



Xaverian Service FAQs

Please note: this is a living document. You can see in the upper right-hand-corner the date it was most recently updated. Please be patient as we seek to help our community as best as possible!

Please review pages 24-27 in the Parent Student Handbook ([linked here](#)) to find information about service hours. This FAQ document is to serve as a user-friendly distillation of that based on the frequently asked questions we receive from students and parents. **Please note: service policies will be reviewed and updated at the end of each school year.**

How many hours do I need?

Every student must have 20 hours completed each academic year. Hours for the current academic year (2025-2026) can be logged starting June 1, 2025. Hours for the 2026-2027 year can be logged starting June 1, 2026.

When are hours due?

- Senior service hour logs are due Monday, March 30, 2025 to the MobileServe app.
- Underclassmen service hour logs are due Friday, April 24, 2025 to the MobileServe app.

How can I log my hours?

- You can view a tutorial on logging your hours [here](#).
- Log hours under the “Xaverian Service Hours” category.
- Hours must be logged into MobileServe within 30 days of completing the service. The only exception to this 30 day rule is summer hours attained between June 1 and August 28. Hours completed in this window must be logged via MobileServe by Friday, September 12, 2025.
- There must be valid proof of service. This means either:
 - Site supervisor name and email address OR
 - Site supervisor signature and a photo

What are the different types of service categories in MobileServe?

- “Xaverian Service Hours” is the field for what are typically known as service hours.
- “NHS” is for any junior or senior in the National Honor Society trying to track their hours.

Who can sign off on my service hours as a site supervisor?

Someone who works for the service organization or coordinating your event can “verify” (a.k.a. sign off on) your hours. This cannot be a family member. If your family member works at a service site, you will need to find a non-family member to verify your hours.

What if I have a paper-copy for proof of my hours?

Log the hours as normal in MobileServe. Log your supervisor’s name and email address, but in the supervisor signature field, write “see picture.” Save the entry. Then, go back into your activity, click the entry and you’ll see an “add photos” field. Click that, take a photo of your hard copy service log, and upload it. You’re good to go.

Where can I do service hours?

All students are required to complete Xaverian Service at non-profit entities that work with poor and/or marginalized people and are in accord with Catholic Church teaching. We strongly encourage you to complete your service hours through direct service. If you have questions, reach out to Campus Ministry at ministry@olgchs.org.

I need help finding places to do my service. Can you help me?

- Come by Campus Ministry and chat with us - we can help you out.
- Check out this interactive Google Map ([LINKED HERE](#)) for service site ideas.
- If your planned service site is not listed, but does serve the poor and marginalized, you may complete your hours there. If you aren’t sure or have questions, it is always a good idea to check with the Campus Ministry staff.
- Check the Daily Bulletin as we advertise service opportunities there throughout the year.
- Falcons Serve Others and the Office of Multicultural Affairs and Inclusion at Good Counsel offer regular after school or Saturday service opportunities right here on campus. These are advertised in the Daily Bulletin.

Can I leave school or miss school to do service hours?

No. Students cannot be released from school to travel to or complete service requirements, unless it is a school sponsored service opportunity.

Can I count working at a camp for Xaverian Service hours?

All students may count being a counselor for one GC-sponsored camp or a camp that serves the general population (i.e. not explicitly the poor and marginalized) during their four year high school career **Note:** This restriction does not apply to programs that support people with special needs and disabilities.

The same type of service was approved in previous years, why is it being rejected now?

We recognize that there has been some degree of inconsistency in terms of messaging from the Office. In the immediate aftermath of the COVID-19 pandemic, enforcement of GC's Xaverian Service policy was relaxed in order to make it possible for students to complete service in a changed landscape. With the expiration of the public health emergency, we have resumed the focus on our original call to serve the poor and marginalized in line with our Xaverian Mission and Charism. Moving forward into the 2025-2026 academic year, our community can expect further realignment with our stated Mission and vision.

Why are my hours (still) pending?

Logs marked as "pending" have been submitted and are waiting for review. We ask you to be patient as you wait for us to process your service logs, as our Office reviews thousands of entries. If your hours were "rejected" then you need to see Mrs. Bowlds in Campus Ministry.

What if I can't finish all my service hours by the deadline?

If you are a senior, failing to complete service may jeopardize the sending of your transcripts. If you are a freshman, sophomore, or junior, you will "owe" the remainder of the missing hours. This means you will start the next academic year by first making up the hours you missed in the past, and then you will complete your hours for that year.

Can I get all 80 of my hours done in my first year?

No. Extra hours do not carry over to the future; but, extra hours are good to have for class awards and college applications

I'm a transfer student, how many hours do I need?

Transfer students must complete 20 hours of service for each academic year they are enrolled at the School. Mid-year transfers are expected to complete 10 hours of service for the academic year in which they enrolled.

My Veracross portal / transcript says something different than MobileServe:

Do not rely on Veracross for your service hour amounts for the past or present. The most updated and accurate record of your service is in MobileServe.

My hours were supposed to be logged by a teacher / someone else and not me:

The only time someone else will log hours for you is for service completed during your Freshman Retreat, Sophomore Retreat, the Senior Day of Service, and major service trips (Camden, ASP, El Salvador). **All other hours should be logged by YOU (the student) in MobileServe with a site supervisor verification signature.** You are the person responsible for logging your service hours and making sure it is all up to date.

What if I have questions?

Do not wait until the service deadline to ask questions. You can ask questions anytime during the school year by emailing Mrs. Bowlds and the Campus Ministry team at (ministry@olgchs.org) or by stopping by the Office of Campus Ministry.