

ALUMNAE RELATIONS | ADMISSION | DEVELOPMENT

TOGETHER for SMITH

Volunteer Leadership Conference

Alumnae Community Update

Sunday, September 23, 2018



SMITH COLLEGE

**Alumnae Community Update
September 2018**

Maureen Trafford, Advancement Services Director

Smith is embarking on a period of IT Transformation, investing in modernizing business processes and their supporting technology infrastructure. Our dedicated volunteers are the target of one early initiative: an Alumnae Community with a robust volunteer toolkit.

Alumnae Volunteers are Smith's secret weapon and we are investing in their success.

We are aspiring to build a system that matches everyone's day to day online experience: flexible, on-demand, mobile friendly, easy to use.

We are working with external resources and targeting a system that would be a one-stop shop for everything a volunteer needs to be successful.

- on demand access to carefully curated contact information for their appropriate populations
- facilitated communication between alumnae and between volunteers & key Smith staff
- easy access to documents and links curated for their specific role/roles
- the ability for anyone to 'Raise their Hand' to opt-in to supporting Smith through all types of volunteer engagement.

The existing Alumnae Directory is being re-created on a new technology architecture to support creating a Community and building on a volunteer toolkit.

In the live, existing Alumnae Directory we opened up search to be more flexible making finding each other easier.