50% Reduction In Email Work For Hope Chicago

Industry: Nonprofit

Customer Since: 2025

Products: Enterprise Suite

Features: Portals, Forms, Doc Gen, Automation

BACKGROUND

In 2022, Hope Chicago partnered with five community high schools on Chicago's South and West Sides to support graduates and their parents to and through a debt-free postsecondary education or workforce training.

Creating durable opportunities for generations of Illinois families to achieve economic prosperity is Hope Chicago's ultimate goal.

HOPE CHICAGO'S CHALLENGE

Hope Chicago uses Salesforce to track scholars from high school through college, including GPA, attendance, academic progress, credit attainment, well-being, and support needs.

Its previous form platform did not connect to Salesforce, making submissions harder to report and link to scholar records.

Scholars also lacked a central place for personal, academic, stipend, eligibility, and form information, relying on emails and staff support.

Hope Chicago needed an affordable, manageable Salesforce scholar portal.



TITAN'S SOLUTION

Hope Chicago used Titan to build a Salesforce-connected scholar portal for more than 2,000 scholars, giving them one place to access information, complete forms, check submission statuses, and download documents.

One Portal For Scholar Information And Services

Feature	How Hope Chicago Uses Titan
Personal Information	Scholars view personal details stored in Salesforce, including their email address, home address, and primary guardian.
Academic History	Scholars access information about their school, academic status, and credit attainment.
Salesforce Forms Integration	Five key forms are available through the portal, including emergency forms, personal information updates, and document submissions or corrections. Additional forms are planned.
Stipend Information	Scholars check their stipend status and review the requirements for receiving their stipend.
Student Form Status Tracker	Scholars see whether submitted forms have been approved or require further action, reducing the need to contact Hope Chicago for updates.
Support Guidance	Scholars find answers, contact Hope Chicago, and identify the appropriate person for support.
Eligibility Letters	Scholars download eligibility letters from the portal and access documents relating to their scholarship status.
Salesforce Form File Uploads	Titan forms connect submissions and uploaded files to Salesforce, allowing staff to review documents alongside relevant scholar information instead of downloading each submission individually.
PDF Submission Receipts	Hope Chicago can provide scholars with a PDF submission receipt containing the information they submitted.
Scholar Identification	A Titan form collects scholar profile pictures and associates them with Salesforce records.

KEY RESULTS

- **Up to 50% Reduction in Email Workload:** Hope Chicago estimates that its self-service portal for scholarship recipients has reduced scholar-related email work by up to 50%. Scholars are already finding answers to questions about form statuses, stipend requirements, and school contacts that previously required emailing the team.

- **2,000+ Scholars Supported:** More than 2,000 Hope Chicago scholars have access to one Salesforce-connected portal for academic information, forms, stipend requirements, eligibility letters, and support resources.

- **More Direct Salesforce Reporting:** Hope Chicago can report on form submissions directly in Salesforce without extracting information from a separate platform. This makes reporting more straightforward, with Salesforce remaining the central source of truth for scholar data.

- **Easier Access to Submitted Documents:** Previously, Hope Chicago staff had to download submitted documents individually. With Titan, Salesforce form file uploads are easier to access and review alongside relevant scholar information.

- **PDF Submission Receipts for Scholars:** Hope Chicago can now provide scholars with a PDF submission receipt containing their submitted information. This gives scholars confirmation and a record of their submission, something the previous forms solution couldn't provide.

- **Improved Scholar Identification:** Collecting scholar profile pictures and connecting them to Salesforce records helps Hope Chicago staff recognize scholars during events.

> *"The first thing we loved about Titan was its no-code approach. We saw that building Salesforce projects was just a lot of Titan elements you could plug in and play with." - Kic Chen, Data Support Specialist at Hope Chicago.*