

THE COMMUNITY ENGAGEMENT PLATFORM ANALYZING COLLECTIVE IMPACT

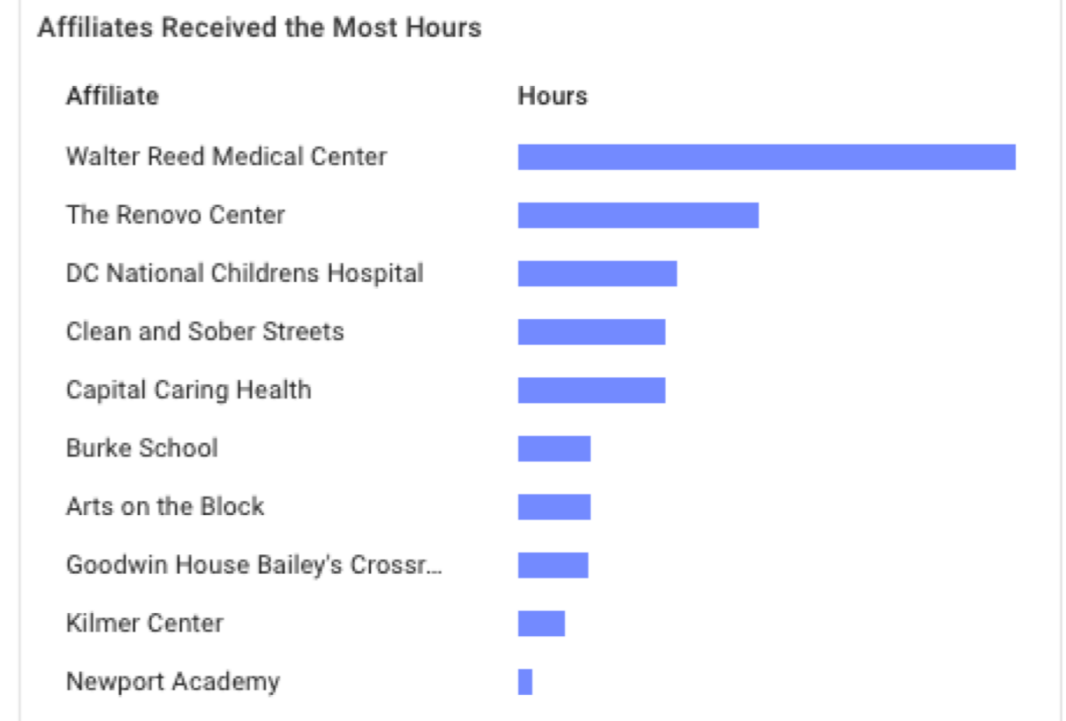
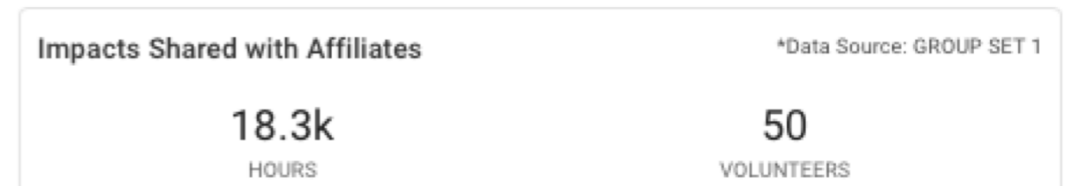
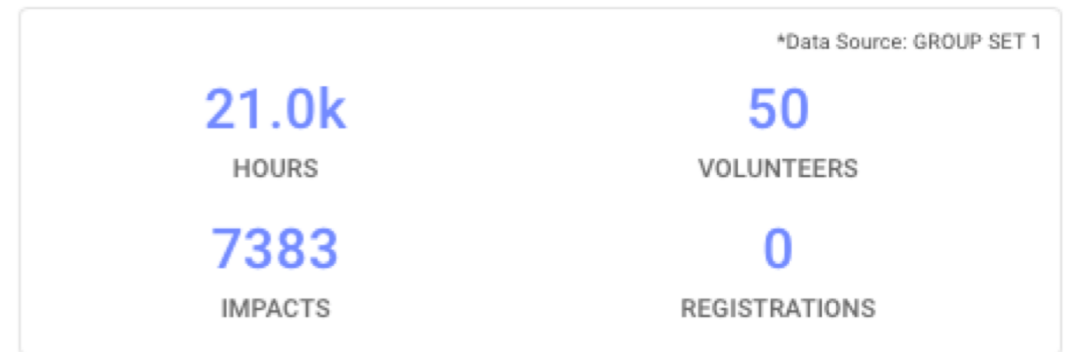
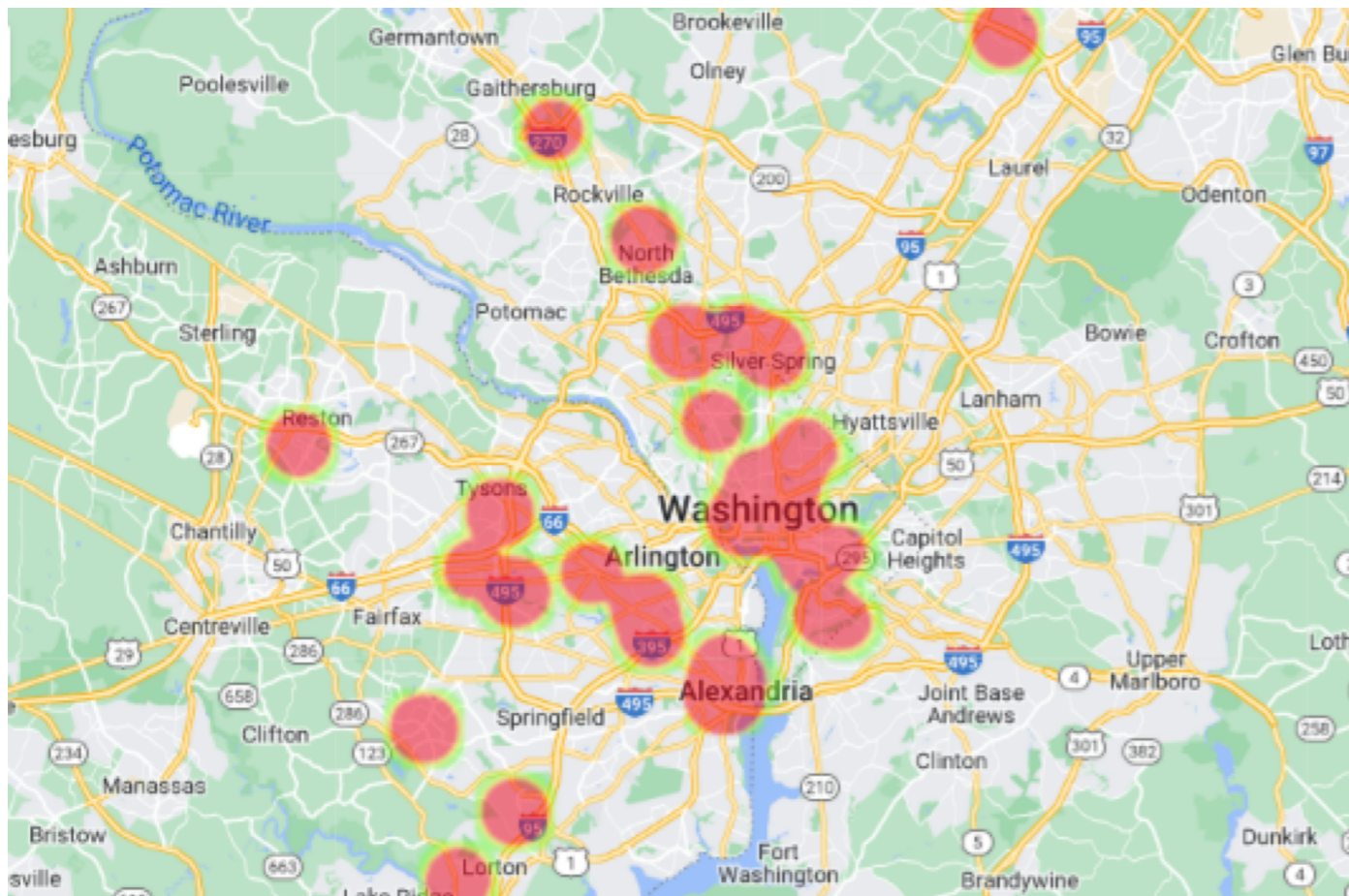
Volunteer
Management
& Matching
Portal

Database to
Track All
Community
Engagement
Activity

Assessment
Tools to
Gauge
Impact

Why Report Community Engagement?

GWserves facilitates reporting who in your school/program 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. Cross-campus reporting drives collaboration and effectiveness by connecting community engagement across departments and programs.

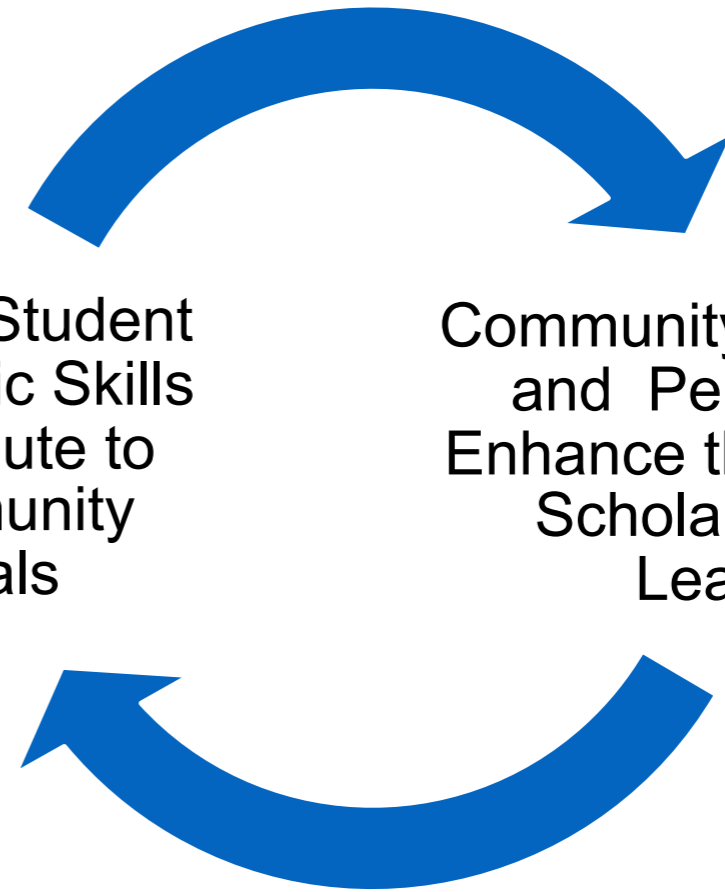


GW Programs/Courses Engaged with Free Minds Writing Workshops	Students & Faculty Engaged
GWupstart Social Innovation Grants program: Emily Zhang, Projects for Peace	1
CGD 2091 Design Studio II, Maria Habib (<i>note: students designed the Free Minds branding materials, including the logo above</i>)	5
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

Defining Community Engaged Scholarship

Faculty/Student
Academic Skills
Contribute to
Community
Goals

Community Knowledge
and Perspectives
Enhance the Quality of
Scholarship and
Learning



All scholarly work is, in theory, a public benefit, but *Community Engaged Scholarship* refers to academic activities (research, creative activities, teaching, and applied knowledge) that are conducted in reciprocal partnership with community members/organizations.

Scholarly work **WITH** the community,
not **TO** or **FOR** the community.

What to Report?

DO Report	Do NOT Report
Any scholarly work conducted WITH a local partner (ex: community members are consulted on decision-making)	Research or creative activities conducted ON a local population (ex: community members are research subjects)
Presentations/reports to community audiences about policy analysis or research findings. Application of scholarship to inform community action.	Scholarly discovery when findings are potentially useful in the community
As an instructor, report the time involved in cultivating community relationships and planning community-based projects for students to engage in.	Engagement by students in your course (they should report this themselves). A GWserves page can be created for your course, where students submit their own reports.
Community engagement tied to your practice as a scholar	Personal volunteerism
Pro-bono practice	Paid clinical work or consulting services

When to Report

While GW students are encouraged to report an impact every time they serve, we encourage faculty to make just **one** GWserves report to represent an entire project.

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).

Steps to GWserves Reporting

1. Login
2. Click “join” on the pages of all relevant groups (e.g. your school and/or department and community organizations you work with)
3. Click Add Impact
4. Complete the short form and submit

1. Log in: GWserves.givepulse.com

THE GEORGE WASHINGTON UNIVERSITY
WASHINGTON, DC

English ▾ Explore List Event Add Impact Sign Up **Log In**

George Washington University

Join

GW Serves Support Administrator
Contact

Share With Friends

GW Single Sign-on

Use the same login and password as GW email

2. Join Group Pages

1. Click “Explore” to search GWserves for community organization and GW group pages

- Examples of Groups to join:
- School
 - Academic Department
 - Community Organizations
 - Interest groups (e.g CBPR)

THE GEORGE WASHINGTON UNIVERSITY
WASHINGTON, DC

English Explore Manage 916 My Activity Hi Wendy 75

George Washington University
Manage 2165

Home Events Internships Subgroups Community Partners Courses People Impacts Documents
Contact

GW GWServes Support Administrator Contact

Share With Friends

THE GEORGE WASHINGTON UNIVERSITY
WASHINGTON, DC

English Explore Manage 916 My Activity Hi Wendy 75

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

Explore volunteer opportunities and communities near Washington, DC

Corcoran with 20 miles of 20052

GWServes Emergencies Type Causes SDGs

Corcoran School of the Arts and Design
Washington, DC
0.52 miles away
Welcome to the GWServes page for the Corcoran School of the Arts and Design. We use this platform to communicate...

ArtReach GW at THEARC
Washington, DC
5.54 miles away
Mission: Making connections between people and their communities through art.Visions: ArtReach GW aspires

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

2. Join Group Pages

Click the Join button for this group.

Repeat this step with other GW groups and with community organizations

THE GEORGE WASHINGTON UNIVERSITY
WASHINGTON, DC

English Explore List Event Add Impact Sign Up Log In

Corcoran School of the Arts and Design

Join

Add Impact

Wendy
Administrator
Contact

George Washington University / Corcoran School of the Arts and Design

Home Events People Impacts Documents Contact

Share With Friends

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 GWServes, let us know (gwserves@gwu.edu). We would be happy to reach out to them about joining the platform (which is free for them).

3. Report Community Engagement Activities

Navigate to your school or department by clicking on Groups from the My Activity menu

Click the green "Add Impact" button

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WASHINGTON, DC

English ▾ Explore Manage **914** ▾ My Activity ▾ Hi Wendy ▾ **75**

Groups
Classes
Impacts
Registrations
Donations
Purchases
Surveys
Applications
Insights

Corcoran School of the Arts and Design
Design
Manage **2** ▾

George Washington University / Corcoran School of the Arts and Design

Share With Friends

Add Impact

Wendy
Administrator
Contact

Complete the Add Impact Form

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

Search My Groups to find them 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

The Add Impact Form

Any item without an * can be skipped.

Leave the Verifier as-is.

Dates can represent the range of the work on the project. As the project continues, you can go back to this impact and update it. (Skip the start/end times).

Hours are an estimate, we do not expect you to track your time precisely.

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.

The screenshot shows a web form titled "Add Impact 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*" and "End Date" (both set to 09/15/2022) and "Start Time" and "End Time" (both set to 12:00 pm and 2:00 pm respectively). There are "Time" and "Date" toggle buttons.
- Impact Type & Measurement:** A dropdown menu is set to "Time" and followed by a text input field and "Hours*".
- Requested Information:**
 - What was the Impact?:** A heading for the impact description 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"

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 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
- Special interest groups like the [GW CBPR Group](#)
- Other community organizations involved in a larger collective effort

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. Below it, a note states: "Personal notes are private and only viewable by you".
- Attachments**: A section for adding files. It lists supported file types: "(File types: jpg, jpeg, png, gif, ppt, odt, xls, xlsx, csv, rtf, pdf, txt, doc, docx, zip)". There is a button labeled "+ Add Attachment".
- Sharing and Privacy Settings**: A section for sharing options. It includes the instruction: "Share this impact if you participated or served with another group or organization." Below this, there is a "Select: All | None" dropdown. A list of groups is shown with checkboxes: "George Washington University", "Honey W. Nashman Center for Civic Engagement and Public Service", and "GW School of Medicine and Health Sciences (SMHS)". The "SMHS" checkbox is circled in red. Below the list is a link: "Go to My Groups to update settings".
- Make your impact private?***: A section with two radio buttons: "Yes" (unselected) and "No" (selected). Below it, a note states: "Private Impacts are visible to you and groups you share with".
- Add Impact**: A green button at the bottom of the form.

Annotations include dashed arrows pointing from the text on the left to the corresponding form fields: 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: 'Wendy Wagner gave to GW Training Group' with a 'GT' icon and a clock icon, dated 09/08/2022. A 'Pending' status with a dropdown arrow (highlighted with a red circle) is visible next to the entry. A bar chart titled 'ENGAGEMENT' shows 'IMPACTS' over time from SEP '21 to SEP '22.

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

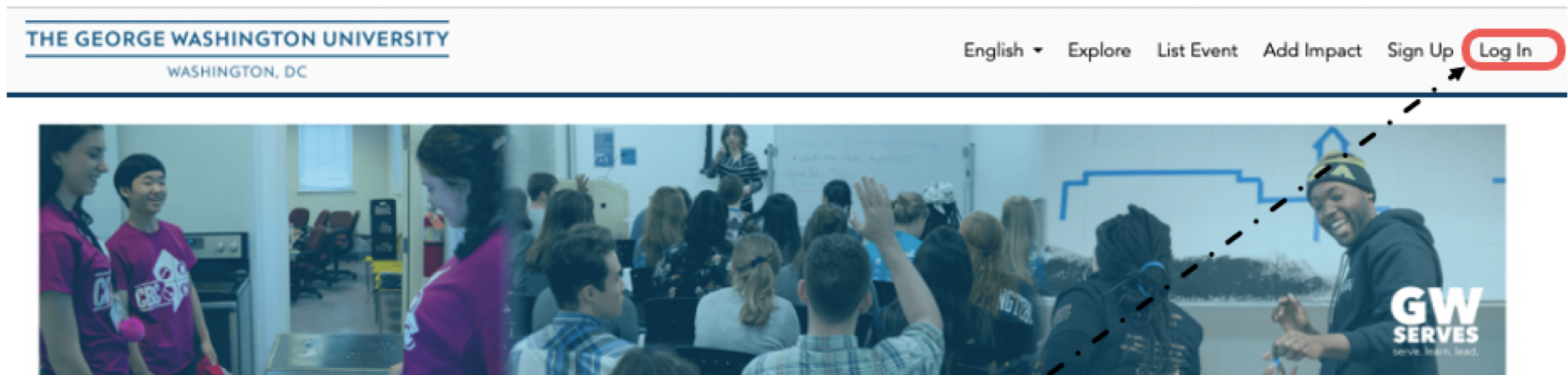
Trouble-Shooting

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

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 and 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 interface for Wendy Wagner's account on The George Washington University's GivePulse platform. The user is logged in as Wendy Wagner, with 18 impacts. The 'Account' menu is open, showing options like Dashboard, Profile, Account, Add Impact, Summary, Switch to New View, Support, and Log Out. The 'Merge Accounts' section is highlighted, showing instructions and steps for merging accounts. A red box highlights the 'Merge Accounts' button in the left sidebar and the 'Send Merge Accounts Email' button in the merge form. A red box also highlights the 'Account' option in the user menu. A dashed arrow points from the 'Merge Accounts' button in the sidebar to the 'Merge Accounts' section. Another dashed arrow points from the 'Account' option in the user menu to the 'Merge Accounts' section. A vertical dashed arrow points from the bottom of the page up to the 'Send Merge Accounts Email' button.

THE GEORGE WASHINGTON UNIVERSITY
WASHINGTON, DC

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

IMPACTS 18

Wendy Wagner
Merge Your Accounts

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

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](#).

If you're still having trouble,
email gwserves@gwu.edu

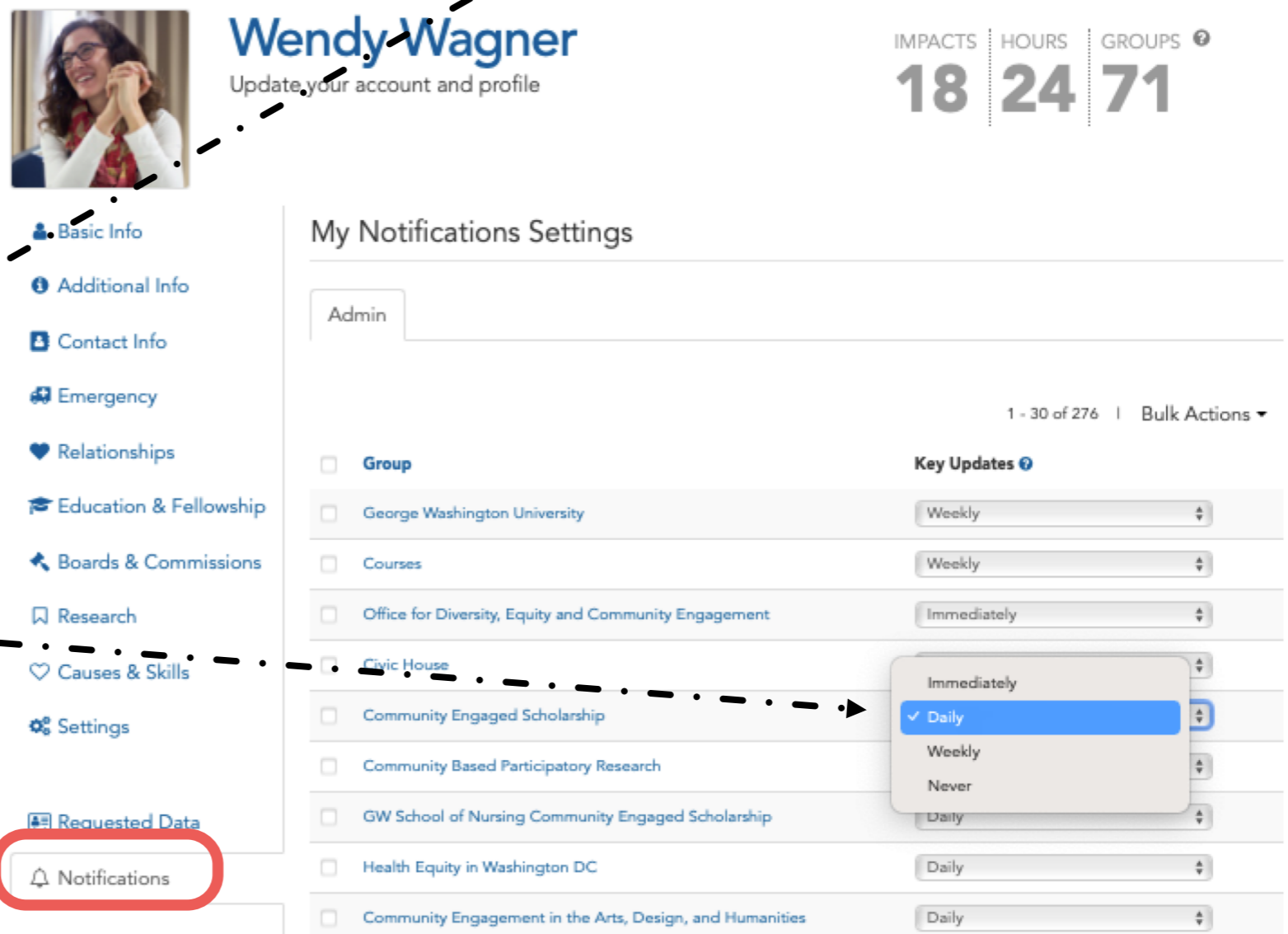
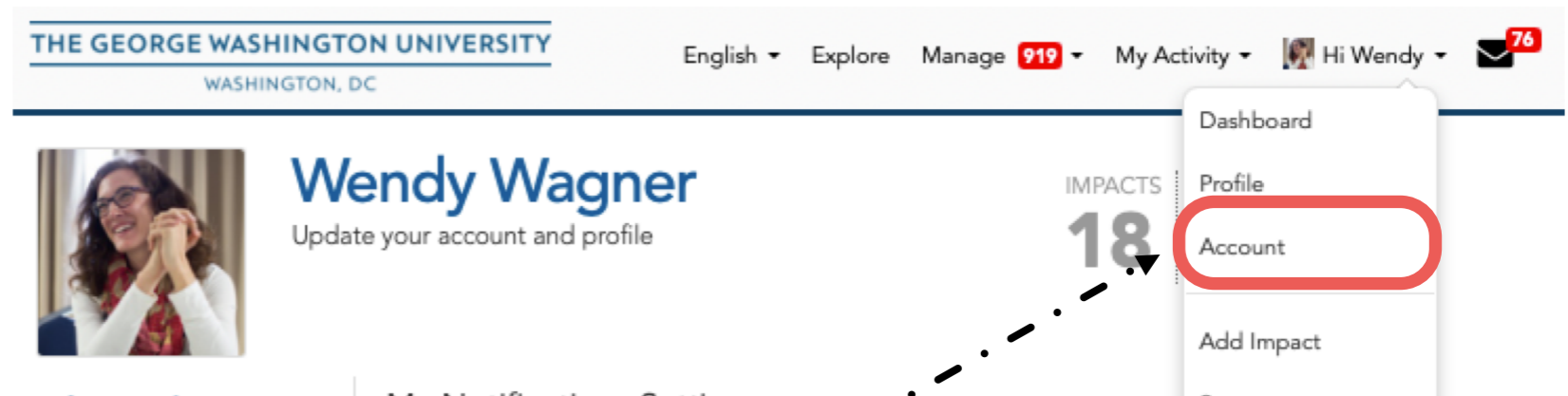
Manage Notifications

Messages sent to you through GWserves will go to your GW email, through “givepulse.com.”

Make sure your email isn't sending them to junk mail.

Set your notifications to receive those messages as often as you like:

1. Go to your Account Screen from “Hi Name”
2. Choose Notifications
3. Use the menus to change your Notifications



Nice Extras

Update your Profile on the Account Screen from “Hi Name”

Recommendations for your Profile

- Basic Info: Adding your title and a photo are helpful for networking in the community.
- Explore the other options in this menu to share your interests and general experience.

Profile information is public and should be voluntarily shared. You need not respond to every prompt.

The screenshot shows the profile page for Wendy Wagner at The George Washington University. The page is titled "Basic Profile Information" and includes a navigation menu on the left with "Basic Info" highlighted. A dropdown menu is open from the "Hi Wendy" user name, with "Account" highlighted. The profile information section includes fields for Profile Image, Prefix (Dr), First Name (Wendy), Middle Name, Last Name (Wagner), Preferred First Name (Wendy), and Job Title (Director, Community Engaged Scholarship). The "About" section contains a text box with the following content: "I support GW's community-engaged faculty, including coaching and development for service-learning courses, community-based participatory research, and other forms of engaged scholarship. I also direct GW's Civic House".

THE GEORGE WASHINGTON UNIVERSITY
WASHINGTON, DC

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

Wendy Wagner
Update your account and profile

IMPACTS 18

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

Basic Profile Information

Profile Image [Remove Image] Choose File no file selected For best results, please use an image that is square, and is less than 5MB. Use My Google Profile Photo

Prefix Dr ▾

First Name * Wendy
You can not edit this field because your user account is synced with George Washington University

Middle Name

Last Name * Wagner
You can not edit this field because your user account is synced with George Washington University

Preferred First Name Wendy

Use Preferred First Name instead of Legal Name On Public Pages.

About I support GW's community-engaged faculty, including coaching and development for service-learning courses, community-based participatory research, and other forms of engaged scholarship. I also direct GW's Civic House

Job Title Director, Community Engaged Scholarship

GWserves.givepulse.com

QUESTIONS?

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

gwserves@gwu.edu

Visit the Givepulse support site

support.givepulse.com