VOLUNTEER TECHNOLOGY

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Presented by Eryn Hatzithomas, Coordinator of Volunteers
Volunteer Technology at QBG

Technology & Tools Highlights

- About QBG Volunteers
- Evolution of Volunteer Technology at QBG
- What works!
- What could be improved
- Reporting/Customization
QBG Volunteers

QBG utilizes 2 types of interns and volunteers: long-term (LT) volunteers who average 20 hours per month focused in support for a specific Garden department, and Group or Event volunteers who participate in one-off events throughout the year.

In 2018-19 (FY19) Queens Botanical Garden engaged...

303 long term individual volunteers

2,350 event or group volunteers

23,134 (LT) + 17,536 (group) = 40,670 total volunteer hours
Evolution of LT Volunteer Tracking

Through 2017- Paper-based System

- Paper timesheets on clipboards throughout the Garden
- Binder of handwritten contact forms
- Transcribed to Excel spreadsheet for reporting purposes

2018 – Conversion to Better Impact Volunteer Software

- Volunteers scan badges at kiosks
- Volunteer portal to manage contact information
- Customized scheduling and reporting capabilities
- Volunteer managers have access
- Archival records
What Works!

Volunteer Experience

Volunteer Kiosks
- Use badge to access free admission to Garden
- Clock in and out at one of the kiosks throughout Garden
- Choose activity

Volunteer Portal
- Personalized portal- keep contact info up to date, view upcoming shifts, verify hours, connect with other volunteers
- Increase engagement and accountability
- Streamlined on-boarding
What Works!

Volunteer Manager Experience

Digital Timeclocks
Real-time log of volunteers clocked in and their positions

Volunteer Profiles
Fingertip access to info including hours, contact, schedule, qualifications and availability
What Works!

Documentation
Resumes, Photo Releases, Driver’s License, Background Check Results, Evals, etc.

Scheduling
Print-ready monthly schedules by category (set by you)
Reporting

Customized fields and applications forms let you collect information you need to effectively on-board, place and manage your volunteers.

Stock reports give at-a-glance information to track volunteer impact at your organization and aid in recognition.
What could be improved

Scheduling

 Requires a lot of maintenance to keep schedules up to date and assign volunteers to shifts. We tend to make everything non-scheduled and let managers track their schedules independently.

Reporting

 Would be great to have an interactive reporting interface to customize fields included and look of report on screen. We tend to export the data and build our own tables and charts.

Volunteer Experience

 Volunteers are great about clocking in, but sometimes forget to clock out which requires follow-up with them. Though this is relatively rare and easy to correct in the system.
 Some volunteers have trouble completing the online application form.

Note- Better Impact team is extremely responsive and helpful when I have a question.
Customization

Better Impact

From branding, to applications, scheduling and reports, this is a highly customizable system.