GET CONNECTED

Step-by-Step Guide for AGENCIES




Get Connected is volunteer management and tracking software that the Center for Community Engagement & Career Competitiveness (CCECC) utilizes to increase engagement from students, faculty and staff at Averett University, Danville Community College and Piedmont Community College.

Students, faculty and staff are able to search for volunteer needs, events and agencies on *Get Connected* and communicate their intent to participate with the organizing agency. All communication can be done through *Get Connected*, and *Get Connected* will even track the number of volunteers and their hours served.

Although log-in information is only available to students, faculty and staff, all of the content posted on *Get Connected* is visible to the broader community. Thus, *Get Connected* is an informational resource for *all* citizens in the Dan River Region and a valuable marketing tool for the region's community organizations.

This guide will show you how *Get Connected* can benefit your agency and how you can use each of its tools. Visit engage.averett.edu to get started!

If you have any questions, please contact Rachel Covington.

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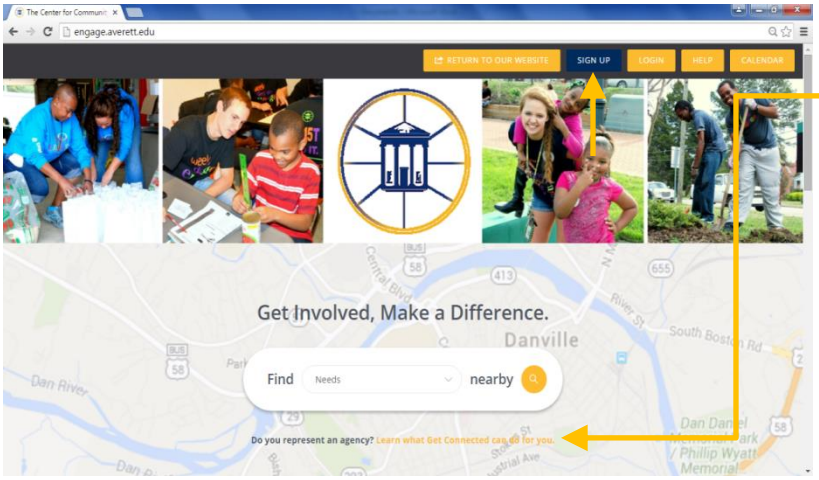
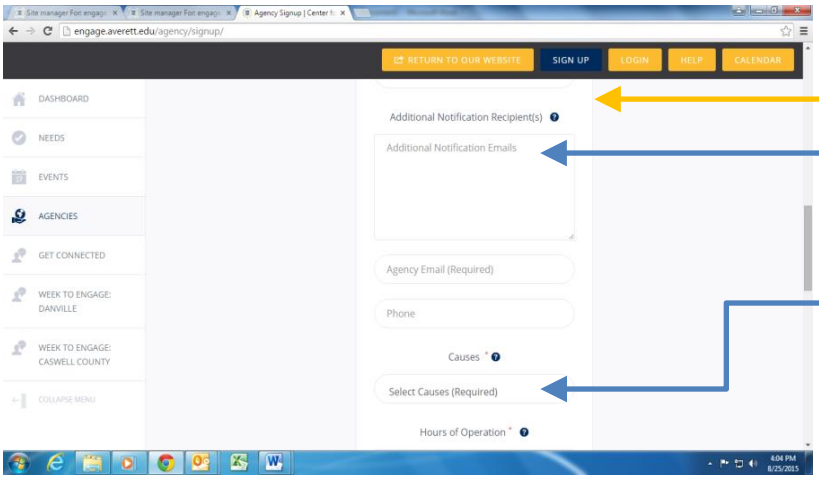
YOUR AGENCY PROFILE



CREATE YOUR PROFILE

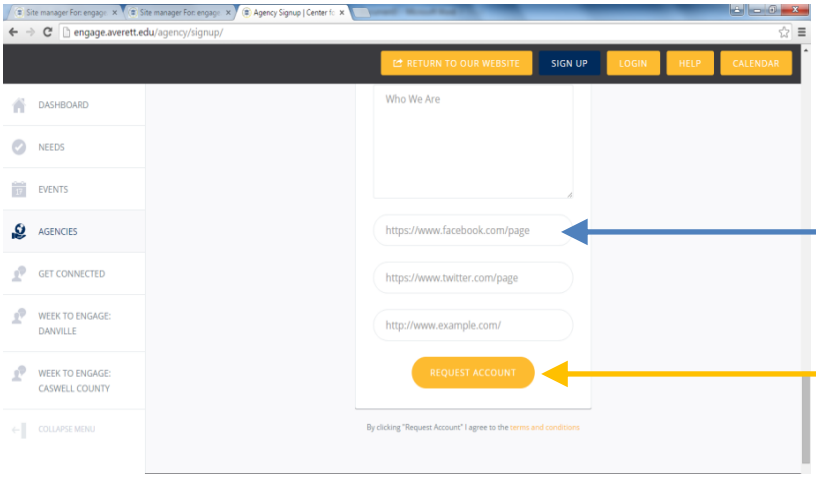
Visit engage.averett.edu and click on the yellow "Learn what *Get Connected* can do for you" link.



Complete the information about your agency.

If another colleague will be managing the account or needs access to it, you may add his/her email address.

Select your agency's causes. These causes are used to match volunteers with agencies based on similar interests. You may choose as many causes as you see fit.

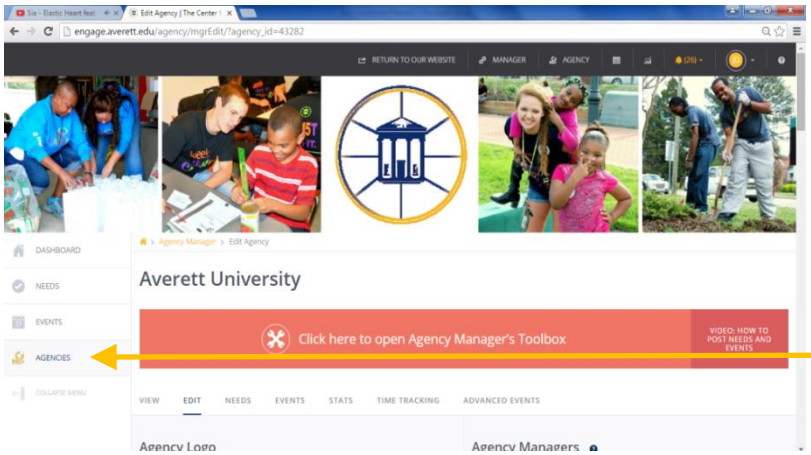


Add links for your agency's website and social media accounts.

Click the "REQUEST ACCOUNT" button. Once the CCECC approves your account, you will receive an email notification.

After your account is approved, you may edit this information when you log in by clicking the "MY AGENCY" button at the top of the page, if your agency profile does not appear automatically.

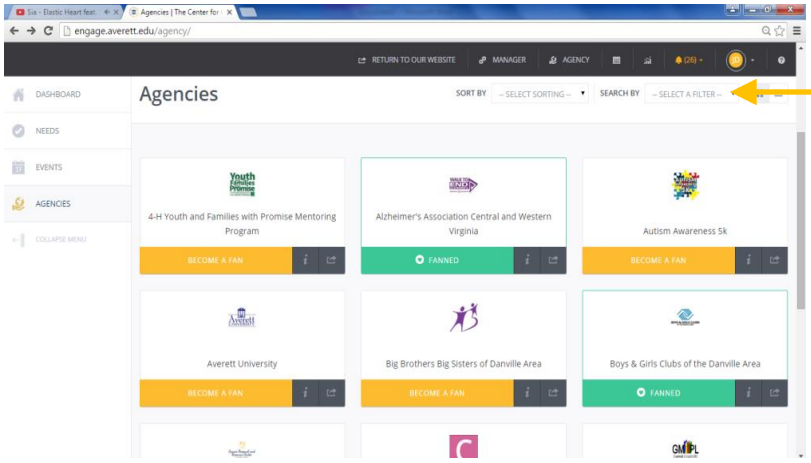
YOUR AGENCY PROFILE



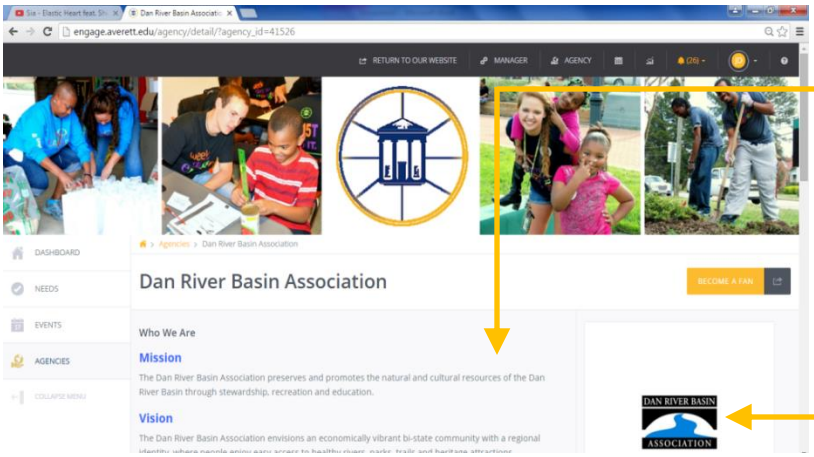
VIEW YOUR PROFILE

To view your agency's profile from a volunteer's perspective, click on the "AGENCIES" tab on the left side of the page.

You are able to view the volunteer perspective because you are a manager of an agency, so you also have an individual profile on *Get Connected*.



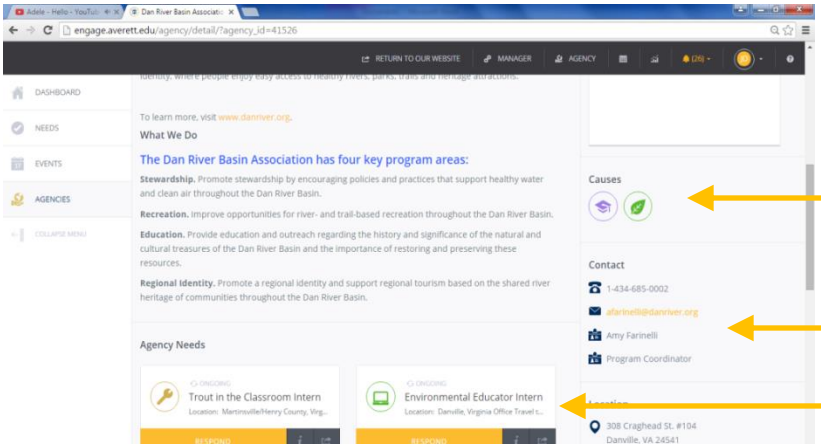
You may scroll through to find your agency or select a filter to search for it.

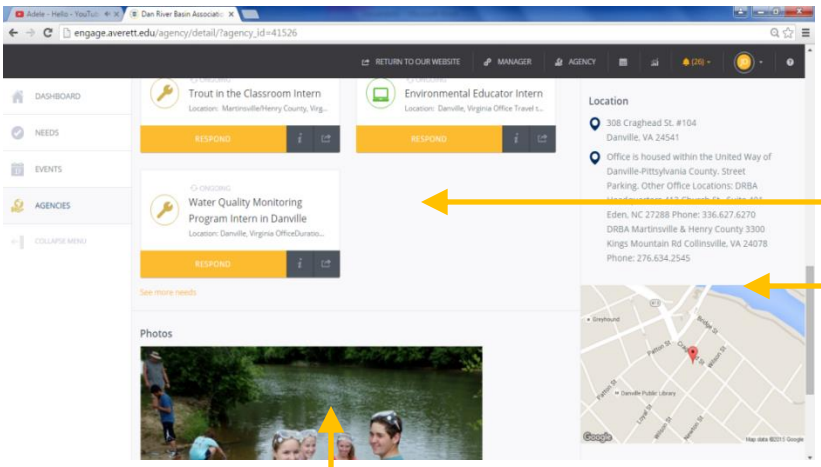


Volunteers will see the "Who We Are" and "What We Do" text that you entered when you signed up.

If you uploaded your logo, that also will appear. Be sure your logo is 540px by 540px for the best quality.

YOUR AGENCY PROFILE





Volunteers will be able to see your agency's causes and contact information.

If you have created any "Agency Needs," they will appear on your agency's profile.

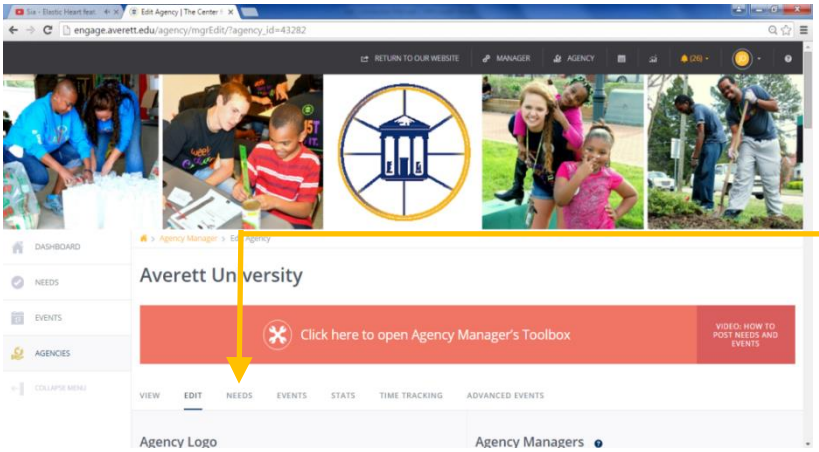
Volunteers will be able to see your location and find directions through Google Maps.

If you uploaded pictures, they also will appear.

Make a profile that is visually appealing. Include your logo and pictures of your agency's work. Remember that you can use bold text, colored text, and images in your content blocks to draw attention.

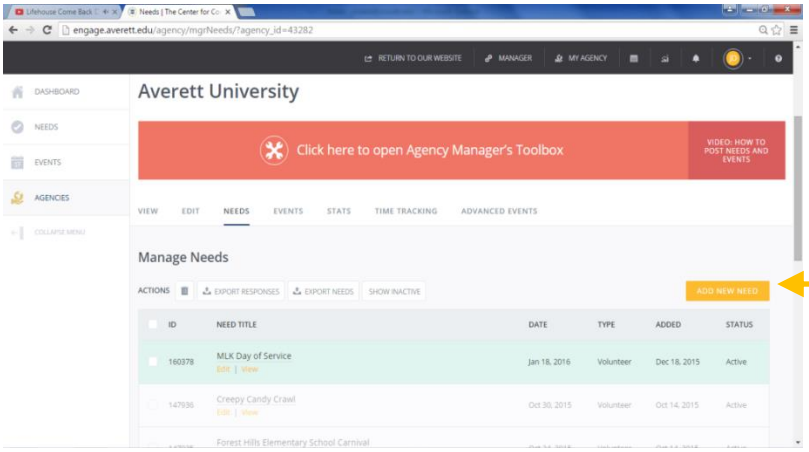
Ensure that all of the information on your agency profile is updated and correct.

NEEDS



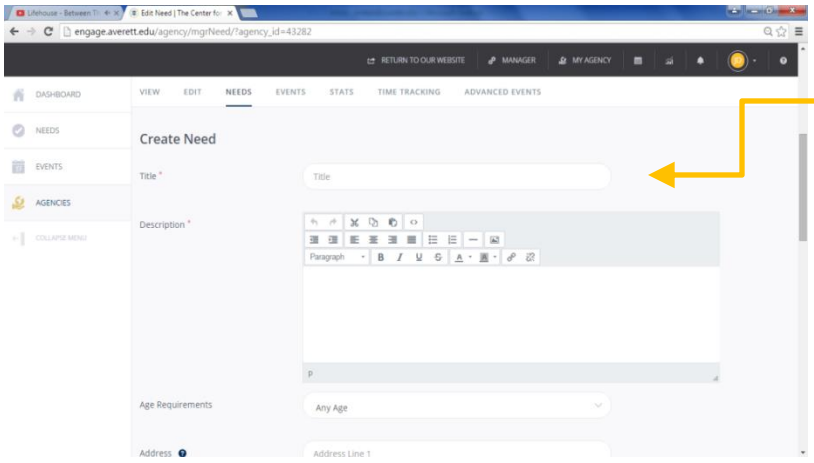
CREATE A NEED

To create a need, go to your agency's profile by clicking on the "MY AGENCY" button at the top of the page. Then click on the "NEEDS" tab.



The "Manage Needs" page will show you all of the past and present needs you have created. You may view, edit or delete any need.

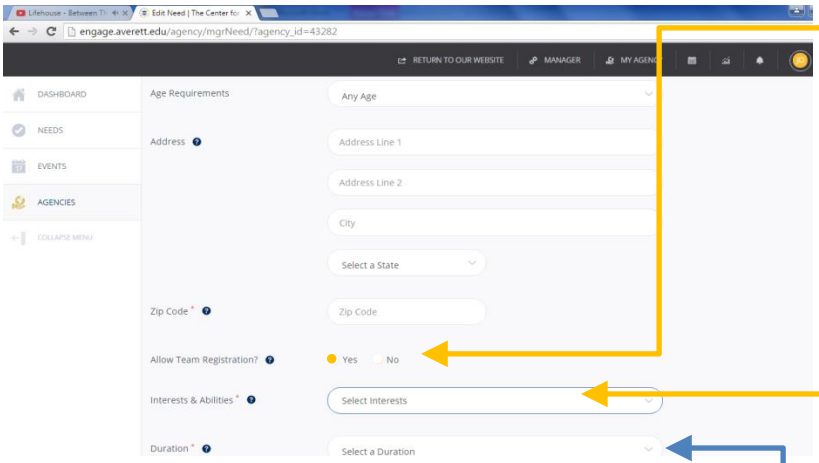
To create a new need, click the "ADD NEW NEED" button.



Complete the information about your agency's need.

Include as much information as possible in your need descriptions, even if it is duplicated information. Remember that you can use bold text, colored text, and images in your description to draw attention.

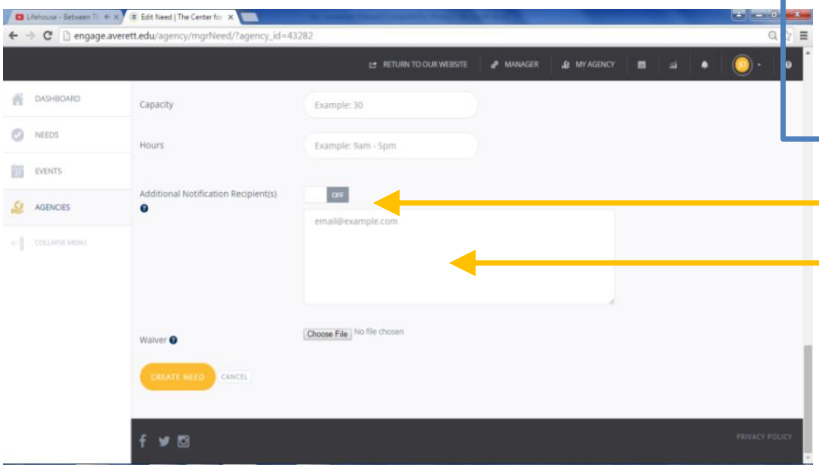
NEEDS



Select "Yes" for "Allow Team Registration." This will allow organized groups—sports teams, clubs, classes—to sign up for your need as a group.

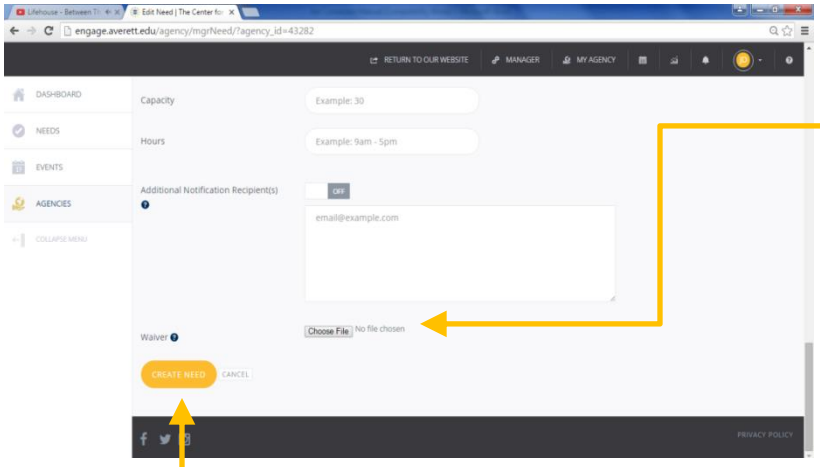
If a team registers, you still will be able to see the individual volunteer's information.

Get Connected will match the interests you select with volunteers' interests to feed the "Suggested Needs" on the volunteers' DASHBOARD.



You will have the option to select "Is Ongoing" for the duration of your need. These needs will remain on your profile indefinitely, so remember to remove or update your ongoing needs, as necessary.

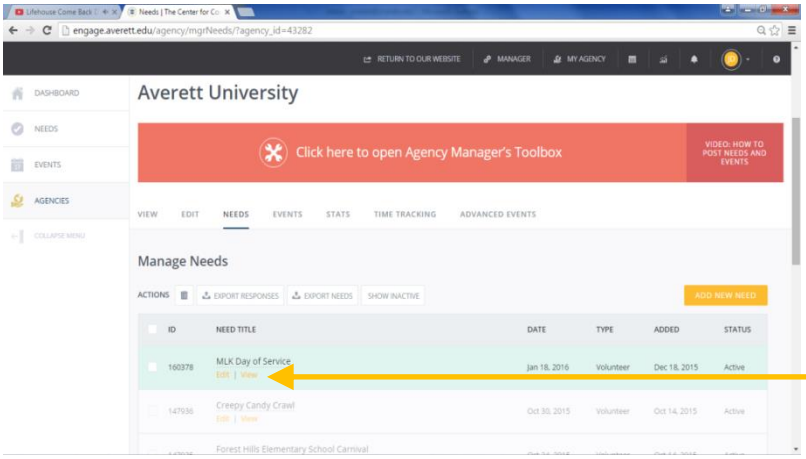
If another colleague needs to receive notifications when a volunteer responds to your need, you may turn on this function and add his/her email address.



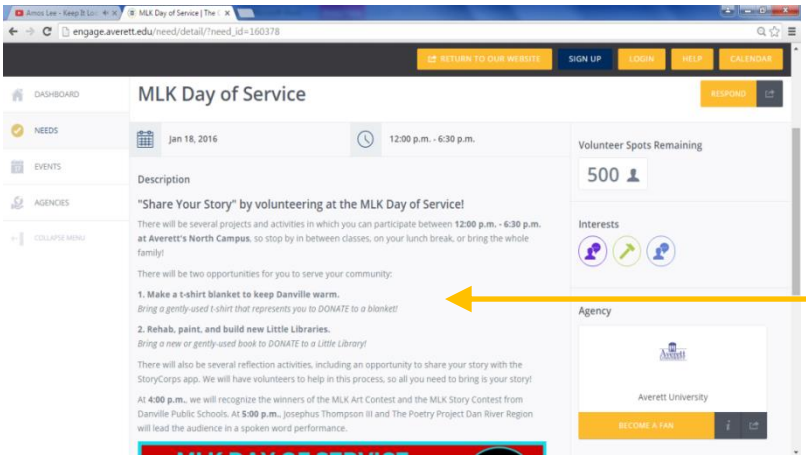
You have the option to attach a waiver for the volunteer to complete, if this is required by your agency.

To save your need, click the "CREATE NEED" button.

NEEDS



After you create a need, return to the "Manage Needs" page and click on "VIEW" to see the need from a volunteer's perspective.

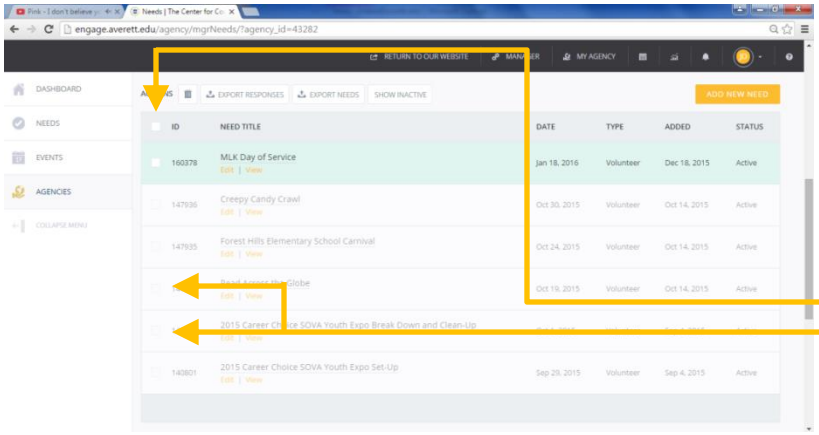


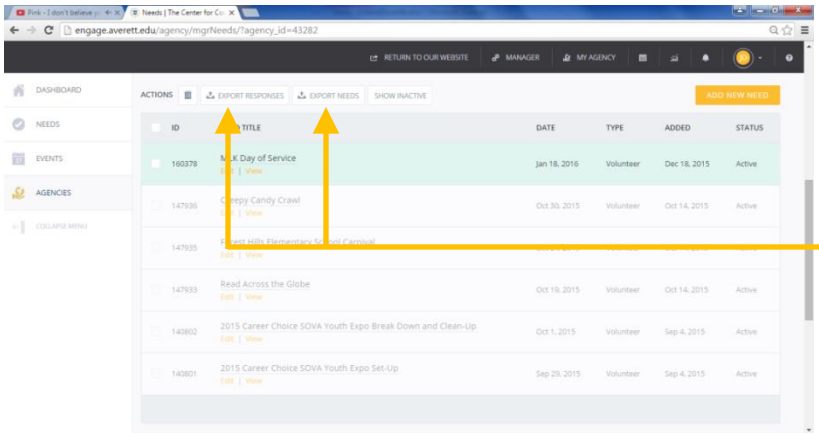
Ensure that all of the information on the need's page is updated and correct.

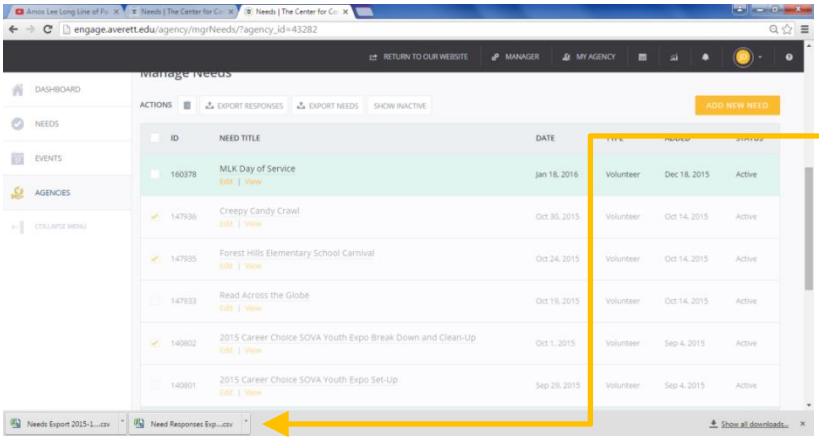
Your need can be edited at any time from the "Manage Needs" page.

When a volunteer responds to your need, you will receive an email notification. You also will receive an email notification if he/she unregisters.

NEEDS







EXPORT YOUR NEEDS

As an agency manager, you have the ability to export your needs and the responses to your needs into an Excel document.

Return to the "Manage Needs" page. If you would like to export information for *all* needs, select the box beside "ID."

If you would like to export information for only one or a couple needs, select the box beside those specific needs.

After selecting which needs you would like to export, click on the "EXPORT RESPONSES" button or the "EXPORT NEEDS" button at the top of the needs list, depending on the type of information you require.

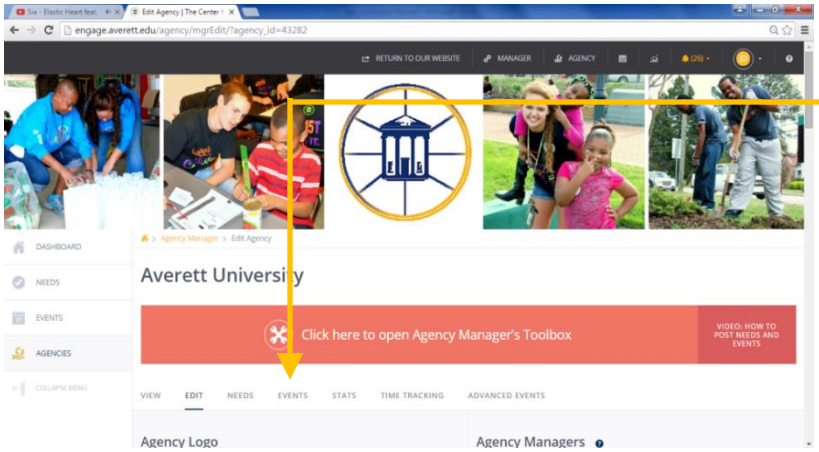
After you export the information, *Get Connected* will download an Excel document. Click on the document in the downloads bar to open it.

The "EXPORT RESPONSES" button will provide you with volunteer information and the need (s) for which volunteers signed up.

The "EXPORT NEEDS" button will provide you with information concerning your need (s).

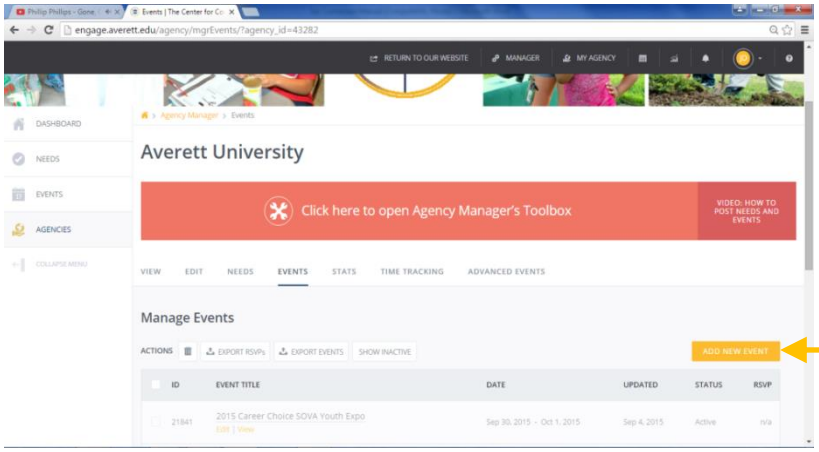
Since *Get Connected* produces an Excel document, you may customize it and save the information to your computer.

EVENTS



CREATE AN EVENT

To create an event, go to your agency's profile by clicking on the "MY AGENCY" button at the top of the page. Then click on the "EVENTS" tab.

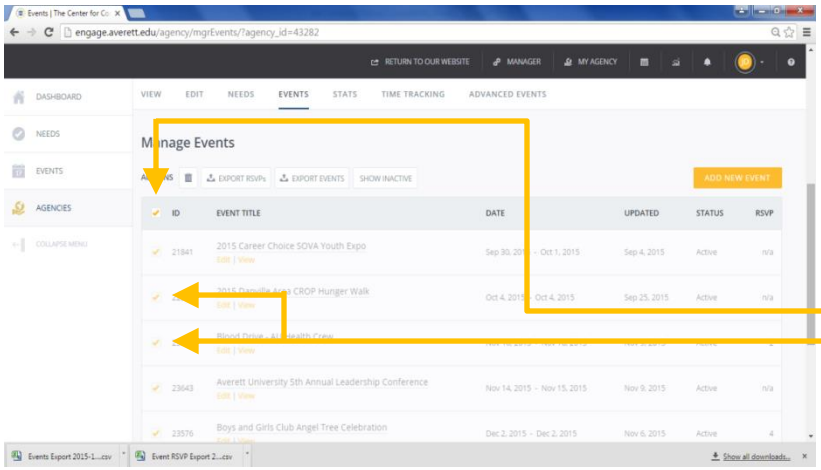


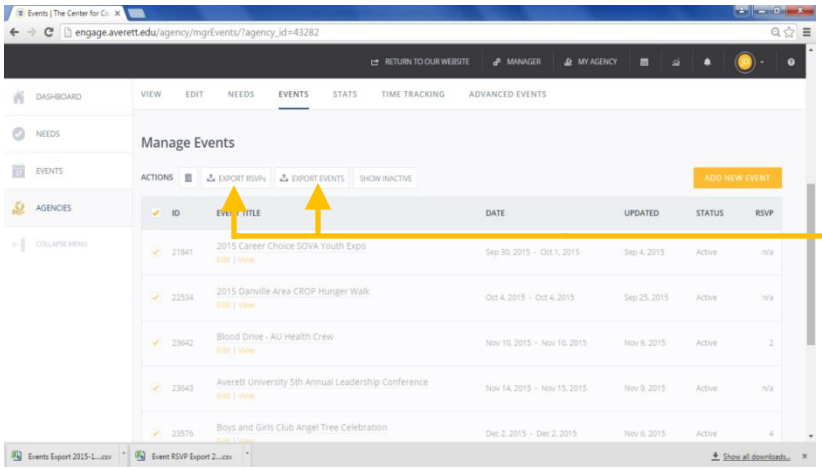
The "Manage Events" page serves the same function as the "Manage Needs" page.

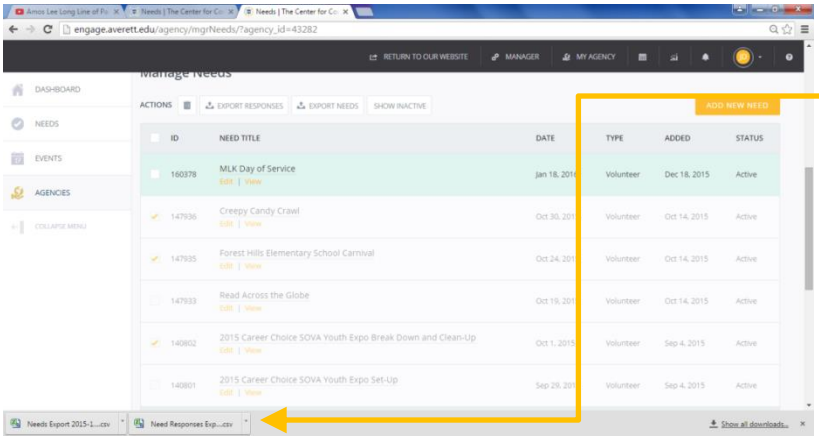
To create an event, click on the "ADD NEW EVENT" button and follow the same steps for creating a new need that appear on page six.

If you enable the RSVP feature, you will receive an email notification for "YES," "MAYBE" and "DECLINE" responses.

EVENTS







EXPORT YOUR EVENTS

As an agency manager, you have the ability to export your events and the event RSVPs into an Excel document.

Return to the "Manage Events" page. If you would like to export information for *all* events, select the box beside "ID."

If you would like to export information for only one or a couple events, select the box beside those specific events.

After selecting which events you would like to export, click on the "EXPORT RSVPs" button or the "EXPORT EVENTS" button at the top of the events list, depending on the type of information you require.

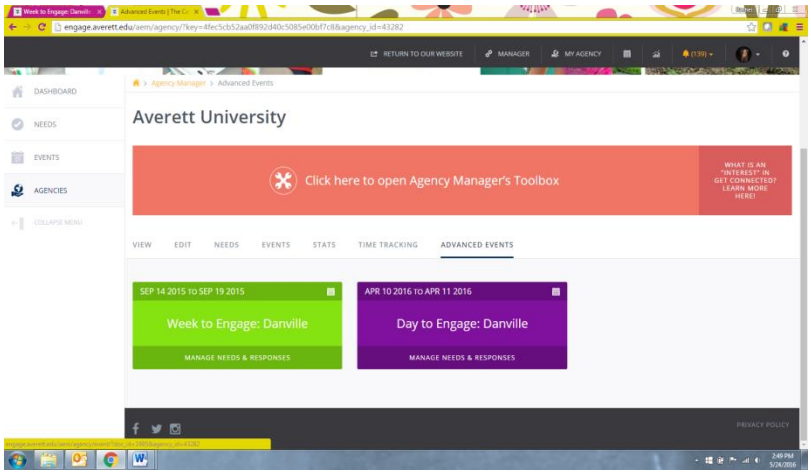
After you export the information, *Get Connected* will download an Excel document. Click on the document in the downloads bar to open it.

The "EXPORT RSVPs" button will provide you with contact information for those who have responded to your event (s).

The "EXPORT EVENTS" button will provide you with information concerning your event (s).

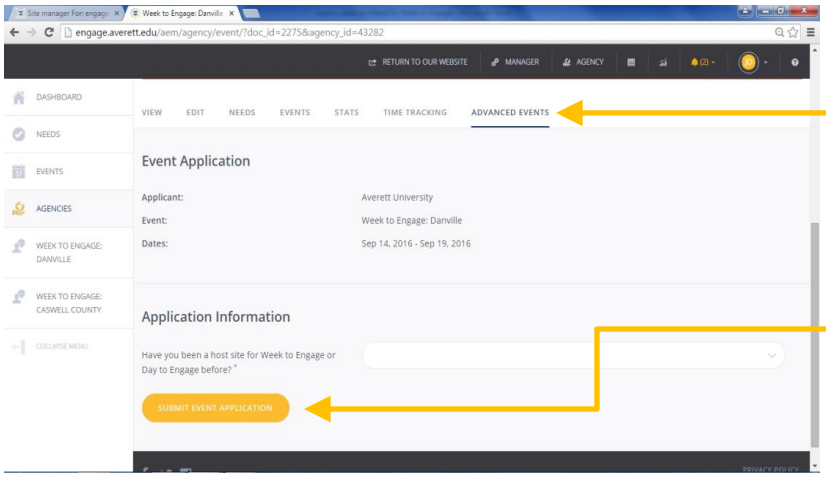
Since *Get Connected* produces an Excel document, you may customize it and save the information to your computer.

ADVANCED EVENTS



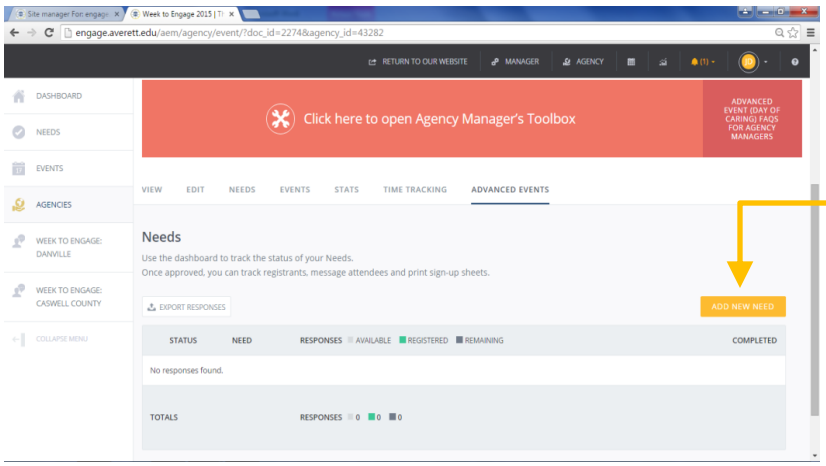
An Advanced Event is created by the CCECC, and it allows one event to house multiple volunteer needs. An example is Week to Engage.

After the CCECC creates an Advanced Event, an email is sent to agency managers with an invitation to create a need within the Advanced Event.



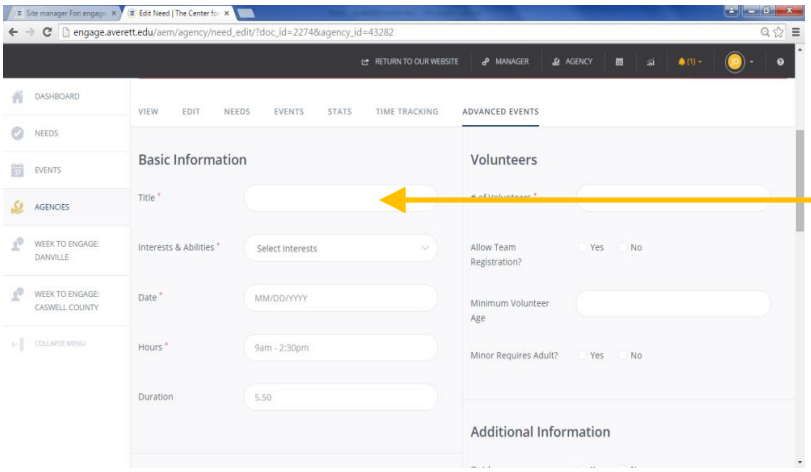
The link in the email will take you to the "Event Application" page. You may also access this page by clicking on the "MY AGENCY" button at the top of the page and then clicking on the "ADVANCED EVENTS" tab.

After you complete the Event Application, click on the "SUBMIT EVENT APPLICATION" button.



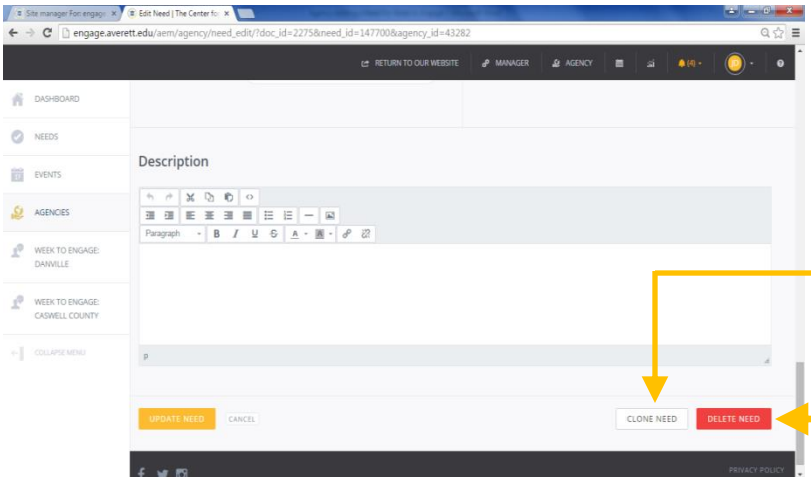
Once you submit the Event Application, click on the "ADD NEW NEED" button to create a need within the Advanced Event.

ADVANCED EVENTS



Complete the information about your need.

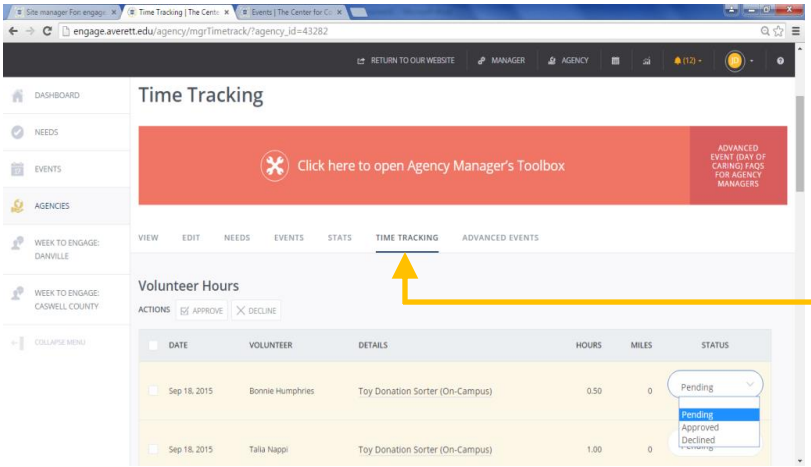
Needs in Advanced Events act the same as other needs that you create. Your need can be edited at any time through the "ADVANCED EVENTS" tab. You may also export your responses into an Excel document.

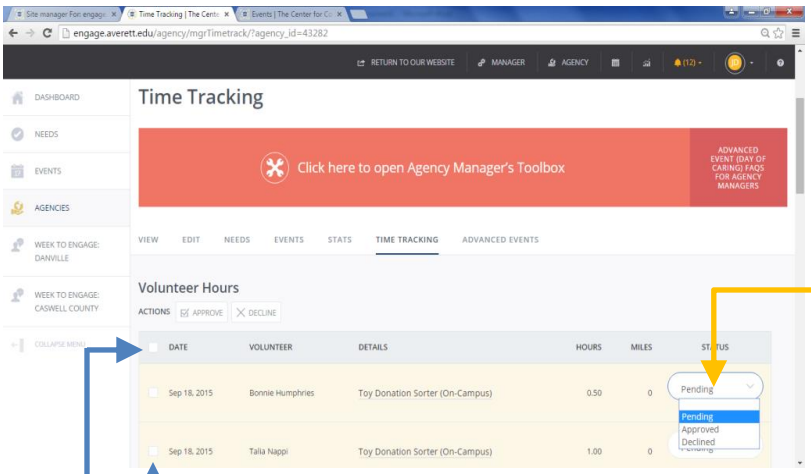


If you are submitting the same need on multiple days, click on the "CLONE NEED" button to clone the event. This will allow you to avoid typing the same information again, but remember to change the date for each need that is cloned.

Click on the "DELETE NEED" button to delete the need.

APPROVE VOLUNTEER HOURS





Volunteers are encouraged to log their hours after they serve so that *Get Connected* can track their hours. When volunteers log their hours for a specific need, the agency that created that need will receive an email with a link to approve the hours.

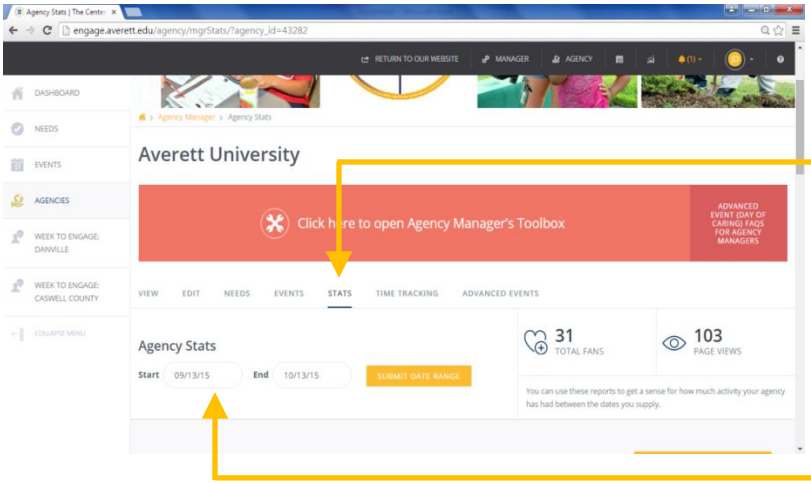
The link in the email will take you to the "Volunteer Hours" page. You may also access this page by clicking on the "MY AGENCY" button at the top of the page and then clicking on the "TIME TRACKING" tab.

To approve or decline a volunteer's hours, use the drop down menu under "STATUS."

To approve or decline several volunteers' hours at once, select the boxes beside their names, and click the "APPROVE" or "DECLINE" button at the top of the list.

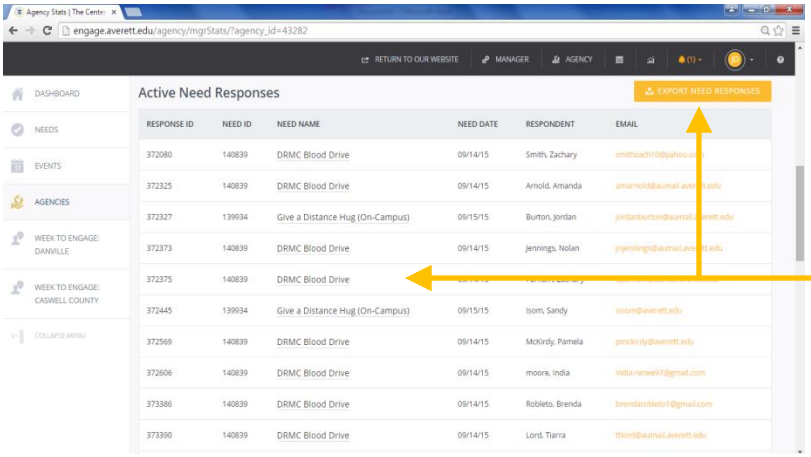
To approve or decline *all* of the volunteers' hours, select the box beside "DATE" and click the "APPROVE" or "DECLINE" button at the top of the list.

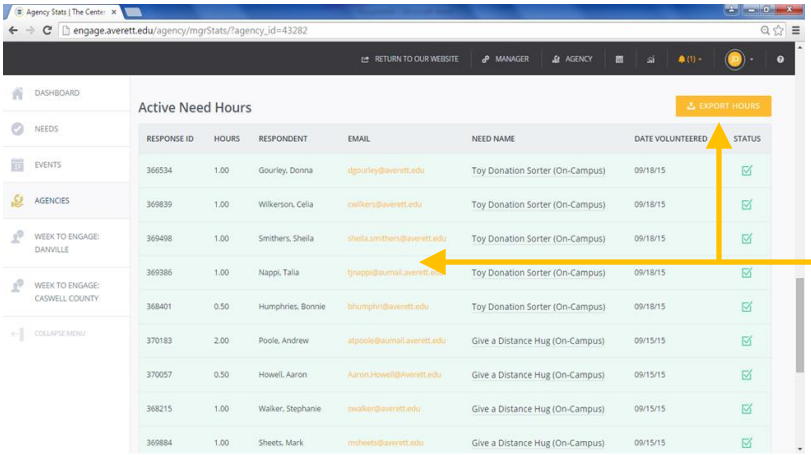
TRACKING INFORMATION



Get Connected will track all of the information about your agency that is submitted. Click on the "STATS" tab to access this information.

Once you are on the "STATS" tab, you can search for information by date.





As you scroll down, the "Active Need Responses" and the "Active Need Hours" for your agency will appear. You can export all of this information into an Excel document by clicking the "EXPORT NEED RESPONSES" or the "EXPORT HOURS" button.