CSSA Student Service
Participant User Manual
Table of Contents

Introduction.................................................................................................................................2
Sign-in and Enroll......................................................................................................................3
Participant profile....................................................................................................................4
Viewing activities....................................................................................................................5
Compliance requirements........................................................................................................6-7
Searching for a service activity..............................................................................................8-9
Registering for a service activity............................................................................................10-12
Missing service........................................................................................................................13
Introduction

The “CSSA Database” is the system that CSSA uses to manage much of the enrollment, registration, and processing details involved in service activities coordinated by the office. Through this application, students are currently able to:

- Conduct searches for service activities based on their interest, availability, and/or course requirements
- Enroll and take an online Pre-Service Orientation and quiz (prerequisite for registering in any service activity)
- Register as participants in an activity, and apply their service hours to a course(s) and/or campus activity(ies)
- Manage compliance requirements (e.g. uploading applications and references, registering for background checks or training sessions, etc.)
- View and print out an official copy of their service record (by semester or total)
Sign in and Enroll

Participants who have already enrolled on the CSSA website can sign in to their profile using their Banner ID and email with which they registered (use of JCU email is strongly encouraged, although students may use other email addresses).

Students who are new to service through CSSA may enroll as participants.

Students must enroll as a participant and take the CSSA online Pre-Service Orientation and quiz before they are able to register for any CSSA activity listed on the website.

NOTE: Occasionally, undergraduate students experience difficulty enrolling, most often because they have “illegal characters” such as apostrophes or hyphens in their name which are problematic for our system. If you have trouble with this, please contact CSSA.
Participant Profile

Once a participant has successfully logged in, s/he will be taken to the main Profile Page. This page must be completed and submitted by the participant in order to finalize enrollment.

The profile page is divided into two sections:

1. **General Information**
   Fields are required but are editable by the student (with the exception of the Banner ID field, which can only be edited by CSSA staff).

2. **Participant Background**
   Requires manual completion by the student.
Viewing Activities

The My Activities link on the sub-navigation menu allows participants to:

- View a record of all service activities for which they have ever registered
- Find basic information about their service activities
- Click around to view specifics about each activity

“My Activities” page

Clicking on the table icon under the “Details” column or the name of the activity under the “Activity” column allows students to view details about their service activities.

“My Activities/Details” page

“My Activities/Activity” page
Compliance Requirements

The colored boxes under the “Compliance” column indicate the following:

- A **green** box indicates that **all** compliance requirements have been completed
- A **yellow** box indicates that **some** action has been taken on requirements
- A **red** box indicates **no** action has been taken.

By clicking on the text in the colored box in the Compliance column, participants are able to view and manage the compliance requirements for an activity.

This first screen lists all the compliance requirements for this activity, and the current status of each requirement. Participants can click on the colored box in the Status column to manage a specific compliance requirement.

This screenshot shows the next step in the compliance process. Instructions on completing a requirement are always included in the “Comments” section. Once the participant takes action on completing the requirement, the “Entered On” field will be filled in. Once the participant completes the requirement, the “Approved On” field is filled in.

**NOTE:** Because some of these fields are managed manually by CSSA staff, the fields are not always updated immediately.
**Uploading a compliance requirement document**

Often, a compliance requirement will require that a student complete and **upload a document**, as is the case in this screenshot.

The instructions direct the participant to first complete the blank document, available by clicking on the link in that field.

The blank document opens in a new window. Participants can then complete the blank document, save it to their desktop, and upload it back onto the page.

**NOTE:** Simply clicking the “save” icon in the document will NOT save it in the CSSA system. The completed document MUST be saved elsewhere and then uploaded into the system by the participant.
Searching for a Service Activity

The first key element in finding service activities is the main **Search Activities** page of the website. Specific features are detailed below:

- **Date Range Field**: Defaults to the current semester.
- **Availability Field**: Participants can select day/time that is good for them.
- **Transportation Needed Field**: Participants can choose to search ONLY for activities where transportation is provided.
- **Campus Interest Field**: Participants can select to search for activities based on their area of service interest or course name.
The second method for finding service activities is the Community Partners page of the website. It provides:

- An alphabetical listing of all CSSA partners
- Direct links to the partners’ profiles and activities
- A count of current activities available with each partner

The last method for finding service activities is Browse Activities. The Browse Activities page displays:

- All current service activities by the day of the week.
- In reverse chronological order, with earliest activities in a semester appearing at the bottom of the page.
Registering for a Service Activity

Once a participant finds a service activity that fulfills his/her interests, schedule, and/or class requirement, s/he can register for that activity.

1. Click on the name of the service activity

2. Click the “Register Now!” button

Service Activity Name

2100 Lakeside Saturday Chess and Game Club

Saturday, June 02, 2012 to Saturday, July 14, 2012
1:30 PM to 3:30 PM
Spots Still Available

Details

- SERVICE TYPE: Homelessness & Affordable Housing
- PARTNER: Lutheran Metropolitan Ministry
- VIDEO: Check it Out!
- DESCRIPTION: Service participants in this activity host a weekly Chess and Game Club at the shelter after the noon meal. Participants will help prepare by setting up chess boards and games, setting out snacks, playing music, and inviting men in the shelter to join them in playing games, talking, and of enjoyment and conversation with others.
- IMPORTANT: This activity involves direct interaction with men who are experiencing homelessness. Participants must be willing to initiate and engage in conversation with this population. Uncomfortable with these requirements, please select a different activity.
- All students who register for this service activity will be required to:
  1. Register for and attend a Pre-Service Workshop the week of January 30th.
  2. Complete this waiver and upload it to their participant profile by Tuesday, February 7th.
  3. Participate in weekly service at this site.

Further details about these requirements will be provided upon acceptance/registration. Failure to complete these requirements will result in removal from the activity.
3. Read the “acceptance and waiver of responsibility document” and check the box stating that you have read and agree to the document.

4. Indicate whether or not you will require transportation to your service activity

5. Indicate which course(s) or campus activity/ies to which you would like to apply your service hours by clicking the drop-down arrow and selecting an option. You may choose to apply your service hours to up to 2 courses and up to 2 campus activities.

6. Click the “Submit Registration Now” button
Registration successful!

View the activity page for *2100 Lakeside Saturday Chess and Game Club*. You have successfully registered for 2100 Lakeside Saturday Chess and Game Club. We strongly urge you to print this page to retain for your records! **If you cannot print this page, come to the CSSA office in AD30 and we will print a copy of your registration for you.** We will send an email confirmation of this registration to the email address provided to us; if you do not receive it, contact us immediately at service@jcu.edu.

You have successfully registered for 2100 Lakeside Saturday Chess and Game Club. Please print this page to retain for your records.

You will be receiving an email confirmation shortly.

**This activity has 2 compliance requirement/s which must be completed by the deadline indicated in the activity description, or you will be removed from this activity.** You may view these requirements under the 'My Activities' link in your profile, or by clicking here.

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**ID-10085 - John Carroll University Center For Service and Social Action**

**Activity Name:**
2100 Lakeside Saturday Chess and Game Club

**Activity Address:**
2100 Lakeside
Cleveland, OH 44114

**Contact Person:**
Center for Service and Social Action

**Days of Service:**
- Saturday, June 02, 2012
- Saturday, June 09, 2012
- Saturday, June 16, 2012
- Saturday, June 23, 2012
- Saturday, June 30, 2012
- Saturday, July 07, 2012
- Saturday, July 14, 2012

**Time of Service:**
1:30:00 PM - 3:30:00 PM

**Estimated Travel Time:**
35

**Requested Transportation:**
Yes

If you have requested transportation, please meet your driver at the stop sign on Administration Drive by the library walkway at the appropriate time. (For example, if your 'Time of Service' is from 9:00-10:30am and your 'Estimated Travel Time' is 15 minutes, you would meet the driver at 8:45am and you would be returned to campus at 10:45am.)

In registering for and accepting placement in this service activity, you have made a commitment to participate in service on all designated days/times. Should you need to change your service commitment or edit the attribution of service hours, please contact the Center for Service and Social Action office at service@jcu.edu or at 216.397.4958.

When your service activity registration is complete, you will be directed to this page. It includes all the information you need in order to prepare for your service activity. This includes:

- Name of service activity
- Number of compliance requirements for the activity and a link to access details on the requirements
- Date(s), service time, and travel time for the activity
Missing Service

A very important aspect of service is actually upholding a regular commitment to attend the service. Our community partners rely on our students to show up to service on all their assigned dates. For this reason, CSSA provides students with a list of dates for their specific service activity for the semester before they ever register for the activity. This prevents students from missing service unless there is an absolute emergency.

That being said, emergencies do happen. So, if a participant cannot make it to service, s/he must e-mail service@jcu.edu PRIOR to the start of the service activity and include:

- First and last name
- Name of service site
- Day of the week participant attends service at this site