

# Level Up | Year-End Rally

Maximizing End of Year Appeals

Level Up Training Session | December 4, 2024

# ICE BREAKER

# What is your all-time favorite holiday movie?

Chat it!

# Housekeeping



# What to expect from today's session





Understand the significance of the **remainder of the year-end season**.

Implement **proven tactics** to boost results in **emails**, your **website**, and your **donation page**.

Action Item

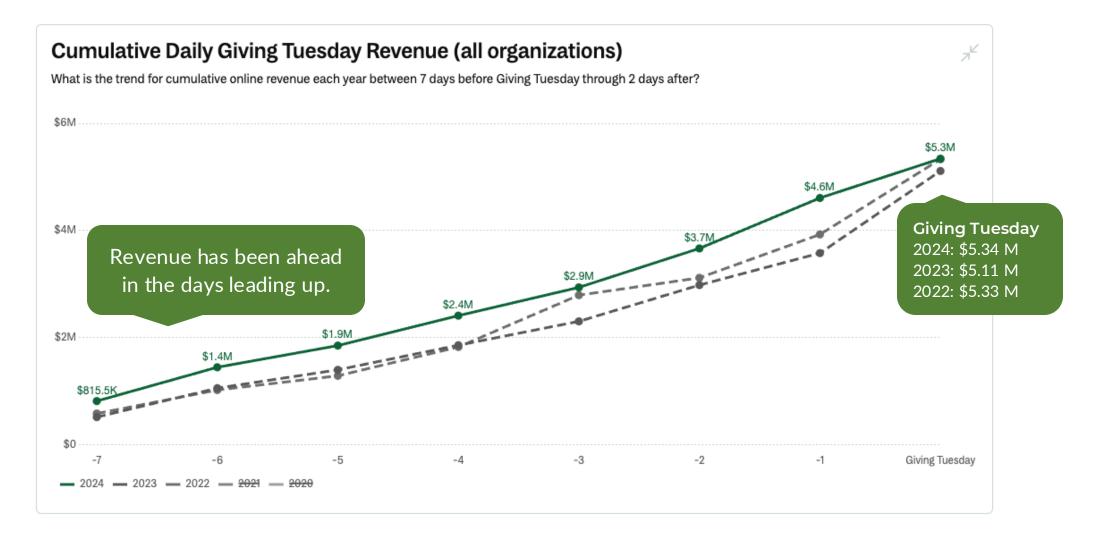
Implement at least **1 tactic to increase urgency** on your website and/or donation page.





# How did Giving Tuesday go?





65 Organizations, \$12B in Annual Revenue, 25M Annual Donors





# Get Free, Real-time Benchmarks for Life

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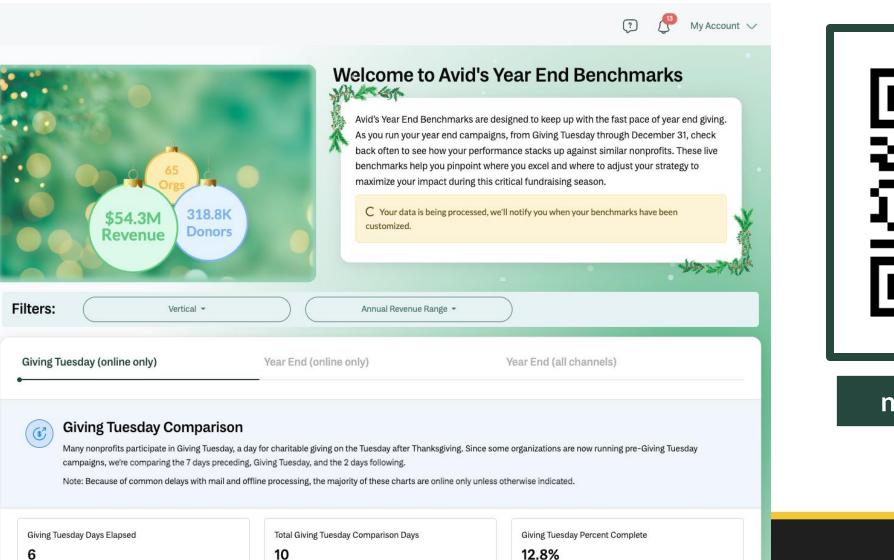
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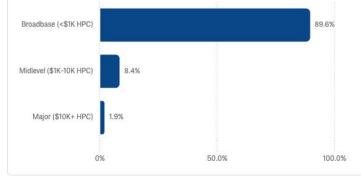
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### Who gave in the Giving Tuesday period so far?

Beyond just overall giving, what segments are responding and how does their value differ?

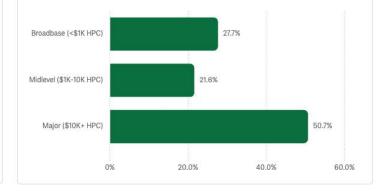
# Giving Tuesday Donors by Giving Level (period to date)

What proportion of Giving Tuesday donors in the current year contributed at each giving level?



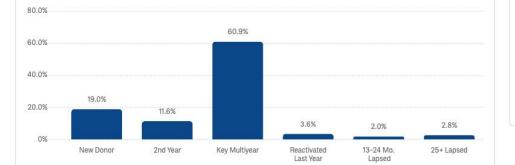
# Giving Tuesday Revenue by Giving Level (period to $\[equation]^n$ date)

What proportion of current year Giving Tuesday period revenue came from donors at each giving level?



## Giving Tuesday Donors by Lifecycle (period to date)

What proportion of Giving Tuesday period donors belonged to each lifecycle stage in the current year?



### What do these lifecycles mean?

2024

- New Donor: Acquired in the current period
- 2nd Year: Acquired in the previous period
- Key Multiyear: Gave in the last 2+ consecutive consecutive periods
- Reactivated Last Year: Had previously lapsed, but
  gave in the prior period
- 13-24 Mo. Lapsed: Was previously active, but missed the last period
- 25+ Mo. Lapsed: Previously active, but hasn't given in 2+ periods





# nextafter.com/avid



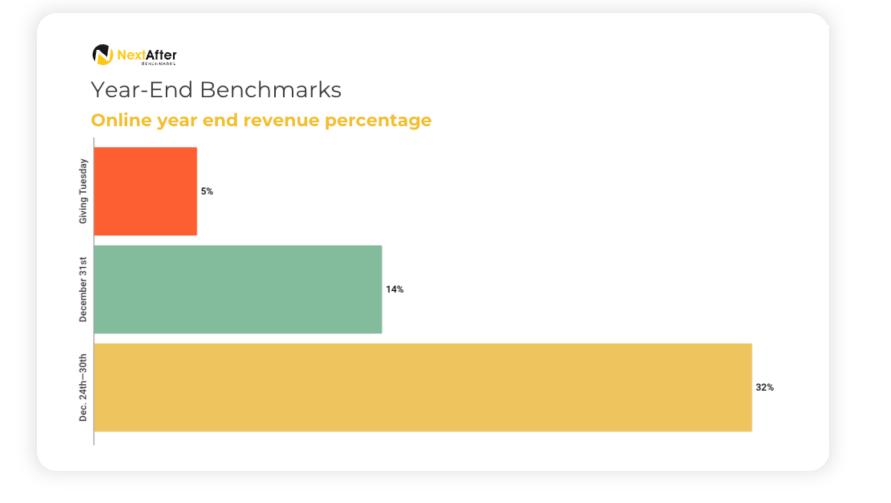
# Any questions leading up to CO Gives Day?



# What's at stake <u>after</u> CO Gives Day?



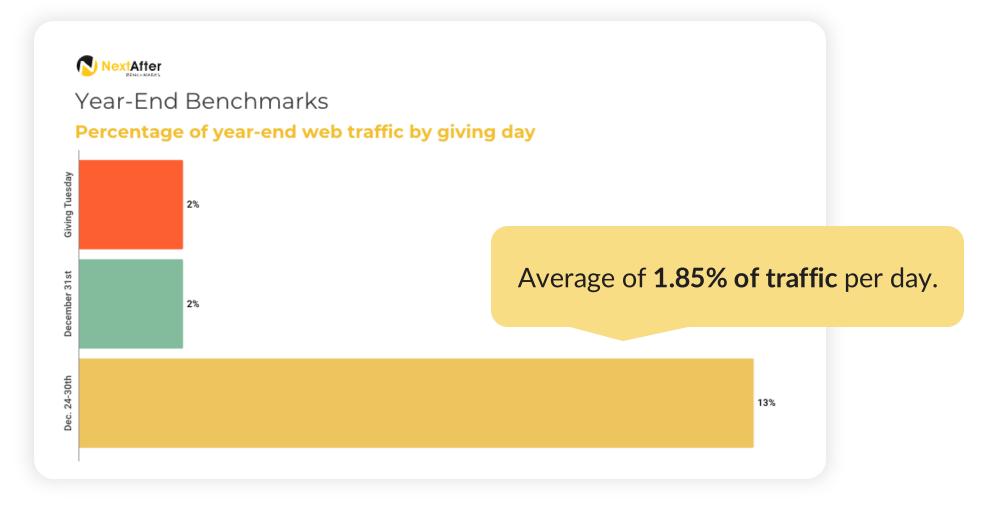
# **Online Revenue**







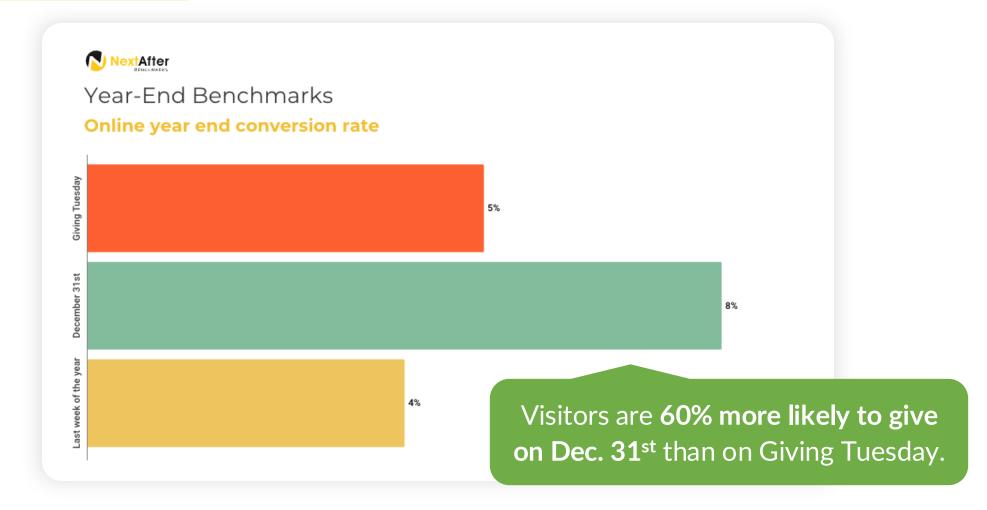
# Web Traffic







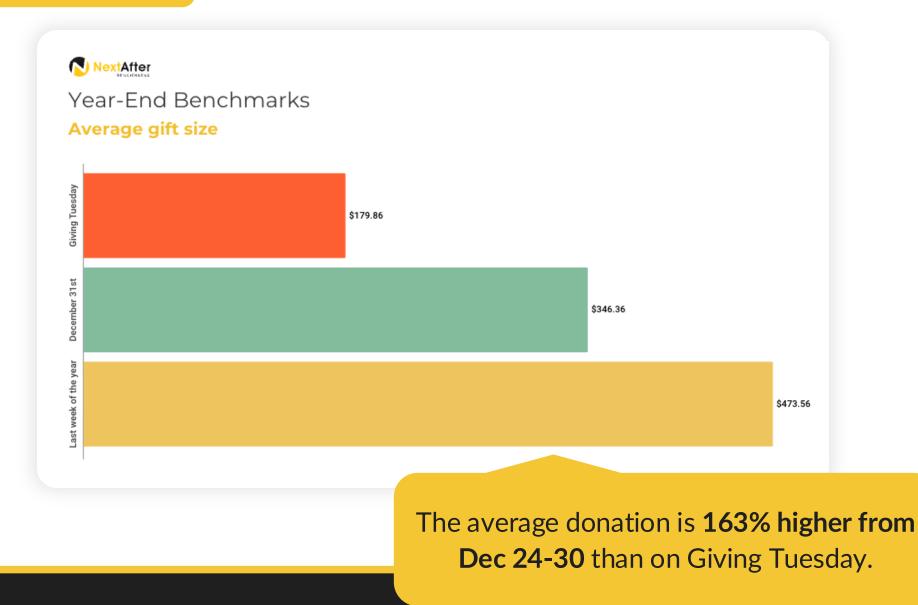
# **Conversion Rate**







# **Average Gift Size**







Your emails
 Your website
 Your donation page



Your emails
 Your website
 Your donation page

KEY CONCEPT Send personal emails that increase urgency to give.

# Last Week of the Year Timeline

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
22	23	24 Christmas Eve	25 Christian /	26	27	28
29	30	31	1 New Year's Day	2 Last Day of Hanukkah	3	4





# Last Week of the Year Timeline

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Dear Kevin,

Thank you!

From all the Shriners Hospitals for Children<sup>®</sup> patients and families you impact through your generosity, we're sending you warm wishes for the holiday season.

### Send your Love to the rescue



Visit us online

# The December Holiday Email

Depending on which religious holiday your list most closely identifies with, this generally consists of the organization acknowledging it on the day(s) it is designated without a donation ask.





# Donate



Dear Kevin

Thank you!

From all the Shriners Hospitals for Children<sup>®</sup> patients and families you impact through your generosity, we're sending you warm wishes for the holiday season.





### Visit us online

- Acknowledge their name, their time, and their contribution
- Acknowledge your shared value in the holiday, and describe those shared values in a tangible, authentic way
- Call them to engage with some form of content to celebrate: article, blog post, thank you video, etc.
- **DO NOT** ask for money, even in the p.s.



# Last Week of the Year Timeline

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Dear Annika,

Thousands of families, children, and seniors acros know what it's like to go to bed hungry. But, thanks generosity, there's always one place they can turn Salvation Army,

Your kindness has been a comfort to so many neig

"A food box from The Salvation Army a brings a smile to my son's face,' shared Yolla

Just like you, we stand committed to serving vulne members of our community. Your support now, at will help ensure every neighbour has somewhere t help in 2022.

DONATE NOW

Your continued support means even more people access to:

- Fully stocked food banks Meal programs
- Warm clothing
- Safe shelter · Many other critical sevices

Your year-end gift will help more people strugg life's challenges. There's no time to delay, so plea generously today

With heartfelt gratitude



Lt-Colonel John P. Murray, MA, APR, CFRE Territorial Secretary for Communications The Salvation Army



Your donations help fund programs in your community

Your continued support means even more people will have access to:

- Fully stocked food banks
- Meal programs
- Warm clothing
- Safe shelter
- Many other critical sevices

Your year-end gift will help more people struggling with life's challenges. There's no time to delay, so please give generously today.

With heartfelt gratitude,



# The Only Days Left **Email**

The first email of the final week's push for generosity. It generally summarizes the most important points to the donor for starting the new year strong and brings focus to action, the deadline and the incentive for action.







# elp struggling DONATE NOW ()

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With heartfelt gratitude,





generously today.



Acknowledge their name, your relationship, and the timeframe

- **Summarize** the most important challenges and values at stake for the new year that are most valuable for the donor.
- **Commit** to attacking challenges / defending values emotively.
- Ask for an immediate donation and provide a clear place to click.
- **Remind** them of the time left (in text) and the incentive at stake.





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### Give Now

2021 Year-End Triple Challenge



### Olivia, Help Us Shape the Future of Medicine

Midnight tomorrow is the deadline to triple your impact to support groundbreaking research and care at Mayo Clinic.

Give a gift today as we work together to cure, connect and transform health care.

As a researcher and physician myself, I can tell you: the last two years have been a powerful reminder of how the world relies on Mayo Clinic for timely and decisive leadership across the broad range of health care. And that, in turn, shows how much we rely on our benefactors. That's why your gift today is so important!



# Olivia, you have a chance to TRIPLE your impact.

Give Now

Here's another reason your gift matters so much: The benefactor providing the challenge has pledged \$1 million and challenged us to raise \$500,000 by midnight, December 31. <u>Your generous participation will help us</u> reach that goal, all while providing hope and healing for so many!

Thank you so much for your consideration

Sincerely,

Evanthia Galanis, M.D. Executive Dean of Development Sandra J. Schulze Professor of Novel Therapeutics Mayo Clinic

# The December 30 Email

The second email of the final week's push, it is extremely direct in its ask for a donation, and more often than not, announces the organization's most attractive match / incentive of the whole year.





### 2021 Year-End Triple Challenge



### Olivia, Help Us Shape the Future of Medicine

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# □ Acknowledge their name, your relationship

- Acknowledge the deadline, and urgency, for them to effect the strongest possible start / impact for their values in the new year.
- Announce any new incentives to give by the deadline
- □ Ask for an immediate donation and provide a clear place to click.



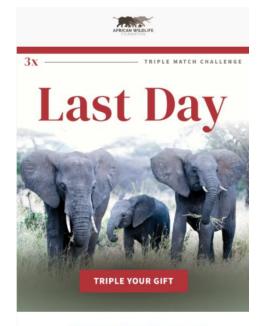


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29	30	31 Va Eve	1 New Year's Day	2 Last Day of Hanukkah	3	4







### This is it, Kevin. Today is your last chance to save 3x Africa's wildlife.

The species you love and the wild lands you treasure are under triple attack. After decades of poaching, tomale elephants in Mozambique's Gorongosa National Park are developing a "tuskies" genetic mutation that is causing them harm... Rhinos and hippos are tighting for their lives amid a year-long drought in the Horn of Africa... And tourism dollars are drying up across the continent in the face of recent travel bans.

We have to fight back. And to do that, we need your tripled impact.

Please, make a tax-deductible gift now before the clock runs out on our triple match – and on Africa's precious wildlife.



"If you have already given in our match, please disregard the request and accept our thanks

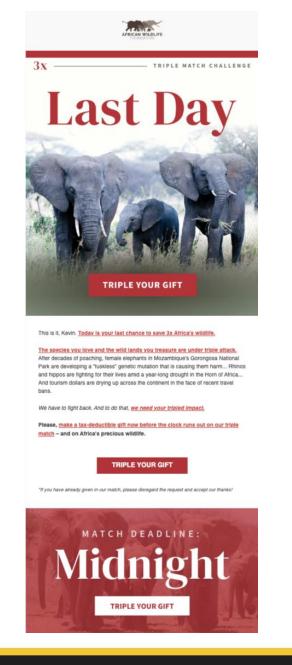


# The December 31 Email(s)

The final push emails on the last day of the year, they are extremely direct and utilize both inward as well as outward incentives.







# The AM Email

- □ Acknowledge their name, your relationship
- Acknowledge the deadline, and urgency, for them to effect the strongest possible start / impact for their values in the new year.
- □ Announce any new incentives to give by the deadline
- Add inward incentive intensifiers like a moving countdown clock, a progress bar (or progress mention), social stats and a call to join in.
- ❑ Ask for an immediate donation and provide a clear place to click.



Dear Paul:

Just a quick reminder: There are only a few short hours to make your final taxdeductible donation for 2021.

Yes! I want to make a final year-end gift.

For those who have already completed your year-end giving, thank you for making a difference.

Ann Graber Hershberger Executive Director Mennonite Central Committee U.S.

P.S. Even if there are only a few minutes left in 2021, there's still time to give a gift of love to our global neighbors.



# The (PM) Email

□ Acknowledge their name.

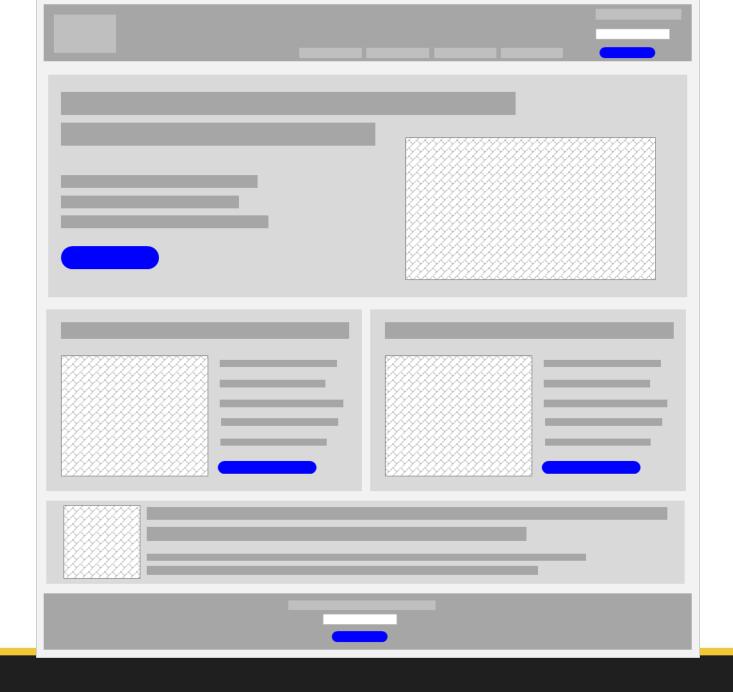
- Acknowledge that you haven't received their gift yet and wanted to make sure they had the link to do it.
- □ Ask for an immediate donation and provide a clear place to click.
- □ Show the email from the previous day below... as if it was forwarded to them.
- Test using a different sender, like someone from the fundraising department or customer service.





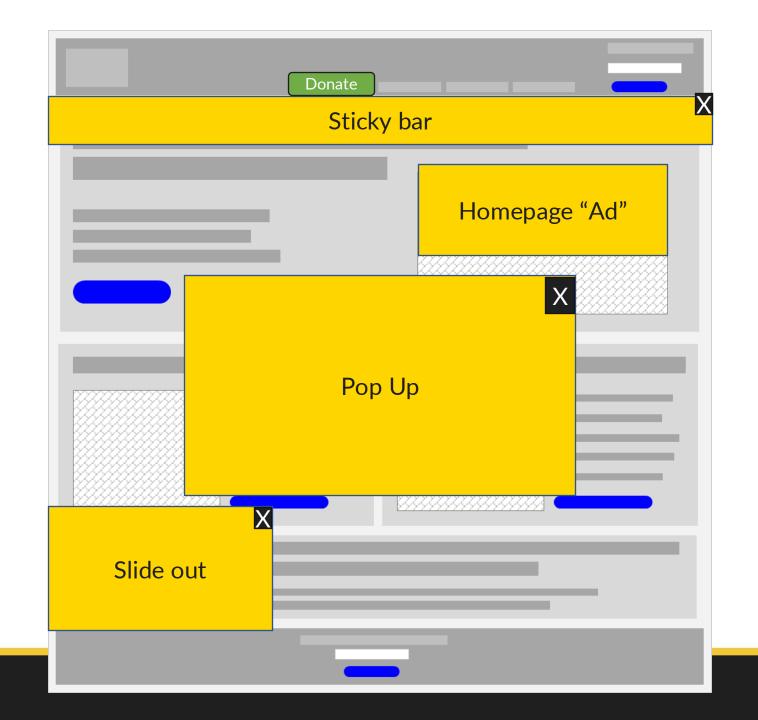
# Your emails Your website Your donation page

KEY CONCEPT Make it easier for people to find where to give.









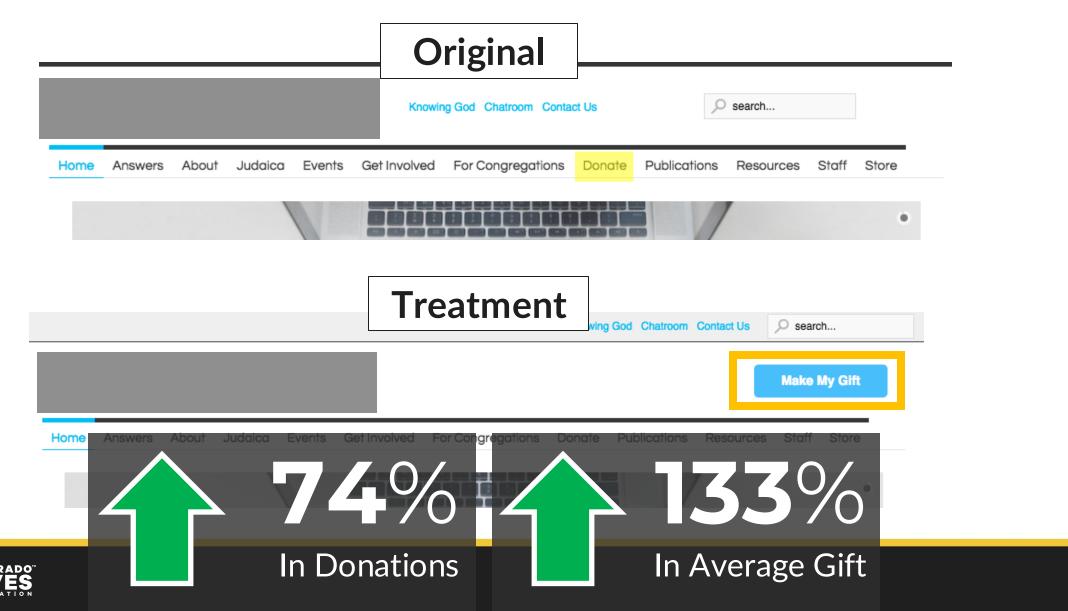




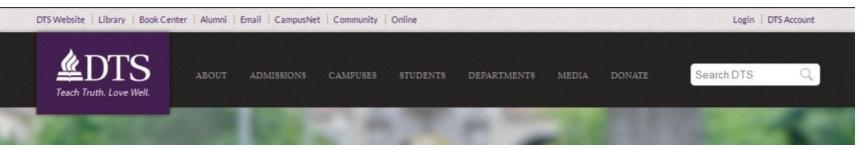
# Navigation



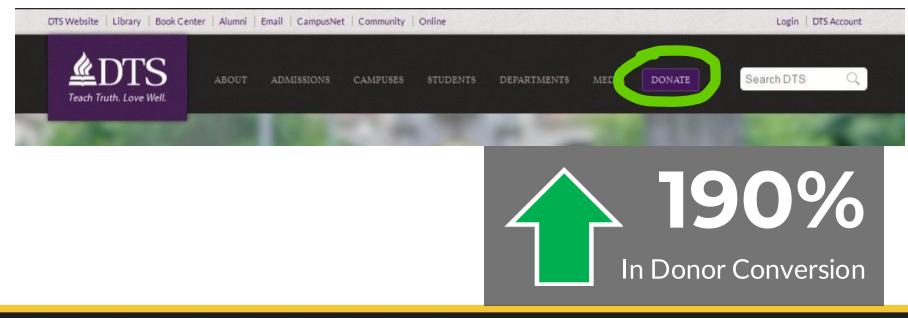
# Experiment #6991



# Control



# Treatment





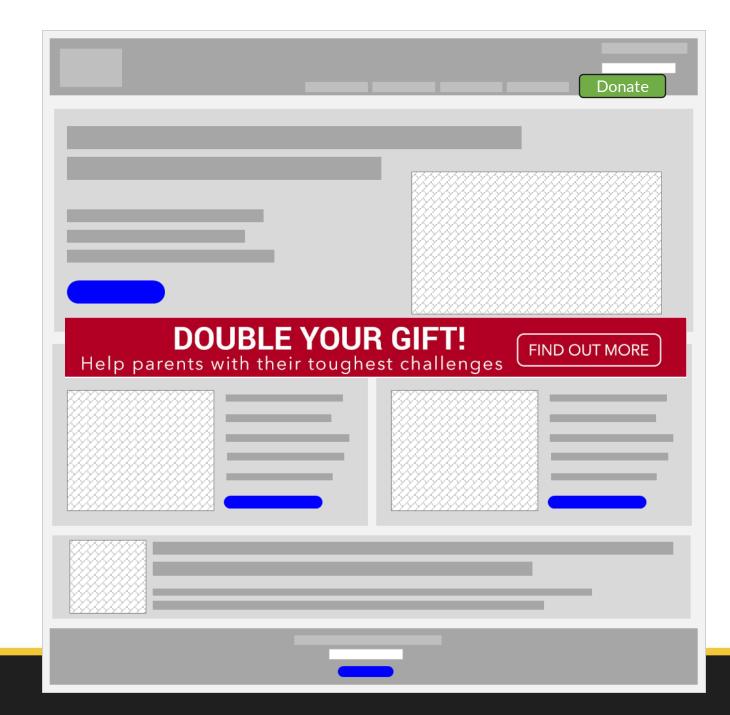


# Make it easy to see your "Donate" button in your navigation.



# Homepage Ads









## Homepage Banners

**Homepage Banner** 

**DOUBLE YOUR GIFT!** Help parents with their toughest challenges

FIND OUT MORE

Timeframe: 12/6 - 12/13

1.1% Conversion Rate

Timeframe: 12/21 - 12/27

4.6% Conversion Rate





#### Control

#### Treatment



### You Can Change a Life with a Gift

This Christmas, give a gift that can meet a critical need of a child or family living in poverty. When a family receives a goat,

tion, their lives are changed for wars to 559/0





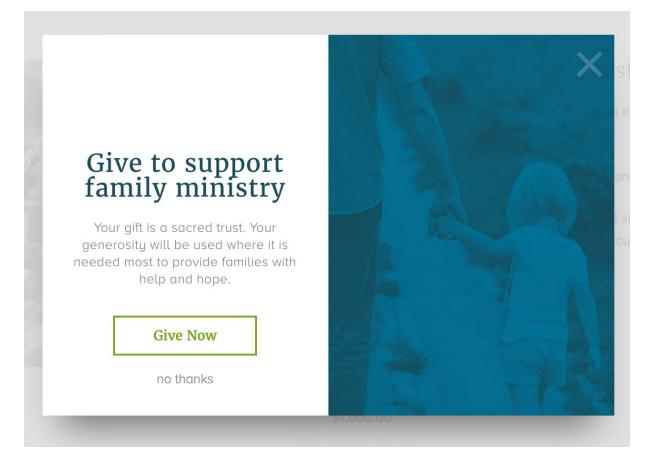
In Donations

# Use prime real estate on your homepage to increase traffic to your donation page.



# Timed Pop-ups









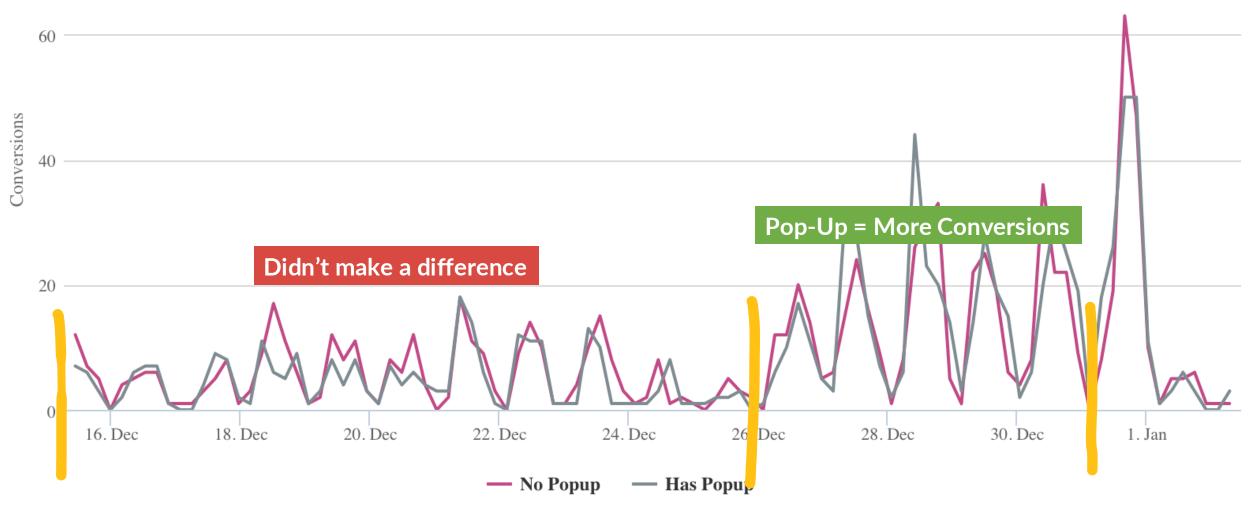
## Give to support family ministry What happened when we removed it?

help and hope.



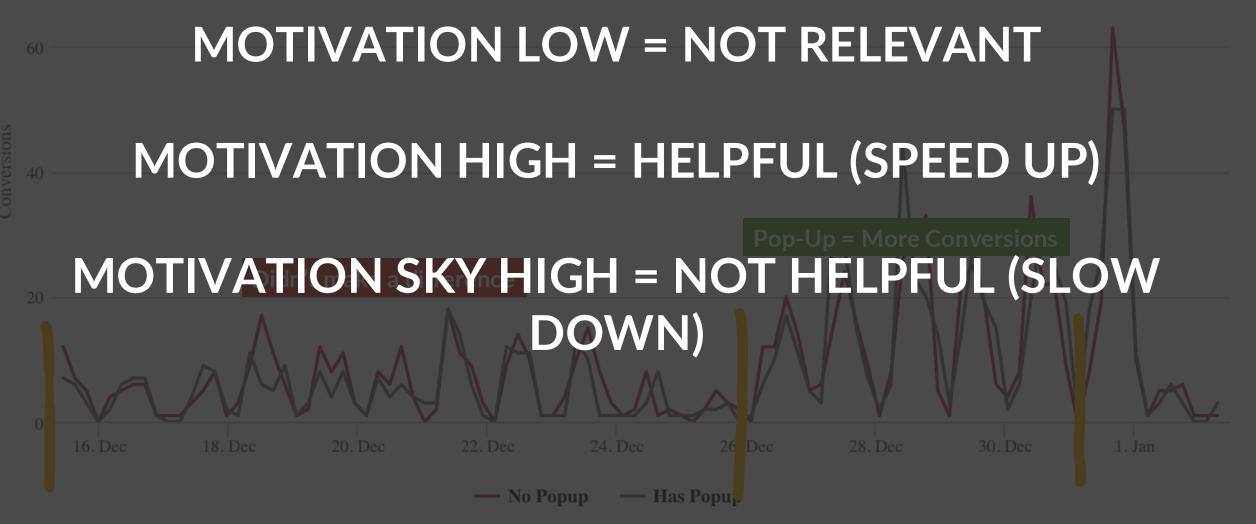


Pop-Up Hindered Conversions



9

Pop-Up Hindered Conversions



# Exit-Intent Pop-ups



## Control

#### Before you go, will you consider something?

Most CaringBridge visitors don't realize that each CaringBridge site is kept **private**, **secure**, **and ad-free** because people like you pledge a monthly gift.

However, as more people turn to CaringBridge, we need to increase the number of CaringBridge Partners who make tax-deductible monthly gifts so that each person who wants to start a site can do so, and keep it running as long as they need.

Since you understand how the nonprofit CaringBridge works and how it keeps people connected, **would you consider becoming a CaringBridge Partner?** 

Learn more »



## Social proof

#### Before you go, will you consider something?

Most CaringBridge visitors don't realize that each CaringBridge site is kept **private**, **secure**, **and ad-free** because people like you pledge a monthly gift.

However, as more people turn to CaringBridge, we need to increase the number of CaringBridge Partners who make tax-deductible monthly gifts so that each person who wants to start a site can do so, and keep it running as long as they need.

Since you understand how the nonprofit CaringBridge works and how it keeps people connected, would you consider joining 328 fellow supporters and becoming a CaringBridge Partner?







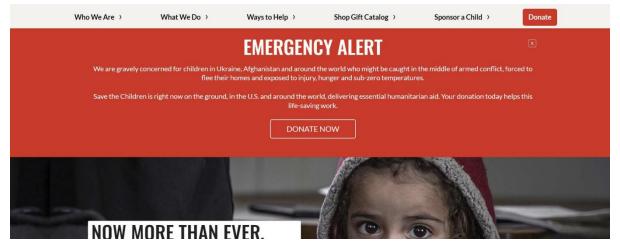
# Use both timed and exit-intent pop-ups to drive donation page traffic.



# Slide-Outs



### Emergency Alert Banner



#### Micro-goal Slide-in Banner









# In-Article Ads



### Control

#### Treatment



OUR STORY / YOUR STORY / POLICY CENTER / TAKE ACTION

allowing voters to decide on local government consolidation - a crucial component of shrinking local government spending, which drives up property taxes.

State Rep. Tom Demmer, R-Dixon, sponsored House Bill 496, which received bipartisan support - more than a dozen representatives from both parties signed on as co-sponsors. HB 496 passed the House 111-2. The only lawmakers who voted against the bill were state Reps. Robert Martwick, D-Chicago, and Lawrence Walsh, D-Elwood.

If the Senate passes HB 496 and Gov. Bruce Rauner signs the bill into townships that are coterminous or substantially coterminous with the right to put township dissolution referendums on the ballot. For dissolve a township to make it on the ballot, the township's city cou an ordinance or 10 percent of the registered voters of that township petition. If the voters approved the dissolution of a township, the ma over the services, duties, assets and liabilities of the township.

#### Too many local governments drive up Illinois property taxes

One of the main reasons Illinois has some of the highest property ta because Illinois has the most units of local government in the count has nearly 7,000 units of local government - around 1,400 of those

the state with the second-highest number of local governments - only has 5,100 government units despite being much larger geographically and having a bigger population. Florida, with a population of nearly 20 million people, has just 1,650 units of local

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 $\equiv q$ 

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Each week, get the top headlines from around the state. From stories of political corruption to government overreach, get the news that matters most to you.

First Name	Last Name			
Email	Zip Code			
SUBSCRIBE TO ILLINOIS POLICY ALERTS				

#### Illinois Policy

#### **OUR STORY / YOUR STORY / POLICY CENTER / TAKE ACTION** $\equiv q$ DONATE

over the services, duties, assets and liabilities of the township.

Too many local governments drive up Illinois property taxes

#### **DEAR READER:**

To make informed decisions, the public must receive the unbiased truth. Unfortunately, that isn't what we often get out of our elected officials or the legacy media. At the Illinois Policy Institute, that is something we are going to fix.

We are an independent nonprofit consisting of more than 20 writers and policy experts. Our mission is to generate public policy solutions that promote personal freedom and prosperity in Illinois.

- We have produced the only viable plan to balance the state budget while also reducing the tax burden placed on residents like you.
- Our work is consumed by more than 500,000 Illinoisans each month, free of charge.
- We are funded solely by the support of the general public. We receive no government dollars.

But to continue to provide unbiased reporting and viable policy solutions, we need your support.

If you want to see a more prosperous Illinois for your family and friends, please take a minute to help make a difference. Thank you. 695%

#### SUPPORT ILLINOIS POLICY INSTITUTE

One of the main reasons Illinois has some of the highest n

n the nation is In Donor Conversion





# Add a "dear reader" ad to articles, blogs, and news during the year-end season.



# High Urgency Banners







WikipediA

The Free Encyclopedia

Main page Contents

Current events

Random article

About Wikipedia

Contact us Donate

Contribute

Learn to edit

Community portal

**Recent changes** Upload file

What links here

**Related changes** 

Special pages

Permanent link

Print/export

Page information Wikidata item

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Tools

#### Main Page Talk

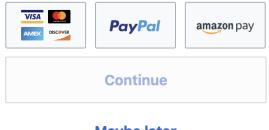
Read View source View history

Search Wikipedia

Q



3. Please select a payment method



**Maybe later** 

*i* To all our readers in the U.S.,

Please don't scroll past this. This Monday, for the 1st time recently, we humbly ask you to defend Wikipedia's independence. 98% of our readers don't give; they simply look the other way. If you are an exceptional reader who has already donated, we sincerely thank you. If you donate just \$2.75, or whatever you can this Monday, Wikipedia could keep thriving for years. We ask you, humbly: please don't scroll away. If Wikipedia has given you \$2.75 worth of knowledge this year, take a minute to donate. Show the world that access to reliable, neutral information matters to you. Thank you.

Problems donating? | Other ways to give | Frequently asked guestions | We never sell your information. By submitting, you are agreeing to our donor privacy policy. The Wikimedia Foundation is a nonprofit, tax-exempt organization. If you make a recurring donation, you will be debited by the Wikimedia Foundation until you notify us to stop. We'll send you an email which will include a link to easy cancellation instructions.

- Welcome to Wikipedia, The arts History Society Biography Mathematics Technology the free encyclopedia that anyone can edit. Geography Science • All portals

6,419,081 articles in English



### Total Goal

#### A life depends on you.

Lorem ipsum odor amet, consectetuer adipiscing elit. Ornare magnis metus natoque, morbi adipiscing nec aliquet egestas. Torquent conubia sodales ad, tristique varius purus. Libero conubia auctor montes; dapibus phasellus dictum non. Condimentum senectus integer dolor class ornare massa mauris. Yes, I'd like to become 1 of 39,313, donors needed to save twice the lives!



## Daily Goal

#### A life depends on you.

Lorem ipsum odor amet, consectetuer adipiscing elit. Ornare magnis metus natoque, morbi adipiscing nec aliquet egestas. Torquent conubia sodales ad, tristique varius purus. Libero conubia auctor montes; dapibus phasellus dictum non. Condimentum senectus integer dolor class ornare massa mauris.





**35%** In Donations





# Homepage Takeover



## Control





Homepage takeover



# Help bring the hope of the gospel to the lost

This Christmas, someone who has never heard about Jesus can know Hin because of your gift.

Through the International Mission Board, your gift will help fulfill the Revelation 7:9 vision of every nation, tribe, people, and language gathered around the throne of Christ.

We're able to deliver the gospel to the least reached all over the world because of faithful Christians who partner with us. We invite you to join with us by praying for your IMB missionaries and making a donation to support their work.

of generous belie

nas Offering. Every dollar you

mission field to machinations

When you give, you'll be joining also contribute to the Lottie Moon give to this offering will go directly

Will you halp us daliyor the gaspal to the last with your Lattic Mean







**Urgent Update:** As we approach the end of 2020, we wanted you to know how you can share the Good News in over 60 countries. <u>Or, if you prefer, click here to continue to Oblatesusa.org homepage »</u>

#### Some Good News For 2021

The Missionary Oblates are excited about expanding our missionary reach in 2021. When you make a donation to the Oblates, you become a co-missionary with us as we bring the Good News to the poor and needy around the world.

We share the Good News in many ways. This coming year, we will preach the Good News in more than 60 countries, at major basilicas like in Lourdes, France and in simple chapels made of scrap metal in Zambia. We spread Good News when we feed the hungry, shelter the homeless, educate the disadvantaged and provide medicine and care to the sick and dying.

In 2021 we will be expanding our reach. These are just a few of the ways we will reach more:

- We recently accepted responsibility of two new parishes in impoverished neighborhoods near San Diego and St. Louis. The needs of the people in these communities are great, and we are committed to meeting these needs long after the pandemic is over.
- Our novitiate in the United States, where young men discern a calling to religious life, is currently undergoing an extensive renovation that will allow us to accommodate more novices from the United States and around the world.



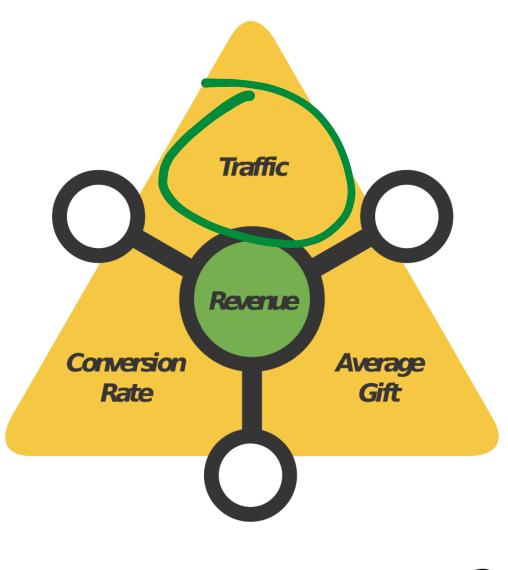




# Use a homepage takeover during the last day of the year.



## All these tactics are trying to drive more traffic to your donation page.



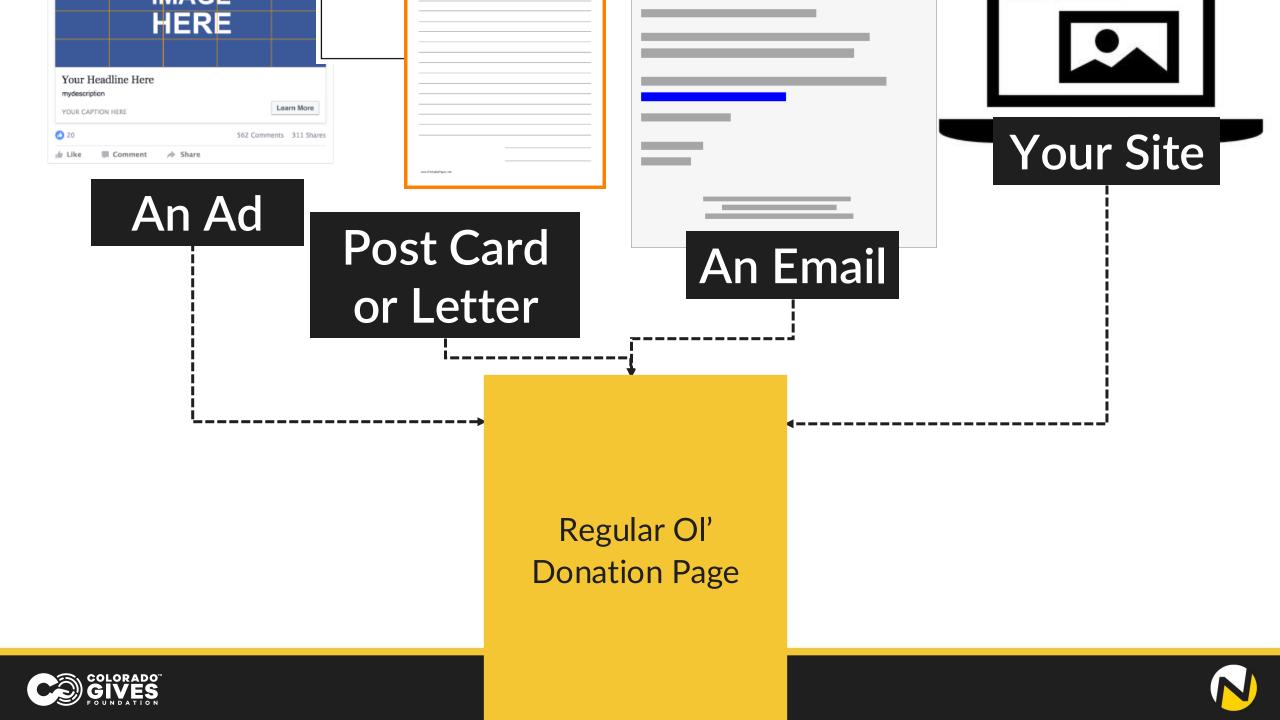
Your emails
 Your website
 Your donation page

**KEY CONCEPT** Emphasize your incentives and increase urgency throughout.

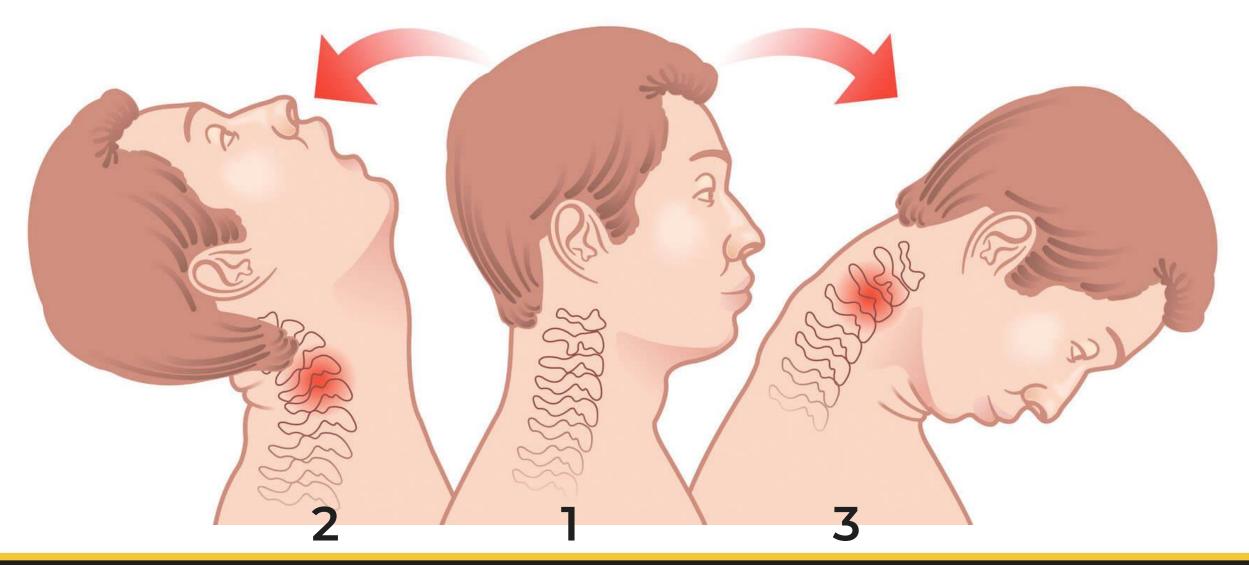






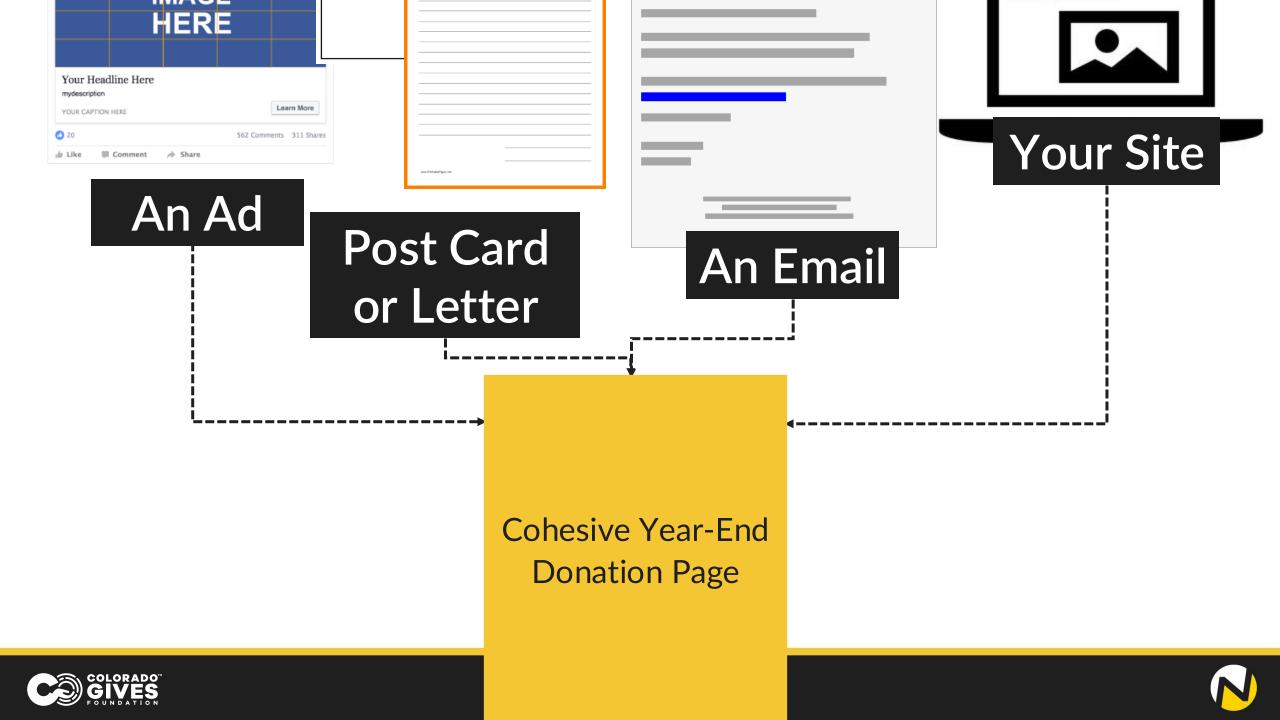


## Whiplash









## **Essential Year-End Donation Page Optimizations**

 ✓ Clearly reference the yearend campaign and any unique campaign messaging.

 ✓ Add a countdown clock during the final week to increase urgency.  ✓ Clearly articulate your campaign goal—and make it tangible.

✓ Highlight your incentives so they don't get missed!





#### Test Reinforcing the Message with a Sticky Bar

### Control

2.			
	D	S	
Teach I		ve Well	

Your gift before Dec. 31 will help DTS train future pastors, teachers, preachers, evangelists, missionaries, counselors, and ministry leaders to share biblical truth!



We believe that when people are rooted in the Word of God, their faith grows and flourishes as a result. That's why Dallas Theological Seminary trains trustworthy leaders to share biblical truth in churches and through ministries around the world.

DTS has a budgeted goal to raise \$4.1 million by midnight (CST) on December 31. And a generous group of our committed supporters has given a \$600,000 Challenge Gift to challenge other friends of DTS like you to give your support as well.

We are counting on you! Would you consider making a gift before our December 31 deadline?

Your gift will help

· equip ministry leaders to reach souls for Christ; • train church leaders who need access to theological training; and • offer free online courses to thousands of people who are hungry for God's Word.

If you want to help DTS equip people to proclaim God's Word around the world, please make your gift now using the secure form below:

## Stickybar



Please join me and other faithful believers in building a tradition of generosity by helping us train and equip strong leaders for the church with a special year-end gift today. - Dr. Teri O'Connor

DONATE TO DALLAS THEOLOGICAL SEMINARY <u><u></u>▲DTS</u>

> Your gift before Dec. 31 will help DTS train future pastors, teachers, preachers, evangelists, missionaries, counselors, and ministry leaders to share biblical truth!

We believe that when people are rooted in the Word of God, their faith grows and flourishes as a result. That's why Dallas Theological Seminary trains trustworthy leaders to share biblical truth in churches and through ministries around the world.

DTS has a budgeted goal to raise \$4.1 million by midnight (CST) on December 31. And a generous group of our committed supporters has given a \$600,000 Challenge Gift to challenge other friends of DTS like you to give your support as well.

We are counting on you! Would you consider making a gift before our December 31 deadline?

Your gift will help

equip ministry leade

train church leaders

offer free online cour

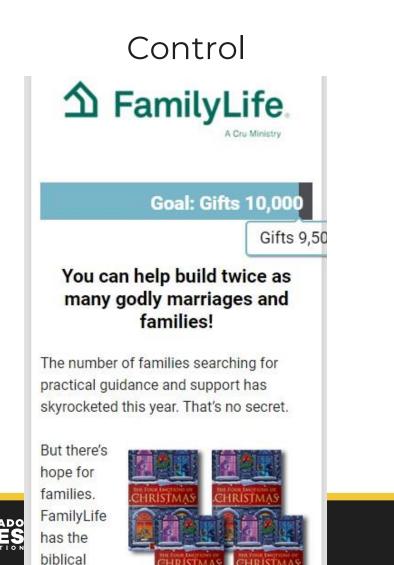




In Revenue



## **Test Adding an Anchor Link for Mobile Users**



### Start My Gift Button



## **Tools You Can Use**

## POWR.IO

Website Countdown Clocks • Email Countdown Clocks

## **BDOW & Unbounce**

Timed Pop-Ups • Exit-Intent Pop-Ups • Slide Outs <u>bdow.com</u> | <u>unbounce.com</u>

## VWO

Website A/B Testing • Dear-Reader • Homepage Takeovers • Other Customizations affiliates.vwo.com/be0kn1lz3gcl

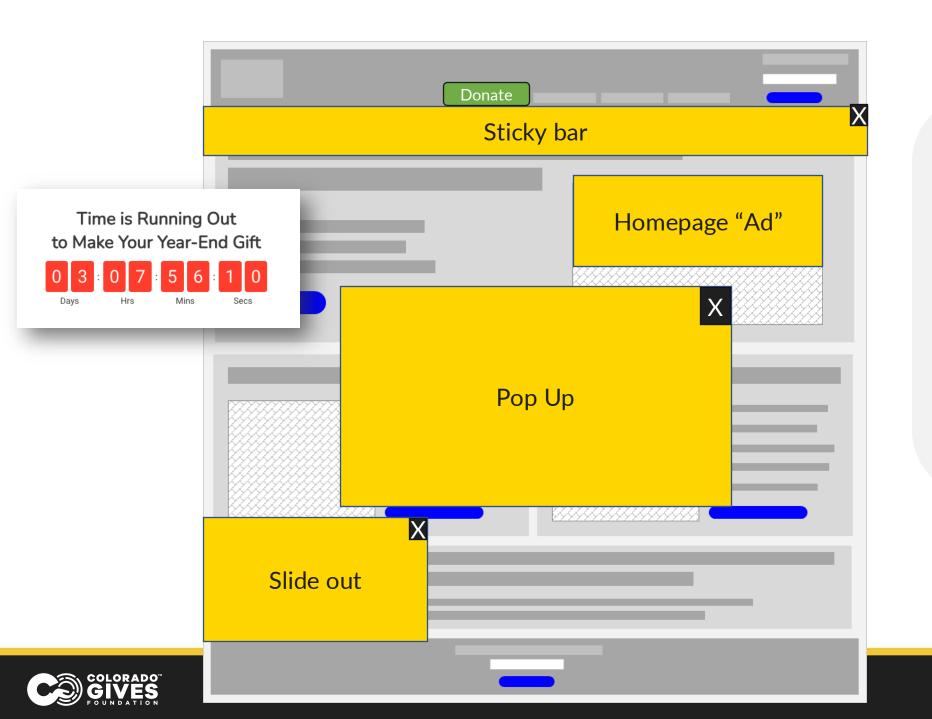




# Homework

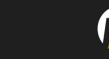






#### Instructions

- Implement at least
   1 tactic to increase
   urgency on your
   website.
- 2. Show us what you did by submitting the Google Form.



#### Level Up Homework | Month 6, Last Week of the Year

Your homework this month is to implement at least 1 tactic on your website or on your donation to increase urgency during the last week of the year.

Take a screenshot and submit it using the form below. When you're finished, share what you did in Slack!

#### nathan@nextafter.com Switch account

 $\odot$ 

Clea, John

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Only the email you enter is part of your response.

#### \* Indicates required question

#### Email \*

Your email

Upload a screenshot of the edit/change you've made to increase urgency.

Upload 1 supported file: PDF or image. Max 10 MB

Add file

Anything else you'd like us to know about what you implemented?

Your answer

Submit

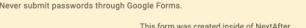




#### Instructions

- 1. Implement at least l tactic to increase urgency on your website.
- 2. Show us what you did by submitting the Google Form.







Dive Deeper





#### Year-End Fundraising for Online Fundraisers

In this 4-session year-end fundraising course, you'll discover new ideas to craft a successful year-end fundraising campaign for your organization based

> 28 Lessons

## Both courses are included in your NextAfter Institute membership.



#### **Donation Page Optimization**

Discover what works to improve the results on your donation pages based on what we've learned works from 6,500+ online fundraising experiments.

> 21 Lessons







https://nextafter.com/level-up-membership

## Dive Deeper with **Digital Fundraising Courses**

from the NextAfter Institute



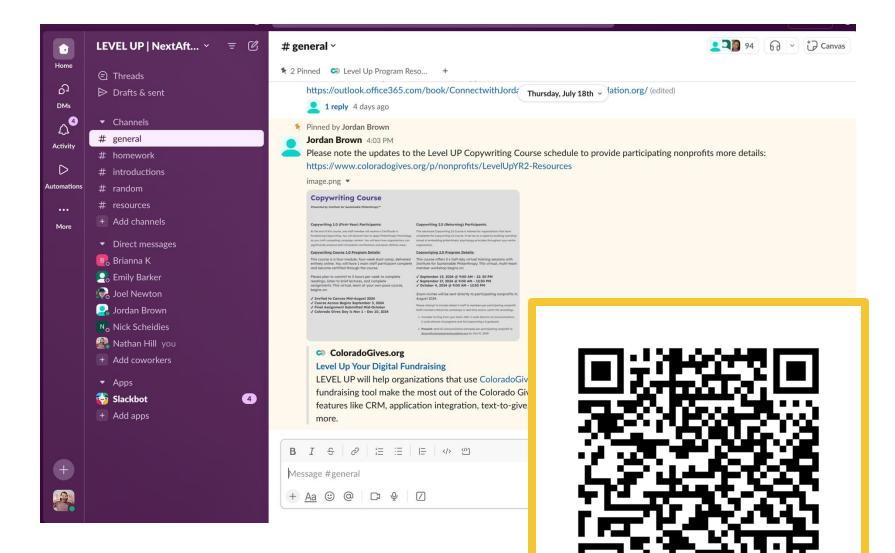


















#### Level Up Digital Fundraising Resources

Made possible by Schlessman Family Foundation

#### **Onboarding Resources**

The Basics

As part of the Level Up program, we encourage your team to watch these instructional videos for utilizing this giving platform year-round. Explore the complete ColoradoGives.org digital fundraising webinar library for comprehensive guidance.

Still have questions? Explore our support FAQs for additional information.

ColoradoGives.org | ColoradoGives.org | Beyond The Basics Learn 365 Webinar - Bey ColoradoGives.org | Embedable Donation Forms 101 Q Search



#### Fundraising Strategy Courses

fter Institute"

rts at NextAfter Institute<sup>™</sup> will facilitate monthly one-hour webinars designed to elevate your nonprofit's digital fundraising strategy. Through Il learn practical takeaways and actionable insights that you can apply right away to enhance your fundraising efforts.

#### NextAfter™ Training Webinars

f Level Up, all organizational admins will be automatically enrolled via Zoom for these webinars. No further action is needed for registration. el Up & NextAfter™ Orientation



INAR 1 | Goals & Metrics: Your Data-Driven Guide to Colorado Gives Day 2024 /EBINAR 2 | Crafting Compelling Appeals: Mastering the Art of Value Propositions MILESTONE | Copywriting Courses 1.0 & 2.0 Begin

September 25 | WEBINAR 3 | Inbox Impact: Defining Your Colorado Gives Day Email Strategy October 23 | WEBINAR 4 | Strategic Countdown: Mapping Your Year-End Campaign Strategy November 1 | MILESTONE | Early Giving Begins for Colorado Gives Day 2024!



### Level Up Resources



