JONES CENTER FOR LEADERSHIP & SERVICE

How to Create an Event in ServeUTK

Creating an event in ServeUTK is an important step to help students, campus groups, and community partners track registration, attendance, and service hours. It is important to create events in ServeUTK **before** the event takes place.

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.

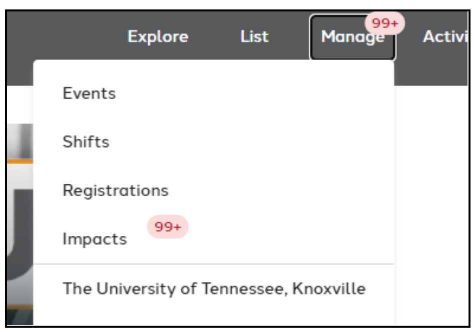
Create a Campus Group

If this is your group's first time using ServeUTK, you will need to create your campus group before creating your event. If your group already exists, skip to **Create an Event** below.

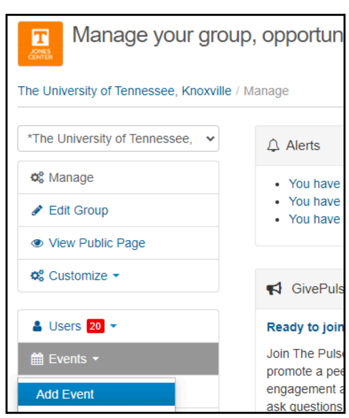
1. Log into ServeUTK: at utk.givepulse.com.
2. On the right-hand side, find where it says ***Want to create a campus group.*** Click **Submit Campus Group**. You will set up your group's details.
3. Once your group is created, the JCLS office will review and approve your group, then you are ready to create your event.

Create an Event

1. Log into ServeUTK using your group's account at utk.givepulse.com.
   - Only Administrators have access to create events for their groups. To become an Administrator, send the name and email address of the student to leadserve@utk.edu.
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**
     - **Note:** If your event is only open to a particular student organization, the title should list both the student organization and the nonprofit.
     - **Example:** [Name of Student Organization] x [Non-profit Organization] Event
   - **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 all UTK students or limited to members of your group. To learn more about which privacy setting is best for your event, click here.
     - If you limit registration to your student group, your roster should be updated so it will be visible to all of the group's members. Contact the JCLS at leadserve@utk.edu if you have questions about updating your group's roster.
   - **Cover Image**
     - Add your custom event image or select one from the options available.

5. Next, you will add additional details about your event, including:
   - **Date and Time**
     - **Important:** indirect service events are only verified for a maximum of 2.0 hours. For more details, please view the Tips & Next Steps section at the bottom of this document.
   - **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**
    - **IMPORTANT:** ***Skipping this step may keep students from having their service hours verified. Sharing impacts ensures that service hours are visible to community partners and campus organizations.***
    - First, share the Impacts with the community partner you are working with for this event. This verifies that the community partner has approved your event and allows them to see volunteer impact details.
        - **Example:** If your group is volunteering with Keep Knoxville Beautiful, search their name to add this group.
    - Next, share the Impacts with any campus organizations who need to see the Impacts for all students who attended. This is not required for all events, but if your event is only open to members of your group and all service hours need to be visible to a particular campus group, add the group now.
        - **Example:** If your fraternity or sorority is planning a service event, add the Office of Sorority and Fraternity Life here to automatically share all service hours from this event.
    - 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.

9. Next, upload any **Impact Questions** (optional).

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.

Tips & Next Steps

- As an event administrator, you can use ServeUTK for event check-in, which automatically verifies the registrants who attended your event and creates an Impact for attendees.
- Want to create another similar event with the same community partner? 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.
- Indirect service is defined as service without being directly involved with those being served. Because it is not directly serving with a non-profit organization, **indirect service events are only verified for a maximum of 2.0 hours**. Examples include: making dog toys for an animal shelter, writing cards for non-profits, or designing flyers for a non-profit organization.

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