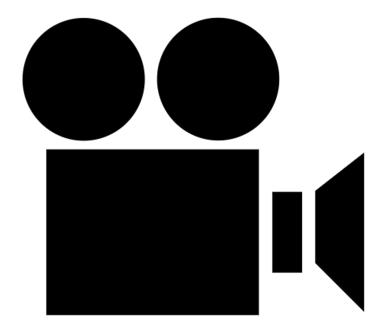
## THE HIGHER ED ONLINE FUNDRAISING SCORECARD

FREE WEBINAR

Starting at 1pm central



Donate



A video recording of this live webinar will be sent to you afterwards.





Links to the slide deck and other featured resources will be sent out with the recording.



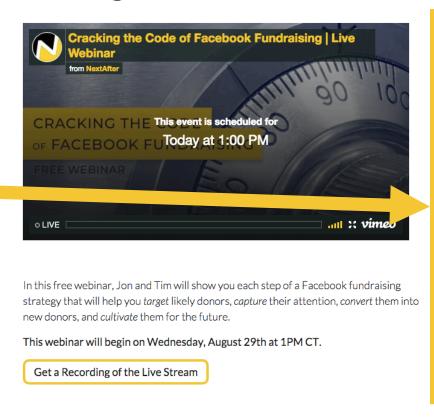


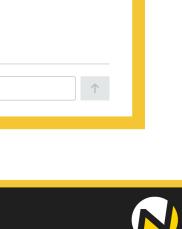
We have time for additional Q&A.



Use the Chat window to ask a question or drop in a comment.

#### **Cracking the Code of Facebook Fundraising**





Chat 5 members

Type a message

Remember to be cool and play nice!



2 days
16+ Speakers
Learning Labs
Virtual Networking

September 30<sup>th</sup> & October 1<sup>st</sup>

## Speakers and Topics



Dan Pallotta

Philanthropist,
Author, & Iconic TED

Talk Speaker



Jen Shang World's First PHD in Philanthropy



Reggie Rivers
Former Denver
Bronco & Gala Team
Founder



Brian Miller
TED Talk Veteran &
Accomplished
Magician



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## Today's Speaker

#### **Brady Josephson**

Managing Director, NextAfter Institute



in /bradyjosephson

brady@nextafter.com





## Today

- NextAfter, Approach, & Methodology
- 1 Key Finding & 4 Opportunities to Improve the Online Giving Experience
- What About Email?
- A Word from Our Sponsor
- Questions







FREE





# 109 HIGHER ED ORGANIZATIONS. MADE \$20 DONATIONS. ANALYZED 223 EMAILS.







WHAT ARE ORGANIZATIONS DOING?

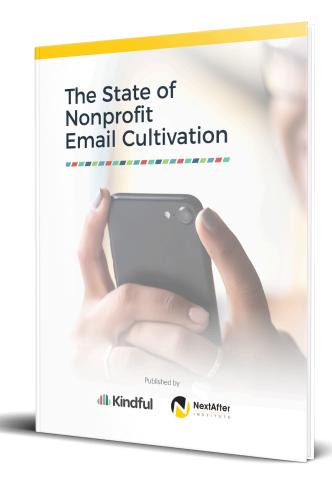




## Compare, Contrast, and Context











### **APPLIED RESEARCH**

NEXTAFTER.COM/RESEARCH/EXPLORE



Shares



Resources

About Us

Work With Us

#### How visually emphasizing a gift amount on a primary donation page impacts revenue

Experiment ID: #16415

#### The Missionary Oblates of Mary Immaculate

 $The \ Missionary \ Oblates \ of \ Mary \ Immaculate \ are \ a \ Roman \ Catholic \ congregation \ of \ priests \ and \ brothers \ founded \ after \ the \ French \ and \ brothers \ founded \ after \ the \ French \ and \ brothers \ founded \ after \ the \ French \ and \ brothers \ founded \ after \ the \ french \ after \ founded \ after \ french \ after \ a$ Revolution by St. Eugene De Mazenod to work among the poor. Today there are nearly 4,000 missionaries working in more than 60 countries around the world.

#### **Experiment Summary**

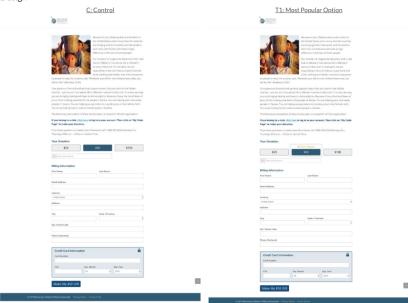
Timeframe: 4/16/2019 - 6/14/2019

Significant testing had been done on the Missionary Oblates primary donation page in an effort to increase donor conversion. Because of the low conversion rate from this page, we weren't able to validate these experiments or help improve conversion on the page. Because of this, we hypothesized testing an element on the page that might impact overall revenue and average gift. For this experiment we tested visually emphasizing a larger gift amount than what we knew was the average gift on this page. To do this, we put the higher suggested gift amount in the middle of the gift arrays, put a box around it and noted that gift amount to be the "most popular".

#### Research Question

Can we increase average gift and overall revenue by visually emphasizing a specific gift amount?

#### Design

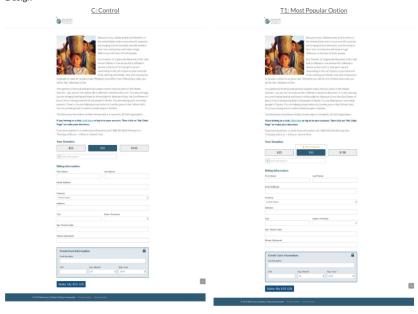


#### Results

	Treatment Name	Revenue per Visitor	Relative Difference	Confidence	Average Gi
C.	Control	\$10.85			\$26.90

## APPLIED RESEARCH NEXTAFTER.COM/RESEARCH/EXPLORE

#### Design



#### Results

	Treatment Name	Revenue per Visitor	Relative Difference	Confidence	Average Gift
C:	Control	\$10.85			\$26.90
T1:	Most Popular Option	\$13.43	23.8%	97.4%	\$30.90

This experiment was validated using 3rd party testing tools. Based upon those calculations, a significant level of confidence was met so these experiment results are valid.

#### Flux Metrics Affected

 $The Flux \, Metrics \, analyze \, the \, three \, primary \, metrics \, that \, affect \, revenue \, (traffic, \, conversion \, rate, \, and \, average \, gift). \, This \, experiment \, produced \, the \, following \, results:$ 



0% increase in traffic

- imes 7.8% increase in conversion rate
- × 14.9% increase in average gift
- 23.8% increase in revenue

#### **Key Learnings**

We were able to increase overall revenue from the primary donation page by 24%. By visually emphasizing the gift and noting it as the "most popular", we eliminated some of the decision process friction in making a gift and increased the average gift on the page. Additionally, we saw an even stronger increase in revenue (44%) for people on mobile devices. This learning has a significant impact on revenue for the organization.

#### Share this research with a colleague

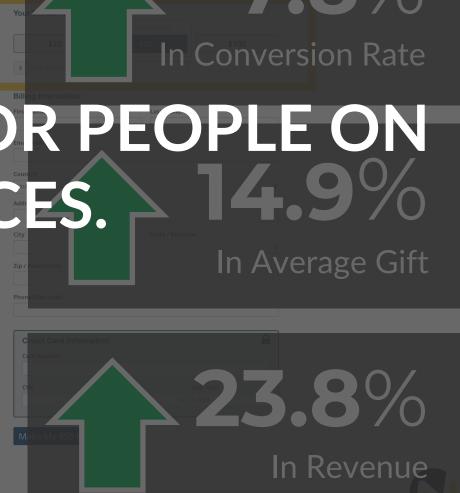
Our mission is to help elevate the field of fundraising by openly sharing our research and inspiring a wider community of testing and optimization. If you have found our research to be helpful, insightful, or even just interesting—please share it with a fellow fundraiser.

How Visually Emphasizing A Gift Amount On A Primary Donation Page **Impacts Revenue** Experiment ID: #16415

#### **CONTROL**







#### Desig



APPLIED WHAT DO PEOPLE DO.

NEXT NOT JUST WHAT PEOPLE SAY.

This experiment was validated using 3rd party testing tools. Based upon those calculations, a significant level of confidence was m so these experiment results are valid.

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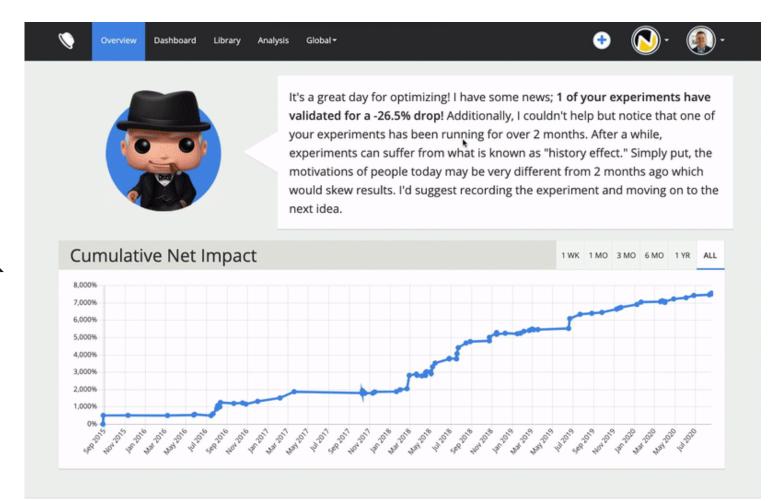
#### hare this research with a colleague

Our mission is to help elevate the field of fundraising by openly sharing our research and inspiring a wider community of testing and optimization. If you have found our research to be helpful insightful or even just interesting—please share it with a fellow fundraise.

## WHERE DO ALL THESE EXPERIMENTS COME FROM?



# FREE, OPEN SOURCE TESTING & TRACKING TOOL WINSTONKNOWS.COM





### **A DIGITAL FUNDRAISING** CONSULTANTCY













































### A DIGITAL FUNDRAISING CONSULTANTCY

**NEXTAFTER.COM/WORK-WITH-US** 



#### Design of Experiments

As part of this engagement, we wanted to identify not only new initiatives that [ORGANIZATION] should undertake but also opportunities to optimize existing assets. By examining the website and email program, we have identified the best opportunities for potential improvement and have created a Design of Experiments.

The goal of this list is not to suggest the "best practices" to use but to identify areas for testing that could produce significant impact. These are grouped by areas of focus and are prioritized by both their level of difficulty and potential impact.

#### **Experiment Summaries**

Sr. Vi

Priority	Strategic Area of Focus	Name	Potential Impact	Difficulty to Implement
High	Email Campaigns	Form Pre-population	all	dl
High	[DOMAIN 3]	Main Donation Page – Minimize Friction	all	all l
High	[DOMAIN 3]	Main Donation Page – Value Proposition	all	all
High	Email Campaigns	Video vs. Story Telling	all	all
High	[DOMAIN 4]	Radio Player Donation Ask	all	all
High	[DOMAIN 5]	Pop-up Email Offer – Value Proposition	all	all
High	[DOMAIN 5]	Gospel Donation Page Radical Redesign	all	all
High	[DOMAIN 5]	Email Offer Placement	all	P.
High	[DOMAIN 2]	Pushdown Ad Optimization	all	all
High	[DOMAIN 1]	News Homepage Advert	ill	all

21 | Page





Strategic Objective: Acquire a large audience for a free online course developed using existing Familytife course teachings and materials. The platform would be created to allow subscribers to sign up for one or many of the various video courses already developed by the organization. They would subsequently be

Tactcal Overview: The various teaching series developed by Family life have a long history of successfully saving marriages and helping attendees grow in their faith. However, it is only available today to those willing to purchase a cicket to an event or to purchase the DVD sets online. Our testing has found that the expected return for material such as these can be so much greater if it is made available for free to all visitors.

This is often seen as counterintuitive. However, we have found that a far greater number of individuals will try a course if there is not a significant investment required up front. Once they have experienced the materials, these same individuals are more likely to give and at a higher level than they otherwise would have. It also helps to build a strong email house file that can be converted downstream with other offers and fundraising campaigns.

NextAfter would create a platform that would allow for the distribution of the course including registration, content delivery, and assessment of registrants. It would also include a contextualized giving opportunity upon signing up, and a follow on welcome series that walk subscribers through the various weeks. All of this would be integrated with the existing Silverpop email platform.

We would then create and manage a diversified advertising campaign using social media, search engine marketing, organic website traffic, and email list rental to acquire an audience.

Projected Impact: Create a large audience of donor prospects that take part in a multiple week cultivation

2





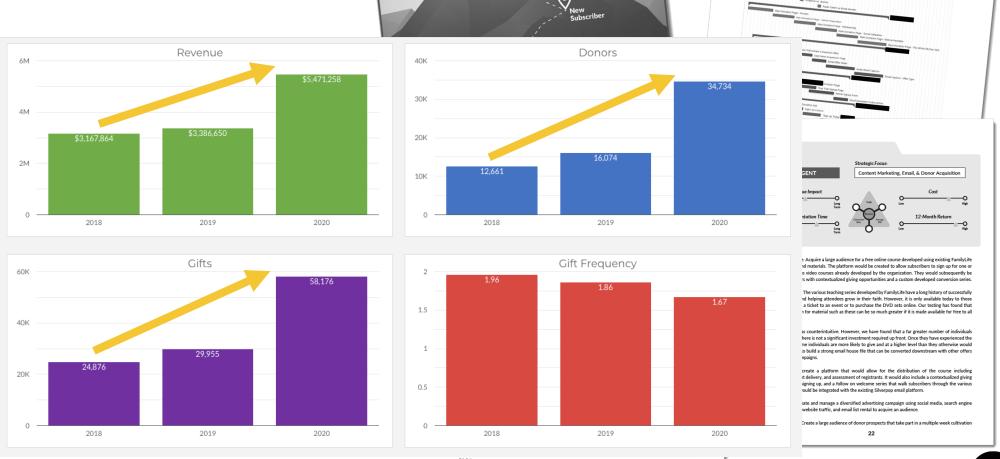


**kevin** 8:32 AM

We're presenting to \_\_\_\_\_\_ (and all of their other vendors) today after finishing up their fiscal 2020. For those that don't know, \_\_\_\_\_ is one of our oldest clients and they are definitely our largest client in terms of billings. After running the numbers, we learned that we have officially increased their online revenue by more than 11x in the 5+ years we've been working with them. We took them from \$800K in FY2015 up to \$9.5M this last fiscal year.



# A DIGIT FUNDR CONSUNEXTAFTER.CO









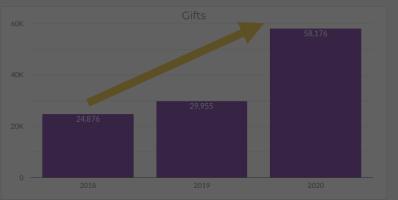


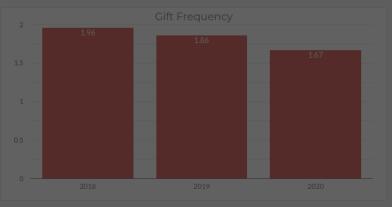
kevin 8:32 AM

A 4 ₩ 2 ₩ 5 A 2 ■ 1 ₩

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:: Acquire a large audience for a free online course developed using existing FamilyLife ad materials. The platform would be created to allow subscribers to sign up for one or s video courses already developed by the organization. They would subsequently be swith contextualized giving opportunities and a custom developed conversion series.

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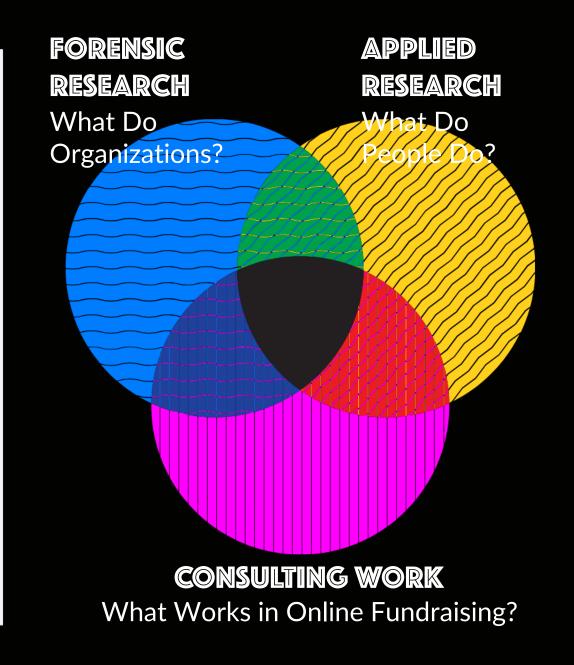






DECODE
WHAT WORKS IN
FUNDRAISING
AND MAKE IT
ACCESSIBLE TO
AS MANY
NONPROFITS AS
POSSIBLE.

**OUR MISSION** 



## LET'S GO!



### **KEY FINDING #1**

# THE ONLINE GIVING EXPERIENCE TO HIGHER ED ORGANIZATIONS HAS A LOT OF ROOM TO BE IMPROVED.



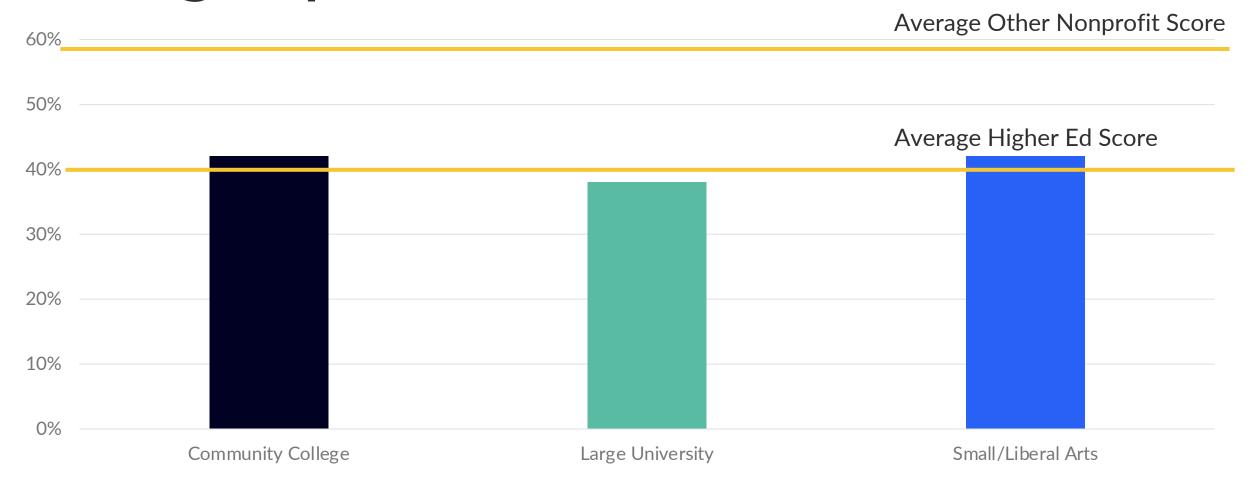








## Overall Score for the Higher Ed Online Giving Experience







# 82% OF HIGHER ED ORGANIZATIONS SCORED LESS THAN 50%.

(compared to 27% of other nonprofits)





# "IN OUR CLIENT ENGAGEMENTS, WE HAVE FOUND THAT ANYWHERE BETWEEN 20% TO 50% OF MAJOR DONORS MAKE THEIR FIRST GIFT AT THE "BROAD BASE" LEVEL."

Kevin Peters, CTO, NextAfter



## BUT WHY? HOW CAN IT BE IMPROVED?



## 4 Opportunities for Higher Ed Organizations to Improve the Online Giving Experience

- 1. Remove unnecessary and unhelpful friction.
- 2. Provide a better, stronger, more clear reason to give.
- 3. Focus more on recurring giving.
- 4. Use the thank you/confirmation page more strategically.





### **OPPORTUNITY #1**

## REMOVE UNECESSARY AND UNHELPFUL FRICTION.





## **FRICTION**

the psychological resistance that your visitors experience when trying to complete an action. Friction is a conversion killer...

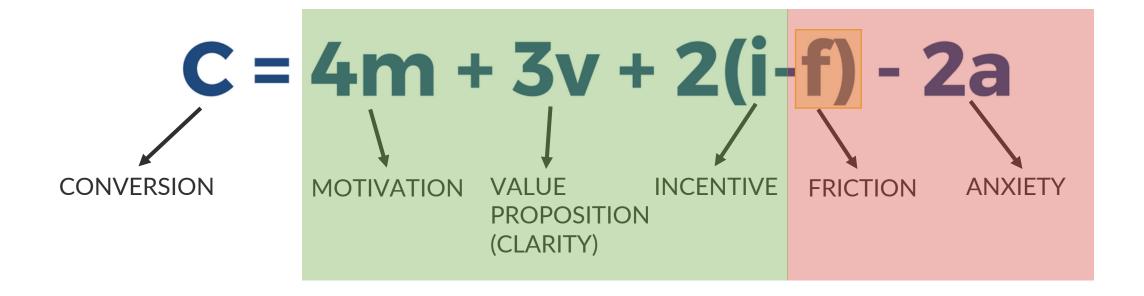








### The MECLABS Conversion Sequence Heuristic ©





## Types of Donation Page Friction

- 1. Field Number Friction
- 2. Field Layout Friction
- 3. Form Error Friction
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction





## Types of Donation Page Friction

- 1. Field Number Friction
- 2. Field Layout Friction\*
- 3. Form Error Friction\*
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction

HIGHER ED ORGANIZAITONS SCORED HIGHER OR SIGNIFICANTLY HIGHER THAN OTHER NONPROFITS IN 4 OF THE 5 TYPES OF FRICTION WE ANALYZE.





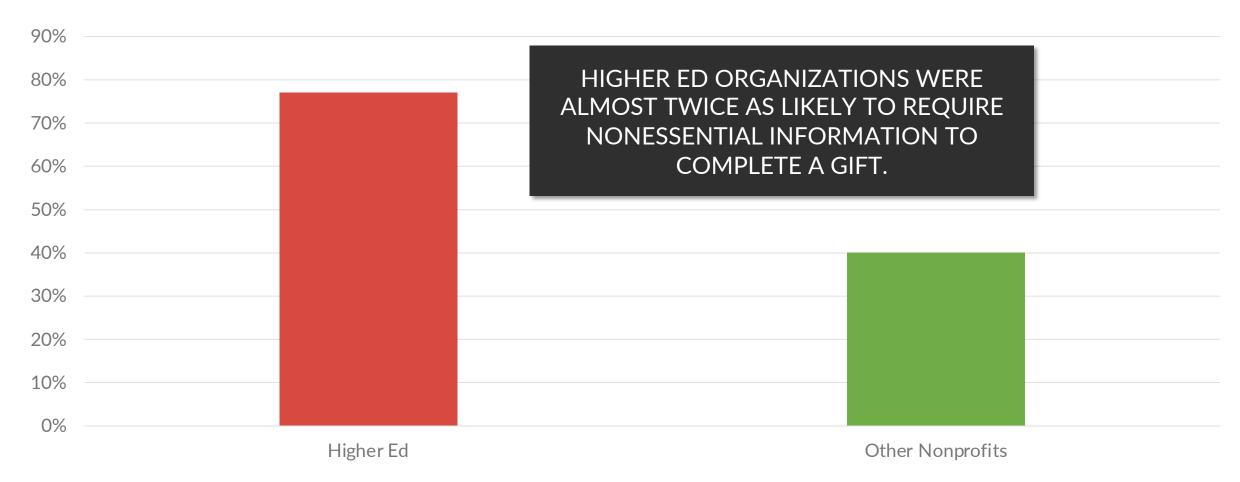
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- 1. Field Number Friction
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- 3. Form Error Friction
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction

THE MORE FORM FIELDS YOU PRESENT AND THE MORE INFORMATION YOU ARE COLLECTING THE GREATER THE CHANCE THAT SOMEONE WILL ABANDON THE PROCESS.

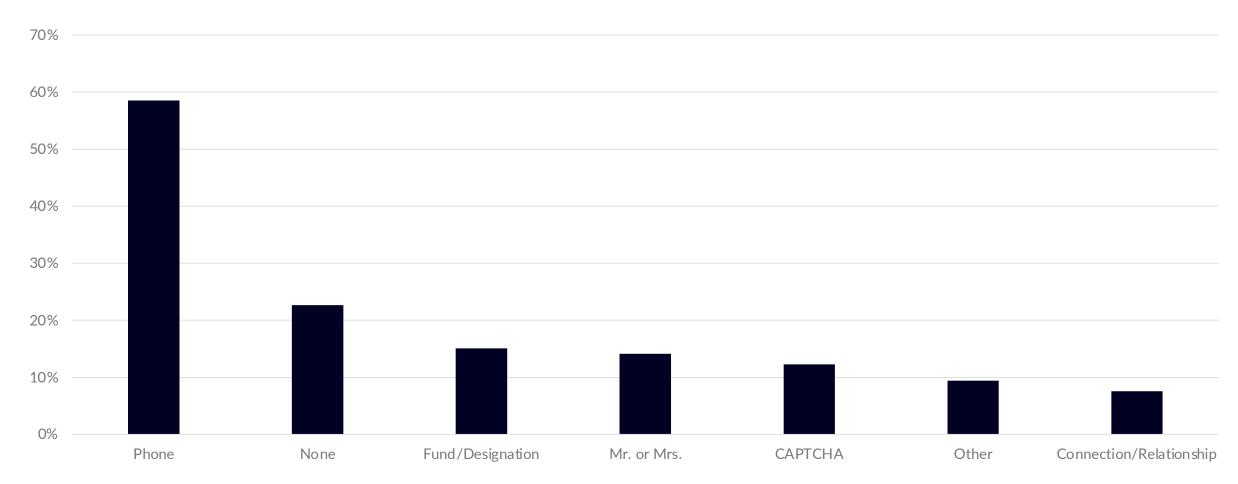






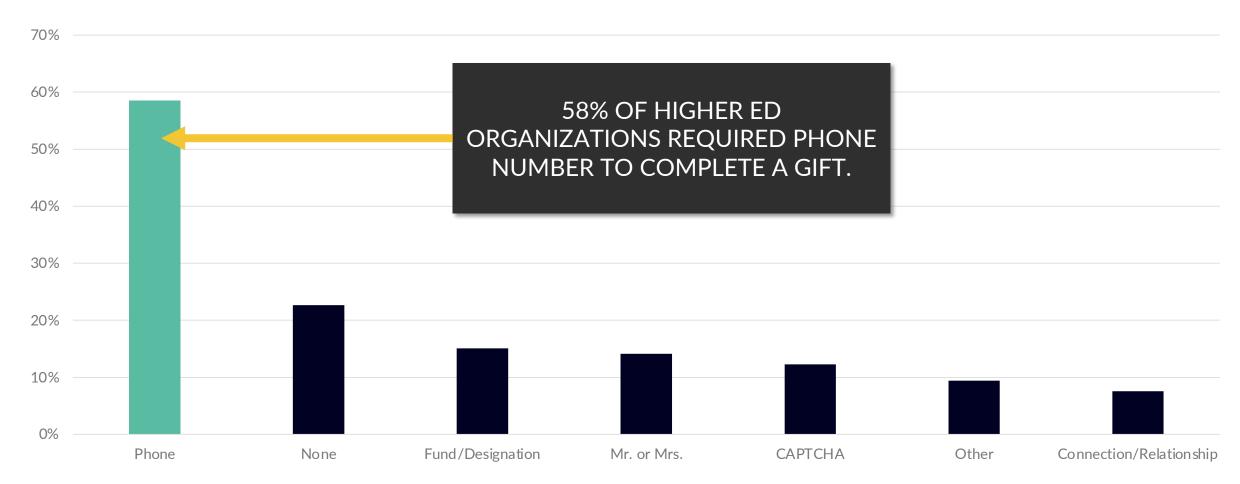










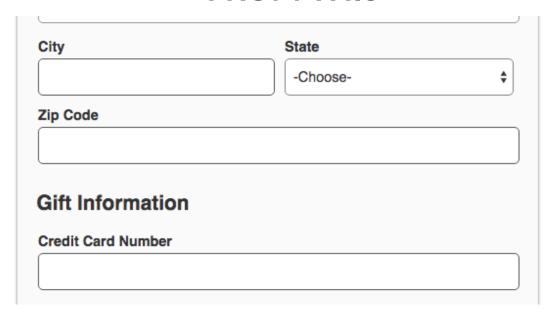




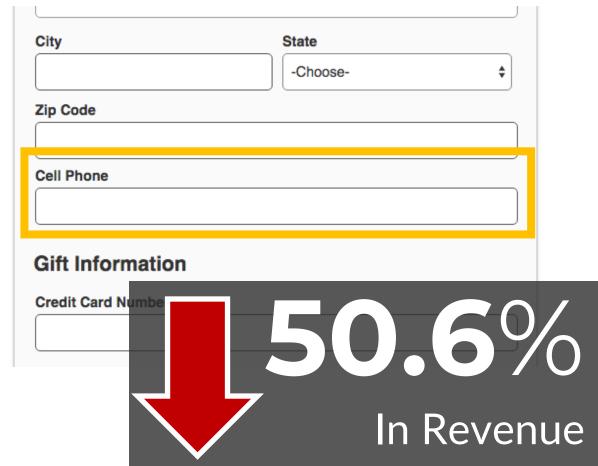


## Experiment

#### **FROM THIS**



#### **TO THIS**







## Experiment

**FROM THIS** TO THIS City State City State -Choose-Zip Code Zip Code FIELD NUMBER FRICTION Gift Information Credit Card Number **Gift Information** Credit Card No





In Revenue

## REMOVE UNCESSARY REQUIRED FORM FIELDS.





# BUT WHAT IF YOU NEED THAT INFORMATION?

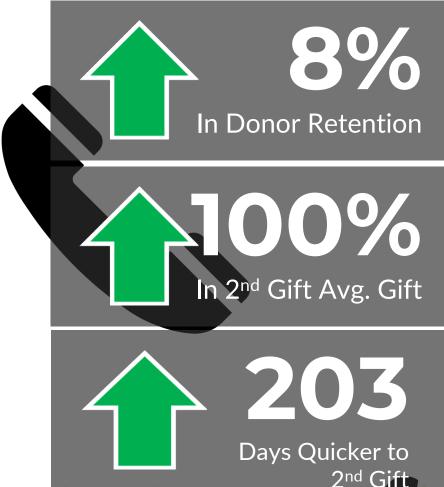


## Bloomerang Analysis of Thank You Calls Within 90 Days of 1<sup>st</sup> Gift

NO THANK YOU CALL



#### **THANK YOU CALL**





Bloomerang Analysis of Thank You Calls Within 90 Days of 1st Gift

NO THANK YOU CALL

THANK YOU CALL

## IS THE DOWNSTREAM INCREASES % WORTH THE CURRENT DECREASE?\*\*\*

DO YOU HAVE A DOWNSTREAM PLAN?





REMOVE UNCESSARY REQUIRED FORM FIELDS THAT DON'T DEFINITETIVELY HELP ENHANCE THE DONOR EXPERIENCE LATER OR IMPROVE YOUR DOWNSTREAM REVENUE.





#### Information

#### **REQUIRED (PHONE)**

COLORAL MOUNTAIN COLL FOUNDA	.EGE	
	Secure Transaction	
Billing Information		
First Name:		
Last Name:	1	
Company Name:		
Country:	United States 🔻	
Address:		
City:		
State/Province:	- Select State -	
Zip/Postal Code:		
Phone Number:		
Email Address:		
Additional Information		
Location Designation:	College-wide 🔻	
Program Designation:		
Other Designation:		
	Continue	
Thanks to donors like you, CMC continues to accelerate its role and re		vative and student-centered college in the na
Required fields designate		

required fields designated in red.

CMC Foundation 802 Grand Avenue PO Box 17 Glenwood Springs, CO, 8160 800-621-8559 x8378



#### **NOT REQUIRED**

mail address *	Class Year	Alumnus, Alumna, or Student     Parent     Faculty or Staff     Friend	
pouse First Name	Spouse Middle/I	/Former Spouse Last Name	
mail address	Class Year	Alumnus, Alumna, or Student     Parent     Faculty or Staff     Friend	
treet Address *			
<b>†</b>		ry * ed States	
<b>♦</b> Gift Information lake a gift or pledge payme	Unite		
<b>♦</b> Gift Information lake a gift or pledge payme	Unite		
Gift Information lake a gift or pledge payme ift Amount * wish to allocate my donatio Annual Fund Upynx Club for Athletics	Unite		
Gift Information lake a gift or pledge payme ift Amount * wish to allocate my donatio Annual Fund Unnx Club for Athletics Other	Unite		
Gift Information ake a gift or pledge payme ift Amount * wish to allocate my donatio Annual Fund Upxx Club for Athletics Other	Unite		



# REMOVE UNCESSARY REQUIRED FORM FIELDS AND USE OPTIONAL FIELDS SPARINGLY.





## Types of Donation Page Friction

- 1. Field Number Friction
- 2. Field Layout Friction
- 3. Form Error Friction
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction

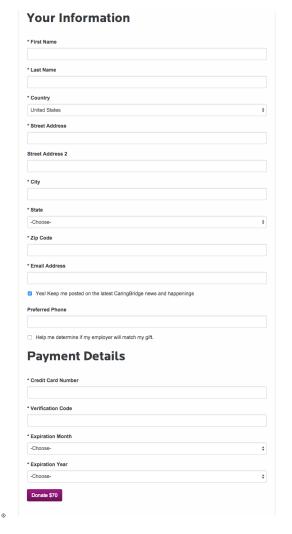
HOW FORM FIELDS ARE DISPLAYED, GROUPED, AND SPACED IMPACTS THE PERCEIVED COST OR EFFORT REQUIRED TO COMPLETE AN ACTION.



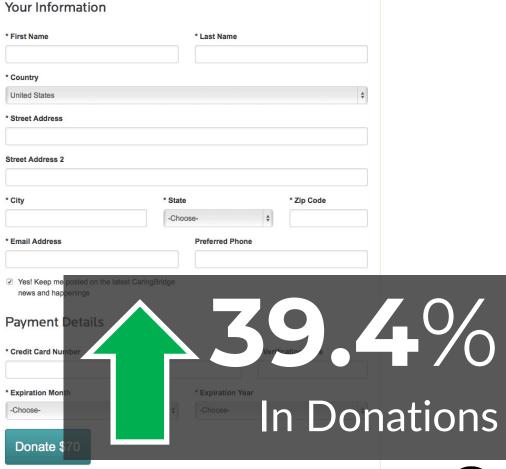


## Experiment

#### **FROM THIS**



#### **TO THIS**

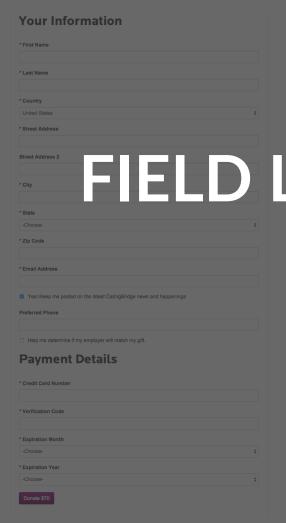






## Experiment

#### **FROM THIS**



#### TO THIS

\* Last Name

Your Information

\* First Name







# NOT JUST ABOUT WHAT INFORMATION IS REQUIRED OR COLLECTED.





#### Information

#### **REQUIRED (PHONE)**

_			
COLORAI MOUNTAIN COLL	EGE		
	ng a part of our incredible	e story!	
	Secure Transa	action 🔒	
Billing Information			
First Name:			
Last Name:			
Company Name:			
Country:	United States	•	
Address:			
City:			
State/Province:	- Select State -		
Zip/Postal Code:			
Phone Number:			
Email Address:			
Additional			
Information			
Location Designation:	College-wide 🗸		
Program Designation:		~	
Other Designation:			
		Continue	

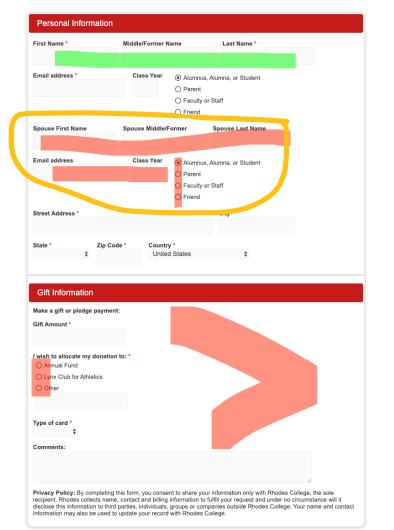
Thanks to donors like you, CMC continues to accelerate its role and reputation as the most inclusive, innovative and student-centered college in the nation.

Required fields designated in red.

CMC Foundation 802 Grand Avenue PO Box 170 Glenwood Springs, CO, 81602 800-621-8559 x8378



#### **NOT REQUIRED**





# GROUP FORM FIELDS AND USE HORIZONTAL SPACE TO REDUCE THE PERCEIVED WORK REQUIRED TO COMPLETE A DONATION.





## Types of Donation Page Friction

- 1. Field Number Friction
- 2. Field Layout Friction
- 3. Form Error Friction
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction

WHEN THERE ARE UNEXPECTED ITEMS TO NAVIGATE, COMPETING CALLS TO ACTION, OR DISTRACTING LINKS AND MESSAGES NOT RELATED TO THE ACT OF GIVING.





## Experiment

#### **FROM THIS**



#### **TO THIS**

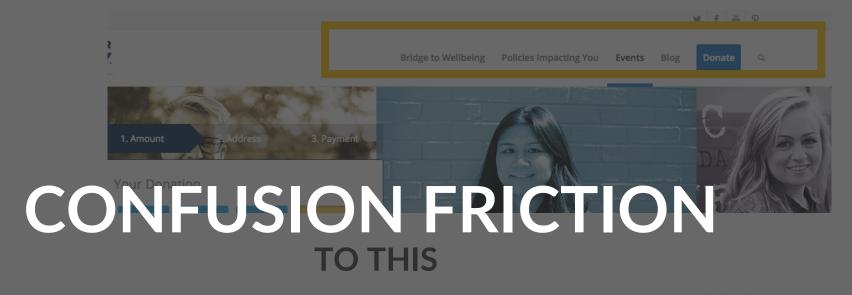






## Experiment

#### **FROM THIS**









## Large University

64% OF HIGHER ED ORGANIZATIONS HAD DISTRACTING LINKS ON THEIR DONATION PAGE.

UNIVERSITY of **HOUSTON** 





#### Give to UH

Why Give? Areas to Support Get Involved News & Events

UH Home > Giving > Give to UH

#### MAKE A GIFT

#### UNIVERSITY ADVANCEMENT

221 E. Cullen Bldg. Houston, Texas 77204-2013 Phone: (713) 743-4708 Toll free: (877) 755-0559 Fax: (713) 743-0946

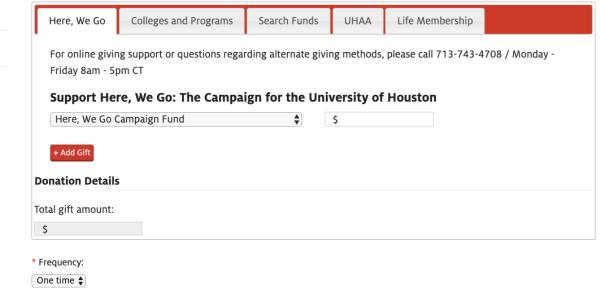
E-mail: development@uh.edu

For a Cougar Pride update regarding the new tax reform, please visit:

http://www.uhcougars.com/sports/cougarpride/spec-rel/012618aab.html

To mail in your pledge, please use the link

Printable pledge form (PDF)



Information provided on this form will be used by University Advancement for the purpose of crediting you correctly for your gift. Personal information contained in University Advancement's records is used only for university business. We are committed to protecting your privacy. Our secure server software (SSL) is the industry standard and among the best software available today for secure commerce transactions.

#### UNIVERSITY of **HOUSTON**

University of Houston Houston, Texas 77204 (713) 743-2255

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Texas Veterans Portal







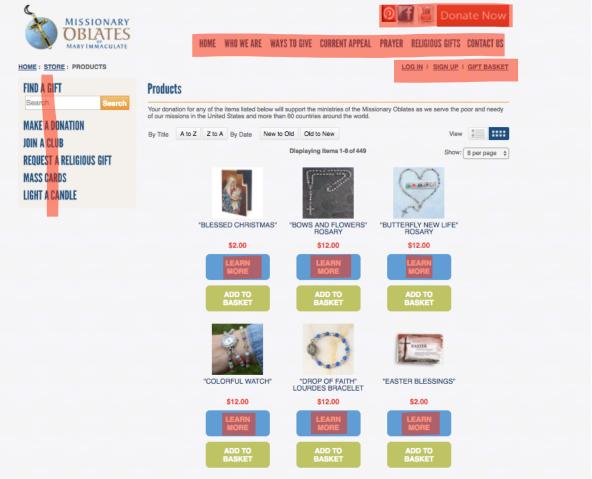
#### REMOVE DISTRACTING LINKS.



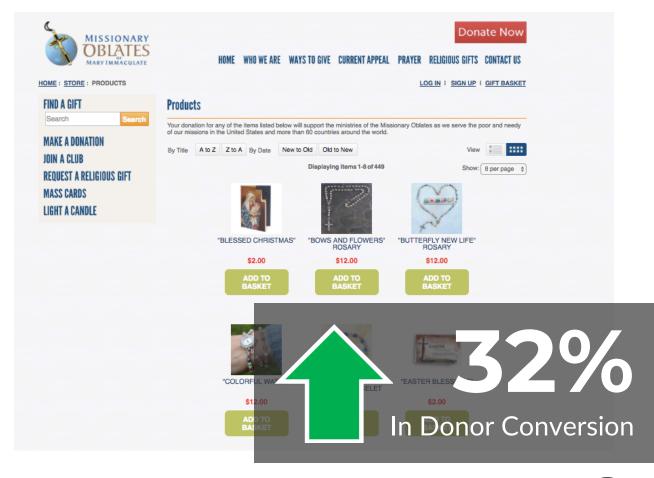


## How a radical redesign on a product page can impact donor conversion and overall revenue Experiment ID: #7157

#### **CONTROL**



#### **TREATMENT**







## How a radical redesign on a product page can impact donor conversion and overall revenue Experiment ID: #7157

#### CONTROL



#### **TREATMENT**







#### Large University

43% OF HIGHER ED ORGANIZATIONS HAD MULTIPLE CALLS TO ACTION (BESIDES DONATE) ON THEIR DONATION PAGE.

UNIVERSITY of **HOUSTON** 

🔊 Login to AccessUH 🛮 😂 Give to UH 🔍 Search

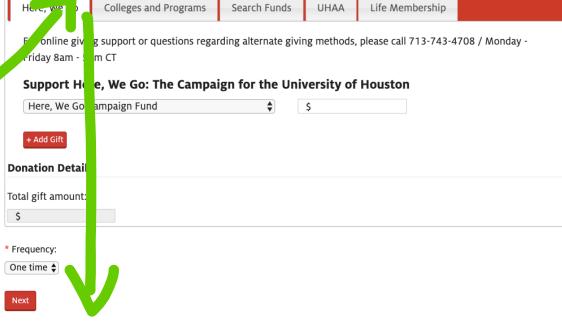


#### Give to UH

Why Give? Areas to Support Get Involved News & Events

UH Home > Giving > Give to UH

#### MAKE A GIFT UNIVERSITY AL ANCEMENT 221 E. Cullen Bldg. Houston, Texas 772 -2013 Phone: (713) 743-4 Toll free: (877) 755 559 Fax: (713) 743-094 E-mail: dev ppme + Add Gift reguling the new For a Cougar P tax reform, plea ars.com/sports/cougarhttp://www.uhco pride/spec-rel/012618aab.html To mail in your pledge, please use the link Printable pledge form (PDF) \* Frequency: One time 🛊



Information provided on this form will be used by University Advancement for the purpose of crediting you correctly for your gift. Personal information contained in University Advancement's records is used only for university business. We are committed to protecting your privacy. Our secure server software (SSL) is the

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Texas Veterans Portal **Tuition & Fees** 









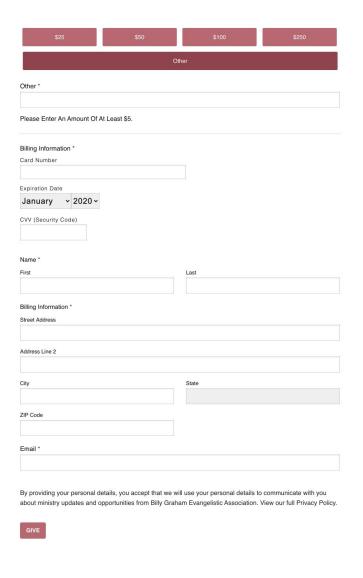
industry standard and among the best software available today for secure commerce transactions.

# REMOVE DISTRACTING LINKS AND REMOVE OTHER/ADDITIONAL CALLS TO ACTION.

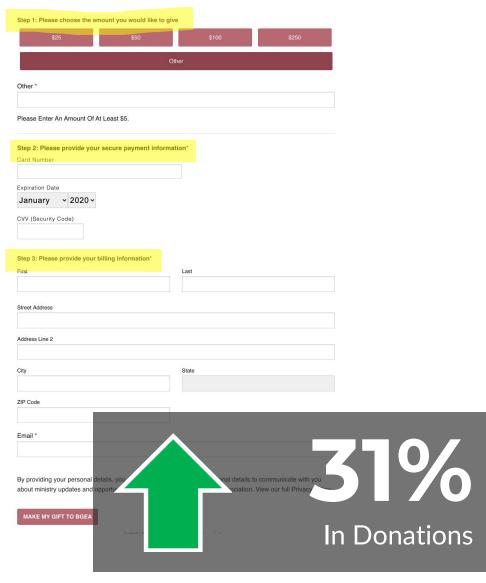




#### Control



#### Stepped Form







# BE VERY CLEAR WITH WHAT THEY NEED TO DO AND IN WHAT ORDER TO GIVE.





## Types of Donation Page Friction

- 1. Field Number Friction
- 2. Field Layout Friction
- 3. Form Error Friction
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction

WHEN THERE ARE TOO MANY
DECISIONS TO BE MADE EITHER AT ANY
ONE POINT OR THOUGHOUT THE
PROCESS ESPECIALLY WITHOUT
CONTEXT AND CLARITY (CLOSELY
RELATED TO CONFUSION FRICTION).





How a simplified decision process and contextual landing page design affects conversion

**CONTROL** 

**EXPERIMENT ID: #9172** 





A > Sponsor a Child > Sponsor a Child Today

#### Sponsor a Child Today

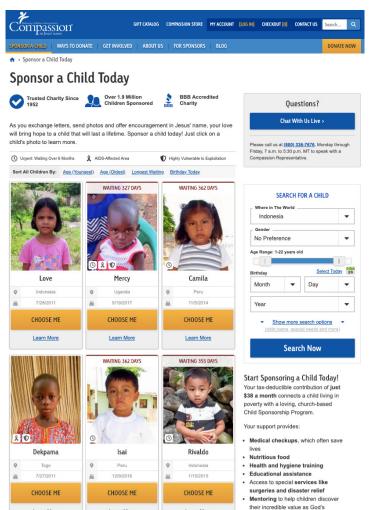








#### Original



Learn More

children

Most important of all, your sponsored child will hear about Jesus Christ

and be encouraged to develop a

your child's photo, personal story and a child sponsorship packet by mail in

lifelong relationship with God.

When you sponsor a child, you'll receive

#### One Child





#### Sponsor a Child from Indonesia

My name is Mattew and I am 5 years old.

SPONSOR ME >

Sponsor a Child in Asia =

Sponsor a child in Asia today — begin a journey that will enrich both of your lives!

When you sponsor a child from Asia, you help release that child from the grip of poverty and its devastating effects — malnutrition, disease,

dangerous living conditions and neglect. Please sponsor a child in Asia and transform a life!



















Learn More

WAITING 280 DAYS

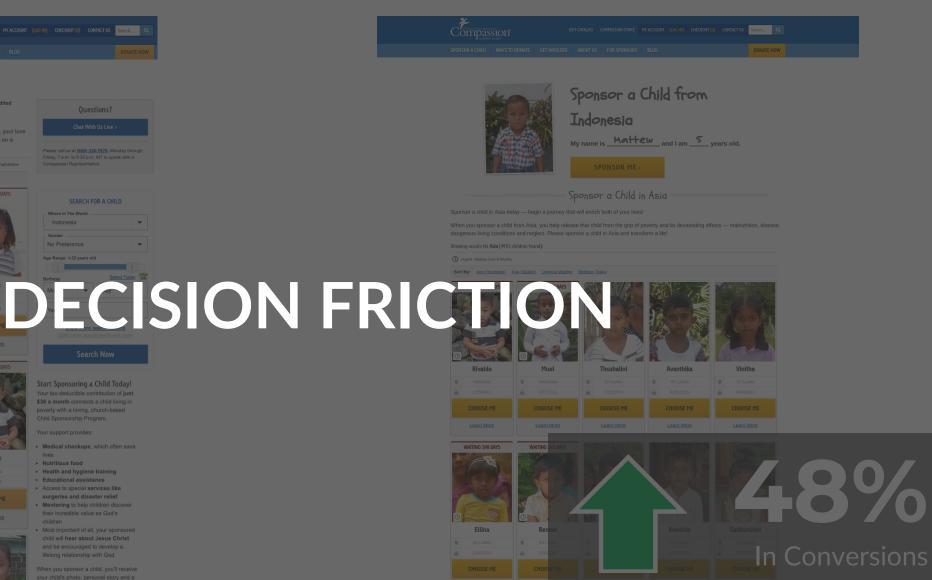
Leam More

WAITING 362 DAYS

#### Original

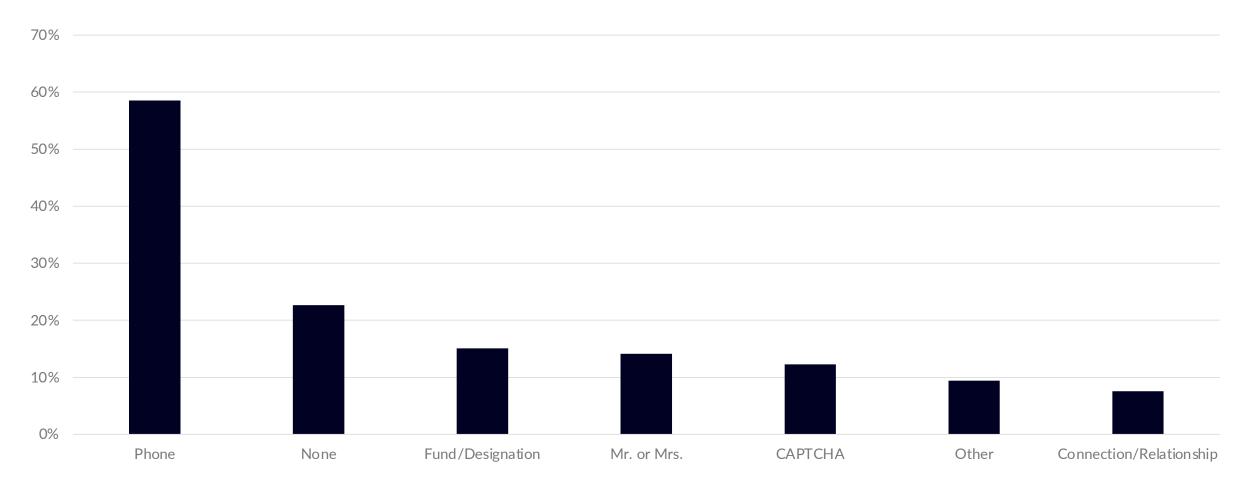


#### One Child





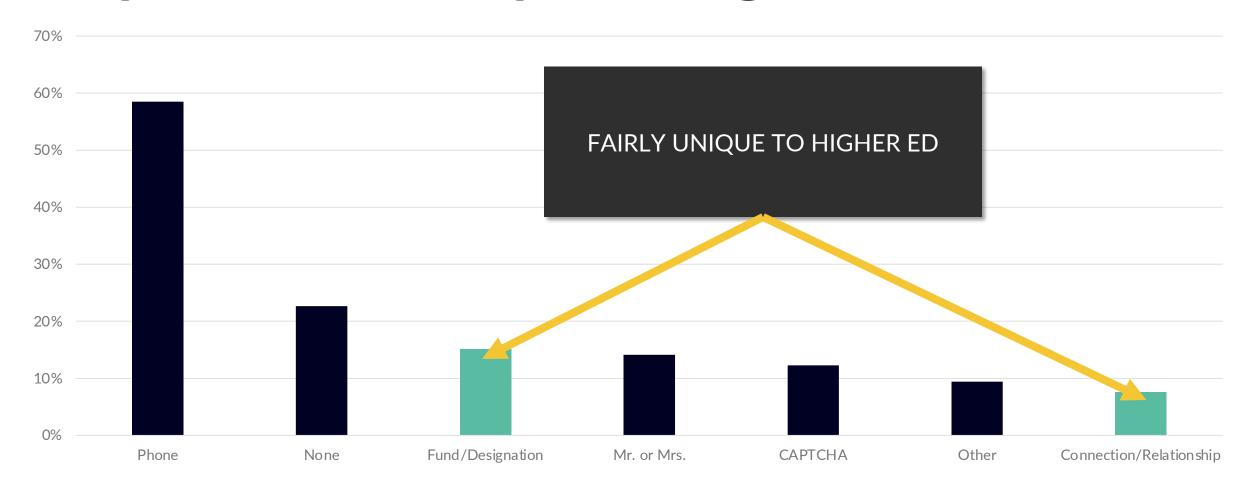








# What nonessential information was required to complete a gift?

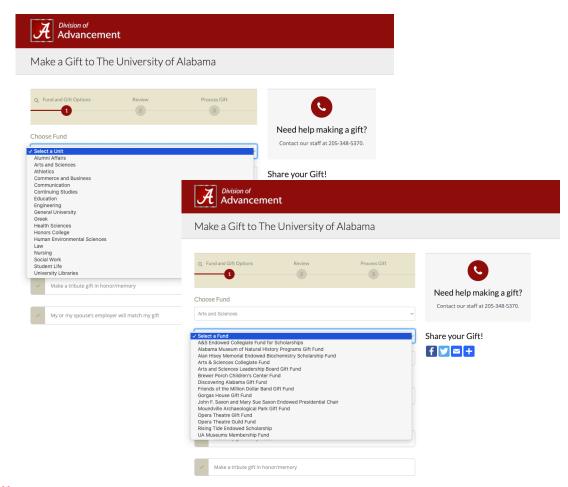






### **Fund Designation**

#### **MAYBE NOT THIS**



#### **OR THIS**

*Gift Type:		* Required
One-Time Gift	Monthly Recurring Gift	
*Area of Support:		
School or Division:	Specific Fun	d:
Select	▼ Please sele	ect a School or Division 🔻
☐ I'd like to enter my own desi *Gift Amount:	gnation.	
GIIT AIIIOUIIT.		
\$		





### PARADOX OF CHOICE

the idea that when too many available options to choose from can lead to regret or indecision





## Which gets the most sales?

A selection of 24 exotic jellies









TAWNY ORANGE















A selection of 6 exotic jellies















Stopped by to look







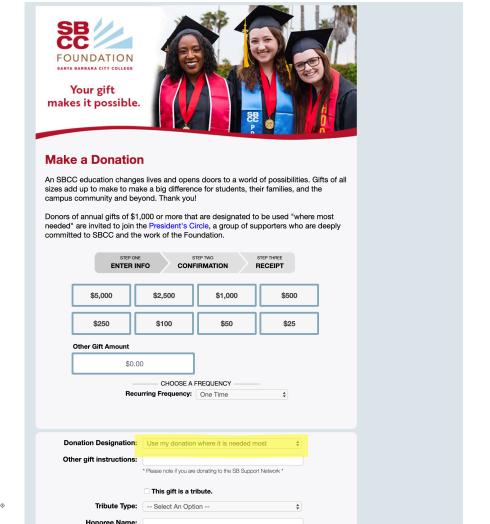






### **Fund Designation**

#### **BUT MORE LIKE THIS**



#### **OR THIS**

\$50	\$100	\$250	OUR IMPACT RESONATES
\$500	\$1000	Other	With an unflagging commitment to serving the needs of people everywhere, we've blazed a trail of innovation and ingenuity
Apply this pledge with	gift to an existing Repeat thi h UW Foundation. the greate	s gift every month for st impact.	across history. In order to continue being an inspiration and a force for change, we all need to invest in UW-Madison.
DESIGNATE YOU	IR GIFT TO		OTHER WAYS TO GIVE
Chancellor's Annual Fund	Great People School or College Scholarship Annual Fund	Other Designation	PHONE 608-263-4545
			608-263-4545 MAIL
YOUR INFO			UW Foundation
First Name	Last Name*		U.S. Bank Lockbox 78807 Milwaukee, WI 53278-0807
First Name	Last Name		Gift Form 🕹
Add spouse/partner name  Country			
USA			
Billing Address*			
Address		•	
City	State/Province	ZIP/Postal	
City	State/Province	ZIP/Postal	
Phone*		Phone Type	
Phone Number		Personal -	
Email* Email Address			





# LIMIT THE NUMBER OF DECISIONS A DONOR HAS TO MAKE AND THE NUMBER OF AVAILABLE OPTIONS WITHIN THAT CHOICE.



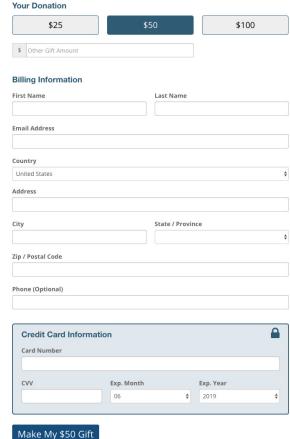


How Visually Emphasizing A Gift Amount On A Primary Donath

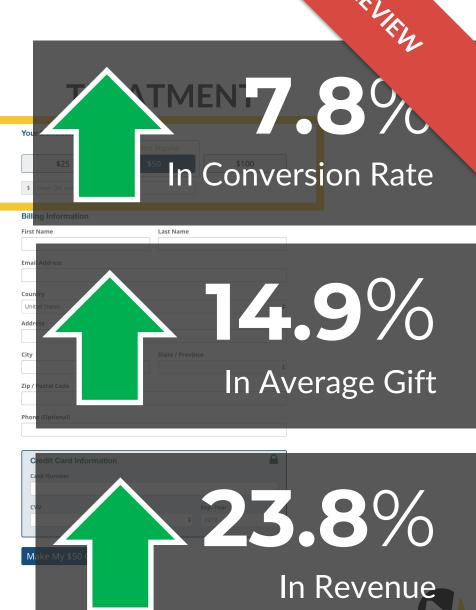
**Impacts Revenue** 

Experiment ID: #16415

#### **CONTROL**







LIMIT THE NUMBER OF DECISIONS A DONOR HAS TO MAKE AND THE NUMBER OF AVAILABLE OPTIONS WITHIN THAT CHOICE AND USE DEFAULTS, SUGGESTIONS, AND SOCIAL NUDGES TO HELP.





- 1. Field Number Friction
- 2. Field Layout Friction
- 3. Form Error Friction
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction

THE MORE STEPS — COULD BE CLICKS
BUT MORE SO PAGE LOADS — YOU HAVE
REQUIRED TO COMPLETE A
TRANSACTION THE GREATER THE
CHANCE OF ABANDONMENT
(ESPECIALLY WHEN YOU HOP DOMAINS
AND FOR PEOPLE ON MOIBLE DEVICES).





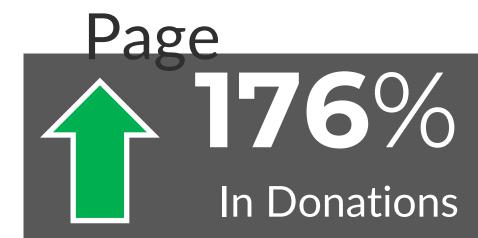
### Experiment

#### **FROM THIS**



#### **TO THIS**

# Straight to Thank You







### Experiment

**FROM THIS** 

Straight to

TO THIS

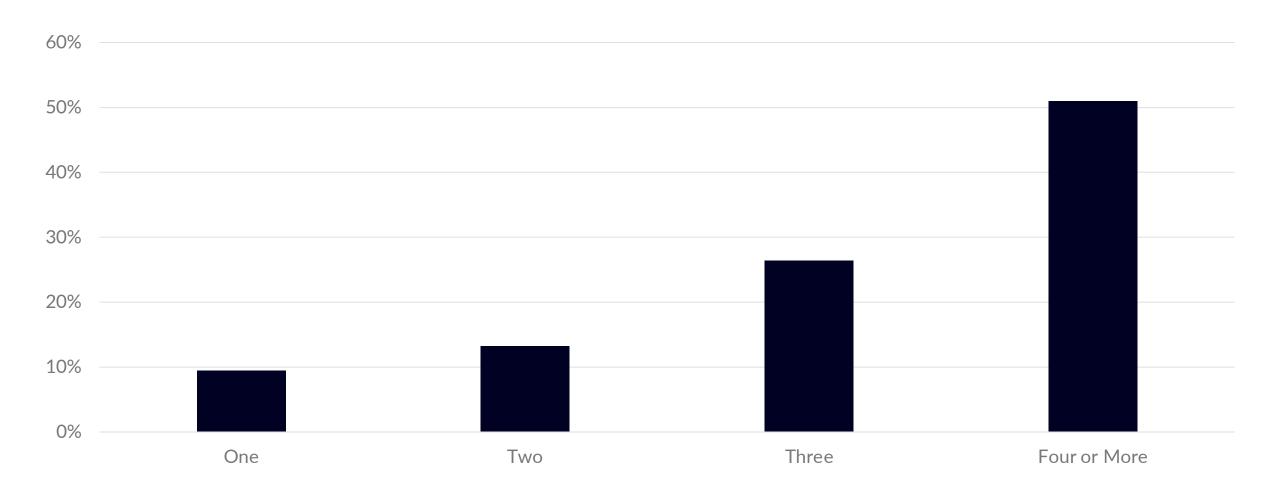


Page In Donations





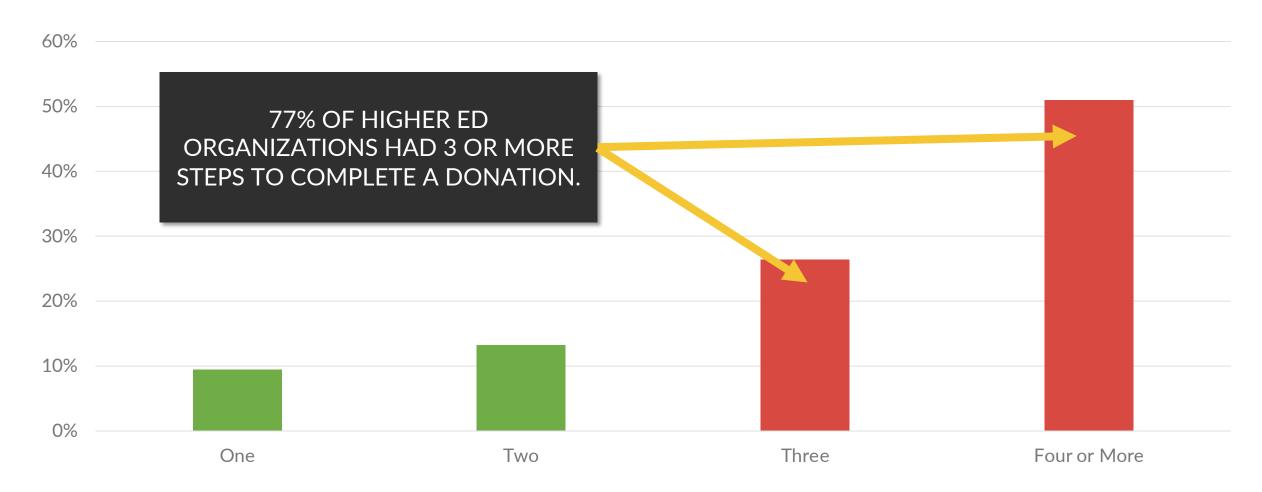
## How many steps were required to complete a donation from the home page?







## How many steps were required to complete a donation from the home page?





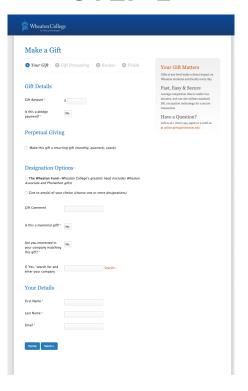


### Small/Liberal Arts

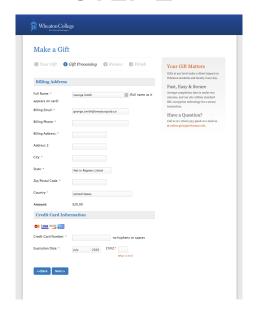
#### **HOMEPAG**



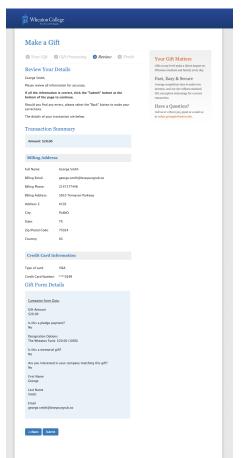
#### STEP 1



#### STEP 2



#### STEP 3



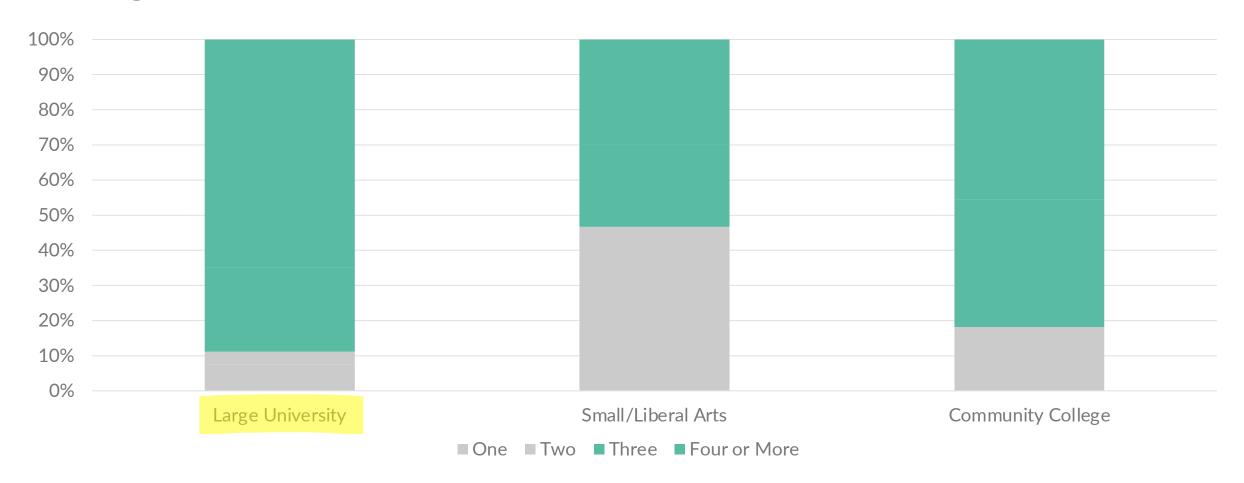
#### **THANK**

Make a Gi	ft	
Your Gift	Gift Processing Review Finish	Your Gift Matters
Thank You, G	eorgel	Gifts at any level make a direct impact or Wheaton students and faculty every day.
	ed successfully, and an e-mail confirmation of your	Fast, Easy & Secure
gift has been sent. Yo	our continued support is greatly appreciated by our staff, who are committed to serving Christ and his	Average completion time is under two minutes, and our site utilizes standard SSL encryption technology for a secure transaction.
Thank You to the Dor	THANK TO UT THE THANK TO CHIEFE FOR Whaten Callege for	Have a Question?  Cal us at 1800 jec-popo er e-mil us et colle-géragel-element etc.
Transaction S	ummary	
Confirmation Num	nber: 00079G	
Amount: \$20.00		
Billing Addres	8	
Full Name:	Paul Clowe	
Billing Email:	george.smith@loveyourgrub.co	
Billing Phone:	469-431-5470	
Billing Address:	5810 Tennyson Parkway	
Address 2:	Suite 102	
City:	Plano	
State:	TX	
Zip/Postal Code:	75024	
Country:	US	
Credit Card In	formation	
Type of card:	VISA	
Credit Card Number:	****0299	
Gift Form Det	tails	
Campaign Form Da	rta:	
Cift Amount		
\$20.00		
Is this a pledge pay No	ment?	
Designation Option The Wheaton Fund:	is \$20.00 (100%)	
Is this a memorial o	gift?	





# 89% Large University's Had 3 Or More Steps Compared To 53% Of Small/Liberal Arts Organizations And 82% Of Community Colleges.



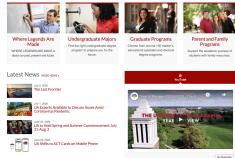


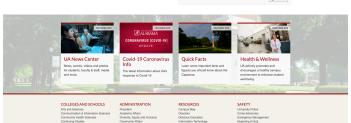


### **Large University**

#### **HOMEPAG**







#### STEP 1









8

Staff Directory



A \$20 million comprehensive gift from C.T. and intercollegiate athletics at The University of



UA is moving to eReceipts in

In an effort to be the best possible stewards for our donors, we are pleased to announce that all gift receipts will be delivered via email beginning January 1, 2020. Click here to update your personal information and email address or to opt-out of electronic receipts.



Careers

UA's C&IS Receives \$10 Million Gift from Holle Family Foundation

Family Foundation, of Birmingham, will position the College of Communication and Information Sciences at The University of Alabama as a leader in creativity and communication and honor the life of Brig. Gen. Everett Hughes Holle.



Coca-Cola Renews First Generation Program with \$1 Million Grant

time. The Coca-Cola Foundation has awarded \$4 million to support first generation scholars



Hewson Hall Campaign Highlights Successful Fundraising Year

Highlighting the successful 2018-19 fiscal year was the \$30 million Hewson Hall Building Campaign benefiting the Culverhouse College of Business. Initially announced in Septembe 2018, the campaign now has the entire \$30 million committed for the project.



\$1.4 Million Grant Establishes Alabama Power Innovation

\$1.4 million grant from the Alabama Power entrepreneurship, small business growth and talent retention in the state.

#### **GIVING FLOW**



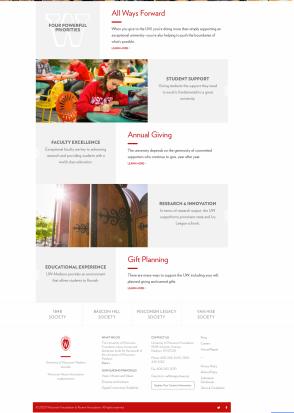


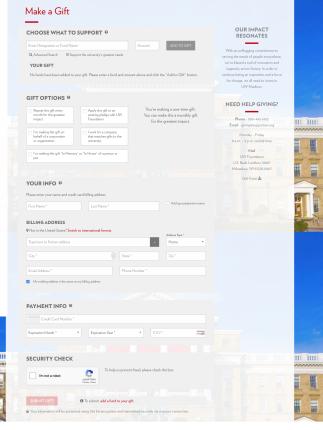




### GET A DEEPER LOOK AT A GIVING TO A UNIVERSITY VS. A UNIVERSITY FOUNDATION

HIGHEREDONLINEFUNDRAISING.COM





W FOUNDATION



# REDUCE THE NUMBER OF STEPS AND REMOVE UNNECESSARY ONES.





- 1. Field Number Friction
- 2. Field Layout Friction
- 3. Form Error Friction
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction





- 1. Field Number Friction
- 2. Field Layout Friction\*
- 3. Form Error Friction\*
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction

HIGHER ED ORGANIZAITONS SCORED HIGHER OR SIGNIFICANTLY HIGHER THAN OTHER NONPROFITS IN 4 OF THE 5 TYPES OF FRICTION WE ANALYZE.





- 1. Field Number Friction
- 2. Field Layout Friction\*
- 3. Form Error Friction\*
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction

WITH THE ADDITIONAL LINKS, EXTRA STEPS, DESIGNATIONS GETTING TO THE FORM WAS SIGNIFICANTLY MORE FRICTION FILLED THAN OTHER NONPROFITS.





# WHATABOUT MOBILE DEVICES?



### 96% OF HIGHER ED ORGANIZATIONS HAD A MOBILE OPTIMIZED (NO PINCHING AND ZOOMING) DONATION PAGE

(compared to 94% of other nonprofits)





- 1. Field Number Friction
- 2. Field Layout Friction\*
- 3. Form Error Friction\*
- 4. Confusion Friction
- 5. Decision Friction
- 6. Device Friction
- 7. Steps Friction

HIGH FRICTION DOESN'T JUST ADD UP WHEN ON A MOBILE DEVICE BUT IT ACTUALLY COMPOUNDS.





#### **OPPORTUNITY #1**

# REMOVE UNECESSARY AND UNHELPFUL FRICTION.





#### **OPPORTUNITY #2**

PROVIDE A BETTER, STRONGER, MORE CLEAR REASON TO GIVE.





# ONLY 22% OF HIGHER ED ORGANIZATIONS HAD A STRONG REASON TO GIVE ON THEIR DONATION PAGE.

(compared to 33% of other nonprofits)

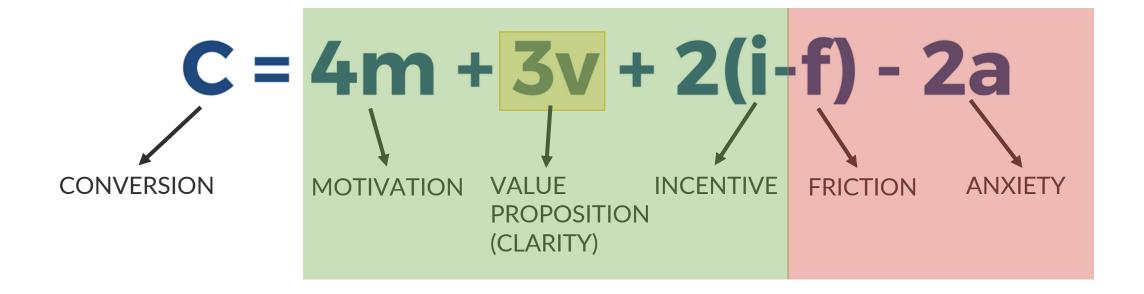








### The MECLABS Conversion Sequence Heuristic ©





# IF I AM YOUR IDEAL DONOR, WHY SHOULD I GIVE TO YOU RATHER THAN SOME OTHER ORGANIZTION OR NOT AT ALL?









• Do they want it?





Do they want it? APPEAL.





- Do they want it? APPEAL.
- Can they get it anywhere else?





- Do they want it? APPEAL.
- Can they get it anywhere else? EXCLUSIVITY.





- Do they want it? APPEAL.
- Can they get it anywhere else? EXCLUSIVITY.
- Do they understand it?





- Do they want it? APPEAL.
- Can they get it anywhere else? EXCLUSIVITY.
- Do they understand it? CLARITY.





## The 4 Main Ways to Answer the Value Proposition Question

- Do they want it? APPEAL.
- Can they get it anywhere else? EXCLUSIVITY.
- Do they understand it? CLARITY.
- Do they believe you?





## The 4 Main Ways to Answer the Value Proposition Question

- Do they want it? APPEAL.
- Can they get it anywhere else? EXCLUSIVITY.
- Do they understand it? CLARITY.
- Do they believe you? CREDIBILITY.





## The 4 Main Ways to Answer the Value Proposition Question

- Do they want it? APPEAL.
- Can they get it anywhere else? EXCLUSIVITY.
- Do they understand it? CLARITY.
- Do they believe you? CREDIBILITY.





# WHY DID HIGHER ED'S DO POORLY?



## Large University

54% OF HIGHER ED ORGANIZATIONS USED LESS THAN 1 SENTENCE OF COPY ON THEIR DONATION PAGE.

UNIVERSITY of **HOUSTON** 

No Login to AccessUH 😅 Give to UH 🔍 Search





## Give to UH

Why Give? Areas to Support Get Involved News & Events

UH Home > Giving > Give to UH

#### MAKE A GIFT

#### UNIVERSITY ADVANCEMENT

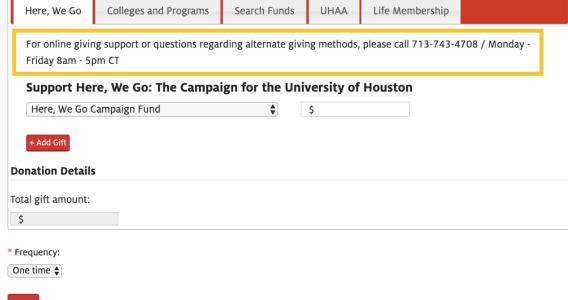
221 E. Cullen Bldg. Houston, Texas 77204-2013 Phone: (713) 743-4708 Toll free: (877) 755-0559 Fax: (713) 743-0946 E-mail: development@uh.edu

For a Cougar Pride update regarding the new tax reform, please visit:

http://www.uhcougars.com/sports/cougarpride/spec-rel/012618aab.html

To mail in your pledge, please use the link

Printable pledge form (PDF)



Information provided on this form will be used by University Advancement for the purpose of crediting you correctly for your gift. Personal information contained in University Advancement's records is used only for university business. We are committed to protecting your privacy. Our secure server software (SSL) is the industry standard and among the best software available today for secure commerce transactions.

#### UNIVERSITY of **HOUSTON**

University of Houston Houston, Texas 77204 (713) 743-2255

Academic Calendar

Campus Carry Policy

Campus Map

A-Z Index

Careers at UH

Directory

Emergency Information

Get Help **Human Resources** 

Library

MySafeCampus

Office of the President

Parking Social Media

Title IX — Sexual Misconduct

Texas Veterans Portal

**Tuition & Fees** 

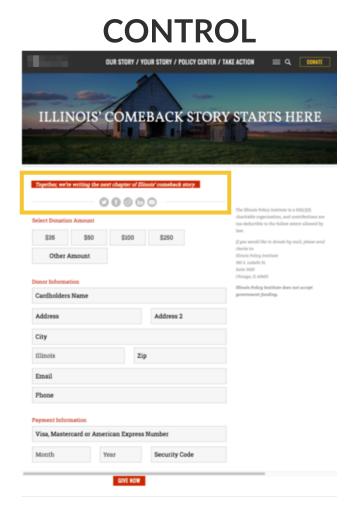
**f 9 0** 







## How The Addition Of Value Proposition Impacts Donor Conversion Experiment ID: #6623









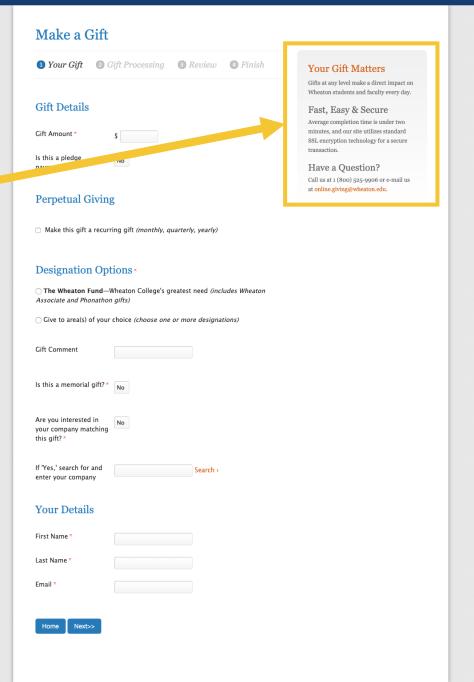
# HAVE AT LEAST SOME COPY ON YOUR DONATION PAGE.





REASON TO GIVE NOT IN THE DIRECT EYELINE BEFORE MAKING YOUR GIFT.









HOW WOULD YOU SCORE THIS?

APPEALING? EXCLUSIVE? CLEAR? CREDIBLE?

#### **Your Gift Matters**

Make a Gift

Gifts at any level make a direct impact on Wheaton students and faculty every day.

#### Fast, Easy & Secure

Average completion time is under two minutes, and our site utilizes standard SSL encryption technology for a secure transaction.

### Have a Question?

Call us at 1 (800) 525-9906 or e-mail us at online.giving@wheaton.edu.





20% OF HIGHER ED
ORGANIZATIONS USED MORE THAN
4 SENTENCES OF COPY ON THEIR
DONATION PAGE.





### Your tax-deductible gift to Hillsdale College is a strategic investment in the future of America.

Since Hillsdale does not accept even one penny of state or federal taxpayer funding—even indirectly in the form of student grants or loans—your gift ensures that:

- HillSdale College can continue to teach its students a classical liberal arts curriculum, necessary for preserving the blessings of civil and religious liberty. Hillsdale educates these bright and ambitious students—our future leaders—on the principles of liberty that made America great, and are necessary for freedom and free-enterprise to flourish;
- HillSdale can continue to educate all Americans who wish to learn about the Declaration of Independence, the Constitution, free-market economics, the Western and American Heritage, the Great Books, and more through its free online courses which reach hundreds of thousands of people each year;
- Hillsdale can continue to publish *Imprimis*, its influential speech digest that shapes American opinion. *Imprimis* reaches more than 4.8 million people with each mailing, is offered completely free of charge, and features great speeches delivered by famous and influential conservatives from political, business, media, and academic leaders at Hillsdale College events; and
- Hillsdale can continue to teach students, opinion leaders, and policy makers about the Constitution and its central place in America's
  political life through its Allan P. Kirby, Jr. Center for Constitutional Studies and Citizenship on Capitol Hill in Washington, D.C.

#### Make your tax-deductible gift to Hillsdale College today.

		CHOOSE DES	IGNATION			
	Please sele	ct how your gi	ft should be d	lesignated.		
	Select Designation	1		•		
		YOUR DO	NATION			
		100 K DO	NATION			
	\$50 \$100	\$250	\$500	\$ Other Amount		
	☐ Mal	ke this a mon	thly recurring	g gift.		
All gift	s of \$500 or more will receive a pe	ersonalized, engr	aved brick on H	illsdale's Liberty Walk. See	an example.	
		PAYMENT	DETAILS			SECURE DONATION
Ca	rd Number *					
				AMEX VISA	*****	
Ex	piration *			Security Code *		
1	Month \$	Year	<b>\$</b>		@	
		YOUR INFO	RMATION			
Na	nme *					
	First Name		Last Name			
Em	nail *					
Co	untry *					
	United States				<b>\$</b>	



#### **HOW WOULD YOU SCORE THIS?**

APPEALING? EXCLUSIVE? CLEAR? CREDIBLE?

## Your tax-deductible gift to Hillsdale College is a strategic investment in the future of America.

in the future of America.

Your tax-deductible gift to Hillsdale College is a strategic investment

Since Hillsdale does not accept even one penny of state or federal taxpayer funding—even indirectly in the form of student grants or loans—your gift ensures that:

- Hillsdale College can continue to teach its students a classical liberal arts curriculum, necessary for preserving the blessings of civil and religious liberty. Hillsdale educates these bright and ambitious students—our future leaders—on the principles of liberty that made America great, and are necessary for freedom and free-enterprise to flourish;
- Hillsdale can continue to educate all Americans who wish to learn about the Declaration of Independence, the Constitution, free-market
  economics, the Western and American Heritage, the Great Books, and more through its free online courses which reach hundreds of
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Make your tax-deductible gift to Hillsdale College today.



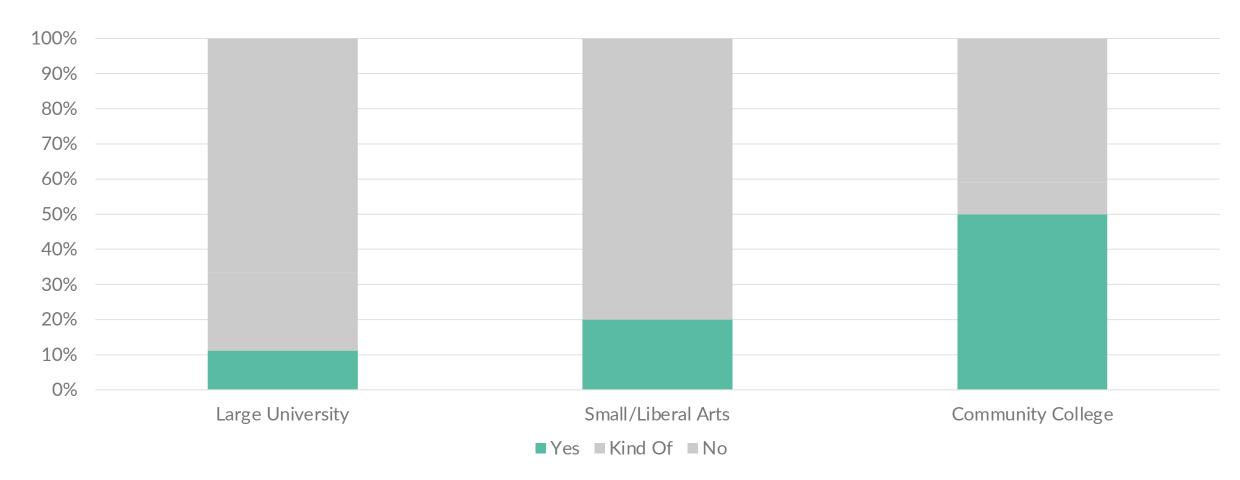


# HAVE AT LEAST SOME COPY ON YOUR DONATION PAGE TO SHARE WHY A GIFT IS NEEDED AND WHAT IT WILL DO.





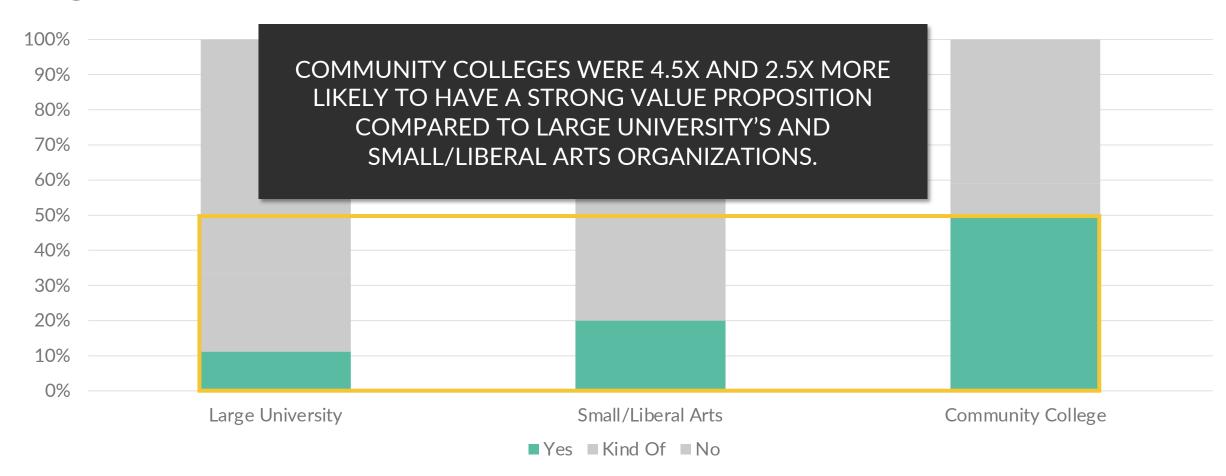
## Do they have a strong value proposition where they try to answer why you should give to them compared to another organization or not at all







## Do they have a strong value proposition where they try to answer why you should give to them compared to another organization or not at all







## Community College

COMMUNITY COLLEGES USED 4 OR MORE SENTENCES ON THEIR DONATION PAGE 55% OF THE TIME COMPARED TO 9% FOR LARGE UNIVERSITY'S AND 13% FOR SMALL/LIBERAL ARTS ORGANIZATIONS.







#### Make a Donation

An SBCC education changes lives and opens doors to a world of possibilities. Gifts of all sizes add up to make to make a big difference for students, their families, and the campus community and beyond. Thank you!

Donors of annual gifts of \$1,000 or more that are designated to be used "where most needed" are invited to join the President's Circle, a group of supporters who are deeply committed to SBCC and the work of the Foundation.

STEP ON ENTER II			RECEIPT			
\$5,000	\$2,500	\$1,000	\$500			
\$250	\$100	\$50	\$25			
Other Gift Amount						
\$0.0	00					
CHOOSE A FREQUENCY						
Rec	urring Frequency:	One Time	\$			
Donation Designation:	on Designation: Use my donation where it is needed most \$					
Other gift instructions:						
	* Please note if you are donating to the SB Support Network *					
	☐ This gift is a tribute.					
Tribute Type:	Tribute Type: Select An Option		*			
Honoree Name:						
Who should receive notificatio	n of this gift?					
Name:						
Address:						
City:						
State:						
Zip Code:						
Zip Code:	N I would like to	rossivo (or continue to	receive if already			
I would like to receive (or continue to receive, if already subscribed) email newsletters and updates.						
Please send information about planned gift opportunities.						
My company matches my charitable gifts. I will submit the						



# BUT THEY ALREADY KNOW US AND WHY THEY SHOULD GIVE...

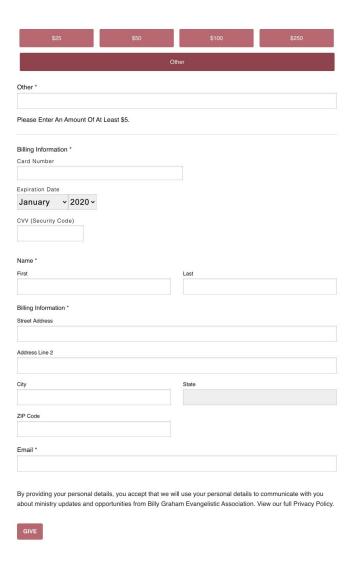








## Control



## Stepped Form

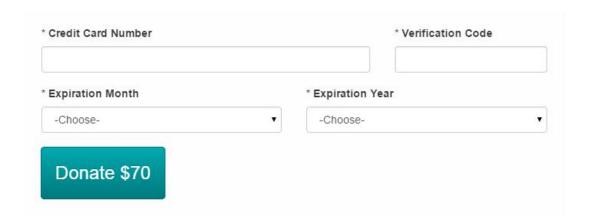




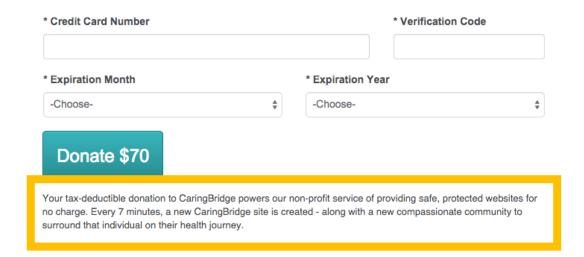


## Experiment

### **FROM THIS**



### **TO THIS**







## How will the presence of a value proposition banner in checkout affect conversion?

Experiment ID: #15988

#### **CONTROL**

#### TREATMENT











HAVE AT LEAST SOME COPY ON YOUR DONATION PAGE AND THROUGHOUT THE GIVING EXPERIENCE TO SHARE WHY A GIFT IS NEEDED AND WHAT IT WILL DO EVEN IF THEY DO ALREADY KNOW YOU.





## **OPPORTUNITY #2**

PROVIDE A BETTER, STRONGER, MORE CLEAR REASON TO GIVE.





## **OPPORTUNITY #3**

FOCUS MORE ON RECURRING GIVING.





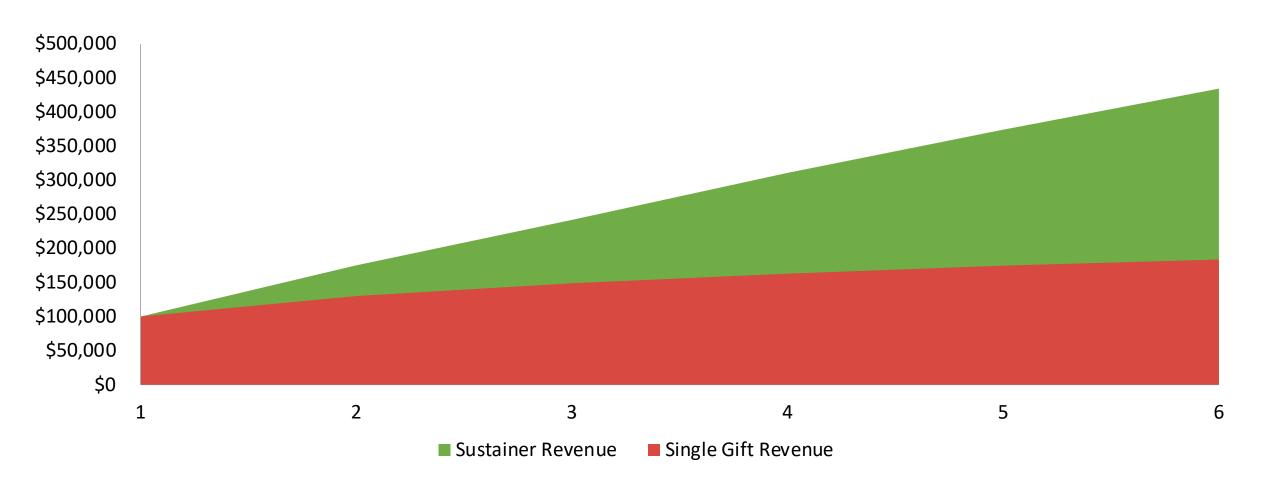
## 6 Year Value of 1,000 Donors







## 6 Year Value of 1,000 Donors







# THE SUBSCRIPTION E-COMMERCE MARKET HAS GROWN > 100% A YEAR FOR THE PAST 5 YEARS.

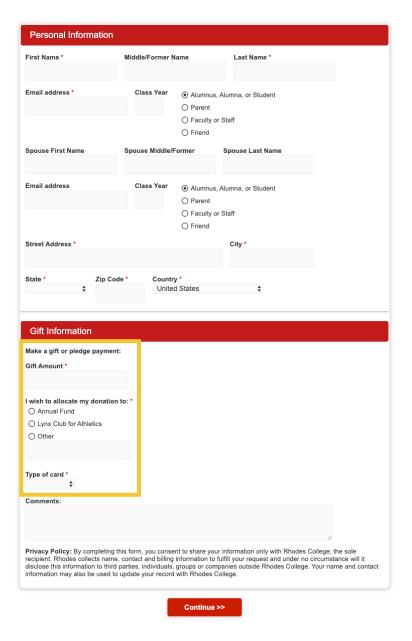




# THE SUBSCRIPTION E-COMMERCE PARTICULARLY FOR 25 - 44 YEAR OLDS. FOR THE PAST 5 YEARS.



# 10% OF HIGHER ED ORGANIZATIONS DID NOT ALLOW FOR A RECURRING GIFT.



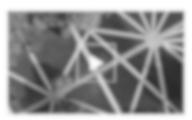




## 10% OF HIGHER ED **ORGANIZATIONS** PROVIDED A REASON TO MAKE A RECURRING GIFT.







#### Monthly giving goes further

You can support life-changing scholarships, programs, research, patient care and more all year long.

It's safe, secure, easy - and it does a lot. Plus, once you enroll, you never have to think about it again. Monthly giving provides dependable support with less administrative costs, and a dedicated personal contact is always available to assist you with your questions or updates.

So support what you're passionate about at Ohio State all year long, and set up a monthly gift today.



#### \$10 a month

provides 30 meals a year for a student in need. GIVE TODAY



covers the cost of clippers our veterinary students use to prepare shelter animals for surgery.



keeps research into advanced cancer treatments moving forward at our Comprehensive Cancer

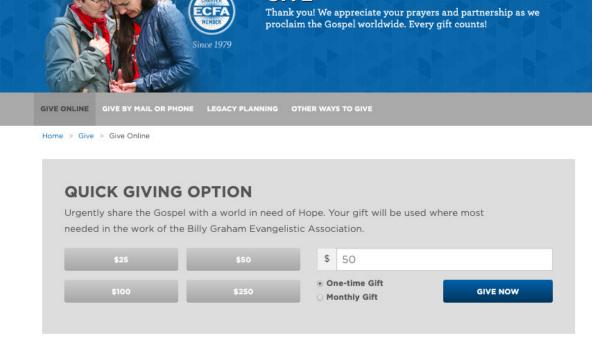




## How Communicating The Impact Of A Recurring Gift Can Increase Conversion With New Visitors

**EXPERIMENT ID: #18659** 

### **CONTROL**



OR GIVE TO SPECIFIC AREAS

Where Most Needed

### **TREATMENT**









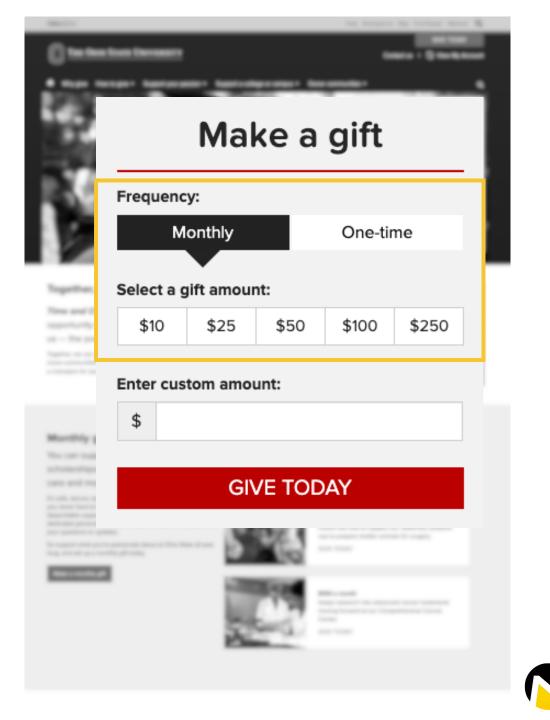
## PROVIDE A REASON FOR WHY SOMEONE SHOULD GIVE MONTHLY

(especially for new visitors/donors)





# 3% OF HIGHER ED ORGANIZATIONS DEFAULTED TO A MONTHLY GIFT.



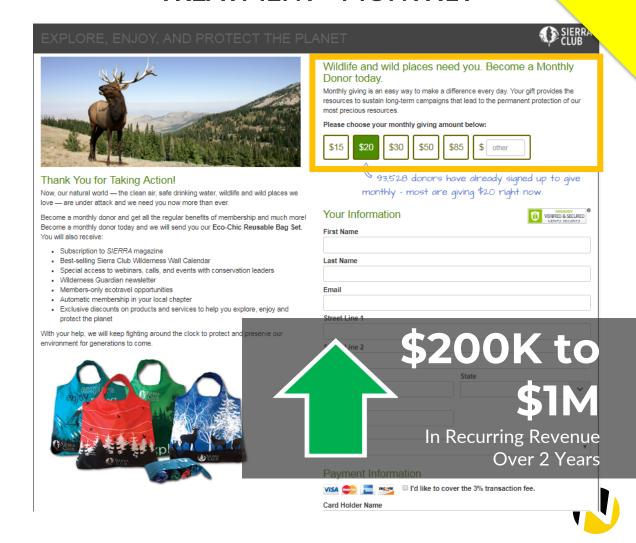


# Sierra Club Testing Defaulting to Recurring Gift CONTROL - ONE-TIME

#### SIERRA CLUB Select Your Gift Make my gift monthly. ฯ 93,528 donors have aiready signed up to give monthly - join them today Your Information VERIFIED & SECURED First Name Last Name Fmail **Protect Endangered Species** Endangered species face far too many threats - the impacts of climate change on their Street Line 1 delicate ecosystems, development by the fossil fuel industry, and relentless efforts to dismantle the Endangered Species Act. Help us continue to protect wildlife on the brink of extinction. Make your donation today! Street Line 2 City State Postal Code Country Payment Information VISA 🌅 📜 🚾 🔲 I'd like to cover the 3% transaction fee. Card Holder Name Card Number 0000-0000-0000-0000



#### TREATMENT - MONTHLY





## Sierra Club Testing Defaulting to Recurring Nicrea SE: TREATMENT - MONTHLY

ALL CHANNELS





Select Your Gift \$15	AIGNS
□ Make my gift monthly.	Water Control of the
them today  Your Information	ECIS
First Name	Thank You for Taking Action!  Now, our natural world — the clean air, safe drinking water, wildlife and wild places we love — are under attack and we need you now more than ever.
Last Name	Become a monthly donor and get all the regular benefits of membership and much more!  Become a monthly donor today and we will send you our Eco-Chic Reusable Bag Set.  You will also receive:
Email	Subscription to SIERRA magazine     Best-selling Sierra Club Wilderness Wall Calendar     Iccess
Street Line 1	ildemess G. A new (ter

NOINCK: English of the country of th

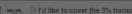
PAID SEARCH

**ORGANIC SEARCH** 

	☐ I'd like to cover the 3% transaction fee.	
Card Holder Name		
Card Number		



Last Name









## TRY DEFAULTING TO A MONTHLY GIFT

(especially when you're driving message & motivation)

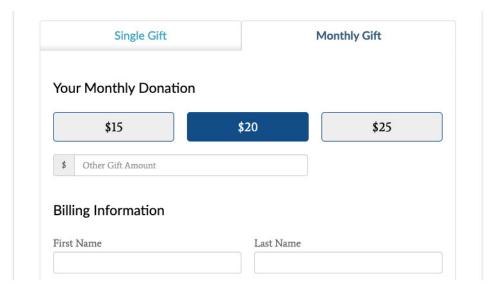




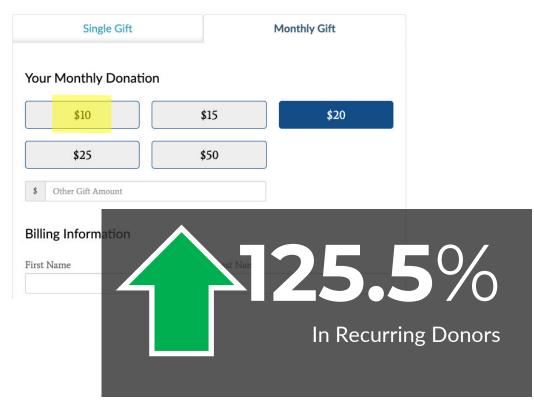
## How more donation options with a lower initial ask affects recurring donations

**EXPERIMENT ID: #18815** 

#### 3 OPTIONS, \$15 LOWEST



#### 5 OPTIONS, \$10 LOWEST





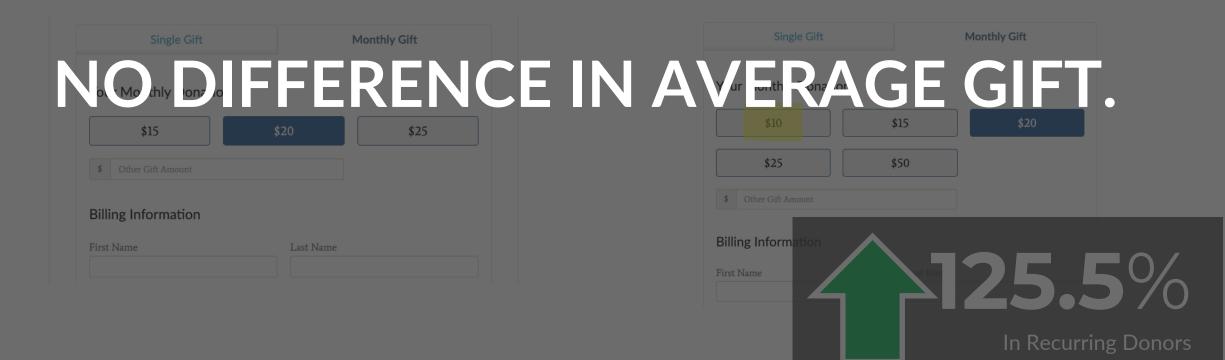


## How more donation options with a lower initial ask affects recurring donations

**EXPERIMENT ID: #18815** 

3 OPTIONS, \$15 LOWEST

5 OPTIONS, \$10 LOWEST







## How the minimum gift amount asked on a recurring pop-up impacts overall revenue

**EXPERIMENT ID: #18640** 

**CONTROL \$15** 

Would you like to convert your gift to an ongoing monthly gift?

YES!
Convert my gift to a \$15 monthly gift.

No, thanks.
Process my original one-time gift.

**TREATMENT \$19** 

Would you like to convert your gift to an ongoing monthly gift?

YES!
Convert my gift to a \$19 monthly gift.

In Revenue per Visitor





# TRY STARTING WITH A SMALLER FIRST DONATION AMOUNT IN THE ARRAY.





### **OPPORTUNITY #3**

FOCUS MORE ON RECURRING GIVING.





### **OPPORTUNITY #4**

# USE THE THANK YOU/CONFIRMATION PAGE MORE STRATEGICALLY.





# HALF OF HIGHER ED ORGANIZATIONS DID NOT THANK THE DONOR WITH IMPACT FOCUSED MESSAGING.

## THANKS FOR MOVING THE UW FORWARD

By making a gift to the University of Wisconsin, you've had a significant effect on the future success of the university. That's because, your gift will be going toward helping students, supporting faculty, improving research, and enhancing the Wisconsin Experience. So, thanks again for your contribution, and keeping the UW a world-class institution.

If your payment meets the charitable gift requirements under IRS guidelines, you will receive a separate tax receipt from us in 2 - 3 weeks.

If you have any questions or would like more information, contact us at giftprocessing@supportuw.org.





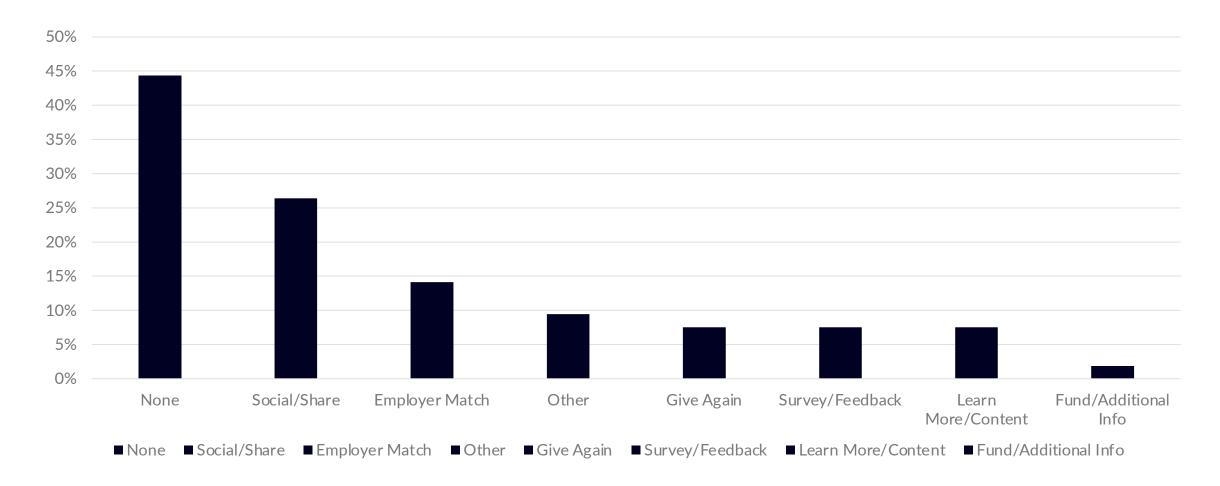


# MAKE SURE YOU HAVE A GOOD, CLEAR, TANGIBLE THANK YOU ON THE CONFIRMATION PAGE.





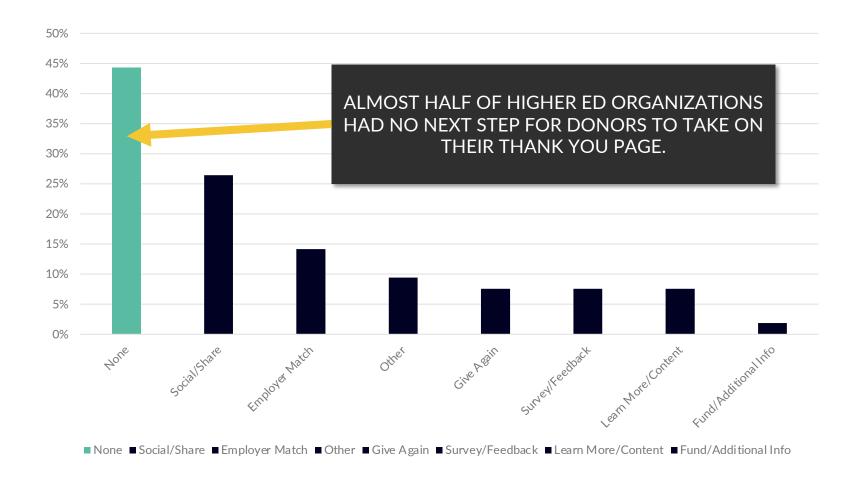
# If there is a next step or action for you to take, what is it?







# If there is a next step or action for you to take, what is it?





Thank you George for your support of Auburn Universit

Please print the below information for your records

Transaction Summary
Description Arr

Confirmation Number: 03642G

\$20.00

#### Billing Information

II Name: George Smi

Billing Email: george.smith@loveyourgrub.co

Billing Phone: 469-431-5470

Billing Address: 5810 Tennyson Parkway #102

Address 2

State: TX
Zip/Postal Code: 75024

Country:

#### Credit Card Information

Type of card: VIS

Credit Card Number: \*\*\*\*

Online Responses

#### ift Amount:

New gift, or payment on an existing pledge:

New gift, or payment on an existing pledge New Gift

First Name George

Last Name

Conitio

#### Primary E-mail:

george.smith@loveyourgrub.co

Address 1

5810 Tennyson Parkway #10:

City/Town: Plano

#### State/Province/Region

Zip/Postal Code

21p/Postal 75074

> Phone Number 469-431-5470





How Testing The Call-to-action On Thank You Page Experiment ID: #262

**CONTROL** 

# RECURRING 'UPGRADE'

5.4% Conversion Rate





42.4% In Revenue



## Give Again?

#### **OR THIS**



#### Thank You For Your Donation Your Gift Is Making A Difference!

Your donation has been charged to your credit card and a copy of your receipt is being emailed to you.

#### Become a Sustaining Supporter

Your ongoing monthly donation of \$19 per month will help LLS continue to advance the most promising cancer research of our time.

As a Sustaining Supporter, you'll receive regular updates on our research progress as well as news of cancer survivors.

Donate now with 1-click

Your LLS monthly donations are secured utilizing the highest level of encryption through PCI DSS compliant technology. The first payment will start next month and is charged on the same date each month. For assistance, call 1-888-557-7177.

#### **OR THIS**



**GROW YOUR FAIT** 

TV & RA

VHAT WE D

NEWS

т



#### **CHECKOUT**

#### Thank you for your generous online gift.

We are grateful for your financial support. Your transaction will be processed shortly and will appear on your next credit card statement. An acknowledgment will be mailed to your billing address.

The confirmation number for your donation is 14418604.

#### Keep Giving Hope: Make This a Monthly Gift

Will you consider partnering with BGEA all year long by turning your gift into a recurring monthly donation? Most importantly, you can be a crucial part of what God is doing throughout the world as BGEA continues to proclaim the Gospel of Jesus Christ through every effective means available. You can call or write us anytime to pause or stop your monthly donation.

If you have any questions, call us at **1-877-247-2426**. Please have your confirmation number ready and indicate that you are contacting us about a credit card donation made through the Billy Graham Evangelistic Association website.

To keep you updated on the ministry, we would like to send you our prayer letter, From the Desk of Franklin Graham, featuring biblical truths about current events, news of his travels and updates on the work of BGEA with thousands of people around the world.



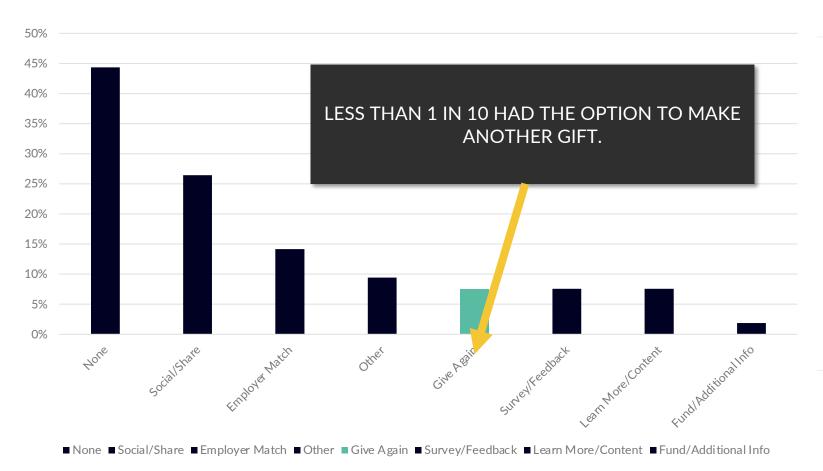


# HAVE AT LEAST ONE CLEAR ACTION FOR THE DONOR TO TAKE.





### If there is a next step or action for you to take, what is it?



THE UNIVERSITY OF ARIZONA



#### MAKE A GIFT - AREAS OF GREATEST NEED

#### THANK YOU GEORGE

We appreciate your generous gift. Your support helps the University of Arizona in working together to expand human potential, explore new horizons, and enrich life for all. We hope you share our pride in being a part of the important difference that philanthropy makes on campus, every day

Please take a moment to review your transaction details below. We've also sent an email containing this information for your convenience

#### YOUR GIFT DETAILS

Amount: \$20.00

Date: 2/28/2020

**GET IN TOUCH** 

Designated to: Arizona Undergraduate Scholarship Fund

Payment Method: Visa: Credit Card/0299

On behalf of the University of Arizona community, thank you again for your generous gift.









MAKE ANOTHER GIFT

others like you are making an impact through their givin

**EXPLORE YOUR IMPACT** We're always here to answer any questions or for you to **Explore our giving stories** to explore how you and

Make another gift to other areas of interest. Use ou giving search to find your next designation or return to the giving form to begin your next transaction.

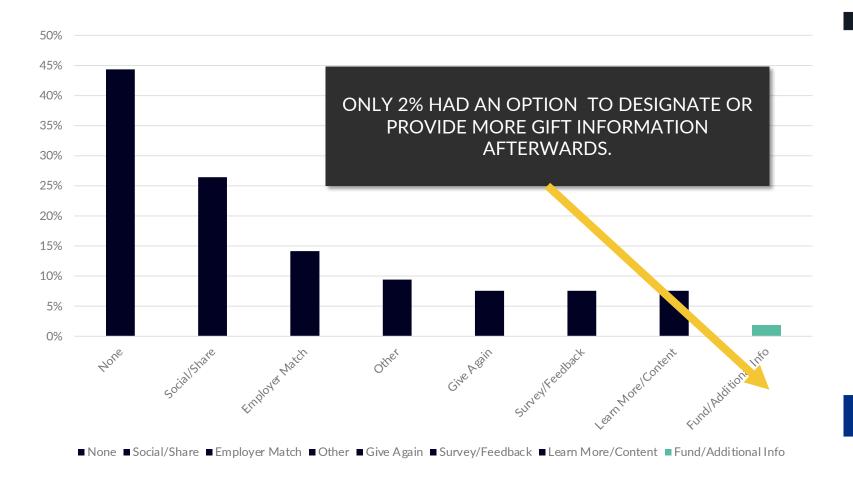


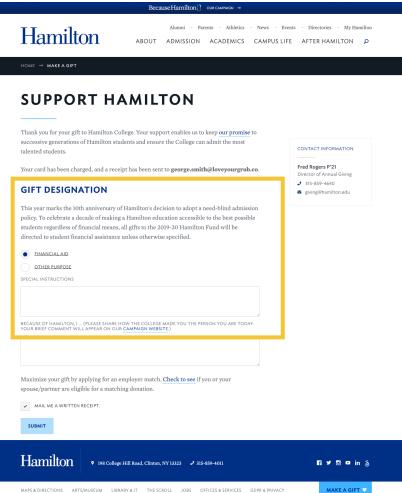


# CONSIDER A RECURRING GIFT UPSELL OR ADDITIONAL ONE-TIME GIFT CALL TO ACTION.



# If there is a next step or action for you to take, what is it?









# TRY USING A POST DONATION DESIGNATION TO REDUCE DECISION FRICTION DURING THE GIVING PROCESS.





### **OPPORTUNITY #4**

# USE THE THANK YOU/CONFIRMATION PAGE MORE STRATEGICALLY.





# RECAP.



# 4 Opportunities for Higher Ed Organizations to Improve the Online Giving Experience

- 1. Remove unnecessary and unhelpful friction.
- 2. Provide a better, stronger, more clear reason to give.
- 3. Focus more on recurring giving.
- 4. Use the thank you/confirmation page more strategically.





## WHO IS DOING IT WELL?



### Some Higher Scoring Organizations\*

#### **Large University**

- Southern Methodist University
- University of Wisconsin Foundation
- Ohio State University
- University of Chicago
- Texas Christian University

#### **Small/Liberal Arts**

- Hillsdale College
- Dallas Theological Seminary
- Concordia University
- Hamilton College
- St. Olaf College

#### **Community College**

- Victor Valley College
- Santa Barbara City College
- Saint Paul College
- Brazosport College
- Maryland Community College





# WHAT OTHER INTERESTING THINGS DID WE FIND?



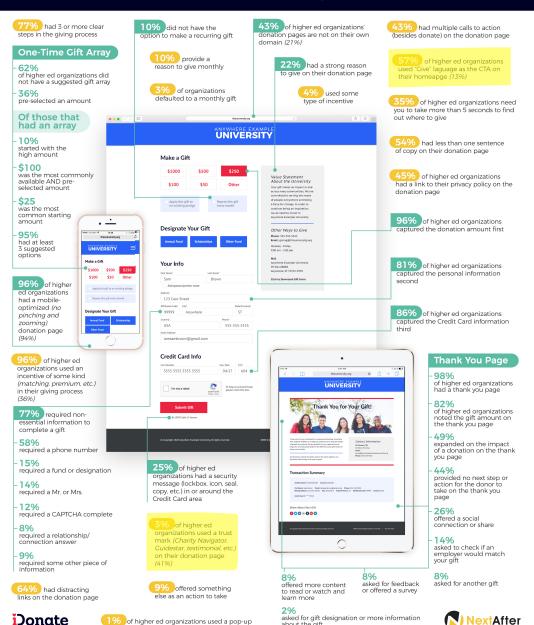
## GET THE ONLINE GIVING EXPERIENCE STATS

HIGHEREDONLINEFUNDRAISING.COM



### Higher Ed Online Fundraising Scorecard Report ONLINE GIVING EXPERIENCE

Based on \$20 donations to 105 organizations



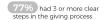
## GET THE ONLINE GIVING EXPERIENCE STATS

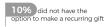
HIGHEREDONLINEFUNDRAISING.COM



### Higher Ed Online Fundraising Scorecard Report ONLINE GIVING EXPERIENCE

Based on \$20 donations to 105 organizations







• • • < >

43% had multiple calls to action (besides donate) on the donation page

57% of higher ed organizations used "Give" laguage as the CTA on their homeapge (13%)

35% of higher ed organizations need

you to take more than 5 seconds to find

54% had less than one sentence of copy on their donation page

45% of higher ed organizations had a link to their privacy policy on the

96% of higher ed organizations

81% of higher ed organizations

captured the personal information

out where to give

donation page

One-Time Gift Array

-62%

of higher ed organizations did not have a suggested gift array

-36%

pre-selected an amount

### Of those that had an array

-10%

started with the high amount

-\$100

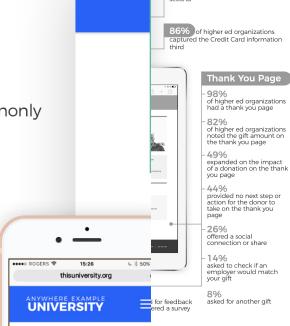
was the most commonly available AND preselected amount

-\$25

was the most common starting amount

-95%

had at least 3 suggested options



re information

\$250

Make a Gift

\$1000 \$500

NextAfter

## WHAT ABOUT EMAIL?

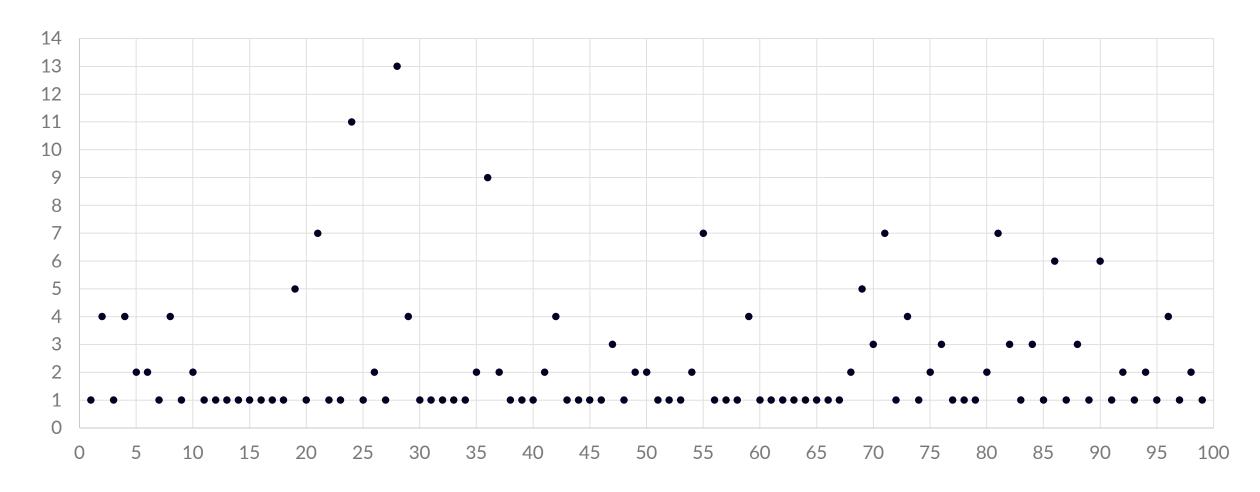


### **KEY FINDING #6**

# HIGHER ED ORGANIZATIONS SEND VERY FEW EMAILS IN THE FIRST 45 DAYS AFTER A DONATION COMPARED TO OTHER NONPROFITS

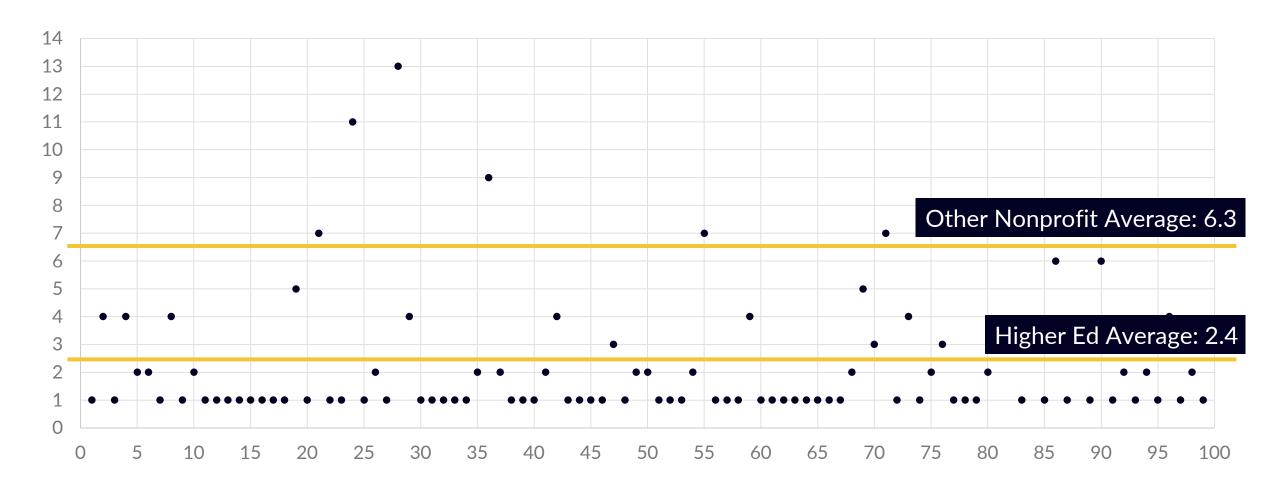






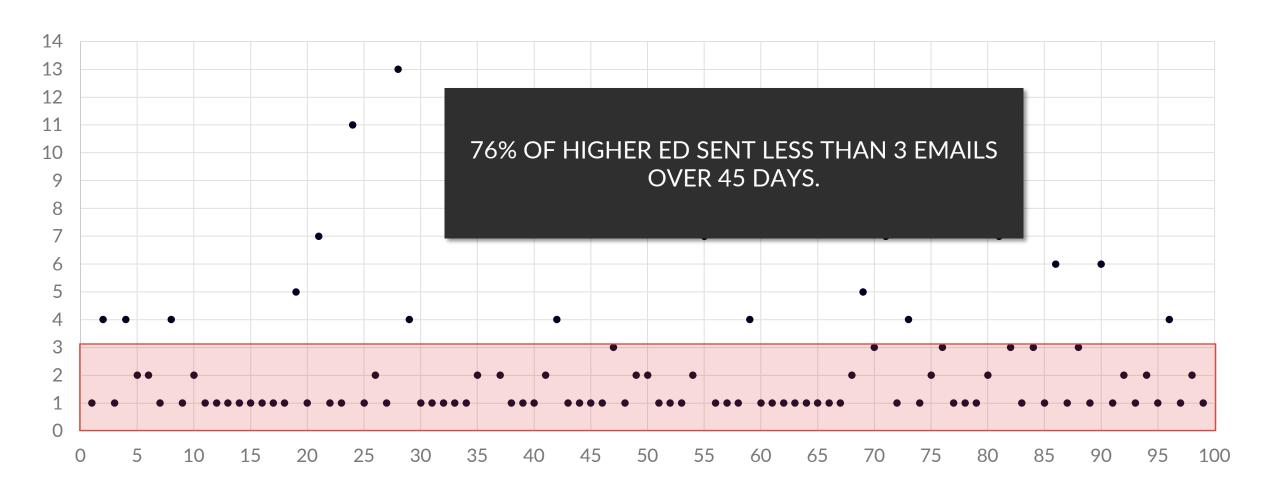






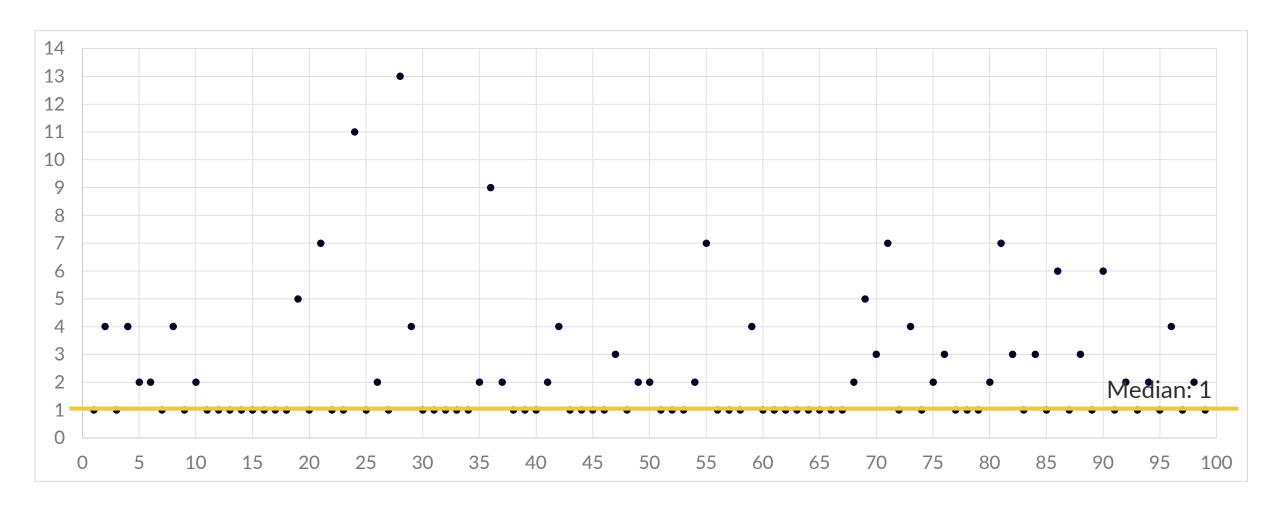
















## SEND MORE EMAIL.





## WHAT ABOUT COVID-19?





#### Coronavirus

Nonprofit Fundraising Response



### WE WERE TRACKING THE IMPACT OF CORONAVIRUS ON NONPROFITS AND THEIR FUNDRAISING.

NEXTAFTER.COM/NONPROFIT-CORONAVIRUS-RESPONSE/

#### Nonprofit Fundraising Data to Help You Respond During the COVID-19 Crisis

"How should our organization respond to the coronavirus?"

This has been one of the most common questions being asked by nonprofit fundraisers and marketers. But the truth is that **no one** truly knows what the "correct" response is.

The good news is that data can give us new fundraising and marketing insights to test during this time.

In the charts below, you'll find the latest

- Nonprofit web traffic trends
- COVID-19 related **email volume** and examples
- Resources to help you improve your fundraising

#### What would you like to see?

Email Trends & Examples Web Traffic Trends
Coming Soon

Resources

Get Updates on Response Trends

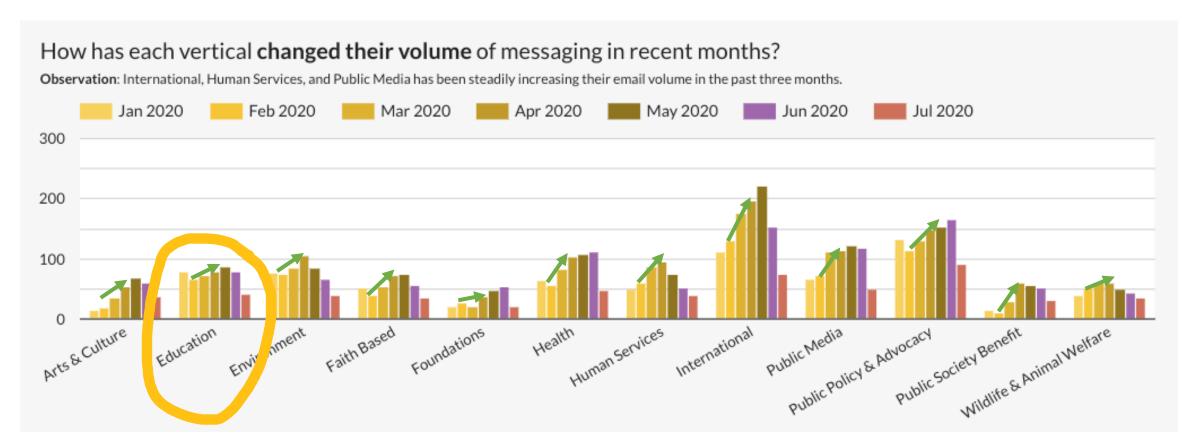


Nonprofit Email Volume Trends





# In the time period of the study (end of Feb, March, part of April) every vertical increased the volume of emails sent.







CAUTION PLE

# GET THE EMAIL COMMUNICATION EXPERIENCE AND A DEEPER LOOK AT SOLICITATION EMAILS

HIGHEREDONLINEFUNDRAISING.COM

**Higher Ed Online Fundraising Scorecard Report** 

#### **EMAIL COMMUNICATION EXPERIENCE**

Based on 233 emails from 99 organizations

Average higher ed organizations sent

within 45 days

During COVID-19, higher ed organizations increased nonconfirmation email volume 86% Median higher ed organizations sent

1 email
within
45 days

of emails were sent between 6 am and

-----

of higher ed organizations sent less than

within
45 days

78%

of higher ed organizations did not send any solicitation emails

send any cultivation emails

of higher ed organizations did not

of higher ed organizations did not

confirm our donation via email

#### Email Sender

of emails were sent from the organization

- 4% of emails were sent from

17%

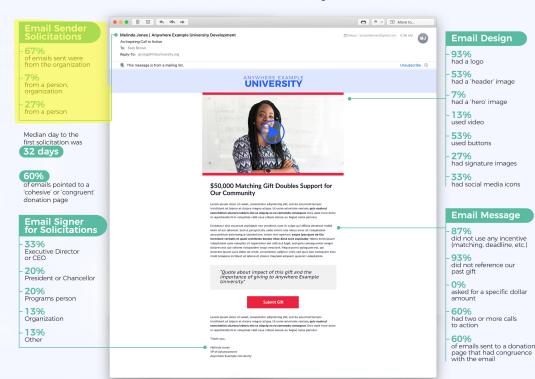
of emails were sent from a person

#### A Deeper Look at Solicitation Emails

of emails were sent

on the weekend

Based on 15 emails from 15 organizations









## GO DEEPER.



# The Higher Ed Online Fundraising Scorecard

Get answers & insights from 109 Higher Ed organizations to questions like:

- How are higher ed organizations communicating why someone should give on their donation page?
- How many steps does it take just to make a donation?
- How are higher ed organizations focusing on recurring giving?
- How are they using email to ask for donations?
- And much more.



higheredonlinefundraising.com/







### JOIN 4,000+ OTHER FUNDRAISERS AND TAKE AN ONLINE FUNDRAISING CERTIFICATION COURSE.

COURSES.NEXTAFTER.COM







# ACCESS ALL THE ONLINE FUNDRAISING CERTIFICATION COURSES AND GET SPECIAL ACCESS & PERKS.

**NEXTAFTER.COM/MEMBERSHIP** 









GET YOUR

FREE TICKET!

niosummit.com

# Questions

Ask them here.

brady@nextafter.com

linktedin.com/in/bradyjosephson

500h.

In this free webinar, Jon and Tim will show you each s strategy that will help you *target* likely donors, *capture* new donors, and *cultivate* them for the future.

This webinar will begin on Wednesday, August 29th

Get a Recording of the Live Stream





# BUT FIRST... A WORD FROM OUR SPONSOR.



## **iDonate**The Best-In-Class Digital Fundraising Solution for All Nonprofits.

From quick web giving to powerful peer-to-peer campaigns and everything in between, the best way to reach today's donor is here.

- **Giving Experiences** With iDonate's Digital Giving Suite, you can meet your supporters where they are in today's digital world and give them the chance to be generous in the ways they desire.
- **Giving Management** iDonate's Giving Management is your online giving operating system enabling your digital marketing team to successfully execute your digital fundraising strategies.
- **Success Coaching** With iDonate's Success Coaching, your fundraising teams have access to our fundraising coaches and digital fundraising best practices to help you discover new ways to grow your online giving.



#### idonate.com





# Questions?

Ask them here.

brady@nextafter.com

linkedin.com/in/bradyjosephson



In this free webinar, Jon and Tim will show you each step of a Facebook fundraising strategy that will help you *target* likely donors, *capture* their attention, *convert* them into new donors, and *cultivate* them for the future.

This webinar will begin on Wednesday, August 29th at 1PM CT.

Get a Recording of the Live Stream

