

FACILITATORS: FRANCINE + DONNETT

1) What is your favourite technology tool (or tools) for your work, and why?

**What's
App**

**Regular
computer**

**Toronto
Public
Library -
Libby**

**Tik
Tok**

Podcasts

Me

Spotify

Work: SLACK (... "it's
a way to pop your
head in someone's
office...online...")

Work: WORKPLACE
from Facebook (online
community group...
your agency staff
administrator add
new staff to
group...it's an internal
facing work
www.workplace.com)

**Zoom: User
friendly for
volunteers**

**Microsoft
Teams**

**One
Note**

Work: ZOOM and
TEAM (online video
application with
group video and
engagement tools)

Work: JAMBOARD
for across agency
group
meetings/townhall
notes

Tobi Johnson
(volunteer expert)
has a podcast...with
an episode on how
to use SLACK with
volunteers

Evernote

**Raiser's
Edge**

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2) What is your opinion of your volunteer management software, if you use one?

Excel

TIP: If you have more than 50 vols consider investing in a Volunteer Management Software/CRM...it's a time saver and supports productivity

TIP: Choose a software/CRM that is Canadian for better support, data storage, and meeting Canadian regulatory guidelines (i.e. marketing guidelines)

TIP: Find volunteers with excel or tech experience to help you better present the data you mine in your database/CRM

Better Impact

VolunteerHub

VolunteerHub: easy for event sign-in, not a great communication vehicle but good for managing data, good for recognizing birthdays, must be good with excel,

Salesforce

Sumac

Kindness Connect

**I-Learn:
Traning
courses
for vols**

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3) What are some tech and/or data challenges you're looking to overcome?

Challenge: Database reports not what agency wants/needs...have to build own reports

Tip: send user feedback to database/CRM reps to improve software

Transitioning from one software to another: getting support to make the transition

Tip: When deciding to get a new software/CRM, get consultant to help or do good research before getting new software (i.e. talk to other non-profit peers about thier softwares)

Tip: Get a data expert volunteer (i.e. if you have issues reading/reporting data - not an expert...)

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4) What do you see as the role of technology in the future of volunteer engagement?

5) What are ways to collaborate around tech and data? (Give a chance for people in the group to share ideas and begin building connections)

Tip: Reaching out and networking with peers to share best practices

It's here to stay...get use to it and learn more...

ACCESS is an issue...not everyone has equal access to technology...

Technology Literacy matters to not be left behind

Comfort with learning NEW things is important...

FACILITATORS: CHRIS

1) What is your favourite technology tool (or tools) for your work, and why?

Slack - Can be used in lots of ways. Challenge to get others trained and using it. One to one messaging group conversations. Links, documents, calls similar to teams

Microsoft - Bookings, One note, Forms

Jotform, a really great comprehensive forms tools with a number of integrations, Form data is also populated into a spreadsheet that you can view online or download in an Excel, CVS or PDF.

Better Impact - Love confusion relationship. Scheduling is effective, assignment building can be challenging. Volunteers can self schedule. Canadian

FACILITATORS: CHRIS +

2) What is your opinion of your volunteer management software, if you use one?

**Better
Impact**

Volgistics

**Sales force -
powerful tool,
can be time
intensive**

FACILITATORS: CHRIS

3) What are some tech and/or data challenges you're looking to overcome?

**Ease of use
and
accessibility**

Asking for input.
What are challenges
and how are things
working for you?

adding captions,
change font size, do
your best to reach
these standards

Match Technical
savvy volunteers
with volunteers that
are challenged with
technical

**Presenting
Virtually**

Using 2
monitors for
presenting
virtually

**New
challenge is
working out
the details of
hybrid**

FACILITATORS: CHRIS

4) What do you see as the role of technology in the future of volunteer engagement?

5) What are ways to collaborate around tech and data? (Give a chance for people in the group to share ideas and begin building connections)

Impact will no longer have an office, keep using it to the best of our ability.

Volunteers still want the flexibility.

Going to have to use technology to keep volunteers engaged

Hybrid approach

Does make engagement more accessible

Integrated in everything we do. Also important to recognize to be adaptable

Dont forget about ways we can do things without tech!

