

CASE STUDY



How Lambda Chi Alpha Transformed Volunteer Engagement and Operational Efficiency with GivaGrant

Are You Engaged?

RESULTS

52.8% INCREASE IN DONOR DONATIONS

85% INCREASE IN NUMBER OF REVIEWERS

10% INCREASE IN REVIEWER RETENTION

186% INCREASE IN NUMBER OF APPLICANTS

 www.givagrants.com
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Challenge

Our previous system wasn't easy to use and we were facing increasing costs for our upcoming cycle. We were disenchanted overall. We had a hard time making it clear what was expected of our volunteer reviewers. It was difficult to keep them on task, and we were constantly having to check in. Overall, it was difficult to effectively communicate to our reviewers what they should be doing. Everything was manual. We had to send regular emails, run trainings, and repeatedly review expectations, which made it difficult to stay organized.

Solution

GivaGrant made it easy to gain visibility into which parts of our process we wanted to see enhanced and make necessary edits. The feedback from our volunteers was extremely positive. They found that the chat functionality and collaboration between reviewers on applications was a game-changer. It allowed them to understand which parts of an application they might have missed to ensure they were being truly objective. "Am I way off base here? Are their things I am missing before assigning this applicant a score?" We can now easily get much deeper reporting & insights into programs, cycles, etc. The automated emails that go out to volunteers to review their applications before upcoming deadlines have completely streamlined our communication and allow us to keep them on track and overall get a pulse on how each cycle is progressing.

"I've never used a product that made working with volunteers so easy!"

Katie Kowalski | VP of Engagement
Lambda Chi Alpha Educational Foundation

Implementation

We really didn't have to do much of anything to get up and running. We easily migrated all of our programs and forms. Another key point for us was that the GivaGrant team treated us as a true partner and listened to our feedback regarding what new functionalities to roll out that best aligned with our needs. Anything we requested that wasn't available, we asked for and we received.

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