

Guide to Student Volunteering & Service Hours at Pope High School

Overview

Pope High School *does not require* service hours for graduation, but many students volunteer through Pope-sponsored clubs and activities or independently in the community. Some clubs require members to complete service hours to remain active.

Tracking Your Hours with MobileServe

MobileServe is an online app provided through Pope PTSA for tracking service hours. You need to join PTSA to receive a code. The app is required if you're pursuing a graduation cord (120+ hours), and optional but recommended for ISDS, Civics, or personal record-keeping.

Setting Up Your Account

1. Join through popeptsa.org – Parents or Students may complete this in the Membership Toolkit
 2. Get your 6-digit MobileServe class code – **Required** to link to your Pope HS Class
 3. Download the app or access app.mobileserve.com from any device
 4. Use your personal email address (not @students.cobbk12.org) to receive notifications about your hours
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Earning a Graduation Cord

Requirements

To earn the Graduation Cord for Volunteering, you must complete 120 *verified* hours over 4 years at Pope High School:

- Minimum 60 hours must come from Pope Clubs and Organizations
 - What counts as Pope-sponsored? Official clubs, activities, & teams (typically those with a teacher sponsor). If you are unsure, check with your teacher/coach sponsor to see if you may log the hours toward the cord.
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What Counts Toward Service Hours

- Activities that benefit the entire community (grounds cleanup, food drives, clothing drives, etc.)
- Service projects sponsored by any Pope club, team, or organization
- Volunteering with agencies, nonprofits, hospitals, churches, civic groups, or community organizations
- Planning time for fundraising or charitable activities (making signs, etc.)

- The actual time you spent volunteering

Exclusions:

- ✗ Donations of items or money (only your TIME counts) (these may count toward a specific club's requirements, but they do not count toward the service cord)
- ✗ Being a manager of a Pope sports team
- ✗ Normal operations of organizations (e.g., Sunday School classes, choir participation, club participation)
- ✗ Internships
- ✗ Regular weekly/monthly club or organization meetings
- ✗ Any work for which you are compensated
- ✗ Working without compensation for a for-profit business (this is not something that benefits the entire community)
- ✗ Hours earned in previous school years (**all hours must be submitted in the school year they were completed**)
- ✗ Supervisors may not "award" you "service hours" in their own discretion; only submit the actual amount of time you spent volunteering

Your club or organization may offer "service hours" for any number of actions and consider them as such for purposes of that club, but this graduation cord award is only for time spent helping the community.

Submitting Hours in MobileServe

Step-by-Step Instructions

1. Log Your Activity

- Click "Log Hours" and select the date of your volunteer work

2. Enter Hours

- Type the number of hours (you may enter whole hours or fractions, and you may round to the nearest quarter hour, e.g., 1.25 hours = 1 hour and 15 minutes)

3. Select Service Organization

- Enter the name of the group you volunteered through or the event name (e.g., "Pope Athletics," "STEM Academy," "Pope Beautification Day," "SWAG," or a club name like "Interact" or "NHS")

4. Choose a Category

- 1-Pope Sponsored Service (through an official club or activity at Pope, typically one that has a teacher sponsor)
- 2-Community Organization Service (something you found out about on your own and signed up to participate individually)
- 3- ISDS – Service (International Skills Diploma)
- 4- Civics (Civics Diploma Seal)

5. Describe Your Activity (*Required*)

- In the "Tell Your Story" section, briefly explain what you did (e.g., "spread mulch at Pope," "helped with freshman orientation")

6. Provide Supervisor Information (*Required*)

- Supervisor Name – The *adult* who will verify your hours (typically a teacher for Pope activities; an adult in charge at outside organizations; *NOT your parent or classmate*)
- Supervisor Email – They will receive an email from support@mobileserve.org to verify your hours

7. Add Supporting Documentation (Optional)

- Supervisor Signature – Ask them to sign if they're present at the end of your activity; can be helpful if they do not later verify by email
- Photos – Recommended; Include a selfie volunteering or photo of a certificate/letter showing verified hours
- Location Pin – Attach your location to prove you were there

8. Submit

Tracking Your Status

You can view your hours anytime by clicking to show Approved/Pending/Total hours on the app's main screen. You may also see all individual entries, their status, and comments received by choosing "Activity" from the main screen. Always check back later to make sure your hours were verified and approved.

If Your Supervisor Hasn't Verified Your Hours

If a supervisor hasn't verified your hours after a few days, try these steps in order:

1. Check the email address – Verify you entered it correctly
2. Remind the supervisor – Visit them in person or email to ask them to check their MobileServe email (email comes from support@mobileserve.org; might be in spam)
3. Trigger a new notification – Edit your entry (change the description, add details), which often sends a new verification email
4. Resubmit – Delete the original entry and create a new one with the same or a different supervisor
5. Submit paper verification – Get a signed document from a teacher/supervisor verifying your hours and upload it as a photo (should include your name, description of activity & number of hours and be signed)
6. Contact PTSA – Email servicehours@popeptsa.org for additional help

Hours Approval Process

After your supervisor verifies your hours (confirms you worked the hours), they enter a queue for an administrator at Pope to approve them (confirms they meet the guidelines). This approval typically takes one week, but may take longer during school breaks, especially in the summer. You'll see the status in your app, and if hours are rejected, the reason will be stated.

Transferring to Pope from Another School

Students transferring from another high school may submit service hours completed there within their first three months at Pope. These prior hours count toward outside community service. Contact servicehours@popeptsa.org for help submitting transferred hours.

Summer Hours

Rising 9th grade students may begin logging hours during the summer before 9th grade, which begins the day after the last day of 8th grade. All high school students may continue logging their hours during the summer. Hours logged during the summer may take longer to be approved.

Finding Volunteer Opportunities

- Sign up for REMIND – Text @popeserve2 or @servepope2 to 810-10
- Join service clubs at Pope

Pope Academy Students

Pope Academy students have additional volunteer requirements. Administrators provide specific details at a meeting at the beginning of each school year.

Seniors: A final deadline for hours submission (typically April 15th) will be announced during your senior year. After that deadline, eligible seniors will receive an email with pickup instructions for their cord (typically picked up at graduation practice or PPO).

A Final Note

Some students complete their volunteer hours but don't receive the award because they didn't properly track and document them. This isn't a technicality—it's by design. This award recognizes not just community service, but also the organizational skills, responsibility, and reliability required to document your work over time. These are skills employers and colleges look for.

Questions or Need Help?

Students should contact the service hours administrators directly with questions or concerns about their hours. Parents, please encourage your students to reach out first—this is part of developing responsibility and communication skills.

Contact servicehours@popeptsa.org