Step by Step USER Guidance: Tracking and Reporting on the GW Community on NobleHour

For Use by: Student Program Leaders,

*NOTE: Please note that these instructions, along with additional references resources and materials are available at serve.gwu.edu/log-service

1. VISIT, WWW.SERVE.GWU.EDU/LOG-SERVICE
   Here you can access a slew of reference materials which will help you better understand using NobleHour, including, “What Counts As Service” and the eligible dates for awards this year. We have also added short and informative videos to better assist you in tracking your service this year!

2. CLAIM YOUR GW NOBLEHOUR ACCOUNT: Access this link, (if you haven't already)
   https://www.noblehour.com/education/799213032/users/account_claim_send?domain=gwu.edu
   (After claiming your account, follow the email instructions emailed from NobleHour, which prompt you to create password. You will then be able to log-on to your personal ‘citizen dashboard’ page on NobleHour.)

3. ACCESS THE GEORGE WASHINGTON UNIVERSITY COMMUNITY PAGE ON NOBLRHOUR
   (You will be able to do so by accessing the ‘Globe’ symbol, underneath that symbol; you will see all of the communities, organizations, groups, opportunities and events you have in your immediate network. To get started, click on the “The George Washington University” Community.

4. FIND AND JOIN YOUR PROGRAM GROUP ON NOBLEHOUR
   First, search and locate your program's group on NobleHour. If none exists, please contact the appropriate program manager in the Center to have them create it and invite you and your peers to join. While you’re at it, you can also search within the NobleHour community search box for “GW Center for Civic Engagement and Public Service,” and join the organization!

5. CONTRIBUTE CONTENT: NEWS, EVENTS, OPPORTUNITIES, GROUPS, AND RESOURCES
   HOW TO: Click on the “Contribute” tab to access to screen which reads “Contribute to the George Washington University.” As a citizen within the GW Community on Noblehour, you will be able to create the following kinds of content:

   NEWS: Use this feature to share relevant articles about volunteer service, service-learning, and civic engagement and engaged scholarship at GW or within the sphere of Higher Education. When you choose to share this
**EVENTS**: Use this feature to create events that can promote an actual event that is happening on GW’s campus or by our Community partners. The “events” feature can conduct registration and be useful for recruiting students and for sharing information with potential participants. They can be created both publically and privately. When events are created, an event code will also be created. In this case, event codes, are useful for searching and finding the event within the NobleHour network, but they CANNOT be used in a way similar to OPPORTUNITIES codes, in being that you CANNOT attribute hours to events.

**GROUPS**: Groups on NobleHour are an excellent way to organize liked minded people. On the GW Community on NobleHour we utilize groups for the equivalent of the following:
- Student organizations
- Service-learning courses
- Center for Civic Engagement based programs

*CREDITING FUNCTION*: Groups function as crediting entities inside of NobleHour. All service hours that are logged in the system MUST have a crediting group attached to them. Students who are logging one time, episodic service or non CCEPS or Community Partner sponsored service will not usually be able to find their opportunity, organization or group within the NobleHour system, because it has not been pre-entered. In these cases, students should select the crediting group as “The George Washington University: General Hours” as the crediting group and THEN select “Option 3: I can’t find my organization.” Once there, they will have to enter accurate and valid information on the organization, opportunity and contact information for the point of contact, in order to proceed with logging a service hour entry.

**OPPORTUNITIES**: Use this feature to detail service opportunities that can be attributable when you and others are logging service hours using the “Hour Tracking” feature. Is this an ongoing, site specific action? If the answer is yes, you should create it as an opportunity. For CCEPS program managers, all opportunities should be created underneath the “Center for Civic Engagement and Public Service” organization. The steps for creating an opportunity correctly are as follows.

[OWNER: GW CENTER FOR CIVIC ENGAGEMENT AND PUBLIC SERVICE]

TYPE:  
NAME: Year. Program/ Community Partner/ Site Name,  
Ex. 2013 Thrive DC Community Service Hours
6. **TRACK YOUR SERVICE THRU PRE-CREATED OPPORTUNITY CODES.**
   Your program manager will share the opportunity codes relevant to your program. To learn HOW to actually log service, please watch the short reference video linked here.

7. **INTERACT INSIDE THE NOBLEHOUR SYSTEM: RECORD, COMMUNICATE AND REFLECT!**
   Try using the “Shoutbox” feature inside of groups, or upload through on a word document using the resources tool. You can also communicate through the messaging tool within groups. Also, as we encourage the tracking of service, through the “HOUR LOGGING FUNCTION” we want to be EXPLICIT in also utilizing the “reflection” tool to capture the QUALATATIVE aspects of the service students are performing in addition to the number of hours they serve.