# BCC Service-Learning Noble Hour Faculty Guide

Welcome to Noble Hour

The following guide is designed to help you get your course(s) up and running with NobleHour and help you become more familiar with the NobleHour software.

Invitation to Join Noble Hour

If you have indicated that you are a professor who has a service-learning component in one or more of your courses, you will receive an email invitation to join Noble Hour for each of those courses which will be referred to in the NobleHour system as "Groups".

The invitation will come from support@noblehour.com (Your Team at NobleHour) and will look like the following image with "NobleHour Test Class" being replaced with your actual course and section number.
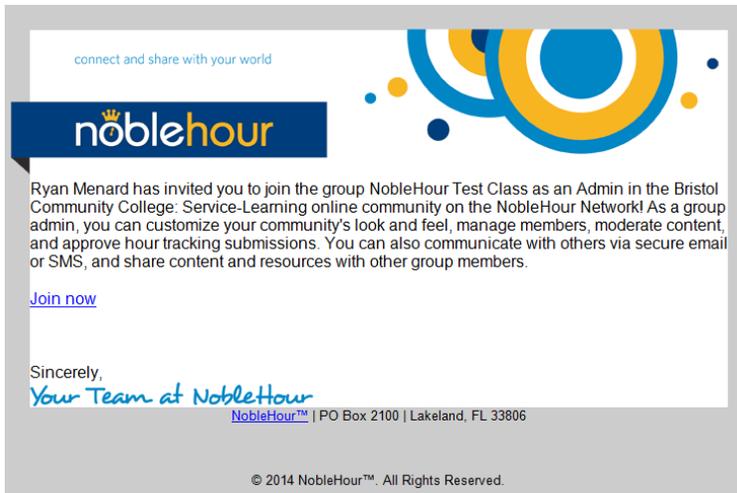
Important: NobleHour invitations will be sent to your @bristolcc.edu email address ONLY.

Click the "**Join now**" link within the email to begin setting up your course on NobleHour.

Important: You MUST click the "Join now" link in each email you receive if you are teaching more than one service-learning course or you will not be added as the administrator for all of your courses.

NobleHour Registration/Log-In

After clicking the "Join now" link from your invitation email you must either register a new account or login to an existing account. If this is your first time using NobleHour you will follow the next steps to register your account. If you already have used NobleHour in a previous semester or have already registered an account for another course this term you can skip down below to the login section.

Registration

1. Upon clicking the "Join now" link from your invitation email you will be taken to the NobleHour Web site to register your account and link it with your course.
2. Once on the NobleHour site click 1 of the 2 "Get Started" buttons to continue.

get started

Not yet registered?
GET STARTED

3. On the next page complete the registration form and click the "Sign Me Up!" button at the end of the form.
4. At this point you will be registered with NobleHour and automatically created as the administrator of your course.
5. The last step in the registration will be to confirm your email address. You will receive a follow-up email from support@noblehour.com thanking you for signing up. At the bottom of the email click the "Activate my account" link and you will be taken to the NobleHour site and see a message stating that your email address has been confirmed.
6. If you are teaching more than one service-learning course continue on to the next section "Logging In" to make your account the administrator of your remaining courses.

Logging In

1. Upon clicking the "Join now" link from your invitation email you will be taken to the NobleHour Web site to link your course with your account.

2. Log in with the email address and password you used when you first registered your account. If you've forgotten your password you can reset it by using the "Forgot Password?" link, but you will need to know the email address you previously used to register.
3. Once you successfully log in you will automatically be added as the administrator of your course.
4. Repeat steps 1-3 as needed for any additional service-learning courses you are teaching and have received an invitation to become administrator of those courses as well.

Getting to Know Noble Hour

Before going any further let's preview some of the tools you'll be using to navigate the NobleHour software.

my Noblehour Toolbar

Everywhere you go within the NobleHour site once you're logged in you will see your "**my Noblehour toolbar**" which in most parts of NobleHour will look like the image on the left with four buttons, but in a few parts you may see it like the image on the right with only three buttons.

Whether you are looking at the four button or three button version of your "**my Noblehour toolbar**" is irrelevant because the functions of the additional (far left) button will not be used by you. The other three buttons however will be vital in utilizing the NobleHour system. Throughout the rest of this guide these three buttons will be referred to as (from left to right) **My Network**, **My Alerts and Messages**, and **My Account**.

Community Toolbar

The next toolbar available throughout the NobleHour system will be your **Community Toolbar** pictured below:

The **Community Toolbar** can be used to navigate around the majority of the NobleHour system.

Group/Course Tabs

While working within once of your course pages in the NobleHour system you will see your **Course Tabs** which will allow you to navigate the different areas of the system that are all specific to your course.
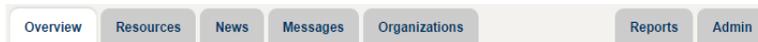
Configure Your Group/Course

Now that you are a part of the NobleHour community and are the administrator of your course(s) lets go over the tasks you'll need to complete to prepare your course.

This section of the guide will cover:

- Getting into the NobleHour page for your course.
- Uploading resources for your students such as your course syllabus.

- Choosing community partners and communicating your chosen partners to students through Noble Hour.
- Inviting your students to join Noble Hour and become a part of your course.

Getting Into Your Course

To get into your course you will start by clicking the **My Network** button in the **my Noblehour toolbar**. This will display the **My Network** panel. The Groups section of this panel will list all the courses you are currently an administrator of in Noble Hour. Click the name of the course you would like to work with and you will be taken to the Noble Hour page for that course.
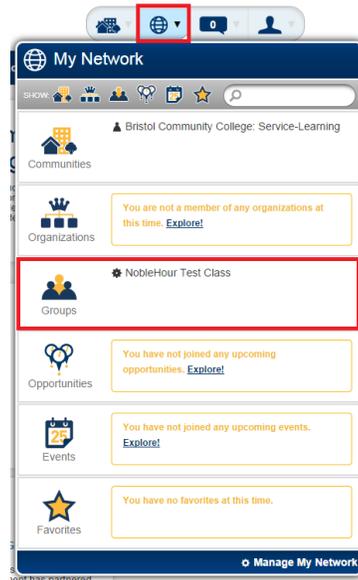
Uploading Resources for Students

To upload resources for students, go to the Noble Hour page for the course you would like to upload the resource for (as outlined in the previous section) and click the "Resources" tab from your **Course Tabs**. From the Resources tab click on the contribute button and you will be presented with the contribution submission form.

Fill out the contribute form selecting your course as the "Owner" and entering a title and description for the resource you are uploading. You can then either enter the URL for a resource that is already on the Internet **OR** select a file saved locally on your computer. Click the Save button to upload your file.

Searching for Community Partners (referred to as Organizations in the NobleHour system)

The search feature for finding community partners currently exists in a less than perfect state so we've implemented our own BCC work-around within Noble Hour to make the process easier until enhancements can be made by Noble Hour themselves. As we've entered partners into the NobleHour system we've flagged them with the keyword "bcccommunitypartner" (all one word). To find these enter the keyword **bcccommunitypartner** into the search box of the **Community Toolbar** and press the Enter key on your keyboard.

Note: As an extension of the bcccommunitypartner keyword we've also included an additional keyword for each partner specific to the type of service opportunity they offer. For example the Kennedy-Donovan Center's specific keyword is bcccommunitypartner-education/literacy. A full list of these keywords will be made available to you once the list is finalized.

The search will indicate there are no results found, however, it will say that a number of results have been found outside of the community. That number (at this time 136, but may change in the future) is a clickable hyperlink. Click on the number to display the BCC affiliated community partners.

No results found.

Can't find what you're looking for? We found 136 results outside this community.

Note: NobleHour is working on implementing a feature that will allow you to restrict all hour submissions for your course to only community partners you have approved. Until this feature is implemented you will have to manually notify your students which partners you will accept.

Communicating Your Chosen Community Partners to Students

Now that you have selected appropriate community partners for your course, you will want to inform your students so they know to sign up for an approved service opportunity. One way to do this would be to create a word document listing your approved organizations (or including them in your syllabus) and upload it as a resource as previously outlined. For more visibility, however, it is recommended that you update your course description in Noble Hour to include your approved organizations.

To update your course's description start by accessing your course page from you're **My Network** panel as outlined above. Once on your course page locate the course description which should be the title of your course as well as your name highlighted in red in the example to the left below.

Clicking on the description will change it to and editable text box as displayed in the example to the right above. Add a brief message outlining your approved organizations and click the save button. Once saved, this description will always be displayed when your students access your course page. If the text editing area is too small you can resize it with the resizing handle highlighted by the red arrow in the example above.

5/2/16   7

Inviting Your Students to Join Your NobleHour Course

With your course all set up it is now time to invite your students to NobleHour to be a part of our community and your course. At the end of the Add/Drop period you will receive an email with the email addresses of all students enrolled in your service-learning courses. These lists will be used to send invites to your students.

To send out your student invites start by accessing your course page via the **My Network** panel. From your course page click on the **Admin** tab of your **Course Tabs**. Then click on the link that says "Invite Others to Join Group."

 Invite Others to Join Group

Once you are on the "Invite Others" page you can simply copy and paste the list of email addresses you received into the "Emails" field of the form. Make sure the **Role** is set to Citizen and add a personal message if you'd like (optional) then click the **Send Invites** button.

NOTE: It is recommended that you include the following message in the Invitation Email until the Single Sign On feature through Access BCC is created:

> **A file containing the Process For Students to Follow with links to the Service-Learning Training Guide and a file containing the Acknowledgement of Risk and Consent Form/Liability Waiver are in the Resources available from the Noble Hour Community Toolbar. Please read the Training Guide, take the Self-Test, and submit the signed Risk Consent/Liability Waiver as soon as possible. You must complete and submit them prior to performing service.**

NOTE: Even though we will not be sending you an email list until the end of Add/Drop you can invite your students ahead of time if you already know their email address. When entering multiple emails into the invitation form you MUST separate each email address by a comma.

As students accept their invites and register for NobleHour they will automatically be populated in your course.

NOTE: If you are teaching multiple service-learning courses you will receive one email with separate lists of emails for each of your courses. Be sure to invite the correct group of students into the appropriate course, otherwise you will have to either remove each incorrect student individually or edit the information for each course so it reflects the correct course for that group of students.

Mary Zahm 9/1/2014 2:02 PM
Deleted: To

Crediting Student Hours

Crediting/Rejecting Hours for Individual Students

If a student has submitted hours to your course you will receive an alert the next time you log into Noble Hour. The My Alerts and Messages button will indicate that you have alerts/messages waiting (indicated by the number 4 in the below examples) and clicking the My Alerts and Messages button will show you the alerts/messages you have (example on the left). There will be an alert stating "User Awaiting Credit" for each student that has submitted hours (multiple entries for a single student if they submitted multiple hours for multiple days or community partners). Clicking on one of the credit alerts will change the list to the example on the right stating the student's name in bold (as indicated with the red arrow).
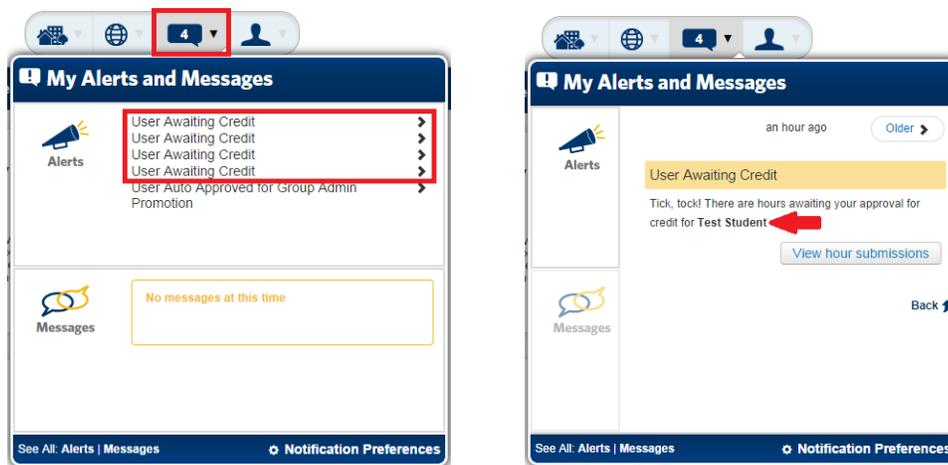
To credit hours for this student continue by clicking the "View hour submissions" button shown in the above example to the right. After clicking the link you will be presented with the following Credit Submitted Hours page for you to review that student's hour submission.

Credit submitted hours

Test Student would like you to credit 5 hours

📍 **Attleboro District Court Opportunity**

Citizen	Test Student
Organization	Attleboro District Court
Crediting Group	NobleHour Test Class

Hours Breakdown					
Date	Task	Pay	Start	End	Total
Week of 9/14/14-9/20/2014					
Monday September 15	-	-	12:00 pm	5:00 pm	5.00
Total Hours:					5.00

🏠 **Submitted** by Test Student   1 hour, 7 minutes ago

Notes
  Initial Submission

+ Performance Ratings

Additional Details

Additional Notes

Electronic Signature and Declaration

Your Full Name

☐ By checking this you agree that you have reviewed the hours above.

I understand that falsification of information constitutes grounds for termination of my online privileges and notification to my community administrators.
By clicking submit, I certify that all information in connection with this form is true and correct.

[Credit] [Reject] or Cancel

The first section of the screen identifies the **Citizen** (student), **Organization** (community partner) and **Crediting Group** (course the hours have been submitted to). That section is followed by a report of the hours worked/submitted by the student. In the example above there is only an entry for 5 hours on one day, but students can submit multiple days for the same organization at once and they would all be listed here as well.

OPTIONAL: Clicking on "Performance Ratings" will expand the section to display a brief survey to rate various aspects of the student's service performance.

OPTIONAL: Below "Performance Ratings" there is an area for you to enter "Additional Notes" regarding the service activity being credited. Students will see this note when they receive their confirmation that you've credited their hours.

REQUIRED: To credit the hours you must enter your full name into the Electronic Signature portion of the page and check the box stating "you agree that you have reviewed the hours above." Once you've entered your name and checked the box you can click the "Credit" button to officially credit the hours. The student will be notified that their hours have been credited and you will be taken to the Hour Tracking summary page (covered in more detail in the next section of this guide) which will display any additional hour submissions waiting your approval. Conversely, if you wish to reject the hour submission click the "Reject" button instead of the "Credit" button.

Crediting/Rejecting Hours for Multiple Students at Once

If you have multiple students with hours ready to be reviewed you can review/credit multiple entries at once rather than credit them all individually. Start by clicking the "Hour Tracking" link in your **Community Toolbar**. On the page that opens click "Verify **and** Credit Hours" to the left side of the page and then click "Verify **or** Credit Hours" below that (I know it's a little redundant, but that's just how they designed it).

After clicking the links above you will be taken to a summary view of all hour submissions that are awaiting your review. From here you can check the box next to each submission you wish to credit or reject. Once you have checked all the submissions you'd like to credit/reject click the "Actions" button and then click either "Approve" or "Reject" from the subsequent menu. You will be prompted with an electronic signature message asking for your full name and to check off a check box stating "you agree that you have reviewed the hours above." Click "Submit" once you have completed the electronic signature and the hours will be credited/rejected.

NOTE: If you choose to reject hours you will also be prompted to enter a reason for rejecting the hours.

If you would like a more detailed view for a particular submission you can hover your mouse cursor over it in the list, which will highlight it in the list with the blue arrow outline like the first list item in the example below. The blue box on the right will also be populated with details about the selected submission and clicking the "More Info" button

will take you to the page to credit that submission individually also allowing you to add a performance review and note to the submission as you credit it. For more details on this please see the previous section, **Crediting/Rejecting Hours for Individual Students**.

Logging Out of NobleHour

It is recommended that you log out of NobleHour any time you are done working with the system due to cookies potentially preserving your login state especially if you are on a public computer. To log out simply click the **My Account** button on you're **my NobleHour toolbar** and then click the Log Out button in the bottom right corner of the **My Account** panel that opens up.

Any questions? Need help?

- *Contact Erin Smith, Erin.Smith@bristolcc.edu, x3092 with questions or to make an appointment for assistance.*

- *Email support@noblehour.com with questions.*

- *Visit the Noble Hour Help Center at https://support.noblehour.com/home to see FAQs and the schedule for informational webinars.*

- *If you would like to attend a free webinar hosted by NobleHour to learn more you can find a schedule of their online training sessions here: http://info.noblehour.com/noblehour-trainings You will need to register for the time you wish to attend. On your registration form indicate that you are a Group Administrator and NOT an ambassador.*