Congratulations and Welcome to GlobalGiving



Patricia Guilfoyle, Marketplace Manager 12th January 2016

Agenda

Congratulations
After the Challenge
GlobalGiving 101
Managing your GlobalGiving account
Fundraising your way to success
Upcoming campaigns + training opportunities
Questions + feedback

Gateway Crowdfunding Challenge

Dec 19, 2016 9:00:00 AM

£107,298

1,869

Rank*		Project	Organization	Goal: £2,500		Goal: 50		+	Bonus **
1	LIGHTL	Help a Malnourished Child with Whisper's Hospital Give Now Share This Project	Whisper	£16,187 Raised	Secured Remaining	58 Raised	Secured Remaining	+	£1,500
2		#OneMoreNurse Give Now Share This Project	The Neuro Foundation	£14,669 Raised	Secured Remaining	133 Raised	Secured Remaining	+	£1,000
3		Build 27 Rescue Kennels for Stray Dogs in India Give Now Share This Project	Tree Of Life For Animals (TOLFA)	£9,768 Raised	Secured Remaining	210 Raised	Secured Remaining	+	£500 £500

Our best Challenge ever!



Create a SWOT Analysis in GG Rewards – 12 Points

Check in with your team

•Was it a positive experience

•What were the main challenges

•Debrief and celebrate successes Web AnalyticsFacebook InsightsEmail click rates

Track your data

Share results and thank your donors
Send Project Report
Survey

Wrap it up



Ask for

GlobalGiving 101

14\$248M566,754165138

years

dollars

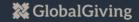
donors

countries

companies



34,000 unique visitors to the site weekly

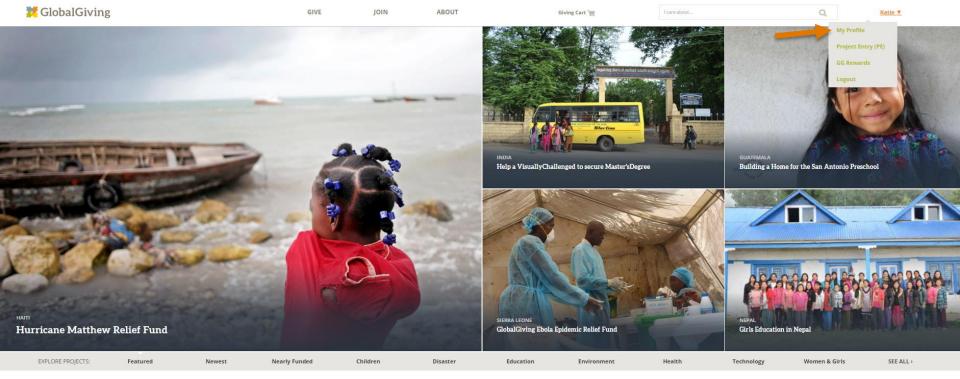




Full Partner Benefits

- Donor management + communication tools
- Academies + trainings
- Fundraising campaigns
- Corporate partnerships
- Reputation building
 and visibility
- Skilled Volunteering

Managing your Account



GlobalGiving is the first and largest global crowdfunding community that connects **nonprofits**, **donors**, and **companies** in nearly every country around the world. We make it possible for local organizations to access the funding, tools, training, and support they need to become more effective and make our world a better place.

LEARN MORE

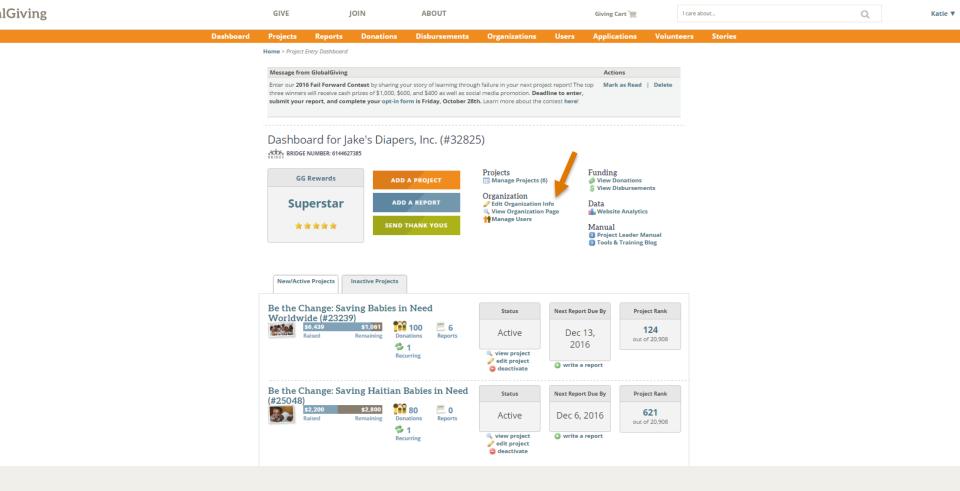
Updating your personal GlobalGiving account



Personal Account

Go to "My Profile" to edit your:

- Email address
- First and/or last name
- Title
- Password
- And more!



Updating your organisation's account information

🗱 GlobalGiving

Giving	GIVE	JOIN	ABOUT			Giving Cart 📜	l care a	bout	Q	
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	Organization Contact I	Information								
				c	hange History					
	N N	The organizatio	on name cannot be changed		Changes Status: Appro					
			 Please contact us at 		Changes Last Approve PM	d: Sep 7, 2016 4:00:45				
		renewals@glo to send us lega	I documentation		Changes Last Approve	d By: Emily James				
		confirming a na	ame change.		Created: Dec 19, 2015	4:59:16 PM				
	Ade	dress *			Modified: Oct 4, 2016 4	4:30:02 PM				
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Cape Verde Congo, Democratic Republic of the
 Djibouti Comoros Congo, Republic of the Côte d'Ivoire 📄 Equatorial Guinea

Gabon

Guinea

🗌 Eritrea

📄 Gambia, The

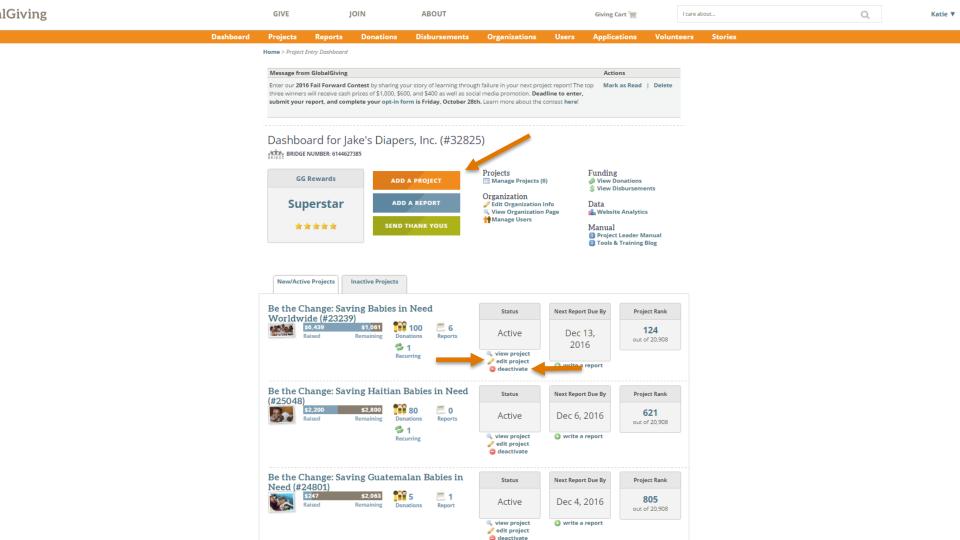
Guinea-Bissau

Chad

Egypt

🗌 Ethiopia

🔲 Ghana



Adding + Editing Projects

- Add as many projects as you'd like (but you must report on all projects!)
- Click "Validate and Submit" on all new projects and edits for approval (review by GlobalGiving staff takes 1 to 2 business days)

balGiving		GIVE		JOIN	ABOUT			Giving Cart 🦮	l care a	ibout	Q	Katie 🔻
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						ks and images will not be e ied via e-mail when your pr						

By posting a project you acknowledge and agree to GlobalGiving's Terms of Service ®



balGiving	GIVE	I	JOIN	ABOUT			Giving Cart 📷	l care al	bout	Q	Katie 🔻
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	Message fro	om GlobalGiving					Actions				
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	2200	\$2 <mark>47</mark> Raised		5 The point of the	Active	Dec 4, 20		805 of 20,908			

🔍 view project edit project
deactivate

🔘 write a report

Project Reports

- Required every three months
- Emailed to all project donors +
 posted on project page
- Recommendations:
 - Two to four paragraphs
 - Close-up, high res photos
 - Beneficiary stories
 - Progress + accomplishments
 - Project-specific impact stats
 - Call to action





Aguera

As the new school year begins, we are proud to introduce to you three of the nine young women who have just begun their primary school teacher training thanks to GlobalGiving's (that is your!) generous support. Each of these young women represents Assn NEEED's commitment to girls' education and to the education of all village children in northern Burkina Faso. These girls began their educations in village primary schools. And they are now preparing to complete the circle by training to become primary school teachers and take up teaching assignments in rural villages, enabling the government's expansion of primary school education in rural areas.

Aguera is one of seven children in her family. Her parents are subsistence farmers. Aguera is the only child in her family who was allowed to go to school due to her parents' lack of resources. She is thrilled and proud to become a teacher as she has always held education in high esteem.

Mariam comes from a family of ten children of which she is the oldest. Her parents are subsistence farmers. Mariam is most grateful for her scholarship which allows her to pursue primary school teacher training and to be able eventually to help her younger siblings get an education. She loves learning and she loves teaching others.

Oumou lives with her mother and two siblings. Her father has been gone for six years and her mother prepares and sells small pastries in front of their home to support the family. Oumou looks forward to teaching young children and to helping her mother and siblings. She expresses great gratitude for having been given the opportunity to pursue teacher training.

On behalf of Aguera, Mariam and Oumou, we want to thank GlobalGiving donors for their scholarship support which has given these young women the only chance they had to pursue primary school teacher training.



balGiving	GIV	/E	JOIN	ABOUT			Giving Cart 💘	1	care about	Q	Katie 🔻
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	three	winners will receive o	ash prizes of \$1,000, \$6	your story of learning throug 500, and \$400 as well as soc form is Friday, October 280	ial media promotion. Dea	dline to enter,	op Mark as Read	Delete			
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Search Ranking Criteria

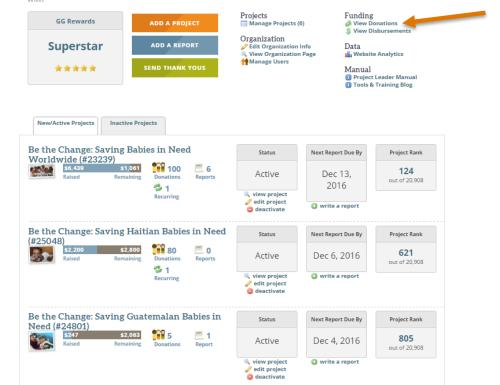
- Length of time since previous project report
- Amount of money project has raised, relative to other projects
- Proximity to full funding
- Number of donors project has attracted
- GG Rewards status
- Microproject



balGiving		GIVE	J	OIN	ABOUT			Giving Cart 📷		l care abo	ut	Q	Katie 🔻
	Dashboard	Projects	Reports	Donations	Disbursements	Organizations	Users	Applications	Volunt	eers	Stories		
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Dashboard for Jake's Diapers, Inc. (#32825)

BRIDGE NUMBER: 6144627385



27 0	loba	lGiv	ving
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GlobalGiving	GI	VE JC	DIN ABC	тис			Giving Cart ႃ	t	l care about	Q	1000
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	All Do	nations to	Please do	not add emails to your mai	iling lists			Total: \$9,510	6		
	Project Id	Donor Name	Donor Email	Traffic Source	Payment Method	Donation Date	Recurring	Than	ık		
	23935	Anonymous	Click to send thank you	gift card	gift card	Oct 11, 2016	No	\$25 Sent			
	25298	Anonymous	Click to send thank you	gift card	gift card	Oct 9, 2016	No	\$100 Sent			
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	25048	Rate-line		foto-app.appspot.com	PagPal paypal	Sep 28, 2016	No	\$10 Sent			
	25048	Case Transmit			creditcard	Sep 28, 2016	No	\$20 Sent			
	25048	Institute 1			PagPal paypal	Sep 27, 2016	No	\$10 Sent			
	25048	Line Transmittee	-		PagPal paypal	Sep 27, 2016	No	\$50 Sent			
	25048	Anna Sana			PagPal paypal	Sep 27, 2016	No	\$10 Sent			
	25048	Taxa Cariba	10.00	jakesdiapers.org	PagPal paypal	Sep 27, 2016	No	\$10 Sent			
	25048	Interview Revealers		facebook	creditcard	Sep 26, 2016	No	\$10 Sent			
	25048	Thursday Ballys	-		creditcard	Sep 26, 2016	No	\$10 Sent			
	25048	Control Roop		foto-app.appspot.com	creditcard	Sep 26, 2016	No	\$10 Sent			
	25048	Charlense Balline			RapRal	Sep 26, 2016	No	\$10 Sent			

Access donor information; view gross donations (not counting fees or add-ons); and send thank you notes! **X** GlobalGiving

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	:	Send Thank	You E-mail to		for donat	ion of \$1	0							
	SI	how FAQs and	tips for writing g	reat thank you	email letters									
			То	* Example: benfr	_ anklin@gmail.com					82 cha	racters remaining			
			Subject		for donating to k you for your donation!	-				43 cha	racters remaining			
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			Message	1				6 D D	5 6	• •				
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					tion helps ensure that we are a lot of other ways			-	ieve in the l	ife changing wor	k of			
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				Until our pro helped fund,	ject is fully funded, we w what accomplishments	ill be sendir we have acl	ng you regular rep hieved and what o	orts about our w ur current need	ork. You'll k s are.	now what your o	donation has			
				l hope you fi earned mon social netwo You know yo	ind this partnership valua ey on our cause. Please orks, use the tell-a-friend our friends and family be	ble and wor consider tel feature on t	rthwhile. I know th Iling your friends a the project page to	e economy is to nd family about email your net	ough, so tha our project work, or just	 share the link of t bring us up in c 	on your blogs or conversation.			
				you. Thank you a	again for all you have don	e to help se	erve the in	need, your supp	ort is truly l	ife saving!				
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				Templat	es: ^{O Default ® Bas}	ic Thank Y	/ou 1 Template				add			
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				preview	send message									

Having trouble with the rich text editor? Switch to the basic editor

Tools+Training_{BLOG}

Thanking your donors, the first step in building a long-term relationship

in GlobalGiving Resources, Nonprofit Marketing & Communications Support

🕗 Dec 16, 2010 🛛 🗩 No Comments 🛛 🥐 Share

Hopefully by now the holiday donations are pouring in and you're busy implementing your carefully crafted holiday fundraising plan. But, among all the chaos it is crucial that you *don't forget to thank your donors*! Learn how to craft a compelling thank you email.

Thank you emails are often times the first step in building a long-term relationship with a donor. Your thank you lets the donor know that their money will be used well and meaningfully and that their support for your cause has not gone unnoticed. The thank you email is also a great way to form a personal connection with your donor. It gives you the chance to ask questions and to offer ways to stay involved.

Jessica, a GlobalGiving donor shared her appreciation after receiving a thank you email from an organization doing relief work in Pakistan: "It felt good! They made me feel like my donation was definitely worth it because they made that personal connection right away.



Tools & Training: tools and resources to help optimize your organization's impact.

JOIN GLOBALGIVING

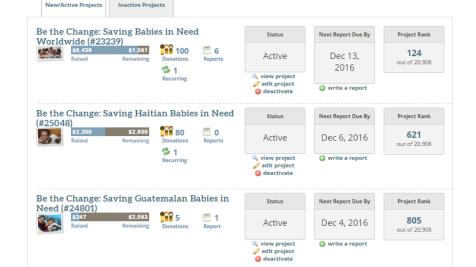
CATEGORIES

Effectiveness

Effectiveness Tools & Resources

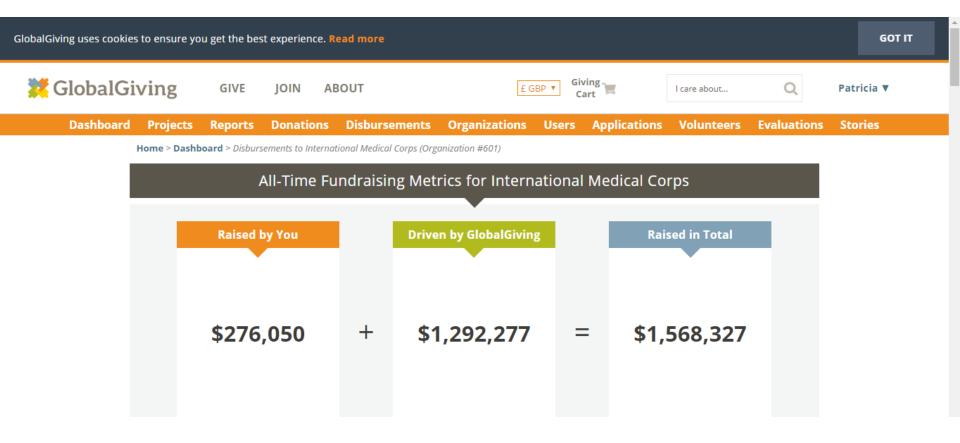


balGiving	GIVE	JOI	N ABOUT		Giving Cart 📜	I care a	about	Q	Katie 🔻
Dashbo	ard Projects	Reports	Donations Disbursements	Organizations U	Users Applications	Volunteers	Stories		
	Home > Proj	ect Entry Dashboard							
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	three winr submit yo Dasht	ers will receive cash priz ur report, and complet board for Jake	est by sharing your story of learning thro es of \$1.000, \$600, and \$400 as well as s e your opt-in form is Friday, October 2 s's Diapers, Inc. (#328	ocial media promotion. Deadline 28th. Learn more about the conte	e to enter, est here!				
		GE NUMBER: 6144627385	ADD A PROJECT	Projects	Funding				
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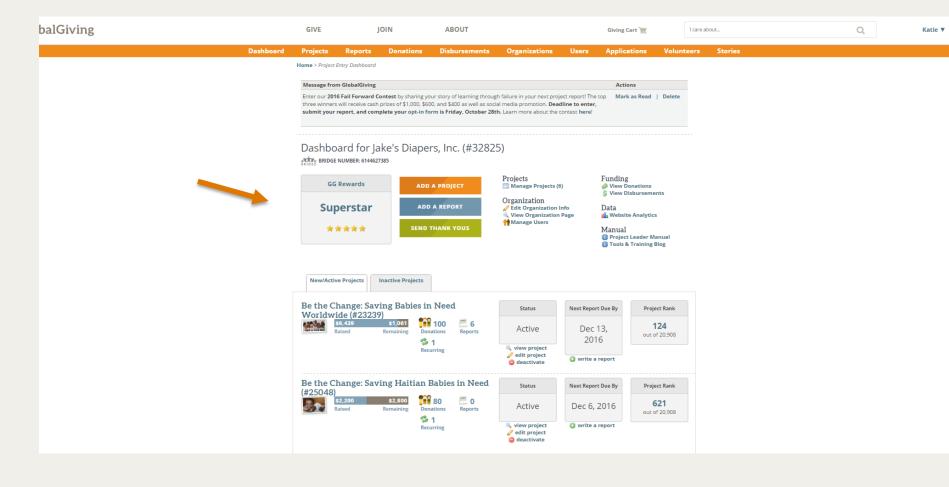


Disbursements

- Challenge disbursements will at end of January
- After Challenge will take place at end of each month after donation has been made







Learning about your **GG Rewards** status





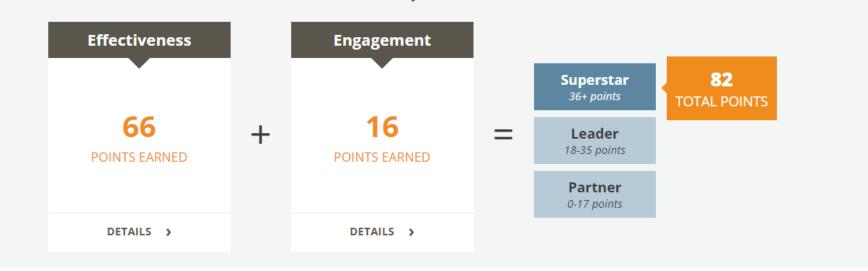
GG Rewards

- Partner, Leader, Superstar
- Created to reward organizations for engagement + effectiveness
- Points expire on rolling annual year basis
- More points → higher status → enhanced opportunities for corporate recommendations, visibility, and GlobalGiving-driven funds

GG Rewards

BatleySmile CIC (#36486) Last updated: January 11, 2017 Admin Debug GlobalGiving rewards your organization for **effectiveness** and **engagement**. The more points that you earn, the more rewards you gain. **Learn more.**

GG Rewards Status: **Superstar** 82 points



Effectiveness 66 points

🗱 GlobalGiving

(?)

Engagement 16 points



Earn More Points



X GlobalGiving

Add an Effectiveness Tool

SWOT Analysis



Earn 12 points

Earn 12 points

Earn 12 points

SWOT Analysis is a tool that helps you develop a clear plan by evaluating how you are doing and what your options are. It can be applied to a specific project, organization, or even a sector. By utilizing the SWOT analysis, you can better understand what the project or organization can offer, key weaknesses that need to be addressed, and where external partners can provide assistance.

You can earn a total of 12 effectiveness points after completing the SWOT Analysis cycle.

- Listen: Download the SWOT Analysis tool and watch the video to to learn how to use SWOT. (3 points)
- Act: Complete and upload the SWOT Analysis worksheet. (4 points)

 Learn: Tell us what you have learned from using the SWOT analysis and how you will use this information. (5 points)

START SWOT ANALYSIS

DIY Toolkit

The **Development, Impact and You (DIY) Toolkit** helps you invent, adopt, or adapt ideas that can deliver more effective results for your organization. The tools are grounded in existing theories and practices of innovation, design and business development.

You can earn a total of 12 effectiveness points after completing a DIY cycle.

- · Listen: Choose any DIY tool and learn how to use it. (3 points)
- · Act: Complete and upload the worksheet from the DIV Toolkit tool that you selected. (4 points)

Learn: Share what you have learned and how your organization will use your new knowledge. (5 points)

START DIY TOOLKIT

Feedback Toolkit

Many nonprofits (including GlobalGiving) believe it is important for people to have a meaningful voice in the programs that affect them. But how many really listen effectively? And how many respond to what people say? In this cycle, you will learn how to effectively listen and respond to feedback from your constituents.

You can earn a total of 12 effectiveness points after completing a tool from the Feedback Toolkit.

- Listen: Use a tool from the Feedback Labs toolkit to gather feedback from your community. (3 points)
- Act: Upload results from the feedback you gathered. (4 points)
- Learn: Share what you have learned and how your organization will use your new knowledge. (5 points)

START FEEDBACK TOOLKIT

Storytelling

One of GlobalGining's core values is to never settle, so we are trying to improve the quality of feedback and help our nonprofit partners best meet the needs of their communities. The Storytelling Project enables organizations to cost-effectively collect community feedback on a grand scale and plug into sophisticated analysis tools.

You can earn a total of 9 effectiveness points after completing the Storytelling Project.

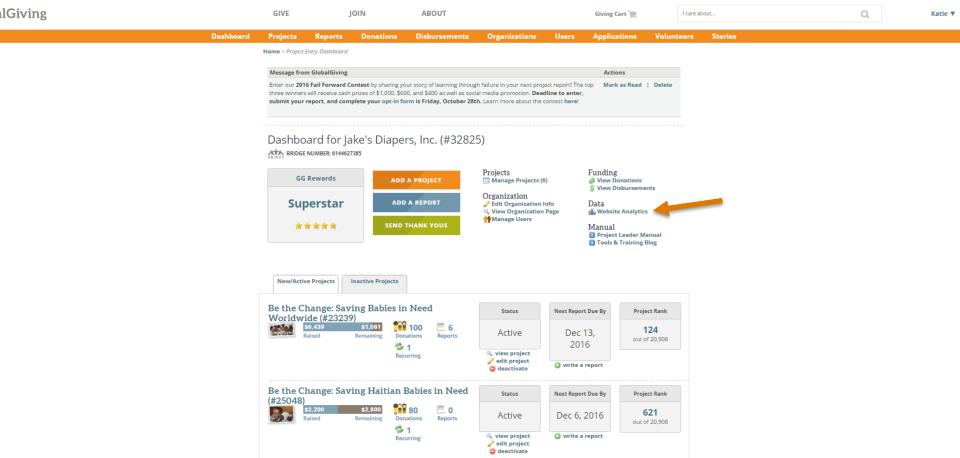
Earn points and increase your organizational effectiveness at the same time. Use our tools – or share the work that you're already doing!

Rewards Earned for Superstar

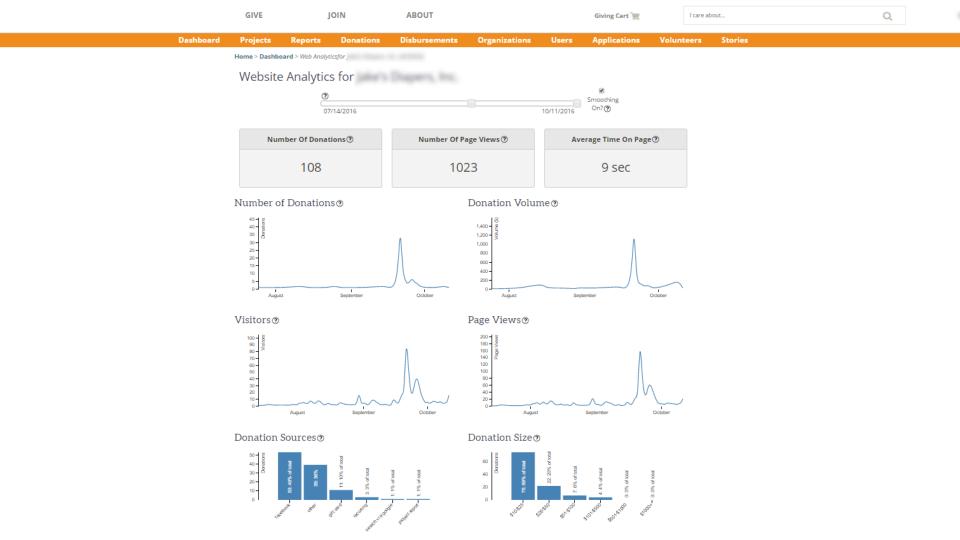
Benefits	Partner	Leader	Superstar
Permanent access to GlobalGiving's online fundraising and donor management tools	<i></i>	<i></i>	\checkmark
Free access to feedback tools to help your organization become more effective	~	1	\checkmark
Ability to post volunteer opportunities with GlobalGiving and our partner, VolunteerMatch , for free	V.	<i>s</i>	\checkmark
Free monthly training covering topics including financial management for nonprofits, social media for nonprofits, reporting on project progress, and more	<i></i>	<i></i>	\checkmark
Inclusion in GlobalGiving's employee giving programs with corporate partners	 	<i></i>	\checkmark
Access to GlobalGiving's site-wide matching campaigns.	 ✓ 	1	\checkmark
Eligible to be included in corporate and thematic campaigns. So far, your organization has been included in 4 campaigns. Learn more	<i></i>	<i></i>	\checkmark
Eligible to receive gift card redemptions from donors	×	1	\checkmark
Possible to be recommended for a corporate partner's gift card or cause marketing campaign.		J.	\checkmark
Eligible to be featured in GlobalGiving social media (Twitter, Facebook, and Instagram)		J.	\checkmark
Access to special trainings, matching campaigns, and other opportunities based on your rewards level		J.	\checkmark
Special matching opportunities during designated Bonus Day campaigns		<i></i>	\checkmark
Access to exclusive fundraising tools like microprojects		<i></i>	\checkmark
Opportunity to be featured in GlobalGiving's Project of the Month Club			\checkmark
Most likely to be referred for a grant from a corporate partner			\checkmark
Most likely to be a guest speaker in GlobalGiving training and academy courses			\checkmark
Most likely to be featured in GlobalGiving newsletters that reach more than 120,000 donors			~

Learn more about rewards earned for each GG Rewards status. (Stay tuned for additional Rewards added in 2017!)





Use data from website analytics to enhance your fundraising! K GlobalGiving



Project ▲▼	Project Report ▲ ▼	Last Modified Date ▲ ▼	Report Rating ▲♥	Sent Count ▲▼	Open Count ▲♥	Clicked Count
<mark>23239: Be the Change: Saving Babies in Need Worldwide</mark> 4 (5%)	79303: Project Tiny Blue Diapers	Sep 14, 2016	3	83	32 (39%)	•
24801: Be the Change: Saving Guatemalan Babies in Need 0 (0%)	78773: Celebrating Stella	Sep 5, 2016	5	3	1 (33%)	
23239: Be the Change: Saving Babies in Need Worldwide 4 (5%)	78389: Lindsey & Francelene	Aug 29, 2016	5	81	15 (19%)	
23239: Be the Change: Saving Babies in Need Worldwide	77681: Celebrating Stella	Aug 11, 2016	4	80	35 (44%)	



Questions?

Maximizing your Use of GlobalGiving

Top Tips

- Include GlobalGiving in your overall online fundraising strategy
- Set SMART goals
- Plan a calendar
- Take advantage of special events and opportunities
- Use GlobalGiving's tools to help you reach your goals
- Involve your supporters
- Aim for Superstar-dom





Attract New Donors

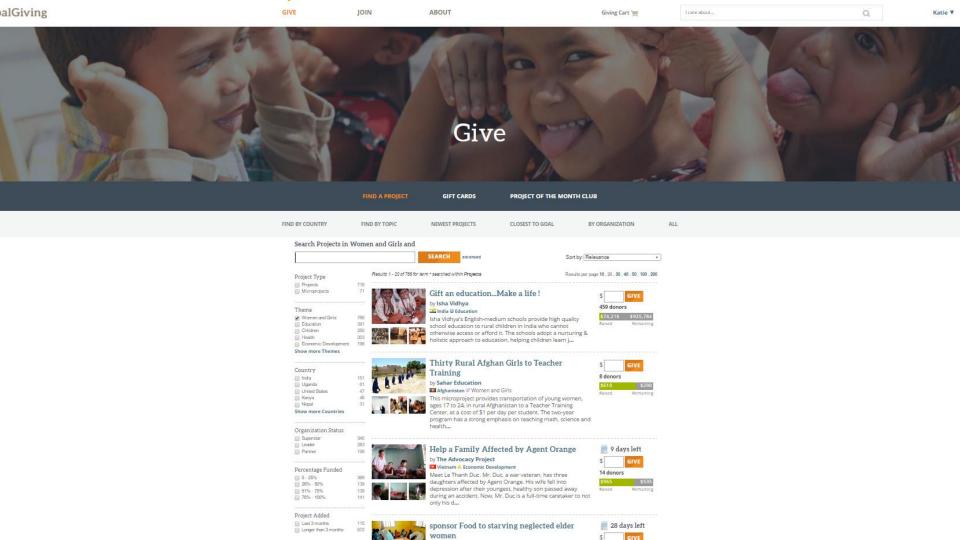
- Ensure that your project page has:
 - Specific action-oriented title
 - Close up, high-res photos
 - Jargon-free, specific summary
 - Tangible, realistic donation options
- Earn your way toward an improved project rank
- Create microprojects

4.2

seconds

We've found that donors spend an average of 4.2 seconds reviewing a page on GlobalGiving before deciding whether or not to donate.





balGiving	GIVE		JOIN	ABOUT			Giving Cart 💘	I	care about	Q	Katie 🔻
Dashbo	ard Project	ts Report	ts Donations	Disbursements	Organizations	Users	Applications	Voluntee	ers Stories		
	Home > Pr	oject Entry Dashbo	oard								
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		Iboard fo RIDGE NUMBER: 61		ers, lnc. (#3282	5)						
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	S	Supersta	nr 🗛	DD A REPORT	Organization Edit Organization View Organizatior	Info	Data Website Analytics				
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					 view project edit project deactivate 	🔘 write a	report				

Microprojects

- Leaders + Superstars
- Fundraise for specific individual or activity
- \$250 \$10,000
- Active for 90 days
- Tied to existing parent project on GlobalGiving
- Bump in project ranking





Retaining Donors

- Build donor tools into regular interactions
 - Fundraiser pages
 - Recurring donations
 - Donations as "Gift to" or "In Honor of" someone
 - Gift cards
- Campaigns
- Thank you notes
- Project reports

Campaigns

- Help keep your donors engaged (and engage new donors!)
- Create a sense of urgency
- Give you a reason to reach out to donors through incentives

Benefiting from Corporate Partnerships

\$26M

\$1.7M \$2,100

Amount donated by corporate partners to nonprofits

Amount generated via the corporate partner gift card program in 2015

Average corporategenerated windfall received by Superstars in 2015

Give globally

Cause marketing

Employee engagement

Disaster response

Risk management

Trusted partner

Programs

Gift Cards Disaster Relief Consumer Campaigns Employee Engagement Vetting + Grantmaking Technology + Content



Corporate Partners





Tips for Corporate Recommendations

- Attain + maintain GG Rewards
 Superstar status
- Ensure posted projects have clear, specific titles
- Confirm projects' most accurate theme(s) are selected
- Create a reporting track record
- Develop a social media presence

Additional Resources

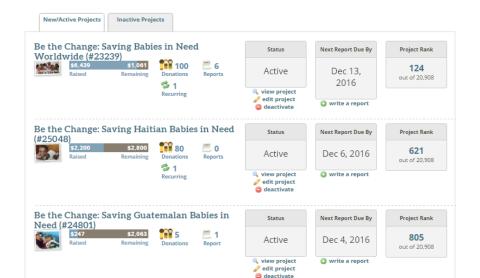
lGiving	GIVE		JOIN	ABOUT			Giving Cart 📜	l care	about	Q	Katie 🔻
Dashboar	d Projects	Reports	Donations	Disbursements	Organizations	Users	Applications	Volunteers	Stories		
	Home > Projec	t Entry Dashboard									
	Message fro	om GlobalGiving					Actions				
	-	-		our story of learning throug	th failure in your next pro	ject report! The t		Delete			

three winners will receive cash prizes of \$1,000, \$600, and \$400 as well as social media promotion. **Deadline to enter**, submit your report, and complete your opt-in form is Friday, October 28th. Learn more about the contest here!

Dashboard for Jake's Diapers, Inc. (#32825)

BRIDGE NUMBER: 6144627385





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Dashboard for Jake's Diapers, Inc. (#32825)

\$2,063

Remaining

\$247

Raised

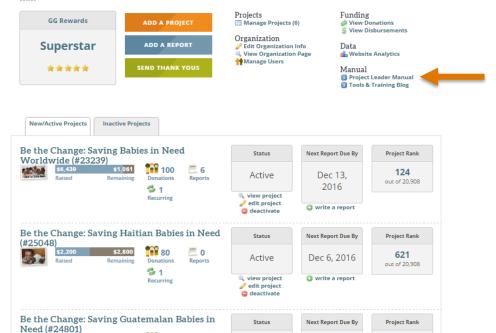
5

Donations

🧮 1

Report

BRIDGE NUMBER: 6144627385



Active

🔍 view project

edit project
deactivate

805

out of 20,908

Dec 4, 2016

🔇 write a report

Customer Service

- Call, email, and live chat the GlobalGiving team
- Help Center

Tools+Training_{BLOG}



Creating Wealth Among Kenyan Youth

in Effectiveness Effectiveness Tools & Resources

🛔 Emily James 🕜 Oct 10, 2016 🦔 No Comments p Share 🚽

Vijana Amani Pamoja (VAP) has been a GlobalGiving partner since 2010. They have participated in storytelling for multiple years and designed their project from that process. Recently they shared their insights with us.

Eunice, 23 years old, resides in Kiambiu and works as a hairdresser and beautician. She was one of the vocational training students for VAP's 7014 sobort. Soon after completing



Tools & Training: tools and resources to help optimize your organization's impact.

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CATEGORIES

Effectiveness

Effectiveness Tools & Resources

Listen, Act, Learn. Repeat.

Fundraising Opportunities & Support

Campaign Tips & Tricks

Corporate Campaigns & Programs



What's Next?

GlobalGiving Gift Cards

- Improve project visibility
- Report on your projects
- Update your fundraising goal to reflect a realistic stretch by year's end
- Showcase a high-quality photo on your project page
- Become a Superstar



thank you



