



Help

Frequently Asked Questions

? What is the purpose of SRVC?

The SRVC database is TBR's system-wide platform that allows students to search for community service opportunities and record their service hours. It also provides TBR institutions with a simpler, more streamlined approach to collecting and verifying student service hours and offers a valuable opportunity for community service organizations to recruit students as volunteers.

? When will SRVC be available for use?

SRVC is currently up and running! Service organizations can already create their own accounts at srvc.tbr.edu and can begin posting community service opportunities. Institution representatives have already been sent emails containing administrative accounts. Starting in the Fall 2017 semester, SRVC will be the primary platform for recording student community service and service learning hours.

? Can a student submit hours if the organization they worked for doesn't have a SRVC account?

Yes! Students can upload a service letter from any organization to use as proof of completion.

? Who is responsible for approving student service hours in SRVC?

Both service organizations and institutions can approve student hours, but institutional administrators have the final say on officially confirming student service. For instance, if a service organization has already confirmed a student's participation in their community service opportunity, the school can choose to accept or reject their hours based on whether they deem the service acceptable and legitimate.

? I work with TN Achieves and they require a separate service report to be submitted. Will this replace that service form?

No. Currently, TN Achieves will continue to operate its own platform, meaning that Tennessee Promise students who receive support from the TN Achieves organization will continue to use the same process to submit their required hours. If a student works with any other TN Promise organization, however, they can use this platform to verify their service hours.

? How can students submit service learning hours for specific courses?

When a student submits their community service, they have the option to designate the hours as service learning and can enter their instructor's name for whom the hours were completed.

? Can institutions create their own community service opportunities?

Yes! Institutions can create and post service opportunities offered on-campus or sponsored by their school through their administrative accounts.

? How can instructors post community service opportunities specific to their service learning courses?

If any faculty and staff are interested in posting service learning opportunities for specific courses, institutional administrators should direct the faculty to create their own service agency accounts to post opportunities.

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