Engagement Report, Alumni Association Board of Directors, Fall Meeting

Engagement Team, Illinois Wesleyan University

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bullets:

- Fully staffed for the first time in 3 years!
- Restructured roles and responsibilities
- Streamlined process and procedures
- Repurposed and refocused - programmatically
- Working with campus partners to implement alumni engagement model
- Ongoing partnership with AABD
- Diversity Report 2018-2019
- Engagement Team Goals and Priorities 2019-2020
Restructured roles and responsibilities
- Senior Engagement Coordinator
- Event Coordinator
- Assistant Director of Alumni Engagement - Reunions reports to Director of Annual Giving
- Assistant Director of Engagement Communications

Streamlined (developed and/or evaluated) process and procedures
- Staff liaisons for AABD and campus partners
- Full-cycle alumni engagement
- Alumni data requests
- Alumni volunteer opportunities
- And others...
❖ Repurposed and refocused - programmatically
  ➢ Tiny Titans program
  ➢ AABD Committees and Affinity Groups
  ➢ Regional programming - primary focus in Chicago/IL
  ➢ Annual Giving - beyond behavioral giving
  ➢ Marketing Communications - specific and targeted

❖ Working with campus partners to implement alumni engagement model
  ➢ Academic Chairs & Directors meeting; departmental meetings (ongoing)
  ➢ Specific programs to partner w/Student Affairs
  ➢ Information sharing and tracking
  ➢ Share AABD member list with staff listing
Ongoing work with AABD

- Alignment with University and Department goals and priorities
- Board is key to increase broader alumni engagement
- Staff liaisons are critical to keep things moving
  - Committees and Affinity Groups
    - Continue programs
    - Collaborate where feasible
    - Clearly defined volunteer roles
  - Regional Alumni Chapters
    - Develop and strengthen regions with committees and/or interest groups
    - Empower and support committees

Together Moving Forward...
- AABD is to be commended!
- Continue efforts to support diversity efforts

Engagement Team Goals and Priorities 2019 - 2020
- **Four areas of focus:** 1) Experience; 2) Volunteerism; 3) Communication; and 4) Philanthropy
- Goals and Priorities
  1. Set administrative and programmatic infrastructure to support inclusive alumni engagement through full cycle of interaction
  2. Partner with Alumni Association Board of Directors (AABD) to increase alumni involvement
  3. Develop strategies and tactics to meet and exceed **$3.1M unrestricted giving goal**
Engagement Team Goals and Priorities 2019 - 2020

4. Annual Giving
   i. Track donor progress with entering donor status and baseline numbers
   ii. Focus on retention, reactivation and acquisition
   iii. Develop donor populations in addition to segments
   iv. Write solicitations that resonate with donors through affiliation, affinity and/or designation - no more boilerplate messages!
   v. Regular status assessment to incorporate adjustment plans and A/B testing
   vi. Develop leadership donor strategy focused in Illinois (Chicago) based on capacity and giving history
Engagement Team Goals and Priorities 2019 - 2020

5. Alumni Engagement
   i. Work with Alumni Association Board of Directors to ensure alignment with University
   ii. Review regional programming to focus more in Chicago region - develop programming in various areas including city and suburbs with dynamic content and speakers. Continue programming in other key regions based on wealth screening and intel from Advancement Officers
   iii. Empower Regional Alumni Chapters and other groups to autonomously sustain programming on a regular cadence; provide infrastructure to support activities
   iv. Ensure events are marketed and branded effectively from conception to execution
Engagement Team Goals and Priorities 2019 - 2020

6. Engagement Communications
   i. Create centralized and focused communications process for Advancement department
   ii. Develop and manage projects for messaging, branding, and effectiveness through various distribution channels
   iii. Be more targeted, intentional, and specific with messages and be sure to integrate various programs through all channels
   iv. Work with campus partners (academic and administrative) for inclusion in messages
   v. Work with AABD and alumni volunteers to ensure alignment with University and departmental goals
   vi. Develop analytics to track and measure all communication strategies
What We’re Working On...

❖ Launch alumni e-newsletter - October 16, 2019
❖ Working with all committee, affinity group and volunteer leaders for calendar of events
❖ Campus partners to inform and share alumni engagement model
❖ Regional alumni events through March of next year
❖ Initial planning for 20th President’s events
❖ Retention, Reactivation, Acquisition
❖ Donor pipeline assessment for visit and call structure
❖ Ongoing strategies and tactics to improve communications