from a service site, unless the travel is part of the related activity, e.g. a tour that is part of an orientation, or supervising school children on a bus to the service site
Activities related to creating products for the community partner, e.g. grants, brochures, websites	Reflection activities, assigned or otherwise, e.g. writing field notes or reflective journal entries
Planning, doing research, or preparing for activities when necessary to complete assigned tasks.	Time spent learning the course-based skills used to complete the project.
<i>For example: if you are presenting research to your community partner. The time reported should reflect not just the 30 minute presentation to the community, but all the time spent preparing the presentation, making visual aids, and rehearsing it.</i>	<i>For example, if you are conducting interviews for a program evaluation. The time you spend in class <u>learning how to</u> conduct an interview in general <b>SHOULD NOT</b> be reported. The time spent <u>preparing</u> to conduct the actual interviews for your service project, <b>SHOULD</b> be reported as time toward your service project.</i>

# Steps to GWServices Reporting

## If Course has Projects

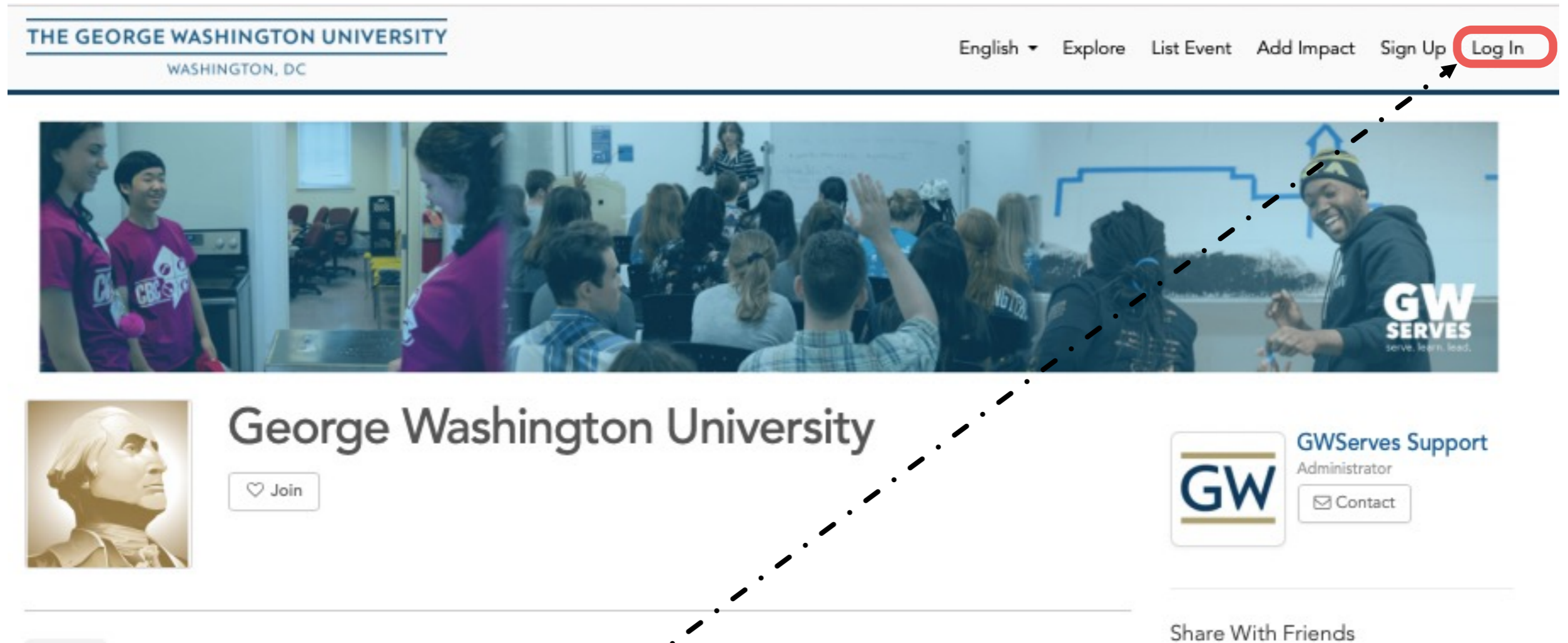
- [Login](#)
- Go to Course Page from “My Activity” menu
- Click on your Project
- Click on “Add Impact”
- Complete the short form and submit

## If Course doesn't have Projects

- [Login](#)
- Use “Explore” to search for your community organization
- On their page, click “Join”
- Click on “Add Impact”
- Complete the short form and submit

\* If your community partner doesn't have a GWServices page, Click “Add Impact” from your Course page, and for the first question, click “Can't Find It.”

# 1. Log in: [GWserves.givepulse.com](https://GWserves.givepulse.com)



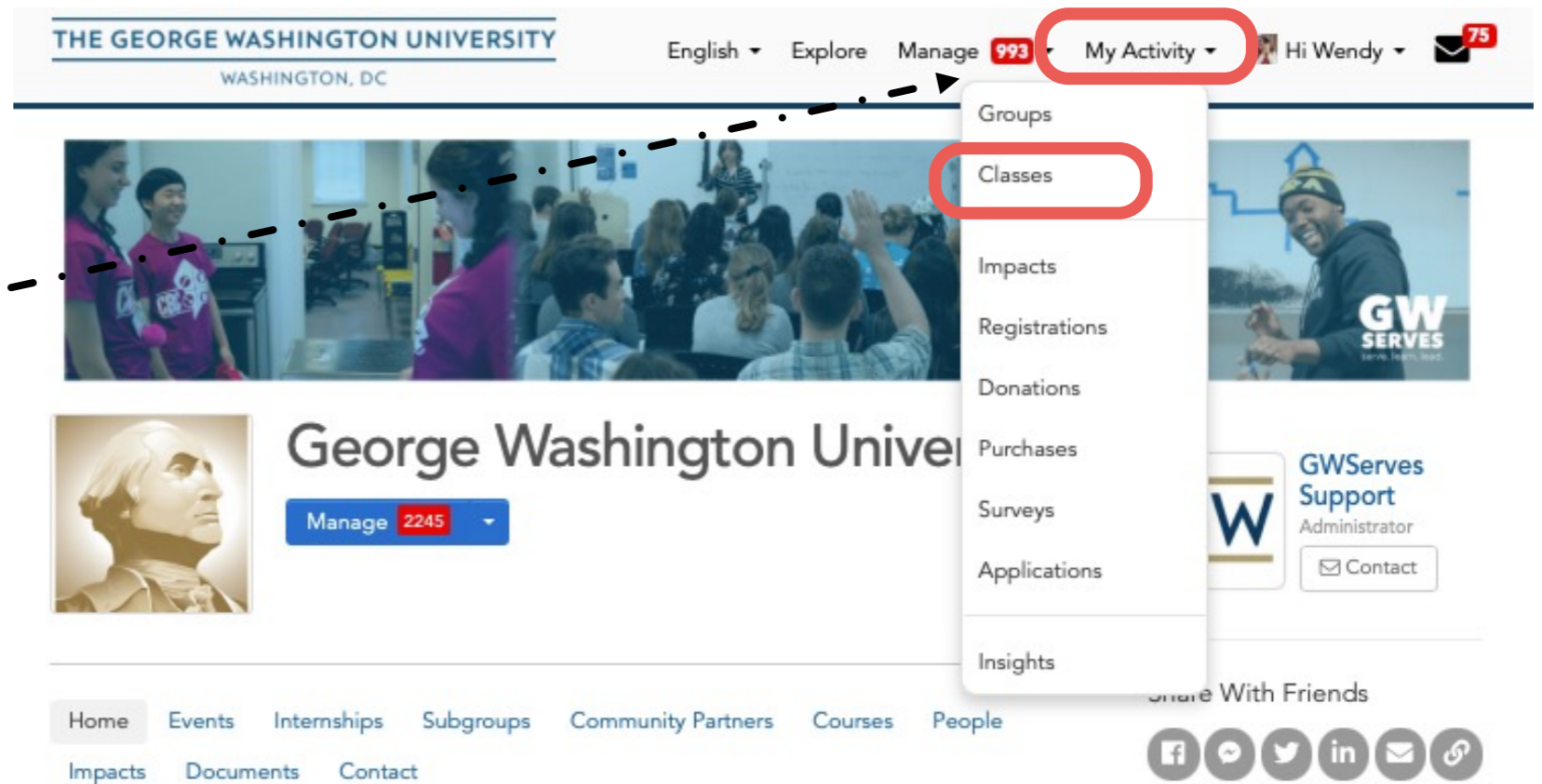
The screenshot shows the top navigation bar of the GW Serves website. On the left, it displays "THE GEORGE WASHINGTON UNIVERSITY" and "WASHINGTON, DC". On the right, there are links for "English", "Explore", "List Event", "Add Impact", "Sign Up", and "Log In". The "Log In" link is highlighted with a red circle and a dashed arrow pointing to it from the text below. Below the navigation bar is a large banner image showing a group of students in a classroom setting, with the "GW SERVES" logo in the bottom right corner. Below the banner is the "George Washington University" profile header, which includes a profile picture of George Washington, the name "George Washington University", a "Join" button, and a "GW Serves Support Administrator" section with a "Contact" button. A "Share With Friends" link is also visible at the bottom right of the header area.

**GW Single Sign-on**

**Use the same login and password as GW email**

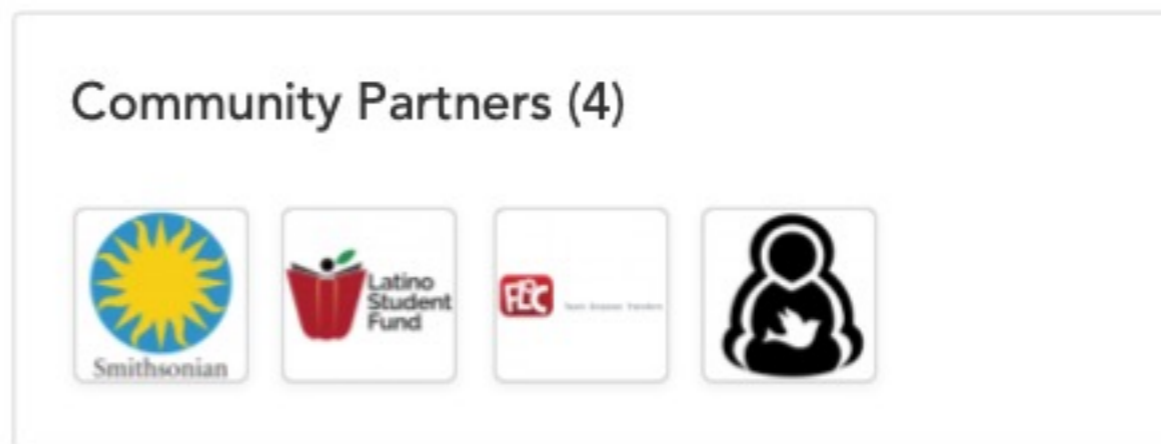
## 2. Find Course Page

Click “My Activity” and “Classes” to see the link to your community engaged scholarship course



Your course *might* have a list of community organizations your instructor has pre-approved as a good fit for the learning goals of the course.

In this case, click the links on your course page to explore community organizations you might work with.



# 3. If Course has Projects, Find Yours

On the course page, scroll down to the "Projects" section.

Click on the Project you worked on.

The screenshot shows a course page with a 'Projects' section. The 'Projects' tab is highlighted with a red circle. Below it are two project listings:

- FoodPrints Volunteering**: Posted by FRESHFARM FoodPrints. Description: FoodPrints integrates gardening, cooking, and nutrition education into the curricul... 12 Remaining. Open Opportunity. Community.
- GroW Garden: GW Course Service Opportunity**: Posted by GroW Garden. Description: This service opportunity is intended for GW student volunteers. The GroW Community ... 90 Remaining. Open Opportunity. Subgroup.

From the resulting Project page, click "Add Impact." Typically there is no need to Register, but check the Project Description to be sure.

The screenshot shows the 'FoodPrints Volunteering' project page. The 'Add Impact' button is highlighted with a dashed arrow. The page includes a 'Register' button, a 'Contact' button for the administrator, and social sharing options.

**FoodPrints Volunteering**  
Open Opportunity

FRESHFARM FoodPrints / Events / FoodPrints Volunteering

Home Contact Register

**About**

FoodPrints integrates gardening, cooking, and nutrition education into the curriculum at partner schools in Washington, DC. Volunteers help teach hands-on lessons that get students excited about growing, preparing and enjoying fresh, local whole foods. FoodPrints brings science, math and social studies to life; with the goal of improving health outcomes of children and families.

Register  
Add Impact

Shayna Druckman  
Administrator  
Contact

Share With Friends  
Facebook, Messenger, Twitter, LinkedIn, Email, Print  
Invite Promote



# 3. If Course Does Not have Projects: Find/Join Community Organizations

To find community organizations:  
Click "Explore"

THE GEORGE WASHINGTON UNIVERSITY  
WASHINGTON, DC

English Explore Manage 916 My Activity Hi Wendy 75

George Washington University  
Manage 2165

GWServes Support Administrator  
Contact

Home Events Internships Subgroups Community Partners Courses People Impacts Documents  
Contact

Share With Friends

On the Explore page,  
search by key word or  
explore the tags for  
Causes and SDG's

THE GEORGE WASHINGTON UNIVERSITY  
WASHINGTON, DC

English Explore Manage 993 My Activity Hi Wendy 75

Explore volunteer opportunities  
and communities near Washington, DC

DC Central Kitchen within 20 miles of 20052

GWServes Emergencies Type Causes SDGs

DC Central Kitchen  
Washington, DC  
DC Central Kitchen is America's leader in reducing hunger with recycled food, training unemployed adults for culinary careers, serving healthy...

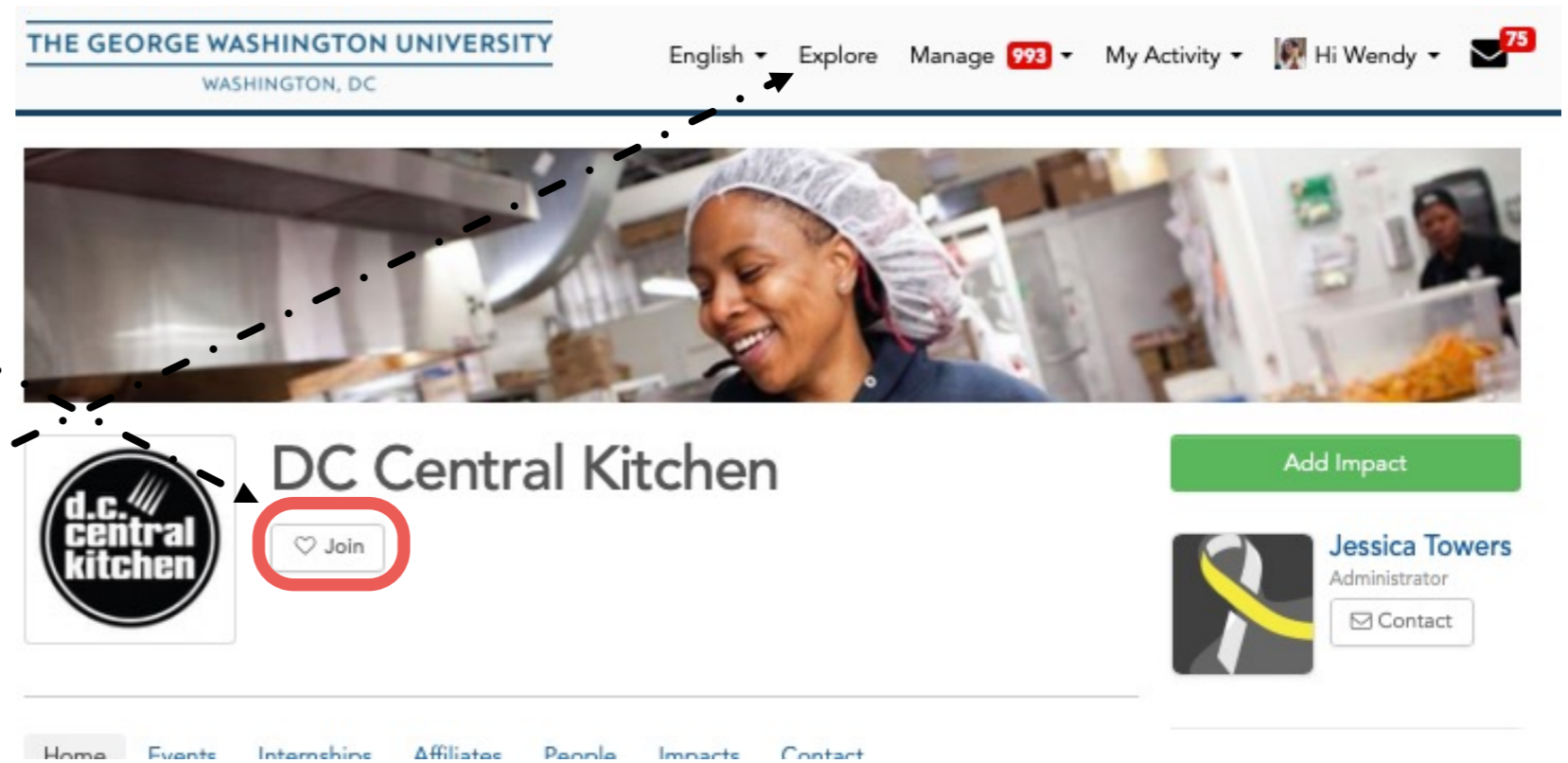
1.89 miles away

Click on the group you  
are searching for to see  
their GWServes page.

# Join Group Pages, Step Two

Click the Join button for this group.

Repeat this step with other community organizations and with GW programs and student groups



The screenshot shows the top navigation bar of the GW Serves platform with the university name and user profile. Below is a banner image of a woman in a kitchen. The group name 'DC Central Kitchen' is displayed with its logo and a 'Join' button circled in red. A green 'Add Impact' button and the administrator's name 'Jessica Towers' are also visible.

When you join a group's page:

- They will appear in your list of "Groups" which makes it easier to share impact reports on your work with them
- You will appear in their "People" section

If you partner regularly with a community organization that is not on GW Serves, let us know ([gwserves@gwu.edu](mailto:gwserves@gwu.edu)). We would be happy to reach out to them about joining the platform (which is free for them).

# 4. Click "Add Impact" to Report Community Engagement Activities

Click the green "Add Impact" button that appears on any community partner, course, or GW group page.

OR

Click Add Impact from the drop-down menu.

The screenshot shows the top navigation bar of The George Washington University website. Below it is the ArtReach GW logo. The main content area features the ArtReach GW logo, a 'Manage 2' button, and a profile for Aselin Flowers, Director. A green 'Add Impact' button is highlighted with a red circle. A dashed arrow points from the text on the left to this button. Below the profile is a navigation menu with options: Home, Events, Community Partners, People, Impacts, Documents, and Contact. The 'About' section contains the following text: **Mission:** Making connections between people and their communities through art. **Visions:** ArtReach GW aspires to be a cornerstone for community engagement through visual art-based work. **Youth/Adults Classes:** ArtReach GW provides free high-quality fine arts education, therapeutic arts classes, and advanced fine arts college preparation facilitated by GW Corcoran alumni and local teaching artists to youth and families who resides in DC Wards 7 & 8. **Community Projects:** ArtReach GW collaborative projects act as a vehicle for strengthening cross-cultural understanding, enhancing communication, activating citizenship, heightening a sense of self-worth, and fostering greater understanding of their communities.

The screenshot shows the top navigation bar of The George Washington University website. Below it is a banner image of a group of people. A user menu is open, showing options: Dashboard, Profile, Account, Add Impact, Summary, and Switch to New View. The 'Add Impact' option is highlighted with a red circle. A dashed arrow points from the text on the left to this option.

# 5. Complete the Add Impact Form

The first question is asking for the name of the community partner organization

Search My Groups to find it quickly

If your community partner organization does not have a page on this platform:

Click the “Can’t find it?” button.

You will be prompted to provide the organization’s name and the name/email of a contact person.

THE GEORGE WASHINGTON UNIVERSITY  
WASHINGTON, DC

English ▾ Explore Manage 920 ▾ My Activity ▾ Hi Wendy ▾ 75

## Add Impact

Track your community engagement

📍 Where did you create the following Impact? Can't find it?

Keyword Search 🔍 within 20 miles of 20052

My Groups Type Causes

# If Community Organization isn't on GWServes

If your community partner doesn't have a page on GWServes, click the **"Can't find it" button**, which results in this page.

**Add the name of the group (or person) you worked with.**

**Verifier: Check with your instructor.**

- In some cases, add the name and email of the community member you worked with
- In some cases, use your instructor's name/email

THE GEORGE WASHINGTON UNIVERSITY  
WASHINGTON, DC

## Add Impact

Track your community engagement

📍 Where did you create the following Impact? Add Timesheet Search Groups

Is the place where you volunteered not listed? Let us know more about the group or organization.

Where is this group located in?

City  State  United States

### Course Engagement

Is this impact for course(s)?\*

Yes

No

### Verification

Verifier's Name\* Verifier's Email\* Verifier's Phone

*In order to verify this, please provide the name, email and phone number of the event organizer or of the person that can confirm you were there.*

# The Add Impact Form

**Any item without an \* can be skipped.**

## Verifier: Check with your instructor.

- In most cases, you will leave the Verifier as-is
- In some cases, click the blue link to add contact info and enter your instructor's name/email

**Dates and Hours are your best estimate.**

## What was the Impact?

Be brief here. If you have longer descriptions elsewhere (e.g. webpages, news articles, reports, journal articles, photos) link to them here or upload them as an attachment.

## Pathway of Service

Choose the option that best fits your project.

The screenshot shows a web form with several sections:

- Verification:** A dropdown menu for 'Select Verifier\*' is set to 'Aselin Flowers'. Below it is a link: 'Missing from the list? [Click here to add contact info.](#)'
- Date:** Includes 'Start Date \*' (09/15/2022) and 'End Date' (09/15/2022). Below are 'Start Time' (12:00 pm) and 'End Time' (2:00 pm) dropdowns.
- Impact Type & Measurement:** A dropdown for 'Time' and an input field for 'Hours \*'.
- Requested Information:**
  - What was the Impact?:** A heading for the impact section.
  - What was the impact for the community? (What did you do with or for this organization?) \*** A text input field.
  - What was the impact on you? (What did you learn or gain?) \*** A text input field.
  - What type of service did you do? \*** A radio button selection:
    - Community Engaged Learning and Research
    - Community Organizing and Activism
    - Direct Service
    - Philanthropy
    - Policy and Governance

At the bottom, there is a note: 'For more information about the pathways of service visit [serve.gwu.edu/service-hours](http://serve.gwu.edu/service-hours)'

# The Add Impact Form

Any item without an \* can be skipped.

If you like, upload documents like photos or reports.

## Sharing

- The report will automatically share with your course instructor and the community organization you reported above
- To add other groups to share the report with, click here and start typing. It will auto-fill from the list of groups you have already joined

## Consider sharing with:

- GW groups like your School/Dept
- Other community organizations involved in a larger collective effort
- You need to have “joined” these groups first

Click the Green Button to submit the report.

The screenshot shows the 'Add Impact' form with several sections and annotations:

- About Your Experience**: A header section.
- Review, Reflection and Feedback**: A large text area for providing feedback.
- Personal Notes**: A text area for private notes, with a note below stating 'Personal notes are private and only viewable by you'.
- Attachments**: A section for adding files, with supported file types listed (jpg, jpeg, png, gif, ppt, odt, xls, xlsx, csv, rtf, pdf, txt, doc, docx, zip) and an 'Add Attachment' button.
- Sharing and Privacy Settings**: A section for sharing settings, including a note 'Share this impact if you participated or served with another group or organization.' and a list of groups to share with. The groups listed are: George Washington University, Honey W. Nashman Center for Civic Engagement and Public Service, and GW School of Medicine and Health Sciences (SMHS). The SMHS group is circled in red.
- Make your impact private?\***: A section with radio buttons for 'Yes' and 'No' (selected). A note below states 'Private Impacts are visible to you and groups you share with'.
- Add Impact**: A green button at the bottom to submit the report.

Annotations include dashed arrows pointing from the text on the left to the corresponding form sections: from 'upload documents' to the Attachments section, from 'Sharing' to the Sharing and Privacy Settings section, and from 'Click the Green Button' to the Add Impact button.

# Update an Existing Impact Report

Impacts can be updated at any time to extend the time of the project or add new information (e.g. as community outcomes are realized or journal articles are published).

Use the My Activity menu to select "Impacts"

The screenshot shows the user profile for Wendy Wagner. The top navigation bar includes 'THE GEORGE WASHINGTON UNIVERSITY WASHINGTON, DC', 'English', 'Explore', 'Manage 920', 'My Activity', and 'Hi Wendy' with a notification badge of 75. A dropdown menu is open from 'My Activity', listing: Groups, Classes, **Impacts** (highlighted with a red circle), Registrations, Donations, Purchases, Surveys, Applications, and Insights. Below the profile, statistics show: 24 Total Hours, 19 Verified Hours, \$0 Total, and \$0 Total Verified. An impact entry is shown with a 'GT' icon and the text 'Wendy Wagner gave to GW Training Group'. Below this entry, a 'Pending' status with a dropdown arrow is highlighted with a red circle. At the bottom right, an 'ENGAGEMENT' bar chart shows 'IMPACTS' on the y-axis (0 to 5) and months on the x-axis (SEP '21, NOV '21, JAN '22, MAR '22, MAY '22, JUL '22, SEP '22).

For the Impact you'd like to update, click the down arrow to see the menu and choose "Update"



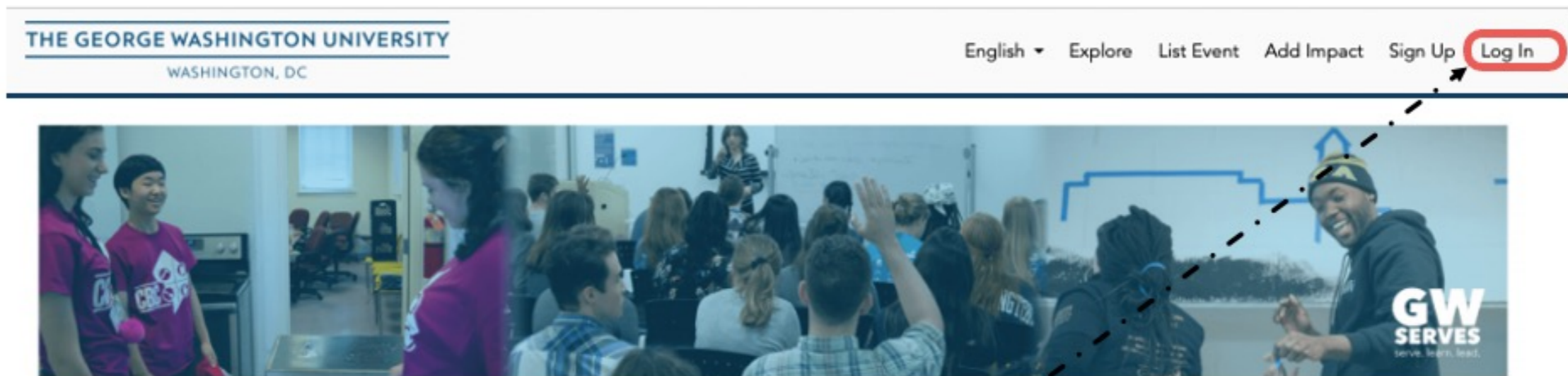
# Trouble-Shooting

If GW Serves isn't responding as it should, most of the time the problem is one of the following.

1. Be sure you have bookmarked your browser to [GWserves.givepulse.com](http://GWserves.givepulse.com)

Do not search your browser for "givepulse." That will take you to a nation-wide platform, not GWserves.

2. Have you logged in? Instead of "Hi Name" it will say "Log in"



# Trouble-Shooting

If GW Serves STILL isn't responding as it should, you might unintentionally have two accounts: [name@gwu.edu](mailto:name@gwu.edu) and [name@email.gwu.edu](mailto:name@email.gwu.edu).

It's easy to merge them:

1. Determine which account you are currently logged in under (you may need to log out and log in again)
2. Go to your Account Screen from the "Hi Name" menu.
3. Choose Merge Accounts
4. Enter the email account you are not currently logged in as and click the blue Merge Accounts button.

The screenshot shows the user profile for Wendy Wagner with 18 impacts. A navigation menu on the right has 'Account' highlighted. The 'Merge Accounts' section contains instructions and a list of items to be merged. A red box highlights the 'Send Merge Accounts Email' button and the input field for the email address of the account to merge over. A red box also highlights the 'Merge Accounts' button in the left sidebar. Dashed arrows indicate the flow from the 'Merge Accounts' button in the sidebar to the 'Send Merge Accounts Email' button, and from the 'Account' menu item to the 'Merge Accounts' section.

THE GEORGE WASHINGTON UNIVERSITY  
WASHINGTON, DC

English ▾ Explore Manage 920 ▾ My Activity ▾ Hi Wendy ▾ 75

Dashboard  
Profile  
Account  
Add Impact  
Summary  
Switch to New View  
Support  
Log Out

IMPACTS 18

### Merge Accounts

If you have multiple GivePulse accounts, you can merge them by entering the email address of the account you want to merge over here.

**Steps**

1. Make sure this is your main account
2. Enter the email of your other account
3. You will receive an email to that other account with instructions and next steps

**What we merge**

1. Activity
2. Memberships
3. Registrations
4. Comments
5. activities
6. Posts

Enter email address of account to merge over

\* If you do not know (or have access) to the other account's email address, please contact us [here](#).

Basic Info  
Additional Info  
Contact Info  
Emergency  
Relationships  
Education & Fellowship  
Boards & Commissions  
Research  
Causes & Skills  
Settings  
Requested Data  
Notifications  
Link to Facebook  
Change Password  
Merge Accounts  
Switch to New View

If you're still having trouble, email [gwserves@gwu.edu](mailto:gwserves@gwu.edu)

[GWserves.givepulse.com](http://GWserves.givepulse.com)

QUESTIONS?

Email the Honey W. Nashman Center  
for Civic Engagement and Public  
Service

[gwserves@gwu.edu](mailto:gwserves@gwu.edu)

Visit the Givepulse support site

[support.givepulse.com](http://support.givepulse.com)