



## Service Hour FAQs

### 1. Engage Citizens requires active service hours. What is the difference between active service and passive service?

Active service is hands-on, direct participation in volunteer activities.

Examples:

- Tutoring students in K-12 schools
- Serving meals at a shelter for people experiencing homelessness
- Building homes with Habitat for Humanity
- Checking in participants at a campus service event
- Packing meal boxes for a food bank
- Serving as a volunteer marketing coordinator for an organization

Passive service is indirect support or contribution to volunteer activities.

Examples:

- Donations and fundraising
- Writing letters to advocate for policy changes
- Promoting awareness on social media
- Donating blood or plasma at blood drives
- Signing petitions

### 2. Do I have to re-enter service hours on TigerLink that I already have with other organizations?

**NO**, you do not have to re-enter these hours. However, we will only count the hours that are active and community-facing towards your required number of service hours for the Engaged Citizens Program. You are also welcome and strongly encouraged to submit service hours that were done previously to becoming a member of the Engaged Citizens Program.

### 3. What kind of volunteering counts?

Service done with a non-profit, educational institution, philanthropic arm of a for-profit entity, or other initiative CCELL approves counts toward your 100 hours. If you have any

questions about whether/not your community partner idea qualifies, email the CCELL team at [engagedcitizens@lsu.edu](mailto:engagedcitizens@lsu.edu). You can count face-to-face hours or hours spent working on a community partner's needs for a "deliverable" (e.g. a project or research done virtually).

Further examples:

- Attending orientation or other meetings with your community partner that have to do with your primary service
- Helping set up community partner events

#### **What about community service done for bonus credit in a course?**

Community service done for bonus credit in a course can count towards your service hour requirement if:

- It does not count towards your core SL requirement if it is for a SL course
- It is for bonus credit in a non-SL course

## **4. What kind of service does not count?**

We cannot count hours spent:

- Planning awareness-raising events (e.g. showing a film, hosting a speaker)
- Lobbying, striking, rallying, or marching
- Activities associated with a specific political campaign
- Job shadowing
- Fundraising
- Religious instruction, worship, facilitating any program that involves mandatory religious instruction or worship, constructing/maintaining facilities primarily used for religious instruction or worship, or any form of religious proselytization
- Service hours in a service-learning (S-L) course that is counting toward your minimum 7 academic S-L credit hours (you can count service hours from S-L courses after you complete 7 credits, however)
- Fostering animals (Hours are capped at 1 hour a day. However, veterinary appointments and adoption events can count as additional hours)
- Writing letters to advocate for policy changes
- Donating blood or plasma
- Signing petitions
- Non-community facing hours for a campus department, student organization, or student government

## 5. How do I log my service hours?

**Log them in TigerLink.** Click [here](#) for directions on how to log hours in TigerLink. Be sure to include **a 1-2 sentence description of what you did, a contact person and their email** at the service site who can verify the time you spent volunteering.

Hours done with the same community partner can be submitted in bulk. When submitting hours in bulk, list the start and end dates for the service period. Documentation can be attached to help verify these bulk hours, such as signed timesheets, letters from a coordinator that specify the amount of hours served with a signature, and screenshots of an organization portal for logged hours.

## 6. Why haven't my hours been verified yet?

There are several factors that may delay the verification process of your service hours. This can include:

- Lack of a verification contact in the description
- A description that uses language that implies your hours are the kind that we cannot count, such as donating, fundraising, and job shadowing/placement
- Number of hours submitted do not match the information given by your verification contact
- Lack of response from the verification contact

## 7. Can I enter my hours before I serve them?

**NO.** You should only be entering hours that have been completed, not your anticipated hours.

## 8. Can I count hours from my service-learning (S-L) classes?

**NO.** If you only complete the minimum 7 credit hours of service-learning course.

**YES.** If you complete more than the minimum seven credit hours of official S-L coursework.

Any questions about additional service hours can be shared with the CCELL team at [ccell@lsu.edu](mailto:ccell@lsu.edu)

## 9. What about service abroad or mission trips?

**Count it!** International service can count for up to 20 hours of your total 100 service hours per trip. Preapproval must be given before the international service experience. When logging your hours in TigerLink, include proof of service (1-2 sentence description) and a contact for verification purposes.

**Disclaimer:** We are not responsible or liable for any non-LSU sanctioned programs or initiatives.

## 10. Can I do research for a community partner as service?

**YES.** Research for an approved community partner can count. In addition, if you are an LSU Discover student, you can count research hours with a professor or project listed on in the LSU Discover database as a “Community Engaged Research (CER)” opportunity toward both graduation distinction programs. Research must be designated as community-engaged research. Email [engagedcitizens@lsu.edu](mailto:engagedcitizens@lsu.edu) if you have any questions about whether your research hours count toward the ECP designation.

## 11. Can my internship count toward my service hours or service-learning classes?

**YES.** Preapproval from Taylor Armer, Assistant Director of CCELL and Briana McManus, Assistant Director of Campus Life is necessary before an internship will count toward service hours. Remember that only unpaid internships will count towards service house. However, if your verification contact deems your internship hours as a job shadowing/job placement opportunity will not count toward the 100 hour total.

## 12. Can I serve more than 100 hours?

**Absolutely!** Feel free to go above and beyond the 100 hours of service.