

## "We Gained Hours in the Day!"

Putting Contribute.com to work for Family Weekend Registration



*Photos by Blake Madden, 2004; John Warner, 2006; Benjamin Porter, 2005*

### Inside

#### University of North Carolina at Asheville

Asheville, North Carolina

##### Products:

Contribute.com® Event Registration

##### Family Weekend Registration:

An average of 200 families each year, totaling more than 650 people

##### Why Contribute.com?

- Flexibility for all events
- User-friendly web interface
- Easy implementation
- Robust reporting capability
- Excellent customer service

##### The Savings:

Time! No more manual registration, where each family's registration for individual events took literally two hours or more of staff time. According to Tim McClain, Assistant Vice Chancellor for Development, "We gained hours in the day!" after implementing Contribute.com to process their Family Weekend registrations.



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#### Business Profile

The University of North Carolina (UNC) at Asheville was founded in 1927. Today, it serves over 3,000 enrolled students, and awards both undergraduate and graduate degrees. The majority of the student body hails from North Carolina, but some students attend from as far away as Europe. By combining strong academics with practical skills, the University

offers a distinctive well-rounded intellectual and educational experience. In addition to academics, sports play a big role on campus. UNC Asheville hosts 14 Division I NCAA intercollegiate sports teams and competes in the Big South Conference each year.

#### The Problem

Every fall, UNC Asheville hosts a Family Weekend for the families of students. The weekend is a complex multi-layered event, comprising over 40 different events — some free, some with associated costs, some with a limited number of spaces, some open to all. Previously, University staff had to complete each registration item for each individual family by hand. As you can imagine, this took a great deal of time and effort during September, one of the busiest times of the year at the University.

#### The Solution

With Contribute.com, everything about the Family Weekend is now automated. Families can sign up for individual events on the web, as well as pay online for any events that have an associated cost. And on the University side, it's easy for

staff to run reports of total attendees or peruse individual family itineraries, as well as print out

name tags, tickets, and schedules. "At the push of a button, we can find out how many people are attending an event, something that used to take hours," reports McClain.



**Contribute  
.com®**



*Photo by Benjamin Porter, 2007*

### The Benefits

Using Contribute.com for Family Weekend has been a win-win situation. The families who attend are happy because they can browse the schedule, register for events, and pay via the web. UNC Asheville staff members are happy because their workload has been considerably lightened. “We’ve probably saved 50 hours of work,” says McClain. “That time can then be spent working on programs, meeting with families...in short, all the wonderful family weekend things we never had time to do before.”

### Want to know more?

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