

## WHAT IS COMMUNITY SERVICE?

**Community service** is donating your time, energy, and skills to a specific cause in your area that benefits a larger group of people. Successful completion of your community service project is **required to receive your Certificate of Completion** for the High School USA Program.

## WHAT IS MEANINGFUL SERVICE, AND HOW IS IT DIFFERENT FROM VOLUNTEERING?

**Your projects should focus on supporting and improving your community, and building relationships with its residents.** When choosing a project, think about what interests you and what qualities, abilities and skills you can put to use in your community. Not all types of volunteering count as Department of State community service. The difference is that community service should benefit a larger group of people. Ask yourself: When I do this project, **WHO** am I helping?

Community Service	Volunteering (NOT counted towards CIEE hours)
Environmental cleanup project	Doing housework, babysitting, or yardwork for your host family, friends, or neighbors
Community presentations about your country (except during IEW)	Casual conversations with friends and family about your country and culture.
Service through Boy/Girl Scouts, Key Club, Interact Club, National Honors Society, school service days, etc.	Attending meetings for groups, clubs, or sports teams
Volunteering at a local food bank	Donating your clothes to a local shelter
Watching a group of children during services at your local church, mosque, temple, etc.	Leading a sermon or teaching Sunday school
Working at a general voter registration drive	Advocating for a specific candidate or political candidate
Volunteering at a local animal shelter	Walking your neighbor's dog
Blood Drives, Food Drives, Clothing Drives	Any for-profit activity, or activity on behalf of a for-profit company or organization
Organizing an activity for the residents at a local nursing home	Having tea at your host grandma's house
CIEE host family recruitment or tabling events (but only up to 10 hours!)	CIEE host family recruitment beyond 10 hours
Concessions stands (selling food or candy at any event)	Participating in activities such as sports, theatre, or music through your school or community, including set building and timing at/setting up for a school sporting event.

## PROGRAM REQUIREMENTS & DEADLINES

Complete 20 hours of community service for YES and FLEX during your program year (10 hours per semester) or 25 total hours for CBYX. You must record all volunteer projects and submit hours to CIEE via Mobile Serve as you complete them.

- Submit at least half of your total required hours of service by **January 1**.
- Submit the remainder of your total required hours of service by **April 30**.
- January semester students: submit all required hours by **April 30**.

## HOW TO RECORD COMMUNITY SERVICE

- Record your hours as you complete them using the Mobile Serve app or website. **It is your responsibility to keep track of your hours that you have done.**
- If you have questions about if hours will count, email CIEE at [communityproject@ciee.org](mailto:communityproject@ciee.org) to ask.
- **We will not accept hours via email, only Mobile Serve.**

## WELCOME TO MOBILE SERVE

To submit your hours on Mobile Serve, click “Log Your Hours” on your homepage. Please find an example of the home page below

**Step 1:** Click on the date displayed under “Record your hours here.” The default option will be the current date. If you volunteered on a different day, please change the date.

**Step 2:** Enter how many hours you served that day.

**Step 3:** Type in what organization you worked for. Mobile Serve has a database that might already have your organization! If the database does not recognize the organization where you completed your hours, just type the organization name in completely in the ‘SERVICE DETAILS’ text box.

**Step 4:** Check off the CIEE High School Exchange Box.

**Step 5:** Pick a category from the drop down list.

**Step 6:** Enter a few sentences about what you did in the “Tell Your Story” box.

## MOBILE SERVE INSTRUCTIONS

The screenshot shows a mobile application interface for logging service hours. At the top, it says "GREAT WORK!". Below that is a circular profile picture of a woman. Underneath the picture, the number "3.00" is displayed in large blue font, with "SERVICE HOURS COMPLETED AT" in smaller text below it. The location "ANIMAL REFUGE LEAGUE OF GREATER PORTLAND" is listed. A large blue button with a camera icon and the text "ATTACH PHOTOS" is prominent. Below this, there is a section titled "WANT TO POST TO THE WEB?" with two small square icons for Facebook and Twitter. At the very bottom, a solid blue bar contains the word "DONE" in white capital letters.

**Step 7.** You can also attach your location to verify where you did the work if you're doing it from the Mobile Serve app.

**Step 8:** Please enter your supervisor's name and email address in order to ask them to verify your hours. If you're using the app, you can have them sign your phone screen instead.

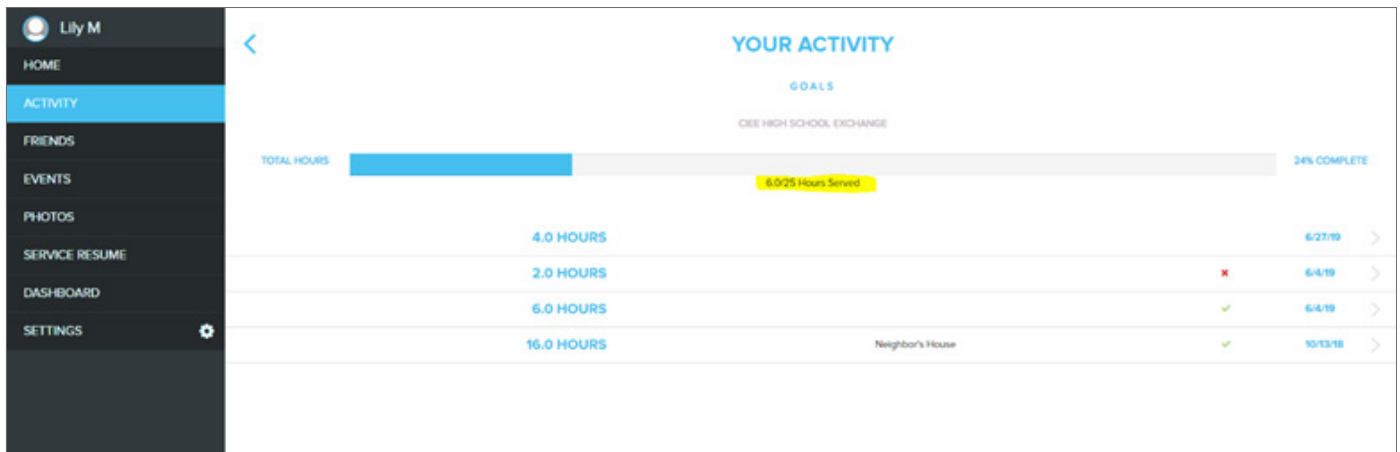
**Step 9:** Click Submit Hours.

**On the next page you can attach photos of yourself volunteering!**

## IMPORTANT MOBILE SERVE NOTES

To check how many hours you have **APPROVED by CIEE**, you will need to click on the Activity Tab and see how close you are to meeting your program community service goals.

Hours that are not approved by CIEE will be marked with a red “x.” If hours are not approved, they will not count as Community Service towards your goals. If your hours are approved, they will have a green check mark. If your hours are still pending approval, there is nothing.



The number of hours displayed on your home page shows ALL hours you have submitted. This includes BOTH approved and rejected hours, as well as any hours you’ve submitted for other organizations (such as your school). This does not mean that this is your CIEE approved number.

To see your CIEE Approved number of hours, click on the Activity tab.