Welcome to Bellevue College’s Volunteer and Service-Learning Portal! Whether you are volunteering on your own or are engaging with a community partner as part of a class, this portal will allow you to explore local agencies, find volunteer opportunities, log hours, and maintain your own “service résumé” for future use.

This Student Guide will help you learn how to use this portal and will answer common questions that come up. If you have additional questions about or challenges with using the portal, please email RISE at service-learning@bellevuecollege.edu.

Happy exploring! Hope you find a great opportunity to engage the community.

Getting Started
Who am I?
For the purposes of this guide, you are a Service-Learner if you are using the portal as required for a class, event, or student group, known in the system as a User Group. You are a Volunteer if you are using the portal to find opportunities outside of a User Group. But on the portal, no matter your background, you are called a User.

How do I Register?
1. For Service-Learners: Follow the link your instructor gives you. Then, click the “HAVEN’T SIGNED UP YET?” button.
2. For Volunteers: Go to https://bellevuecollege.galaxydigital.com/. Then, click the “SIGN UP” button.
3. Step 1: Create an Account
   a. Do NOT sign up with Facebook.
   b. Use your preferred first name and your last name. As this will be the name used to engage external agencies (as well as instructors for Service-Learners), please be professional.
c. It’s best to use your BC email address. However, if you rarely check your BC account, use an email address you check more regularly. Review your email address to make sure it’s right before you move on.
d. Enter and re-enter a password that you’ll remember. It needs to have a minimum of 8 characters.
e. Click “CREATE YOUR ACCOUNT.”

4. Step 2: Select Causes
   a. Causes reflect issues or communities that interest you. These can range from post-traumatic stress (“Wellness” or “Veterans”) or housing insecurity (“Poverty”) to habitat loss (“Environment”) or child education (“Youth”), etc.
b. Choose a minimum of three (3) Causes. Think about Causes that a) you are passionate about, and b) you know little about but would like to explore.
c. For Service-Learners in issue-specific classes (e.g. Nutrition or a course on disability), still pick three Causes even if they go beyond the scope of your class.
d. If you don’t know what a particular Cause means, don’t stress over it. Just select something else and move on. You can always add or change your Causes later.
e. Once you have your three (3), click “CONTINUE TO NEXT STEP.”

5. Step 3: Select Interests
   a. Interests reflect things that you would like to do with the agency. These can range from construction or social media to tutoring or food preparation.
b. Choose a minimum of three (3) Interests. Think about Interests that a) reflect a type of tasks that you enjoy doing, b) fit in with a skill you currently have, and c) would allow you to develop experience in skills currently lacking.
c. Do not select “Other” or “Let’s chat and figure this out.”
d. If you don’t know what an Interest means, don’t stress over it. Just select something else and move on. You can always add or change your Interests later.
e. Once you have your three (3), click “CONTINUE TO NEXT STEP.”

6. Step 4: Become an Agency Fan
   a. Just skip this by clicking “CONTINUE TO NEXT STEP” at the bottom.

7. Step 5: Click “Continue” and check your email for a confirmation.

8. For Service-Learners: Click on your initials in the circle on the upper right corner. If “MY USER GROUPS” isn’t in the dropdown list, return to the registration email from your instructor. Click it, and check your initials again. If you still don’t see “MY USER GROUPS,” inform your instructor.
How do I update my profile?
1. Click on your initials in the circle on the upper right corner. Then go to “EDIT PROFILE.”
2. Upload a photo. Fill out as much information as you feel comfortable giving.
3. Click “UPDATE BASIC INFORMATION.”
4. Your initials in the circle should be replaced by your picture.

How do I change my password?
1. Go to “EDIT PROFILE.”
2. Fill out the information under “Change Password” and click “UPDATE PASSWORD.”
Exploring Agencies and Opportunities

How do I learn more about Agencies?

1. Click “AGENCIES” on the left menu.
2. By default, the Agencies are listed alphabetically. You can organize them by grid or list view by clicking on the icons next to the “SELECT A FILTER” dropdown menu. You can also use the “SORT BY” dropdown menu to change the order of the listing.
3. See where Agencies are located compared to you via the map view. These show Agencies only based on their primary address, so you will not see other locations.
4. Filter options using the dropdown “SELECT A FILTER” menu. The most useful are “Cause” and “Distance.”
   a. Cause: Select the Cause from the dropdown list, and click SEARCH.
   b. Distance: Choose a distance from the dropdown list, enter in the preferred Zip Code, and click SEARCH.
   c. For example: Filter for an Environment cause within 5 miles of 98007 (my school) or 98027 (my home)

How do I find Opportunities that interest me?

1. Click either on “OPPORTUNITIES” on the left menu or on “VOLUNTEER” at the top.
2. By default, the Opportunities are listed based on date of posting, with the newest first. You can organize them by grid or list view by clicking on the icons next to the “SELECT A FILTER” dropdown menu. You can also use the “SORT BY” dropdown menu to change the order of the listing.
3. See where Opportunities are located compared to you via the map view. These show Opportunities at all locations beyond the main office.
4. Filter options using the dropdown “SELECT A FILTER” menu. The most useful are “Distance” and “Interest.”
a. Distance: Choose a distance from the dropdown list, enter in the preferred Zip Code, and click SEARCH.
b. Interest: Select the Interest from the dropdown list, and click SEARCH.
c. For example: Filter for an Arts & Crafts interest within 5 miles of 98007 (my school) or 98027 (my home).
d. “Age,” “Date,” “Family Friendly,” and “Outdoors” might also be useful searches. However, not all Agencies have specified these in their Opportunity listings, so the searches may not be accurate or complete.

5. To learn more about who is offering this opportunity, click on the Agency name in the box on the right. That will take you to the Agency page, where you can learn more and decide whether this Agency / Cause interests you.

As a Service-Learner, how do I find Opportunities associated with my class?
1. Click on your initials/picture in the upper right corner, and scroll down to “MY USER GROUPS.” A User Group is the same thing as your class. You can also get there by clicking on “VIEW PROFILE.” Select “VIEW OPPORTUNITIES” and you’ll see the ones directly associated with your class.
2. If you want to see a longer list, click on “OPPORTUNITIES” on the left. You will see a mix of Opportunities associated with your User Group and those that are public and open to everyone.

As a Service-Learner, how do I find Opportunities that are remote?
Remote Opportunities give you a chance to support an Agency if, for reasons of time or accessibility, you aren’t able to volunteer at their location. Some organizations offer remote Opportunities. To find them:

1. Filter for Distance “Is In” the zip code “98007.”
2. Open the Opportunities in the list and look for ones with the yellow box that says “Remote Tasks May Be Available.”

As a Volunteer, am I allowed to engage with an Agency that isn’t in the portal?
Absolutely! We encourage you to volunteer with any agency that interests you. However, since the agency isn’t a part of the portal, any hours you spend will not appear as part of your Service Résumé (SR). If you’d like these hours to count towards this SR, then email service-learning@bellevuecollege.edu with the name and contact info for the agency.
As a Service-Learner, am I allowed to engage with an Agency that isn’t in the portal? Likely not, unfortunately. For a variety of reasons, we ask that you stick with the opportunities and agencies attached to your class. In some circumstances where the number of options are limited, there might be an Opportunity labeled “Other Agency” through which students can suggest their own. But for the most part, please use the Opportunities and Agencies given.

What do the colored boxes mean when I’m looking at Opportunities?

- **Specific Age Restriction**: At least one Opportunity requires you to be above / below a certain age.

- **May need longer duration**: At least one Opportunity, or this particular Opportunity, requires regular volunteering that goes beyond a single quarter.

- **Faith-based Agency**: This Agency is faith-based, but does not require volunteers to be of that faith, spread that faith, or work only with communities of that faith.

- **Particular identity preference**: The Opportunity has a preference for people of a specific identity (e.g. women, trans people, veterans, youth, etc.), but the Agency also provides roles for other people.

- **Remote tasks may be available**: At least one Opportunity, or this particular Opportunity, can be done on a student’s own time and at their own location of choosing, given access to technology.
Communicating and Logging Hours

When should I express interest in an Opportunity?
Tuesdays and Wednesdays are the best days to reach out to an Agency (see below). It’s best NOT to contact an Agency the day before or after a weekend/holiday. Your message might not be noticed.

How do I express interest in an Opportunity?
1. Simple! Click “RESPOND” at the top or bottom right corners of the Opportunity screen.
2. For Service-Learners: In order for this Opportunity to count towards a User Group (e.g. class or student group), make sure to select the right User Group on the next screen. If you do not select anything, logged hours will not go towards your class.
3. Introduce yourself in the Notes section. Mention why you’re interested in that opportunity, how you can contribute to it, what your availability is, what languages you speak, and what you want to gain from the experience. If part of a class, talk about how that Agency / Opportunity relates, and emphasize that time is limited and you want to get started right away.
4. Click the “SUBMIT OPPORTUNITY RESPONSE” button and wait.

What happens after I submit an Opportunity Response?
1. An automatically generated email gets sent to the contact associated with that Opportunity. It has information about you, including your email address and the Note you wrote.
2. The contact will send you a message to your email address, NOT through the portal.
3. While waiting, check the Opportunity again to see whether you need to also apply via the Agency’s website and/or submit some paperwork.
4. Once you hear back, start a conversation and see where it leads.

What if I don’t hear back from the Agency?
1. If you don’t hear back within two (2) working days (not counting Saturdays, Sundays, or holidays), first check that your email address on your profile is correct.
2. Then, send a reminder to the contact given in the “Thank You for Your Interest” message you receive after submitting a Response. You can view this message through your email or through the portal.
3. If you still don’t hear one (1) full day after sending a reminder, move on to another agency. Inform your instructor and service-learning@bellevuecollege.edu.
Where do I check my messages?
The bell icon at the top of the screen.

Can I email through the portal?
No.

Can I submit multiple Responses at once?
Absolutely! For Volunteers, we encourage you to connect with as many Opportunities as possible. For Service-Learners, you should really focus on one Opportunity to add depth to your experience over many shifts, but you can still Respond to 2-3 Opportunities just in case someone isn’t responsive.

Keep in mind that the portal equates a Response with a confirmation. So, if you end up not volunteering for that Opportunity, the portal will still think you are. If you don’t log hours with that Opportunity, then nothing happens. Therefore, there is no need to cancel a Response unless you want to.

Speaking of which...how do I log hours?
1. Click either on “ADD HOURS” at the top of the screen or on “TRACK HOURS” from the dropdown menu.
2. Fill out the page:
   a. Choose the Opportunity towards which you’re applying the hours.
   b. Put in the Date and number of Hours Worked.
   c. Don’t put anything in Miles Traveled unless explicitly requested by your instructor.
d. Feel free to write some comments under “Description.” What you write here will go to the Agency, and is a great way to give feedback.

e. For Service-Learners: Some instructors will ask you to complete a Reflection when you submit hours. If the question(s) appear with a red asterisk (*), you will be required to write something every time you submit hours.

f. Click the “SUBMIT HOUR ENTRY” button.

3. The Agency contact, who may be different from your Opportunity supervisor, will receive an email asking them to approve the hours.

When should I log my hours?
Do it immediately every time you volunteer so the Agency doesn’t forget that you were there.

How do I check on whether my hours are getting approved?
1. You can check your total contributed hours by going to “VIEW PROFILE” and looking in the small gray box to the left of the Causes.
2. For Service-Learners: Go to “SLM USER GROUPS” to see how many of the required total hours you have remaining.
3. If numbers in either location don’t seem to be changing, you know that the Agency hasn’t approved your hours.

And if they’re not approving my hours, what do I do?
1. Send a polite reminder to the contact.
2. If nothing happens, inform your instructor and service-learning@bellevuecollege.edu.
How do I cancel or unregister for an Opportunity?

1. Go to “OPPORTUNITY RESPONSES” via the dropdown menu, click “Select an action,” and choose “Unregister.” Click “Yes” to unregister (the default is “No”). – OR –

2. Return to the original Opportunity, and where the “Respond” button once was, you’ll now see “Unregister.” Click that and “Yes.”

I’m getting too many messages from this portal...what do I do?

1. Go to “EDIT PROFILE” and scroll to the bottom.
2. Click the toggle switch to “OFF” for “Receive system emails and messages.”
3. Warning: Only do this if you plan on checking your messages every day. Otherwise, you might miss important notifications.
Troubleshooting for **Service-Learners:**

The portal removed me from the User Group! What do I do?
That’s really annoying! First, try logging out and logging back in. If that doesn’t work, go back to the register link given by your instructor. Clicking it should fix it. If it keeps happening, report it to service-learning@bellevuecollege.edu.

The portal won’t let me respond to an Opportunity as part of the User Group. What’s happening?
Check the date. Are you submitting a response after the deadline given by your instructor? Is it more than halfway through the class? If yes to either, please inform the instructor so they can give you access to responding. If no, then email both your instructor and service-learning@bellevuecollege.edu.

My hours aren’t being logged towards my class. What do I do?
Most likely, you forgot to apply the Opportunity Response to your User Group. Go to “OPPORTUNITY RESPONSES” via the dropdown menu, click “Select an action,” click Edit, and choose the User Group. Then click “UPDATE USER RESPONSE.” Check with your instructor whether they can view your hours now. If not, contact service-learning@bellevuecollege.edu.