

## 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](#)

[General Dashboard Overview](#)

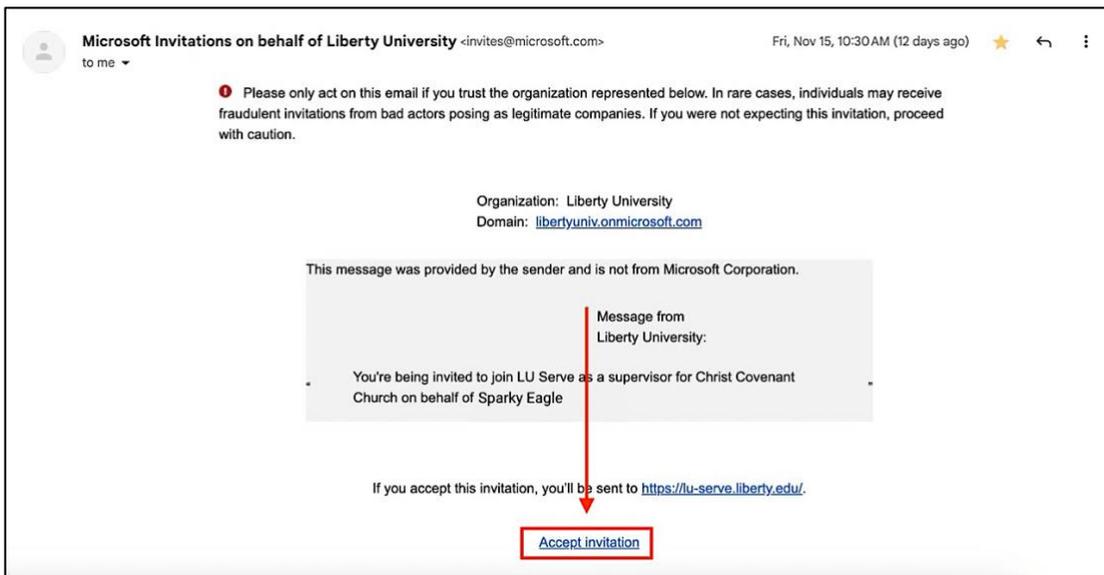
[Supervisor Access Roles](#)

[Adding a New Opportunity](#)

[Supervisor Functions](#)

## LOGGING INTO THE USER ACCOUNT

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



Please note that the login experience may vary based on the type of email used:

- **Liberty.edu email user:** Enter the user's Liberty email and password to log in via the Liberty SSO process.
- **External email users (e.g., Gmail, Yahoo.):** External users will either be emailed a generated code or directed to their email system's login page to complete the login process.

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



## 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\*

Last Name\*

Email\*

Phone\*

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 a part of this contract, I may 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\*       Signature Date

Enter the supervisor's name in the **Signature** field.

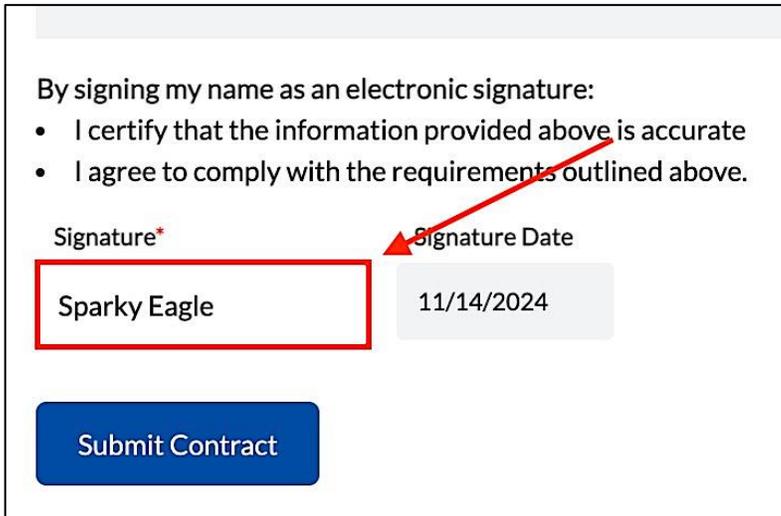
By signing my name as an electronic signature:

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

Signature\*      Signature Date

Sparky Eagle      11/14/2024

Submit Contract



Select **Submit Contract** button.

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\*      Signature Date

Sparky Eagle      11/14/2024

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.

The screenshot shows the Lj Serve Supervisor Dashboard. On the left is a navigation menu with a red border. It includes the Lj Serve logo and 'SUPERVISOR' text at the top. Below that is a 'MY ORGANIZATIONS' section with a plus sign, containing 'Sparky's Events' (highlighted with a red box) and 'Past Opportunities'. At the bottom of the menu is the user profile for 'Sparky Eagle' with the email 'sparky@sparkysevents.org' and buttons for 'Edit Profile', 'Student', and 'Log Out'. The main content area on the right is titled 'Sparky's Events' and has a 'View Organization Page' button. It features tabs for 'Opportunities' (selected) and 'Supervisors'. Under 'Opportunities', there is a section for 'Fall 2024' with a card for 'CFAW Operations' (Golden Eagle) showing '1/10 Registered' and 'Accepting Volunteers' from August 19 to December 1. A red arrow points from the 'MY ORGANIZATIONS' menu to the 'CFAW Operations' card.

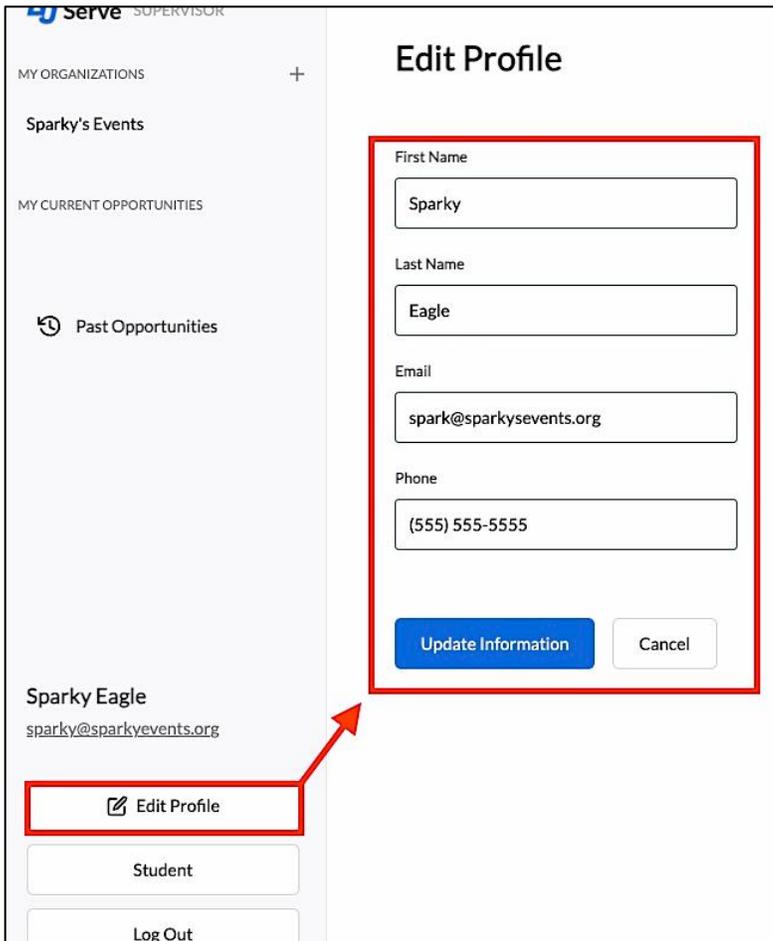
**MY ORGANIZATIONS** lists all organizations the user is a member of.

This is a close-up of the 'MY ORGANIZATIONS' section in the navigation menu. It shows the text 'MY ORGANIZATIONS' followed by a plus sign. Below it, the organization name 'Sparky's Events' is listed and highlighted with a red box.

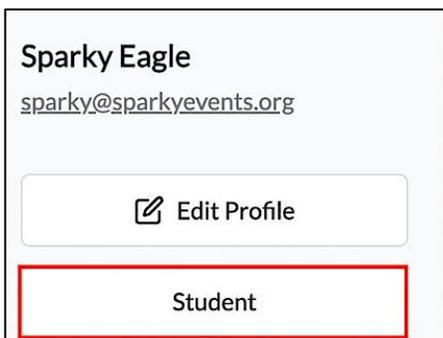
**MY CURRENT OPPORTUNITIES** lists open opportunities that the organization has publicized.



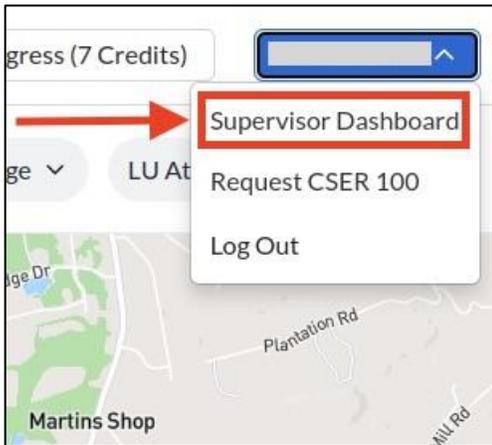
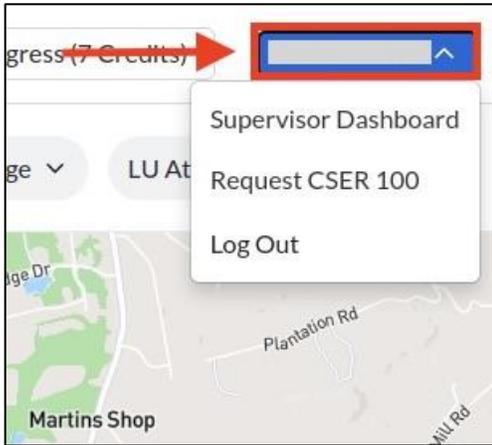
**Edit Profile** allows the user to update their profile information.



The **Student** button allows the supervisor 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 allows the user to edit the organization's page via the **View Organization Page**, create a **New Opportunity**, or add a **New Supervisor**. *Please note that only one user per organization may 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**. *Please note that 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 the students in the serving opportunity the supervisor is assigned to.

## ADDING A NEW OPPORTUNITY

Please note that only **Organization Lead Supervisors** may create new opportunities.

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



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

### New Opportunity Request

About This Opportunity

**Title**  
Flag Football  
e.g. "Scaremare Setup Crew" (transcript title limited to 30 characters)

**Description**  
The local elementary school has asked Sparky's Events to put on a flag football tournament. We need volunteers for referees.

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.

Tags

start typing to select a tag

- Teens
- Veterans Assistance and Support
- Virtual
- Young Adults
- Youth and Child Development

location varies

Use a different address

Tags

Young Adults ×

start typing to select a tag

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

**Opportunity Location**

Where will this opportunity take place? If the location varies while serving, you may use your organization's address.

1971 University Blvd  
Lynchburg, VA 24515

Use a different address

If you want to use a different address, select **Use a different address**.

**Opportunity Location**

Where will this opportunity take place? If the location varies while serving, you may use your organization's address.

1971 University Blvd  
Lynchburg, VA 24515

Use a different address

Fill out the address fields for the opportunity location.

Find Location

Street Address

001 Main St

City

Lynchburg

State ZIP

VA 24515

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

Start and End Dates

Start Date End Date

10/31/2024 11/2/2024

This opportunity takes

Volunteer Limit

We will prevent students

Number of Volunteers

1 - 1000

Nov 2024

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

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

Volunteer Limit

We will prevent students from requesting registration to this opportunity once the number of approved volunteers reaches this

Number of Volunteers

250

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

Supervisor(s)

+ Add Supervisor(s)

Select the Supervisor by clicking the **Add** button next to their name. Opportunities can have multiple supervisors. If a supervisor is not listed, add one by clicking the **Add Supervisor** button.

**Add Supervisor(s)**

Q Search supervisors in this organization

Sparky Eagle  
sparky@sparkysevents.org Add

Golden Eagle  
golden@sparkysevents.org Add

Bald Eagle  
bald@sparkysevents.org Add

Mountain Eagle  
mountain@sparkysevents.org Add

Not Listed? Add a New Supervisor by Email

+ Add Supervisor

Each opportunity requires a Lead Supervisor. The Lead Supervisor assignment allows the user to perform administrative duties. Click **Make Lead** to assign a user to the opportunity. *Please note that any supervisor assigned to the opportunity may be designated as the **Lead Supervisor**.*

**Supervisor(s)**

Mountain Eagle  
mountain@sparkysevents.org

Make Lead Remove

+ Add Supervisor(s)

Submit Request

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

**Make lead supervisor?** X

This action will make Mountain Eagle the lead supervisor for the opportunity.

Cancel Submit

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

**Supervisor(s)**

Mountain Eagle  
mountain@sparkysevents.org

 Lead

Remove

+ Add Supervisor(s)

Submit Request

**SUPERVISOR FUNCTIONS**

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

 SUPERVISOR

MY ORGANIZATIONS +

LU Liberty Champion

MY CURRENT OPPORTUNITIES

LU Liberty Champion | Golden Eagle

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

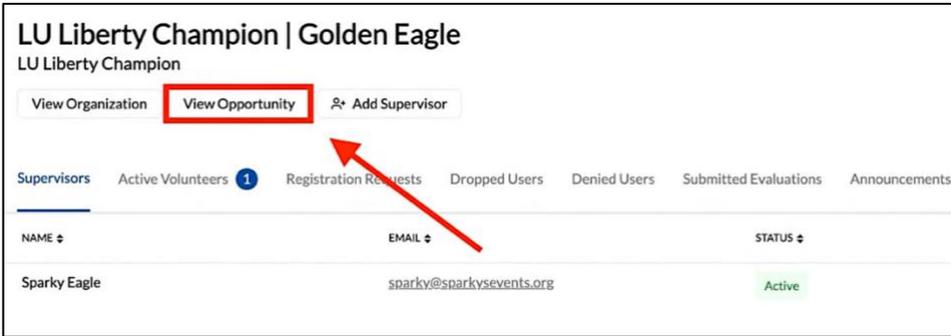
**LU Liberty Champion | Golden Eagle**  
LU Liberty Champion

View Organization View Opportunity Add Supervisor

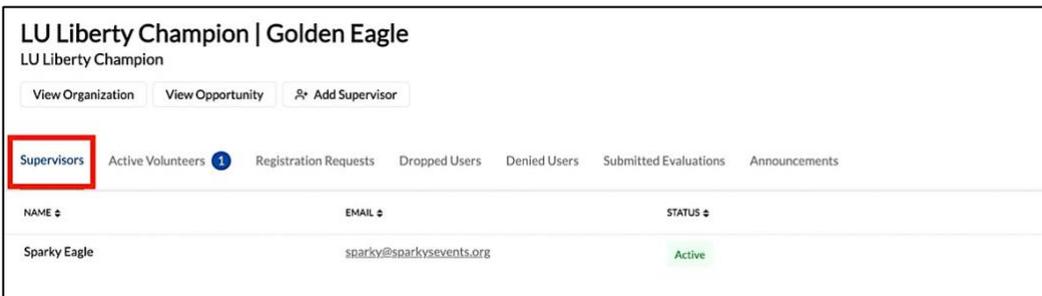
Supervisors Active Volunteers 1 Registration Requests Dropped Users Denied Users Submitted Evaluations Announ

NAME	EMAIL	STATUS
Sparky Eagle	sparky@sparkysevents.org	Active

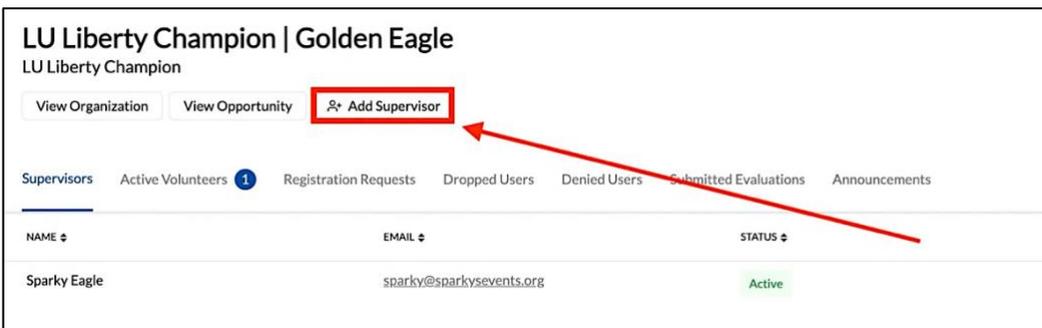
To view the opportunity information, click the **View Opportunity** button. All three roles can view the opportunity information. However, only those with the **Lead Organization** and **Lead Opportunity** role can make administration changes.



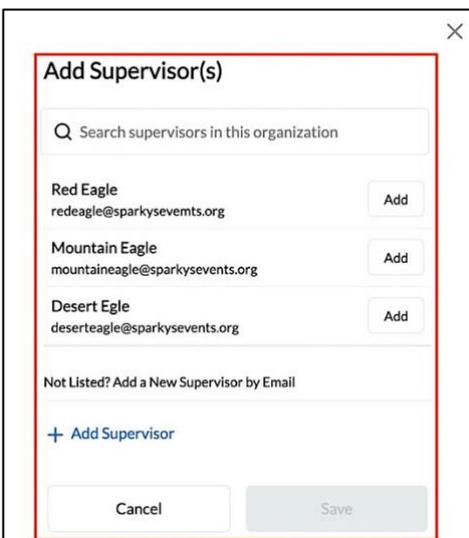
Review the list of supervisors under the **Supervisors** section tab.



To add a new supervisor, click the **Add Supervisor** button.



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**. It should be noted that only those with the **Lead Organization** and **Lead Opportunity** roles can make changes, but anyone listed can be made a lead.

LU Liberty Champion | Sparky Eagle  
LU Liberty Champion

View Organization View Opportunity + Add Supervisor

Supervisors Active Volunteers Registration Requests Dropped Users Denied Users Submitted Evaluations Announcements

NAME	EMAIL	STATUS	
Sparky Eagle	sparky@sparkysevents.org	Active	Actions
Golden Eagle	goldeneagle@sparkysevents.org	Active	Actions

LU Liberty Champion | Sparky Eagle

Opportunity + Add Supervisor

Registration Requests Dropped Users Denied Users Submitted Evaluations Announcements

EMAIL	STATUS	
sparky@sparkysevents.org	Active	Actions
goldeneagle@sparkysevents.org	Active	

Actions  
Make Opportunity Lead  
Remove Opportunity Supervisor

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

LU Liberty Champion | Sparky Eagle

Opportunity + Add Supervisor

Registration Requests Dropped Users Denied Users Submitted Evaluations Announcements

EMAIL	STATUS	
sparky@sparkysevents.org	Active	Actions
goldeneagle@sparkysevents.org	Active	

Actions  
Make Opportunity Lead  
Remove Opportunity Supervisor

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

Add Supervisor(s)

Search supervisors in this organization

Red Eagle redeagle@sparkysevents.org Add

Mountain Eagle mountaineagle@sparkysevents.org Add

Desert Eagle deserteagle@sparkysevents.org Add

Not Listed? Add a New Supervisor by Email

+ Add Supervisor

Cancel Save

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

**New Supervisor**

The supervisor will be added to the organization once the contract is completed by the new supervisor.

First Name  
Sparky

Last Name  
Eagle

Email  
sparkyeagle@sparkysevents.org

Phone  
555-555-5550

Cancel Send Invite

Then, click the blue **Sent Invite** button.

Last Name  
Eagle

Email  
sparkyeagle@sparkysevents.org

Phone  
555-555-5550

Cancel Send Invite

All three roles can view and make administrative changes to the following tabs: **Active Volunteers, Registration Requests, Dropped Users, Denied Users, and 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.

serve SUPERVISOR

ANIZATIONS +

S Sparky's Events

Past Opportunities

### CFAW Setup | Golden Eagle

Sparky's Events

View Organization View Opportunity Add Supervisor

Supervisors Active Volunteers Registration Requests Dropped Users Denied Users Submitted Evaluations Announcements

NAME	EMAIL	TIME LOGGED	SUPERVISOR	Export Data
Red Eagle	<a href="mailto:red eagle@liberty.edu">red eagle@liberty.edu</a>	18 Hours	No supervisor found	

## Need Assistance?

If you need assistance with the **Supervisor Dashboard**, please contact [LUServe@liberty.edu](mailto:LUServe@liberty.edu).