Honey W. Nashman Center for Civic Engagement and Public Service

What is Givepulse?

Givepulse is the Nashman Center's online platform for community engagement. Log in using your GW NetID and password. Givepulse is used by colleges and universities across the country, so be sure to use our GW specific link: gwserves.givepulse.com.

Find opportunities to engage with the community.
Many local nonprofit and community organizations, university departments, and student organizations use Givepulse to post events and opportunities to serve.

Report your community engagement projects.
Givepulse is also the central location for reporting your service work, whether it is for a course, student organization, or on your own initiative. This guide will explain how to report service so that your course instructor and community organization staff can see and verify your activities.

This guide focuses on using Givepulse to report service for a Community Engaged Scholarship course. For resources on other uses for Givepulse, including creating a student organization page or a personal profile, refer to the Nashman Center's tutorial videos.

Getting Started

1. Log in using your GW NetID and password: GWServes.givepulse.com. The login link is in the upper right corner of the screen.
2. Navigate to your Community Engaged Scholarship Course page by clicking the "Classes" link in the middle of the page. Next, select the tab for the current semester, and scroll down (or use the search bar) to select your course.
3. Once you have found your course page, we strongly advise you to **set a bookmark to this page on your browser**. Do not plan to "google your way" to your course page in future, as Givepulse is a national network, and you will be looking for a GW-specific course.
4. If you will be serving on-site in the community, you will need to complete the Waiver and Release Form. The front page of your course page will provide a link to this form. It is also available here.

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Finding Community Partners/Service Opportunities

If your instructor has identified community partners/projects for the course
Often, the course instructor will pre-identify community organizations for you to work with. These projects will meet the learning goals the instructor has for you and the community organization has confirmed that the contribution you will have time to make will truly be meaningful for them. In these cases, your Givepulse course page will have a link to the community organization's Givepulse page under the "Community Partners" section. Click each community partner to learn more about your options. Some partners will even create a "Project" link which will describe the specific activity you will work with them on.

If your instructor wants you to find your own community partner/project
For some courses, learning to work collaboratively with a community partner to co-create a useful project is part of the course learning objective. In these cases, the instructor may want you to take the initiative to find a community organization to work with. Givepulse can help, as it is a platform for community organizations to post service opportunities.

Select "Get Involved" on the top right of the screen to search for local community organizations or already posted service opportunities. The following options can broaden or narrow your search:
- Change the geographic range and/or zipcode
- Change the "Events" or "Groups" tab on the upper right groups will typically yield more results than "Events"
- Unclick the gwserves box for outside of network results and more options.
- Click on each box underneath the keyword search to narrow your interests, for example, you can search for opportunities that address certain **causes**, use particular **skills**, fit the **availability** in your schedule, and others.

Reporting Your Community Engagement and Service Activities
Reporting your community engagement in Givepulse will ensure your course instructor and community partner can verify your efforts with each other. Your reports also help your instructor monitor your progress. If you have an encouraging experience, or have a concern, the Givepulse report is a helpful place to share for both your community partner organization and your instructor.

How often you report these activities is determined by your instructor. Some prefer that you report every time you serve, which helps them know that your project is on track to meet the community and course goals. If your community partner has been asked to verify your work, reporting regularly makes it easier for them to keep track of your efforts. It also ensures that you don't forget about the times you have served and lose track.

Other instructors prefer that you keep track of your time yourself, and create Givepulse impact reports just a few times through the semester. In this case, you will likely be given 2-3 deadline

dates when you should add-up your time served and report it, describing all the work you have done during those weeks.

What Activities to Report on Givepulse

Your contribution in service includes more than just time spent directly with the community. All time invested creating a deliverable or product or preparing a presentation should also be reported.

DO report

- Performing any activity assigned to you by a community partner
- Attending training or orientation activities hosted by a community partner or related organization, e.g. CPR training by the Red Cross for an assisted living center
- Meetings with a community partner to discuss your project, plan, give updates, or present results
- Planning, doing research, or preparing for activities when necessary to complete assigned tasks. In other words, you should report not only time spent presenting a report to a community partner, but also all the time spent preparing that report.
- Activities related to creating products for the community partner, e.g. grants, brochures, websites

DO NOT report the following activities

- 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
- Time spent contacting community organizations when seeking a service project
- Reflection activities, assigned or otherwise, e.g. writing field notes or reflective journal entries
- Time spent learning the course-based skills used to complete the project. For example, if you are conducting interviews for a program evaluation, the time you spend in class learning how to conduct an interview SHOULD NOT be reported. The time spent preparing to conduct the interviews, like preparing the interview questions, SHOULD be reported as time toward your service project.

Note that you may also use Givepulse to report service that isn't course-based. The Nashman Center has annual service awards and graduation cords to recognize particularly engaged students. We encourage you to report ALL of your community engagement activities: service with a student organization, course-based projects, and even participation in activities like voter canvasing, activism, and attending marches.

When reporting engagement that is not related to coursework, simply remove your course(s) from the "Share" list in your Impact form. If at any point you would like to see a record of all the community engagement activities you have submitted, click the drop-down menu at the top right under "Hi your name" and choose "summary" to see all of your recorded service.

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Step-by-Step Guide to Report Service Activities

1. Use your browser bookmark to navigate to your course page. Alternatively, you can select "Classes" from the "My Activity" drop-down menu at the top right of the Givepulse screen.
2. From the course page, click on the organization or event that you served with. The two most likely options:
   - Scroll to the "Events" section to see if your community partner has created an event or project specifically describing what you are doing with them. If there isn't one, then…
   - Scroll to the "Community Partners" section and click your community partner's tile.
3. Click the green "Add Impact" button.
4. Complete the Add Impact form. The following items address frequently asked questions:
   - Ignore the "Add Timesheet" Button: Students in courses are not required to submit a timesheet.
   - Verification: Unless instructed otherwise by your instructor or Nashman Course Guide, leave the name that is automatically listed as your verifier.
   - Impact Type: Most course-based service will be the "Time" impact type. However, any time spent in training or orientation with the community organization prior to beginning your project should be reported here as "Training."
   - The Requested Information section:
     - Only items with a red asterisk require a response. Check with your instructor on whether they would like you to complete the optional items.
     - What did you do? Briefly, describe what you did. Keep in mind that your instructor and community partner will see this report, so it can be a good way to communicate any successes or concerns. Examples of typical entries are:
       - "Tutored two students, 3rd grade math"
       - "Wrote the project plan with team members to submit to our partner"
       - "Worked on the slides for the presentation we're giving our partner next week"
       - "Juan made such great progress today and has asked if we can set up more tutoring before his spelling test."
     - Type of Service: The Nashman Center categorizes service by pathway to social change. Confirm with your instructor the category to use in your report.
5. Click the green "Add Impact" button at the bottom.
   - Review the resulting confirmation screen to be sure it is accurate and that it is being sent to all the relevant stakeholders (community partner and instructor).
   - Use the edit button to fix any errors – this is easier to do now than later.

Troubleshooting

1. I'm on the website but I can't see my course, what should I do?
   - Check to make sure that you are logged in. You should see "Hi and your name" at the top right of your screen.
   - Check to make sure that you are logged in at gwserves.givepulse.com NOT givepulse.com. If you are on the nationwide version of the platform, your community partner will see your report, but not GW nor your professor.
2. I reported my service in Givepulse, but my instructor says they don't see it on their end.
   - You may accidentally have two Givepulse accounts, and your professor only sees one of them. It's easy to merge all accounts, which will solve this problem.
     - Under the "Hi [your name]" drop down menu (upper right of screen), select **profile**
     - Click the green "edit profile" button in the upper right
     - On the left-side menu, click "Merge Accounts"
     - In the "Enter email address of account to merge over" box, enter one and then the other of your gmail email addresses (@gwu.edu and @email.gwu.edu)
     - The Nashman Center's Youtube channel has a tutorial video on this process.
   - Your account may have been set to private. This is easily changed too:
     - On the top right of the screen, click the "Hi Your Name" drop-down menu and select "account."
     - From the account page, select "settings" from the left side menu.
     - On the settings page, make sure the "private" box is NOT clicked. Scroll to the bottom and click "save changes."
     - The Nashman Center's Youtube channel has a tutorial video on this process.
   - You may have made your report on Givepulse.com and not gwserves.givepulse.com. In that case, you'll need to make the report again. Go to your course page to make your report, following the instructions above.
3. I made mistakes in my Impact Report submission. / I need to make an update to my report.
   - You can make changes to an Impact Report at any time. At the top right of the screen, select the "my activity" tab and from that drop-down menu, click "impacts."
   - Select the arrow on the right-hand side of your verified, pending or disputed impact and you'll see a pencil icon and the word "update." Click there and make the needed changes.
   - Note that if you accidentally reported your service to your class, or GW and not your community partner you'll need to use the "move" button when you update to move your impact. If you the community partner you want to move the impact to doesn't show up then you'll need to first go to their page and click "join" then update your impact.
4. My service was disputed, what do I do now?
   - You may have just entered something wrong, like a day/time/community partner that doesn't make sense. If so, see instructions in #3 above and edit your impact.

- It's possible you submitted the impact to the wrong verifier. Check your impact (see #3 above) and make sure the verifier is correct. If your verifier isn't listed, just write their name and email in at the "don't see them" prompt just below verifier's name.
5. I need my Impact Report to be approved right away. What can I do?
   - It is a good idea to submit your reports well before the deadline for course assignments. Community partners are busy, so we recommend giving them a week to verify your report. You can reach out to them or to your Nashman Course Guide for help if it has been over a week.
6. My faculty member needs to see my service activities and wants me to submit them myself. In other words, my instructor will not be accessing Givepulse himself/herself.
   - We're unaware of GW faculty who won't be using Givepulse, but if this happens, you can always send your Givepulse summary page, which shows all of your Impact Reports and lists them by course. To do this, click "Hi your name" and from this drop-down menu, click "summary." This results in a PDF summary of your service that you can download and email your faculty member.
   - The Nashman Center's Youtube channel has a [tutorial video](#) on this process.

Other Nashman Youtube channel video tutorials:

["I want to share course-related impact with other organizations I am part of"](#)
["I want to make my impacts public or make them private"](#)
["I want to do online service or service not in GW's network"](#)

If you have additional questions, please contact Wendy Wagner, the Nashman Center's Director of Community Engaged Scholarship: wagnerw@gwu.edu.