

GORILLA ACTION



Getting Started for Community Organizations

A simple guide to registering your organization, sharing volunteer opportunities, and working with Pitt State students.

How to use this packet

Use this guide to get started in Gorilla Action: activate your Agency Manager account, complete your organization profile, create your first opportunity, and support Pitt State students who respond.

Welcome to Gorilla Action

Welcome to Gorilla Action, Pitt State's volunteer platform. Gorilla Action helps community organizations share volunteer opportunities with students, communicate important details, review student responses, and track involvement. The platform is powered by Get Connected by Galaxy Digital, so some help articles use Get Connected terms.

In Gorilla Action, your community organization is set up as an agency. The person who manages the agency's account, organization profile, and volunteer opportunities is the Agency Manager. Gorilla Action uses opportunity for a volunteer listing. The Get Connected Agency Manager Help Center may call the same type of listing a need.

Quick Start Checklist

Use this checklist to move through the main steps for getting started in Gorilla Action.

Done	Step	What to do
☐	Activate your Agency Manager account	Create or open the user account connected to the Agency Manager.
☐	Complete your organization profile	Add clear information about your community organization, including contact details students may need.
☐	Review, sign, and submit the Gorilla Action Agreement	Opportunities will not be published until Pitt State approves the required Gorilla Action Agreement.
☐	Complete the Agency Manager training or orientation	Review the Agency Manager training or orientation materials from Pitt State.
☐	Create and submit your first opportunity	Start with one clear, manageable opportunity and submit it through Gorilla Action.
☐	Prepare to welcome and support student volunteers	Plan how student volunteers will check in, receive instructions, ask questions, and get support during the opportunity.

What to Expect

Gorilla Action makes volunteer opportunities easier for students to find, but it does not guarantee student participation. Student interest and availability vary by time of year, schedule, transportation, and the type of opportunity.

Post opportunities early when possible. Clear duties, schedules, locations, expectations, and contact information help students decide whether an opportunity is a good fit.

Agency Managers communicate with student volunteers, provide appropriate supervision, and keep opportunity information current.

Post Your First Opportunity

Start with one clear, manageable opportunity. A focused first opportunity is easier for students to understand and easier for your community organization to support.

Include these essentials when you create an opportunity

- Clear title
- Description of volunteer duties and why the work matters
- Date and time, duration, or available shifts
- Location, parking, and arrival instructions
- Requirements, training, dress, or physical expectations
- Contact information
- Volunteer capacity

Opportunity duration types

Ongoing: flexible or recurring

Runs Until: available through a specific date

Happens On: takes place on one date or at one scheduled time

Custom Shifts: volunteers select from available time slots

Sample opportunity language

This is not a screenshot or exact platform layout. Use it as an example of the kind of information to include when creating an opportunity in Gorilla Action.

Title: Community Food Pantry Volunteer

Description: Student volunteers will sort donations, stock shelves, prepare food boxes, and greet community members. This opportunity helps the pantry provide organized, reliable access to food and basic supplies.

Schedule: Wednesday, September 18, 2:00–4:00 p.m. *(If volunteers can choose from multiple time slots, use the Custom Shifts duration type when creating the opportunity.)*

Location and arrival: 123 Main Street. Park in the south lot, enter through the volunteer entrance, and check in at the front desk.

Requirements: No previous experience required. Wear closed-toe shoes and comfortable clothing. Some light lifting may be involved.

Capacity and contact: Up to 6 student volunteers. Questions may be directed to the listed Agency Manager.

Before submitting: review the opportunity for clarity, confirm the contact information, and make sure the Gorilla Action Agreement is complete. Pitt State will review submitted opportunities before they are published.

Working With Student Volunteers

A strong volunteer experience helps student volunteers feel prepared, useful, and connected to the purpose of the work.

Before students arrive	When students arrive	After the opportunity
• Confirm date, time, location, parking, and contact details • Prepare supplies, instructions, and any safety information • Communicate changes as early as possible	• Welcome students, help them check in, and introduce the organization's purpose • Give clear tasks, boundaries, and expectations • Make sure students know whom to ask for help	• Thank students for their time • Verify service hours when appropriate • Update or close opportunities that are no longer active

Keep communication timely and practical. Students who respond are more likely to have a positive experience when they know what to expect, why the work matters, and who will support them on site. If your agency uses the Check-In Kiosk, share check-in instructions before students begin.

Student Availability Summary

Planning reminder

Student availability changes throughout the semester. When possible, post opportunities 2–3 weeks in advance and offer clear schedules or flexible options.

Student engagement is often strongest from September through early October, February through early March, and late March through April. Finals, academic breaks, Go Pitt Week, and other major campus weeks can be more difficult recruiting periods.

For more detailed planning information, use the separate Student Availability Guide.

Resources and Support

Pitt State guidance: Use Pitt State materials for registration expectations, working with students, and questions about local Gorilla Action processes.

Get Connected Agency Manager Help Center: Use the Help Center for step-by-step platform instructions on creating opportunities, choosing duration types, managing responses, verifying hours, updating the organization profile, and managing account settings. Get Connected may use “need” for an opportunity and “agency” for an organization.

Questions or Need Help?

Contact Lacy O'Malley, Gorilla Action Site Manager and Assistant Director for Service & Civic Engagement, with questions about Gorilla Action, registration steps, or getting started.

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Campus Activities Center in the Overman Student Center
Pittsburg State University