

JONES CENTER FOR LEADERSHIP & SERVICE

What is an impact?

On ServeUTK, "Impact" is used as an umbrella term to describe all potential forms of community engagement. An impact can be described as funds donated, funds raised, goods donated, hours trained, voting, training, research and, most often, volunteer hours served.

How do we define impact hours (time)?

Our broad definition of community service is "action taken to meet the needs of others and to better the community as a whole" (Campus Compact, 1998).

The Jones Center for Leadership and Service further defines volunteer time as non-compensated activities that are organized in partnership with a non-profit or mutual aid organization and *directly* benefits the larger public or external community, beyond the UTK campus.

Why do we define volunteer time?

As members of the Knoxville community, (and potentially other communities) we benefit from the many resources and services that the community provides. It is our hope that as a campus, we also add benefit and value to the communities in which we serve. This is why we ask that the service you track benefits the larger or external community, beyond the UTK campus.

We ask that you work in partnership with a nonprofit or mutual aid organization because we believe that these organizations ideally work most closely with community members to meet needs.

By providing a definition of service, our goal is to serve our community more intentionally. The goal of these guidelines is not to exclude any meaningful or well-intentioned service, but rather to provide a very basic framework for understanding volunteerism. If you have any questions, please contact us at leadserve@utk.edu.

When should I track my impact?

Service must be tracked within 1 month/31 days of completion to be accepted.

NOTE: Service hour submissions will be reviewed as quickly as possible, but we cannot guarantee a timeline due to the high number of submissions we receive. If you have a concern, please email leadserve@utk.edu.

What if I volunteer for a longer or reoccurring period of time?

In all cases where a student is tracking more than 5 hours, a detailed timeline of activities must be included in the service details section of the tracking form.

An example might be: "This service was conducted weekly over the entire month of August 2021 (3.5 hours each week). I volunteered every Thursday from 8:00-11:30 am in the Emergency Department. I mostly helped

clean beds, work the reception desk, restock rooms, and consolidate wheelchairs. I volunteered a total of 4 times resulting in 14 hours of service."

What kinds of impacts do NOT meet our definition and will not count as "time" serving the community?

- Donations of any type, including but not limited to money, supplies, clothing, food, blood, etc.
- Indirect Philanthropy and Fundraising Activities:
 - Attending meetings related to planning or organizing fundraising events, such as VOLthon, Relay for Life, etc.;
 - Attending a fundraising activity (including VOLthon or Relay for Life) but not engaging in direct service;
 - Running or walking in a 5K, walk, or race for charity;
 - Greek philanthropic events such as percentage nights or working a phone bank or other event to raise money for the national Greek organization or the organization's philanthropy.
- Projects completed with any for-profit organization/business, even if the work was unpaid. Any substantial activities of this kind should be pursued as an internship.
- Internships, clinicals, practicums, or field experience work in hospitals, clinics, or similar organizations. This includes time spend job shadowing and observing.
- Self-directed "projects" without the oversight of a supporting community organization, such as trash pick-up or recycling, tutoring for free, helping elderly neighbor with yard work, baby-sitting/pet-sitting for free for private individuals, etc.
- Activities completed for the benefit of a student organization or UT athletic team or department (i.e.,: tabling, Peer Mentoring, serving as an Ambassador to a department, being a student organization officer, UT Sports Nutrition/Fuel Station, Sports Ambassadors, etc.).
- Participation in self-improvement workshops, clinics, conferences, or conventions.
- Helping with a campus program that does not directly serve a population beyond the UTK campus
- Participating in a research project either as a participant (i.e., focus group) or a researcher (i.e., lab assistant).
- Partisan political activities (ex. Working on a specific political campaign)