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.

WHAT QUALIFIES AS AN IMPACT IN SERVEUTK?

Impacts are volunteer work that meets a community need through organizations such as a nonprofit, government agency, public school, grassroots organization, healthcare organization, or Jones Center approved projects. Service must be performed while enrolled or employed at the University of Tennessee, Knoxville. Additionally, *all volunteer work must be non-compensated* and *directly benefit the larger public or external community, beyond our campus.*

WHERE CAN YOU SERVE?
1. A nonprofit or mutual aid organization
2. A public sector agency such as a public school, government office, or city/county park
3. A campus-based basic needs provider (Smokey's Closet, Big Orange Pantry, The Free Store, etc.)
4. A hospital, public health/non-profit health clinic, or a nursing home

*YOU CANNOT ADD IMPACTS WITH ANY FOR PROFIT BUSINESSES/ORGANIZATIONS

WHAT IS A COMMUNITY NEED?

Community needs are identified by our community agencies. Some examples may look like:

- A local nature preserve has invasive weeds that need removed to keep their walking baths clear
- A food pantry needs help sorting and inventorying their stock to better serve their clients
- A animal shelter needs crates cleaned to house new animals

There are a lot of causes you can work with while doing service. Some examples are: animal care, arts/culture, children/youth, immigration, gender/race/LGBTQ+ issues, environment/sustainability, disaster relief, disability services, education, health, homelessness, etc.

WHAT TYPES OF IMPACTS CAN YOU MAKE IN THE COMMUNITY AND TRACK IN SERVEUTK?
1. **TIME:** time spent directly or indirectly serving with organizations that fall into one of the four categories listed above and meet a community need.
2. **MONEY**: funds donated to organizations that fall into one of the four categories listed above and meet a community need (i.e., $10 donated to Habitat for Humanity).
3. **GOODS:** items donated to organizations that fall into one of the four categories above that help meet a community need (i.e., school supplies donated to Boys and Girls Club, please note, time spent shopping for items to donate CANNOT be counted as impact time and should only be added to ServeUTK as goods donated).
4. **RESEARCH:** Gathering and presenting information on an issue that directly benefits the community, not only yourself (Work in a lab researching the effects of climate change.)
5. **TRAINING:** time spent being trained to work with an organization.
6. **VOTED:** track the elections in which you have voted (local, state, national).

WHAT DOES NOT QUALIFY AS IMPACT TIME?

TYPE OF ACTIVITY	DESCRIPTION OF ACTIVITY	EXAMPLES	WHY?
Activities for Internal Benefit (Tennessee Athletics, student organization, UTK departments, etc.)	Activities that are a requirement of a position or primarily benefit your organization or a UTK department are not service.	Examples: tabling for your club, volunteering for the baseball team, serving as an ambassador to a department, etc.	These types of activities do not meet community needs or serve our greater community, beyond campus.
Donating	Donating (cash or in-kind) is not service. This can be added to ServeUTK as money/goods, update the impact type & measurement.	Examples: donating 5 cans cannot equal 1 hour of service, shopping for items to donate cannot count as time.	This type of activity can be tracked in ServeUTK, just not as time. We value this type of impact, but it should be added as money or goods, not time.
Fundraising/Philanthropy	Fundraising must involve increasing awareness and focus on an identifiable community need. Fundraising cannot be an activity for internal benefit.	Examples: raising money to buy T-shirts for a club or organizing a fundraiser for natural disasters without direction from a nonprofit organization.	This type of activity can be tracked in ServeUTK, just not as time. We value this type of impact, but it should be added as money not time.
Participation	Walking in races, attending meetings, etc. is not service.	Examples: Participating in Relay for Life, VOLthon, etc. Attending an educational workshop	Participation in events is great but it's not necessarily meeting community need.
Self-Directed Projects	Activities without the oversight of a supporting community organization.	Examples: you and your roommates clean up your street, tutoring for free, helping elderly neighbors, babysitting/pet-sitting for free for private individuals, etc.	We ask that you work in partnership with the type of organizations mentioned above because we believe that these organizations ideally work most closely with community members to meet needs.
Research	Participating in a research project either as a participant or serving as a researcher. This can be added to ServeUTK as research, update the impact type & measurement.	Examples: participating in a study with a department, campus focus group, or being a lab assistant.	This type of activity can be tracked in ServeUTK, just not as time. We value this type of impact, but it should be added as research not time.
Internships/Clinicals/Practicums/Field Experience	Required internships, clinicals, practicums, or field experience work that are required for *certifications* cannot be added to ServeUTK. This includes time spend job shadowing and observing.	Examples: A nursing student cannot add required clinicals to ServeUTK.	If the work you are doing is required for certification, you are already being compensated in some way. Often time it is also benefiting you more than the organization you are working with.