

Hillsboro Parks & Rec Case Study



Hillsboro, OR
Population: 110,982
Customer since 2020

Before Niche Academy...

Scheduling conflicts made it difficult for all prospective volunteers to attend the few scheduled in-person training and orientation sessions, which resulted in some not being able to participate.

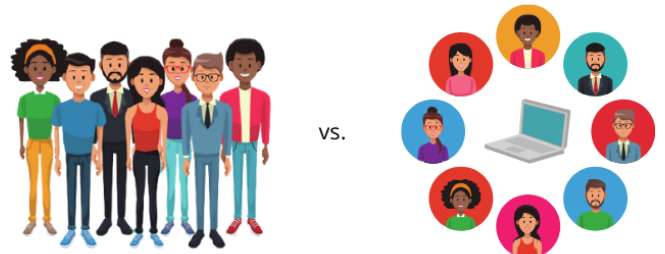
When the pandemic hit, it became difficult to continue offering programs to the community, because of the inability to host them live and in-person.

With Niche Academy...

Orientation can be done online and can fit anywhere into the volunteer's own schedule, resulting in higher participation rates and less wasted talent.

Since implementing Niche Academy, Hillsboro has seen equal turnout in volunteer numbers, despite the pandemic preventing the ability for in-person sessions. Popular programs like Grassroots Hillsboro and the teen camp counselor program can remain available to the community.

Hillsboro Parks & Rec's program participation stayed consistent through Covid, thanks to online programming.



"There's no other division that is equaling the same amount of numbers and people served. And Niche Academy has allowed us to do that."

...

"I definitely didn't expect to use Niche Academy in public-facing ways as much as we have. And it has been the greatest tool for that. It was the most unexpected surprise."

-Sarah Delepine, Volunteer Engagement Coordinator
for Hillsboro Parks & Recreation