


RockServe Impacts

How to verify impacts:

Option 1- Via email: When a volunteer logs an impact with your organization, you (as the admin of the page) will receive an email notification from RockServe. In this email you'll see a blue button that says, "Yes, verify impact". To approve the impact, simply click that button, and the volunteer will receive an email from RockServe informing them that their impact has been verified. If there is some inaccuracy, click "No, this is a mistake".



Hi Zachary Freilino,

Zachary Freilino would like you to verify that they gave 0.45 hour on Sep 9, 2021 to [Save the Children \(test group\)](#) @ [Test Event](#).

You can view this impact here: <https://sru.givepulse.com/impact/3142550>

Yes, verify impact

No, this is a mistake

Details

Who:	Zachary Freilino
Date Created:	September 9, 2021
Date:	September 9, 2021
Group:	Save the Children (test group)
Event:	Test Event
Duration:	0.45 hours
Rating:	5/5
Is Private:	Yes
Review/Reflection:	

Option 2- Via your RockServe Portal: On your organization's RockServe portal, click the blue "Manage" button to bring you to the administrator view.



Save the Children (test group)

Manage ▾



Next, click “Impacts” > “Manage Impacts”.

The screenshot displays the GivePulse user interface. On the left is a sidebar with a top section containing a '- Switch -' dropdown and four buttons: 'Manage', 'Edit Group', 'View Public Page', and 'Customize'. Below these are three expandable menu items: 'Users', 'Events', and 'Impacts'. The 'Impacts' menu is open, showing options: 'Add Impact', 'Manage Impacts', 'Manage Reflections', 'Heatmap', 'Cause Distribution', 'Word Cloud', 'Export Impacts', and 'Export Reflections'. A large green arrow points from the 'Manage Impacts' option to the main content area. The main content area features a red-bordered warning box at the top stating: '⚠ This is an administrative group. As such, users can not create impacts directly or request to become a member of it. Learn more'. Below this is a 'GivePulse Alerts' section with a megaphone icon, containing a survey link 'What was it like to volunteer during the pandemic?', a link to 'Take a quick survey', and sections for 'The Latest Resources' (with links to COVID-19 resources, showcase reflection, and awards reflection), 'GivePulse is getting a new look!' (with links to try the new view and give feedback), 'Webinars' (with a link to a webinar on September 8th), and 'Open Office Hours'. At the bottom of the main content area is a section titled 'Improve Your Group' with a wrench icon.

- Switch -

⚙ Manage

✎ Edit Group

🔗 View Public Page

⚙ Customize

👤 Users

📅 Events

🌐 Impacts

Add Impact

Manage Impacts

Manage Reflections

Heatmap

Cause Distribution

Word Cloud

Export Impacts

Export Reflections

⚠ This is an administrative group. As such, users can not create impacts directly or request to become a member of it. [Learn more](#)

📢 GivePulse Alerts

What was it like to volunteer during the pandemic? 🤔💡

[Take a quick survey](#) and share about your volunteer engagement during Covid-19

The Latest Resources

- [COVID-19 Resources for Campus Safety](#)
- [GivePulse Showcase Reflection and Recap](#)
- [GivePulse Impact Awards Reflection and Recap](#)

GivePulse is getting a new look!

- [Try the New View in Beta Release](#)
- [Give us feedback!](#)

Webinars

- [GivePulse 101](#) - Wednesday, September 8th, 11am CT
- [Increasing Accessibility for Volunteers with Disabilities](#) – Wednesday, September 22nd, 1pm CT
- [Product Highlights for Advanced GivePulse Users](#) - Thursday, September 23rd, 1pm CT

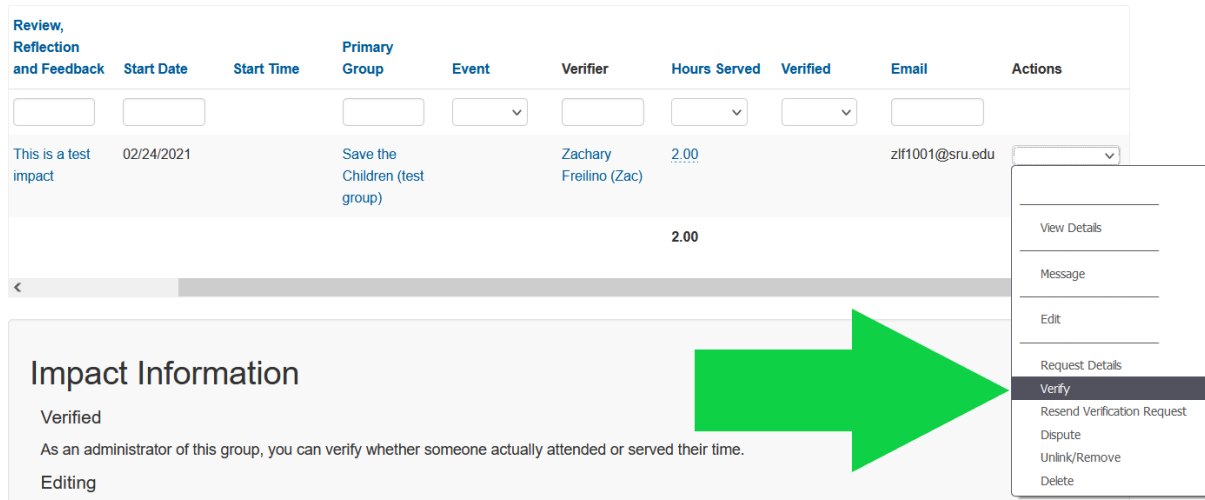
Open Office Hours - Bring your questions and learn from others

- [Every Thursday afternoon from 3 - 4 PM CT](#)

Are you a member of The Pulse, our higher education users group? [Join here](#)

🔧 Improve Your Group

Finally, find the impact you wish to verify, then scroll to the right to view the Actions dropdown. Click that, then select “Verify”.



The screenshot shows a table with columns: Review, Reflection and Feedback, Start Date, Start Time, Primary Group, Event, Verifier, Hours Served, Verified, Email, and Actions. The first row of data shows a test impact for 'Save the Children (test group)' with 2.00 hours served by Zachary Freilino (Zac). The Actions dropdown menu is open, showing options: View Details, Message, Edit, Request Details, Verify (highlighted), Resend Verification Request, Dispute, Unlink/Remove, and Delete. Below the table, the 'Impact Information' section is visible, showing the impact is 'Verified' and providing instructions for administrators.

Review, Reflection and Feedback	Start Date	Start Time	Primary Group	Event	Verifier	Hours Served	Verified	Email	Actions
This is a test impact	02/24/2021		Save the Children (test group)		Zachary Freilino (Zac)	2.00		zlf1001@sru.edu	<div>View Details Message Edit Request Details Verify Resend Verification Request Dispute Unlink/Remove Delete</div>

Impact Information

Verified

As an administrator of this group, you can verify whether someone actually attended or served their time.

Editing

Once you’ve verified the impact, the volunteer will receive an email informing them that their impact has been verified.

How to Dispute Impacts

In the case that a volunteer logs an impact that does not match your records, you can dispute it. To do so, either click “No, this is a mistake” in the verification email or follow these steps:

Step 1: Navigate to the administrator view of your page by clicking the blue “Manage” button as shown.



Save the Children (test group)

Manage



Step 2: Scroll down to the “Impacts” section, then select “Manage Impacts”.

- Switch -

Manage

Edit Group

View Public Page

Customize

Users

Events

Impacts

Add Impact

Manage Impacts

Manage Reflections

Heatmap

Cause Distribution

Word Cloud

Export Impacts

Export Reflections

This is an administrative group. As such, users can not create impacts directly or request to become a member of it. [Learn more](#)

GivePulse Alerts

What was it like to volunteer during the pandemic? 🗣️💡

Take a quick survey and share about your volunteer engagement during Covid-19

The Latest Resources

- COVID-19 Resources for Campus Safety
- GivePulse Showcase Reflection and Recap
- GivePulse Impact Awards Reflection and Recap

GivePulse is getting a new look!

- Try the New View in Beta Release
- Give us feedback!

September 8th, 11am CT

Improving Accessibility for Volunteers with Disabilities – Wednesday, September 22nd, 1pm CT

- Product Highlights for Advanced GivePulse Users - Thursday, September 23rd, 1pm CT

Open Office Hours - Bring your questions and learn from others

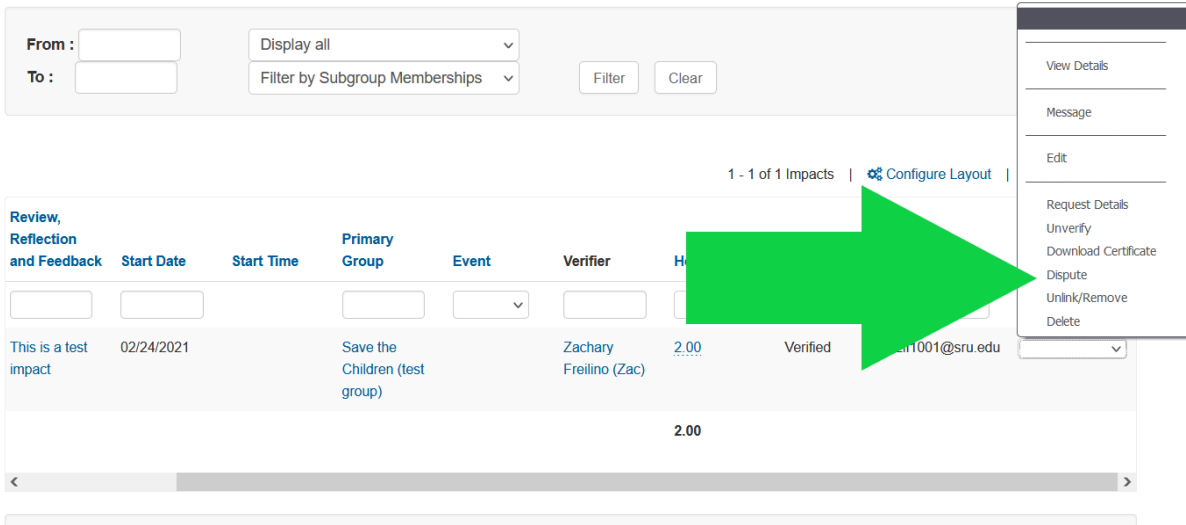
- Every Thursday afternoon from 3 - 4 PM CT

Are you a member of The Pulse, our higher education users group? [Join here](#)

Improve Your Group

5

Step 3: Once on the Manage Impacts section, scroll to the right to find the “Actions” category. Click the dropdown for the impact you wish to dispute, then click “Dispute”.



The screenshot shows the 'Manage Impacts' interface. At the top, there are search filters for 'From' and 'To' with dropdown menus, and a 'Filter by Subgroup Memberships' dropdown. Below these are 'Filter' and 'Clear' buttons. The main table has columns: 'Review, Reflection and Feedback', 'Start Date', 'Start Time', 'Primary Group', 'Event', 'Verifier', and 'Hours'. A green arrow points to the 'Hours' column, which has a dropdown menu open. The dropdown menu contains the following options: 'View Details', 'Message', 'Edit', 'Request Details', 'Unverify', 'Download Certificate', 'Dispute', 'Unlink/Remove', and 'Delete'. The table shows one impact entry: 'This is a test impact' with a start date of '02/24/2021', primary group of 'Save the Children (test group)', verifier of 'Zachary Freilino (Zac)', and hours of '2.00'. The status is 'Verified'.

Step 4: Select the appropriate reason from the options given, then click “Submit”.

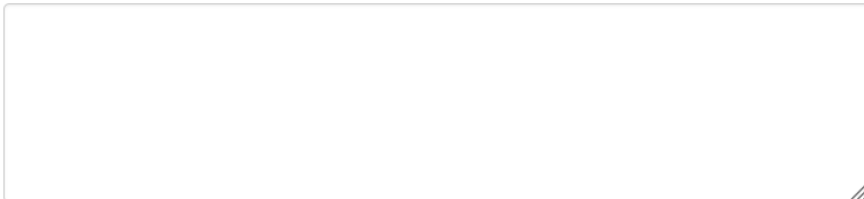
Hi Zachary Freilino

Thanks for taking a second to help us verify this for Zachary Freilino @ Save the Children (test group).

Reason for Disputing *

- ☐ I am not the right person to verify
- ☐ No record of attendance
- ☐ Time recorded is incorrect
- ☐ Duplicate
- ☐ Other

Notes or feedback



A large text area for providing notes or feedback, with a diagonal line icon in the bottom right corner.

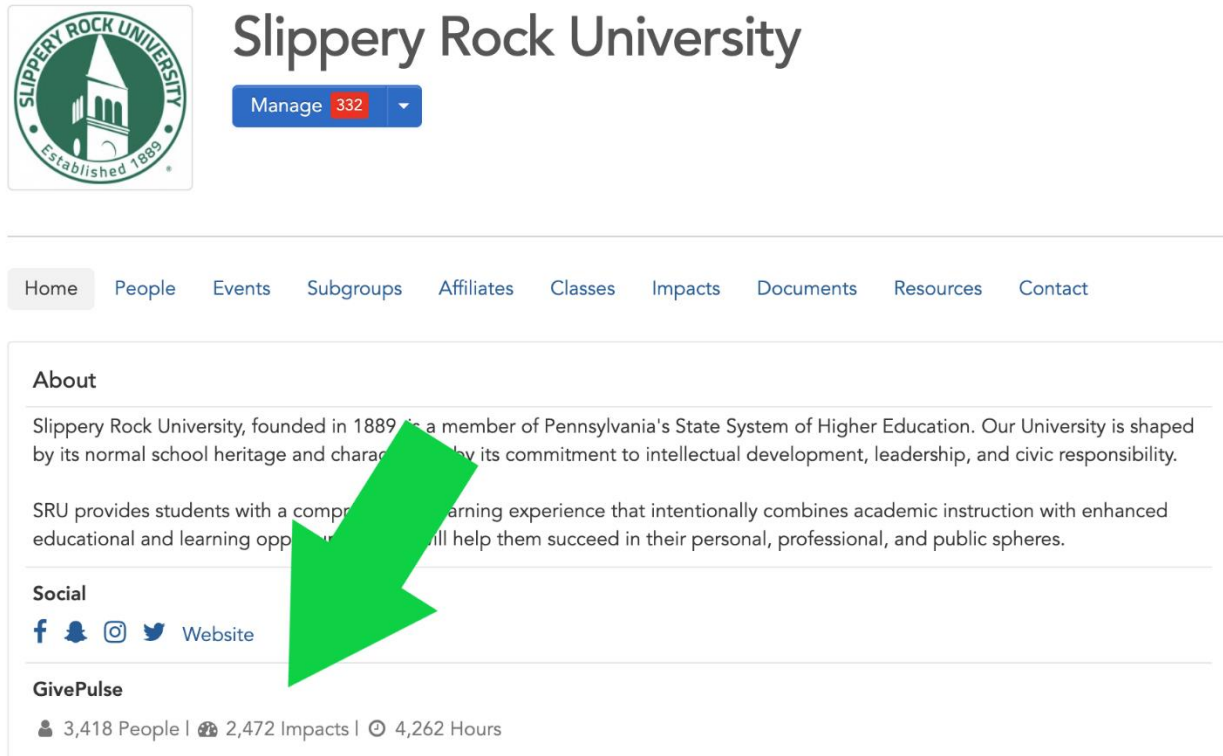
Let us know why you are disputing this. Max 2000 characters.

Submit

Once you've disputed the impact, the user who logged that impact would receive an email informing them of the dispute as well as who to contact to resolve it.

How to Find Number of Impacts

To find the number of impacts that have been logged with your organization, simply navigate to your organization's RockServe page, then look below the "Social" bar on the home page.



Slippery Rock University

Manage 332

Home People Events Subgroups Affiliates Classes **Impacts** Documents Resources Contact

About

Slippery Rock University, founded in 1889, is a member of Pennsylvania's State System of Higher Education. Our University is shaped by its normal school heritage and character, and by its commitment to intellectual development, leadership, and civic responsibility.

SRU provides students with a comprehensive learning experience that intentionally combines academic instruction with enhanced educational and learning opportunities. These experiences will help them succeed in their personal, professional, and public spheres.

Social

f s i t Website

GivePulse

3,418 People | 2,472 Impacts | 4,262 Hours

In addition, all hours and reflections logged with your organization will be visible publicly on your Impacts tab (as seen below), unless the volunteer selects otherwise when logging the impact.



Gamma Sigma Sigma

Manage

[Slippery Rock University](#) / [Recognized Student Organizations](#) / [Gamma Sigma Sigma](#) / [Impacts](#)

[Home](#) [People](#) [Events](#) [Impacts](#) [Contact](#)



Emaan gave to [Gamma Sigma Sigma](#)

Gave ⌚ 15.00 hours on 08/27/2021 with Naveen Jindal School of Management



Hunter gave to [Gamma Sigma Sigma](#) at [Under the Wave Prep](#)

Gave ⌚ 1.00 hour on 03/03/2020



Mallory gave to [Gamma Sigma Sigma](#) at [Carnation Table](#)

Gave ⌚ 4.00 hours on 02/14/2020



Cayla gave to [Gamma Sigma Sigma](#) at [Open Rush/ Dog Toy Making](#)

Gave ⌚ 0.50 hour on 02/07/2020



Questions? Check out GivePulse Support to find helpful information or contact RockServe's Street Team in the Office for Community-Engaged Learning (OCEL) at rockserve@sru.edu