



Community Service Learning

Instructions for Submitting and Verifying Service Hours in x2VOL

Submitting Hours

Entries should be submitted within the **same calendar month that the service took place.*

1. Watch this [tutorial video](#)
2. Sign in to www.x2vol.com
 - If you forgot your password, click "forgot password" to reset it.
3. On your Dashboard, click the green button which says, "Add Hours." This will open a page called "My Activity Log."
4. In the "Personal Project" line, click "Create New."
 - If you're submitting additional hours for one of your previous projects, find that organization listed at the top under "Active Projects" and click the green "Add Hours" button.

☐ **Agency or Organization Name**

☐ **Description:** Enter the website of the organization and their mission statement (or your own description of what they do and who they serve)

☐ **Date and number of hours**

☐ **Activity Contact:**

- May NOT be yourself, a family member, or a fellow student
- Students whose supervisors can verify their service via their organizational email (typically .edu, .org, .gov) will carefully enter the email address of their supervisor. Personal email addresses (gmail, yahoo, etc.) are not allowed.
- If a student has an activity contact who cannot participate in email verification, the student will bring this [time card](#) to the volunteer opportunity, and attach it to their x2VOL entry (see Attachments below)
- **Seniors:** If the student is doing advocacy work without the supervision of an activity contact (e.g. writing letters to politicians), the student will list Campus Ministry (cm@ndsj.org) as their activity contact (cm@ndsj.org) and attach evidence of their work to their x2VOL entry (see Attachments below)

☐ **Attachments:**

- When attaching a time card or evidence of their work as verification, students must include the phone number and name of their contact, then list Campus Ministry (cm@ndsj.org) as the email address for verification purposes.

☐ **Reflection:** Enter a thoughtful response about how the experience made you feel and what you learned from the community you served.

☐ **Select the appropriate learning goal:**

- ☐ Direct Service: "9th/10th/11th/12th Grade Direct Service"
- ☐ Grades 9-11: "Optional Service (indirect service and ND events)"
- ☐ Grade 12: "12th Grade Advocacy Requirement"

☐ **Oath:** Check the box if you agree.

☐ **Submit**

*For additional support, click [here](#) or email support@intellivol.com

Verification Process

Your service hours **submitted** on www.x2vol.com must be **verified** by your supervisor ("activity contact") to be approved. **You** are responsible for following up with your supervisor to ensure that your service is verified. **You can see which service hours have been verified, and which have been approved, in your x2VOL Activity Log.**

How verification works:

When you submit a service hours entry in your x2VOL account, x2vol generates an automated message to the activity contact, in which they will see your name and how many hours you have volunteered. The activity contact simply clicks "verify" if the information is correct. Please explain this to your activity contact.

After your hours are verified, Campus Ministry will review the submission and approve the hour(s) if they meet all of the requirements. *Please note: this is a manual review process and will not occur immediately or automatically.*

If your service hours have been submitted but not verified:

1. Check your submission to ensure that you included the correct email address for your activity contact. Call them if necessary to confirm. Edit the entry if any changes are needed.
2. Click "resend verification email" on your submission, and remind your activity contact that this verification request email is coming.

If your activity contact does not pick up the phone:

1. Leave a detailed message with your name, when you volunteered, and a phone number where they can reach you. Mention that they will be receiving another automated email about your service.
2. Click "resend verification email" on your submission.

If you do not have a phone number for your activity contact:

1. Check the website of your organization to ensure that you have the correct email address. Check for a main number, and when you call, ask for the name of the person you're looking to speak to.
2. Send them an email and ask if they can verify your hours.

If your activity contact says they are not receiving the "Service Hour Verification" email or are otherwise unable to verify by email:

1. Take a picture of your [time card](#) with their signature on it, take a screenshot of your volunteer account, or ask them to write an email to you, verifying your hours.
2. Attach this proof of hours served (photo or screenshot) to your x2VOL submission, and resubmit for approval.