



# **LEARNING OUTCOME**

# After participating...

...you will be able to strategically leverage social media to further your fundraising work.



### AGENDA

- Leveraging Social Platforms for Prospect Research
- Incorporating Information in Donor Strategy
- Overcoming Privacy Concerns





## **CHAT**

How do you HONESTLY feel about social media's ability to improve donor prospecting?



### WHAT DO I DO?



- Manage the Cornell alumni social media accounts
- ✓ Produce and implement various digital content to engage alumni on the social web
- ✓ Monitor and evaluate the people responding to the social content we produce
- Design digital strategies that assist with alumni events (livestream, marketing, etc.)
- ✓ Work with annual fund on giving society strategies, giving day, crowdfunding, etc.

In short: use the social/digital web to build a pipeline that moves alumni from online engagement to loyal donor.

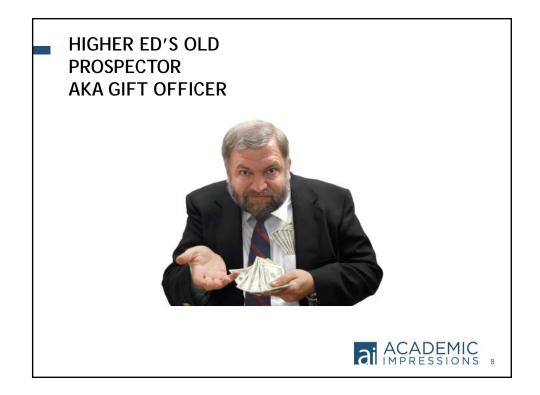




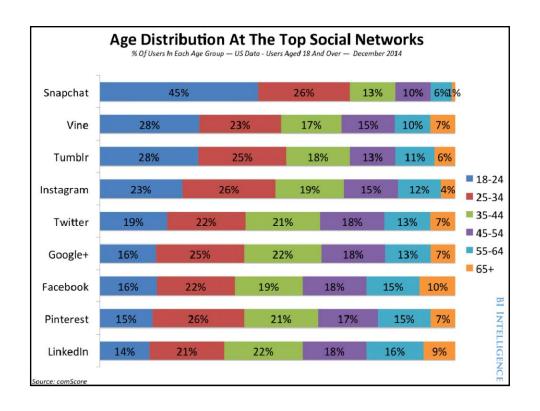


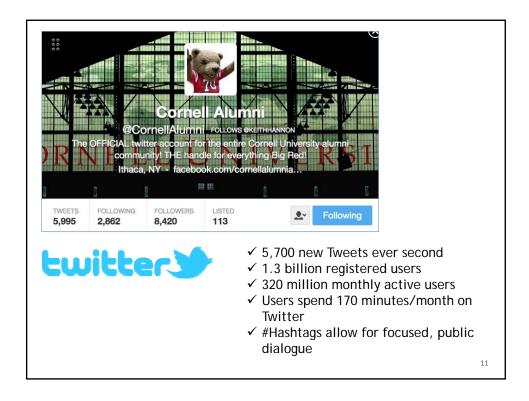
The Old Prospector

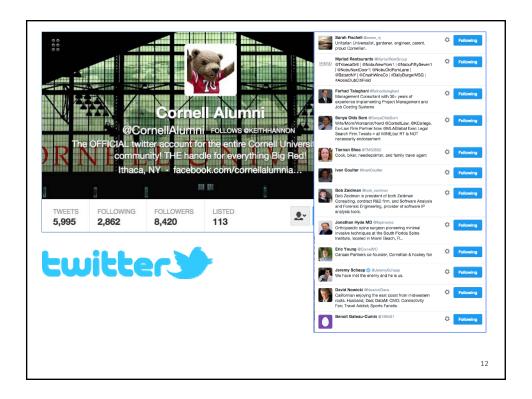










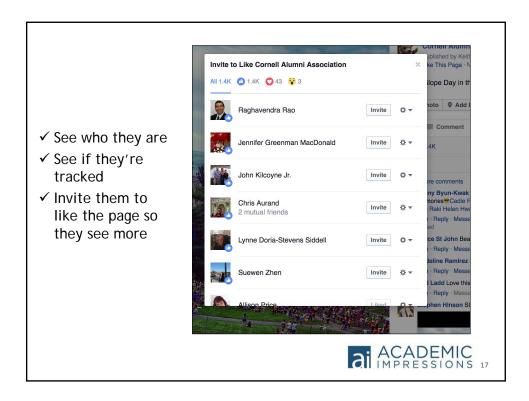


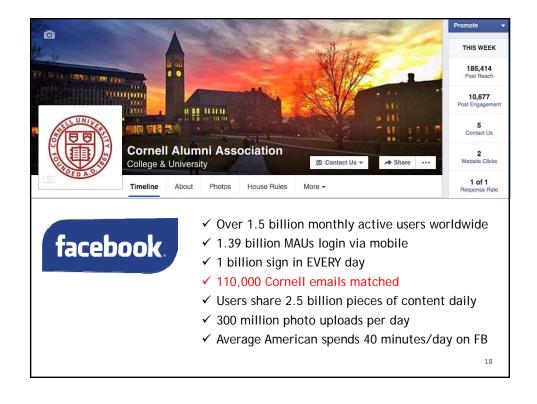














# POLL

How many tracked prospects have engaged with you on Facebook in the past month?

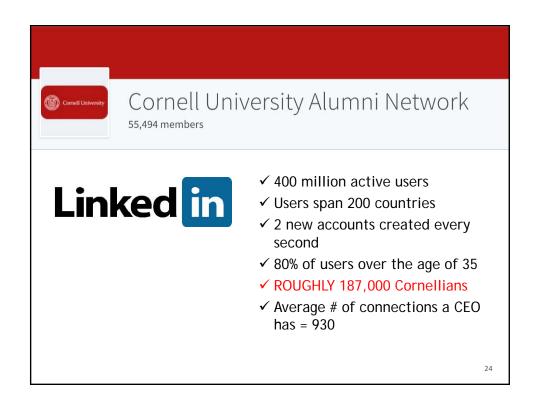


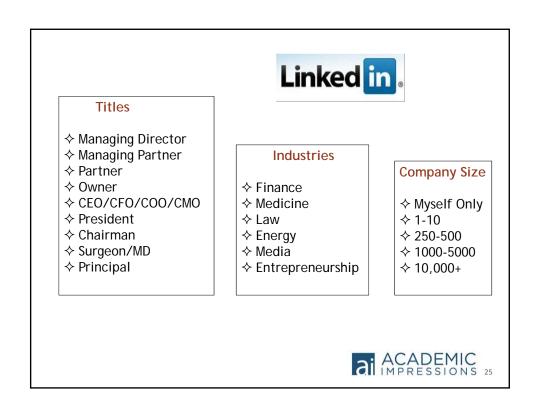


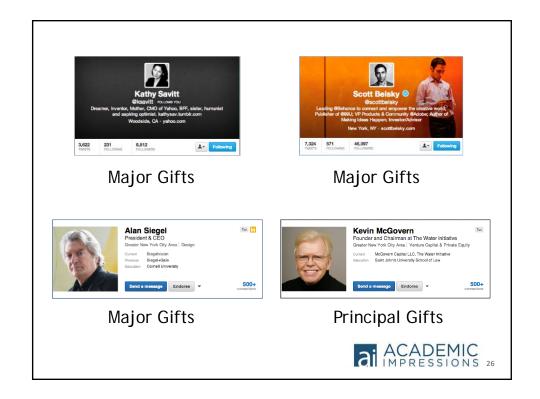


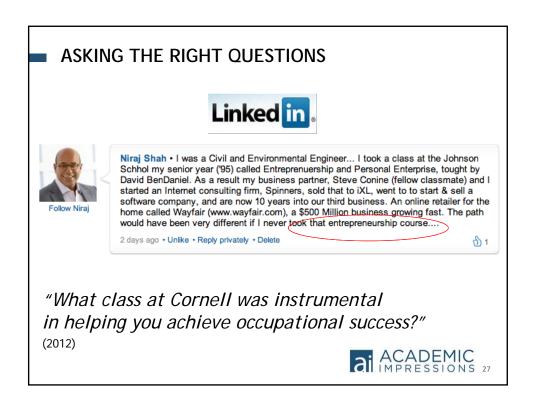






















### THE SOCIAL MEDIA STAMP PROSPECT NOMINATION

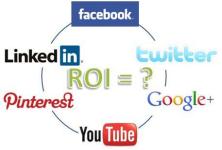


### FY 2014

- 60 nominees processed
- 96% assessed at 25K+
- 42% assessed at 100K+
- 10% assessed at 250K+



# THE SOCIAL MEDIA STAMP PROSPECT NOMINATION

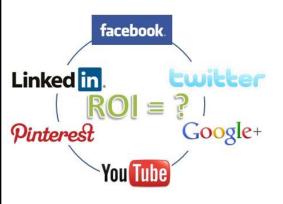


#### FY 2014 Nominees:

- Only 8 made a gift in FY14
- · 21 have never made a gift to Cornell
- Total lifetime giving = \$42,000 (57% from 2 gifts)
- MINIMUM capacity of nominees = \$1.4 million (assuming everyone has at least \$25k capacity)



### THE SOCIAL MEDIA STAMP PROSPECT NOMINATION



#### **OVERALL**

- 400+ nominees processed
- 80-85% assessed at \$25K+
- 35% assessed at \$50-99K
- 25% 30% assessed at \$100K+



# LINKEDIN PROCESS





- Gain ownership of your alumni LI group
- Lock the group (require approval to join)
- Assign approval process to a staff member
- Train staff member on capacity indicators
- · Train staff member on how to nominate
- Report:
  - # of new group members
  - # of nominations
  - % qualified for tracking

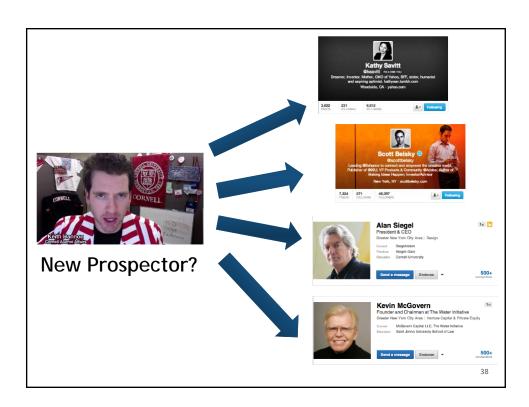


### 600 ADDITIONS TO MG ANALYZED

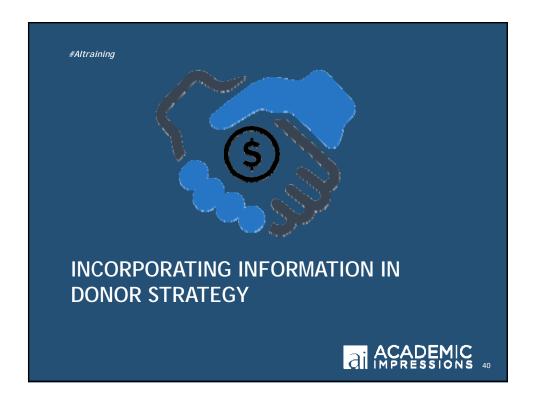
- Included alumni, alumni ND, parents, and friends
- 60% had confirmed profiles on LinkedIn

#### **JUST ALUMNI**

- 65% had profiles on LinkedIn
- 15% already belonged to our private LinkedIn group and we didn't know it.

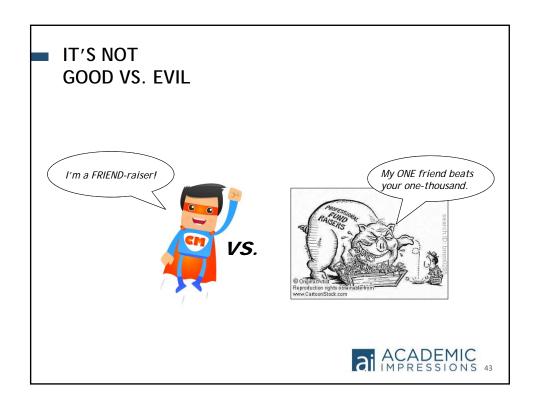


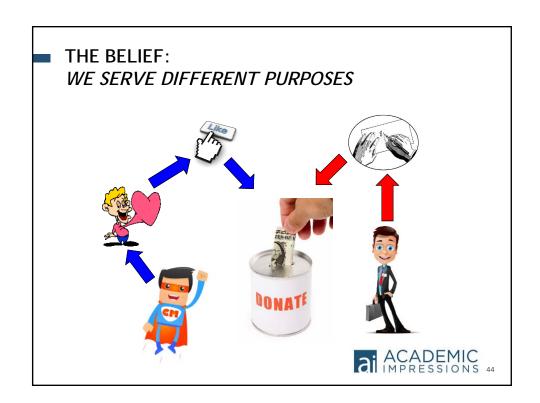


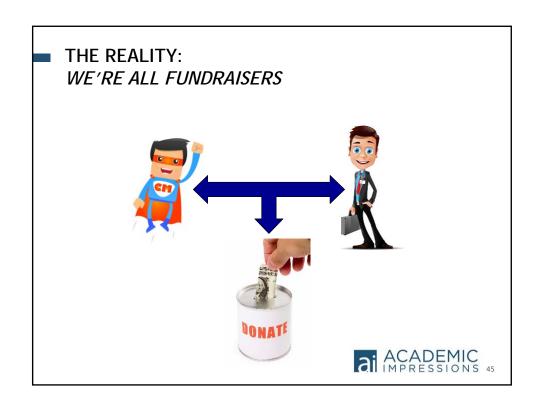


















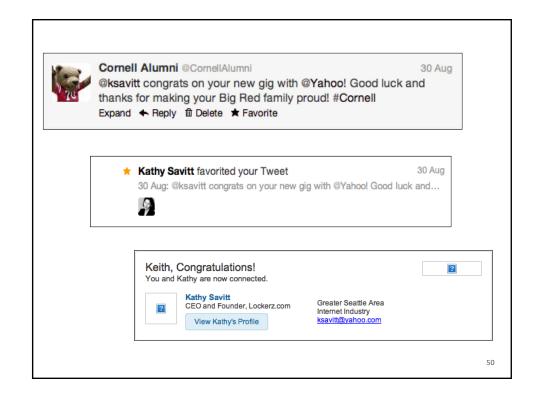
Thanks so much, Keith. This is great. Of course, Mag was all over it, then Ashley, then Shannon. It's a good thing we have so many peeps looking out for me 

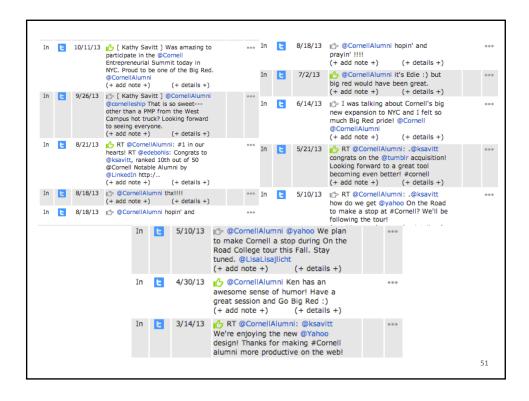
My question is: How do we get her to respond? We've reached out to her for the last two years......silence. Of course I'd love to have additional information!

OhWiseOne, what say you?

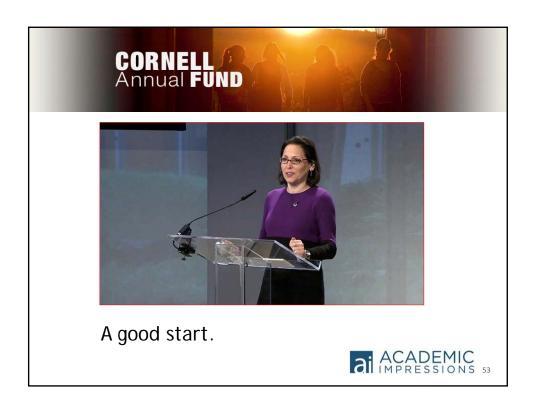
"We've reached out for the last two years and...silence."

- Cornell Major Gift Officer



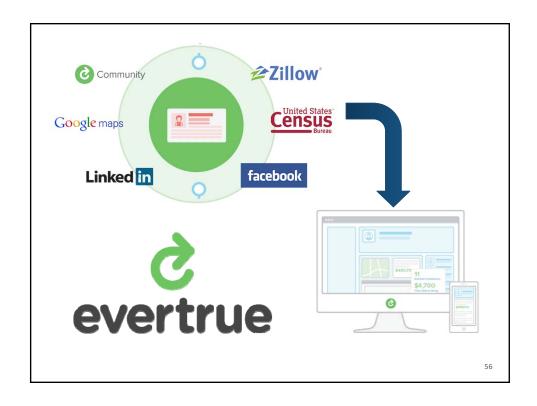


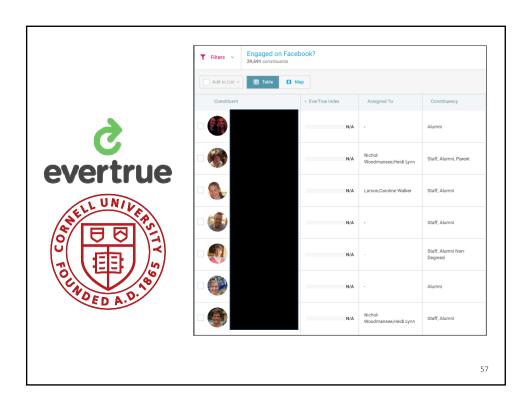


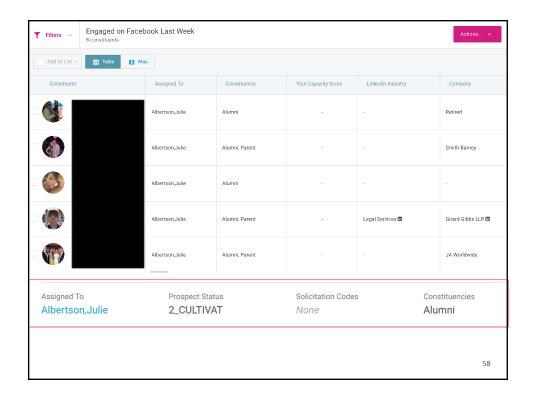




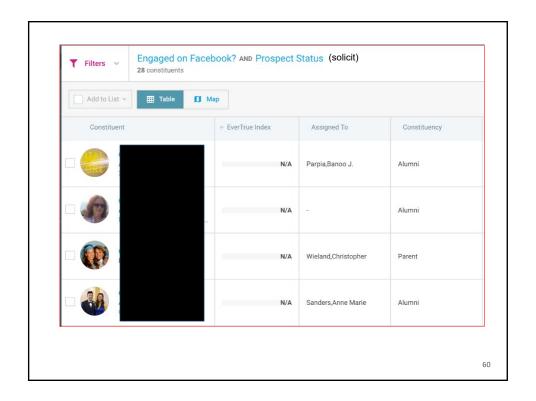










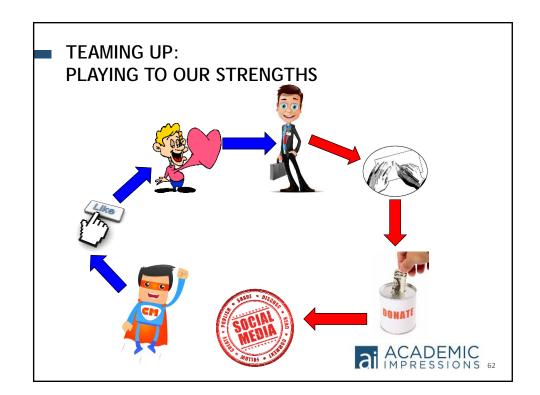


# OSU | OREGON STATE UNIVERSITY | FOUNDATION

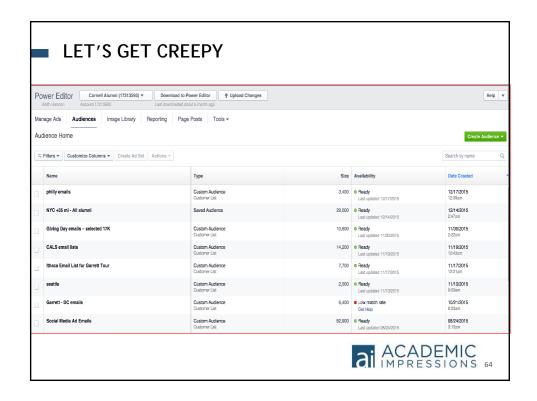
- Searched for: High lifetime giving, in Portland, engaged on Facebook
- Found alum who had liked 1,500 posts about OSU athletics, mostly women's basketball
- Alum had never given to athletics, but OSU solicited based on the FB engagement
- Upon being solicited, alum gave \$17,000 to women's basketball

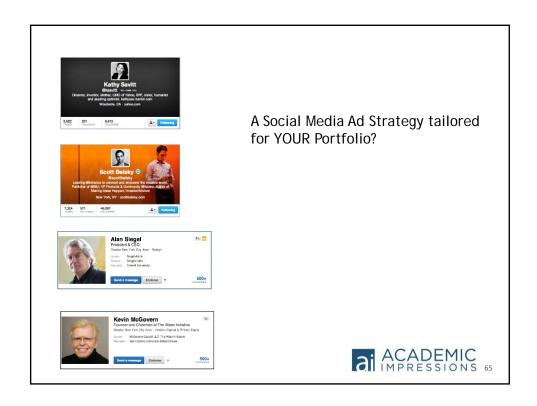


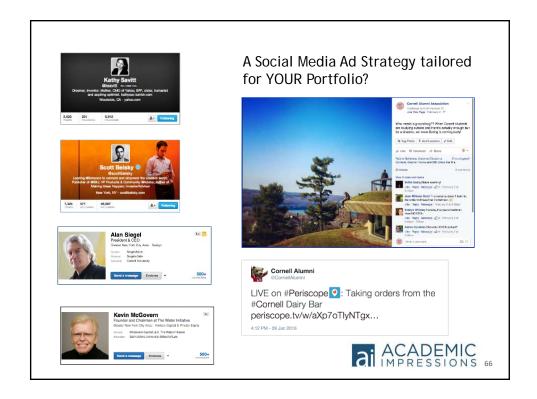


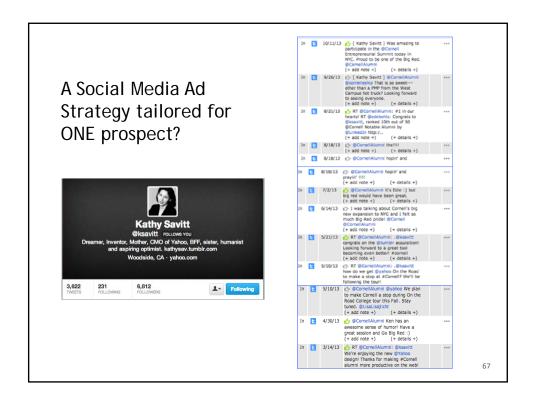


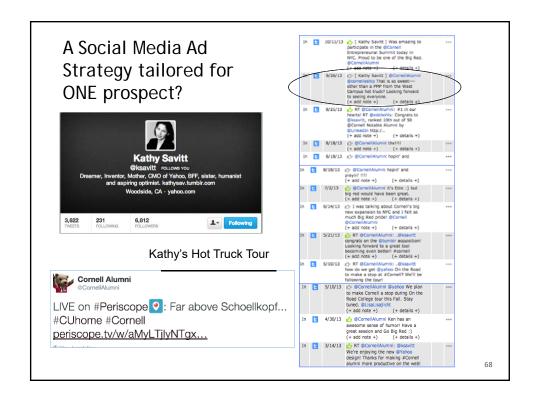












# HOW A SOCIAL MEDIA MANAGER BECOMES A GIFT OFFICER

- Improve "proof of life" rates
- Prospect research
  - · Accurate employment
  - · Updated contact info
- Create custom content experience
- "Solicitations":
  - · Virtual Volunteering
  - Crowdfunding campaigns
  - · Direct to volunteer portal
  - · Hand-off to IGO







Some people like this.



Other people like this.



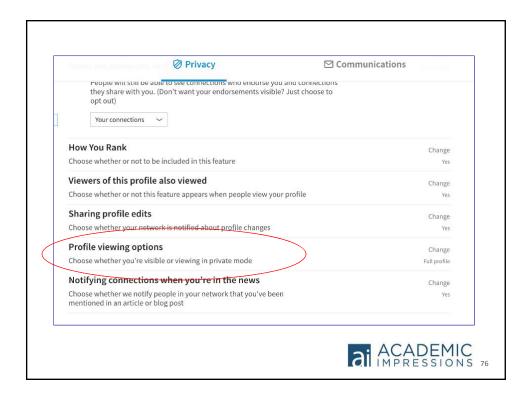
















### **TAKEAWAYS**

- Facebook and LinkedIn offer your best leads
- Twitter is an opportunity for low barrier conversation and list building
- · LinkedIn is a treasure chest of up to date employment information, use it.
- Seek partnerships with various departments within your advancement office.
- · Understand content drives engagement, engagement produces leads.
- · Empower your online community managers
- Don't be afraid.







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80