



What to Look for in a Volunteer Management Software

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Engaging Volunteers Through Technology

How much more efficient could your organization become by moving the event registration process to the web? Add in a virtual kiosk, customizable landing pages, SMS text capabilities, and integration with Blackbaud's entire suite of CRMs – and there's no stopping you.

This eBook outlines what you should look for in a volunteer management system and how to engage more volunteers.

Volunteer Management Software Statistics

- Did you know?
 - 31% of nonprofits use an online volunteer tool
 - 25% are planning to adopt system soon



Why are nonprofits adopting volunteer management software at such a rapid pace?

1. Better Coordination
2. Better Integration with CRM Systems
3. Better Overall Experience for Volunteers



Why Does Your Nonprofit Need A Volunteer Management Software?

Building Engagement via Technology

- How does a volunteer system build engagement?
 1. Shows you're active in the community
 2. Volunteers can browse and register online
 3. Adds another way for stakeholders to connect



Building Capacity via Technology

- Cost-Saving Opportunities
 - Eliminate manual processes
 - Reduce human-caused errors
- Increase # of Volunteers
- Better Volunteer Engagement
- Easier to Promote Events via Social Media



Important Things to Look for in a Volunteer Management Tool

What to Look for in a Volunteer Management Tool

- Self-registration
- Self signup and cancellation
- Automated communication
- Waitlisting
- Group Registration
- OnSite Check-In
- Landing Pages



What to Look for in a Volunteer Management Tool

- Browse events online
- Easy for volunteers to use
 - Date view
 - Calendar view
 - Event group view
 - Grid view

The screenshot displays the VolunteerHub interface for browsing events. At the top, there are four green buttons: 'Build Site', 'ReStore', 'Events', and 'Other Opportunities', each with 'BOOK A SHIFT' written below it. Below these buttons, a section titled 'MORE VOLUNTEER OPPORTUNITIES:' contains a link for returning users and a filter for upcoming events by date. The main content area is titled 'Upcoming Events' and lists three instances of the 'Real Estate Investment Network Conference' for the dates Friday, April 11, 2014; Saturday, April 12, 2014; and Sunday, April 13, 2014. Each event listing includes a 'Sign Up' button with the number of slots left (1 slot left for the first two, and 'Full' for the third), the event title, date, time, and duration, and a brief description: 'Come represent Habitat at the ACRE conference organized by the Real Estate Investment Network.'

What to Look for in a Volunteer Management Tool

- Online scheduling interface
- Automatic hour tracking



All Events >
50-Mile Marathon
Tuesday, April 1, 8:00am - 12:00pm

Summary Edit Registered Users

Registered Users and Groups

50-Mile Marathon

Sign-in Sheet

Group	Slots Reserved	Expiration	Allow Overflow?	Default Slot Limit	Slot Limit	Slots Filled	Hours
Unaffiliated Users	0	(No expiration)	<input checked="" type="checkbox"/>	1			
Volunteers							
Remove John Smith jsmith@organization.com					1	1	4.0
Guests							
Other Users						0	
Add User (None selected)							Group Total 1 4.0
Add Group All Users							Event Total 1 4.0

[Save Registration](#)

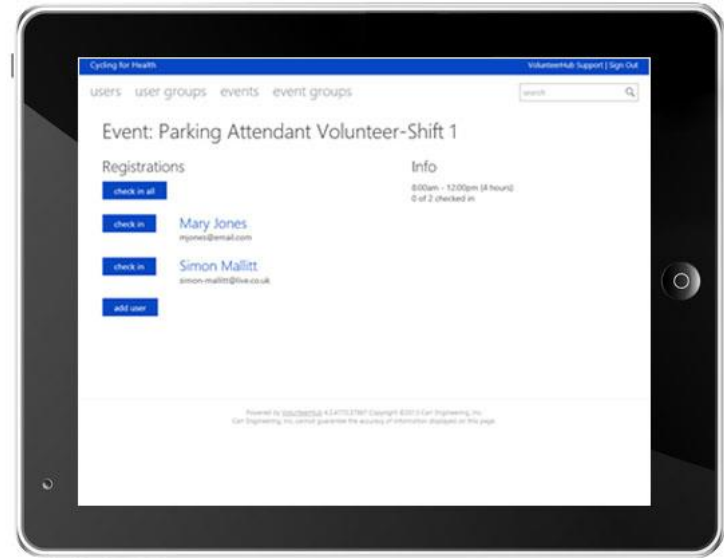
What to Look for in a Volunteer Management Tool

- Customizable user forms
 - Require questions
 - Ask about skills & interest
 - Include your waivers
- Manual email generation
- Text messaging
- RSS & iCal feeds



What to Look for in a Volunteer Management Tool

- Make sure it's user-friendly
 - Easy to navigate
 - Few things to click on
- Look and feels like it's part of your website and organization



What is VolunteerHub?

- ✓ Cloud-based volunteer management software
- ✓ Manages volunteers, events, groups, and more
- ✓ Interactive portal for volunteers, staff, and admins
- ✓ Integrated with Blackbaud's suite of CRMs

[VOLUNTEER NOW ▶](#)

Why We're Different

- Landing Pages
- Built for Mobile
- Virtual Kiosk
- CRM Integration
- SMS Text



Who We Are

- Trusted by nonprofits since 1996
- Over 5 billion volunteer hours managed
- Millions of event registrations processed
- Thousands of events successfully organized
- Built by Carr Engineering, Inc. of Columbus, Ohio



How Does VolunteerHub Work?

- Client signs up & posts events
- Volunteers browse events online
- Volunteers self-register for events
- Event reminders and thank-you's are automatically generated
- Hours are tracked & archived



5 Things Clients Love About Us

- Blackbaud Integration
- Landing Pages
- Built for Mobile
- Virtual Kiosk
- SMS Text



Blackbaud Integration

- Integration with entire suite of Blackbaud CRMs
 - The Raiser's Edge
 - Luminate CRM
 - Blackbaud CRM
 - eTapestry
- Instantly connects donor and volunteer data
- True CRM integration - not an import / export tool



A user profile card for Amanda Johnson, a Water Volunteer. The card features a placeholder profile picture of a woman with short brown hair. To the right of the picture, the name 'Amanda Johnson' is displayed in orange, followed by 'Water Volunteer' and the email address 'amanda@gmail.com'. Below the profile information, there are two data fields: 'Hours Volunteered' with a value of '245hrs' and 'Donations' with a value of '\$500.00'. The card has a light blue background and rounded corners. A faint, semi-transparent version of the card is visible below the main one.

	Amanda Johnson Water Volunteer amanda@gmail.com
Hours Volunteered	245hrs
Donations	\$500.00

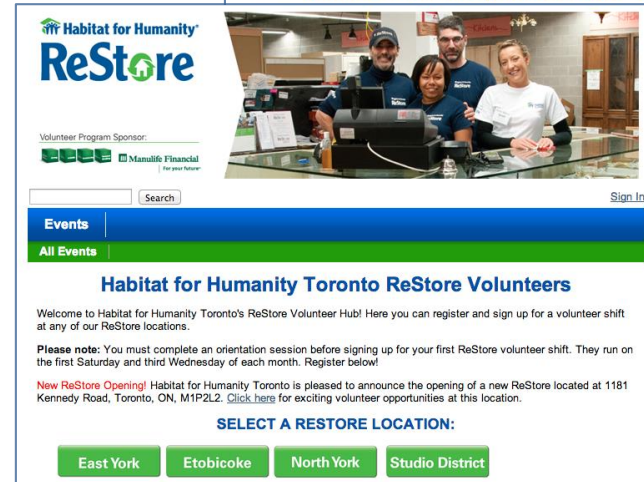
Blackbaud + VolunteerHub

- Better Data: Seamlessly connects donor and volunteer info, reducing errors and oversights
- Customer Satisfaction: Integration occurs automatically in the background
- Identify More "Super Supporters": NPOs can instantly identify volunteers who donate, vice versa



Landing Pages

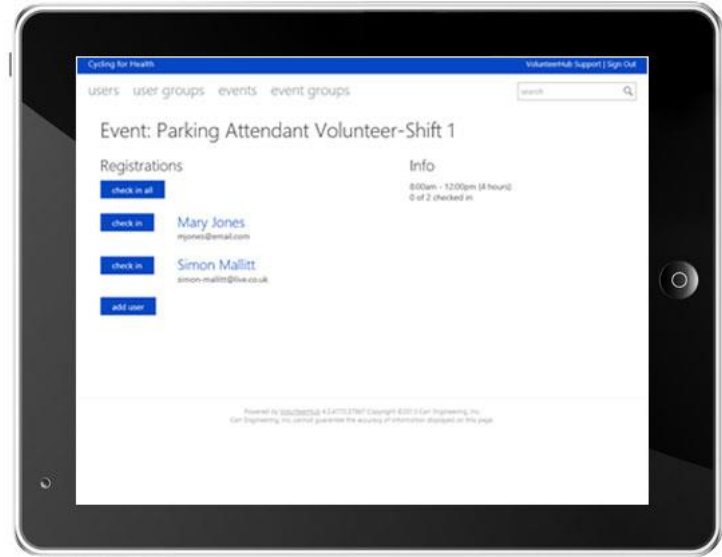
- Customized branding & experience for each initiative
- Segmentation = better engagement
- Perfect for multi-chapter, multi-location, or corporate sponsors
- Unlimited landing pages



Register and sign up for a volunteer shift
 with public transit access.
 at the start of each shift.
 signs a variety of permissions which
 opportunities

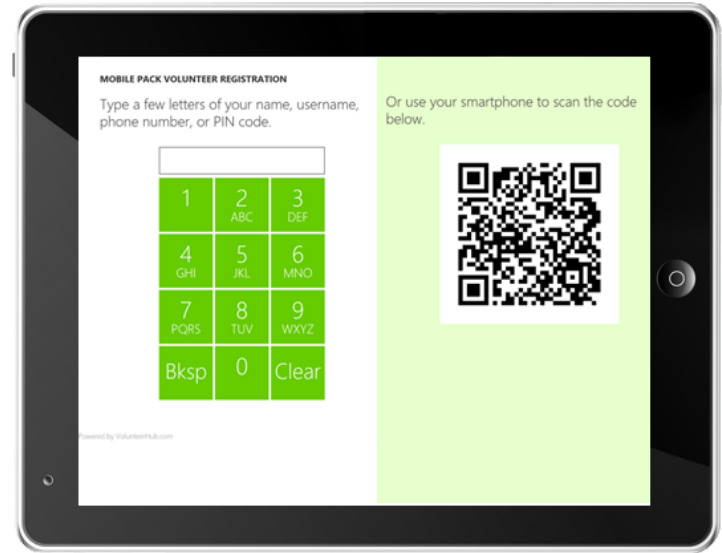
Built for Mobile

- Volunteer coordinators can take VolunteerHub with them
- UI is elegant on mobile
- Automatic hour tracking – no more handwritten notes
- iPad, iPhone, Android



Virtual Kiosk

- Takes the concept of “self check-in” to a new level
- iPad as a kiosk
- Print and post
- No more expensive kiosk hardware



SMS Text

- Instantly text all your volunteers with a few clicks
- Engage on a whole new level
- Real-time volunteer management on-the-go





Try VolunteerHub Risk Free

Get started risk free for 30 days. No contracts or obligations.

We allow prospective customers to try VolunteerHub risk free for 30 days. During this period you can 'test drive' our volunteer management software without having to commit to any contracts or purchase agreements. We are confident that you will love our system!

Visit <http://www.volunteerhub.com/free-trial/> or call (877) 482-3340



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