



DREXEL UNIVERSITY
Lindy Center
for Civic Engagement

Galaxy Database Partner Frequently Asked Questions

The purpose of this document is to answer common questions that community partners might have about the functionality and features of Drexel's Civic Engagement database, Galaxy.

Why should my organization use the Galaxy Civic Engagement database? Galaxy is the primary database on Drexel's campus for students and others to find community organizations, volunteer opportunities, and nonprofit events. If you are a nonprofit organization in the Philadelphia region who wants to reach potential volunteers and event participants at Drexel, you should definitely be using this site! On Galaxy, you can post an organizational profile, volunteer opportunities, and events, plus it can be used as a volunteer management system where you can send messages back and forth to volunteers, and track and approve volunteer hours. Some University courses even use the site to help their students find and get credit for service opportunities, so if you ever work with professors on service-learning courses, you also want to make sure you've joined Galaxy.

Who at Drexel has access to the site? The primary users of the site are Drexel University students; however, faculty and staff also can use the site to find individual volunteer opportunities and manage service-learning courses or other volunteer programs for students.

How do I create an account/log in to my account? The site can be accessed at [Drexel.galaxydigital.com](https://drexel.galaxydigital.com). If you do not already have an account, you must first request an organization profile by filling in the information [here](#). The Lindy Center staff will approve your account, automatically listing your organization's profile on the site and listing you as an organization manager. *(If you need additional accounts made for your team, please email LindyCenter@drexel.edu)*

How do I set up a personal profile? Your profile menu is located on the top right-hand corner of your Galaxy screen. You should see a circle with your initials or a picture in it and you can click it to reveal a drop-down menu. Choose "Edit Profile" from the drop-down menu to customize your profile with a picture and other details as needed.

How do I set up my organization's profile? This [video](#) will give a basic overview of how to access and customize your organization profile. When you log in to the site, you should see a link to "My Organizations" in the gray bar at the top of the screen. Once you click that, you'll be taken to your organization manager portal where you'll see different tabs related to things you can do on the site, including a tab to edit your profile, post and manage volunteer opportunities, post and manage events, track volunteers, and more. Additionally, the database

has a robust help center which is linked below and will provide further information on how to use the site and troubleshoot issues you may have.

What if I already have a volunteer management system for my organization? Many of our partners have their own volunteer management systems and we can work with you to ensure you're not duplicating volunteer management efforts! You are more than welcome to drive students to your own volunteer sign-up mechanisms in your organization profile and in any volunteer opportunities you post on Galaxy. If a student responds to a volunteer opportunity you've posted in Galaxy but you need them to use your own volunteer management system, we suggest sending a simple email letting them know this is the case. We are more than happy to talk with you if you are concerned—we can show you examples from other organizations and think through ways you can still use our site to reach volunteers without creating more work for your volunteer coordinators.

What is the difference between an event and an opportunity? Post an event when you are seeking participants, donors, or attendees for an event that your organization is hosting. (Examples: “attend our carnival”, “donate blood at our blood drive”, “run in our virtual 5K”, or “attend our panel discussion”, etc.) Post an opportunity when you are explicitly asking for volunteers. (Examples: “sort donated items at our warehouse”, “take a shift walking our adoptable dogs”, “serve meals during our evening dinner”, “volunteer at our event”, etc.) If you're ever unsure how your post should be categorized, feel free to run it by us at lindycenter@drexel.edu.

How do I double check who has worked/volunteered hours for my organization? Please refer [to this article](#) from the Galaxy support site.

Who can help troubleshoot site issues? The Lindy Center can help with site issues – please direct all inquiries about the site to LindyCenter@drexel.edu.

I want to know more. Are there any trainings available to organization managers? Yes! The team that builds the Galaxy websites holds trainings for new organization managers regularly, going through how the site can be used to find, interact with, and track volunteers. [Feel free to sign up here!](#)

For additional resources about how to use the Galaxy database, feel free to poke around the [Agency Manager's resources page](#) from the Galaxy Digital team (who creates these websites). Please note that Galaxy uses default terminology that is customized on our site—on our site, community partners are “Organizations” and representatives from those organizations are “Organization Managers” but Galaxy's default is to call them “Agencies” and “Agency Managers”. Also, on our site volunteer opportunities are “Opportunities” but Galaxy's default is to call them “Needs”.