



NYC Outward Bound Schools Builds Multilingual Health Forms

 **Industry:**
Nonprofit

 **Customer Since:**
2022

 **Products:**
Enterprise Suite

 **Features:**
Forms, Doc Gen, Automation

COMPANY BACKGROUND

[NYC Outward Bound Schools](#) is an educational nonprofit serving public schools across New York City.

The organization supports students, teachers, and school leaders through programs that develop social, emotional, and academic skills. Its outdoor learning experiences help students build belonging, confidence, initiative, and stronger connections with peers and teachers.

NYC OUTWARD BOUND SCHOOLS' CHALLENGE

NYC Outward Bound Schools' existing tools for Salesforce required separate forms and links for each language, creating extra admin work. Every new language added meant another form to build, another link to manage, and more maintenance.

Attendance was another manual process. For overnight programs, staff printed rosters from Salesforce and gave them to field instructors to mark attendance. Later, staff entered attendance into Salesforce, leading to missing submissions, follow-ups, and manual errors.

TITAN'S SOLUTION

NYC Outward Bound Schools uses Titan Enterprise Suite to support outdoor programs with multilingual health forms, overnight health screening, attendance tracking, and simpler Salesforce data entry.

- ✓ Families complete forms in English, Spanish, or Mandarin via a single link.
- ✓ Titan generates a form link that is sent to schools to share with families to submit health information. On submission, Participant records are created, signed waiver documents are generated and stored, and the admissions team is notified.
- ✓ Instructors mark attendance on mobile forms with course participation sent directly to Salesforce.
- ✓ Staff updates Salesforce easily



KEY RESULTS

- ✓ **1 Link, 3 Languages:** Families can complete forms in English, Spanish, or Mandarin through one link. NYC Outward Bound Schools reduces the number of forms and links it needs to manage.
- ✓ **Cleaner Salesforce Data:** Titan helps standardize how student and program data is captured in Salesforce, giving NYC Outward Bound Schools a stronger foundation for consistent data collection across programs.
- ✓ **Digital Attendance from the Field:** Instructors can mark attendance on mobile devices and submit it to Salesforce right away. This reduces paper rosters, instructor follow-ups, and manual tally entries.
- ✓ **Simpler CRM Work:** Staff can create and update Salesforce records through Titan forms instead of navigating the CRM directly.
- ✓ **Lower Software Costs:** NYC Outward Bound Schools uses Titan for forms, data capture, and Salesforce-connected workflows, reducing the need for additional tools.

“The biggest reason we chose Titan was for its translation function. It’s essential for us to offer multiple languages within one link. Titan also saves us a lot of time on the admin side of managing forms.” – Ariel Ge, Data Manager at NYC Outward Bound Schools