Volunteer Management Survey

Introduction

This survey lists Volunteer Management systems that are appropriate for nonprofits.

It should be noted that volunteer time is a donation to the nonprofit, and should be recorded as a donation in the nonprofit's donation management system.

Key Features

The following are important features to look for in a Volunteer Management system.

Volunteer contact information
- Track information including name, date of birth, address, phone, email.

Volunteer background, experience, preferences
- Track volunteer skills and relevant experience.
- Track preferences for volunteer assignments.

Event time slots
- Listings of volunteer slots at events.
- Allow volunteers to sign-up for events.

Hours and attendance
- Track hours that volunteers contribute at events
- Allow volunteers to log hours (via web form)

Customization
- Does the system allow users to add custom fields?

Reporting
- System should have pre-built reports, and allow customization of reporting.

Data import, export
- Import data into the system, from Excel / CSV files
- Export data to Excel / CSV files

Website integration, including forms
- Provide forms that integrate with website, allowing volunteers to directly submit information.

Acknowledgments
- Process to generate and send emails/letters to volunteers, acknowledging their work.

Cloud-based or local install
- Is system online (cloud-based) or installed on a local server or machine?
- Online systems are easier to access from remote locations.

Application Programming Interface (API)
- Does the system provide a coding interface, to allow programmatic access to data?

Volunteer Management Systems

This section lists volunteer management systems, organized alphabetically.

CERVIS

Company: CERVIS Technologies (Colorado Springs, CO)

URL: https://www.cervistech.com/

Price:
- https://www.cervistech.com/index.php/volunteer-management-software-features-pricing
- Depending on features, $300/year (Basic) to $1,800/year (Premier). Monthly pricing also available.

Platform: Cloud-based

Reviews:
- https://www.capterra.com/p/89032/CERVIS
- https://www.g2crowd.com/products/cervis/reviews
- https://www.softwareadvice.com/nonprofit/cervis-profile/

Comments:
- No limit on the number of records.
- Event-oriented.
- Track volunteer skills and availability.
- Data import and export only on Premier edition.
- API available.
- Online pages for Volunteer application, registration.
- Track volunteer hours.
- Reporting includes custom reports.
- Social-media integration.
- Custom fields on Standard and Premier editions.

Charity Republic volunteer management

Company: Charity Republic (Kitchener, Ontario, Canada)

URL: https://www.charityrepublic.com/

Price: from $300/year (up to 250 contacts) to $900/year (over 1000 contacts)

Platform: Cloud-based. Local installs for Mac, Windows, Android, iPhone/iOS.

Review:
- https://www.capterra.com/p/144394/Charity-Republic/

Comments:
- Export data to CSV, Excel

Community Connect

Company: Galaxy Digital (Asheville, NC)

URL: https://www.galaxydigital.com/get-connected-now/nonprofits/

Price: quote given after consultation with Galaxy Digital team member.

Platform: Cloud-based

Reviews:
- https://www.capterra.com/p/145964/Get-Connected
- https://www.getapp.com/nonprofit-software/a/get-connected/reviews/

InitLive

Company: InitLive Inc. (Ottawa, Ontario, Canada)

URL: https://www.initlive.com/

Platform: cloud

Reviews:
- https://www.softwareadvice.com/event-management/initlive-profile/
- https://www.crowdreviews.com/initlive

Comments
- Provides event management
- All data exportable to CSV

Little Green Light

Company: Little Green Light (Seattle, WA)

URL: https://www.littlegreenlight.com/

Price: monthly or annual fee, from $421/year (2500 contacts) to $745/year (20,000 contacts)

Platform: cloud-based

Comments:
- CRM (Constituent Management System)
- Import and export of data
- Manage contacts including volunteers, donors, members
- Event management
- Track volunteer hours by task
- Manage volunteer interests
- Reporting
- Custom fields
- API (for contact information)

Salesforce (Volunteers for Salesforce, Nonprofit Success Pack)

Company: Salesforce.com Inc. (San Francisco, CA)

URL:
- https://www.salesforce.com/
- http://www.salesforce.org/nonprofit/nonprofit-success-pack/ (NPSP)
- https://appexchange.salesforce.com/appxListingDetail?listingId=a0N30000003JBggEAG (VFS)
- https://powerofus.force.com/articles/Resource/Volunteers-for-Salesforce

Price: 10 free nonprofit licenses. Nonprofit Success Pack: free. Volunteers for Salesforce: free.

Comments:
- Manage volunteer events and contacts
- Track volunteer jobs, shifts, hours
- Data import and export, data management tool
- Reporting, built-in as part of Salesforce (pre-built and custom-build)
- API
- Web integration, Visualforce pages.
- Integrations with numerous applications (via Salesforce AppExchange)
- Generally requires consulting assistance to customize and maintain

Samaritan

Company: Samaritan Technologies (Salt Lak City, UT)

URL: https://samaritan.com/

Price: starts at $2,500/year + setup and training.

Platform: cloud-based or local client/server

Reviews:
- https://www.idealware.org/reports/consumers-guide-volunteer-management-systems/

Comments:
- Looks to be a fairly complete system
- API
- Fee-based integration consulting

Volgistics

Company: Volgistics, Inc (Byron Center, MI)

URL: https://www.volgistics.com/

Price:
- https://www.volgistics.com/price-calculator.htm
- Records based, $63 month for 500, full featured
- Free trial available

Platform: cloud-based

Reviews:
- https://www.capterra.com/p/80509/Volgistics-Volunteer-Management/
- https://www.getapp.com/hr-employee-management-software/a/volgistics/

Add-on modules:
- Volunteer Portal
- Sign in Kiosk
- Group tracking

Comments:
- Looks to be a fairly complete volunteer management system.
- Provides API.
- Data import and export.
- "You can retrieve copies of the volunteer information you store in Volgistics in a standard (Excel) spread sheet file as often as you'd like, anytime you want to. You can even schedule this so that you automatically receive a copy of your database on a regular basis, such as once a month."

Volunteer Hub

Company: Carr Engineering (Houston, TX)

URL: https://www.volunteerhub.com/

Price: Setup fee ($595 and up). From $150/month (1000 contacts) to$250/month (2500 contacts). For Enterprise version (more than 2500 contacts), call for price.

Platform: Cloud-based

Reviews:
- https://www.softwareadvice.com/nonprofit/volunteerhub-profile/
- https://www.capterra.com/p/79209/VolunteerHub/
- https://www.g2crowd.com/products/volunteerhub/details

Comments
- Integrates (custom) eTapestry, Raiser's Edge, Luminate, Altru, Blackbaud, Salesforce
- Data export only available in Enterprise version

Volunteer Impact

Company: Better Impact Inc. (Chicago, IL)

URL: https://www.betterimpact.com/

Price:
- Set up $395 Standard $4,000 enterprise
- From $680/year (500 contacts) to $4,325/year (10,000 contacts).

Platform: Cloud-based

Reviews:
- https://www.g2crowd.com/products/volunteer-impact/reviews
- https://www.capterra.com/p/79197/Volunteer-Impact/
- https://www.getapp.com/hr-employee-management-software/a/volunteer-impact/reviews/

Comments:
- Part of integrated package including donor, client and member applications, Export to Excel

The Volunteer Reporter

Company: Volunteer Software, Inc. (Missoula, MT)

URL: https://www.volsoft.com

Price: $695

Platform: PC, peer-to-peer connectivity

Comments
- Classic database
- Export data to Excel

VSys One

Company: Bespoke Software, Inc. (Albany, NY)

URL: http://www.vsysone.com/

Price: Pricing only available directly from vendor

Platform: Cloud-based, Server-based.

Reviews:
- https://www.capterra.com/p/80491/VSys-One/

Comments
- Modules VSsy One, VSys Lite, VSys Live (web interface), VSys Kiosk, VSys Web. VSys Live Kiosk
- Integrates via API with Raiser's Edge
- Web site says backups from online version available.
- Server based is SQL Server

VolunteerMark

Company: VolunteerMark LLC (Kansas City, MO)

URL: https://www.volunteermark.com/

Price: based on features and support, from free to $125/month.

Platform: Cloud-based

Reviews:
- https://www.getapp.com/nonprofit-software/a/volunteermark/
- https://www.capterra.com/p/133194/VolunteerMark/
- https://www.g2crowd.com/products/volunteermark/reviews
- https://www.softwareadvice.com/nonprofit/volunteer-mark-profile/

Acknowledgements