2011-2012 Compass and Literacy*AmeriCorps
Service Log Policies and Instructions

Compass and Literacy*AmeriCorps members use the OnCorps system to electronically complete and submit service logs. Each member, site supervisor, and program coordinator has a secure log in with a unique password. Below are the policies that must be followed when completing and submitting service logs as well as instructions for using the system.

<u>Overview</u>

Members may only claim service hours for activities that fall within the program design, follow all policies laid out in these instructions, the Handbook and Member Agreement, and are not prohibited activities. *When a member signs a service log they are certifying that all hours claimed fall within the program guidelines, are appropriate and allowable, and they were not engaging in prohibited activities.*

Service site supervisors will review the member's signed and locked log for accuracy. After reviewing for accuracy, the site supervisor will approve the log. Program coordinators will also have site supervisor status so that they can review and approve member logs as well.

Users may not share log in information. Each individual user must have (and use) a unique user name and password.

<u>Service Hours</u>

Members input daily hours divided into three board categories:

1) **<u>Fundraising:</u>** Members may raise funds directly in support of service activities. Examples of fundraising activities members may perform include, but are not limited to: seeking book donations for a literacy program, writing a grant proposal to secure resources to support a volunteer training, securing supplies and equipment to enable volunteers to provide literacy services, and seeking donations for service projects.

Examples of fundraising activities that members should **not** perform include: raising funds for his/her living allowance, raising funds for an organization's operating expenses or endowment, writing grant proposals for any funding provided by the Corporation for National and Community Service, and writing grant proposals for funding provided by any federal agency.

*No more than 10% of a member's hours can be spent in fundraising

2) **Training:** Training hours include any time that a member receives training; this could be an AmeriCorps planned training/meeting, training they attend at the service site, or outside training (such as a workshop, conference, on-line training course).

*No more than 20% of a member's hours can be spent in training.

3) **Direct Service:** within the Direct Service category there are 4 sub-categories:

1) *Teaching/Tutoring:* Time spend directly interacting with students providing teaching/tutoring in areas including ABE, GED, ESL, computer classes, financial literacy, children's literacy, job readiness, employment, and life skills.

2) *Case Management/Transitioning:* Time spent directly interacting with students/clients, seeking out resources for students/clients, or performing duties related to providing case management and transitioning support to clients/students. Transitioning services include both education and vocational.

3) *Lesson Planning/ Service Responsibilities:* Time spent preparing for lessons, completing paperwork related to your students/clients (such as quarterly reports) or AmeriCorps (such as service logs), meetings you attend at your service site (such as a staff meeting or a meeting with your site supervisor), and other duties related to your service position (such as service project planning and participation).

4) *Volunteer Recruitment/Community Outreach:* Time spent recruiting volunteers and time spent doing outreach for either your service site or AmeriCorps (for example – hanging flyers, manning a table at an event, etc).

Daily Hours Served Policy

In general members should be serving around 8 hours per day on average. Daily hours will fluctuate based on situations, but members should not be serving excessive hours in a day. Therefore, when a member serves 10 hours or more in a day he/she must provide an explanation in the 'description' area of the service log.

Pre-Approval Policy

All hours not served at the member's service site or official AmeriCorps functions should be pre-approved by the program coordinator. The pre-approval does not need to be a formal; it may be informal approval via conversation or email. The pre-approval process should be determined on a local level by each program coordinator.

User Roles

Program Coordinators: Program coordinators will be 'Program Directors' in the system. Each program director will be responsible for inputting and updating site specific information relating to service site locations, service site supervisors, and members. Program coordinators will also have accounts as site supervisors to enable them to approve member logs.

Site Supervisors: Site supervisor have access only to the member(s) assigned to them and are able to view and approve logs.

Members: Members complete service logs and have the ability to edit logs up to the point that the log is signed. After signing a log, a member will need the program director to unlock a log in order to make any changes.

<u>INSTRUCTIONS</u>

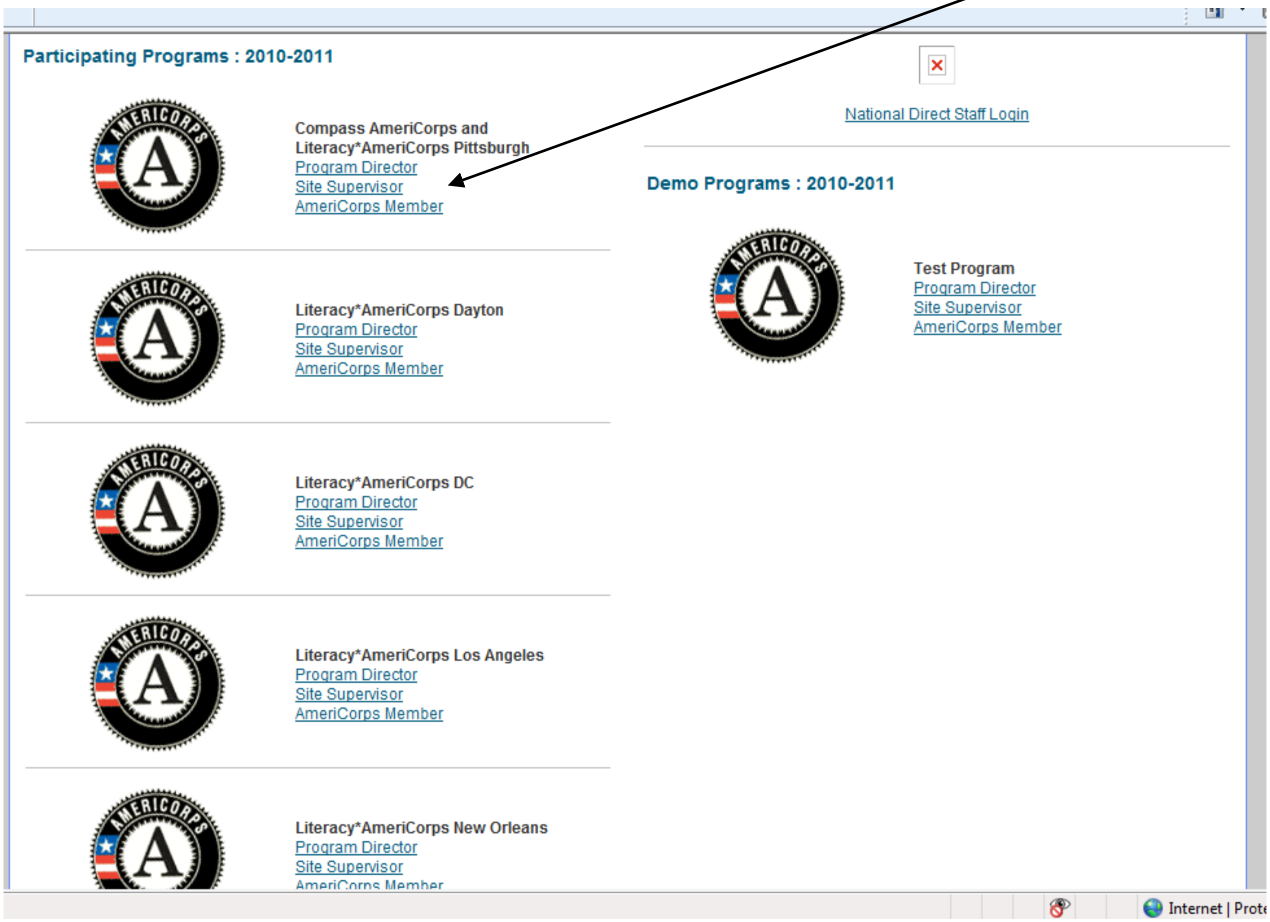
All users will access the system via: http://gplc.oncorpsreports.com/

The first screen is below.

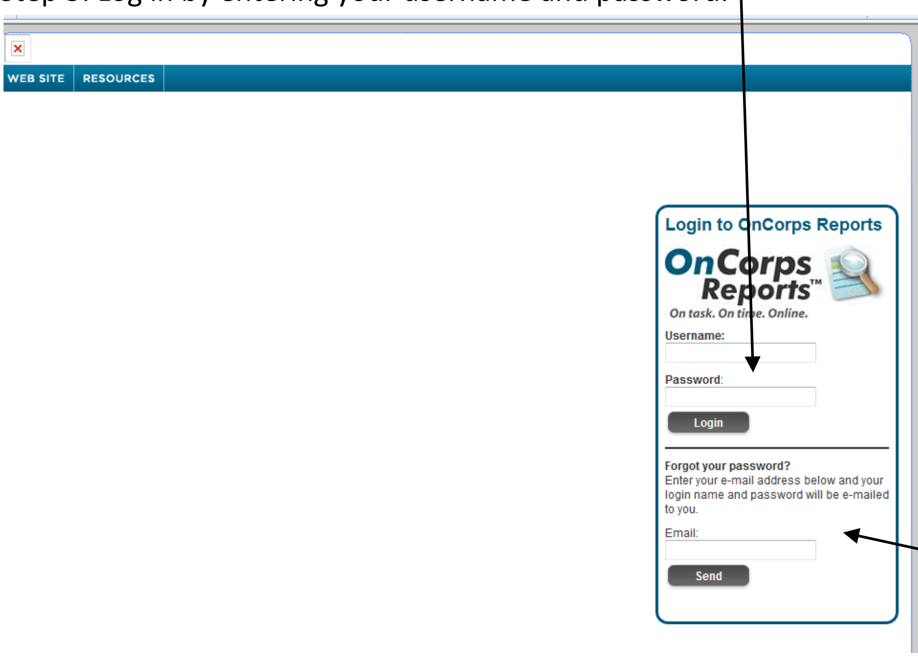
Step 1: Log in to your account by first selecting the current program year.

Follow these instructions if you see a pop-up message when you view this page.

Step 2: Find your program in the list. Then select the link for your user role.



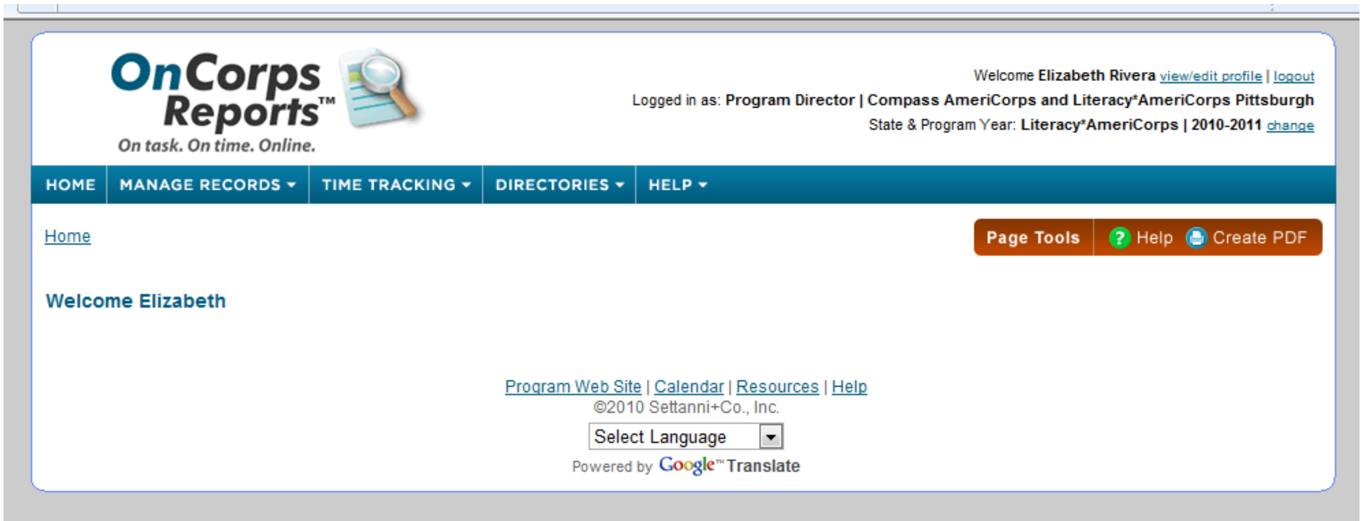
Step 3: Log in by entering your username and password.



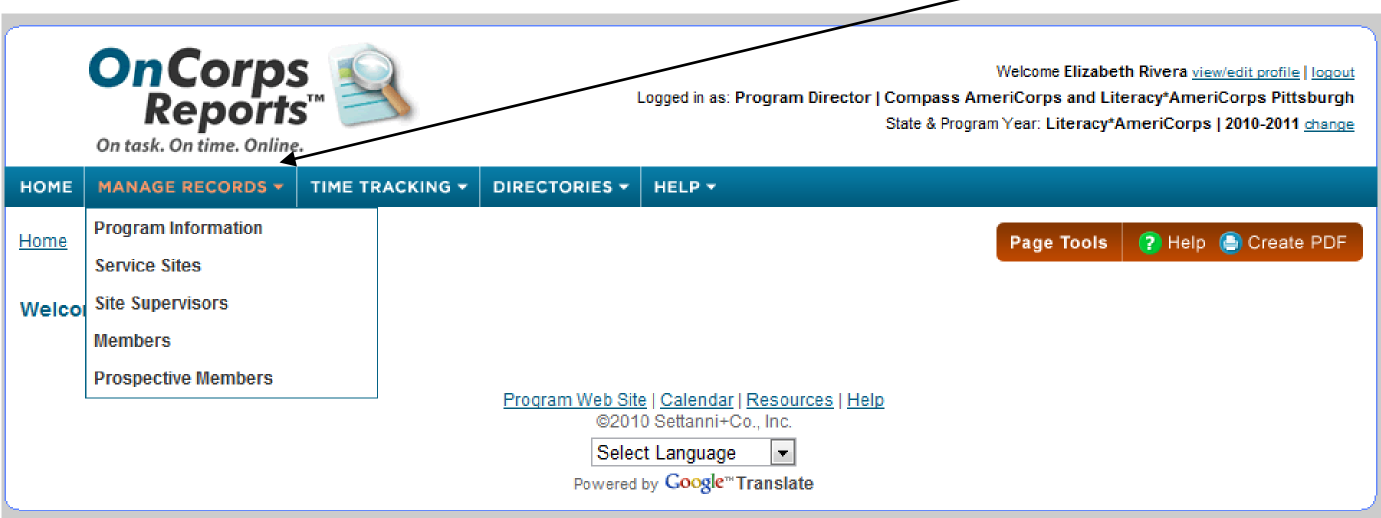
If you forget your username or password request it here.

PROGRAM DIRECTOR

The first screen seen by program directors after logging in is below:

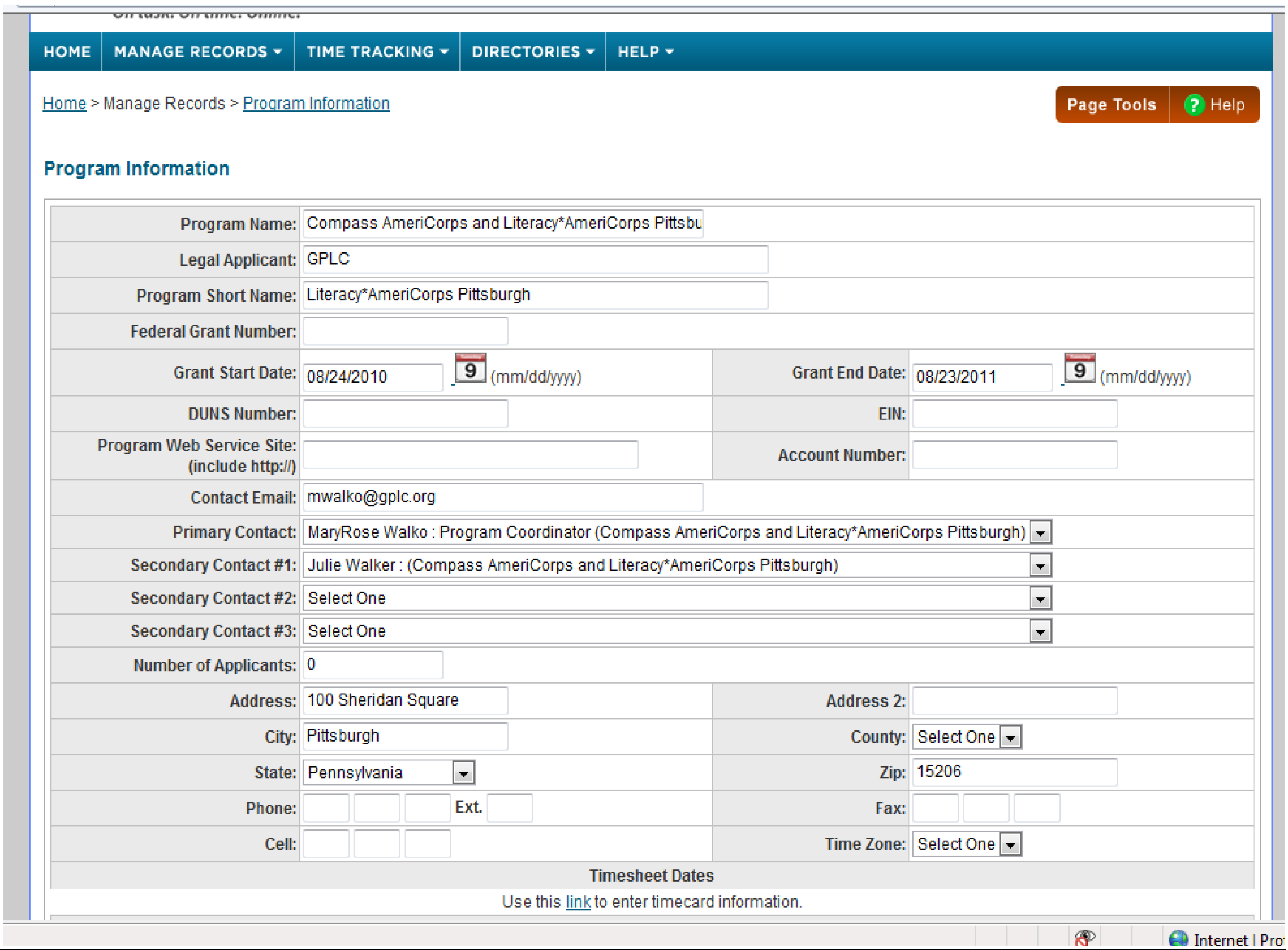


To input program, service site, supervisor, and member information use the Manage Records tab.

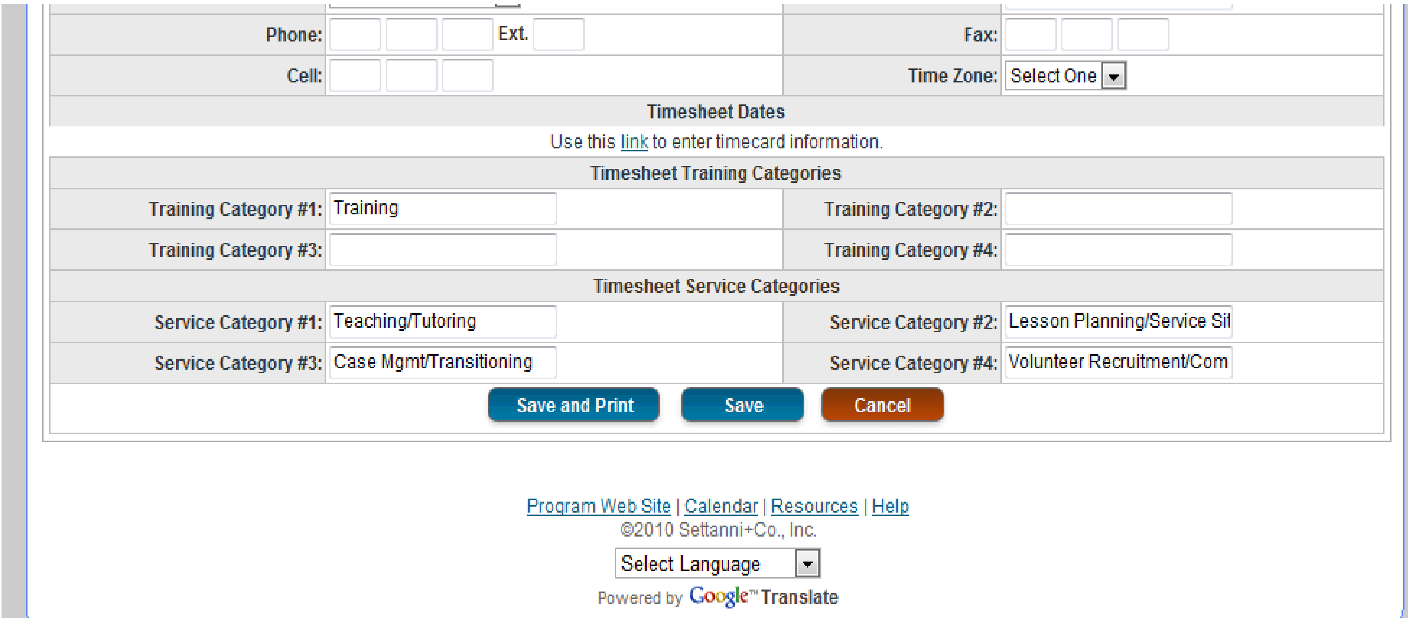


Program Information Section

The top portion of the page allows you to update program information, such as address, phone number, etc. This information has been filled in for you by the national coordinator. You do not need to add any additional information (such as Federal Grant Number or other blank areas). <u>You may update the information as necessary but do not alter the Grant Start or End Date.</u>



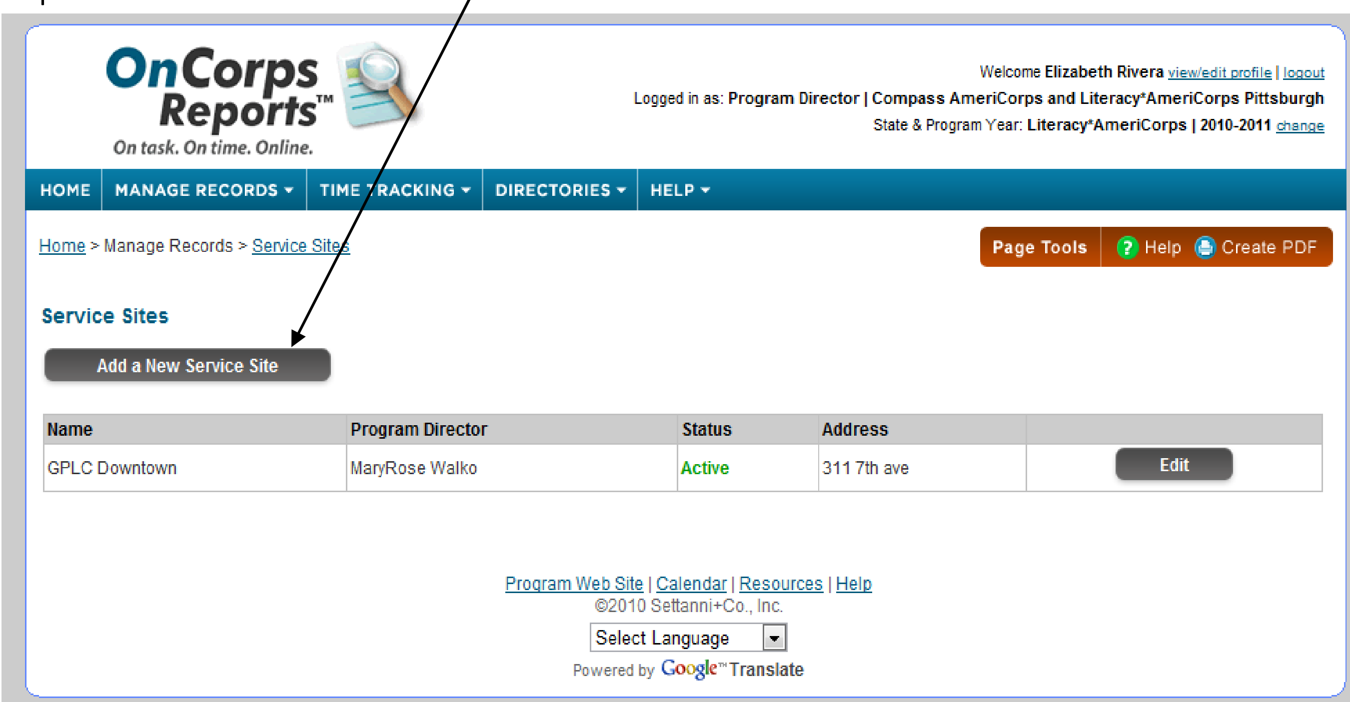
The bottom portion of the page, 'Timesheet Dates', is for the national coordinator's use only. Program directors may not edit this section.



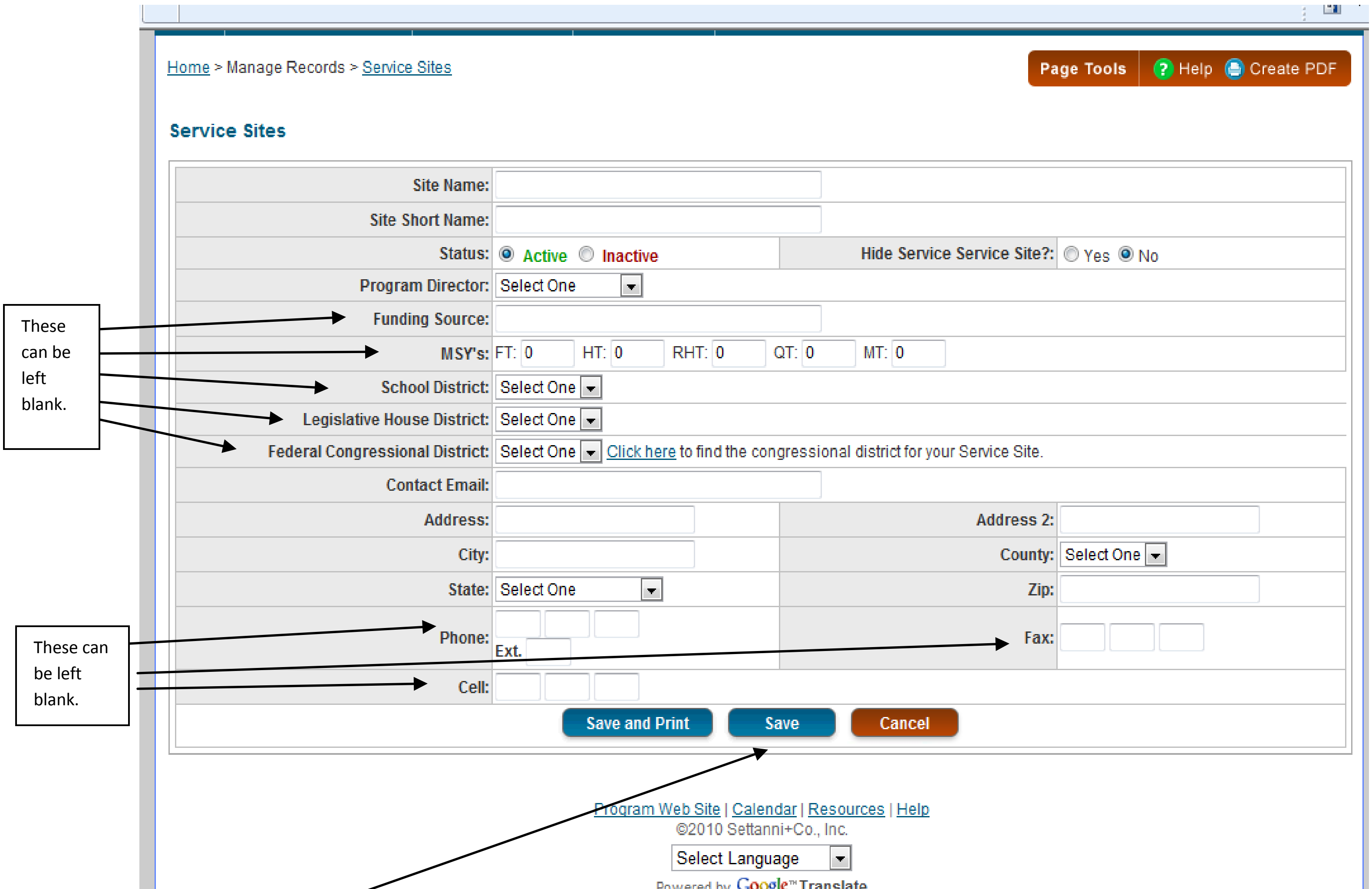
Service Sites Section

Program directors must input service site information in this section.

Step 1: Click 'add a new service site'



Step 2: Fill in the information about the service site. Indicated below are the sections you may leave blank.

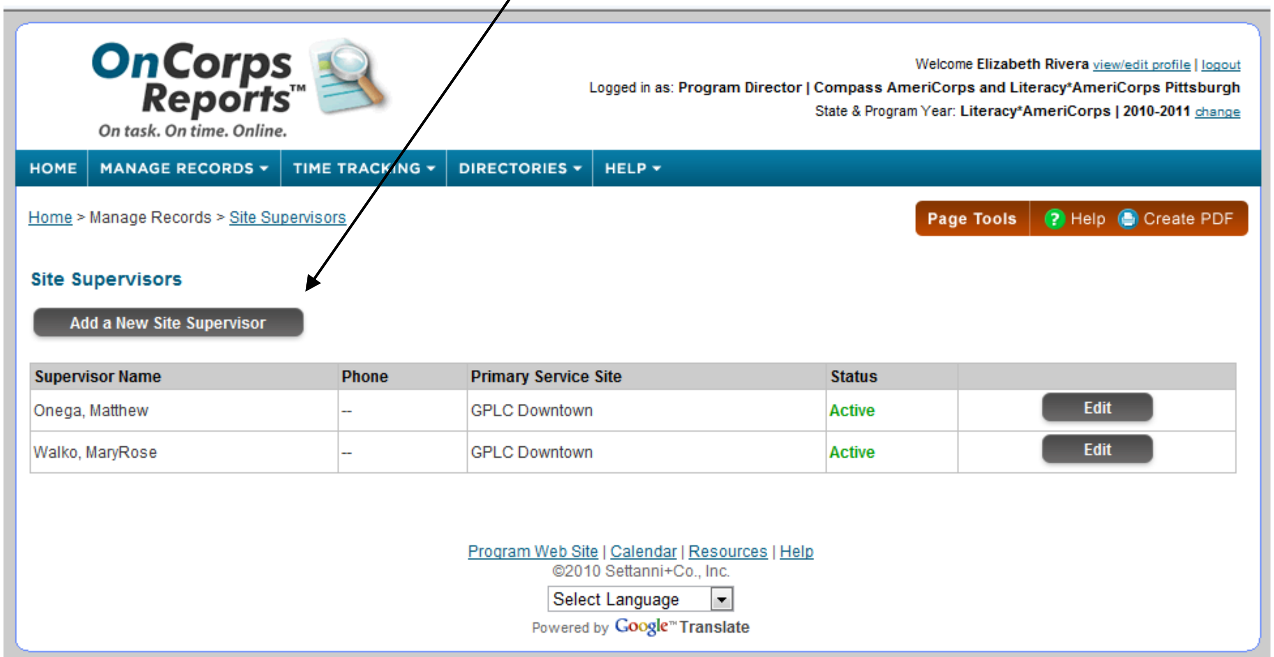


Step 3: Save.

<u>Site Supervisors section</u>

Program directors must input information for each site supervisor.
Each program director must also be a site supervisor. Remember to make yourself a site supervisor account.

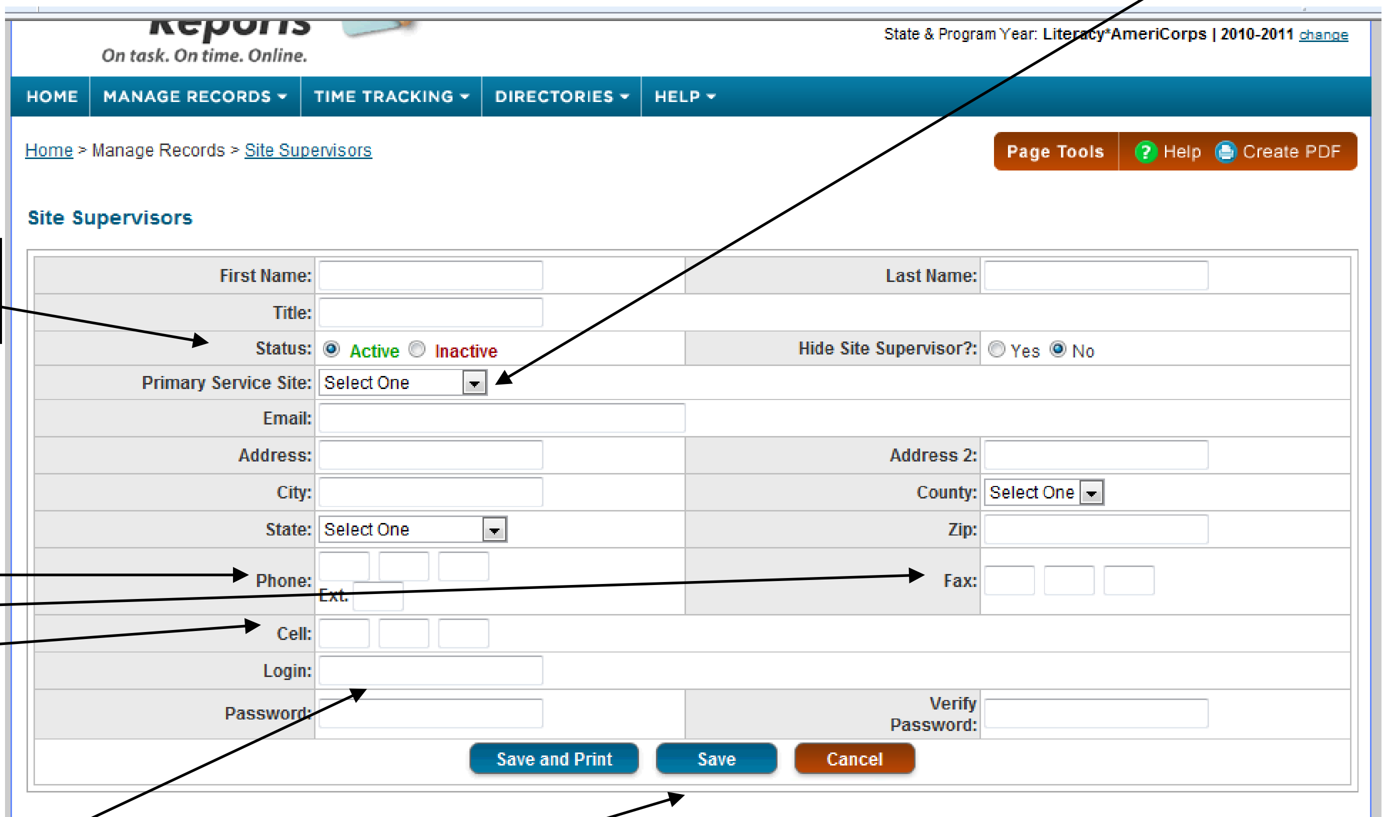
Step 1: Click 'add a new site supervisor'.



Step 2: Fill in the information.

Service site locations must be inputted first so that you can assign a supervisor to a site.

Make sure the status is 'active'



These can be left blank.

Step 3: Assign the supervisor a login and password. Make sure to write it down and share it with the supervisor.

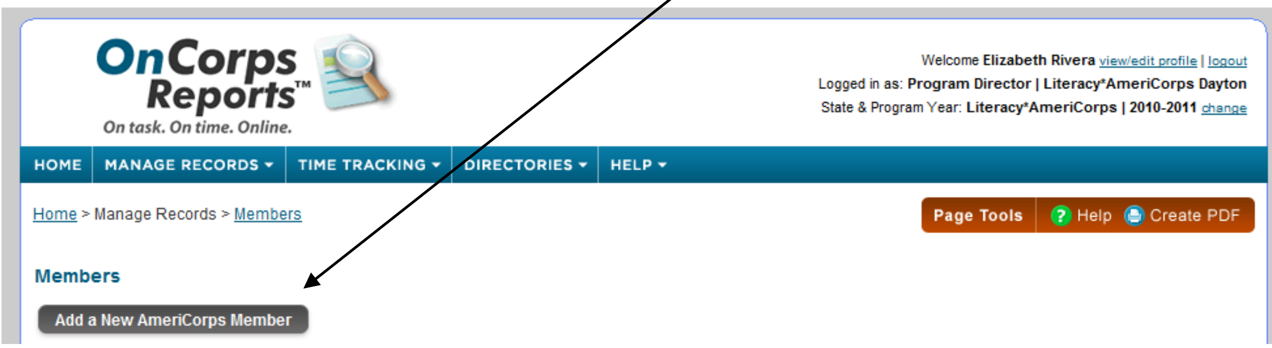
Step 4: Save.

** If a supervisor leaves or is no longer a supervisor, the program director must change that person's status to 'Inactive'.*

Member section

Program directors must input information for each member.

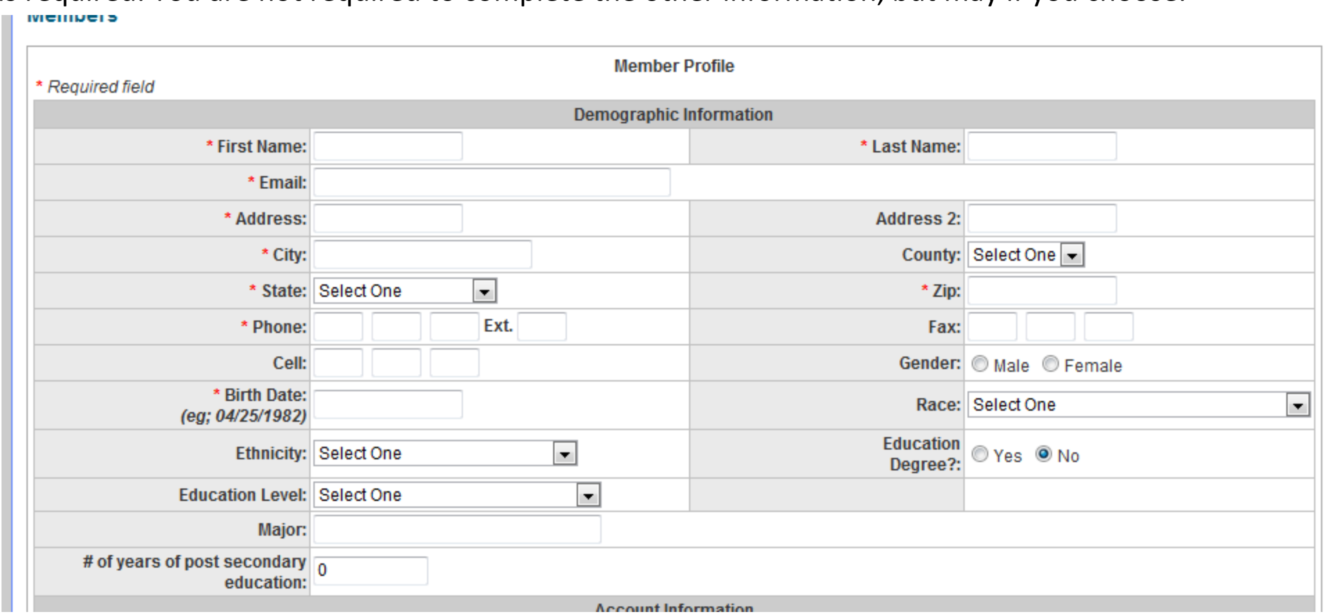
Step 1: Click on 'add a new AmeriCorps member'.



This will bring up a Member Profile containing seven sections.

Step 2: Fill in the information. Below is a description of what information and sections must be completed.

Section 1: Demographic Information – this section indicates with red asterisks what information is required. You are not required to complete the other information, but may if you choose.



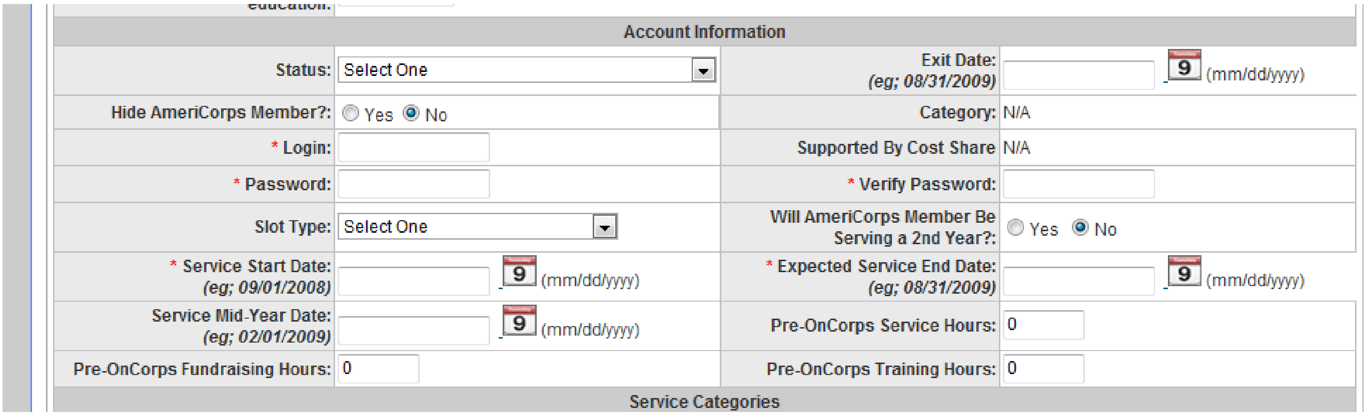
Member Profile

* Required field

Demographic Information			
* First Name:		* Last Name:	
* Email:			
* Address:		Address 2:	
* City:		County:	Select One
* State:	Select One	* Zip:	
* Phone:	Ext.	Fax:	
Cell:		Gender:	Male Female
* Birth Date: (eg; 04/25/1982)		Race:	Select One
Ethnicity:	Select One	Education Degree?:	Yes No
Education Level:	Select One		
Major:			
# of years of post secondary education:	0		

Account Information

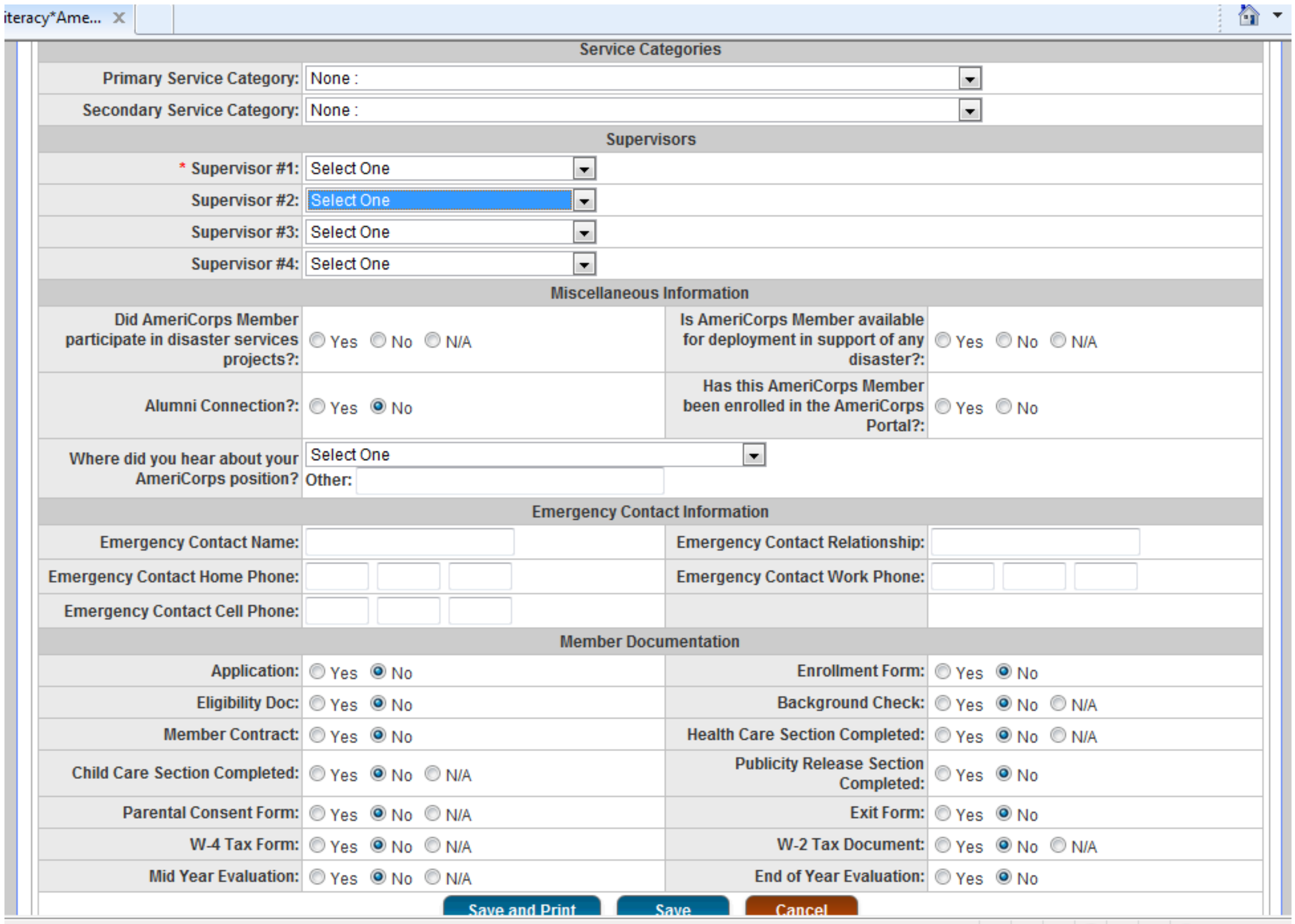
Section 2: Account Information – This is the most important part of entering a member. If done incorrectly the member will be unable to access his/her service logs.



- Status: choose 'enrolled' from the drop-down menu
- Exit date: leave blank
- Hide AmeriCorps member?: Leave as 'no'
- Login and password: create a log in and password for the member. Make sure to write it down and share with the member.
- Slot type: Choose full-time from the drop-down menu (unless approved by national coordinator to enroll a less than full-time member).
- Will AmeriCorps member be serving a 2nd year?: Leave blank at enrollment. If member does choose to serve a second year you can edit this and the system will retain the member's information.
- Service start date: Enter the member's start date.
- Expected service end date: put 07/31/2011. The date put in this box will be the date the system uses to compute average hours per week needed.
- Service mid-year date: not necessary
- Pre-OnCorps hours (next 3 boxes): If the member served hours before 9/1/10 you will enter them here. Put the total number of hours serve between 8/24-8/31, divided into the appropriate category. For example, if you had member orientation on 8/31 for 8 hours, you would put 8 in the Pre-OnCorps Training Hours box (make sure to have a paper log to back up any hours put in these boxes).

Section 3: Service Categories – leave blank.

Section 4: Supervisors - Choose the member's site supervisor from the drop-down menu. Supervisor #1 should be the primary site supervisor, #2 should be the program coordinator, #3 and #4 may be used if the site has alternate supervisors for the member. (Supervisor information must be inputted first so they appear in the drop-down menu).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Service Categories

Primary Service Category:	None :
Secondary Service Category:	None :

Supervisors

* Supervisor #1:	Select One
Supervisor #2:	Select One
Supervisor #3:	Select One
Supervisor #4:	Select One

Miscellaneous Information

Did AmeriCorps Member participate in disaster services projects?:	Yes No N/A	Is AmeriCorps Member available for deployment in support of any disaster?:	Yes No N/A
Alumni Connection?:	Yes No	Has this AmeriCorps Member been enrolled in the AmeriCorps Portal?:	Yes No
Where did you hear about your AmeriCorps position?	Select One Other:		

Emergency Contact Information

Emergency Contact Name:		Emergency Contact Relationship:	
Emergency Contact Home Phone:		Emergency Contact Work Phone:	
Emergency Contact Cell Phone:			

Member Documentation

Application:	Yes No	Enrollment Form:	Yes No
Eligibility Doc:	Yes No	Background Check:	Yes No N/A
Member Contract:	Yes No	Health Care Section Completed:	Yes No N/A
Child Care Section Completed:	Yes No N/A	Publicity Release Section Completed:	Yes No
Parental Consent Form:	Yes No N/A	Exit Form:	Yes No
W-4 Tax Form:	Yes No N/A	W-2 Tax Document:	Yes No N/A
Mid Year Evaluation:	Yes No N/A	End of Year Evaluation:	Yes No

Save and Print | Save | Cancel

Section 5: Miscellaneous Information: not necessary

Section 6: Emergency Contact Information – not necessary

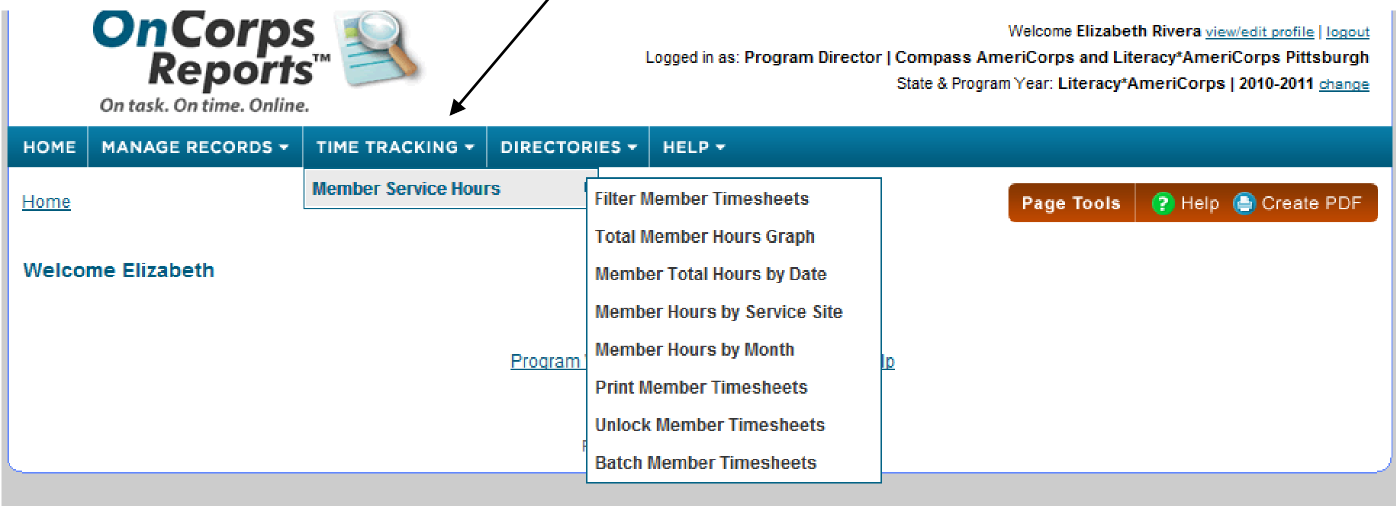
Section 7: Member Documentation – not necessary

Step 3: Save.

** When a member is released or completes service, the program director must change that member's status accordingly.*

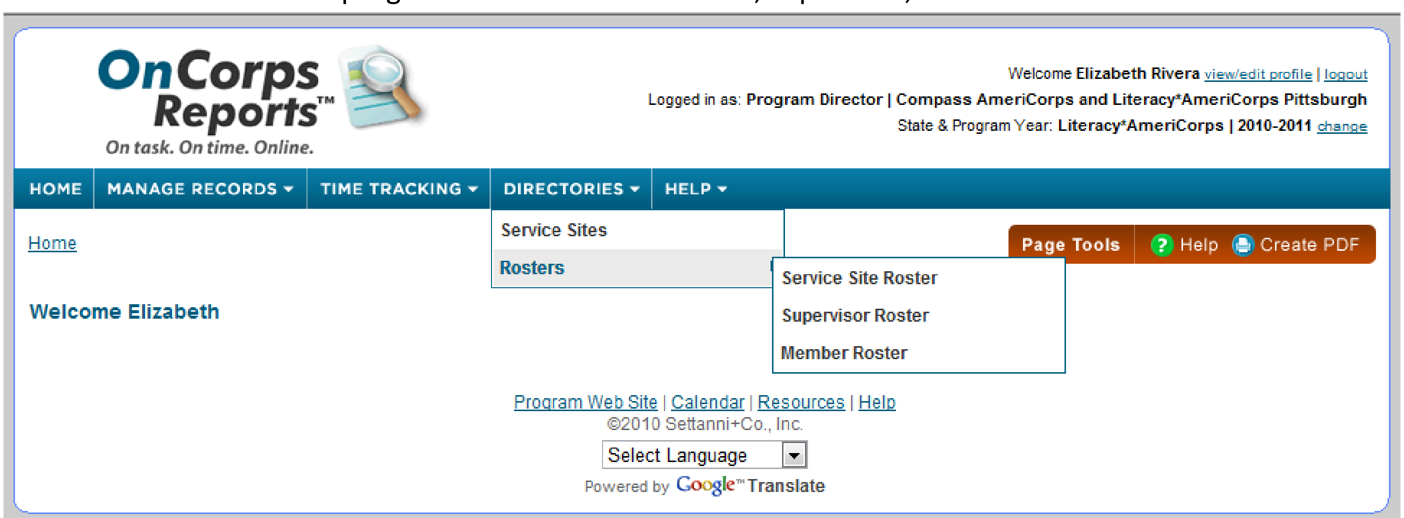
Time Tracking

The time tracking tab allows program directors to run multiple reports related to member hours, print timesheets, and unlock timesheets.



Directories

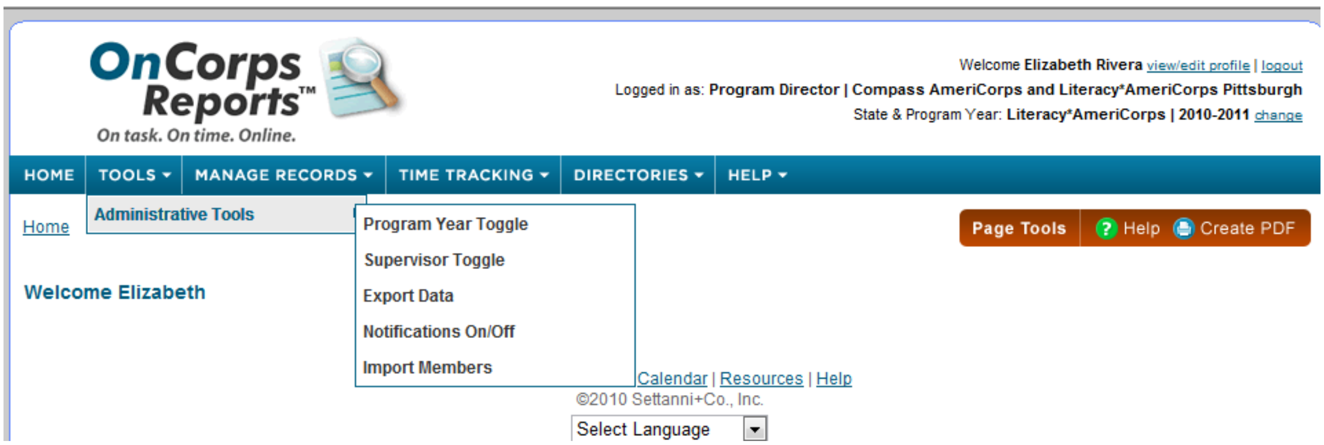
The directories tab allows program directors to create site, supervisor, and member rosters.



Tools

This section contains some functions that may be useful.

- *Program Year Toggle* allows you to switch between program years.
- *Export Data* allows you to export certain data (such as member roster and hour totals) to other program (such as excel).
- *Supervisor Toggle* – function not part of our program design. Do not use.
- *Notification On/Off* allows you to turn off automatic notifications that appear on your home page. I recommend doing this since most of the notifications are for system functions we do not use. There are two timesheet related notifications you may want to keep on.
- *Import Members* allows you to import members. Instructions are in the link for this function.



Member Instructions

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Service Hour Categories

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3) **Direct Service:** within the Direct Service category there are 4 sub-categories:

1) *Teaching/Tutoring:* Time spend directly interacting with students providing teaching/tutoring in areas including ABE, GED, ESL, computer classes, financial literacy, children's literacy, job readiness, employment, and life skills.

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The first screen is below.

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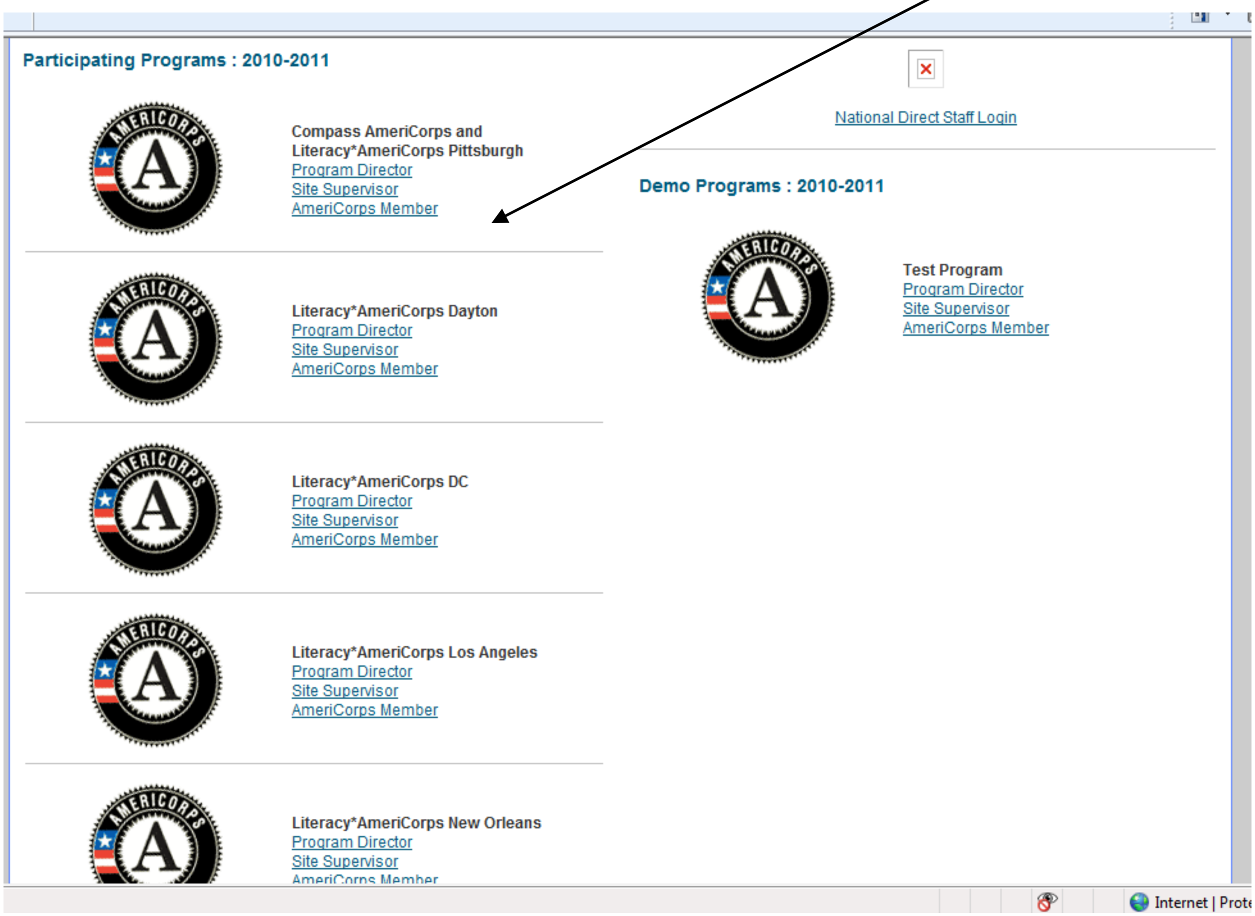
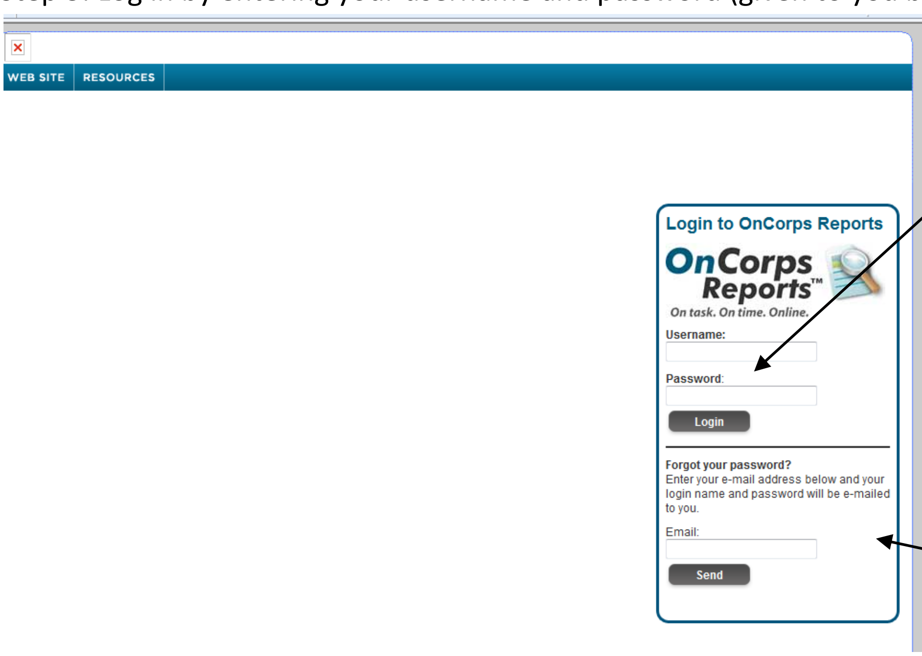
Follow these instructions if you see a pop-up message when you view this page.

Step 2: Find your program in the list. Then select the link for your 'AmeriCorps Member'.

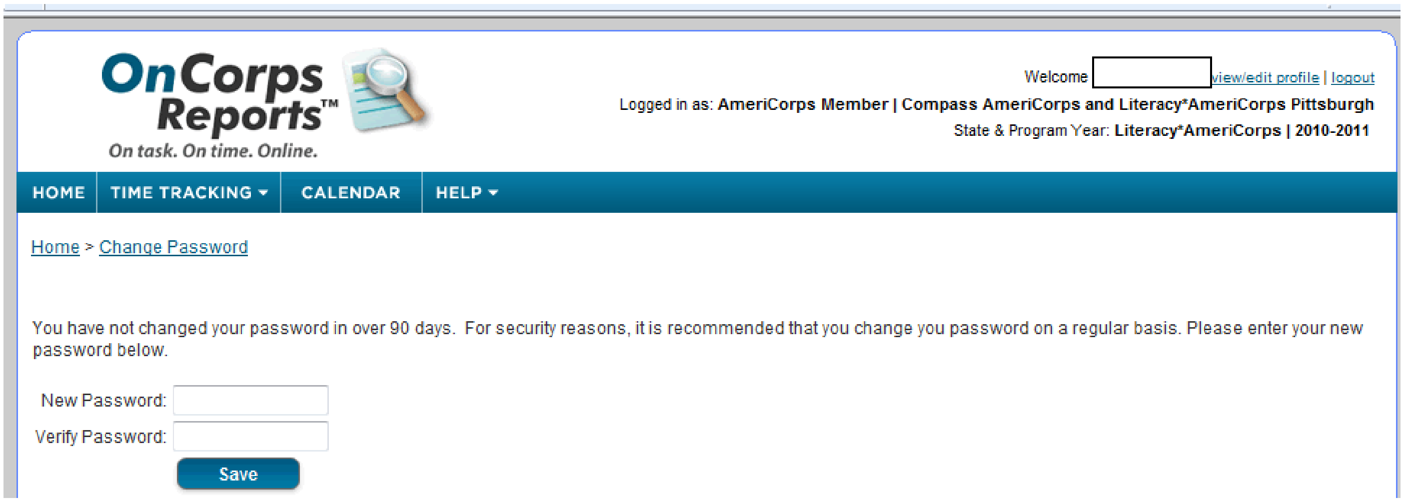


Step 3: Log in by entering your username and password (given to you by your coordinator).



If you forget your username or password request it here.

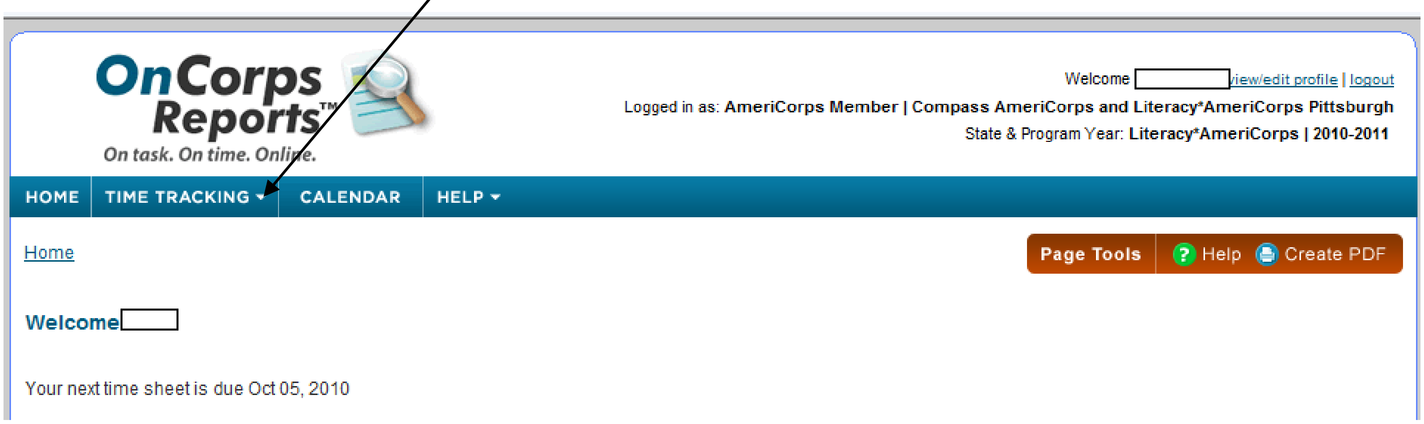
Step 4: Change your password.



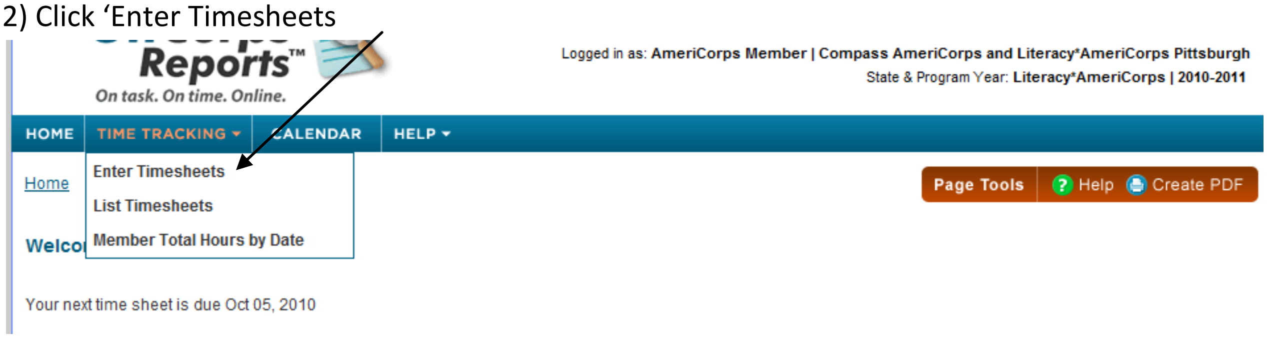
Below is the screen you will see when you first log in.

To enter hours into your service log:

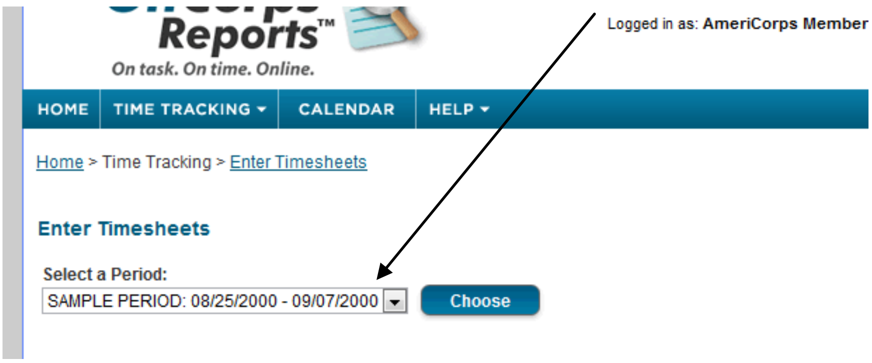
1) Click the "Time Tracking' tab.

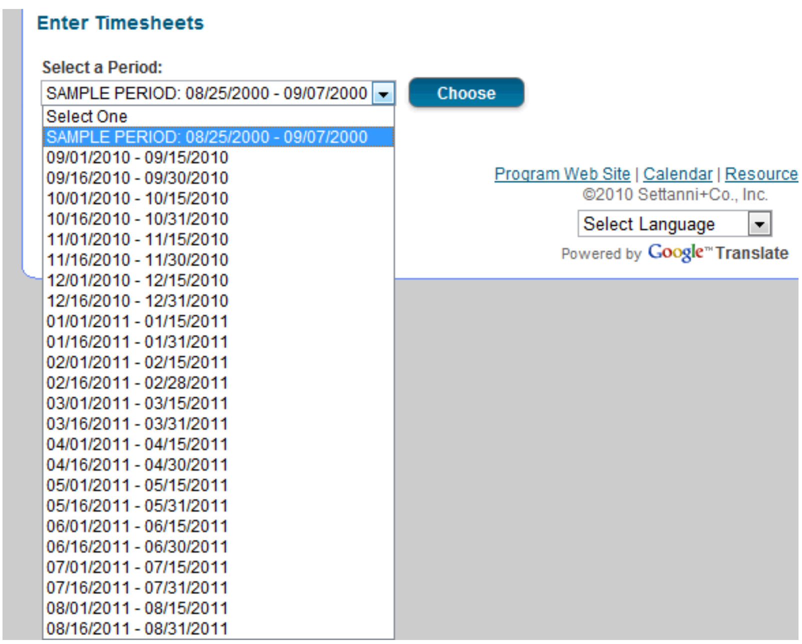


2) Click 'Enter Timesheets

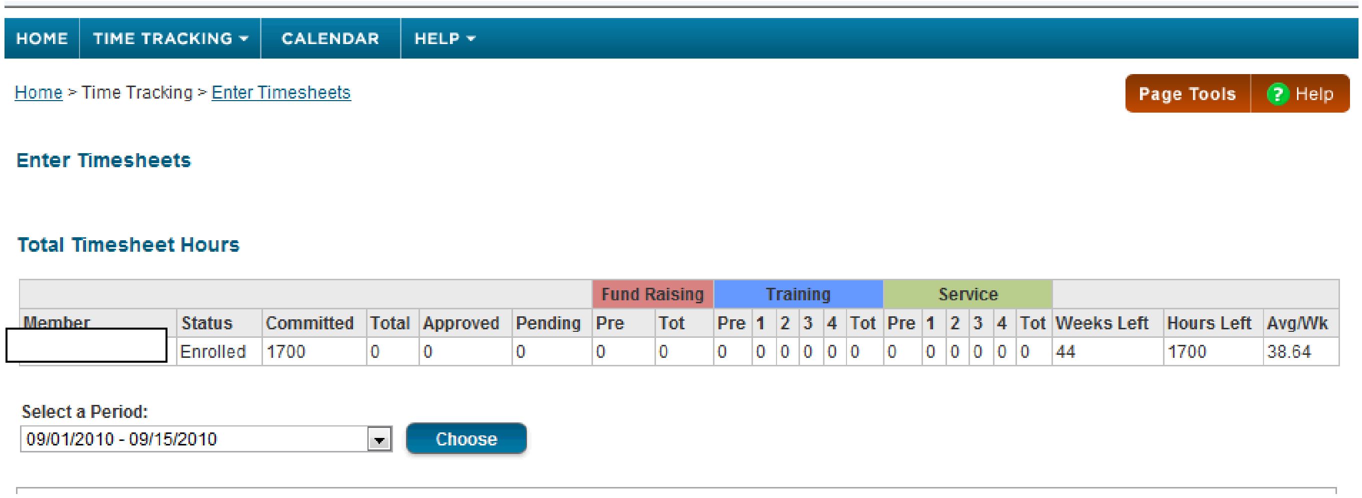


3) Using the drop-down menu, select a period (dates covered by the service log)





After picking a period (or service log), you are taken to a new page. The top part of that page looks like this:



						Fund Raising		Training						Service								
Member	Status	Committed	Total	Approved	Pending	Pre	Tot	Pre	1	2	3	4	Tot	Pre	1	2	3	4	Tot	Weeks Left	Hours Left	Avg/Wk
	Enrolled	1700	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	44	1700	38.64

This will appear every time you view a log. It is a summary of your hours-to-date; showing:

a) how many total hours you have entered into logs

b) how many hours have been approved or are waiting for approval (pending)

c) how many total hours you have served in each category

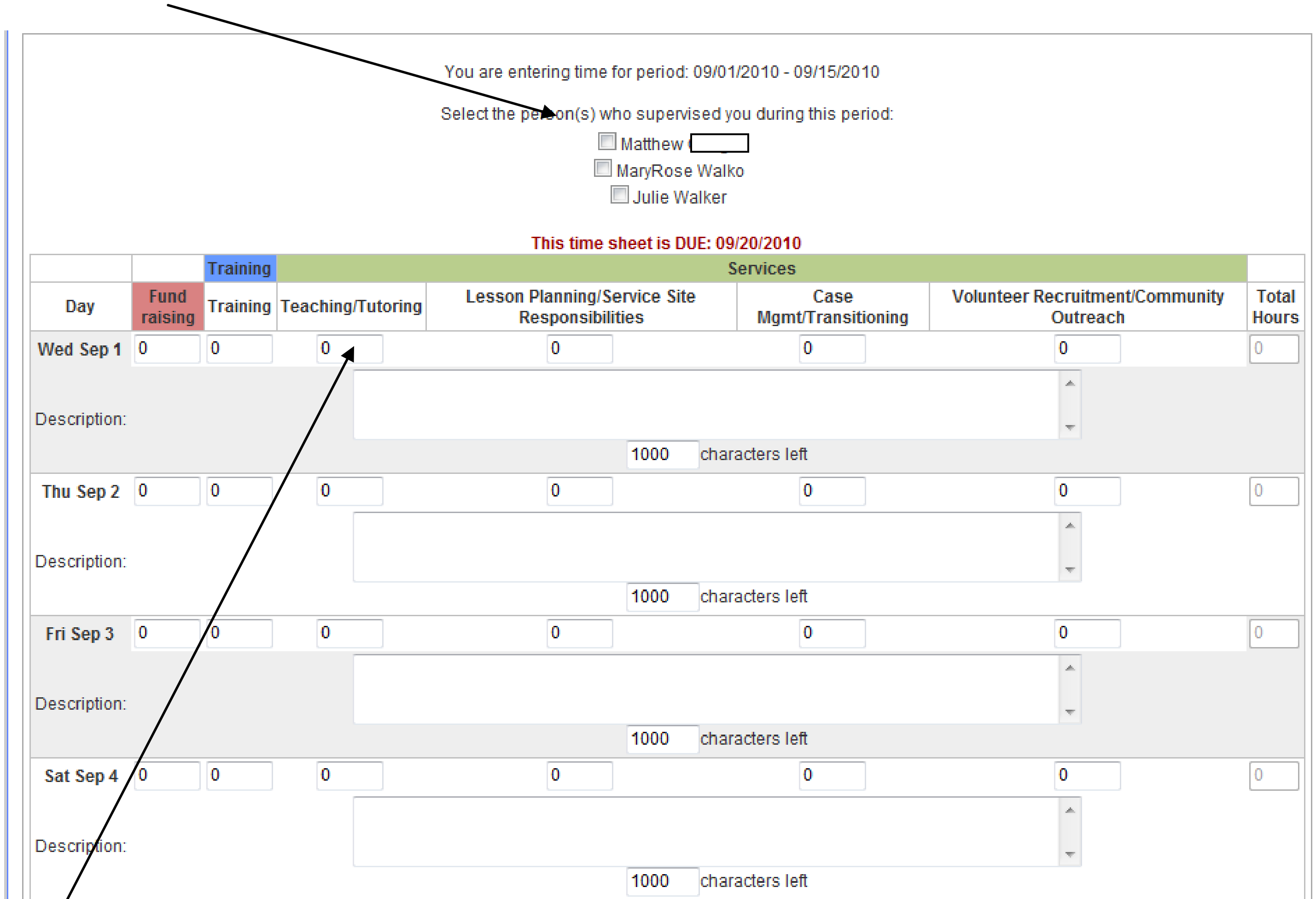
d) how many weeks you have left in your term

e) how many hours you have left to serve

f) how many average hours per week you need to serve in order to reach 1700 by the end of your term

Below your hour summary is your SERVICE LOG

To fill in a service log:
1) First pick who supervised you during the period. Your program coordinator's name will appear but *only check that box if your coordinator acted as your site supervisor during that period.*
If you serve at only one site then you will only pick one supervisor per time period.
If you serve at multiple sites and have multiple supervisors, you should check each person who supervised you during the time period.



You are entering time for period: 09/01/2010 - 09/15/2010

Select the person(s) who supervised you during this period:

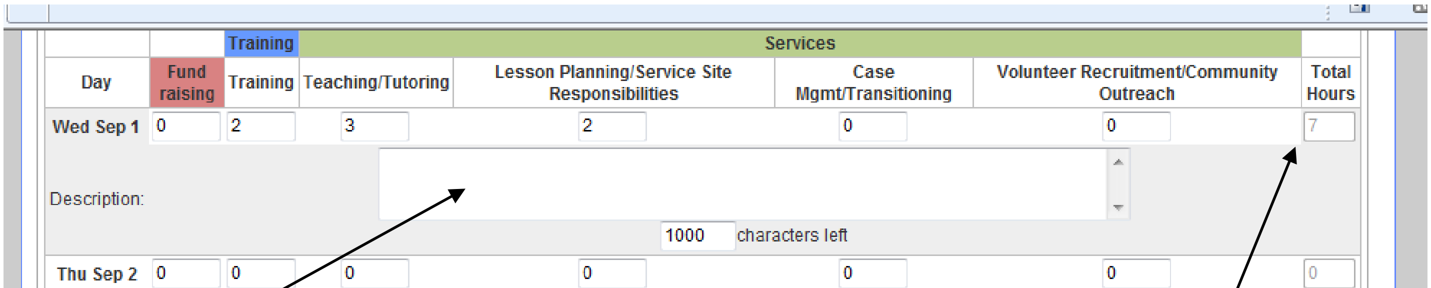
- [ ] Matthew
- [ ] MaryRose Walko
- [ ] Julie Walker

This time sheet is DUE: 09/20/2010

		Training	Services					
Day	Fund raising	Training	Teaching/Tutoring	Lesson Planning/Service Site Responsibilities	Case Mgmt/Transitioning	Volunteer Recruitment/Community Outreach	Total Hours
Wed Sep 1	0	0	0	0	0	0	0
Description:				1000 characters left			
Thu Sep 2	0	0	0	0	0	0	0
Description:				1000 characters left			
Fri Sep 3	0	0	0	0	0	0	0
Description:				1000 characters left			
Sat Sep 4	0	0	0	0	0	0	0
Description:				1000 characters left			

2) Next fill in how many hours in each day you spent serving; divide the hours into the appropriate category. Refer to the category descriptions on the first page of the instructions.

For example, if on Sep 1 you spent 3 hours teaching, 2 hours lesson planning, and 2 hours doing an online training your log would look like this:



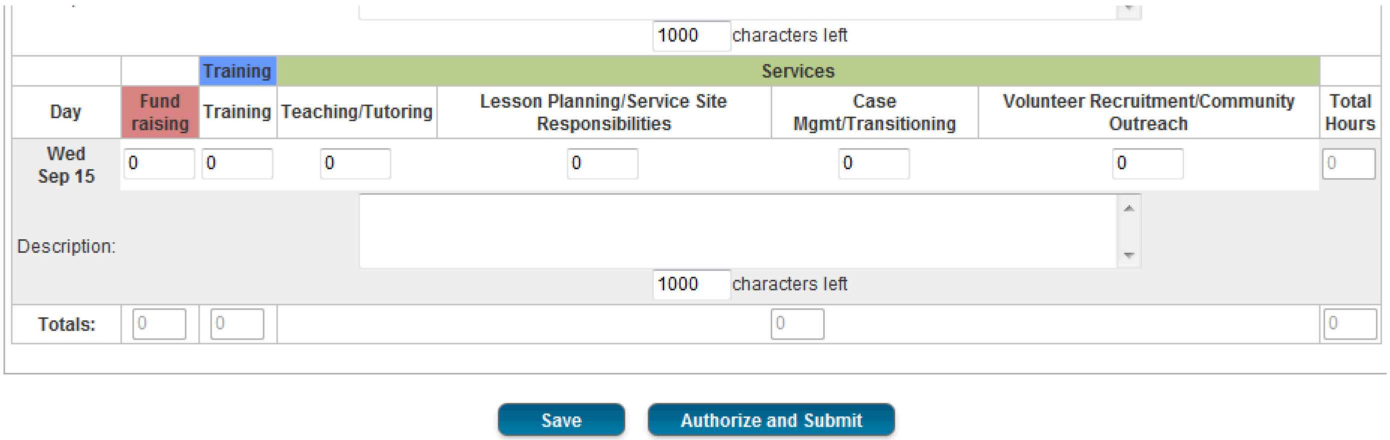
The system will calculate your daily hour total

Description Box: You do not need to put anything in this box *unless you serve 10 hours or more in a day.*
In general you should be serving around 8 hours per day on average. Daily hours will fluctuate based on situations, but you should not be serving excessive hours in a day.
Therefore, if you serve 10 hours or more in a day you must provide an explanation in the 'description' area of the service log.

3) 'Save' or 'Authorize and Submit'

<u>Save:</u> this will save your log but not submit it to your supervisor. Best practice is to fill in you log everyday and save as you go.

<u>Authorize and Submit:</u> When your log is complete and you are ready to submit it to your supervisor for approval. This is your official signature and will lock your log. After doing this you will be unable to edit the log.



1000 characters left

		Training	Services				
Day	Fund raising	Training	Teaching/Tutoring	Lesson Planning/Service Site Responsibilities	Case Mgmt/Transitioning	Volunteer Recruitment/Community Outreach	Total Hours
Wed Sep 15	0	0	0	0	0	0	0
Description:							
				1000 characters left			
Totals:	0	0			0		0

Save

Authorize and Submit

4) After you authorize and submit your log, your supervisor will review it. A supervisor may either approve or reject a log. If a log is rejected it is because the supervisor sees a mistake or has a question. The log will be sent back to you for correction with an explanation for the rejection. If the log is approved by the supervisor it will show as approved in the system.

5) If you realize you made a mistake on a log after authorizing it, tell your program coordinator. Your program coordinator can unlock the log and send it back to you for correction.

Site Supervisor Instructions

Service site supervisors will review member signed and locked logs for accuracy and appropriateness. It is the site supervisor's responsibility to verify that hours claimed by the member are true and correct. After reviewing for accuracy, site supervisors will approve the log.

Users may not share log in information. Each individual user must have (and use) a unique user name and password. If a site has multiple people who sign member logs, each person must have a unique user name and password.

Member Service Hour Categories

1) **Fundraising:** Members may raise funds directly in support of service activities. Examples of fundraising activities members may perform include, but are not limited to: seeking book donations for a literacy program and seeking donations for service projects.

Examples of fundraising activities that members should **not** perform include: raising funds for his/her living allowance, raising funds for an organization's operating expenses or endowment, and writing grant proposals for funding provided by any federal agency.

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3) **Direct Service:** within the Direct Service category there are 4 sub-categories:

1) *Teaching/Tutoring:* Time spend directly interacting with students providing teaching/tutoring in areas including ABE, GED, ESL, computer classes, financial literacy, children's literacy, job readiness, employment, and life skills.
2) *Case Management/Transitioning:* Time spent directly interacting with students/clients, seeking out resources for students/clients, or performing duties related to providing case management and transitioning support to clients/students. Transitioning services include both education and vocational.
3) *Lesson Planning/ Service Responsibilities:* Time spent preparing for lessons, completing paperwork related to your students/clients (such as quarterly reports) or AmeriCorps (such as service logs), meetings you attend at your service site (such as a staff meeting or a meeting with your site supervisor), and other duties related to your service position (such as service project planning and participation).
4) *Volunteer Recruitment/Community Outreach:* Time spent recruiting volunteers and time spent doing outreach for either your service site or AmeriCorps (for example – hanging flyers, manning a table at an event, etc).

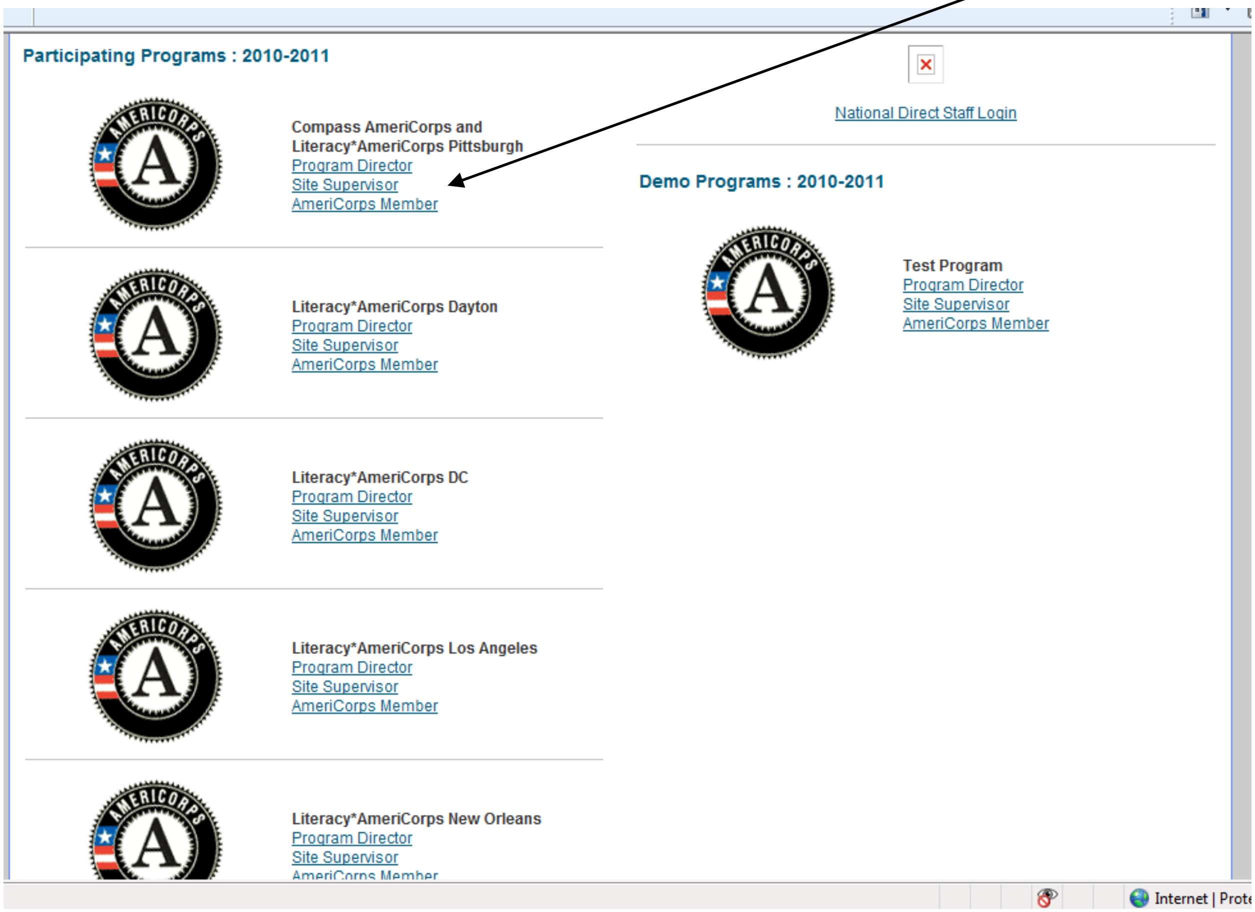
All users will access the system via: http://gplc.oncorpsreports.com/

The first screen is below.

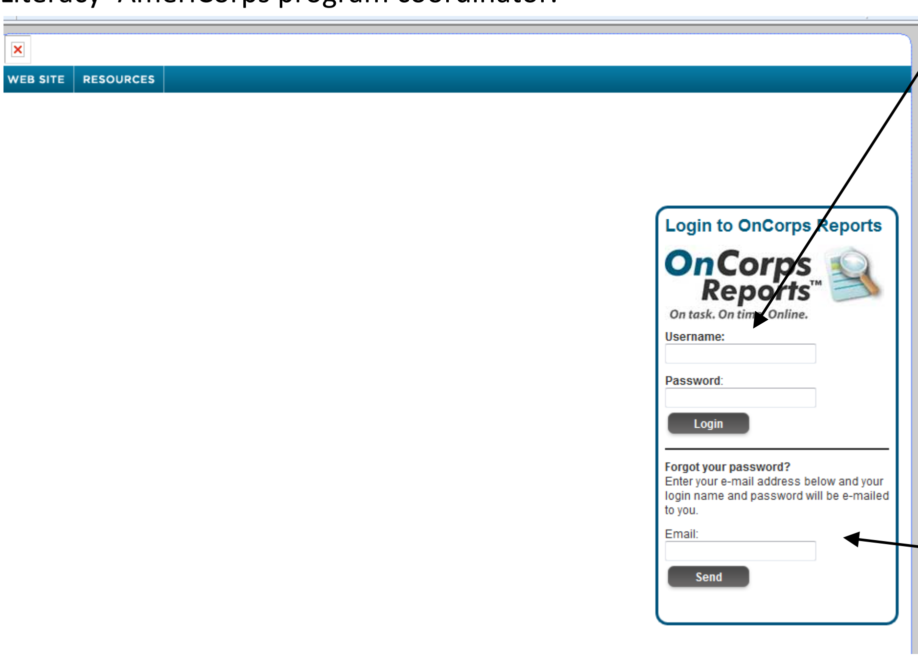
Step 1: Log in to your account by first selecting the current program year.

Follow these instructions if you see a pop-up message when you view this page.

Step 2: Find your program in the list. Then select the link for 'Site Supervisor'.



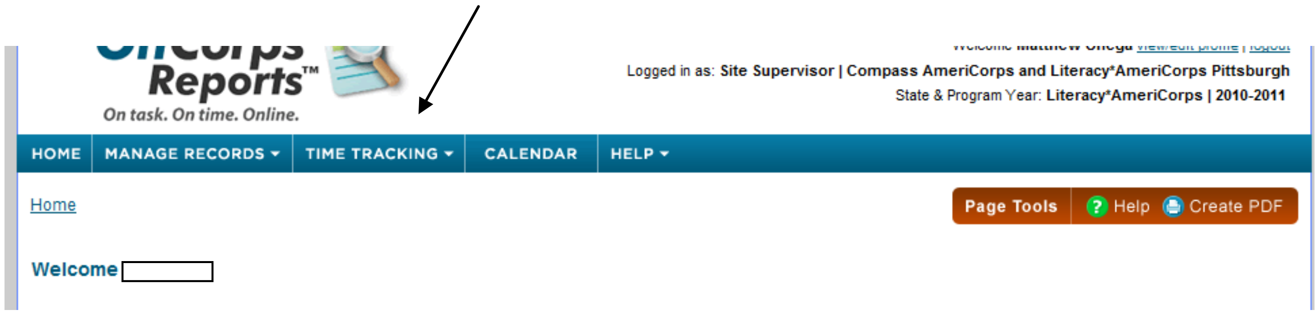
Step 3: Log in by entering your username and password, given to you by the Literacy*AmeriCorps program coordinator.



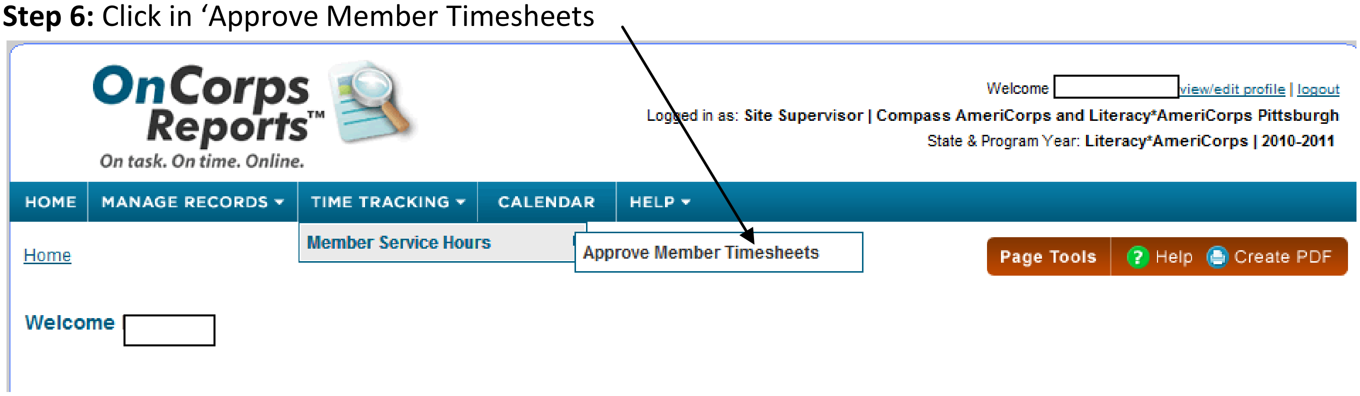
If you forget your username or password request it here.

Step 4: Change your password, as prompted.

Step 5: Click the 'Time Tracking' tab.

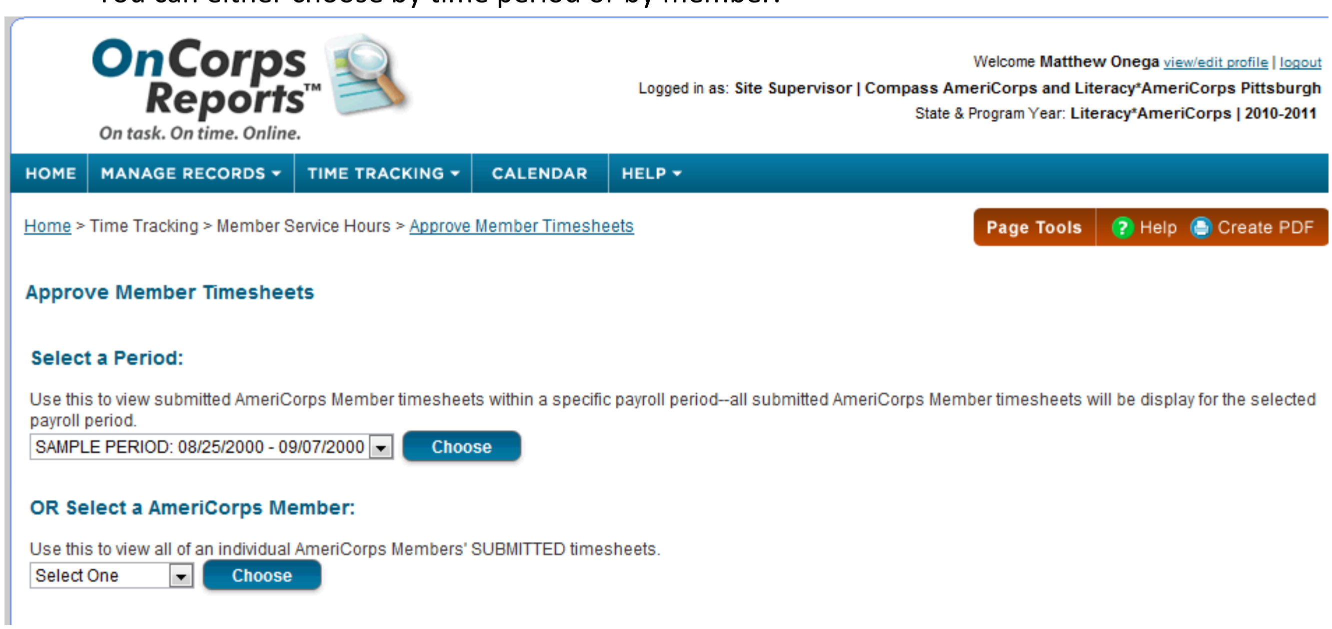


Step 6: Click in 'Approve Member Timesheets



Step 7: Choose a service log to review.

You can either choose by time period or by member.



Step 8: Review the service log for accuracy and appropriateness. The service log will show how many hours the member spent each day in each of the service categories (see service category descriptions on page one of the instructions). The log also shows total daily hours and total hours served in the time period.

Step 9: Approve or Reject the log.

Approve: If you feel that the log is true and accurate click the option – *I have reviewed and approve this timesheet.*

Reject: If you notice a mistake or have a question about something on the log click the option – *I have reviewed and DO NOT approve this log.*

Underneath this option is a text box for 'Reason for Rejection'. Write the reason you did not approve the log in this box. The log will be sent back to the member with your reason for rejection. The member can edit the log and resubmit it.

* You will also receive email reminders when you have a member log awaiting approval.