ServeUTK Affiliation & Event Creation

Overview

ServeUTK (powered by GivePulse) is a civic engagement platform for matching, tracking, and assessing community engagement of UT students, faculty, and staff. Through this platform you will be able to post your volunteer needs, track registration, and access impact data. ServeUTK also allows students to find volunteer events and track their service hours.

Before creating an event, please review the JCLS Service Guidelines to make sure the event meets guidelines and can be verified by the Jones Center for Leadership & Service. Additional ServeUTK resources for community partners are available on our website here: [ServeUTK | Clay and Debbie Jones Center for Leadership and Service](https://serveutk.utk.edu/).

Affiliate with ServeUTK

If you are with a campus organization at UTK, you will need to be added as a Subgroup rather than an Affiliate account. Please contact us at [leadserv@utk.edu](mailto:leadserv@utk.edu) for assistance if you are a campus organization.

If this is your non-profit organization’s first time using ServeUTK, you will need to affiliate with UTK in GivePulse, which is the platform used for ServeUTK. If you are already affiliated with ServeUTK, skip to the Create an Event section below.

1. Create a GivePulse account here: [GivePulse - Login Site](https://givepulse.org/login).
2. Click Sign Up. You have options to join the platform, either through Facebook, Google, or independently by filling out the boxes.
3. Once your account is created, an affiliation request will be sent to the Jones Center for approval. Once your affiliation is approved, you will be ready to create events that are visible on the ServeUTK calendar.

Event Requirements & Tips

- Volunteer requests must not place student volunteers in harm’s way or expose them to drug or alcohol consumption.
- Volunteer requests must not utilize UT volunteers to sell items or collect money for an agency or institution.
- If you have a long event, it is best to break it up into multiple shifts within your event setup. We recommend that requests not exceed a five-hour period or span more than one day.
- ServeUTK is utilized all year but events that take place during breaks and closings (i.e. during fall break, spring break, winter break, administrative closings, official exam periods, etc.) may get smaller attendance.
- After creating your event in ServeUTK, you can use the ServeUTK website or app to check students in for the event. This automatically creates an Impact for students marked as Attended.
- Want to create another similar event? Go to the existing event in ServeUTK and select Duplicate in the left-hand menu, then change any relevant fields, such as the date and time for the new event.
Create an Event

1. Log into ServeUTK using your group’s account at [utk.givepulse.com](http://utk.givepulse.com).
   - Only Administrators have access to create events for their groups. If your organization needs to change administrators, please contact GivePulse at [support@givepulse.com](mailto:support@givepulse.com).
2. In the top right corner, click the Manage button, then choose your organization.

3. On the left-hand menu, choose the Events tab, then choose Add Event.

4. Now it’s time to create your event! Add the following details, then click Save and Continue.
   - Title
   - Description
   - Admin
   - Event Type
     - Volunteer - Select this event type option for service events where volunteers contribute their time to an organization, either directly or indirectly.
     - Event - Select this event type if volunteers will contribute money, goods, training, research, voting, or anything other than time (hours).
       - Note: These types of events can be added in ServeUTK, but do not meet JCLS Service Guidelines to be verified as service hours for scholarships, classes, campus organizations, or service medallions.
       - For more information about Event Types, please visit the GivePulse website.
   - Frequency
     - Single - One-day event with a start and end time in one day
     - Multiple - Create shifts, specific dates, and/or time frames, slots, or shifts
     - Ongoing - General events with no defined times (think monthly or annually).
       - Note: Ongoing events are listed at the bottom of the calendar. When someone registers, it will not be associated with a specific date or time. If possible, select
Single or Multiple, as these can be easier to track and verify.

- **Privacy Level**
  - This determines if your event is open to the public or limited to UTK students. To learn more about which privacy setting is best for your event, click here.
  - If you are creating a volunteer opportunity for a specific campus organization that is not open to all UTK students, the campus organization can set up the event and share the impacts with you as the non-profit organization. This will allow them to manage registrations but will still share event data and registration updates with you.

- **Cover Image**
  - Add your custom event image or select one from the options available.

5. Next, add additional details about your event, including:
   - **Date and Time**
   - **Participants** – Registration will close when it hits the maximum number.
   - **Address & Address Details**

6. Next, you will see the **Registration Settings** page. Add the following details about your event, then click **Save and Continue** at the bottom of the page.
   - **Registration Open and Close Dates**
   - **Cancel Deadline Date**
   - **Registration Settings**
   - **Notifications** - Option to add a Confirmation email or a No Show email to participants
   - **Mobile Settings**

7. Next, you will be directed to the **Registration Form**. Use this page to add any details for participants to complete while registering by dragging and dropping fields and customizing your event questions. When you are finished, click **Save**. Do not hit Publish at the top of the page yet.

8. Next, go to the **Impact Settings** page on the left-hand menu. This page allows you to set who can create Impacts, Enable Timesheets, Send Post Event Emails, and more.
   - **Share Impacts**
     - If a student needs to share their service hours from the event with other groups, they can update their Impact after the service is complete. As a community partner, you do not need to share impacts with organizations here.


10. Next, click on **Event Settings** on the left-hand side. This section will allow you to add additional information such as parking details, maps, and any age or volunteering requirements you may wish to add. You can also set the notification settings for your event.

11. You are now ready to publish your event! Click **View** to preview the event, and when you've reviewed your details, click **Publish**. If you would like to keep your event in draft mode until a later date, you can select **Save** until you are ready to publish the event.

**Questions?** The JCLS is here to help! Contact us at leadserve@utk.edu.