



# SOUTH SERVES

ENGAGE  
LEARN  
SERVE

USA UNIVERSITY OF SOUTH ALABAMA  
OFFICE OF COMMUNITY  
ENGAGEMENT



# South Serves Training for Volunteers

**SOUTH SERVES**

**USA** UNIVERSITY OF SOUTH ALABAMA  
OFFICE OF COMMUNITY  
ENGAGEMENT

**ENGAGE**

**LEARN**

**SERVE**

## Get Started

First-time users:

1. Select “**Sign Up**” and then “**Login Here**”
2. Enter your Jag # and password
3. Complete your profile

The screenshot shows the South Serves website interface. At the top, a dark blue navigation bar contains the following links: RETURN TO OUR WEBSITE, SIGN UP, LOGIN, HELP, and CALENDAR. The 'SIGN UP' and 'LOGIN' buttons are circled in red. Below the navigation bar is a large blue banner with the text 'SOUTH SERVES' in large white letters, and 'UNIVERSITY OF SOUTH ALABAMA OFFICE OF COMMUNITY ENGAGEMENT' in smaller white letters. To the right of the banner, the words 'ENGAGE', 'LEARN', and 'SERVE' are stacked vertically in white. Below the banner is a white sidebar with a vertical list of menu items: DASHBOARD, NEEDS, EVENTS, AGENCIES, and VIRTUAL VOLUNTEERISM. The main content area is white and features a 'Login' heading. Below the heading is a red button labeled 'LOGIN HERE', which is circled in red. At the bottom of the main content area is a dark blue button labeled 'HAVEN'T SIGNED UP YET? CLICK HERE'.

Returning users:

1. Select “**Login**” and then “**Login Here**”
2. Enter your Jag # and password

RETURN TO OUR WEBSITE MY AGENCY CALENDAR (37) RM HELP

DASHBOARD

**NEEDS**

EVENTS

AGENCIES

MLK 2022 CELEBRATION

VIRTUAL VOLUNTEERISM

STUDENT SERVICE INITIATIVE

TRAINING FOR SOUTH SERVES

EMPLOYEE COMMUNITY VOLUNTEER PROGRAM

Needs

SEARCH BY Search Phrase

SORT BY -- SELECT SORTING -- FILTER BY -- SELECT A FILTER --

-- SELECT A FILTER --

- Age
- Agency
- Available Slots
- Date
- Distance
- Family Friendly
- Impact Area
- Initiative
- Interest
- Outdoors
- Qualification
- Site
- Teams
- User Group
- Virtual Need
- Wheelchair Accessible

1 2 3 > Last

Happens On Jan 22, 2022  
**USA Campus Cleanup**  
USA Marine Sciences Department

VIEW DETAILS

Is Ongoing  
**Driving Resettled Refugees**  
Dwell Mobile

VIEW DETAILS

Is Ongoing  
**English Teacher Providers**  
Dwell Mobile

VIEW DETAILS

Is Ongoing  
**Soccer**  
Dwell Mobile

Happens On Jan 15, 2022  
**2022 MLK Jr. Day of Service**  
Mobile United

Happens On Jan 17, 2022  
**MLK 2022 Community Conversation About Service with Inclusive Practices**

To find volunteer opportunities, click “ **Needs** ” on the left side of the screen. If you’re looking for a specific type of volunteer opportunity, use the search bar or choose a filter. Then click “**View Details** ” for more information.

RETURN TO OUR WEBSITE   MANAGER   MY AGENCIES   CALENDAR   (1553)   LC   HELP

**DASHBOARD**

19 protocols, following whichever guidance is most stringent.   GUIDANCE

**Suggested Needs:**

Edit your preferences and for agencies to refine these suggestions.

- Is Ongoing  
Online Feedback Needed for Free Minds Book Club Blog for Incarcerated Youth  
South Serves  
VIEW DETAILS
- Is Ongoing  
Dauphin Island Beach Clean Up  
Phi Kappa Sigma  
VIEW DETAILS
- Is Ongoing  
Tutors for Immigrant Children  
BELONG  
VIEW DETAILS
- Is Ongoing  
Basic Conversational English Tutors for Immigrants (ESL)  
BELONG  
VIEW DETAILS

View More Recommendations

350 Student Center Cir  
350 Student Center Cir, Mobile, AL 36688  
View larger map

Search for more needs  
Need

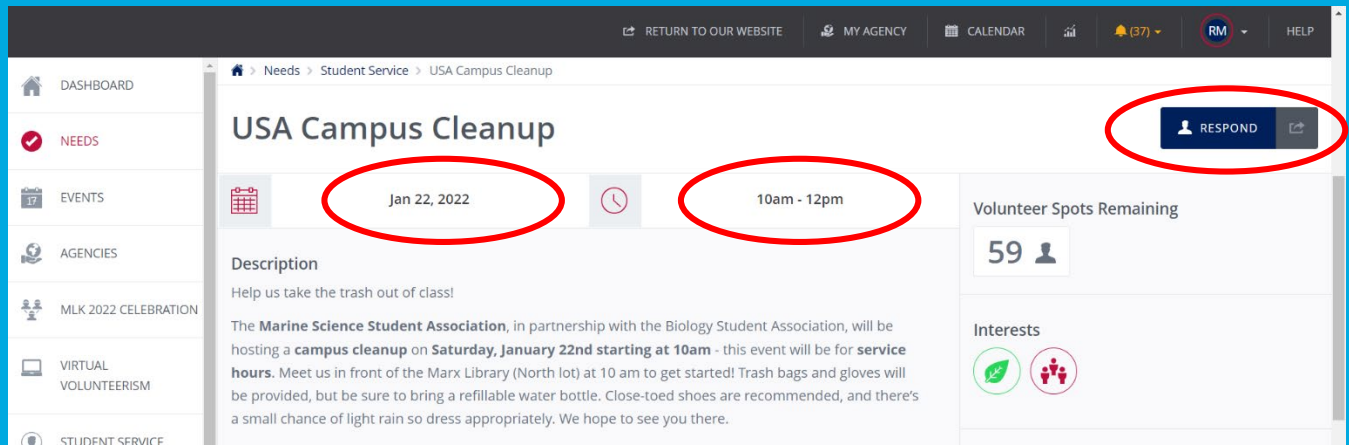
You can also find volunteer opportunities on the “Dashboard” page of your account. If you scroll down, you’ll see a section for “Suggested Needs”. These recommendations are based on your preferences in your user profile.

After clicking “View Details” for a need, you’ll see the:

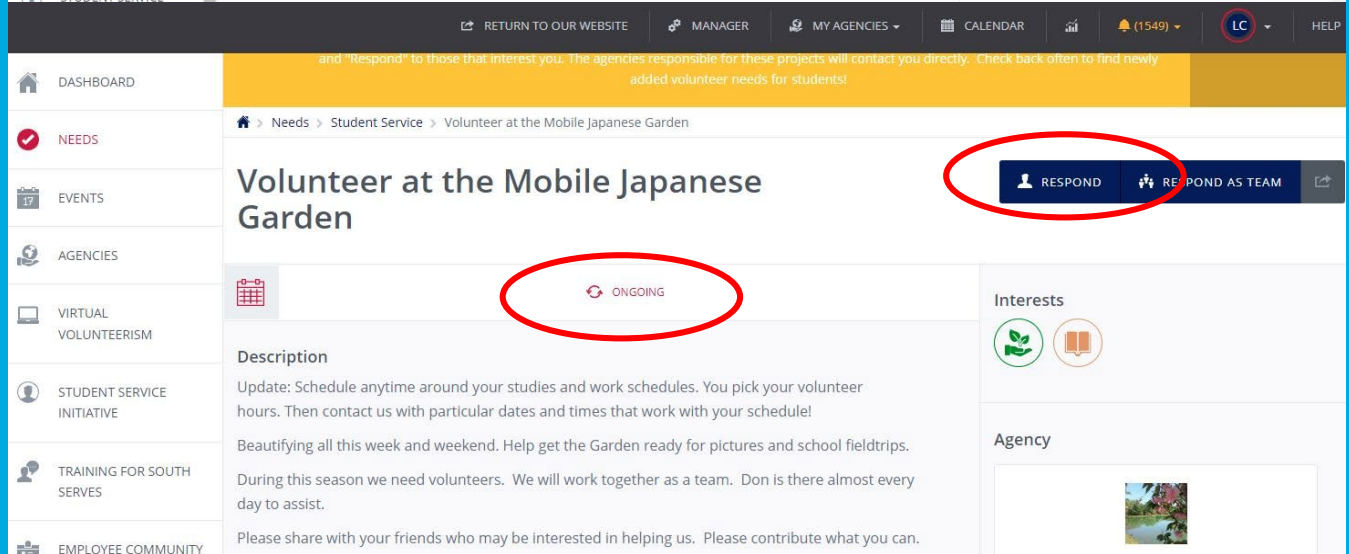
1. activity
2. description
3. date
4. time of the event

To participate, click “Respond” in the upper right corner.

Some needs are “Ongoing”, and in that case, click “Respond” and the organizers will contact you to schedule a time to volunteer.



This screenshot shows the details for the "USA Campus Cleanup" event. The page layout includes a top navigation bar with links for "RETURN TO OUR WEBSITE", "MY AGENCY", "CALENDAR", and "HELP". A left sidebar contains navigation options: "DASHBOARD", "NEEDS", "EVENTS", "AGENCIES", "MLK 2022 CELEBRATION", "VIRTUAL VOLUNTEERISM", and "STUDENT SERVICE". The main content area features the event title "USA Campus Cleanup" and a "RESPOND" button in the top right corner. Below the title, the date "Jan 22, 2022" and the time "10am - 12pm" are displayed. The description states: "Help us take the trash out of class! The Marine Science Student Association, in partnership with the Biology Student Association, will be hosting a campus cleanup on Saturday, January 22nd starting at 10am - this event will be for service hours. Meet us in front of the Marx Library (North lot) at 10 am to get started! Trash bags and gloves will be provided, but be sure to bring a refillable water bottle. Close-toed shoes are recommended, and there's a small chance of light rain so dress appropriately. We hope to see you there." On the right side, there is a "Volunteer Spots Remaining" section showing "59" spots and an "Interests" section with icons for a leaf and a group of people.



This screenshot shows the details for the "Volunteer at the Mobile Japanese Garden" event. The top navigation bar includes "RETURN TO OUR WEBSITE", "MANAGER", "MY AGENCIES", "CALENDAR", and "HELP". The left sidebar has "DASHBOARD", "NEEDS", "EVENTS", "AGENCIES", "VIRTUAL VOLUNTEERISM", "STUDENT SERVICE INITIATIVE", "TRAINING FOR SOUTH SERVES", and "EMPLOYEE COMMUNITY". The main content area displays the event title "Volunteer at the Mobile Japanese Garden" and a "RESPOND" button in the top right corner. Below the title, the status "ONGOING" is shown. The description reads: "Update: Schedule anytime around your studies and work schedules. You pick your volunteer hours. Then contact us with particular dates and times that work with your schedule! Beautifying all this week and weekend. Help get the Garden ready for pictures and school fieldtrips. During this season we need volunteers. We will work together as a team. Don is there almost every day to assist. Please share with your friends who may be interested in helping us. Please contribute what you can." On the right side, there is an "Interests" section with icons for a leaf and a book, and an "Agency" section with a small image of a garden.

While it's not typically necessary to add "Notes" to your need response, you should always check the need description in case the activity organizer asks volunteers for any specific information.

After adding any "Notes", click "Submit Need Response".

RETURN TO OUR WEBSITE MY AGENCY CALENDAR (37) RM HELP

**Need Information**

Need Name: USA Campus Cleanup  
Need Date: Jan 22, 2022  
Agency Name: USA Marine Sciences Department  
Your Name: Rhea Maladkar

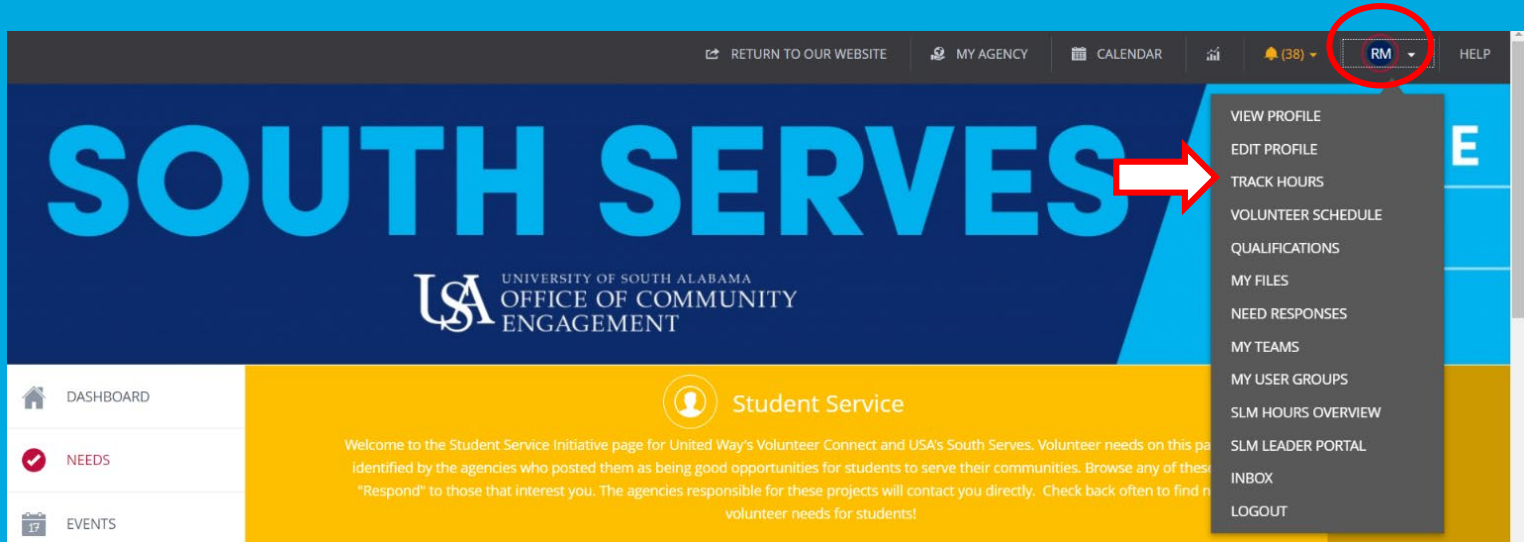
**Additional Volunteer Information**

Notes ?

**SUBMIT NEED RESPONSE** CANCEL

If the activity organizer does not contact you within a few days about volunteering, email [communityengagement@southalabama.edu](mailto:communityengagement@southalabama.edu) to let us know.

After volunteering, go back onto South Serves to upload your service hours.  
Click your initials or profile picture in the upper right corner.  
Then select “Track Hours”.





Click “Add Hours” or scroll down to the hours submission form.

The screenshot shows the 'South Serves' website interface. At the top, there is a navigation bar with links for 'RETURN TO OUR WEBSITE', 'MY AGENCY', 'CALENDAR', a notification bell with '(38)', a user profile icon 'RM', and 'HELP'. Below this is a large blue banner with the text 'SOUTH SERVES' and 'LEARN SERVE'. The main content area is titled 'Track Hours' and includes a sidebar with navigation options: DASHBOARD, NEEDS, EVENTS, AGENCIES, MLK 2022 CELEBRATION, VIRTUAL VOLUNTEERISM, and STUDENT SERVICE. The 'Track Hours' section has sub-tabs: VIEW PROFILE, EDIT PROFILE, TRACK HOURS (selected), VOLUNTEER SCHEDULE, MY FILES, NEED RESPONSES, and MY TEAMS. Below these are links for MY USER GROUPS, SLM HOURS OVERVIEW, SLM LEADER PORTAL, QUALIFICATIONS, and INBOX. The 'Volunteer Hours' section features a table with columns for DATE, DETAILS, USER GROUP, TYPE, HOURS, MILES TRAVELED, and STATUS. The 'ADD HOURS' button is circled in red.

USA UNIVERSITY OF SOUTH ALABAMA OFFICE OF COMMUNITY ENGAGEMENT

SOUTH SERVES LEARN SERVE

My Profile > My Hours

Track Hours

VIEW PROFILE EDIT PROFILE TRACK HOURS VOLUNTEER SCHEDULE MY FILES NEED RESPONSES MY TEAMS

MY USER GROUPS SLM HOURS OVERVIEW SLM LEADER PORTAL QUALIFICATIONS INBOX

Volunteer Hours

ACTIONS EXPORT HOURS **+** ADD HOURS

Start 01/11/2021 End 01/11/2022 GO

Table Filter

<input type="checkbox"/>	DATE	DETAILS	USER GROUP	TYPE	HOURS	MILES TRAVELED	STATUS
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To add hours in response to a need on South Serves:

1. Select the need name from the “**Select a Need**” drop-down menu
2. Fill out the required information
3. If you are in a student organization or a class requiring service hours, make sure you are in that organization/ class’s user group (if they use South Serves) and then select the organization (and all others you’re connected to) in the drop-down menu for the “User Group” field.

The screenshot shows a web form for logging hours. At the top, there is a navigation bar with links: RETURN TO OUR WEBSITE, VOLUNTEER, ADD HOURS, CALENDAR, a notification bell with (18), a user profile icon labeled CE, and a HELP link. The form is divided into several sections:

- Hour Type:** A question "Are these hours in reference to a need you responded to on this site?" with radio buttons for "Yes" (selected) and "No". Below this is a dropdown menu labeled "Need" with the text "Select a Need" and a downward arrow. This field is circled in red.
- Hour Details:** Contains three input fields: "Date Worked" with a date format "MM/DD/YYYY", "Hours Worked" with an example "Example: 3.5", and "User Groups" with a dropdown arrow. This field is circled in red.
- Description:** A text area with a placeholder "Brief Description".
- Hours Questions:** A section at the bottom of the form.

Email [communityengagement@southalabama.edu](mailto:communityengagement@southalabama.edu) if you should be connected to a user group but aren't or if the need you participated in isn't listed.

If you have volunteered, but it wasn't for a need on South Serves, click **'No'**. Then fill out **all** of the fields on this form. This information is required to get your hours approved.

The Office of Community Engagement must know the name of the community organization that benefited from the activity, a description of your service, and a name/ email of the activity coordinator.

The screenshot shows a web application interface for logging volunteer hours. The top navigation bar includes links for 'RETURN TO OUR WEBSITE', 'MY AGENCY', 'CALENDAR', a notification bell with '(42)', a user profile 'RM', and 'HELP'. A left sidebar menu contains options: 'DASHBOARD', 'NEEDS', 'EVENTS', 'AGENCIES', 'MLK 2022 CELEBRATION', 'VIRTUAL VOLUNTEERISM', 'STUDENT SERVICE INITIATIVE', 'TRAINING FOR SOUTH SERVES', and 'EMPLOYEE COMMUNITY VOLUNTEER PROGRAM'. The main content area is titled 'Hour Type' and asks 'Are these hours in reference to a need you responded to on this site?'. There are two radio buttons: 'Yes' and 'No'. The 'No' radio button is selected and circled in red. Below this is the 'Individual Details' section with three input fields: 'Volunteer Location', 'Location Contact', and 'name@example.com'. To the right is the 'Hour Details' section with three input fields: 'Date Worked' (placeholder: MM/DD/YYYY), 'Hours Worked' (placeholder: Example: 3.5), and 'User Groups'. At the bottom is the 'Description' section with a text area labeled 'Brief Description'.

RETURN TO OUR WEBSITE VOLUNTEER ADD HOURS CALENDAR

DASHBOARD

NEEDS

EVENTS

AGENCIES

SEMESTER OF SERVICE - SPRING 2022

VIRTUAL VOLUNTEERISM

STUDENT SERVICE INITIATIVE

TRAINING FOR SOUTH SERVES

EMPLOYEE COMMUNITY VOLUNTEER PROGRAM

COLLAPSE MENU

Q. What is the name of the organization that benefitted from your volunteer service? \*

Q. If you volunteered to help this agency through a student organization, please provide the name of the student organization.

Q. Did you discover this service opportunity as a Need on South Serves? \*

Q. How would you rate your volunteer experience? \*

SUBMIT HOUR ENTRY CLEAR FORM

REMEMBER you need to answer all the questions in order for hours approval to occur.

Approval for non-need volunteering takes longer than approval for South Serves needs.

Once the form is completed, click “**Submit Hour Entry**” at the bottom of the page.

## FAQ

**What is South Serves?** South Serves is a web portal that allows you to have access to a wide variety of service opportunities. Among other things, it allows system users to find, “Respond”, and volunteer for “Needs”, or service opportunities, posted by organizations in our community. South Serves provides a platform to:

- explore to learn more about agencies and organizations with which you might want to volunteer or seek an internship;
- post your own events and opportunities for community service or volunteering, both on and off campus
- track your service/ volunteer hours to build a volunteer resume,
- facilitate participation in a service learning course; and
- manage a service learning course or experience.

**How do I get involved?** Create an account using this link: <https://southserves.southalabama.edu/user/register/>.

**Why South Serves?** South Serves allows you to track your hours of service, as well as provides a wide variety of service opportunities that are flexible to your schedule.

**Do I need a “User Group”?** A user group is helpful for student organizations or classes that need to track the service hours of their members. If you can’t connect your hours to user group(s) you’re involved with, email [communityengagement@southalabama.edu](mailto:communityengagement@southalabama.edu). User groups for student organizations change at the start of the fall semester each year. User groups for classes change at the start of each semester.

## FAQ cont.

**Do I need an “Agency” profile or account?** An agency account is used by student organizations, campus departments, or classes to create volunteer or service learning “Needs” that are either “Private” for their members only or “Public” for everyone using South Serves.

**Are volunteer service events one -time or ongoing?** South Serves offers both ongoing and one -time events, as well as a variety of on-campus and off-campus volunteering opportunities.

**How to add hours?** Login to South Serves -> Select “Track Hours” in the drop –down menu by your initials or profile picture in the upper right corner -> Click “Add Hours” -> Click “Yes” and then select the need from your list and complete the form -> Add any user groups that apply -> Click “Submit Hour Entry”

**Who can see my hours?** User group leaders can see the hours of their group members, agency managers can see the hours associated with their volunteer opportunities, and University departments/divisions can request to see hours for students connected with them.

**What counts as service hours?** Activities that relate to time being committed to a specific service for a community nonprofit/public charity; a school, faith organization, or governmental entity; or a University of South Alabama department/office. Reference the [\*University of South Alabama Volunteerism and Service Guidelines\*](#) for more information.

## FAQ cont.

**What does not count for service hours?** Donations; event or conference attendance; conducting the regular business of a student organization; self-directed projects; internships or job shadowing; clinical hours not connected to a service learning course (ask the Office of Community Engagement to verify with your professor before tracking clinical hours); paid work; hours for academic grading; and being a lab, research, or focus group participant. For a complete list, reference the [\*University of South Alabama Volunteerism and Service Guidelines\*](#).

**Can I add hours from an activity not registered on South Serves?** Yes, absolutely! Just contact [communityengagement@southalabama.edu](mailto:communityengagement@southalabama.edu) or (251) 460-6116 for directions and to find out if the activity qualifies under the University's volunteer/ service guidelines.

**How long does it take for hours to get approved?** Hour approval time varies anywhere from a couple of days to a month. It is best to submit hours early!