



CASE **STUDY:**

HOW A NONPROFIT ACHIEVED EFFICIENCY
WITH **TAILORED VOLUNTEER MANAGEMENT
SOLUTION, VOLGISTICS**



COMPANY FACTS: OREGON MUSEUM OF SCIENCE & INDUSTRY



Established in 1944



Portland, Oregon



1,500 volunteers

INTERVIEWEE:

KRISTEN KRAKLOW,
VOLUNTEER ENGAGEMENT
& EXPERIENCE MANAGER

COMPANY OVERVIEW:

Established in 1944, the Oregon Museum of Science and Industry (OMSI) has sought to inspire curiosity by offering engaging science education experiences for learners nationwide. As a nonprofit organization, OMSI relies on admissions, memberships, donations, and, of course, volunteers to execute its mission of inspiring students of all ages and backgrounds.

THE CHALLENGE

Every year, OMSI embraces over 1,500 volunteers to help support its mission. Its large **team of 1,500 volunteers** includes roughly 1,000 regular, fully-trained volunteers and 500 one-time volunteers. With such an exceptionally large volunteer team and a growing internal Volunteer Engagement team, OMSI needed a robust volunteer management tool that would not only streamline internal operations but would also increase efficiency for both OMSI and its volunteers.

OMSI ultimately needed a volunteer management tool that would:

- Streamline volunteer operations
- Improve internal and external communication
- Offer a tailored experience to meet organizational needs

THE SOLUTION: **VOLGISTICS**

“[One of the] things that I really appreciate about Volgistics is that it’s **online-based**, so it’s something that can be accessible to anyone with a computer, and that’s been exceptionally helpful for our growth.” - Kristen Kraklow, OMSI Volunteer Manager

STREAMLINED OPERATIONS

As an online-based volunteer management tool, Volgistics quickly streamlined OMSI’s volunteer operations, including its recruiting and onboarding process.

OMSI has always had a structured onboarding process, but with Volgistics, it’s been automated into a simple **three-step process** all within Volgistics. Volunteer applications are automatically uploaded to Volgistics, adding volunteers to the onboarding process. Because of Volgistics’s integration with Verified First, OMSI’s Volunteer Engagement team can then send a request for a background check to the volunteer within Volgistics. Elaborating on Volgistics’s integration with Verified First, Kristen Kraklow, OMSI’s Volunteer Engagement & Experience Manager, shared, **“The background check process was more visible, which allowed clearer communication between supervisors. That definitely saved us time.”**

In fact, OMSI’s onboarding process was shortened by 67% as **background checks went from 5-7 days with the previous vendor to 1-3 days** with Verified First. Plus, having the background check within Volgistics kept volunteers from having to click around to other websites and create other logins as Kristen shared, **“Having it in one location has made it a lot simpler for prospective volunteers. Rather than having them enter their information in multiple locations, they enter it in one location and then are able to submit it and confirm.”**

Lastly, in the 3-step onboarding process, volunteer onboarding documents and training schedules were all within Volgistics, allowing easy scheduling and tracking of completion by OMSI’s Volunteer Engagement team.

THE SOLUTION: **VOLGISTICS**

IMPROVED COMMUNICATIONS

One of the biggest goals OMSI had in mind when adopting Volgistics was streamlining the communication process both internally and externally. Prior to Volgistics, volunteer schedules were fairly loose with limited communication between departments, allowing discrepancies and inefficiencies when recruiting volunteers for various opportunities. Volunteer recruitment was also very manual, taking both time and energy away from the Volunteer Engagement team.

With Volgistics, however, OMSI has significantly increased transparency between departments in terms of volunteer schedules. Department supervisors can now see what volunteers are serving when and where, allowing them to get ahead of scheduling their own volunteer opportunities. Explaining this transformation, Kristen Kraklow shared, **“We have many volunteers who help in multiple areas... [supervisors] are able to look at schedules ahead of time and be able to make an informed decision from there.”**

Additionally, Volgistics has streamlined communication between supervisors and volunteers. With Volgistics’s VicTouch and VicNet features, OMSI’s volunteers are given the power to log in, sign-up for volunteer opportunities, and check-in and out at events.

“One of the things I appreciate about Volgistics is the **VicNet** aspect and the **VicTouch** aspect of being able to have volunteers login and log out but then also sign up for shifts. **That definitely saved us time and energy to streamline the communication process.**”

When needed, OMSI’s Volunteer Engagement team can also send mass emails to a desired group of volunteers through Volgistics’s **Mailbox feature**. **“When I shared that [feature] with supervisors, most of them were very excited to hear that they did not have to enter everyone’s email address individually,”** shared Kristen.

THE SOLUTION: **VOLGISTICS**

“From my experiences with other companies, I appreciate that Volgistics has everything about a volunteer in one spot, and also, **it’s fairly customizable, so you can target the specific volunteers that you think will match your needs.**”

TAILORED EXPERIENCE TO ORGANIZATIONAL NEEDS

With its large volunteer following, OMSI needed a volunteer management solution that offered a tailored experience to fit their needs. Volgistics was the solution. Along with Volgistics’s built-in management tools, it offers customizable reporting and sorting, allowing OMSI to sort volunteers by years of experience, expertise, location, and other custom fields. Kristen elaborated by sharing an example of Volgistics’s customization:

“We record what classes they’ve attended or what training they’ve attended in their history tab and we’re then able to sort using that feature... We’re able to confirm who had that training in a very efficient manner.”

Kristen also shared how Volgistics’s customization enables them to target the volunteers they need, which has become especially helpful when they’re in a pinch for a specific volunteer opportunity. Instead of having to send a mass email to all of their volunteers or call around, the OMSI Volunteer Engagement team can customize a report within Volgistics and reach out to those matching their immediate volunteer needs. This ultimately saves the OMSI team a significant amount of time and energy.

THE EXPERIENCE:

VOLGISTICS & VERIFIED FIRST INTEGRATION

While OMSI had Volgistics years before implementing its integration with Verified First, the integration was the addition they desired. Once adopted, OMSI experienced a streamlined, efficient, and compliant onboarding process for its volunteers. **The best part:** the integration was nearly *effortless*.

When asked about OMSI's experience with implementing Volgistics's integration with Verified First, Kristen shared, **"Our team didn't have to get IT involved. It was just between Verified First and Volunteer Engagement at OMSI."**

Volgistics's integration with Verified First only took her and the OMSI Volunteer Engagement team a few hours of training with no additional resources or IT support needed. It was nearly effortless, allowing the OMSI Volunteer team to start running background checks within Volgistics fairly quickly. In fact, once integrated, **OMSI was able to onboard 108 volunteers in just 4 weeks** prior to their temporary closure due to COVID-19.

In addition, Volgistics's integration with Verified First has bettered the volunteer experience. Kraklow described the improved volunteer experience stating, "From the applicant's point of view or the volunteer's point of view, it's definitely improved the [onboarding] process by making it less accounts to set-up. Having one location made it a lot simpler for them." By having a volunteer's onboarding process all within Volgistics, including background screening, has made the recruitment process even easier for the OMSI Volunteer Engagement team.

"Rather than having them enter their information in multiple locations, they enter it in **one location and then are able to submit it and confirm.**"

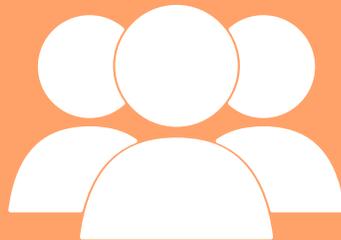
KEY TAKEAWAYS:

While the Oregon Museum of Science and Industry had great success with recruiting and retaining volunteers prior to Volgistics, Volgistics helped its Volunteer Engagement team achieve efficiency when it came to recruiting, onboarding, and managing its volunteers. With features like **VicTouch**, **VicNet**, and **integrated screening**, Volgistics has helped OMSI efficiently manage its volunteers and continue its mission in inspiring learners nationwide.

KEY STATS:



Completed **283 background checks** within the **first 6 months** using Volgistics's integration with verified first.



Cut background check processing time **from 5-7 days to 1-3 days.**



Onboarded **70% of new individuals** compared to previous year in **25% less time.**

ABOUT **VOLGISTICS:**

Volgistics provides web-based volunteer management software for thousands of organizations around the world. With **frequent updates**, responsive **customer support**, and a plethora of **customization options** (and all of it documented) Volgistics is a solid solution for volunteer organizations of all types and sizes. Volgistics come fully loaded with features that include:

- Strong data security
- Custom onboarding checklist
- Volunteer scheduling and self-scheduling
- Service and schedule reports for date ranges you select
- Customizable online application forms
- Email and text messaging features
- Optional Online volunteer portal
- Optional Volunteer time clock

See how Volgistics can help you manage your volunteer data; **[schedule a live demo or sign up for a free trial today!](#)**

ABOUT **VERIFIED FIRST:**

Verified First is known for delivering streamlined background screening backed by the best client support, and for developing the easiest, fastest HR system connections. Our client support team is **U.S.-based** and answers calls in seconds, consistently resulting in positive testimonials and a **96% customer satisfaction**. Verified First's versatile delivery methods are compatible with over 100 ATS platforms and provides clients a turn-key experience. **Get your free consultation at <https://www.verifiedfirst.com/contact>**