Phoenix Serve Adding Impacts/Service Hours Guide

Adding service hours (also known as impacts on Phoenix Serve) is an important function of the platform. By adding your impacts, you can better tell the story of your personal impact and the impact of your group in the community. Once your impacts are verified by group administrators, they will be published on your Elon Experiences Transcript (EET). There are a few ways to submit your impacts:

1) Register for an event independently or as part of organization you are already with

If you have already registered for an event, you will receive an email notification following the event to confirm your hours, which will then be verified by a page administrator. You can double check events or shifts you are registered for by selecting "My Activity" from the menu and clicking on "Registrations".

2) Add impacts on your own

If you are adding an impact/service hours for an event you have not registered for or for service that you have done independently, select "Add Impact" at the top of the home page for the group you are doing service with. You will then be asked where you created an impact.

When submitting a single impact, you have the option to select impact type (such as time, goods, money raised, or training), as well as a reflection to provide insights into your learning during the experience

If you volunteered multiple hours with the same group, select the "Add Timesheet" option. When you select this option, you can enter multiple dates and hours at the same time.

Sharing Impacts

Whichever group you have chosen to make the impact with, it will automatically be shared with that group. You have the option to share with other groups that you are a part of if you wish before you submit your impacts. To share your hours with another group, click the box under sharing settings and groups you are affiliated with will populate and you can choose which groups(s) to share your hours with from there. ***If you want your impacts to count for groups you are affiliated with (Fraternities, Sororities, Student Organizations, etc.) this step is crucial!*** If you created an impact and you forgot to select who to share it with, you are always able to go back and update the impact.

The option to share impacts will always default to Public. ***Do not select private*** because if private is selected, your hours will not get recorded on your Elon Experiences Transcript.

Impact Verification

When you make an impact, it needs to be verified by the group or community partner you engaged with. To see whether your impacts are verified, you can click on "My Activity" on the top of your screen and then select "Impacts."

On the page you are redirected to, you will see a list of your impacts with the word "Verified" next to them if they have been verified and the word "Pending" next to them if they are still waiting verification. You can click on the drop-down menu to update your impact or to check on verification requests.