Sustainable Data Management in Action: Orgeon SNAP-Ed's Story

Oregon SNAP-Ed faced challenges in managing their reporting system as SNAP-Ed interventions became increasingly complex. For a few years, they contracted with an external company to update and improve the system. However, the growing complexity of SNAP-Ed management made system upkeep cumbersome and expensive. This prompted OSU Extension to search for a more efficient, sustainable solution.

What OSU SNAP-Ed Needed

OSU SNAP-Ed needed a data management system that could:

- Integrate seamlessly with SNAP-Ed guidance.
- Eliminate the need to pay contractors for frequent updates.
- Offer outstanding customer service.
- Be cost-effective while meeting their unique program needs.

Why PEARS Was the Right Choice

PEARS stood out because it:

- Was intricately tied to SNAP-Ed guidance, eliminating the need for external contractors.
- Provided excellent customer service, making technical support prompt and reliable.
- Included custom data fields, allowing for flexibility in refining data needs.

Positive Impact

The transition to PEARS went smoothly, as a representative visited Oregon to help onboard the team and address their specific program needs. Since then, OSU Extension has experienced several positive changes:

- Increased staff training support.
- Rapid and comprehensive technical assistance.
- Cost savings compared to previous systems.

A User's Perspective

Anne Hoisington, Evaluation and Reporting Specialist at OSU Extension, highlights the benefits:

"We were so pleased—someone came out to OR to onboard us and help us think through our unique program needs. Positive changes include help with staff training, incredibly prompt technical support, and affordability. We especially love the custom data fields, which allow us to further refine our data needs ourselves."

Her advice for others considering PEARS?

"We'd let them know that customer service is outstanding, system problems are practically nonexistent, cost is fair, technical support is comprehensive, and ease for staff is very high. This leaves more time for implementation of programs and highlighting outcomes."

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