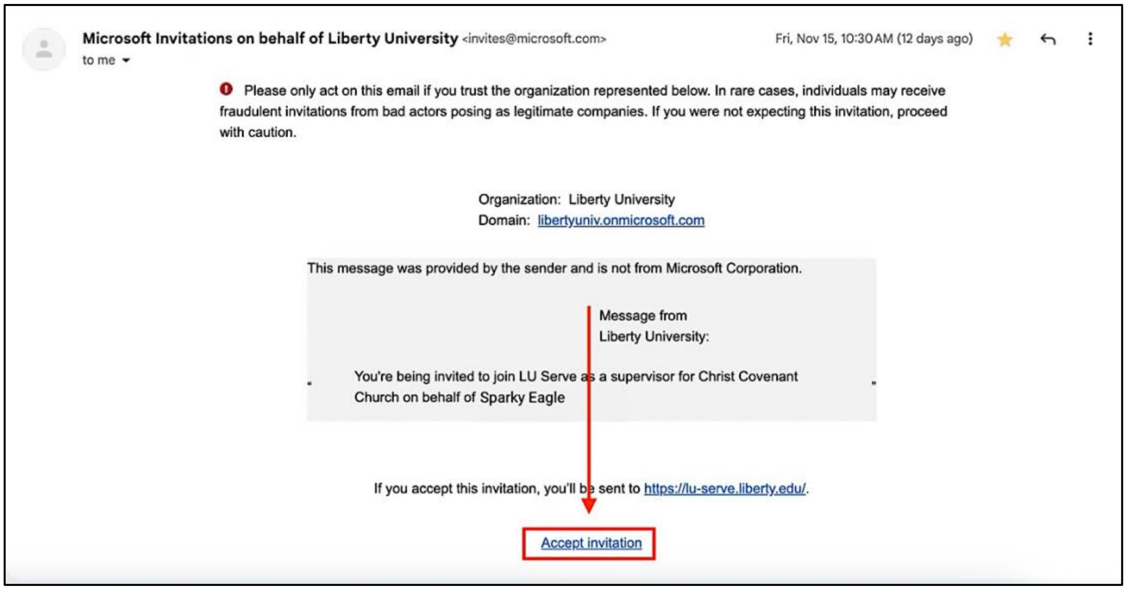
CSER Supervisor Dashboard Training Document

This training document provides instructions on how to use the new **CSER Supervisor Dashboard**.

The document includes the following sections:

Logging into the User Account

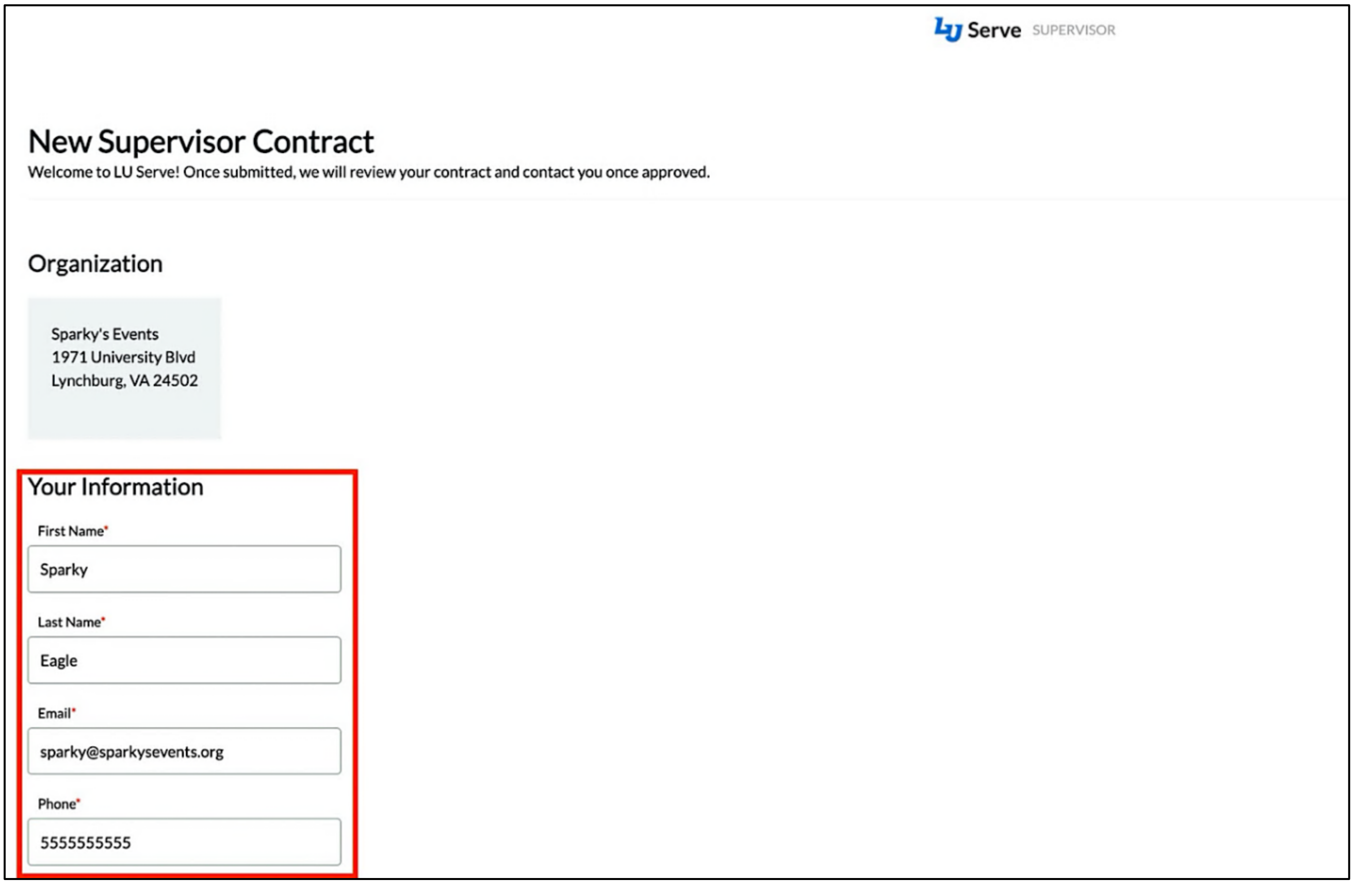
You will receive an email from Microsoft on behalf of Liberty University with a request to become a supervisor. To begin the setup process, click the **Accept invitation** link in the body of the email. This link takes you to the **Supervisor Dashboard** login page.



Note: The login experience may vary based on the type of email used:

- ***Liberty.edu email user:*** *Log in using your Liberty email and password through the Liberty SSO process.*
- ***External email use*** *(e.g., Gmail, Yahoo): You will either receive a generated code via email or be redirected to your email provider's login page to complete the login process.*

When logging in for the first time, fill out and submit the **New Supervisor Contract**. Review the information provided to LU Serve under the **Your Information** section and edit any fields that require updates.



LU Serve SUPERVISOR

New Supervisor Contract

Welcome to LU Serve! Once submitted, we will review your contract and contact you once approved.

Organization

Sparky's Events
1971 University Blvd
Lynchburg, VA 24502

Your Information

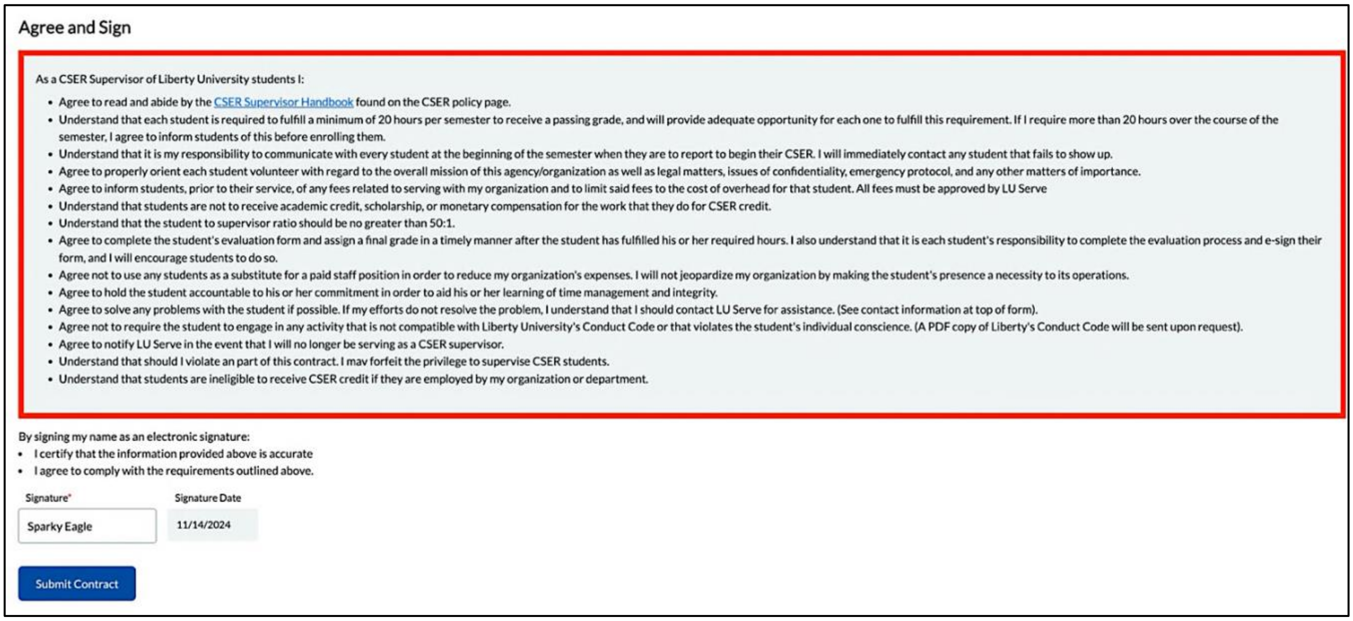
First Name*
Sparky

Last Name*
Eagle

Email*
sparky@sparkysevents.org

Phone*
5555555555

Review the CSER Supervisor policy under the **Agree and Sign** section.



Agree and Sign

As a CSER Supervisor of Liberty University students I:

- Agree to read and abide by the CSER Supervisor Handbook found on the CSER policy page.
- Understand that each student is required to fulfill a minimum of 20 hours per semester to receive a passing grade, and will provide adequate opportunity for each one to fulfill this requirement. If I require more than 20 hours over the course of the semester, I agree to inform students of this before enrolling them.
- Understand that it is my responsibility to communicate with every student at the beginning of the semester when they are to report to begin their CSER. I will immediately contact any student that fails to show up.
- Agree to properly orient each student volunteer with regard to the overall mission of this agency/organization as well as legal matters, issues of confidentiality, emergency protocol, and any other matters of importance.
- Agree to inform students, prior to their service, of any fees related to serving with my organization and to limit said fees to the cost of overhead for that student. All fees must be approved by LU Serve
- Understand that students are not to receive academic credit, scholarship, or monetary compensation for the work that they do for CSER credit.
- Understand that the student to supervisor ratio should be no greater than 50:1.
- Agree to complete the student's evaluation form and assign a final grade in a timely manner after the student has fulfilled his or her required hours. I also understand that it is each student's responsibility to complete the evaluation process and e-sign their form, and I will encourage students to do so.
- Agree not to use any students as a substitute for a paid staff position in order to reduce my organization's expenses. I will not jeopardize my organization by making the student's presence a necessity to its operations.
- Agree to hold the student accountable to his or her commitment in order to aid his or her learning of time management and integrity.
- Agree to solve any problems with the student if possible. If my efforts do not resolve the problem, I understand that I should contact LU Serve for assistance. (See contact information at top of form).
- Agree not to require the student to engage in any activity that is not compatible with Liberty University's Conduct Code or that violates the student's individual conscience. (A PDF copy of Liberty's Conduct Code will be sent upon request).
- Agree to notify LU Serve in the event that I will no longer be serving as a CSER supervisor.
- Understand that should I violate an part of this contract. I mav forfeit the privilege to supervise CSER students.
- Understand that students are ineligible to receive CSER credit if they are employed by my organization or department.

By signing my name as an electronic signature:

- I certify that the information provided above is accurate
- I agree to comply with the requirements outlined above.

Signature*
Sparky Eagle

Signature Date
11/14/2024

Submit Contract

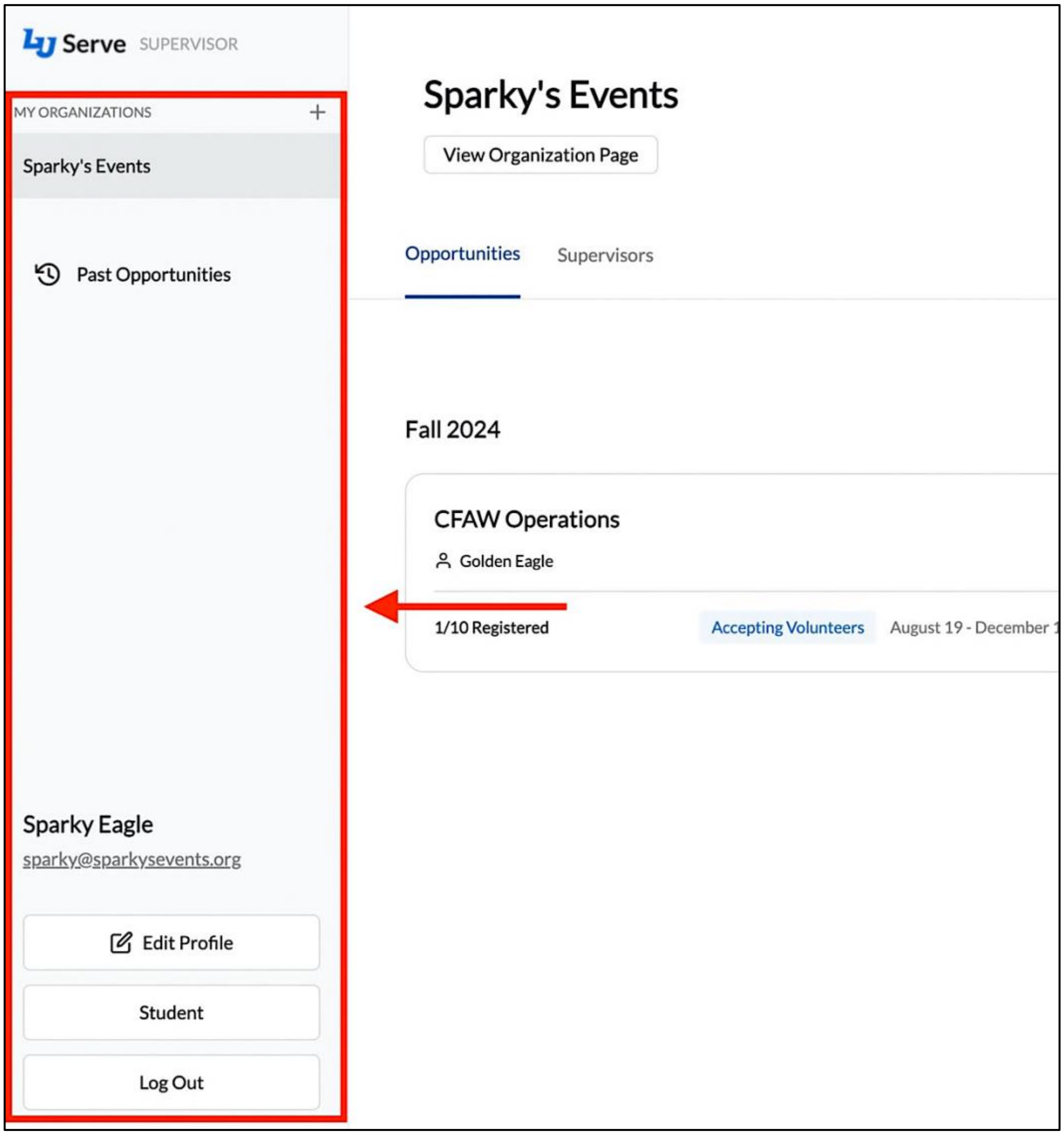
Enter your name in the **Signature** field.

Select **Submit Contract**.

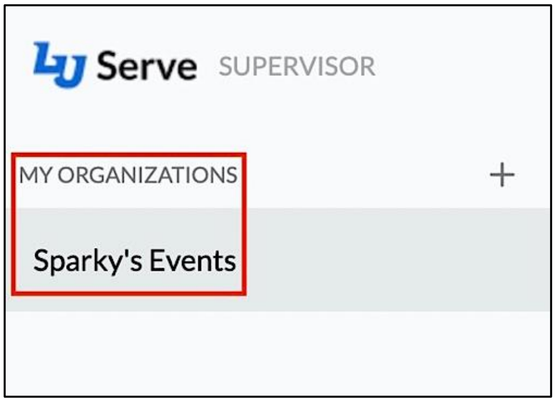
General Dashboard Overview

To access the **Supervisor Dashboard**, navigate to http://lu-serve.libery.edu.

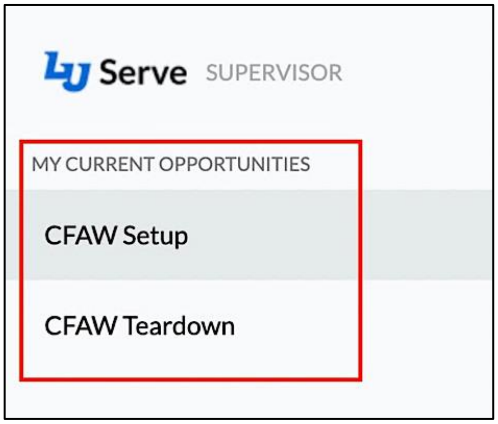
The dashboard navigation menu (left side of the screen) displays information and options for all supervisors.



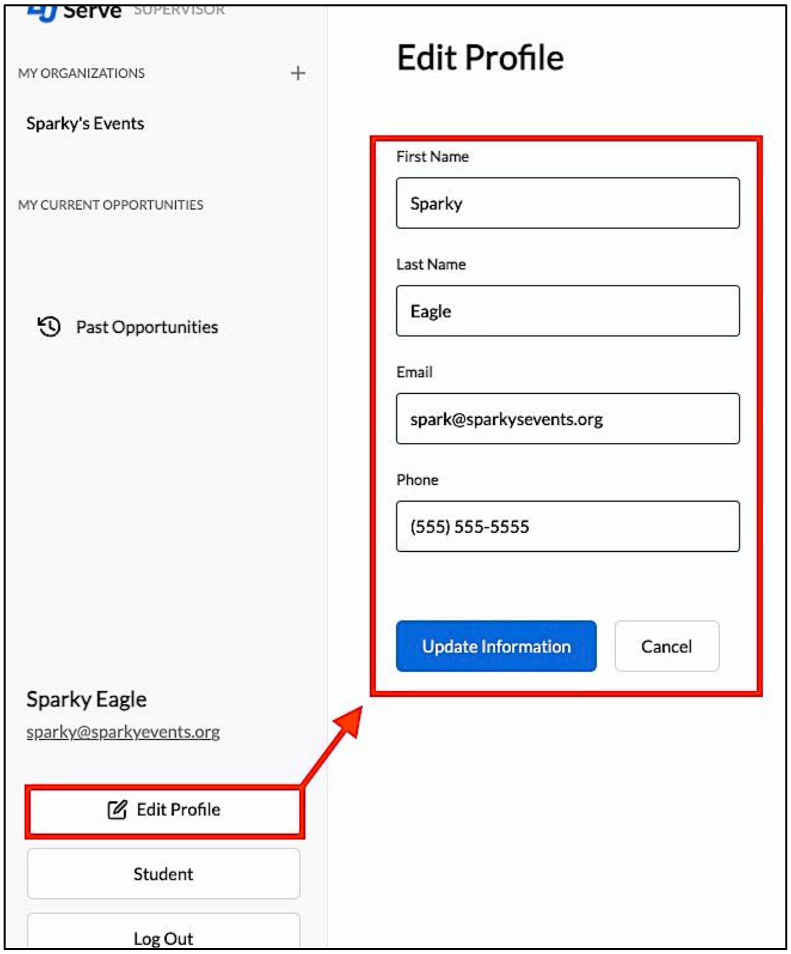
MY ORGANIZATIONS lists all organizations you are a member of.



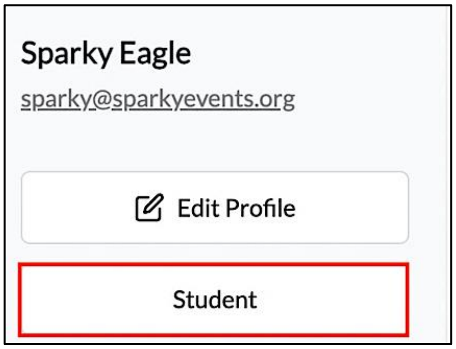
MY CURRENT OPPORTUNITIES lists open opportunities that the organization has publicized.



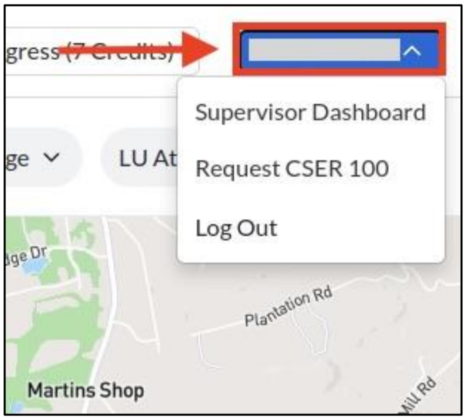
Edit Profile allows you to update your profile information.

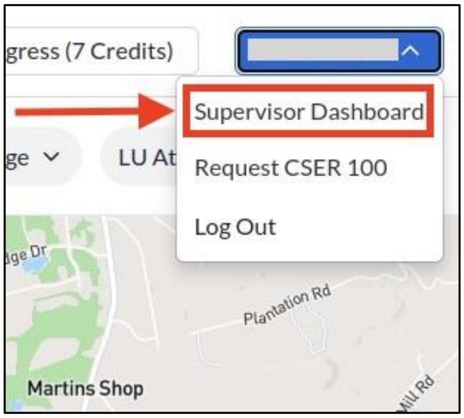


Clicking **Student** allows you to see the system from the student's perspective.



To return to the Supervisor Dashboard from the student's user menu, click the profile menu from the top right of the screen, and then click Supervisor Dashboard.





SUPERVISOR ACCESS ROLES

The new CSER dashboard has three supervisory roles: **Organization Lead Supervisor**, **Lead Opportunity Supervisor**, and **Sub-Supervisor**.

Lead Organization

The **Organization Lead Supervisor** role is for the user who oversees the organization's CSER processes and functions. This role enables users to edit the organization's page via the **View Organization Page**, create a **New Opportunity**, or add a **New Supervisor**.

Note: Only one user per organization can be the **Lead Supervisor.**

Lead Opportunity

The **Lead Opportunity Supervisor** role is for any user involved in a serving opportunity. Although this role cannot edit organizational information, it can access many features available to the **Organization Lead Supervisor** role, such as creating a **New Opportunity**, adding a **New Supervisor**, and approving **Volunteer requests**.

Note: Only one user may be the **Lead Supervisor** for each opportunity. This user does not necessarily have to be the Organization Lead Supervisor, although they can be.

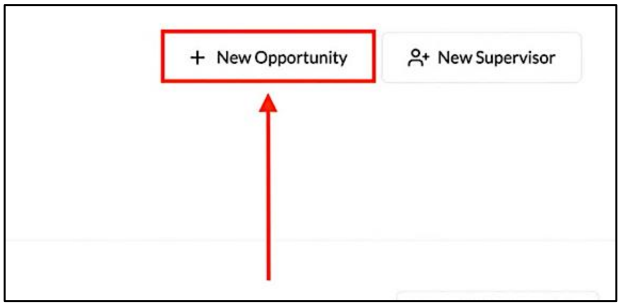
Sub-Supervisor

The **Sub-Supervisor** role can only make administrative changes to students in the serving opportunity for which the supervisor is assigned.

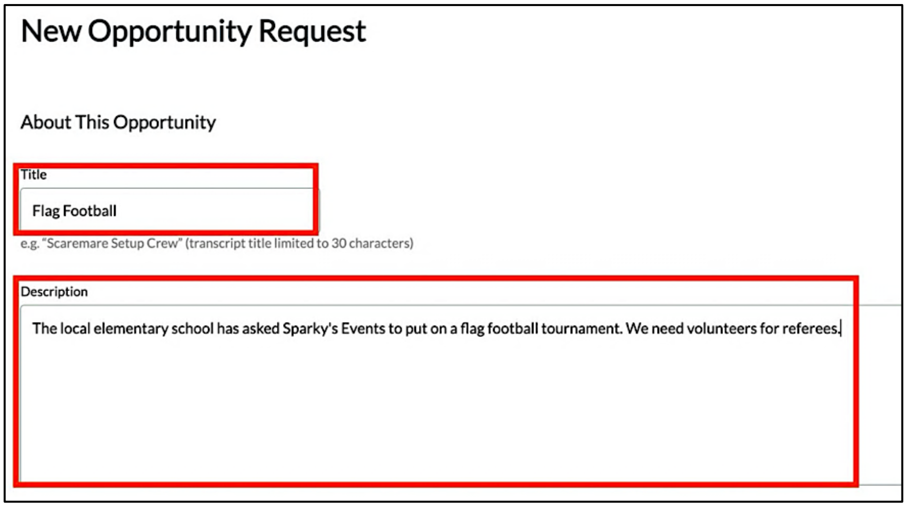
ADDING A NEW OPPORTUNITY

*Only **Organization Lead Supervisors** may create new opportunities.*

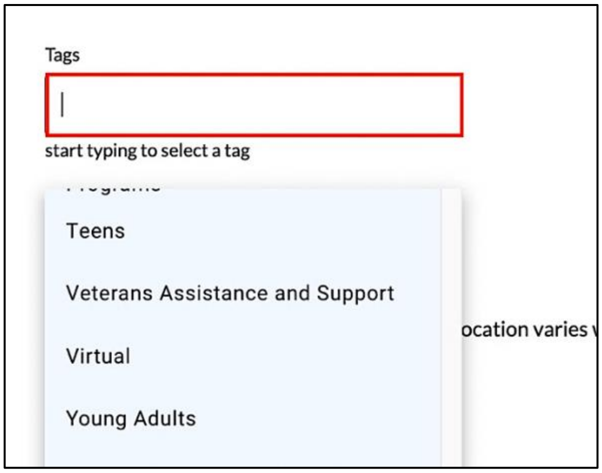
To add a new opportunity, click **+ New Opportunity**.

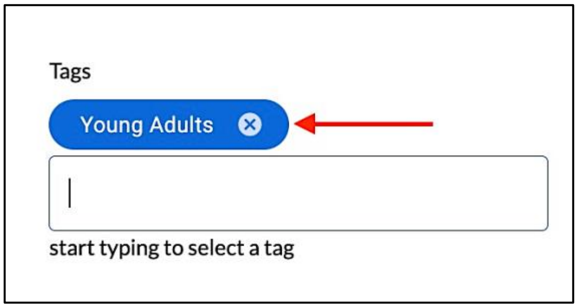


Enter the **Title** and **Description** of the opportunity.

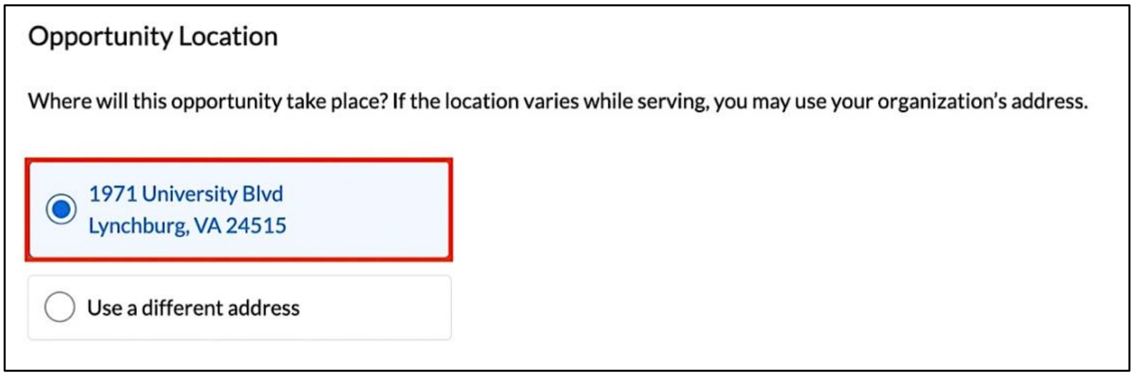


Tags help students discover service opportunities by improving visibility during searches. Multiple tags can be assigned to each opportunity. To add a tag, click the **Tags** field and select the appropriate tag(s) from the drop-down menu.

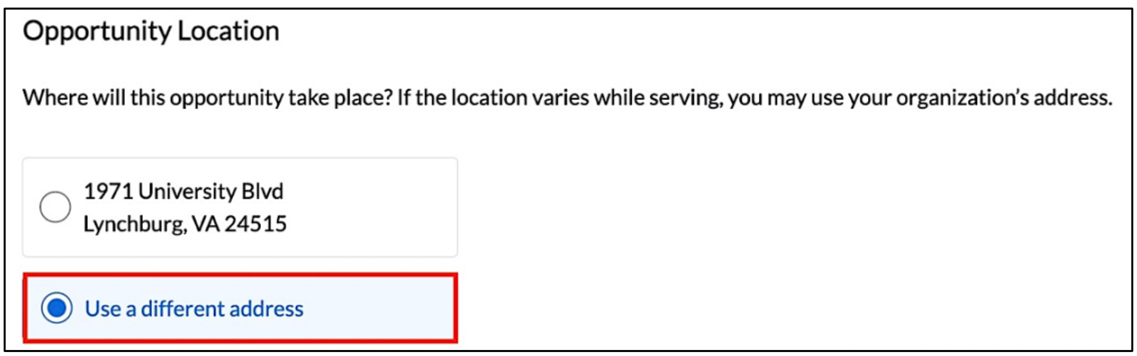




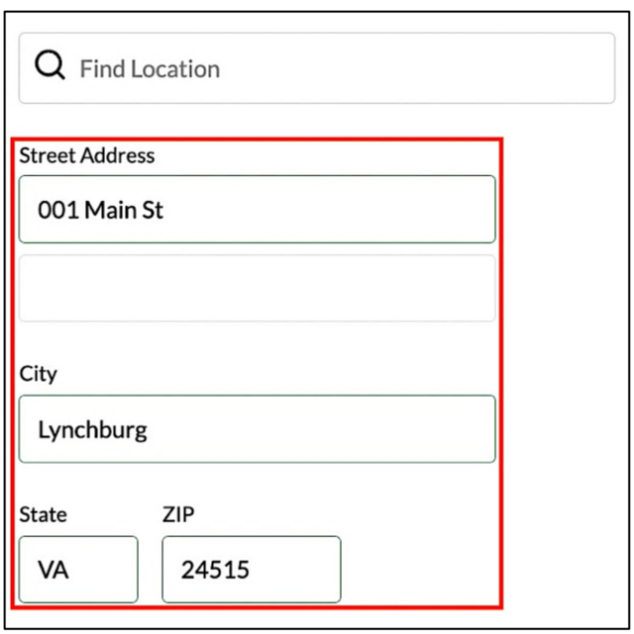
The system default will use the address associated with the organization.



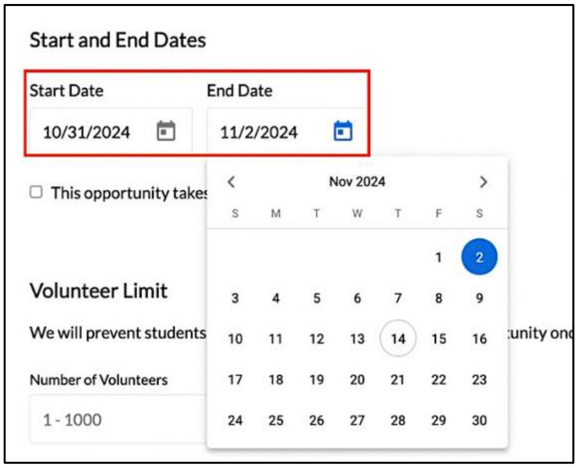
To use a different address, select **Use a different address**.



Fill out the address fields for the opportunity location.

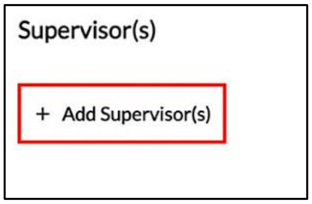


Select the **Start and End Dates** for the opportunity.



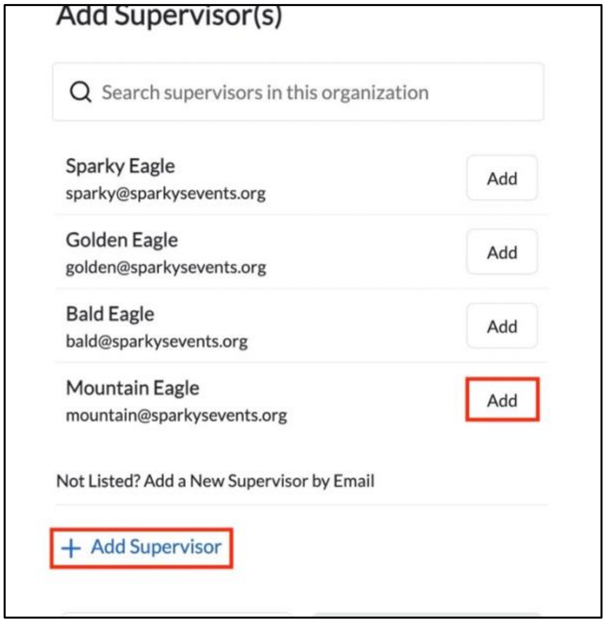
Select the **Volunteer Limit** for the opportunity.

To add a supervisor to the opportunity, click **+Add Supervisor(s)**.



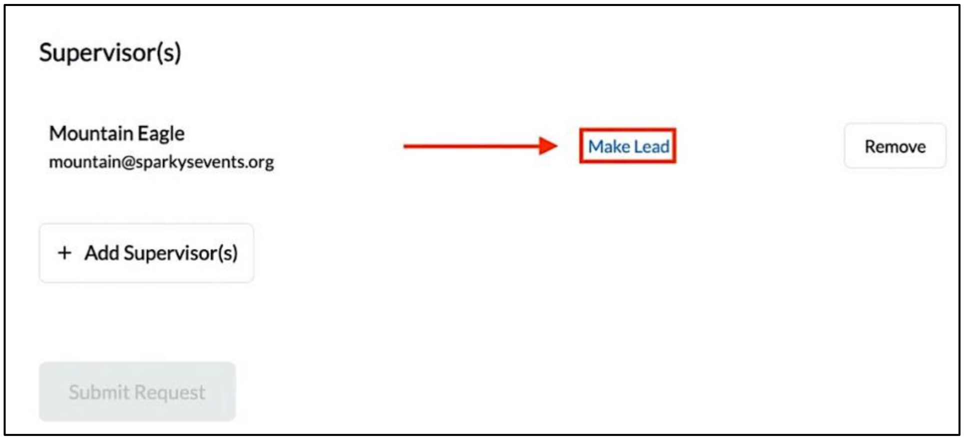
Select the Supervisor by clicking **Add** next to their name.

Note: Opportunities can have multiple supervisors. If a supervisor is not listed, add one by clicking **+Add Supervisor**.

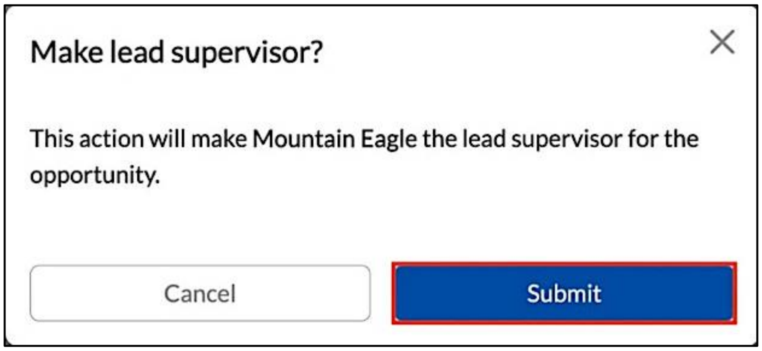


Each opportunity requires a Lead Supervisor. The Lead Supervisor assignment enables users to perform administrative duties. Click **Make Lead** to assign a user to the opportunity.

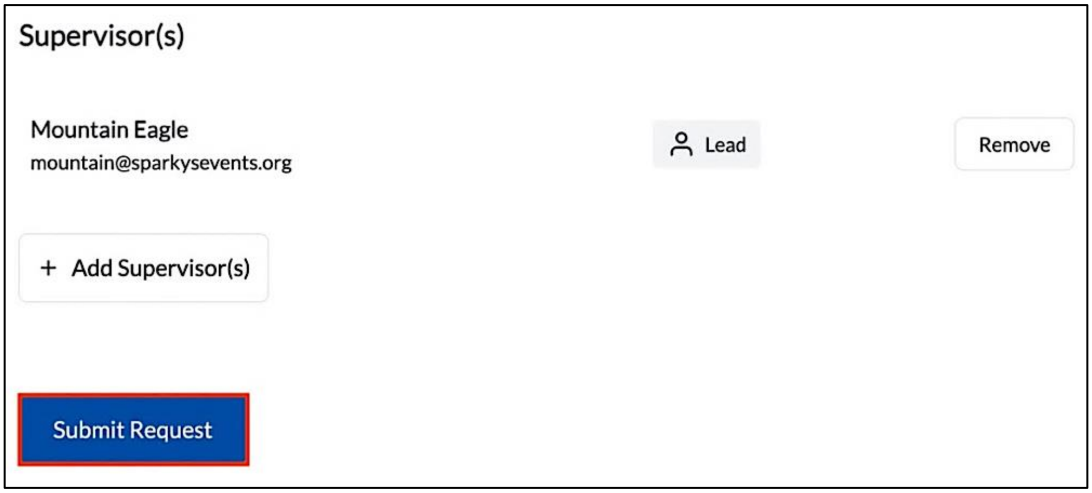
Note: Any supervisor assigned to the opportunity may be designated as the **Lead Supervisor**.



A message pop-up will confirm that the selected user will be the opportunity's **Lead Supervisor**. Click **Submit** to confirm.



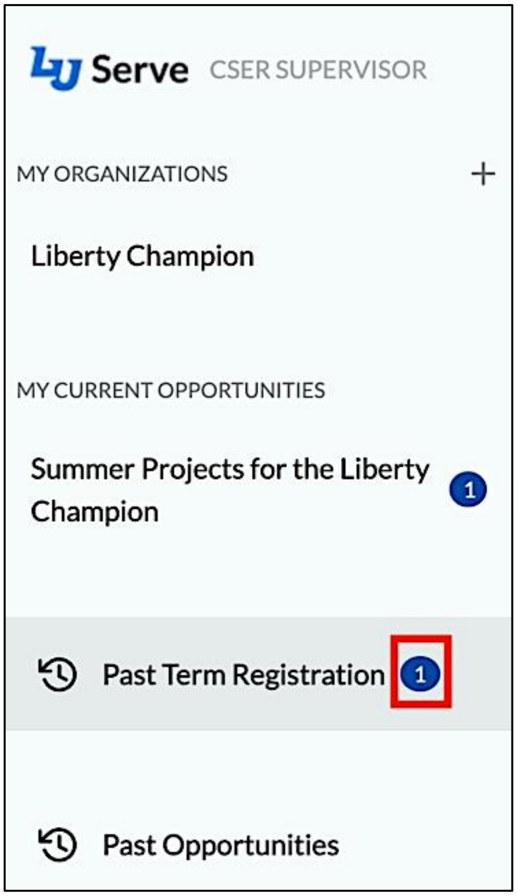
Click **Submit Request** to finish the submission process.



Approving a Past Term Registration

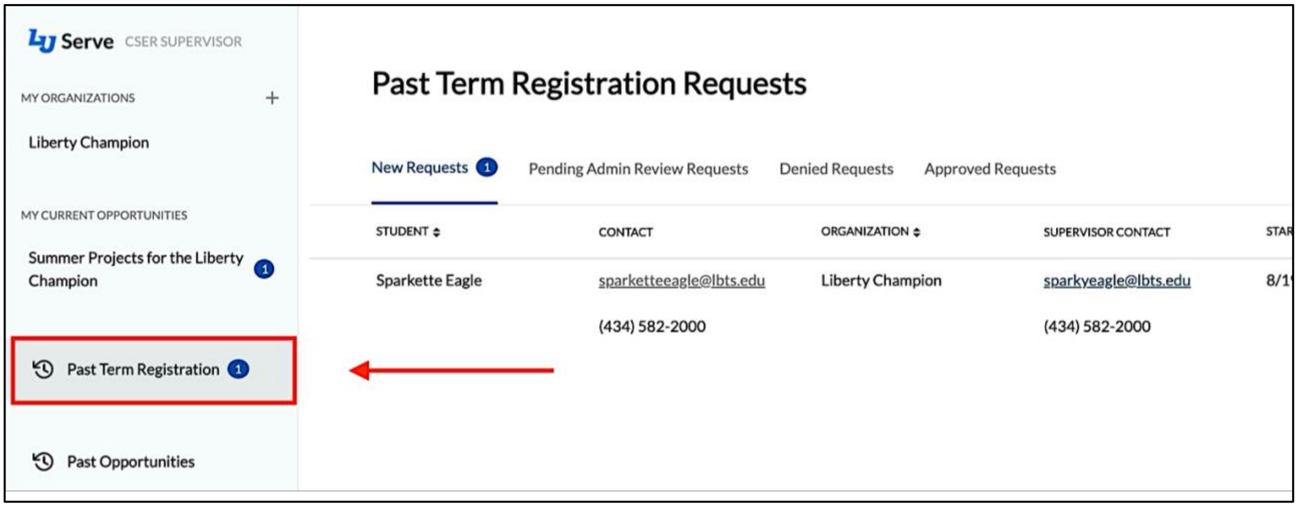
A **Past Term Registration** is used when a student has completed a CSER opportunity in a previous semester but did not register for or submit it during that term.

When approvals are pending, a numbered icon will appear next to **Past-Term Registration** in the left navigation menu. This number indicates the number of requests awaiting action.



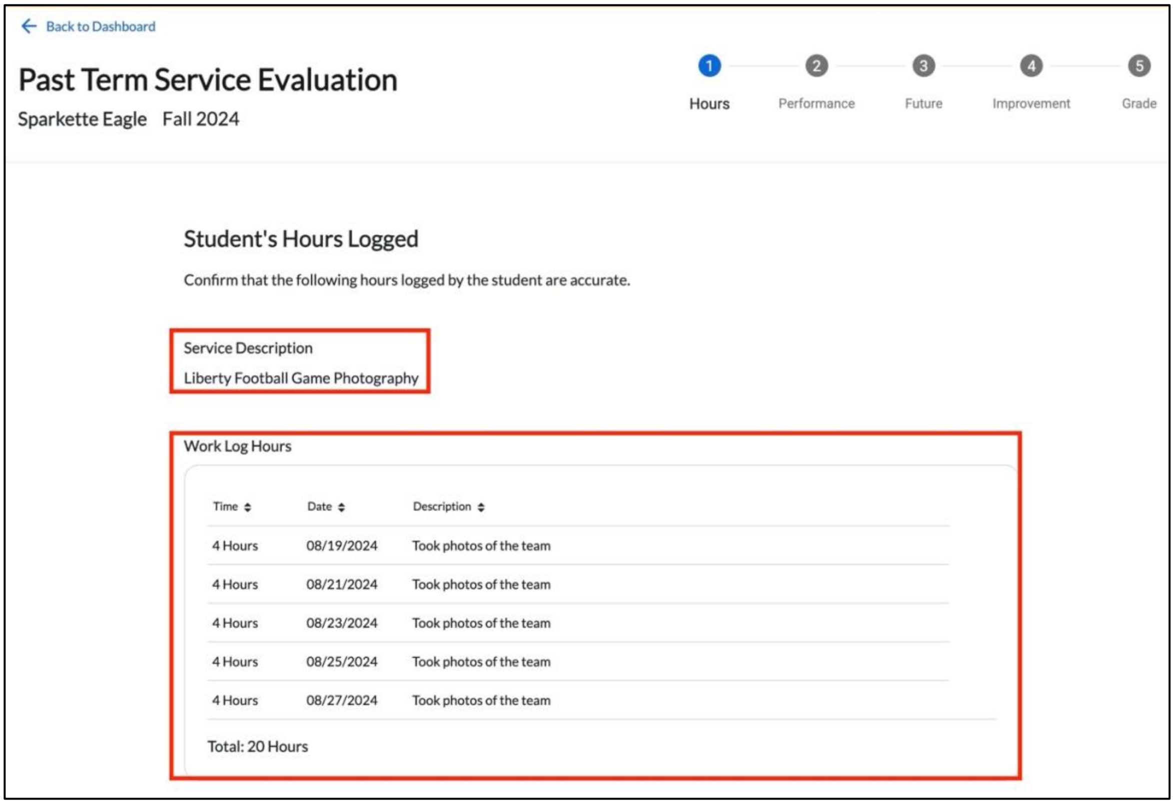
Note: If the option is not visible, scroll further down the menu.

To view requests, click **Past Term Registration**.



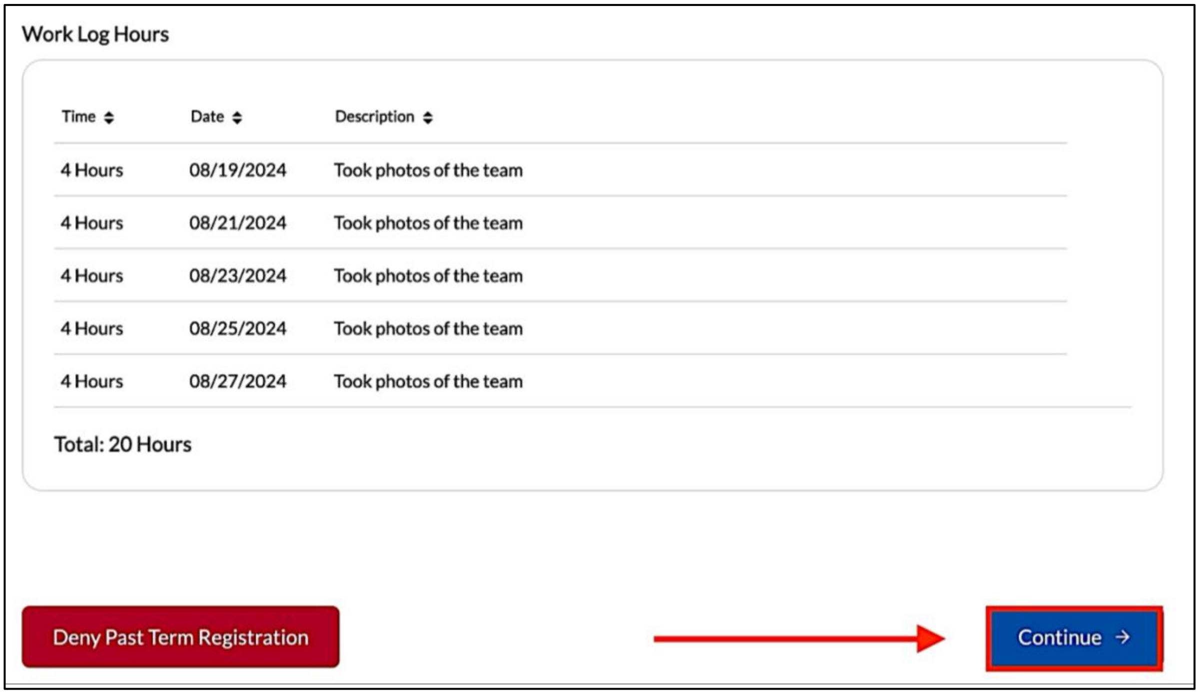
To begin reviewing and approving new submissions, click **Review Request**.

Review the submitted **Service Description** and **Work Log Hours**.

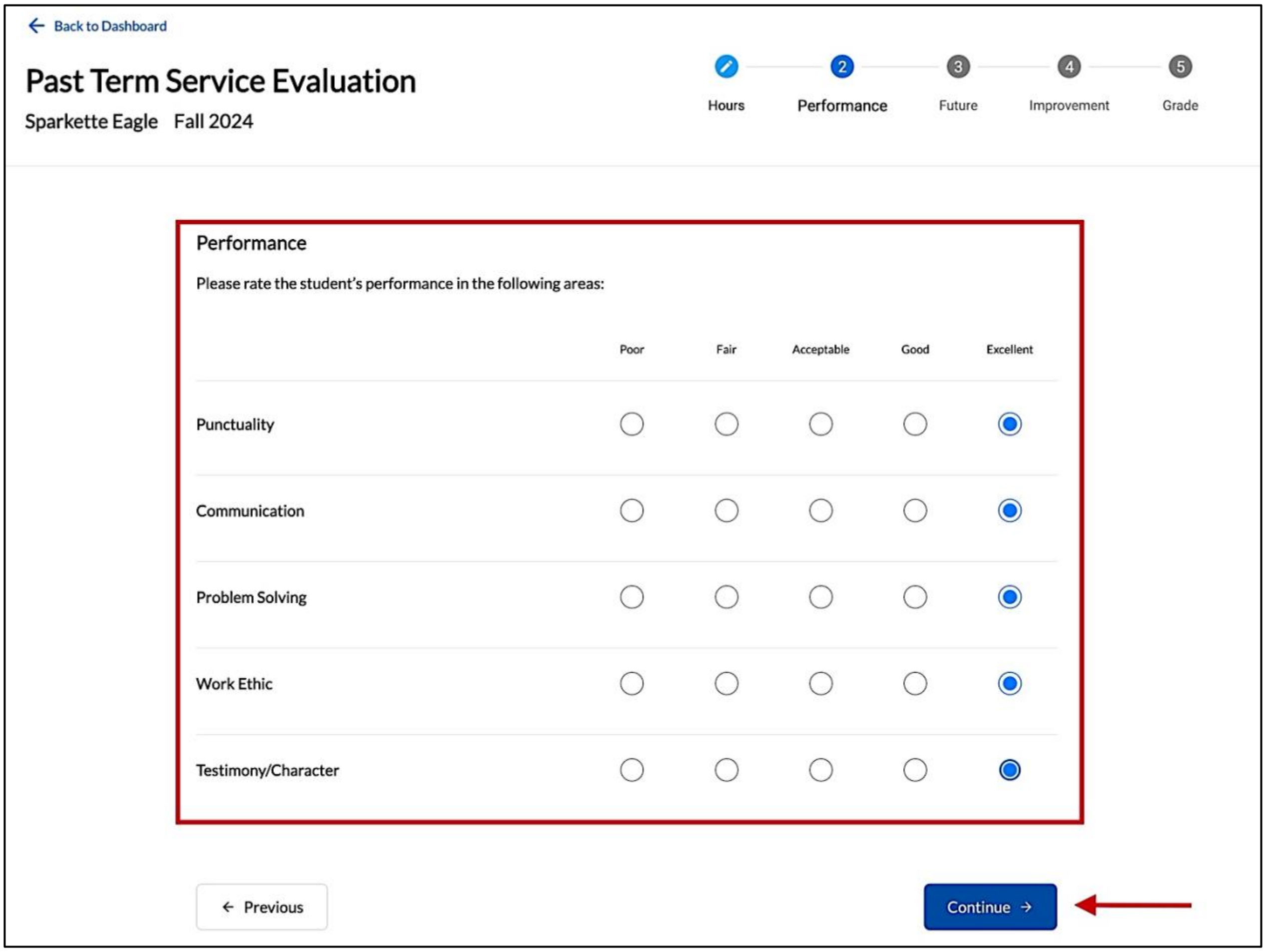


If the information is incomplete or incorrect, click **Deny Past Term Registration** to send it back to the student.

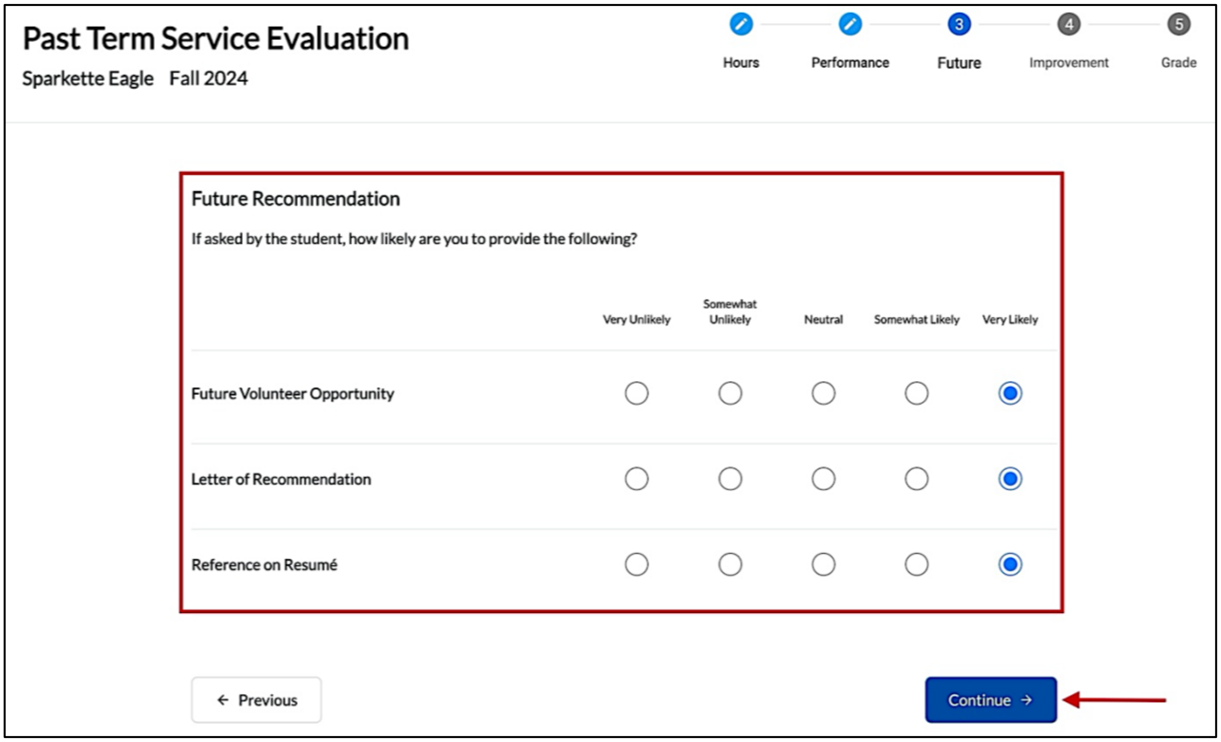
To proceed with approval, click **Continue**.



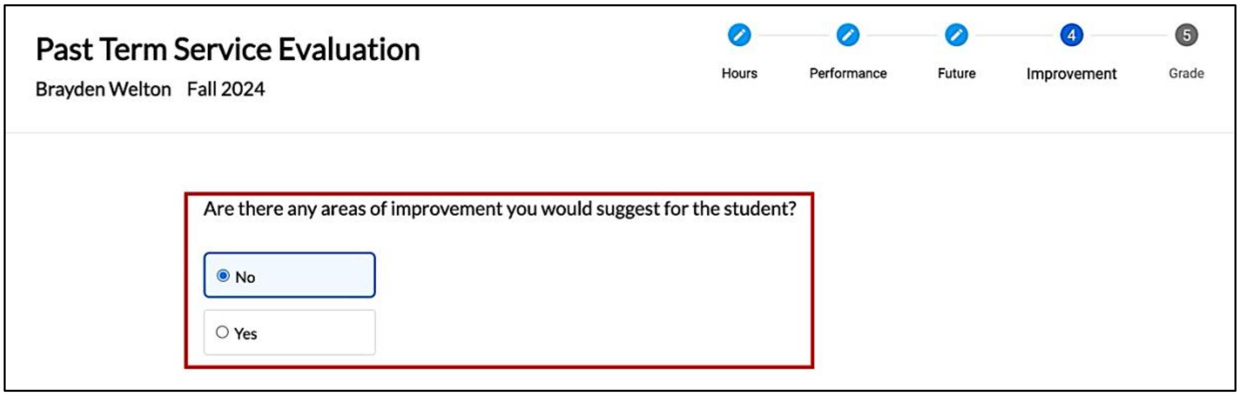
Complete the **Performance** evaluation and click **Continue**.



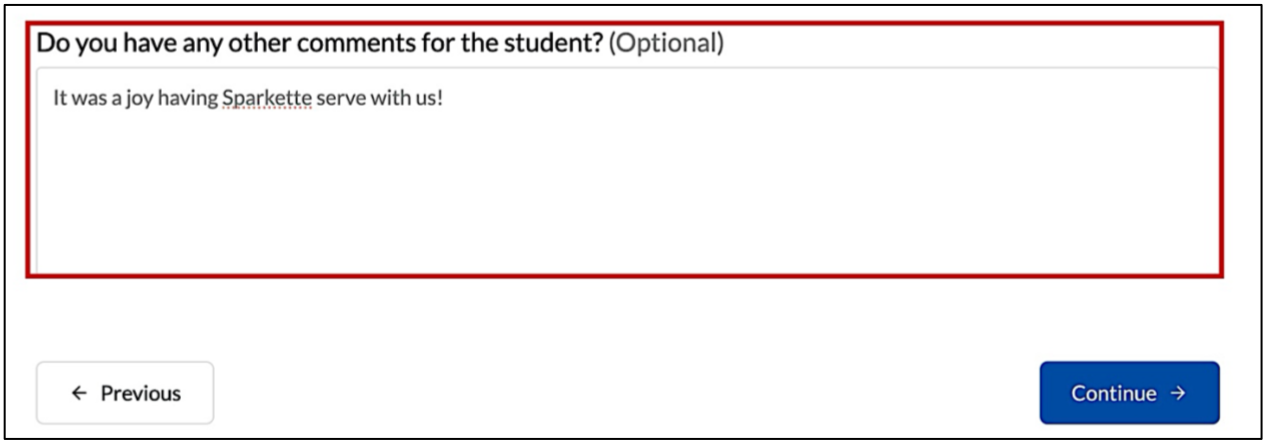
Select the likelihood of **Future Recommendation** for the student and click **Continue**.



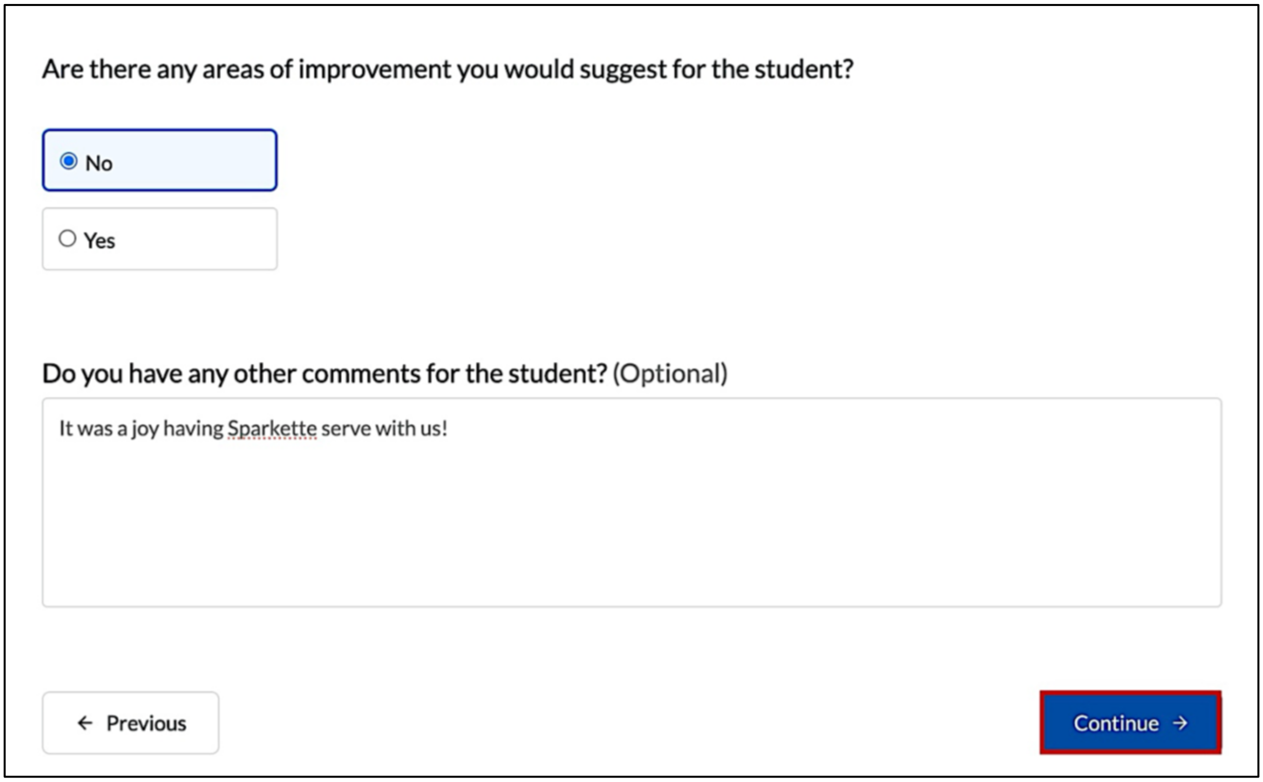
For the **Are there any areas of improvement you would suggest for this student?** question, select **Yes** or **No**.



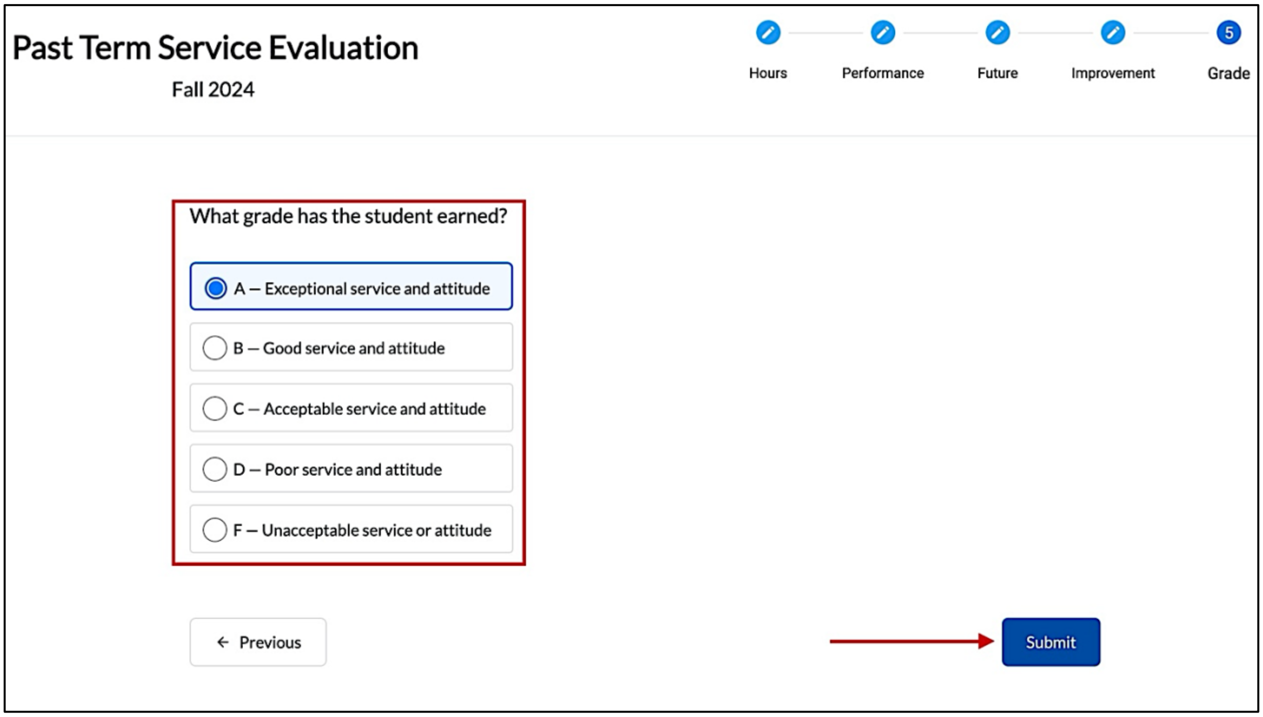
Use the **Do you have any other comments for the student?** field to enter any additional feedback.



Click **Continue** to proceed to the grading section.



Select a **grade** for the student, then click **Submit** to complete the Past Term Registration.



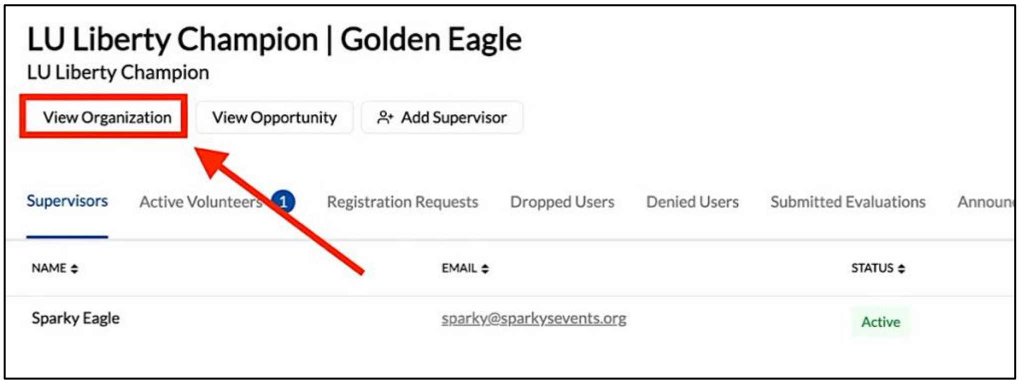
The request will appear under the **Pending Admin Review Requests** tab.

After admin review, it will move to either the **Approved** or **Denied Requests** tab, depending on the outcome.

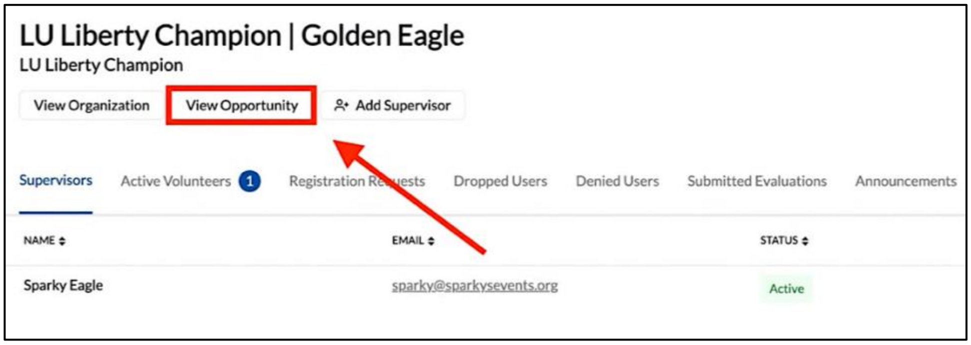
SUPERVISOR FUNCTIONS

The dashboard navigation menu (left side of the screen) displays all opportunities assigned to all **Supervisor** roles. The menu shows your **Organization(s)** and **Current Opportunities**. Click on the opportunity title to view the information tabs associated with the serving opportunity.

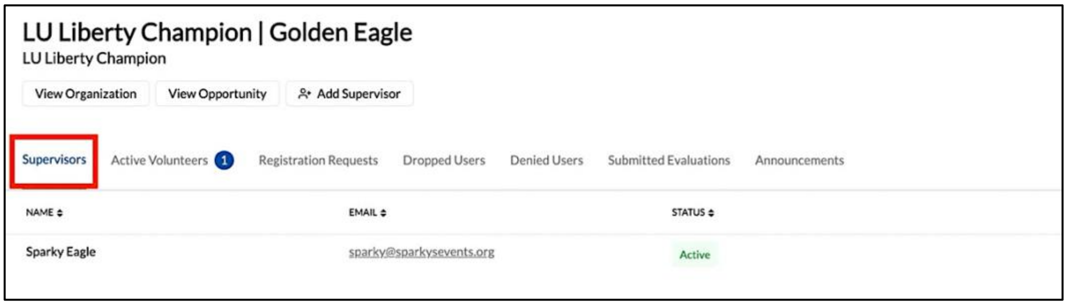
To view the organization's information, click **View Organization**. All three roles will be able to view the organization's information. However, only those with the **Lead Organization** role can make administrative changes.



To view the opportunity information, click **View Opportunity**. All three roles can view the opportunity information. However, only those with the **Lead Organization** and **Lead Opportunity** roles can make administrative changes.

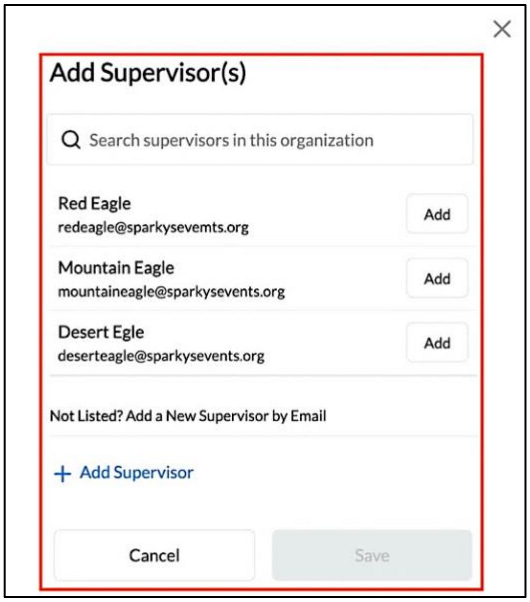


Review the list of supervisors under the **Supervisors** section tab.



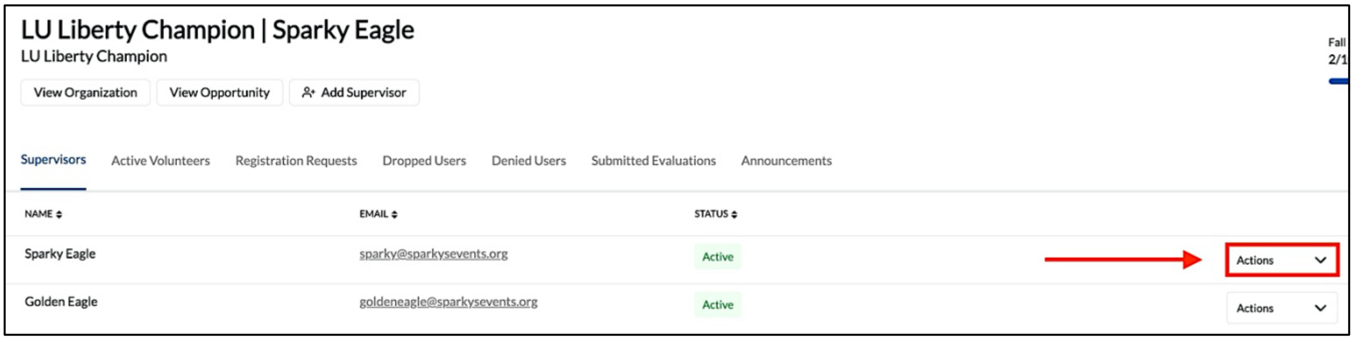
To add a new supervisor, click **+Add Supervisor**.

Review the list of supervisors under the **Supervisor (s)** section.



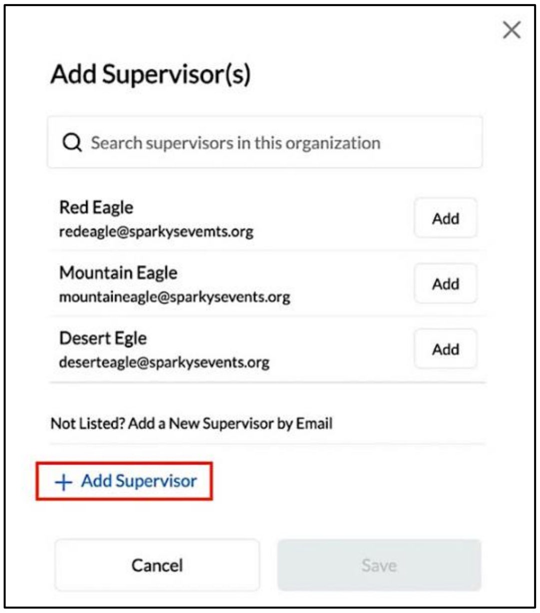
To select a new **Opportunity Lead Supervisor**, click the **Actions** dropdown menu next to the user's name and select **Make Lead**.

Note: Only those with the **Lead Organization** and **Lead Opportunity** roles can make changes; however, anyone listed can be designated as a lead.

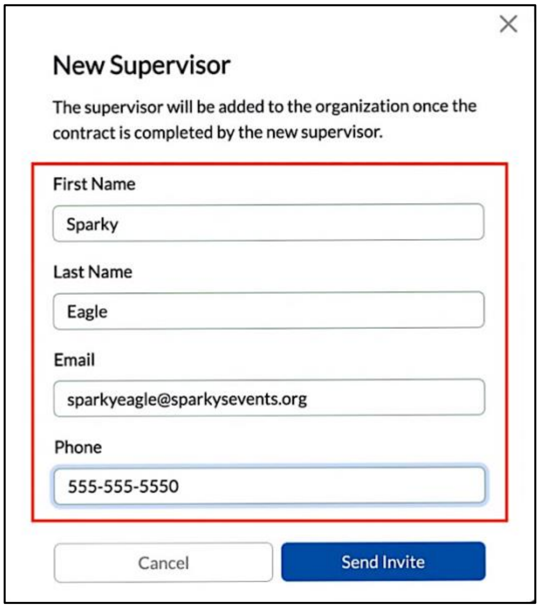


To remove a supervisor from the organization, click **Remove** next to the user's name.

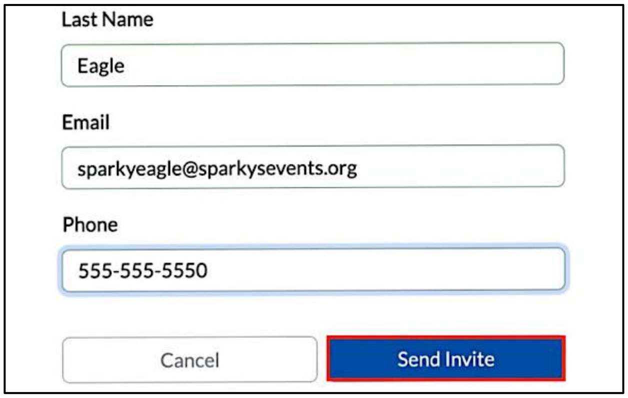
To add a new supervisor not listed in the supervisor name menu, click **+Add Supervisor** and fill out the information for the new supervisor.



Enter the user's **First Name**, **Last Name**, **Email**, and **Phone number**.



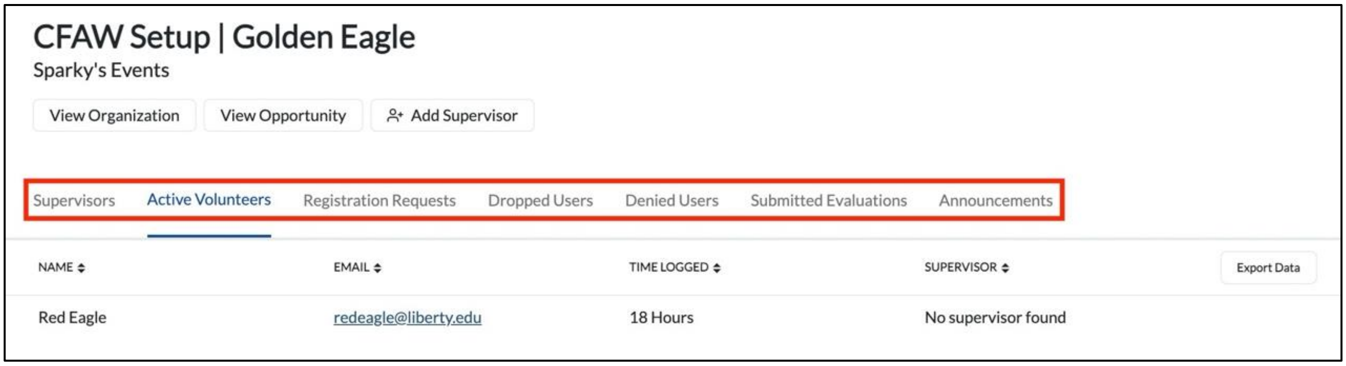
Click **Send Invite**.



All three roles can view and make administrative changes to the following tabs:

- **Active Volunteers**
- **Registration Requests**
- **Dropped Users**, **Denied Users**
- **Submitted Evaluations**

Only those with the **Lead Organization** and **Lead Opportunity** roles can make administrative changes to the **Supervisors** tab for the supervisor under their supervision, as well as the **Announcements** tab to post announcements for an opportunity.



Need Assistance?

If you need assistance with the **Supervisor Dashboard**, please contact LUServe@liberty.edu.