## How to Maximize Donor Potential

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## Rapidly Changing Technology Landscape

\$17B

Generative AI is changing the way people consume information

Funding for generative AI

 CSR programs, DAFs, and informal giving channels are competing for the same audience 86%

Of S&P500 companies publish CSR reports





## Donor Acquisition and Retention is Harder Than Ever

- The number individuals making donations has declined in the last year
- Supporter attention is hard to capture

13%

Decrease in donors giving < \$100



Average number of ads viewed daily





#### Donor Acquisition and Retention is Harder Than Ever

- The fragmented digital landscape makes it hard to tell your story
- Long-lasting donor relationships based on emotional connection are hard to come by

88%

Amount of time spent in apps vs. web

**70**%

Of donors never donate again after their first gift





## **Build Lifelong Relationships From Moments of Generosity**





#### **Classy Customers Acquire More Donors** and Extend Lifetime **Value**



Revenue



More donor LTV



#### Your Story Is Unique Your donation experiences should be, too.





## The Right Experience for the Right Donor at the Right Time

- Research shows personalization most often drives 10 to 15 percent revenue lift - McKinsey & Company
- 60% of people will visit a nonprofit's website prior to making a donation - Why America Gives 2022
- Nonprofits have less control over their story as new digital channels and technologies emerge





#### **Giving Experiences for Every Donor Journey**



Segmented appeals

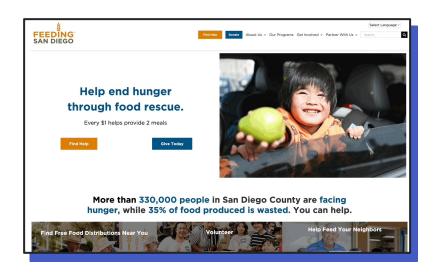
Website donations

**Community campaigns** 





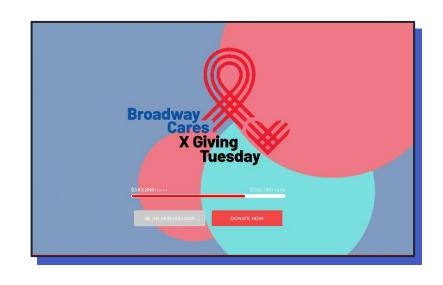
Feeding San Diego's Embedded Donation Forms Top 44% Conversion (3X industry average)







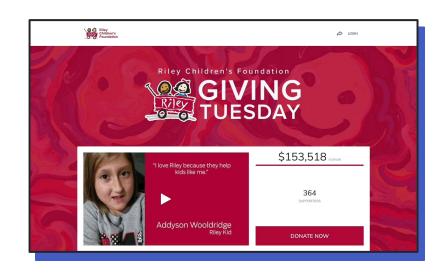
A Donor-First
Giving Tuesday Strategy
Brings in 153% YoY
Growth in Donations for
Broadway Cares







Riley Children's Foundation Increased Fundraising by 19% and Donations by 22% With a Segmented, Multi-Channel Approach







### Fundraise Beyond the Walls of Your Website





# Comprehensive fundraising platform drives supporter acquisition and sustains engagement to maximize lifetime value.







## **Expand Your Supporters' Financial Impact Through Peer-to-Peer**

- 4 out of 5 donors to a peer-to-peer campaign are brand-new
- The average peer-to-peer fundraiser raises \$475 (median \$103)
- Time-based peer-to-peer campaigns raise 3.8X more than all other time-based campaign types





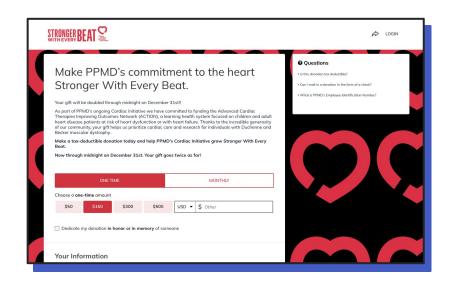
## Thirst Project Exceeded Their \$1M Goal by More Than \$500K







Parent Project
Muscular Dystrophy's
Year-End Campaign
Exceeded Goal by \$400K







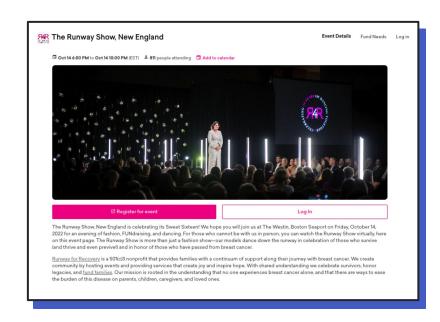
### Deepen Relationships Through Impactful Events

- Over 92% of both virtual and in-person attendees are likely to donate in addition to any registration or participation costs during the event
- Over 40% of both virtual and in-person fundraising event attendees are likely to donate over \$100 at the event
- 91% of fundraising event attendees are likely to take further action with a nonprofit after a positive fundraising experience





#### Runway for Recovery Exceeded Fundraising Goal by \$25,000 With Classy Live







Shriners Raised \$1.6M with Classy Live, \$500K Came From Auction Items Alone







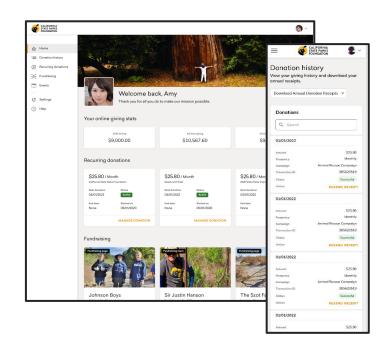
# A Complete Fundraising Platform Elevates The Supporter Experience





### Classy's New Supporter Center

- Log in to <u>one place</u> to keep track of all interactions with your organization
- Supporters can generate a comprehensive tax receipt with a click of a button
- Empower supporters with self-service options for managing recurring plans and updating contact information







# Classy Customers Acquire More Donors and Extend Lifetime Value



Revenue



More donor LTV



## Classy