



Building a Strong Partnership that Impacts Results

Brooks Hull, Vice President, University Advancement, Louisiana Tech Maddie Patton, Advancement Coordinator, Louisiana Tech Karen LaMalva, Vice President and Consultant, RNL RNL National Conference - July 2019

Presenters



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Session Description

Build an integrated omnichannel outreach program that generates excitement and helps exceed fundraising goals







Background

Partnership Begins

Summer 2016

- Louisiana Tech had not had a calling program for seven years
- Alumni participation was at 6.1%-6.4% from FY13-FY16
- A 13-week calling program began mid-June 2016
 - Seven weeks during the summer of 2016
 - Six weeks in the winter of 2016
- Launched crowdfunding program named Bull Market Powered by RNL's ScaleFunder platform
- Direct mail and e-mail managed in-house





Phone Program – FY17

2,066 Calling Hours



PHONATHON CALL CENTER

After a seven-year hiatus, the Bulldog Call Center at Marbury Alumni Center is up and running. This summer, 22 of Tech's finest students called 8,418 alumni and asked them for an annual gift to their academic college or to the University Fund. This resulted in 1,095 total pledges and commitments of \$125,061, with an average pledge of \$114. Of these pledges, 263 were instantly fulfilled by credit card. Thank you if you spoke to our students during phonathon. If you want to make a gift or fulfill a pledge, visit LaTechAlumni.org. We will be calling again in January and February of 2017.

Results

\$204,823 pledged

1,830 pledges

\$112 average pledge

8,053 conversations

16,107 records updated





Phone Program – FY18

2,390 Calling Hours



Results

\$310,874 pledged
1,948 pledges
\$160 average pledge
8,354 conversations
12,408 records updated





Crowdfunding Program – FY17

Bull Market



BULL MARKET CROWDFUNDING

There's a new way to invest in Tech.
At our new crowdfunding website,
Bullmarket.LaTechAlumni.org, alumni and
friends will find a portfolio of blue-chip
projects, all championed by our own students,
faculty and staff. From new uniforms and
instrument upgrades for The Band of Pride to
sending Champ to Mascot Camp, the sky is the
limit for investing in Louisiana Tech. Coming
soon: light up the sky at the Planetarium with
new renovations, plus, show your spirit by
supporting the Loyal Blue Spirit Fund –
a student organization that supports
all things Tech.

7 Campaigns in Year One

\$273,784 raised

Bullmarket.LaTechAlumni.org

Band of Pride Uniform Campaign

Dollars & Dogs 2016

100,000 Strong

Tech Tuesday 2016

335 Design/Build Tool Fund

Lift Powerlifting To South Africa Send CHAMP to Camp!





Crowdfunding Program – FY18

Bull Market



Noble Trees

By Louisiana Tech University Foundation

Louisiana Tech alumni hold dear their pleasant walks underneath the noble trees of campus. Preserve that heritage for future generations of the Tech Family.

\$118,510

158%

191

Funded

Donors days left



\$155,199 raised

Bullmarket.LaTechAlumni.org

Noble Trees

Thomas Assembly Center Signage

Dollars & Dogs 2017

LA Tech CoRec Flag Football Team





Voluntary Support of Education

Higher Ed's survey of record for contributions since 1957

Louisiana Tech Alumni Participation (VSE)



Self-reported information to the Council for Aid to Education





Synergy Omnichannel Fundraising

What is RNL Synergy?

New Approach in FY19







Why RNL Synergy?

Integrated Approach

- Omnichannel vs. Multichannel
 - Create a cadence with compelling creative
- Dynamic and flexible approach to annual giving
- Analyze data
- Develop consistency
- Consulting





Growing the Tech Team

RNL Staff Assigned to Tech

- RNL team of experts are assembled
 - Consultant
 - Project manager
 - Creative lead
 - Director of phone operations
 - Writer
 - Designer
 - Phone center manager
 - ScaleFunder expert
 - Data team





















Tech Immersion

July 2018

- RNL consultant and creative director visit Louisiana Tech for a two-day immersion
 - Advancement leadership
 - Database/gift administration
 - Athletics
 - Student Advancement Team
 - Marketing and Communications
 - Deans and Development Officers
 - Alumni Engagement
 - Campus tour







Creative Brief

Brand and Messaging Cohesion

 A Creative Brief was developed and shared with the Tech team. The Brief was used throughout the year by RNL's creative team to ensure that messaging and design

were on point.

Brief Includes:

- Background & Objective
- Communication Priorities
- Message Tone
- Design Concepts







Omnichannel Plan

Building the Timeline

- An initial timeline of omnichannel activities was created
 - Includes all channels
 - Data inclusions and exclusions
 - Ask amounts
 - Anticipated number of prospects
 - Fund options
 - Drop/Launch Dates
- Conference call to discuss each campaign
- As the year progressed, we pivoted when needed





Campus Staff

Time to Focus on Other Important Areas

- Point person for RNL
- Giving Day
- Crowdfunding
- Leadership Annual Giving
- Student Philanthropy
- Young Alumni Engagement
- Faculty and Staff Giving
- ... and More









Big Wins

Donor Count Record







Giving Day 2019







Forever Loyal Capital Campaign



Six months after announcing the beginning of its Forever Loyal Capital Campaign, Louisiana Tech is 90 percent of the way to its goal of \$125 million.





Voluntary Support of Education

Higher Ed's survey of record for contributions since 1957

Alumni Participation (VSE)

6.1% in 2016

6.8% in 2017

7.4% in 2018

9.9% in 2019







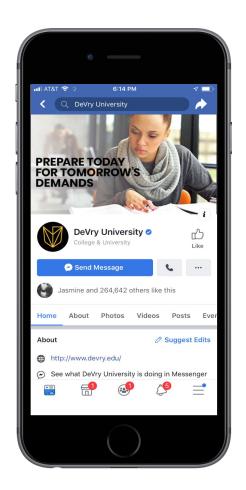
Examples



Getting Their Attention

Constant Distraction

- We're in a state of constant digital disruption
- The average person checks his/her phone 80x per day
- Three hours per day are spent consuming content
- Every non-profit sector saw at least 15% online revenue growth in 2017*



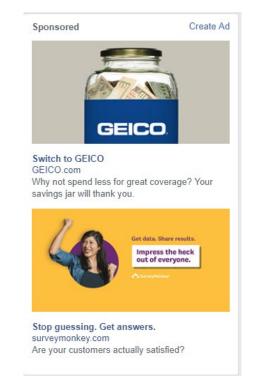




Digital Ads













Retargeted Ads (Google Ad Network)

Keep Your Brand Top of Mind















Targeted Digital Ads

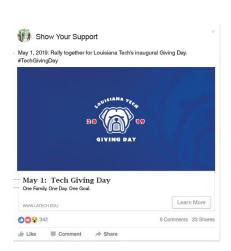
Giving Day 2019 - Google Ad Network, Facebook, IG

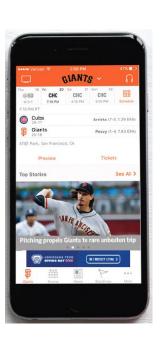
















Direct Mail and Digital

Working Together

- Direct mail with digital ads yields a 28% higher conversion rate
- Marketing campaigns that used direct mail and one or more digital media experienced 118% lift in response rate compared to using direct mail only
- Website visitors who are retargeted are 70% more likely to convert
- 26% of visitors will return to a site through retargeting





Digital Ad Impact

Big Picture

Digital Ads will lift results in all channels. Review all giving in the campaign timeframe.







Impact Email

Engagement



usSALURALONUM, the Tech Family is unstoppable? Because we support one arother and insent in our collective luture, so many members of our Family are able to thrive. Thank you far giving back to Tech.



Senior Soudio Art major, Circhia Rincon, pioneers the way in unchartered tenitory of pre-medical flustration at Yech. Ray more about Circhia's stary.



Dr. Kirk St. Amant partnered with colleague Dr. Rich Nicola Broats Both to publish Thinking Globally, Companing Local Rethining Globally, Companing Local Rethining Global Rethining Global Rethining Global Rethining Global Rethining Global Rethining Reth





Senior Studio Art major, Cinthia Rincon, pioneers the way in unchartered territory of pre-medical illustration at Tech. Read more about Cinthia's story.



Dr. Kirk St. Amant partnered with colleague Dr. Rich Rice of Texas Tech to publish Thinking Globally, Composing Locally: Rethinking Online Writing in the Age of the Global Internet. Click to learn more.

Donor Version

##SALUTATION##, the Tech Family is unstoppable! Because we support one another and invest in our collective future, so many members of our Family are able to thrive. Thank you for giving back to Tech.

Check out some of these great stories:

Non Donor Version

##SALUTATION##, the Tech Family is unstoppable! Because we support one another and invest in our collective future, so many members of our Family are able to thrive.

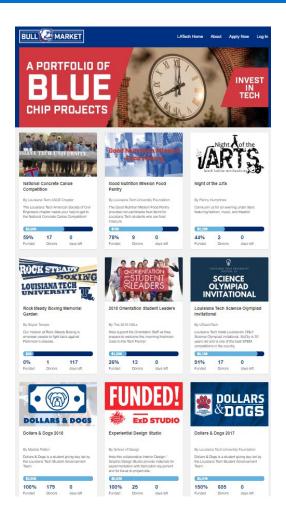
Check out some of these great stories:





Crowdfunding

Bull Market









Giving Day – May 1, 2019

RNL Support - ScaleFunder

- Kick Off Call and Workshop Discussion
- Technical Training
- Onsite Giving Day Workshop
- Ambassador Program Development
- Match and Challenge Strategy
- Ambassador Training Call
- Mock Giving Day Call
- Additional Calls As Needed









Preparation

RNL Support - Content Development

TAGLINE

- Be Ever Loyal. Be Louisiana Tech.
- 2. One Family, One Day, One Goal,
- 3. 1894/125 Reasons to Be Ever Loyal

SHOW YOUR LOYALTY

Tech's community is among the nation's most loyal and there is no family greater than the Tech Family. Can we count on you to proudly represent the red and blue?

- · Issue a Giving Day Matching Gift or Challenge
- Spread the word: Use #TechGivingDay
- Become a Tech Giving Day Ambassador
- Any other engagement efforts Tech may offer
- Make your gift on May 1

GIVING DAY 2019

FOREVER LOYAL

Gifts made in the 24-hour period of Tech Giving Day will also count toward our \$125 million Forever Loyal Campaign. Inspired by the achievements of the university's first 125 years, the remarkable loyalty of alumni and friends, and our extraordinary potential for growth, the Forever Loyal Campaign will lead Louisiana Tech University to global recognition. Together, we'll drive economic prosperity, educational attainment, and quality of life for the people of Louisiana and the surrounding region.

Will you show your loyalty? Be Forever Loyal today!

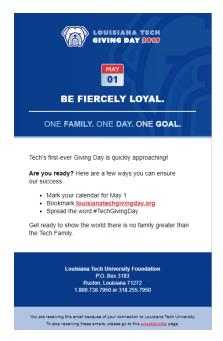




RNL Support - Save the Date Postcard









1.800.738.7950 or 318.255.7950

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Pivot

The Unexpected - April 26

Video shows extent of damage after major tornado slams Ruston, La. Tech

area











Facebook Posts



Louisiana Tech Giving Day is here! Celebrate and support Tech students by giving at www.LouisianaTechGivingDay.org.
#TechGivingDay



Louisiana Tech Alumni Association

Good morning, Tech Family - it's #TechGivingDay!

As you start your day, take a moment to reflect on what Louisiana Tech University has done for you and how you ... See More



In the wee hours of the morning of April 25, Ruston was rocked by a tornado. The funnel cloud tore through the city and Louisiana Tech. Read more about the storm's impact at https://buff.ly/2PNYFfr.

Then, join us on Giving Day.

#BulldogsBounceBack #TechGivingDay



LATECH.EDU

Tech launches inaugural Giving Day | Louisiana Tech University

NEWS Home > General News > Tech launches inaugural Giving Day News Applied and Natural Sciences Business Education Engineering and...





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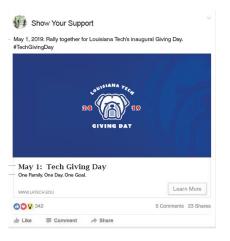
RNL Support - Digital Ads





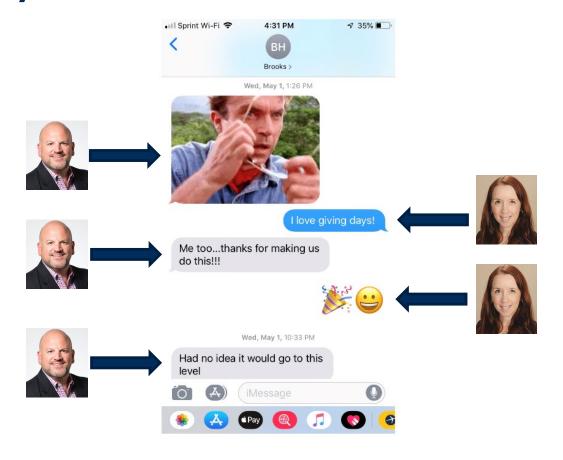








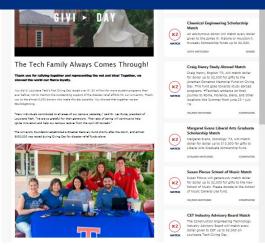








\$1,287,937 RAISED 1,996 GIFTS









The Future

RNL TXT

P2P Texting to Connect with Donors Now



- 1-to-1 conversations with donors on a preferred communications channel
- Louisiana Tech will be incorporating to help boost giving at CYE and FYE, during their giving day, and to renew LTAC memberships





RNL Visual Caller ID

More Conversations, Fewer Calls

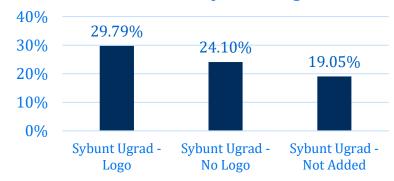




Increase constituent awareness and transparency

 RNL will utilize Tech's logo/image and tie that image into the phone numbers being used for the calling program

Visual Caller ID Impacts Pledge Rate







Looking Ahead

New in FY20

- Text message campaigns
 - CYE
 - Giving Day
 - Athletic Club Blitz
 - FYE
- Giving Anniversary Appeals
- Visual Caller ID
- Engagement postcards
- October crowdfunding blitz in conjunction with Homecoming
- Leadership Appeal













Direct Mail - Leadership Prospects





- Recommendations:
- Simple design
- Full page personalized response form with last 3-5 gifts and number of years giving
- Larger carrier envelope



Direct Mail - Leadership Prospects











7.5. Our future is brighter with your anguing dedication and leadership. Please consider making a gift today by returning the encount form with your contribution.

Hanes E. Hegels, Ph.S., P.E. Dean, Conage of Engineering and Science







Direct Mail - Non-Leadership Prospects





College of Applied and Natural Sciences



College of Business



College of Education



College of Education



College of Liberal Arts and Sciences



Email









Test: Letter vs. Card



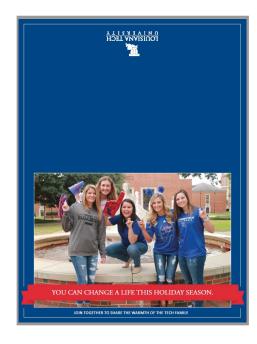








Test: Letter vs. Card









Email test: high design vs. low design



Launched 12/6/18: CYE Email #1







Launched 12/27/18: CYE Email #3





Targeted Digital Ads: Google Ad Network





300x250 Display Ad







160x600 Display Ad





728x90 Display Ad





Targeted Digital Ads: Mobile (GAN), Facebook, Instagram



320x50 Mobile Display Ad





Facebook Right Column Ad







Your support ensures even more students reach their goals and achieve their dreams in a home-away-from-home environment.

00

Instagram

Instagram Feed Ad



GIVE THE GIFT OF A TECH EDUCATION.





Louisiana Tech Athletic Club (LTAC)

Brochure Email



##SALUTATION##, can we count on you?

Our Buildogs and Lady Techsters are true student-athletes. Whether on the field or in the classroom, the young men and women representing Tech Athletics complete with integrity, passion, and an unmatched commitment to excellence.

As an LTAC member, your support is critical in helping us provide a

first-class student-athlete experience here at Tech — an experience that will not only produce champions, but also individuals who will contribute to our society's future and our Tech family.

Let's rally together to show our support: Renew your 2019 LTAC membership today.

Your loyalty, enthusiasm, and commitment drive our collective success.

Ever Loyal Be,

Solomon Randle Director of LTAC

RENEW TODAY



You are receiving this email because of your connection to Louisiana Tech Athletic C To step receiving these emails, please go to this <u>unsubscribo</u> page.



Two email versions:

- Renew
- Join

Top image rotated between four different images.













Louisiana Tech Athletic Club (LTAC)

March Madness Direct Mail and Email











LTAC May Blitz

Targeted Display Ads





















LTAC May Blitz

Targeted Display Ads



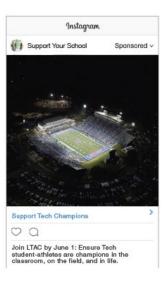














LTAC May Blitz Email #1



##SALUTATION##, IT'S TIME FOR YOU TO RENEW YOUR LTAC MEMBERSHIP.



##SALUTATION##, WE'D LIKE TO INVITE YOU TO THE LOUISIANA TECH ATHLETIC CLUB.

RENEW TODAY

extreme adversity. Through it all, they have persevered, representing this university valiantly in both competition and the community.

As an LTAC member, you have the ability to show your appreciation and help preserve the first-class educational and competitive experience our student-athletes have come to know.

When you renew your LTAC membership, you provide vital resources:

- · Scholarships and academic support
- Sport-specific equipment
- · Strength and conditioning
- Sports medicine and nutritional guidance
- Travel for student-athletes

In honor of our Forever Loyal Campaign, we challenge you to renew your 2019 LTAC membership and increase your gift amount to 125% of your 2018 donation. Renew your membership today.

> CHALLENGE ACCEPTED? RENEW NOW.

Louisiana Tech Athletic Club Ruston, Louisiana 71273 1.800.738.7950 or 318.255.7950

You are receiving this email because of your connection to Louisiana Tech Athletic Club. To stop receiving these emails, please go to this <u>unsubscribe</u> page.

JOIN LTAC

Over the last few weeks, our Buildogs and Lady Techsters have battled extreme adversity. Through it all, they have persevered, representing this university valiantly in both competition and the community.

As an LTAC member, you have the ability to show your appreciation and help preserve the first-class educational and competitive experience our student-athletes have come to know.

When you secure your LTAC membership, you provide vital resources:

- · Scholarships and academic support
- Sport-specific equipment
- · Strength and conditioning . Sports medicine and nutritional guidance
- Travel for student-athletes

You can ensure our Tech student-athletes are champions in the classroom, on the field, and in life: Join LTAC today.

Louisiana Tech Athletic Club P.O. Bax 1190 Ruston, Louisiana 71273 1.800.738.7950 or 318.255.7950

To stop receiving these emails, please go to this unsubscribe page.







Targeted Digital Ads: Google Ad Network







160x600 Display Ad



728x90 Display Ad

Display Ad





Targeted Digital Ads: Mobile (GAN), Facebook, Instagram



320x50 Mobile Display Ad

BRIGHTER FUTURES THANKS TO YOU.



Facebook Right Column Ad





Instagram Feed Ad

Feed Ad







Direct Mail Second Gift Appeal

Please Accept My Gift Of S

Online: LATechAlumni.org/Give

basis, or until further notice.)

Credit Card: □ Visa □ Mastercard

Check: Made payable to Louisiana Tech University Foundation

_ Security Code:

I would like to make a monthly recurring gift. (Your credit card

□ Discover □ American Express

Payment Options:

Evn Date:

Name on Card:



Designate My Contribution To: □ University Scholars (0150)

Thank you for supporting Louisiana Tech University

We are grateful for your loyalty and generosity.

□ College Scholarship Fund

(ld_number) (Appeal Code (Mail Name)

Other:

(Address 1)

(Address 3)

{City}(State){Zin}





CAITLIN RANDLE Scholarship support opened doors for Caitin Randle to grow personally and

program, Matt was among 12 professionally. After graduation, she students selected to apply their plans to pursue a PhD in Counseling skills in a 10-month Credit Training Psychology at Louisiana Tech in order Development Program that will lead to influence the world in positive ways. to an official position as a credit underwriter Thanks to scholarship support. Mattwas able to make



Cinthia Rincon maximized the for her by participating in a new interdisciplinary minor - pre-medical illustration and scientific visualization She's now helping us understand genome editing through her Illustrations Her artwork will be featured in the new Frontiers in Biomedical Research Seminar Series brochure



YOU CAN PLAY A ROLE IN CREATING MORE STORIES LIKE THESE BY MAKING A GIFT TODAY!

Take an extra step to make all the difference

If anyone in your household works for a matching Giving through my will, trust, or retirement plan gift employer, your gift could potentially be ☐ Making a gift that provides me with income for life doubled or even tripled! Please check with your HR Department to see if your contribution is eligible.

My matching gift form: □ Is enclosed □ Will be sent

Please send me information about:

☐ Making gifts of stocks or securities To discuss these and other giving options, please contact Gary Strebeck, Director of Development, at 318.295.4359 or gary@latechalumni.org



		Place stamp here
O The above address is new.	_	
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Direct Mail with Design Level Test

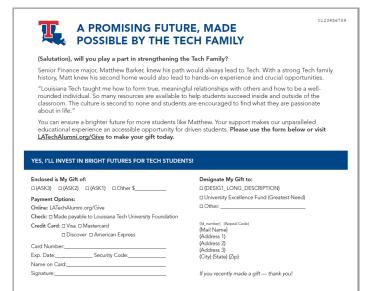


Invoice Mailer with photo





Direct Mail with Design Level Test



Invoice Mailer no photo



Louisiana Tech's Forever Loyal Campaign is driven by its commitment to improving the quality of life for the people of Louisiana by providing unparalleled education, tackling grand challenges, and creating a 21st Century campus.

How will you invest in Louisiana Tech? The extraordinary is possible when the Louisiana Tech family — alumni, friends, faculty, students, and staff — comes together with a common purpose. Join us as a donor to the Forever Loyal Campaign for Louisiana Tech University.

Learn more at FOREVERLOYAL.TECH

tay connected to your Tech Family! ame: ome Address:	Please send me information about: Giving through my will, trust, or retirement plan Making a gift that provides me with income for life Making gifts of stocks or securities	
State: ZIP:	To discuss these and other giving options, please contact Gary Strebeck, Director of Development, at 318.295.4359 or gary@latechalumni.org.	
latching Gifts: pur gift could be doubled or tripled! Check with your (or your artner's) HR department to see if your contribution is eligible for atching gift benefits.	UNIVERSITY FOUNDATION	
ly matching gift form: □ Is enclosed □ Will be sent	Louisiana Tech University Foundation P.O. Box 3183 Ruston, LA 71272-0001	





Email #1 with targeted messaging





##SALUTATION##, how will you invest in Louisiana Tech?

Today's students are the tomorrow's leaders. They're counting on you to ensure the resources, opportunities, and mentors they need to succeed are available.

"Louisiana Tech taught me how to form true, meaningful relationships with others and how to be a well-rounded individual. So many resources are available to help students succeed inside and outside of the classroom." - Matthew Barker, Class of 2019

Make your gift today to pass the tools of success to the next generation of Bulldogs. Your support will ensure more students like Matthew can triumph.

Thank you for strengthening our Tech Family.

Louisiana Tech University Foundation P.O. Box 3183 Ruston, Louisiana 71272 1.800.738.7950 or 318.255.7950



SUPPORT TECH STUDENTS

GIVE NOW



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Make your recurring gift today to pass the tools of success to the next generation of Bulldogs. Your support will ensur more students like Matthew can triumph.

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Email #1; #2 with targeted messaging



##SALUTATION##, the generosity of our Tech Family makes so much possible. Add your impact today!

Matthew Barker, Class of 2019, is a recent Tech graduate and a credit analyst with Texas Bank in Dallas. Matthew was offered this job after completing a summer internship with the company.

Matthew credits his success to hands-on learning, real-word experiences, and vested faculty — all of which are possible thanks to donor support!

Make your gift to Tech by June 30 to ensure Bulldogs are off to a strong start next school year.

P.S. Click here to read more about Matthew's story.

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Ruston, Louisiana /12/2 1.800.738.7950 or 318.255.7950



INVEST IN BULLDOG SUCCESS

GIVE NOW



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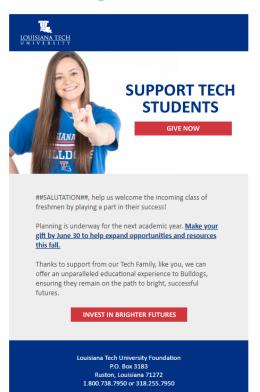
<u>Set up your recurring gift to Tech by June 30 to provide consistent, reliable support for the new school year.</u>

P.S. Click here to read more about Matthew's story.

Louisiana Tech University Foundation P.O. Box 3183 Ruston, Louisiana 71272 1.800.738.7950 or 318.255.7950 ##SALUTATION##, the generosity of our Tech Family makes so much possible. <u>Add your impact — set up your recurring gift today!</u>



Email #3 with Design Level Test



##SALUTATION##, help us welcome the incoming class of freshmen by playing a part in their success!

Planning is underway for the next academic year. <u>Make your gift by</u>
<u>June 30 to help expand opportunities and resources this fall.</u>

Thanks to support from our Tech Family, like you, we can offer an unparalleled educational experience to Bulldogs, ensuring they remain on the path to bright, successful futures.

Invest in Brighter Futures.



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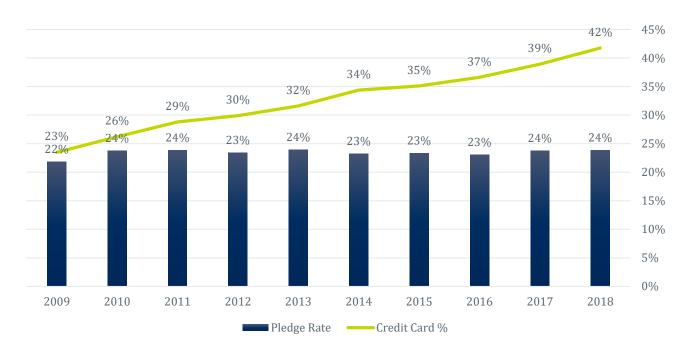






10 Year Phonathon Trends

When a prospect answers, just as likely to pledge and much more likely to fulfill instantly.







FY18 Phonathon Trends

Phone remains a more effective channel for acquiring new donors, especially with young alumni.

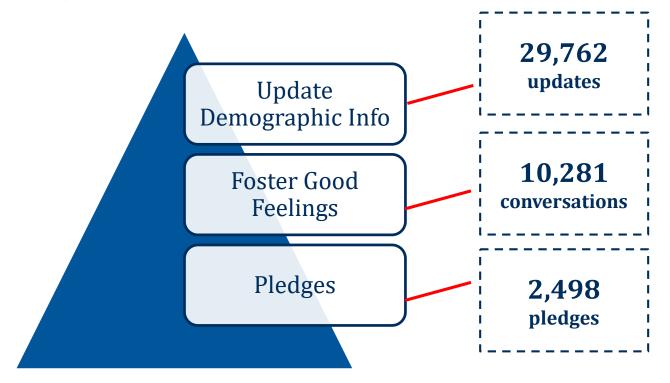






Impact of the Phone Channel

Louisiana Tech FY19







Phone Responsive Emails

Email







View as a web page.

Leadership Next Day Pledge email



8-day Reminder email

Ruston, Louisiana 71272 1.800.738.7950 or 318.255.7950



30-day Reminder CYE Reminder email email



Phone Fulfillment

Direct Mail





15-day postcard, 30-day buck slip, 45-day letter





