



Volunteer Management Study: Summary & Intro

Efficient and effective volunteer management is a goal for most nonprofit organizations. VolunteerHub recently conducted an in-depth study of 151 nonprofit organizations. This report provides a high-level summary of the survey's findings, including:

- Volunteer management software utilization rates
- Volunteer management efficiency stats
- Volunteer management best practices
- Challenges facing nonprofits

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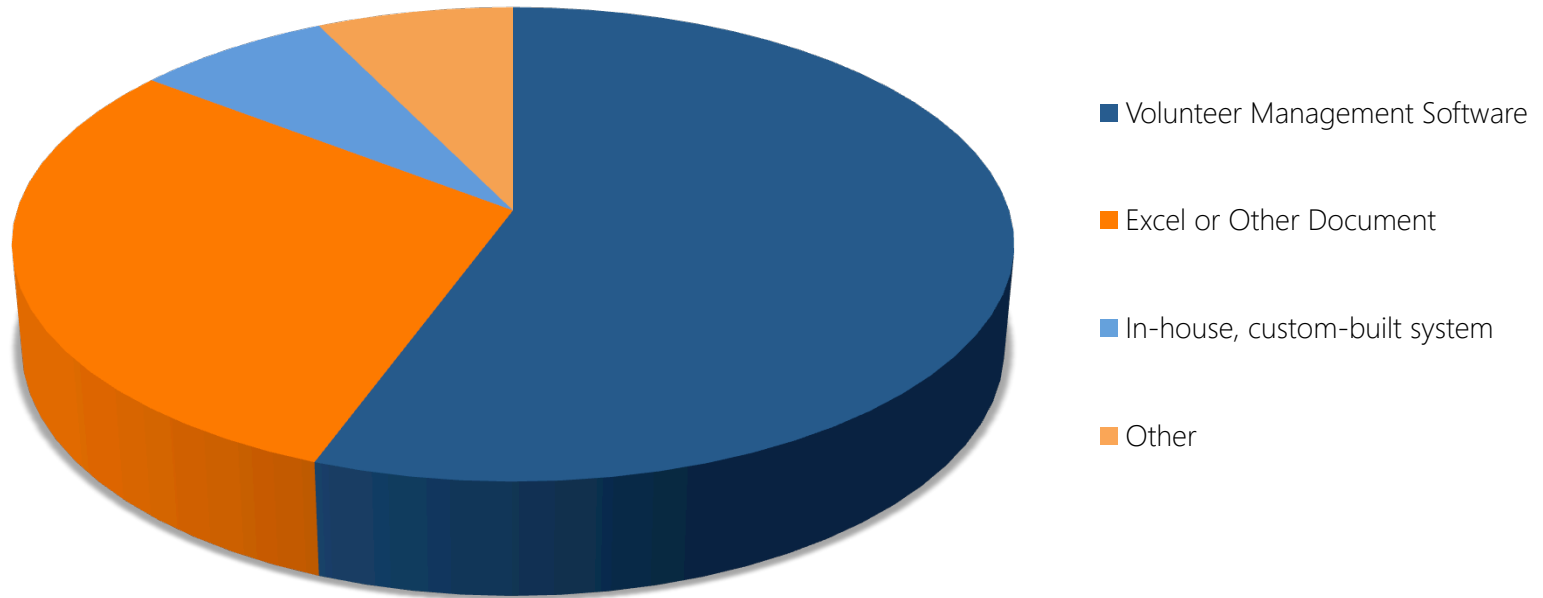
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Executive Overview

- 56% of nonprofits surveyed utilize a volunteer management software
- 30% still rely on spreadsheets, documents, or a paper-based system
- Nonprofits that utilize a volunteer management system are much more likely to consider their volunteer programs as efficient (93%) vs. non-users (51%)
- VolunteerHub users are twice as likely to consider their volunteer operations as highly efficient (28%) versus users of other volunteer systems (13%)
- VolunteerHub has a 96% satisfaction rating

Summary Data from All Respondents

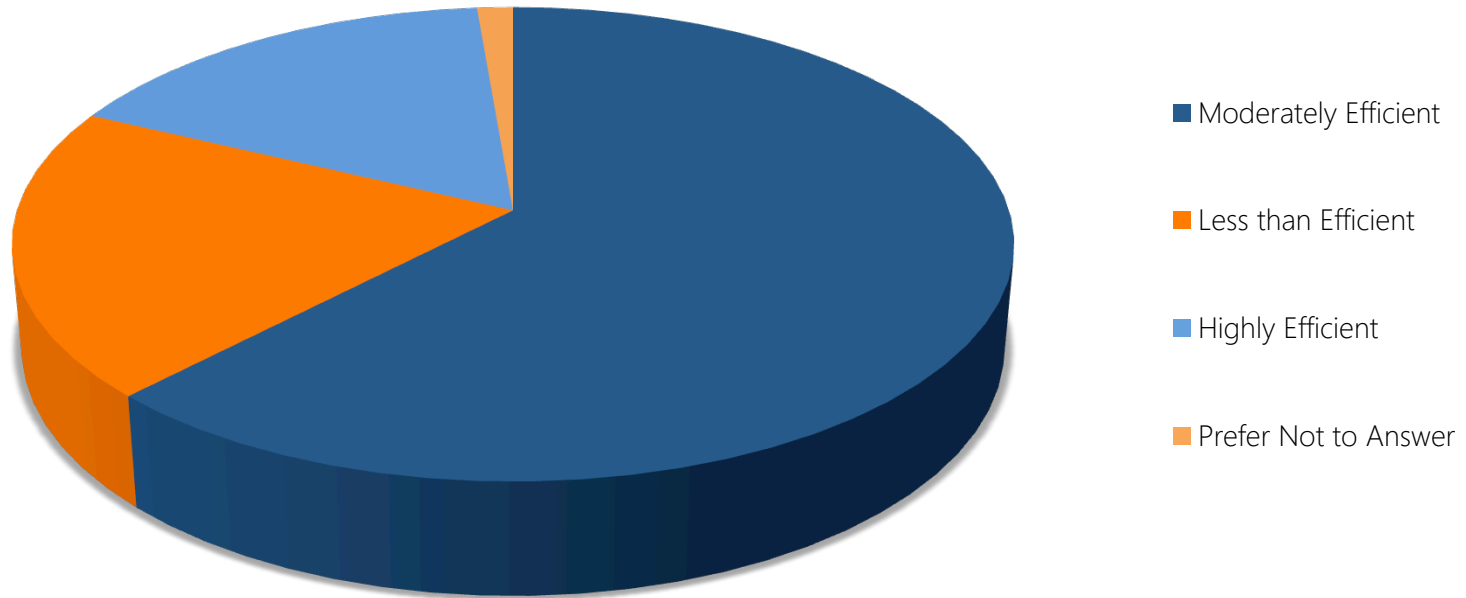
How does your organization manage volunteers?



How does your organization manage volunteers?

| | |
|---|-----|
| Volunteer Management Software | 56% |
| Excel or Other Document | 30% |
| In-house, custom-built system or software | 7% |
| Other | 7% |

How efficient are your volunteer management processes?

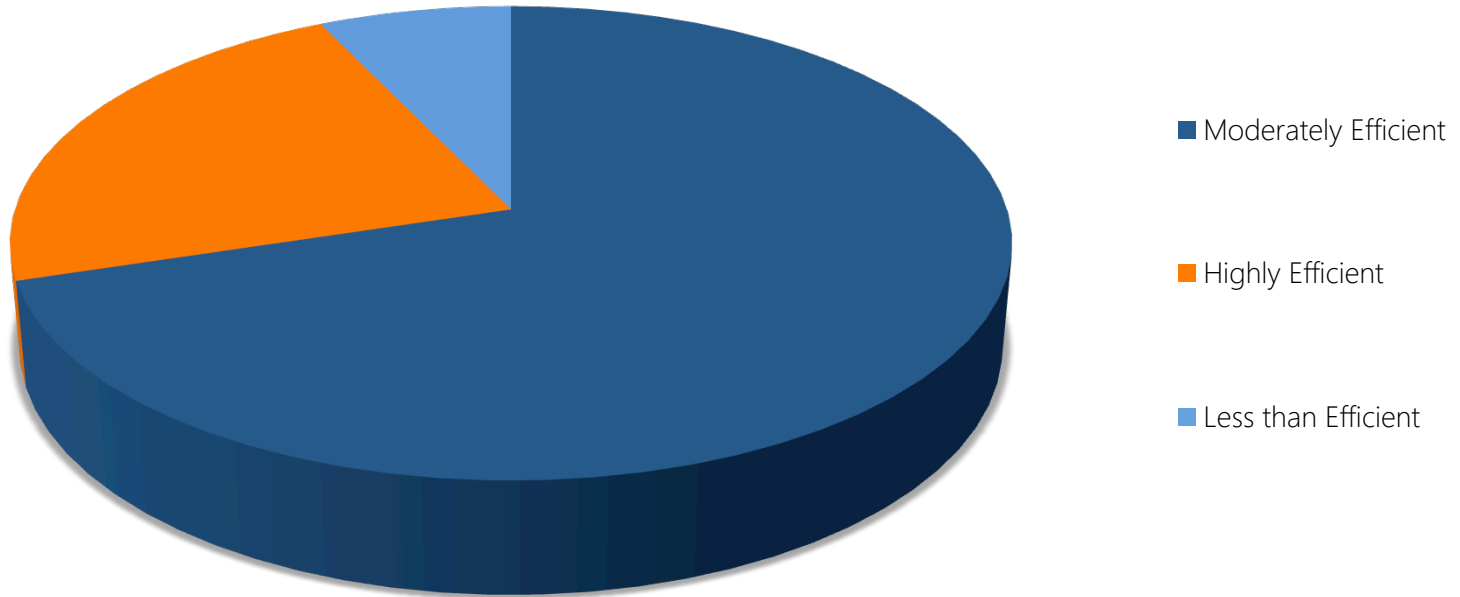


How efficient are your volunteer management processes?

| | |
|----------------------|-----|
| Moderately Efficient | 62% |
| Less than Efficient | 20% |
| Highly Efficient | 17% |
| Did Not Answer | 1% |

Efficiency Data from Volunteer Management Software Users

How efficient are your volunteer management processes?

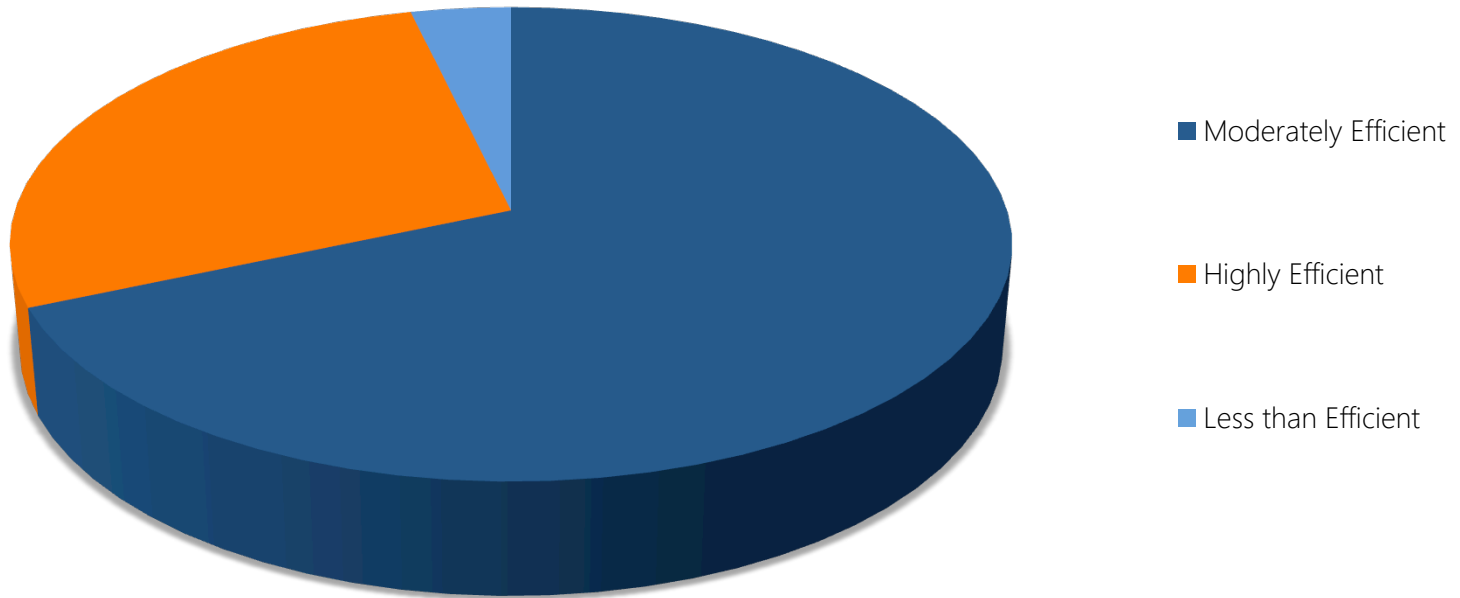


How efficient are your volunteer management processes?

| | |
|----------------------|-----|
| Moderately Efficient | 70% |
| Highly Efficient | 23% |
| Less than Efficient | 7% |

Efficiency Data from VolunteerHub Users

How efficient are your volunteer management processes?

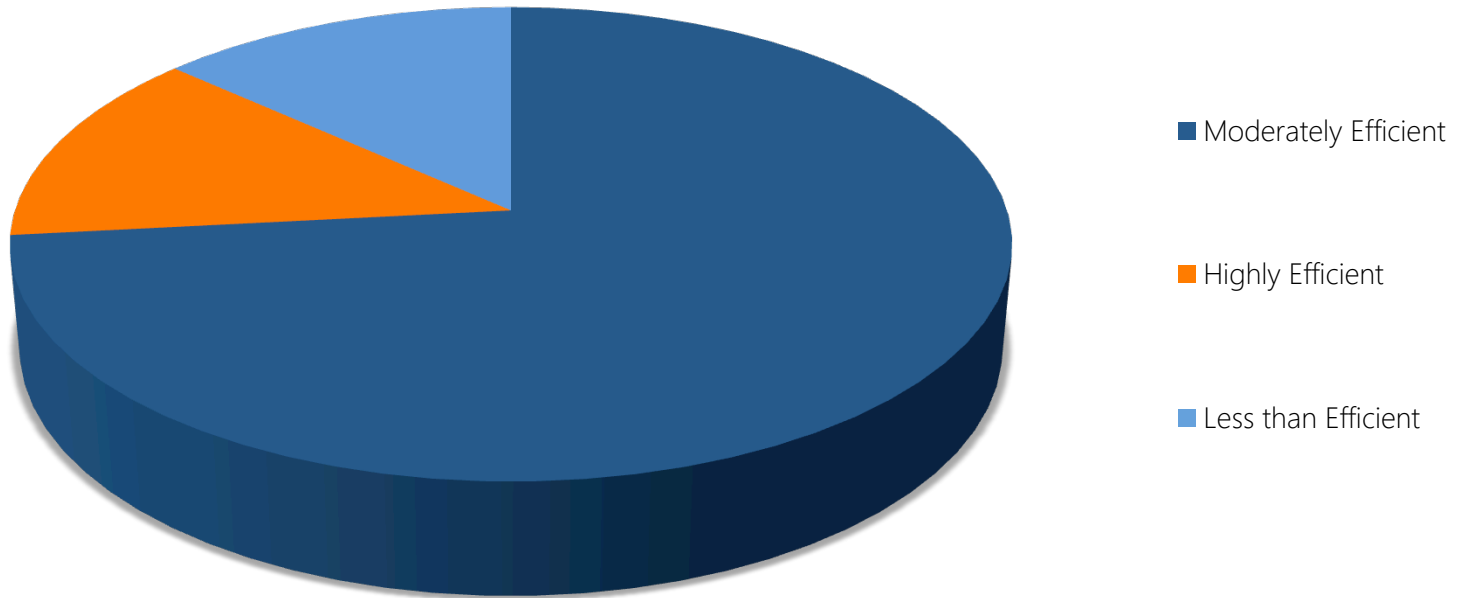


How efficient are your volunteer management processes?

| | |
|----------------------|-----|
| Moderately Efficient | 69% |
| Highly Efficient | 28% |
| Less than Efficient | 4% |

Efficiency Data from Users of Other Volunteer Systems

How efficient are your volunteer management processes?

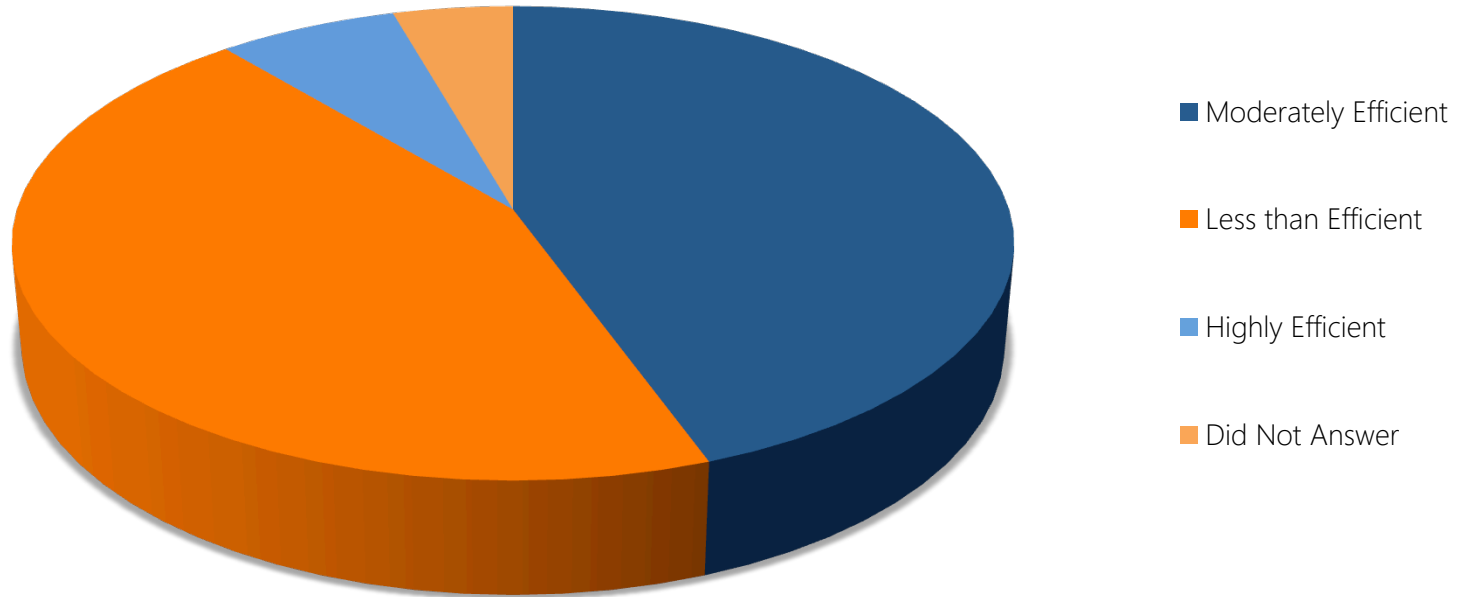


How efficient are your volunteer management processes?

| | |
|----------------------|-----|
| Moderately Efficient | 73% |
| Highly Efficient | 13% |
| Less than Efficient | 13% |

Efficiency Data from Users of Excel or Other Documents

How efficient are your volunteer management processes?

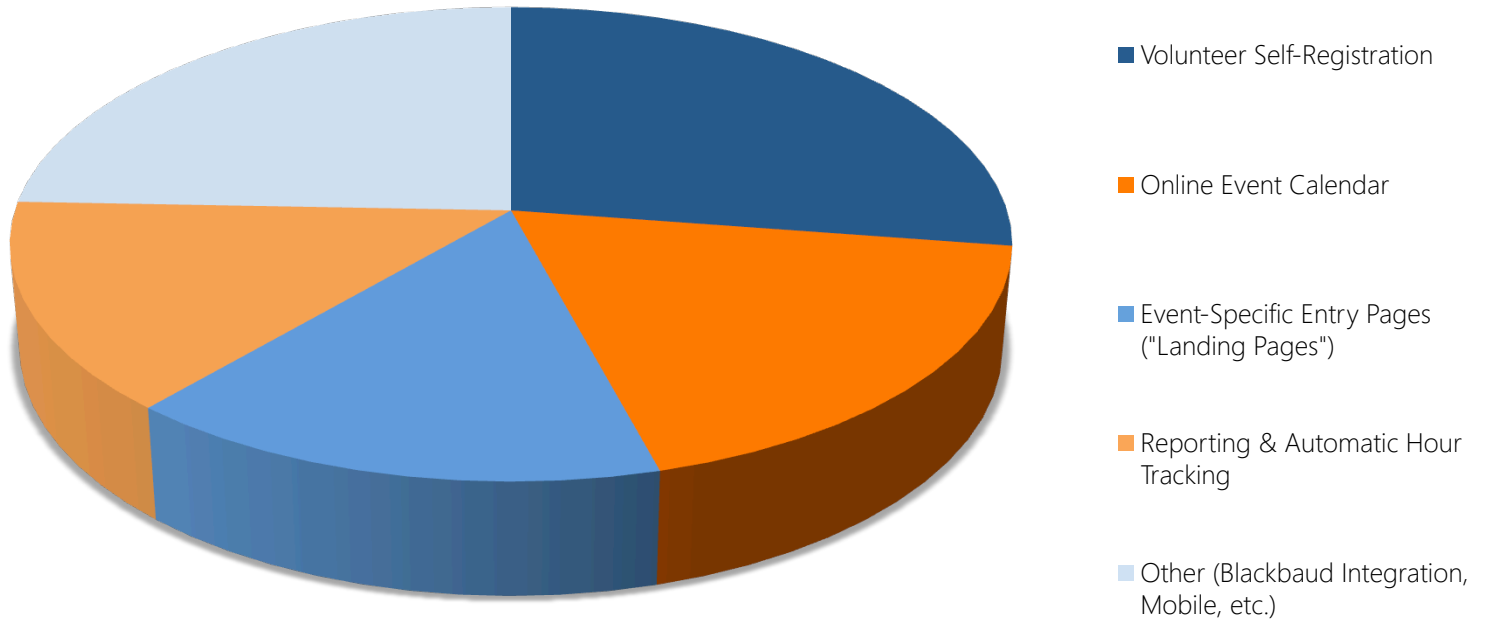


How efficient are your volunteer management processes?

| | |
|----------------------|-----|
| Moderately Efficient | 44% |
| Less than Efficient | 44% |
| Highly Efficient | 7% |
| Did Not Answer | 4% |

Feature Prioritization by VolunteerHub Users

Which VolunteerHub features are most important?

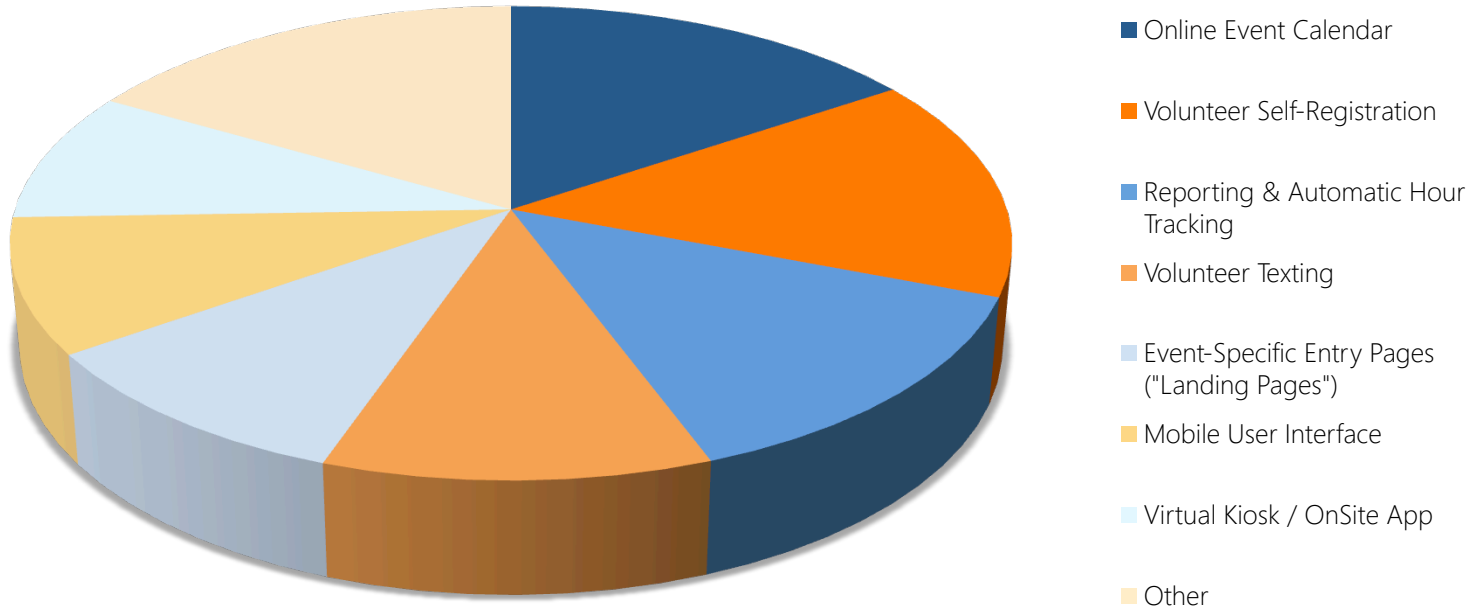


Which VolunteerHub features are most important?

| | |
|--|-----|
| Volunteer Self-Registration | 27% |
| Online Event Calendar | 18% |
| Event-Specific Entry Pages (“Landing Pages”) | 15% |
| Reporting & Automatic Hour Tracking | 14% |
| Other (Blackbaud Integration, Mobile, etc.) | 24% |

Feature Prioritization by Organizations Not Using VolunteerHub

What do you look for in a volunteer system?



What do you look for in a volunteer system?

| | |
|--|-----|
| Online Event Calendar | 16% |
| Volunteer Self-Registration | 15% |
| Reporting & Automatic Hour Tracking | 13% |
| Volunteer Texting | 11% |
| Event-Specific Entry Pages (“Landing Pages”) | 10% |
| Mobile User Interface | 9% |
| Virtual Kiosk / OnSite App | 9% |
| Other | 17% |

VolunteerHub Achieves a Satisfaction Rating of:

96%



Common Challenges Experienced by Organizations Not Using VolunteerHub

What is your biggest volunteer management headache?

(Among nonprofits without integrated volunteer management.)

"The process seems cumbersome and we have been striving to streamline it for some time, but find ourselves limited in the software functionality that we have."

"Being spread over various systems - paper, excel, Google calendars."

"Communicating with all our volunteers at once as opposed to each committee individually."

"For our big event each year, many volunteers sign up to volunteer over the 2-day event and do not show up. We give an after-party and to send out invites to only those who come, and scrubbing and purging the roster is always a chore afterwards. We also have duplication of lists amongst various types of participation people sign up for."

"Ensuring each volunteer feels engaged and serving our mission."

What is your biggest volunteer management headache?

(Among nonprofits without integrated volunteer management.)

"Lack of automation. Our staff is small, but we've seen other organizations manage more volunteers with equal sized staff when they've had better tools for automatic sign in, online registration, etc."

"Managing the database of information and having to manually enter it all."

"Multiple applications to perform volunteer management with very little integration."

"Notification when we have to cancel work for the day due to weather or another issue."

"The whole process is a headache. Documenting everything related to our volunteers."

"Volunteer tracking biggest headache is manual data entry from paper clock in and out sheets. Engagement getting accurate volunteer feedback."

Engage Volunteers with VolunteerHub

Learn why VolunteerHub is the leading volunteer management software. Blackbaud integration, mobile device compatibility, and virtual kiosk are just a few reasons why our customers are among the most efficient and highly satisfied nonprofits.

Learn more at [VolunteerHub.com](https://www.volunteerhub.com) or call (877) 482-3340.



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