SAP Litmos

girl scouts san diego

Industry: Technology
Use Case: Volunteer Training, Employee Training

Girl Scouts San Diego trains thousands of volunteers using SAP Litmos

Girl Scouts is the world's preeminent leadership development organization for girls. With programs from coast to coast and across the globe, Girl Scouts offers every girl a chance to practice a lifetime of leadership, adventure, and success. They believe in the power of every G.I.R.L. (Go-getter, Innovator, Risk-taker, Leader)™ to change the world. In partnership with committed adult volunteers, girls develop qualities that will serve them all their lives—like leadership, values, social conscience, and conviction about their own potential and self-worth.

Within Girl Scouts San Diego, there are around 23,000 girls ranging in age from before kindergarten all the way through high school and they are supported by approximately 14,000 adult volunteers. Because the volunteers are constantly interacting with impressionable girls of all ages, Girl Scouts wants to make sure their volunteers are courageous and confident about what they are doing. Their volunteers range from high school-educated, all the way to PhDs, so they wanted a learning management system (LMS) that would be easy to access, flexible, and inclusive to all their learners.

After many free trials and an evaluation of 4-5 vendors, the Girl Scouts team chose SAP Litmos. More than being just convenient, they believed the training they could provide within the platform would be incredibly valuable for their volunteers who are going into troop leader positions. In addition to training volunteers, they also use SAP Litmos to train their internal staff members. They receive positive feedback from team members all the time, and anytime they have questions for the SAP Litmos team, they appreciate that they can get answers immediately. The Girl Scouts team appreciates the user-friendliness and built-in features that make communicating with volunteers simple, automatic and efficient. "One of the cool things that's happened as a result of using SAP Litmos and building more content is that we have more people learning, period. We have about double the amount of people engaged in learning in some way then we've had in the past," says Sandy Sultz, Adult Learning Manager.

2x
increase in volunteers engaged in learning

99%
confidence rate among volunteers who complete their new leader course

100%
changing the world with SAP Litmos

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