LIBERTY UNIVERSITY

## CSER STUDENT TRAINING DOCUMENT

This training document will guide you on how to use the new **CSER Student Application**.

The document includes the following sections:

- **Student Dashboard Overview**
- **Registering and Logging Time for a CSER Opportunity**
- **Requesting a New Organization**
- **Dropping a CSER Registration**
- **Completing a CSER Evaluation**
- **Adding a Past Term CSER Registration**

STUDENT DASHBOARD OVERVIEW

1. To access your **Student Dashboard**, go to http://lu-serve.liberty.edu/ and sign in with your Liberty email and password.

2. To begin your search for volunteer opportunities, click **Find an Opportunity** on the CSER application welcome page.
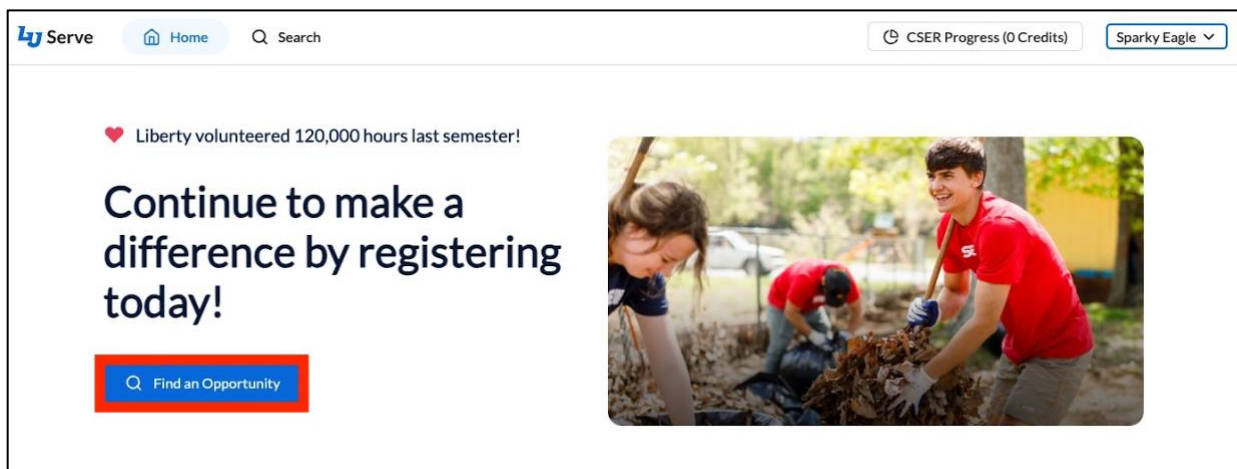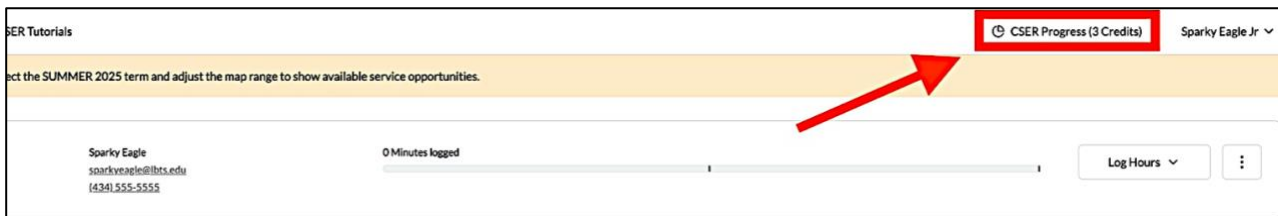
3. On the CSER application homepage, you will see:

    A. Your current CSER Progress

   B. Any current or upcoming Serving Opportunities
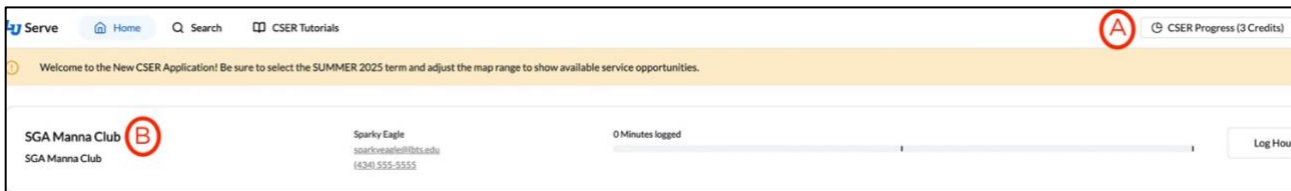
4. Click **CSER Progress** at the top of the page to review your CSER participation history.

5. The audit page will show how many credits you have completed, what is still in progress, and how many CSER credits are remaining/outstanding.

6. The **CSER History** section displays the serving opportunities associated with your registration history and the grades and credits you earned.
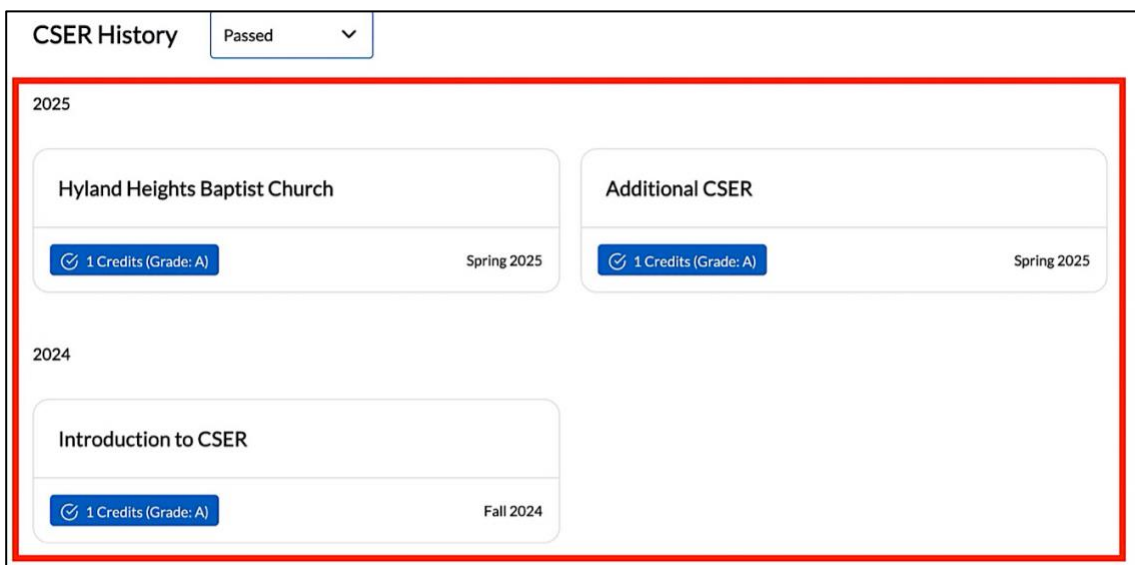
7. The status menu allows you to choose a status (e.g., dropped) and see all CSER Opportunities related to the selected status. To change the **CSER History** status type, click the dropdown menu and select a status.


8. To view your CSER history by term, scroll to the bottom of the page and review the **Term History** section.

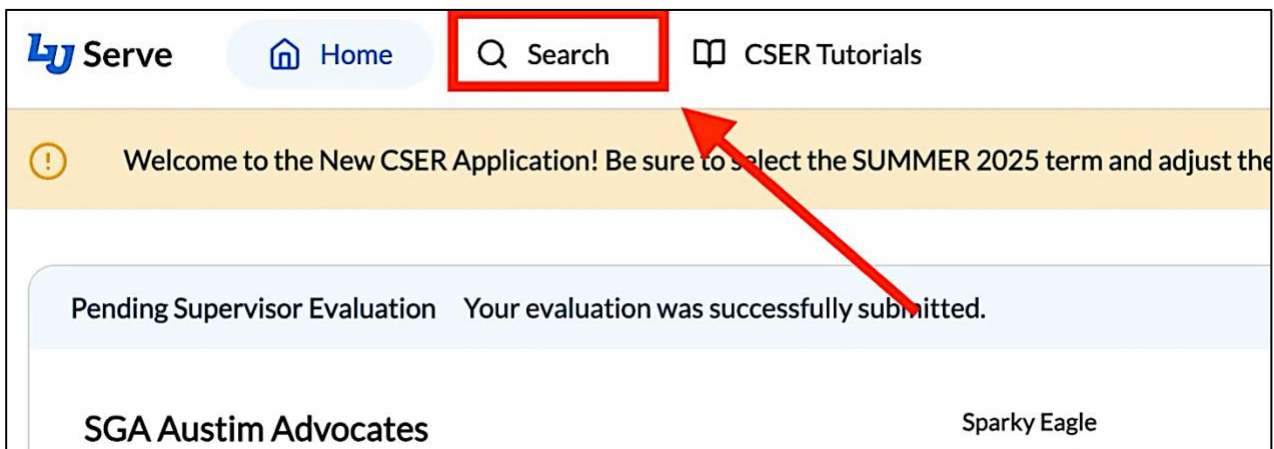9. To return to the application homepage, click **Home** at the top of your page.
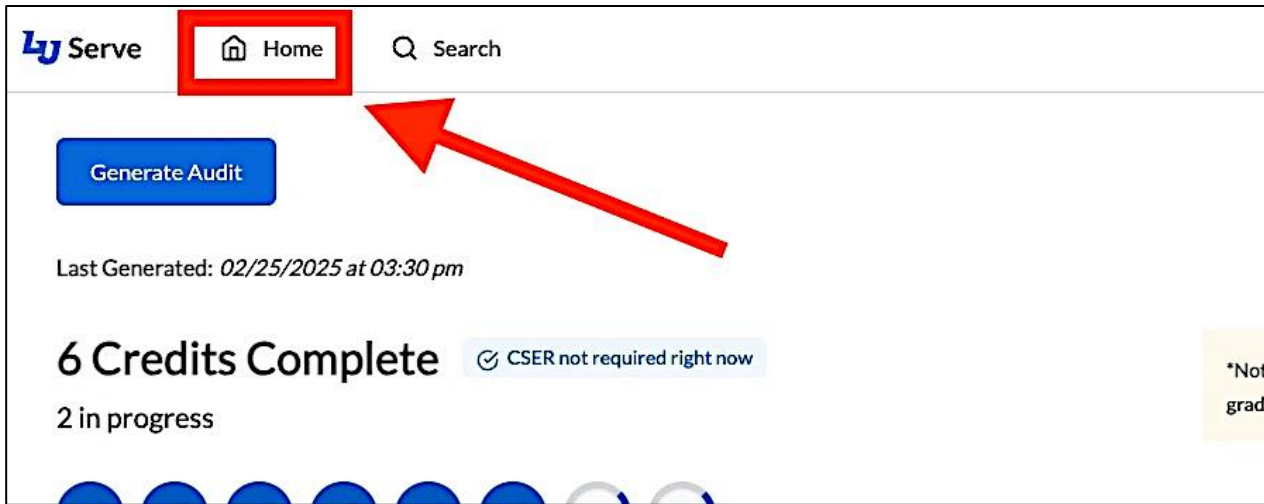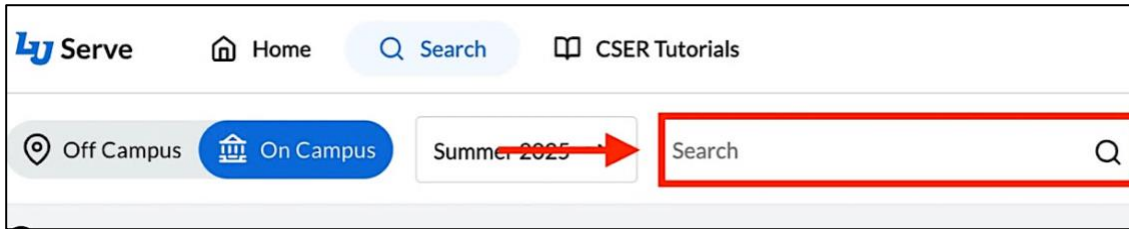

10. To search for a service, click **Search**.

11. To browse opportunities for on or off-campus organizations, toggle the opportunity location by selecting **Off Campus** or **On Campus**.

Note: To receive more targeted service opportunities based on your location, please grant permission to access your approximate location for more accurate results upon logging into the application.
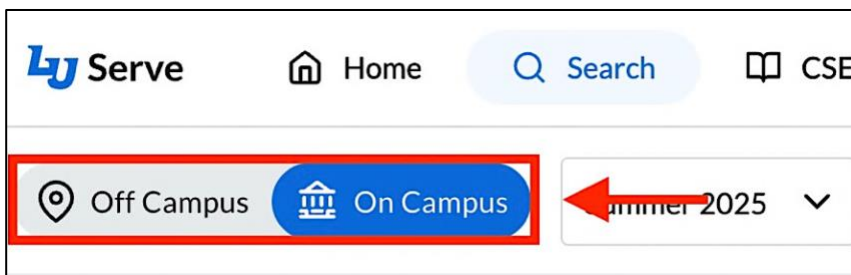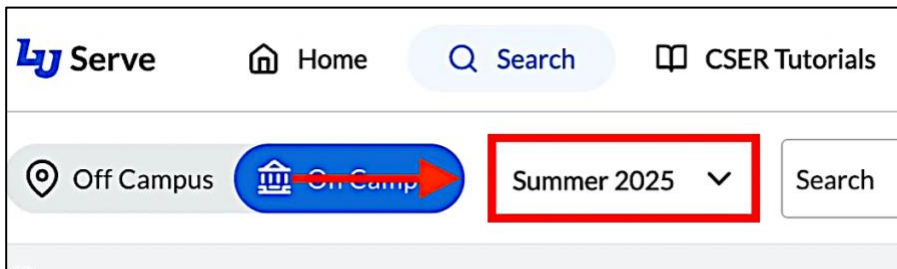
12. To search for opportunities using the text search box, click the **Search** field and enter the keywords of the opportunity name, description, address, organization name, or the name and email of the lead supervisor.

13. To search for opportunities using a different semester, click the **Semester** dropdown menu to select the term in which you plan to complete your service hours.
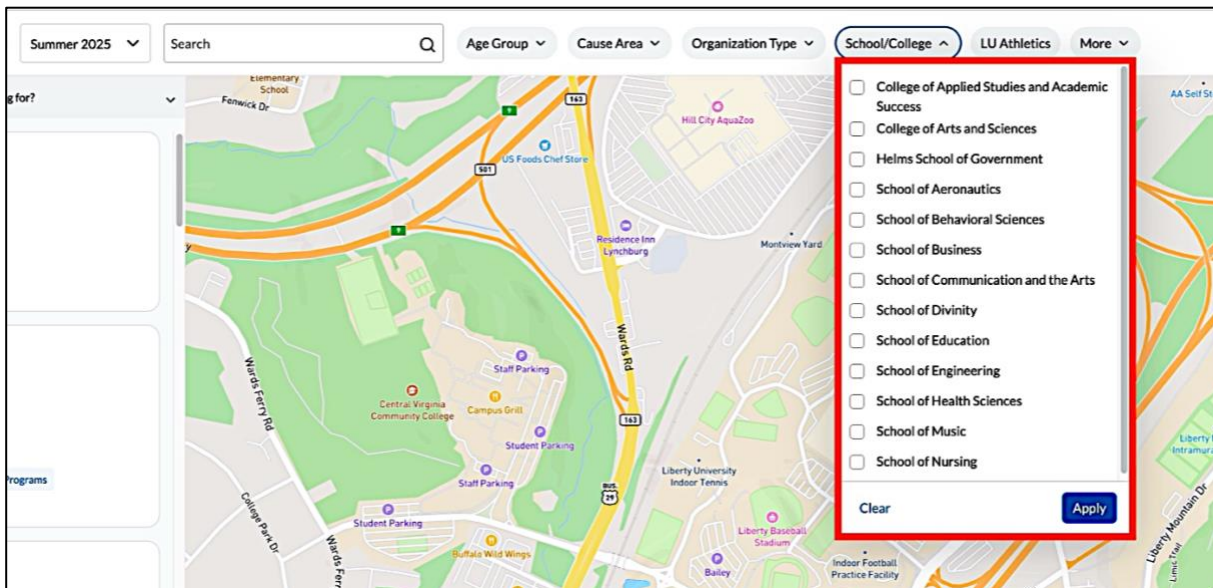

14. The search filters offer diverse options to assist you in finding meaningful serving opportunities.

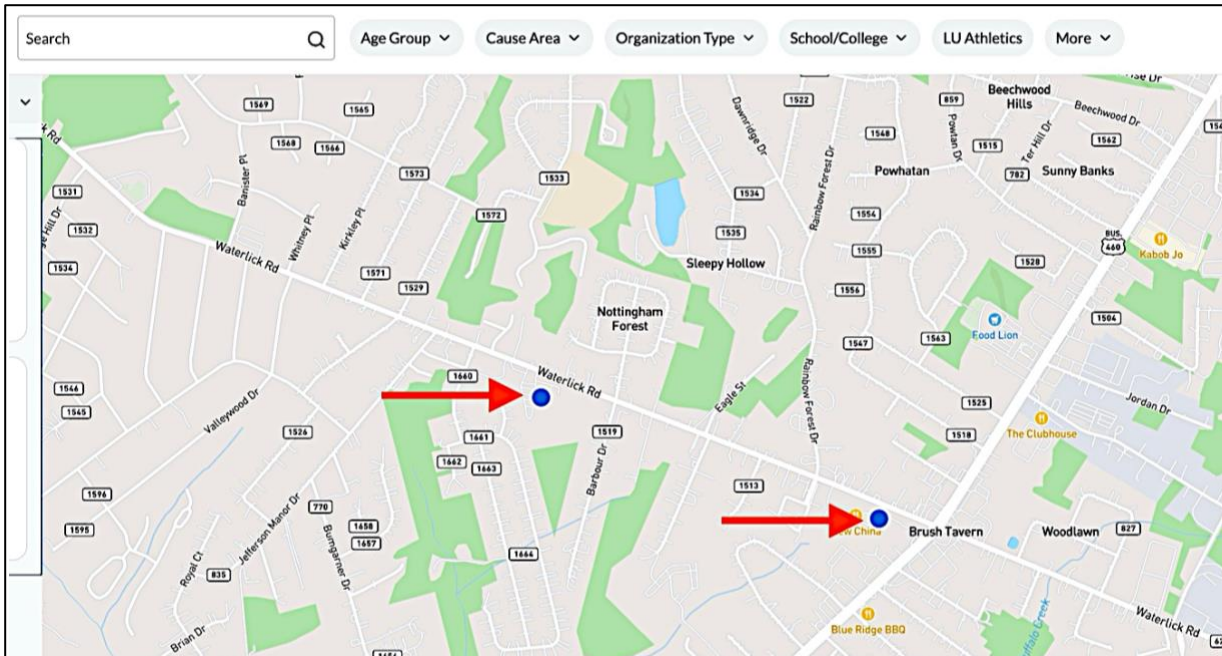15. Click the **School/College** filter to search for opportunities associated with Liberty University's schools and colleges.

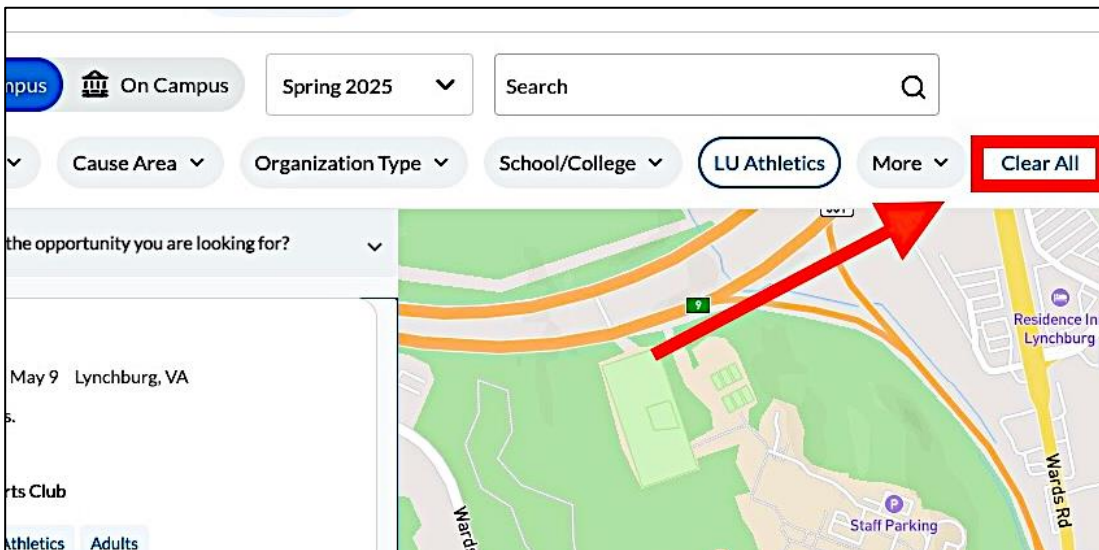16. The results will be displayed that fall within the boundaries of the map. If you're having trouble locating a specific opportunity, try moving or zooming out on the map.

17. To clear filters during your search, click **Clear All** to the right of the filter options.

REGISTERING AND LOGGING TIME FOR A CSER OPPORTUNITY

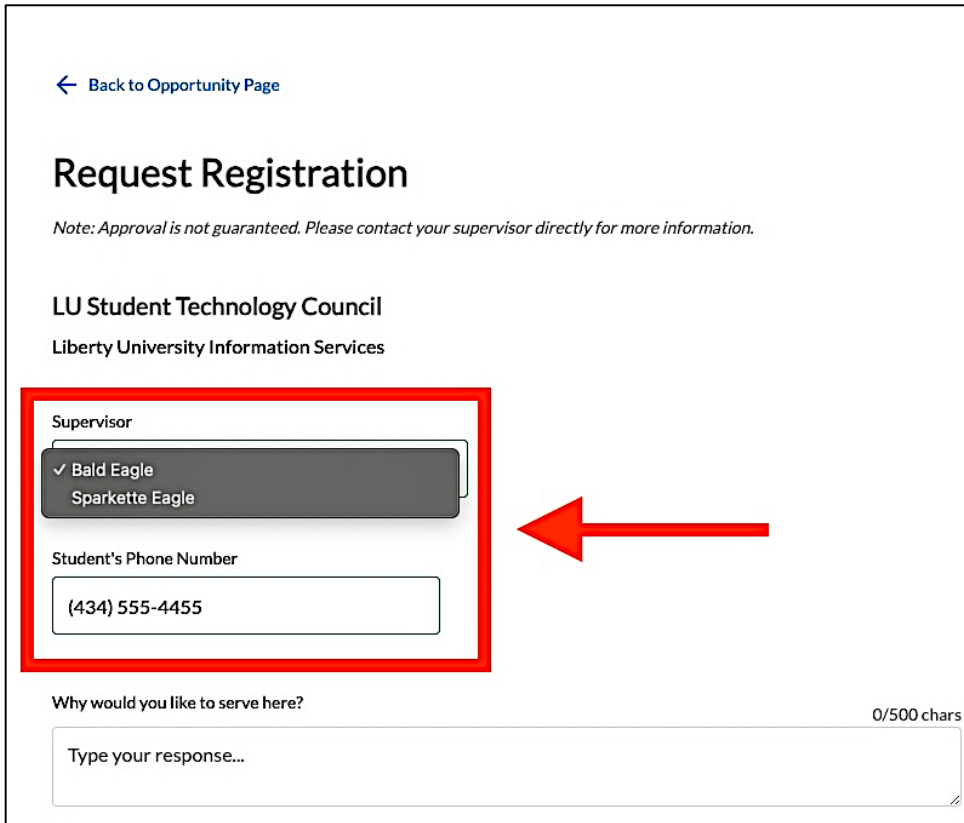1. Once you have set your service parameters, locate the opportunity you want to select for registration.

2. To load the registration form, click **Request Registration**.

3. The form will automatically load a supervisor and your phone number. To make changes, click the **Supervisor** dropdown menu to choose a different supervisor, if available, or edit your phone number in the **Student's Phone Number** field.

4. Fill in the **Why would you like to serve here?** field with the reason for your registration request.

5. Type your initials in the **Initial Here** boxes under the **Initial the following to agree** section.

6. Review the CSER service agreement and verify that you agree with the policy. Type your name into the **Type Your Signature** field. Then, click **Submit Registration** to complete the registration process.

7. You will be returned to your homepage, where you will see the **Pending Supervisor Confirmation** status for the requested opportunity.
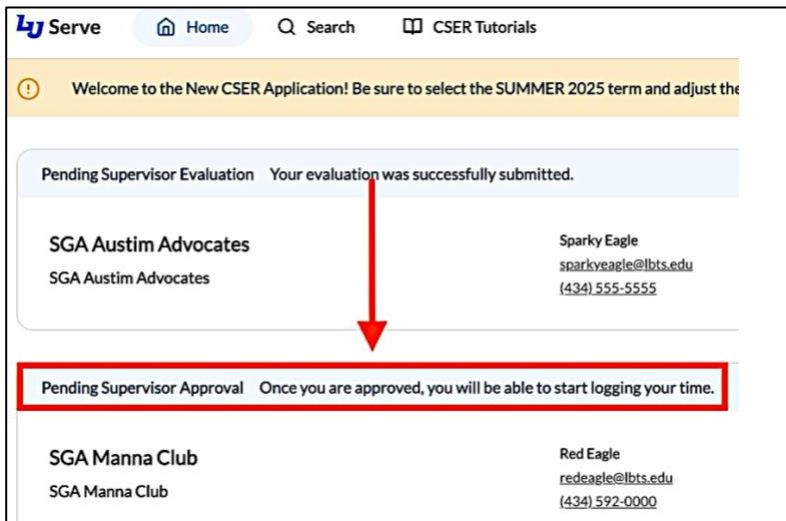



REQUESTING A NEW ORGANIZATION

Note: After you submit the form, the supervisor will receive an email with instructions on how to complete the setup. Both the organization and its volunteer opportunity must be fully approved by LU Serve before you can submit your CSER registration request.

If the organization you want to serve with is not listed in the CSER application, you can request to have it added it by following these steps:

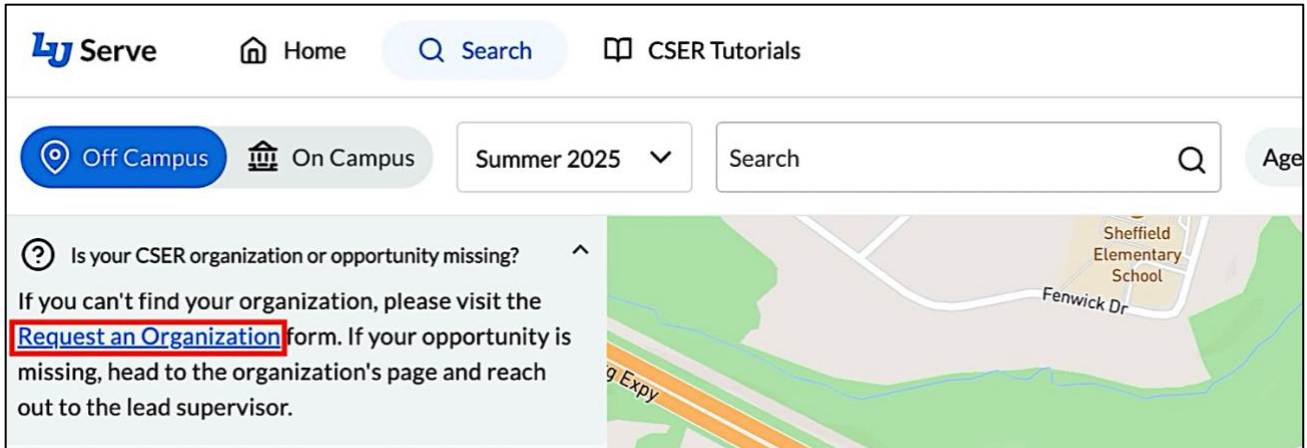1. Click **Search** at the top of your screen.
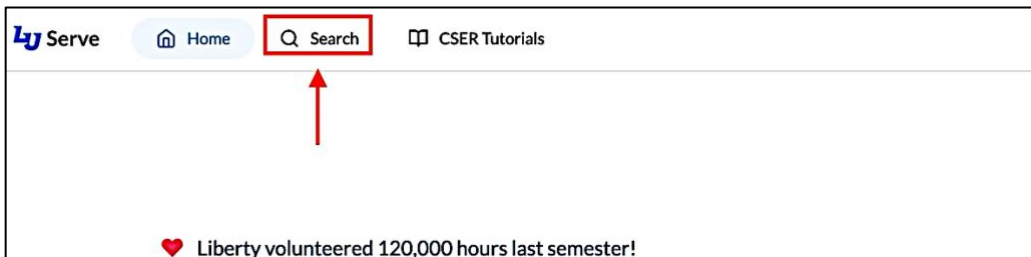
2. Click the arrow next to **Is your CSER organization or opportunity missing?** to expand the section and view more details.
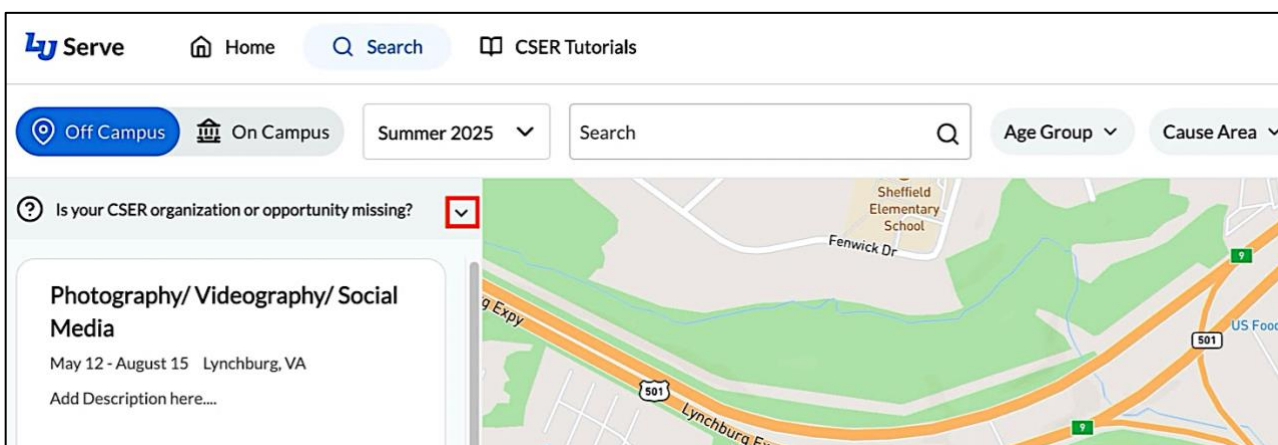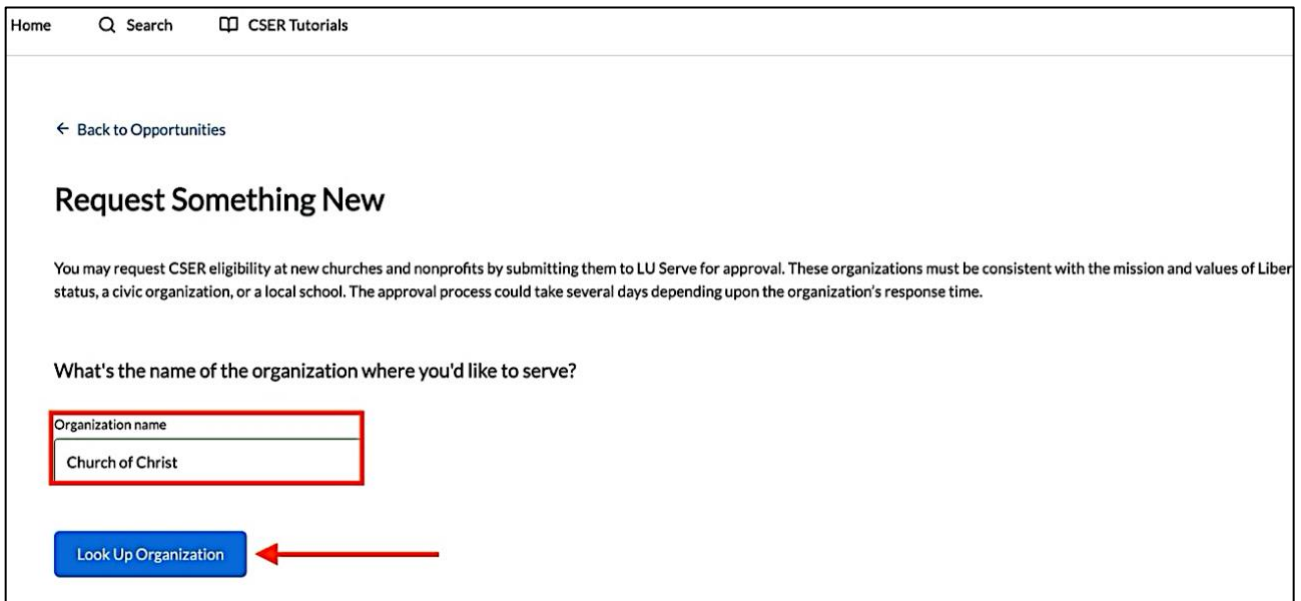
3. Click the **Request an Organization** link to open the request form.

4. In the **Organization name** field, type the name of the organization and click **Look Up Organization**.

5. If the organization appears in the results, select it and click **Continue**. This will open up a new page.

A. Click **View Organization Page** to review details about the organization

B. Under the **What did you need help with?** section, select the type of support you need for this organization request

6. If the organization does not appear in the search results, select **I do not see my organization** and click **Continue**.

What's the name of the organization where you'd like to serve?

Organization name

Church of Christ

This organization may already be in our system, select the correct organization to continue:

○ One in Christ Church
  Forest, VA

○ Cornerstone Church of Christ
  Chatham, VA

○ New Beginnings in Christ Church
  Graham, NC

● I do not see my organization

Continue

7. To search for a supervisor:

    A.   Enter the organization's **Website**

    B.   Choose the **organization type**

    C.   Provide the **name** or **email** of the **Lead Supervisor**

Organization Website

websiteaddress.org   Ⓐ

What type of organization is this?

○ 501(c)(3) Nonprofit

● Church   Ⓑ

○ Civic Organization

○ Liberty University Department

○ Other

Lead Supervisor Last Name or Email

Sparky Eagle   Ⓒ

Look Up Supervisor

8. Click **Look Up Supervisor**.

9. If the supervisor is not in the system, enter their:

    A. **First** and **Last Name**

    B. **Email** address

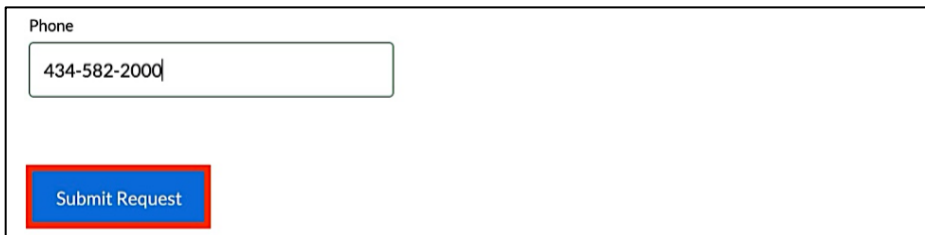   C. **Phone** number

10. If the supervisor prefers to be contacted at a different email address, check the box labeled **Supervisor prefers a different contact email** box and enter the preferred email.

11. Click **Submit Request** to complete your submission.

DROPPING A CSER REGISTRATION

Note: If you cannot complete your CSER opportunity, you may drop it. Your supervisor will receive a notification that you have dropped your registration.

1. To drop a CSER registration, navigate to the opportunity and click the **three-dot** menu on the right side of the screen.
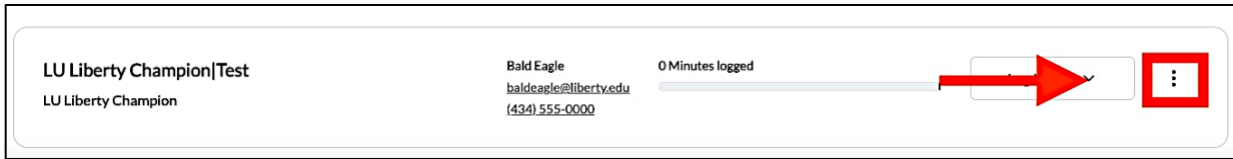
2. Select the **Drop CSER** option from the dropdown menu.
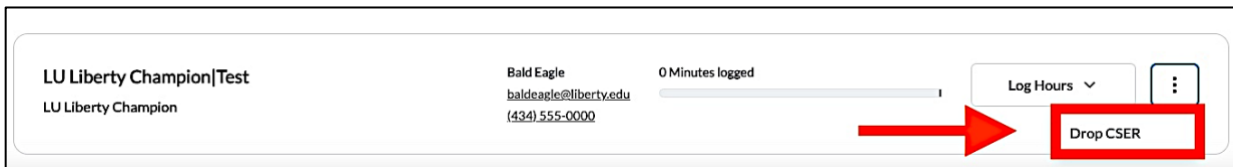
3. A dialogue box will appear. Enter why you are dropping the registration in the **Reason for drop** field.
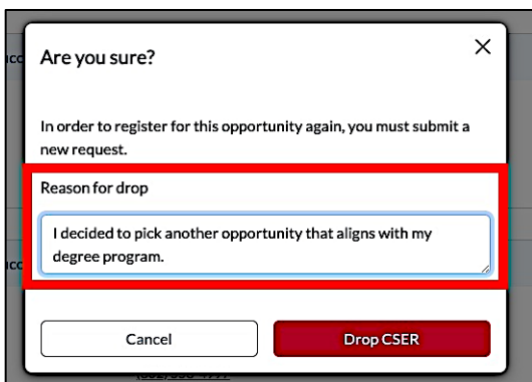
4. Click **Drop CSER** to confirm the dropping process.
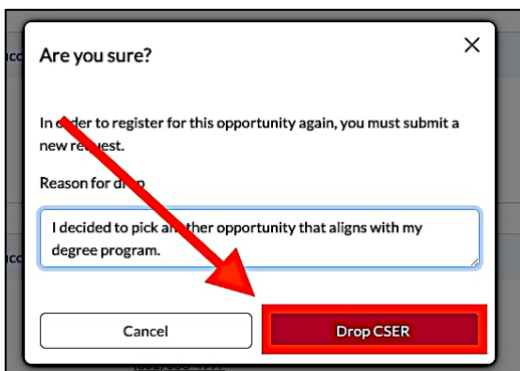
5. You will receive a message at the bottom of your screen that the **CSER dropped successfully**.

COMPLETING A CSER EVALUATION

Note: You must log at least 20 hours before you can submit your CSER evaluation.

1. To submit an evaluation, locate the opportunity and click **Submit Evaluation** on the top right of your screen.
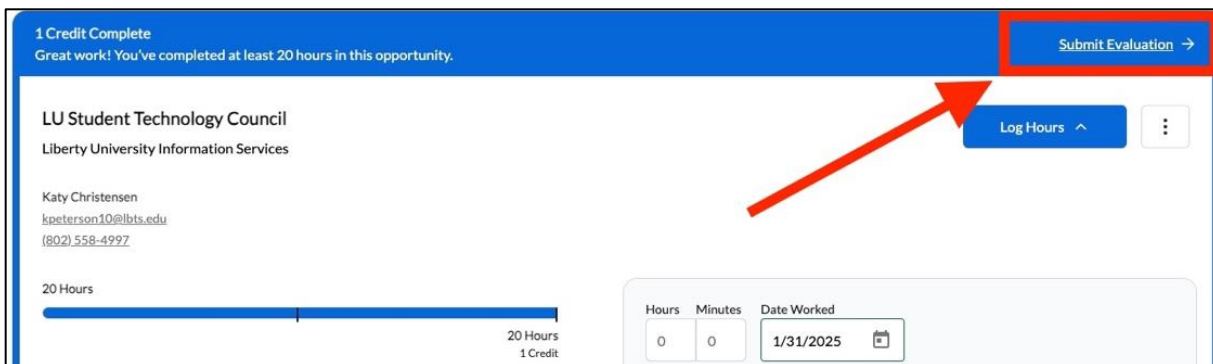
2. Select the appropriate rating for each **Personal Reflection** section. Once all ratings are selected, click **Continue** to move to the **Why did you choose this CSER Opportunity** section.
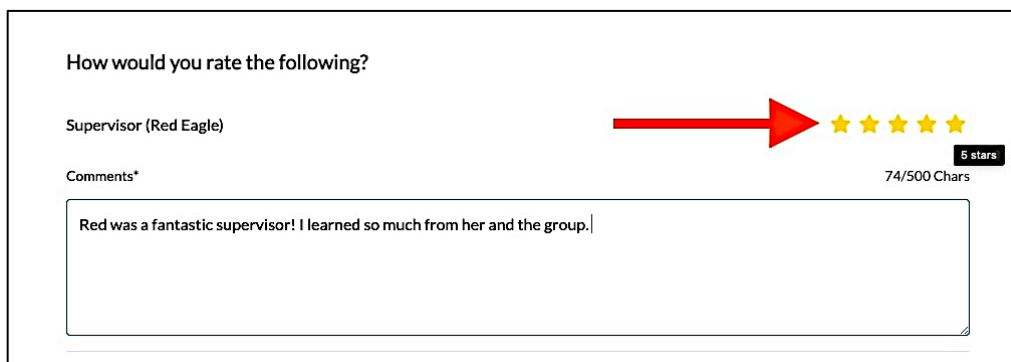
3. Select the appropriate reason for choosing this CSER opportunity. Once all options are selected, click **Continue** to proceed to the **Supervisor** and **Organization** rating section.

4. To rate the supervisor of the serving opportunity, select the appropriate rating from one star(poor) to five stars(great) next to the **Supervisor's** name and enter any comments in the **Comments** field.

Note: The supervisor and organization ratings are for internal use only by LU Serve and will not be visible by the supervisor.

5. To rate the organization of the serving opportunity, select the appropriate rating from one star(poor) to five stars(great) next to the **Organization** name.

6. Click **Continue** to move on to the **Volunteer Evaluation** section.
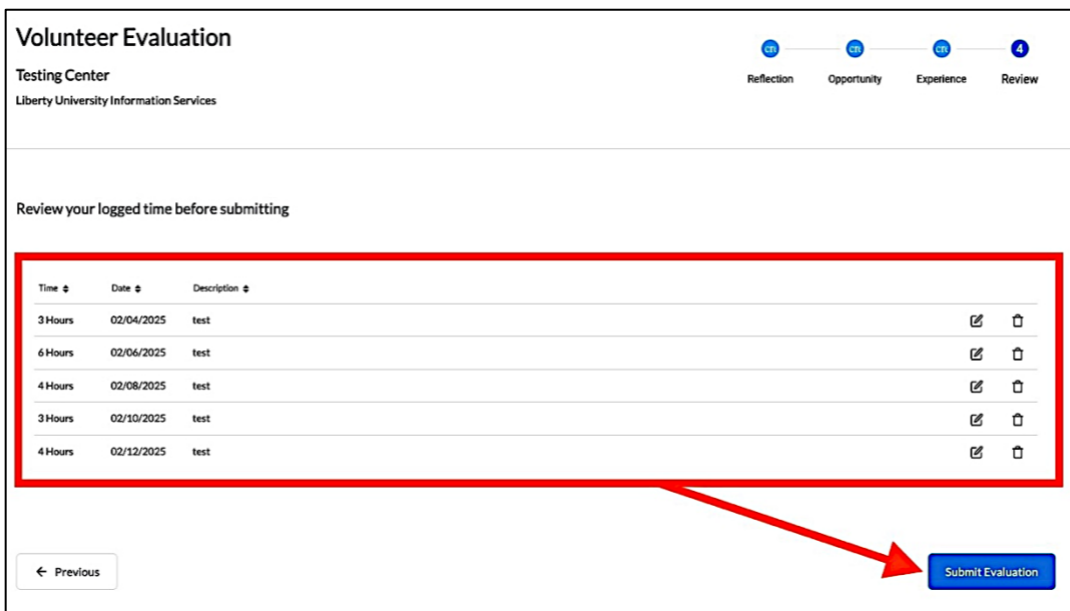
7. Review your logged time before submitting the CSER Volunteer Evaluation. To finish the submission process, click **Submit Evaluation**.

8. Once you have submitted your evaluation, you will be taken back to your homepage, which will show the **Pending Supervisor Confirmation** status for the submitted evaluation.

A past term registration is used when you have finished a CSER opportunity in a previous semester but did not register for or submit it at that time. The steps below outline the process for submitting the request.

Note: Credit can only be awarded for terms after you have started as a student at Liberty University. When requesting multiple past-term registrations, you must submit them one at a time. Submitting several at once may result in denial if the organization is not CSER-eligible and could cause duplicate organization entries. Once your first past term registration is approved, you may submit additional requests.

1. To search for a CSER opportunity, click **Search** in the CSER portal and select the opportunity where you completed your service.
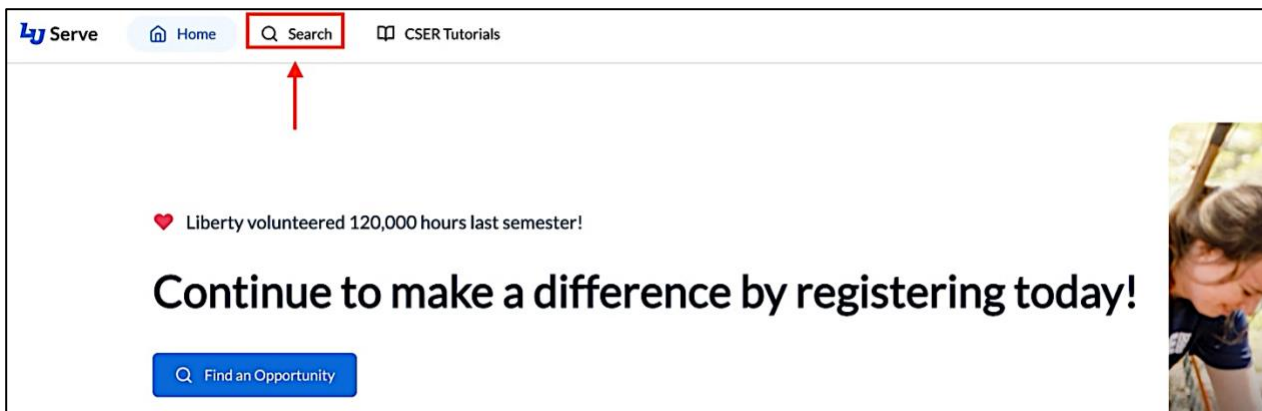
2. Click the title to open the opportunity.
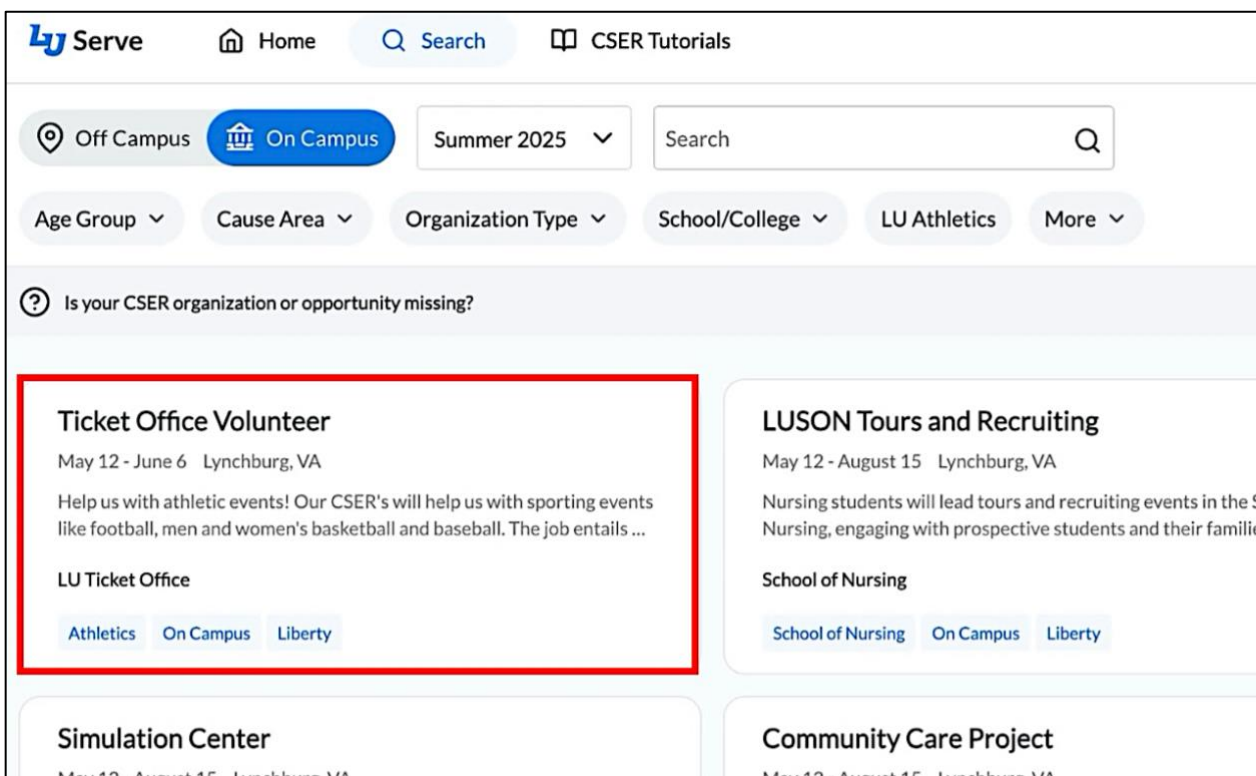
3. After opening the selected opportunity, click the **Past Term Registration** link.

4. To access the form in other ways, see below:

- Click on your profile in the top right corner of the screen and select **Past Term Registration**

- Select Past **Term** in the term dropdown menu on the Search page.
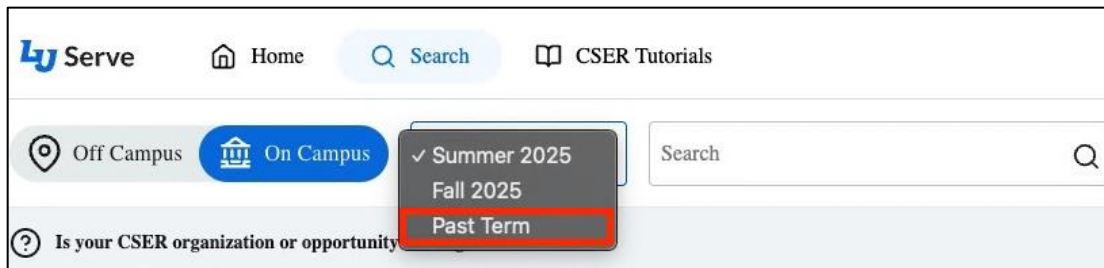
5. From the corresponding dropdown menu, select the year and term that you served, then click **Continue**.

6. The organization's details will automatically populate.

7. To search for the organization, enter the organization's name in the **Organization Name** field.

8. If the organization appears in the registered results, select it to auto-populate the **Organization Website** and **Organization Type** fields.

9. If it does not appear, manually enter the organization's information in the **Organization Website** field and select the organization type. Then, click **Continue**.

10. Use the **Select Supervisor** dropdown menu to choose your supervisor.

11. If the supervisor is not listed, check **Add New Supervisor** and enter their information manually and click **Continue**.

12. Complete the **Personal Reflection** evaluation and click **Continue**.

13. Rate your **Supervisor** and add a short explanation about your experience in the **Comments** field.

14. Rate the **Organization** and click **Continue**.

15. In the **Service Description** field, describe your responsibilities and level of involvement.

16. Log each of your service hours, including a short summary of the task completed for each entry.

17. Once you have logged twenty hours for one credit or forty hours for two credits, click **Submit** to complete your registration.

18. Once submitted, the form will be reviewed by your supervisor and LU Serve staff for approval.

Need Assistance?

If you need assistance with the **Student Application**, please contact cser@liberty.edu.