Revised 9/2/2025

# **FAQs for Service Learning and Community Service**

**Do Service Learning hours count as a part of the total hours for Community Service Medals?**

- Yes! The total hours credited includes those earned through service learning and those earned through community service. Both types of activities are valuable to engage in.

**How are service hours documented?**

- Students receive SL and CS hours for participating in activities that align with the guidelines outlined at this web site.

- Students will use **MobileServe** to submit their hours. To obtain a MobileServe account, students can request one through this link: Request MobileServe, or email fburnette@tcjackets.net and request one. Within a day, students will receive an email from MobileServe that will allow them to claim their TCCHS Mobilserve account.

    - Submission is easy with the web app. You can access the MobileServe web app at app.mobileserve.com, or you can download the mobile app by searching for "MobileServe" on the App Store for iOS devices or the Google Play Store for Android devices.

    - The MobileServe web portal is an alternative to the mobile application for users who prefer to manage their account and log hours from any internet-connected device.

- When submitting hours, students are encouraged to submit them on the day the service is done. When students submit hours, an email is sent to the supervisor of the activity requesting their verification. This replaces the need to submit the Service Documentation Form if they are able to complete the online verification.

    - When hours are done over a period of a few days to a week, they can be submitted as one entry. For example, if a student volunteered at Vacation Bible School for 5 hours Monday-Friday, they could submit those hours on the last day of service. They would use the start date as the date of service and in their "explanation of service" they would include a description of the dates and hours per day they worked.

    - When hours are done on a regular basis over an extended period of time, the Daily Log should be submitted. For example, if a student volunteers at Miss Kitty's twice a week for several months, they should submit their hours once a month, uploading the Daily Log as a picture in the app.

    - Exception: Backpack Buddies - if a student volunteers with Backpack Buddies, they will sign in at Backpack Buddies using the kiosk computer as usual, and IF they have a MobileServe account, their hour will be uploaded for them into their account.

- PHOTOS - MobileServe allows a student to upload photos taken during service. We really like to see these photos! You can also use the photo submission tool to upload the Daily Log and/or Service Documentation form, if needed.

**How many service hours are required to graduate?**

- SL hours are not currently required to graduate. However, to receive **MERIT** credit, students must complete a total of 80 community service hours with at least 20 of those being SL.

**When can students begin earning service hours? Can students earn hours over the summer?**

- Students may begin earning SL hours upon graduation from the 8th grade.

- Students may earn up to 40 hours per summer (beginning with the summer of 2025) and can earn up to 8 hours per day.

**How do students choose Service Learning and Community Service opportunities?**

- Current SL opportunities are posted on the TCCHS website under "[Current Service Opportunities](#)". Students should also check the current list of community service opportunities located at the Hands On Thomas County (HOTC) web site at:  [https://www.handsonthomascounty.org/](https://www.handsonthomascounty.org/).

- Students can actually register for projects on line, either as an individual or as a club or group. Several organized CS and SL events are programmed and scheduled throughout the year.

**Can I find my own Service Learning project and receive credit for it?**

- *Absolutely*!!!  Students are encouraged to discover a specific need in the local community, one they have a specific passion about, and one which they can receive personal knowledge (learning) through their participation.

- The SL Coordinator is there to help you with this process and perhaps help form a team to work together in meeting community needs.

- The time spent coordinating, organizing and implementing such a project are all eligible for accumulating hours.

**When should students submit service hours?**

- Students are highly encouraged to submit hours on the same day that the service was rendered.

- Seniors are to have all their hours submitted by the end of Spring Break to be considered for Senior Honors and the MERIT diploma seal.

**How do students check their number of SL hours?**

- Students use their MobileServe account to keep track of their hours.  They can print a service resume if needed, and the app shows their progress toward goals such as service medals and the NHS and MERIT requirements.

**Will my service hours count if I transferred from another city/state school?**

- Yes. Transferred hours will be accepted once they are reviewed and approved by the SL Coordinator.  The MERIT Coordinator and the SL Coordinator are available to help get hours transferred if needed.