



Web forms for NPOs - 1st St Lawrence Scout Group

About the business

1st St Lawrence Scout Group from United Kingdom is a non-profit organization and a registered charity which encourage children's mental and social development through non-formal learning. It offers broad-based and innovative games which help children improve their spiritual growth and work together to strengthen their social skills.

Issue

Willing to integrate parents voices into its research and information management, the organization soon realized that "sometimes people find it easier to convey their opinions over the internet" Harry Gold, their business rep, said.

With this idea in mind they started to implement the website. At first, their web forms were hardly customizable, with lots of relevant information missing and too general in scope, which made feedback managing difficult. Among these problems they soon realized that not all messages sent through their forms were coming through.

They didn't want to code their own forms, so they started to search for a quick and easy customizable form builder that could integrate seamlessly all the relevant information needed.

123ContactForm solution

When 1st St Lawrence Scout Group found 123ContactForm they were amazed with the extent of customizing options they found. Now they can ensure that they receive all relevant information needed and that they have a comprehensive solution for hearing the voice of their customers which is a critical part of their activities.

Tools used and overall payoff

- Web forms with custom recipients
- Contact forms with text boxes and radio buttons
- Support forms

1st St Lawrence Scout Group created web forms with custom recipients that allow parents to contact the right person. This implementation ensured that the communication between the non-profit organization and parents is managed and leveraged to maximum benefit.

"The service is brilliant and I really like the settings for the email you receive - it's so much better when you can decide for yourself. It helped us so much by increasing the level of communication, the main reason we set up the website" as Harry Goldsmith their business representative said.

TESTIMONIAL

"When I found 123ContactForm - I was amazed with the extent I could customize the forms. The website is so quick and easy to use and has helped us so much by increasing the level of communication. It's good that we can change the forms whenever we like, and the website updates instantly. BRILLIANT!" (Harry Goldsmith, 1st St Lawrence Scout Group, www.1st-St-Lawrence.org)

Summary

1

ISSUE



2

SOLUTION



3

PAYOFF

1st St Lawrence Scout Group non-profit organization needed an online form builder solution for creating online web forms without coding for collecting real-time feedback form parents. The solution should enable custom recipient for easy management.

With 123ContactForm web form builder they were able to create conditional recipients forms without outsourcing. The service allowed them to integrate a comprehensive feedback solution with easy management.

The service helped them increase the level of communication, which is the main reason they set up their website. Visitors can now direct messages to indented staff, and the organization has a structured solution.