

GivePulse Platform—

WSU Master Gardeners new volunteer recording database

FAQ WSU Whatcom MG Volunteers

June 13,2021



Whatcom County

Master Gardener
Program

WASHINGTON STATE UNIVERSITY
EXTENSION

Q: So what is GivePulse?

A: WSU has been evaluating web sites over several years in order to find a robust system to make volunteering fun, rewarding, and beneficial. The GivePulse platform enables us to see and register for MG events, track our volunteer hours, have hours entered automatically following signup for events, and allows us to share best practices with other MG groups throughout the state.

Q: Why is WSU switching to this new system?

A: The WSU Volunteer Database where MG's (and all WSU volunteers) record hours is slowly breaking down and cannot be fixed for less than the cost of replacement. The IT department can no longer provide support. Already the program has been dropping some hours that volunteers have entered and is displaying hours improperly making it difficult to use. These things cannot be repaired.

Q: Are we going to lose all the records from the old database?

A: WSU is working on a way to upload those historic hours so we can keep track of life-time hours. We want to preserve that information! Skagit County has data from the WSU Volunteer Database system from 2006, and separate records for years prior.

Q: What is an impact, and should we start logging them now?

A: "Impact" is used as an umbrella term to describe all potential forms of community engagement. For MG's, impacts are any hours that you accumulate while working for the MG community whether it be a plant clinic, the demonstration garden, the plant fair, program support, etc. Once you have claimed your account, please start using GivePulse to enter impacts. DO NOT USE the WSU Volunteer Database.

Q: What if I did not get an email with an invitation to claim a GivePulse account - or I lost it?

A: Contact MG Program Coordinator Beth.chisholm@wsu.edu

Q: Why now? Haven't we all had enough with 2020?

A: We have all had enough with 2020! Unfortunately, the current system is falling apart so we have to do it now. The timing could be improved, but the new system is so much better than the old one, that it's a huge leap forward in the long run.

Q: What about privacy concerns? I don't want people to have my information.

A: WSU contracted with GivePulse to create private groups for us. Our information is not visible outside of our own groups. The only people who can see your information are other Master Gardeners in our county, and WSU staff.

Q: Why are WSU staff allowed to see my information?

A: These are the same staff people who had access to the previous database, with the information stored there. These include program coordinators and WSU administrators who know that your information is confidential.

Q: Is GivePulse connected to other WSU systems, like Blackboard/Canvas where we took classes?

A: No, GivePulse is not connected to those other systems.

Q: What else can I do with the GivePulse website?

A: Currently, we only want you to claim your accounts and start inputting your impacts. The plan is to have everyone claim their accounts before the end of April. As we plan future events (i.e., plant clinics, and other events), you will be trained on how to sign up.

Q: Can I access GivePulse on my phone?

A: Yes, GivePulse has apps for Apple and Google. The site will look different. For right now please log on and enter impacts via your computers.