

Blackbaud Fundraiser Performance Management™

DATA REQUEST GUIDE FREQUENTLY ASKED QUESTIONS

VERSION 2018.3

NON-PROFITS

Overall

How should I format the files? CSV? Tab Delimited?

The files should be in either a comma separated values (csv) or tab delimited text (txt) format. All files should include column headers. If you are using the csv format, use double quote enclosures for any fields that could contain commas.

How should I name the files?

Name each file the same as it is named in the Data Request Guide. For example, the Entity file should be named “Entity” and should not include a date stamp or any other information that would change the naming of the file on a daily basis. If splitting a file into multiple files, name the files by adding a letter and short description (e.g. Entity_a_Persons, Entity_b_NonPersons, etc.).

Do I need to include header rows?

Yes, include a header row in each of the files. The column header names should match the names used in the Data Request Guide.

Can I break apart the files?

Yes, if you feel it would be easier to provide us the requested file by splitting one file into two or more files you may do so. For example, some customers find it easier to split the entity file into two files, one including person entities and one including non-person entities. Another example may be with Participation History, if various participations are stored in other areas/tables in your database (e.g. events are stored separately from board or committee participations). If splitting a file into multiple files, name the files by adding a letter and short description (e.g. Entity_a_Persons, Entity_b_NonPersons, Participation_History_Events etc.).

What do I do if I don't have some of the requested data?

If you do not have the requested field, please include the column in your file with the column named in the header and the values blank. For example, if you do not track Occupation or Industry, you would still include those columns in the Entity file and include the header name for the field, but the data in the columns would just be blank.

I am worried that the quality of my data in my database is not good/accurate/complete, etc., what data is needed to make effective Predictive Scores?

Many of our customers are concerned about the completeness and accuracy of their data. Yet, Blackbaud has extensive experience in working with the data you have available and adapting our predictive models and Fundraiser Performance Management to your situation. In general, data fields like giving history and available demographic information, such as age, marital status, contact restrictions, event/committee participation, home address, etc. are just some of the many inputs to our models. We have many examples we can share in which we have adapted our models to accommodate for missing or incomplete data.

How secure is the Fundraiser Performance Management?

Blackbaud takes information security very seriously and partners with leading world class datacenters, also compliant with internationally recognized information security standards and frameworks such as the ISO-27001-2013 and SSAE16. Blackbaud Fundraiser Performance Management (BFPM) is built on a three tier, distinct network architecture in an effort to ensure its requirements for comprehensive defense. Please request our data practices document for further information.

Do I need to send all data each night?

Yes, you should send all data files each night, and not just updates or partial files. Sometimes there is initial concern regarding the processing time for producing full files, but following the initial compilation of the files this is typically a non-issue.

How do we validate the data?

Data files are reviewed when received and feedback and guidance is provided by your implementation analyst. We review each file field by field and work with you on resolving any issues. We also provide you several reports to verify key data, such as which entities should be included for modeling and verifying your last five years of giving history.

How are files monitored to ensure that ‘good data’ is processed if there is an issue with my file generation?

File sizes and the row counts of each file are monitored and checked for significant changes before processing. A file will only be processed if it has not decreased more than 5% in either size or record count compared to the previous day’s files. Additionally, a file will not be processed if it is multiple days old. We will keep the data in Fundraiser Performance Management from the most recent successful run. If a file issue persists, the support team will reach out to your system administrator to work to resolve the file monitoring issues.

I am an existing customer and looking at this most recent Data Request Guide, I noticed that my file names are different than the ones in this document, should I rename my files? I noticed that some of the fields I am sending are no longer being requested, should I remove those field(s) from my existing files?

No, please do not rename the file that you are transferring as that will negatively impact the nightly processing of your data. For example, if your file that stores officer activities and/or contacts is named “Officer Contact History.csv” and you notice that the Data Request Guide labels it 3.1a Activity History, you do NOT need to rename the file to reflect the new naming convention. Or, if you notice in the Entity file that you are sending Spouse Prefix, but noticed that the data is not requested in the file according to the Data Request Guide, you should NOT remove the Spouse Prefix field or any other fields you are currently sending. Please do not change the names of any existing files or existing fields and do not remove or reorder the existing fields you are currently sending.

If you have any other data questions or challenges when looking at the files requested in this document that are outside the scope of the newly added fields, please contact support before making changes to the existing processing and files to ensure a consistent and correct transfer of your data.

Initial Implementation

What does my organization get from Blackbaud Fundraiser Performance Management?

Custom Predictive Models – You will receive accurate data for decision making and setting priorities. The custom predictive models allow you to focus on the prospect’s most likely to deliver annual fund contributions or major gifts. The scoring approach is more predicative than wealth screening alone because it factors in the prospect’s inclination to make a gift, is customized specially to your organization, and is kept up-to-date and accurate.

Software Tools – Your management team and users will have daily dashboard-style visibility into the results of your efforts to help you monitor and measure your process. This visibility helps your team develop trust in the organization’s metrics as you work together to achieve organizational goals.

The Community Network – The Community Network of subscribing colleges and universities will help you understand your performance compared to your peers. Additionally, Community Network curricula, research and benchmark studies help inform your strategic planning and strategy.

Care and Support – Your executives and users of all levels will receive ongoing support through the lifecycle of your subscription. This support expedites your results, as well as provides training and guidance that promotes rapid payback on your investment. The subscription fee also covers all software enhancements and maintenance associated with your subscription type.

My organization just became a customer, now how do we implement Blackbaud Fundraiser Performance Management?

The implementation process can be broken down into five phases:

1st phase: Initiation – Introductions to your dedicated Customer Care Team and the Implementation process.

2nd phase: Data Collection & Validation – The Customer Care Team works closely with your key stakeholders and data contacts to set the stage for a successful implementation and guides you through a process for translating and mapping your data to Blackbaud via a secure nightly file transfer. This phase is where 95% of the work is done by your organization (the other 5% involves testing Fundraiser Performance Management during Pilot Testing). You will send us all of your data files as requested in the Data Request Guide. We’ll work with you and send feedback on your data to make sure that it matches closely to what is requested and what you would see in your donor database. At the end of data collection, we will validate that the data and numbers that Fundraiser Performance Management would report match your internal reporting in the form of dollars and donors and identify those constituents who will receive Custom Predictive Scores. To best organize the work and timeline, the data files found in the

Data Request Guide are broken down by priority groups. The priority 1 files will contain all of the information for the validation process. We can proceed to the next phase, while your group continues to complete the priority 2 and 3 files.

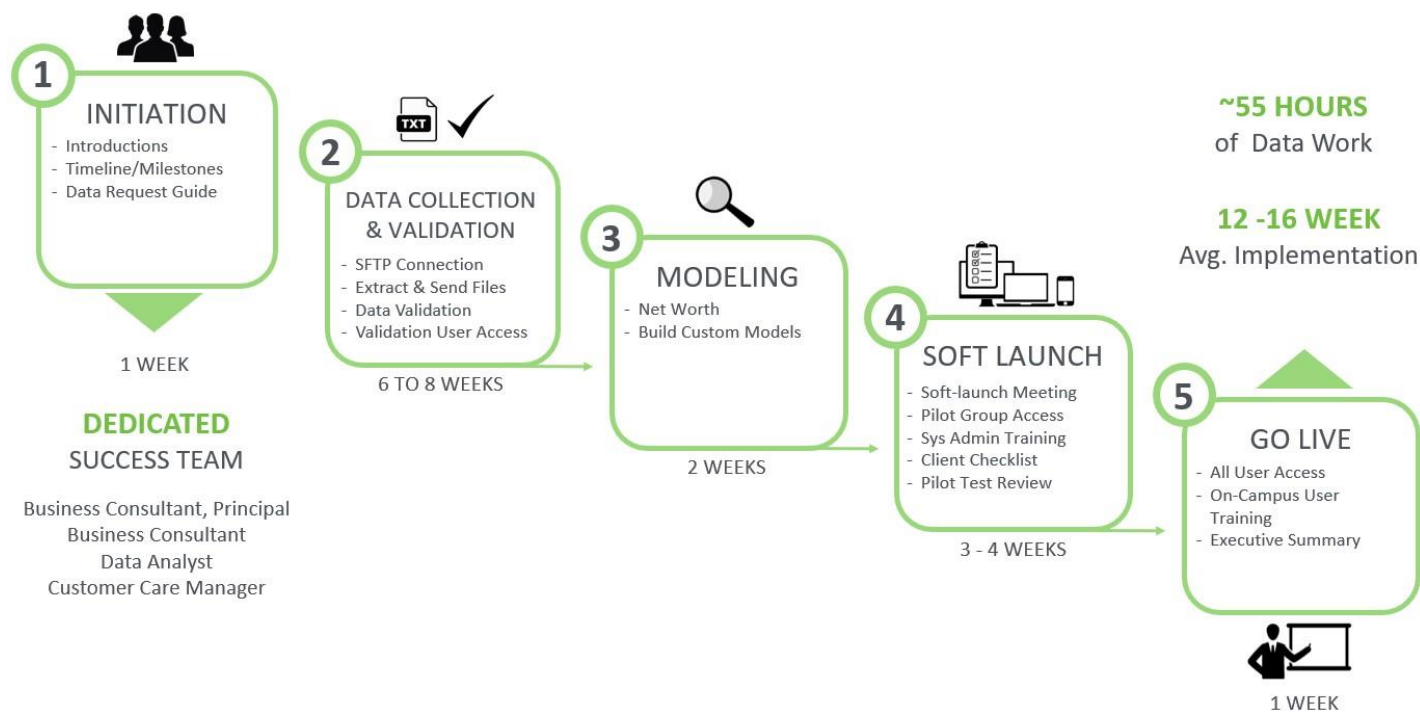
3rd phase Predictive Modeling and Fundraiser Performance Management Build – We will get to work on mapping your data to Fundraiser Performance Management. We append a net worth estimate on the individuals within your identified constituent pool that is a consumer marketing data variable based on a proprietary model that considers individual household financial assets, non-financial assets, and debts. We'll also start work on your custom Predictive Scores that model and reflect your specific constituency, giving history, situation, and goals. The outcome of this phase will be to have all of your data and Predictive Scores in your subscription. We also perform an additional set of validation around Major Giving and officer metrics to confirm that the officer performance around contacts, activities, proposals, and prospect assignments match your internal performance metrics. We'll also schedule a quick System Administrator training to train a user(s) at your organization on how to create new users, update existing users, set user permissions, perform code mapping, and set staff/officer peer groups.

4th phase Pilot Testing – This phase begins with a soft-launch meeting where we'll go over your Custom Predictive Scores and introduce you to Fundraiser Performance Management with your data incorporated. You will then have an opportunity to conduct live testing of Fundraiser Performance Management with a small select group of key testers before the Go-Live.

5th phase Go-Live –Your staff members will be trained on Fundraiser Performance Management, grant access to your organization's users, meet with the executive team, and discuss strategies in order to maximize the value of the subscription for everyone focused on advancement.

What is the typical target timeline for Fundraiser Performance Management Implementation?

Most subscribing organizations are up-and-running on Fundraiser Performance Management within twelve to sixteen weeks. The typical timeline is outlined as follows:



Does implementation of Fundraiser Performance Management require a large-scale database conversion or special staffing?

Fundraiser Performance Management is a web-based software-as-a-service solution that works with any donor database and provides tools, metrics, reports, and business intelligence to help advancement organizations work more efficiently and effectively. As such, implementing does not require a large-scale system replacement or database conversion. The tools and reports are ready for you right out of the box. Product enhancements and updates are managed for you and provided as part of your subscription. It is accessed via a web browser and is curated specifically for higher education based on our deep expertise and continuous feedback from members of the Community Network.

An organization's primary tasks are to establish the nightly feed to supply up-to-date fundraising information from your organization's donor management system(s) (see the Data Request Guide) and to validate data translations. With Fundraiser Performance Management there is no software to install or maintain, nor is there the need to have special staff or consultants to establish connectivity.

How does Fundraiser Performance Management ensure the models stay relevant to my organization?

During nightly processing of your data, any new constituents added to the database are scored that night. Annually, the model performance for your organization is reviewed and shared with you. Adjustments are made if necessary to fine-tune performance. We assign scores to individuals, members, volunteers, friends, parents, and any other constituents selected for modeling within your database, and we rescore these constituents on an annual basis at the close of your fiscal year.

What reporting capabilities are available?

Fundraiser Performance Management is specifically designed to support the management of higher ed advancement. Users can easily configure dashboards, using ready-made Viewports that provide snapshots of critical, frequently-used data and actionable metrics. Drill-down capabilities mean additional details and constituent profiles are just a click away. Additionally, our Targeter tool is specifically designed to enable all types of users to create their own queries and analyze data without the help of a database specialist.

During my initial implementation, what files should I work on first?

During an organization's initial implementation, to best organize the work and timeline, the data files found in the Data Request Guide are broken down by the following priority groups. The Priority 1 Files will help with validating your dollars and donor count along with looking at all of your constituents and identifying those who will receive predictive scores. This will also give you time to work on the remaining Priority 2 and 3 files while we continue with the implementation project.

Files by priority group:

Priority 1 Files	Priority 2 Files	Priority 3 files
File 1.1: Entity	File 2.2: Appeals	File 1.2b: Email Addresses
File 2.1: Donor Transaction History	File 2.3: Appeal Entity	File 1.5b: Giving Societies
File 1.2a: Addresses	File 3.1a: Activity History	File 1.8: Associated Entities
File 1.2c: Phones	File 3.1b: Activity Details	File 4.2: Customer Specific Codes
File 1.4: Relationship Type	File 3.2: Staff Information	File 4.3: Social Media Links
File 1.5a: Participation History	File 3.3: Prospect Entity	
File 1.6: Contact Restrictions	File 3.4: Prospect Status	
File 4.1: Code Translation Table	File 3.5: Assignment History	
	File 3.6: Proposal	
	File 3.7: Proposal Assignment	

File specific questions begin on next page

File 1.1: Entity

Which entities should I include? Should I include all entities, or only entities I solicit?

Include all entities, regardless of relationship type, relationship status, or whether or not you solicit them. We will work with you to determine which entities are active and should receive custom Predictive Scores, but all entities, including those who are deceased and inactive, are necessary for accurate historical reporting.

Where should I provide names for corporations and other non-persons?

Include names for corporation, foundations, etc. in the first name field.

Can I include non-person entities in a separate file?

Yes, non-person entities can be included in a separate file. Use the same file format for both files, and name them with the file name plus a letter and a short description, such as “Entity_a_Persons” and “Entity_b_NonPersons”.

What is Primary Relationship Type? I have a constituent with multiple Relationship Types, how can we identify all of them?

In the Entity file, we request Primary Relationship Type. An entity can only have one primary relationship type, so you need to choose a hierarchy to choose the primary relationship type for entities with multiple relationship types. In the Relationship Type file, you should provide all relationship types for your entities. For example, if one entity is a Board Member, a Volunteer, and a Friend, you can provide all three types in the Relationship Type file. However for the Entity file, you need to populate the Primary Relationship Type field with only the one relationship type that the organization primarily see that constituent as based on the determined hierarchy.

Where does this data show up in Fundraiser Performance Management ?

Most of this data in this file is biographical information that is displayed on the constituent’s Relationship Profile (see Appendix: Relationship Profile). The Primary Entity ID field is used for householding purposes and lets a user see a list of entities grouped as households with the entity with the Primary Entity ID specified as the primary entity in that spousal pair. You are also able to lookup entities in Targeter using either the entity ID or the first/last names provided in this file, and can search for entities based various fields such as their primary relationship type, birth date, employer, etc.

File 1.2a: Addresses

How many addresses can I provide?

You can provide as many addresses as you have for the entity, but they should all be valid addresses (do not include previous addresses, inactive, former, or invalid addresses).

Should I include postal codes for international addresses?

Yes, you can include postal codes for international addresses in the Zip field.

Is Zip Code or Zip Code with the Zip+4 preferred for an address?

We prefer the Zip Code with the Zip+4, if it is available, for an entity’s address (e.g. 91234-8765), but will also accept standard Zip Codes (e.g. 90210).

Where does this show up in Fundraiser Performance Management ?

Address information is shown in each constituent’s Relationship Profile. You can also search for constituents in Targeter based on address information such as state, zip code, etc. Also, if your organization is having the net worth element appended, then this will be matched based on each constituent’s primary home address provided in this file. In Targeter and anytime there is a list of entities, a user is able to view the results in Map view and see the entities plotted geographically on a map, on which you can zoom in and out, overlay state and county density views, and click on an entity’s pin for some quick information (see Appendix: Targeter).

File 1.2b: Email Addresses

How many email addresses can I provide?

You can provide as many active email addresses as you have for the entity, including the Preferred Email address provided in the Entity file.

File 1.2c: Phones

How many phones can I provide?

You can provide as many active phone numbers as you have for the entity. However only a maximum of one phone number per entity can be indicated as true for each of the four indicators.

File 1.4: Relationship Type

What is the difference between relationship type and primary relationship type?

In the Entity file, we request Primary Relationship Type. An entity can only have one primary relationship type, so you need to choose a hierarchy to choose the primary relationship type for entities with multiple relationship types. In this file, you should provide all relationship types for your entities. For example, if one entity is a Board Member, a Volunteer, and a Friend, you can provide all three types in this file. One row should be provided for each relationship type, so in this example there would be three rows for this entity.

Where does this show up in Fundraiser Performance Management?

All of a constituent's relationship types are shown in their Relationship Profile. You can also search for constituents in Targeter based on their relationship types.

File 1.5a: Participation History

What types of participations can I include in this file?

This file is very broad and can include any type of participation. Some common types include committees, events, volunteering, traveling, run, walk, ride participation, boards, etc. Entity giving society membership should be provided in the Giving Societies file 1.5b. We request the Participation Category to differentiate the different types of participations.

I track different participation information in different systems or parts of my database. Can I provide more than one Participation History file?

Yes, you can provide more than one Participation History file if that is more convenient for you. Use the same format for both files, and name them with the file name plus a letter and a short description, such as "ParticipationHistory_a_Events" and "ParticipationHistory_b_Clubs".

Where does this show up in Fundraiser Performance Management?

All of a constituent's participations are shown in their Relationship Profile. You can also search for constituents in Targeter based on the specific activities they participated in, or based on the participation category. If dates are provided on the activities, participations also appear on the timeline on a Relationship Profile.

File 1.5b: Giving Societies

Where does this data show up in Fundraiser Performance Management?

Giving societies are shown on the constituent's Relationship Profile. You can also search for constituents in Targeter based on their giving society membership.

File 1.6: Contact Restrictions

Where does this show up in Fundraiser Performance Management?

You can exclude constituents from Targeter queries based on their contact restrictions. For example, you could exclude all constituents from your search that have a contact restriction of “No Contact Whatsoever” or “Do Not Mail”, etc. Also Contact Restriction information is displayed on the constituent’s Relationship Profile.

File 1.8: Associated Entities

What is an associated entity?

The Associated Entities file is intended to include any and all associations between your constituents, including spouses, parents, children, siblings, aunts, uncles, co-workers, employees, employers, former roommates, and any other professional connections or social connections, etc. The file and the data shows who is related/connected to whom within your database.

I have an Associated Entity record where the Entity is a constituent in our database, but the Associated Entity is not a constituent so I know their name and their Associated Relationship Type, but they do not have an ID in our database, is that ok to send to Blackbaud?

Yes, Blackbaud would still want you to send that Associated Entity record. If you do not have the Associated Entity ID of an associated entity, you can simply leave the Associated Entity ID field blank or null for that particular record, and supply the constituent’s Entity ID, the associated person’s Associated Name, and Associated Relationship Type. This happens frequently with children, parents, or grandparents of constituents.

Where does this data show up in Fundraiser Performance Management?

When viewing a constituent’s Relationship Profile, the Relationship Network section shows the constituent’s Spouse, Parents, Children, and all other entities related to that constituent. If the Associated Entity ID was provided and matches a record in the Entity file, the displayed Associated Name will be a hyperlink that allows the user to click through to the Associated Entity’s own Relationship Profile. If an Associated Entity ID is not provided, the name will still appear but not as a linking hyperlink.

*Note: the following examples are provided for illustration only. Some fields show descriptions, even though codes are preferred in the file.

Example 1: John Smith (Entity ID 1111) is the parent of Mary Smith (Entity ID 2222). And Mary Smith is the child of John Smith.

Entity ID	Associated Entity ID	Associated Name	Associated Relationship Type
2222	1111	John Smith	Parent
1111	2222	Mary Smith	Child

Example 2: Adam Jones (Entity ID 3333) is the Brother of Beth Jones (Entity ID 4444). And Beth Jones is the Sister of Adam Jones.

Entity ID	Associated Entity ID	Associated Name	Associated Relationship Type
4444	3333	Adam Jones	Brother
3333	4444	Beth Jones	Sister

File 2.1: Donor Transaction History

Which transactions should I include?

Include all available transactions regardless of whether the individual is active or deceased, and regardless of whether the transaction is hard credit or soft credit. You should include your entire history of transactions and not limit to only recent transactions, as the complete history is needed for calculations such as lifetime giving and determining who has never donated.

Can I include this information in more than one file?

Yes, you can split up the files however you like. Many organizations provide gifts and pledges in separate files, or include hard credits and soft credits in separate files. If splitting the files, use the same file format in all files, and name them with the file name plus a letter and a short description, such as “DonorTransactionHistory_a_Gifts” and “DonorTransactionHistory_b_Pledges”.

What is the difference between legal amount and credit amount?

The legal amount is the hard credit amount the entity received for the transaction. Either one entity can receive the full amount of the transaction as the legal amount or it can be split between entities associated with the transaction. The credit amount is the full amount of the transaction, whether hard or soft credit. All entities associated with the transaction should receive the full amount as their credit amount. Whenever counting dollars, Blackbaud uses the legal amount field so that we avoid double counting. Whenever counting donors, we use the credit amount to see how much the donor was credited with. Please see the examples at the end of this section for more detail.

What is the cash indicator, and what types of transactions are considered cash? Are stocks considered cash?

The cash indicator is used to flag any transaction that is considered cash or a cash equivalent by your organization (e.g. gifts and pledge payments). Essentially includes everything except pledges. Since many organizations liquidate stocks or assets as soon as they come in, stock gifts or payments are often considered cash.

What is the commitment indicator?

The commitment indicator is used to flag transactions that involved someone making the decision to donate. These include gifts and pledges, but not pledge payments.

What is the fiscal year field?

The fiscal year field is used for the organization to specify the fiscal year that a particular transaction should be attributed to and therefore its dollars and donors counted in. For the vast majority of organizations and transactions, the fiscal year would and should correspond to or be based on the Transaction Date that the transaction was given. However for some organizations, a fiscal year may be different than the one tied to their Transaction Date, for any number of reasons. Another example may be a gift that the organization intends to attribute to a previous or future annual campaign year or reunion year. Please see the examples below for more detail.

*Note: the following examples are provided for illustration only. They do not include all fields requested for this file, and some fields show descriptions, even though codes are preferred in the file.

Example 1: Bob Smith pledges a series of multiyear pledge transactions for \$5000 for each of the next 3 years on 12/10/2012 (based on the date timeframe, technically FY2013), but the organization wishes to have one pledge counted in fiscal year 2014, another one in 2015, and another in 2016 instead, they can specify on each of Bob’s pledge transactions the Fiscal Year they wish to attribute it to.

Entity	Legal Amount	Credit Amount	Transaction Date	Transaction Type	Commitment Indicator	Pledge Indicator	Fiscal Year
Bob Smith	5000	5000	12/10/2012	Pledge	1	1	2014
Bob Smith	5000	5000	12/10/2012	Pledge	1	1	2015
Bob Smith	5000	5000	12/10/2012	Pledge	1	1	2016

Example 2: Sam Smith makes an annual fund gift of \$100 on 5/20/2014 that his organization attributes to the Annual Fund’s 2013 Campaign. So Sam’s transaction has the Fiscal Year be 2013, instead of the typical timeframe based 2014 fiscal year.

Entity	Legal Amount	Credit Amount	Transaction Date	Transaction Type	Cash Indicator	Commitment Indicator	Fiscal Year
Sam Smith	100	100	5/20/2014	Gift	1	1	2013

Example 3: Adam Smith makes a gift of \$300 on 5/23/2015. His employer Coca-Cola provides a matching gift of \$300 but it does not come in until 8/15/2015. The organization would still like Coca-Cola's gift to count toward fiscal year 2015, even though it came in after the fiscal year ended. Adam receives the full legal and credit amount for his original gift and is attributed to fiscal year 2015. Coca-Cola receives full legal and credit amount for the matching gift and it is attributed to 2015 as well. Adam also receives the credit amount for the matching gift attributed to 2015 also.

Entity	Legal Amount	Credit Amount	Transaction Date	Transaction Type	Cash Indicator	Commitment Indicator	Fiscal Year
Adam Smith	300	300	5/23/2015	Gift	1	1	2015
Coca-Cola	300	300	8/15/2015	Matching Gift	1	1	2015
Adam Smith	0	300	8/15/2015	Matching Gift	1	1	2015

What is the donor indicator field?

The donor indicator field is used to indicate that the entity on the transaction is counted as a donor for this specific transaction for the organization. Typically Blackbaud counts a donor as any entity with a credit amount greater than \$0 for the transaction. However, if based on your business rules and internal donor counting procedures your organization limits who counts as a donor for certain transactions or situations (e.g. third party gifts, payments on personal pledges made by a foundation, spousal credits, etc.), you can specify using the donor indicator if that entity should or should not be counted as a donor for that transaction.

Where does this data show up in Fundraiser Performance Management?

We display aggregated transaction data in reports and group by a variety of fields including unit giving designations, gift bands, donor type, and primary relationship type to provide analysis of dollar and donor performance for your organization. We also display transaction history and analytics for each constituent on their Relationship Profile (see Appendix: Relationship Profile). You can also search for constituents in Targeter based on transaction history information such as giving amounts, dates, and designations.

*Note: the following examples are provided for illustration only. They do not include all fields requested for this file, and some fields show descriptions, even though codes are preferred in the file.

Example 1: John Smith makes a Pledge of \$1,000 to the annual fund on July 12, 2010. On December 31, 2010 John pays \$500 of the pledge. John's wife, Sally, is also credited with the transactions. John receives the full legal amount for both the pledge and the pledge payment, and both John and Sally receive the full credit amount. The pledge is marked as a commitment transaction and the pledge payment is marked as a cash transaction.

Entity	Legal Amount	Credit Amount	Transaction Date	Transaction Type	Annual Fund Indicator	Cash Indicator	Commitment Indicator
John Smith	1000	1000	7/12/2010	Pledge	1	0	1
Sally Smith	0	1000	7/12/2010	Pledge	1	0	1
John Smith	500	500	12/31/2010	Pledge Payment	1	1	0
Sally Smith	0	500	12/31/2010	Pledge Payment	1	1	0

Example 2: The Smith Foundation gives \$5,000 to the Smith Scholarship Fund. John and Sally Smith are the individuals associated with the foundation. The Smith Foundation receives the full legal amount and credit amount for the gift, while John and Sally receive the full credit amount for the gift. The gift is marked as both a cash transaction and a commitment transaction.

Entity	Legal Amount	Credit Amount	Transaction Date	Transaction Type	Annual Fund Indicator	Cash Indicator	Commitment Indicator
Smith Foundation	5000	5000	8/19/2010	Gift	0	1	1
John Smith	0	5000	8/19/2010	Gift	0	1	1
Sally Smith	0	5000	8/19/2010	Gift	0	1	1

Example 3: Adam Smith makes an annual fund gift of \$300. Coca-Cola provides a matching gift of \$300. Adam receives the full legal and credit amount for his gift, and Coca-Cola receives full legal and credit amount for the matching gift. Adam also receives the credit amount for the matching gift.

Entity	Legal Amount	Credit Amount	Transaction Date	Transaction Type	Annual Fund Indicator	Cash Indicator	Commitment Indicator
Adam Smith	300	300	6/23/2010	Gift	1	1	1
Coca-Cola	300	300	6/23/2010	Matching Gift	1	1	1
Adam Smith	0	300	6/23/2010	Matching Gift	1	1	1

File 2.2: Appeals

What if I don't have a lot of information on appeal type, cost, number of solicited, or drop date?

This information provides a lot of value in the reporting, but is not required, so provide as much information as you have. You are also able to edit this information in Fundraiser Performance Management, so including even the appeal code will allow you to add the type, drop date, etc.

Why is the appeal type field important?

The appeal type field is important as we will map each type to one of the following values for reporting: Direct Mail, Phone, Email, Web, Officer, and Other. If you are not able to determine the type of all appeals programmatically in the Appeals file, you can still enter the appeal types manually through Fundraiser Performance Management.

Where does this show up in Fundraiser Performance Management?

The Appeals tab in the Annual Fund layer displays a number of reports of your appeal channel performance, including dollars, donors, average gift, participation, and more. You can also search for constituents in Targeter that have given to certain appeals. If the drop date and, via the Appeal Entity file, solicitation lists are provided, appeals can also appear on the timeline on a Relationship Profile.

File 2.3: Appeal Entity

We don't have the solicitation lists for who was sent an appeal stored in our database, but we do have the lists in other locations like Excel spreadsheets, etc, can we add those lists to Fundraiser Performance Management somehow?

While Blackbaud prefers receiving the solicitation lists using the Appeal Entity file out of your database as part of the nightly feed, you are also able to edit this information in Fundraiser Performance Management by uploading the list/spreadsheet via Fundraiser Performance Management.

Where does this show up in Fundraiser Performance Management?

This file allows you to do drill through on an appeal and see the actual list of entities that were solicited. We also display appeal history for each constituent on their Relationship Profile (see Appendix: Relationship Profile) if the drop date for the appeal was also provided in the Appeals file.

File 3.1a: Activity History

How do I show that multiple entities were involved in an activity? Multiple officers?

You include one row for each entity contacted for each officer. If two officers contacted five entities, there would be ten rows of data: five rows for the first officer and the five entities, and five rows for the second officer and the five entities.

Why is the activity type field important?

This field is important as we will map each activity type to one of the following values for reporting: Visit, Phone, Letter/Email, Event, Activity, and Other.

Where does this show up in Fundraiser Performance Management?

The Contacts tab in the Major Giving layer displays a number of reports summarizing your officers' performance with respect to contacts, including visits per month, contacts by purpose, and prospects that have not been contacted in 90+ or 180+ days. Activities and officer visits are also included in Console so that an officer and their manager can see their contacts, visits, first time visits, performance over time, and their tracking towards accomplishing activity based goals. If providing /Unit, you can evaluate how much of your officers' effort is being allocated to each unit. You can see all of a constituent's contacts in their Relationship Profile. You can also search for constituents in Targeter based on when they were contacted or how long it has been since their last contact.

File 3.1a: Activity Details

Where does this show up in Fundraiser Performance Management?

The Contacts tab in the Major Giving layer and for each constituent on their Relationship Profile (see Appendix: Relationship Profile) allows the ability to drill through and see the details for individual contacts. The subject and description provided in this file are shown on the detailed contact view.

File 3.2: Staff Information

Where does this show up in Fundraiser Performance Management?

This file is used to define the Staff IDs used in your Activity History file, Assignment History file, and Proposal Assignment file. We also allow you to assign a staff ID to a user, so that they can see information in the dashboards relating to them. In order to assign a user a staff ID in Fundraiser Performance Management, it must exist in this file. In addition, we have a tool that allows you to classify officers into peer groups so that they are compared against other officers in their peer groups. Peer groups can be used to separate full time major gift officers from annual fund officers, and from officers managing only a few prospects. You are also able to search for constituents in Targeter based on their assigned Gift Officer.

File 3.3: Prospect Entity

What is the difference between prospect ID and entity ID? What if my database does not have separate Prospect ID records?

In some donor management systems a prospect record is used to associate one or many constituent records together. Officers are then assigned to the prospect record rather than assigning them to each constituent record. For example, a prospect record could be created for a husband, a wife, and their foundation. The record would have a single prospect ID, and each of the entities would have a different entity ID. Generally, Advance is the only system that supports this, so if your system does not support this you do not need to supply this file. Anywhere you see Prospect ID in the other files, just use the same ID you use for Entity ID.

Where does this show up in Fundraiser Performance Management?

This file is used to link prospect IDs to entity IDs, so that information linked to prospects, like proposals, can also be linked to the entities in the prospect record. You can view the related prospects that are tied to an entity on a constituent's Relationship Profile.

File 3.4: Prospect Status

Why is the current prospect stage important?

The current prospect stage field is important as we will map each code to one of the following values for reporting purposes: Identification, Qualification, Cultivation, Solicitation, and Stewardship.

Where does this show up in Fundraiser Performance Management?

Prospect information is displayed in each constituent's Relationship Profile. We also display reports of your assigned prospects aggregated by prospect stage, and can also search for constituents in Targeter based on their prospect rating, classification, and current prospect stage.

File 3.5: Assignment History

Why is the assignment type field important?

The assignment type is used to distinguish primary gift officers from non-primary or secondary gift officers and volunteers. We will map each assignment type to one of the following values for reporting purposes: Primary, Non-Primary, and Volunteer. Assignment Type allows for an Officer to see who their primary assigned constituents in their portfolio are and to distinguish between their primary assigned constituents and their non-primary assigned constituents. On a constituent level, assignment type allows the user to see when looking at a record which staff member is their Primary officer, Non-Primary officer, or Volunteer manager.

Where does this show up in Fundraiser Performance Management?

You can view all of an officer's assignments in the Prospect Assignments tab in the Major Giving layer. This information is also used in reports to summarize officers' portfolio performance, such as the number of assigned prospects without contact in 90+ days, portfolio giving, and the number of prospects by donor status. Prospect assignments and officer portfolios are also included in Console so that an officer and their manager can see their portfolio, performance over time, and their tracking towards accomplishing a portfolio based goal. You can also see a constituent's assigned officer(s) in their Relationship Profile.

File 3.6: Proposal

How are the various date and amount fields used? Chronologically in the development and solicitation cycle of a proposal how are each of the dates and amounts used and related?

Proposal reporting is presented in the context of a fiscal year, so the date fields determine whether a proposal is reported in a particular fiscal year. The development and solicitation cycle of a proposal and the dates and amounts can be typically thought of and tracked chronologically as follows:

- The date that internal work on a proposal begins or a proposal is created by a staff member would correspond to the proposal's start date.
- Proposals that are still in development internally and have not yet been submitted/asked require a target ask date and a target amount in order for us to project the future proposal pipeline.
- Any proposal that has been submitted to a prospect requires an ask date for us to determine when it was submitted, and an ask amount for us to determine the amount submitted.
- Proposals that have been submitted and not yet granted, an expected amount and expected date would be used to see how much can be expected to be granted for that proposal and when it may be granted.
- Any proposal that has been accepted/granted requires a granted date for Blackbaud to determine when it was accepted, and a granted amount for us to determine the amount accepted.
- Any proposal that has been declined by a prospect requires a stop date for us to determine when it was declined.

My organization and database does not store many dates or amounts for our proposals, which of the many dates and amounts are most important to include if possible to have Proposal reporting in Fundraiser Performance Management?

While Blackbaud requests all of the amounts and dates that we do to populate the numerous reports for analyzing the proposals and officer's performance, Blackbaud understands that some organizations may not have every field and date tracked on a proposal. Please inform Blackbaud Support or your Implementation team to tell them which field(s) you may not be able to include and Blackbaud can consult on the impact and provide any potential solutions. To utilize the majority of the proposal based information and metrics in Fundraiser Performance Management, Blackbaud requires the Ask Date, Ask Amount, Granted Date, and Granted Amount fields be sent in the Proposal file for any submitted and granted proposals.

Why is the proposal status field important?

This field is important as we will map each proposal status to one of the following values for reporting: In Development, Submitted/Pending, Approved, and Declined.

What if my database does not have the Proposal Stage field?

For the Proposal Stage field, Blackbaud has found that this field is typically seen in only Advance databases, so if your organization does not have an Advance database, it is acceptable for your organization to send the Proposal Stage field with the Proposal Stage column header but with blank or null data in the column.

Where does this show up in Fundraiser Performance Management?

You can view all of an officer's proposals for a fiscal year in the Proposals Tab in the Major Giving layer. The tab also provides numerous reports for analyzing the officers' proposal performance, such as the value and number of proposals submitted and granted by month. Proposals are also viewable on Relationship Profile.

What is the difference between Campaign Project Code and Project of Interest Code?

Project of Interest is the individual initiative within the Campaign Project that the proposal is associated with.

File 3.7: Proposal Assignment

Why is the assignment type field important?

The assignment type is used to distinguish primary gift officers from non-primary or secondary gift officers on each proposal. We will map each assignment type to one of the following values for reporting: Primary and Non-Primary.

What is the active indicator for? How does it affect the reporting in Fundraiser Performance Management?

We will only show proposals in Fundraiser Performance Management if an officer has an active assignment to the proposal. Assignments should remain active even after the proposal is accepted or declined. Proposal assignments should only become inactive if the proposal was transferred to another officer or if an officer should no longer be associated with the proposal. An example would be if an officer initiated a proposal before moving to another organization, and another officer took over the proposal.

Where does this show up in Fundraiser Performance Management?

The Proposals Tab in the Major Giving layer shows all of the proposals assigned to a specific officer, so in order for a proposal to be included in the reports it must be assigned to the officer in this file. Proposals and analytics are also included in Console so that an officer and their manager can see their proposals, performance over time, and their tracking towards accomplishing proposal based goals. Like Proposals and Assignment History, the names of officers assigned to proposals are also viewable on Relationship Profile

File 4.1: Code Translation Table***I am sending many of my fields in the other Blackbaud files as codes, how should I send the translations/definitions of those codes so that Blackbaud know what each code stands for?***

We have a number of starred fields throughout the Blackbaud Data Request Guide, which indicates that we prefer codes for that field. You then use the Code Translation Table file to define the codes for Blackbaud. To identify for Blackbaud what file and what field each code corresponds to, Blackbaud requests that you specify for each code the File Name (Entity, Degrees, Activity History, etc.) and the Field Name (Marital Status, Major, Activity Type, etc.). Blackbaud also asks that you supply the code used for the field in the Customer Code column and the translation/description of what that code means in the Customer Definition column.

*Note: the following sample format/layout examples are provided for illustration only.

File Name	Field Name	Customer Code	Customer Definition
Entity	Marital Status	M	Married
Entity	Marital Status	S	Single
Entity	Marital Status	D	Divorced
Entity	Marital Status	W	Widowed
Entity	Primary Relationship Type	MEMB	Member
Entity	Primary Relationship Type	CF	Corporation/Foundation
Entity	Primary Relationship Type	FR	Friend
Entity	Primary Relationship Type	PA	Parent
Contact Restrictions	Restriction Code	DNM	Do Not Mail
Contact Restrictions	Restriction Code	DNP	Do Not Phone
Contact Restrictions	Restriction Code	DNS	Do Not Solicit
Appeals	Appeal Type	DM	Direct Mail
Appeals	Appeal Type	PH	Phone
Appeals	Appeal Type	EM	Email

Where does this show up in Fundraiser Performance Management?

We have a number of starred fields throughout the data request guide, which indicates that we prefer codes for that field. You then use this file to define the codes. In Fundraiser Performance Management, we will display the descriptions that are provided in this file, rather than the codes that are provided in the other files.

File 4.2: Customer Specific Codes

Where does this show up in Fundraiser Performance Management?

This file allows you to send custom ratings, scores, codes, values or appends (either internal or third party) to be loaded into Fundraiser Performance Management. We will then create a filter and/or an accompanying column in Targeter that will allow you to search for constituents based on your custom data.

File 4.3: Social Media Links

Is this file required?

This is an optional file. Alternatively, users can manually enter social media links directly in Fundraiser Performance Management through a constituent's Relationship Profile.

Where does this show up in Fundraiser Performance Management?

This file allows you to send links to social media sites (Facebook, Twitter, LinkedIn) for your constituents to be loaded into Fundraiser Performance Management. Social media links are displayed in each constituent's Relationship Profile. You can also search for constituents in Targeter based on having links to these social media sites and can add a column to any list to display links to these social media sites.

Appendix A: Relationship Profile

James "Jim" Stockslager - Alumni



Title: Project Manager
Employer: Best Buy
Preferred Email:
james.stockslager@reeh...
[Show More \(3\)](#)

Entity ID: 25041
Primary Relationship Type: Alumni
Giving Society: [View Details \(4\)](#)
Known Planned Gift: Yes

Gender: M
Age: 64 (12/30/1954)
Marital Status: Married
Relationship Status: Active

Relationship Network 2
Spouse: [Mary Stockslager](#)
Parents: N/A
Children: N/A

Detail	Donor Analytics	Donor Insights	Donor Discovery	Timeline	Activities (10)	Proposals (7)	Attachments (7)
--------	-----------------	----------------	-----------------	----------	-----------------	---------------	-----------------

▼ Detail

Degrees and Affiliations:

Preferred Class Year: 1978
Degrees: - School of Business - Business: Bachelor 1978
Relationship Type(s): Alumni
Athletics: N/A
Participations: Alumni Affairs Committee
Alumni Network Volunteer
[View Details \(2\)](#)

Contact Information: [See All Addresses \(4\)](#)


Preferred Mailing Name: James Stockslager
Home Address: 901 PO BOX
(preferred) Marion, FL 34421-XXXX
USA
[Map](#) [Zillow](#)
Business Address: Best Buy
328 Sunflower Pkwy
Hollywood, FL 33021-XXXX
USA
[Map](#)
Preferred Phone: (651) 362-2453
[See All Phone Numbers \(1\)](#)
Contact Restrictions: N/A

Prospect Information:

Major Giving EVI: **99**
Annual Giving EVI: **99**
Annual Giving EV: **\$7,176.63**
Annual Giving PDI: **89**
Net Worth: **Greater than \$2,999,999**
Wealth Capacity: [5/5](#)
Demonstrated Philanthropy: [5/5](#)
Prospect Rating: Top Campaign 1000 Group
Annual Giving Ask Amount: \$25000+
Prospect Classification: prospect
Prospect Stage: Identification
Related Prospects: Mary Stockslager
Assigned Officer(s): **Richard Thiem, George Snyder**
Assigned Volunteer(s): **Rebecca Austin**
Affinity Cluster: [Apathetic Wealth](#)

Appendix A: Relationship Profile

James "Jim" Stockslager - Alumni



Title: Project Manager

Employer: Best Buy

Preferred Email: james.stockslager@reeh...

Show More (3)

Entity ID: 25041

Primary Relationship Type: Alumni

Giving Society: View Details (4)

Known Planned Gift: Yes

Gender: M

Age: 64 (12/30/1954)

Marital Status: Married

Relationship Status: Active

Relationship Network 2

Spouse: Mary Stockslager

Parents: N/A

Children: N/A

Detail

Donor Analytics

Donor Insights

Donor Discovery

Timeline

Activities (10)

Proposals (7)

Attachments (7)

Donor Analytics

Donation History

Total

\$169,751.25

view details

Commitments:

Total Cash Giving:

\$169,751.25

view details

Total AG Cash

\$114,751.25

view details

Giving:

Outstanding Pledge Amount:

N/A

Fiscal Years of Giving:

33

Consecutive Years of Giving:

23

First Year of Donation:

1984

Last Cash Gift:

\$25,000.00 , 12/17/2018 , Phil and Ted's Undergraduate Research Fund

Trailing 10 Years Giving History

Commitment

Cash

AG Cash

Dollars

\$30,000

\$20,000

\$10,000

\$0

2010

2011

2012

2013

2014

2015

2016

2017

2018

2019

Designation of Giving

Designation

Designation School/Unit

Cash Giving

Phil and Ted's Undergraduate Research Fund

School of Business

\$121,500.00

Pete Seymour Scholarship Fund

Unspecified

\$28,751.25

Hecker Training Center in

School of Arts and Sciences

\$16,500.00

Total

\$169,751.25


Donor Insights

Last Screening : 8/20/2018

Donor Discovery

Timeline

Social Profiles



James Stockslager

Person

Employment

Best Buy, Inc


Senior Project Manager

Site


thestocks...

Location


Marion, FL, US

 LinkedIn

James "...


 Twitter

N/A

 Facebook

James "...

* manually entered



Business

Name

Best Buy

Type

public

Employees

125,000


Location

St. Paul

Raised

\$4,738,000,000.00

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Appendix A: Relationship Profile

James "Jim" Stockslager - Alumni



Title: Project Manager
Employer: Best Buy
Preferred Email:
james.stockslager@reeh...
[Show More \(3\)](#)

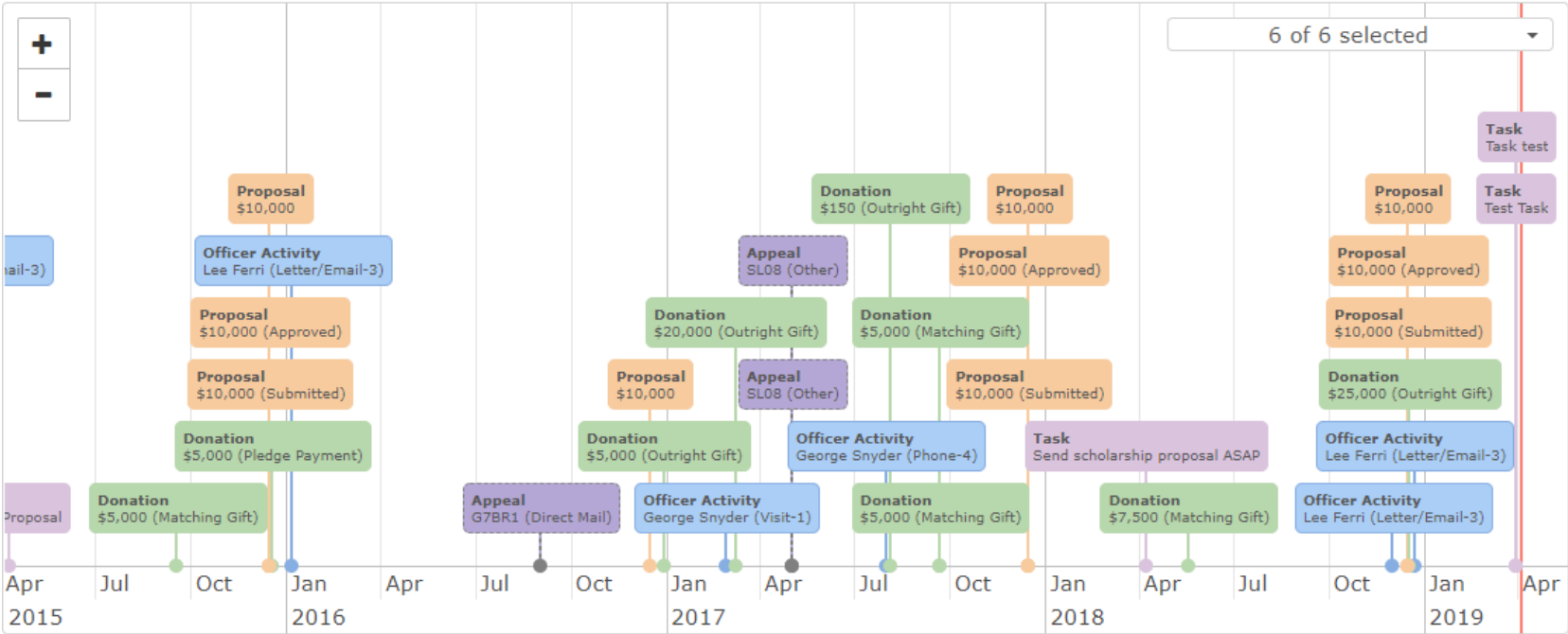
Entity ID: 25041
Primary Relationship Type: Alumni
Giving Society: [View Details \(4\)](#)
Known Planned Gift: Yes

Gender: M
Age: 64 (12/30/1954)
Marital Status: Married
Relationship Status: Active

Relationship Network 2
Spouse: [Mary Stockslager](#)
Parents: N/A
Children: N/A

Detail	Donor Analytics	Donor Insights	Donor Discovery	Timeline	Activities (10)	Proposals (7)	Attachments (7)
--------	-----------------	----------------	-----------------	----------	-----------------	---------------	-----------------

▼ Timeline



Appendix A: Relationship Profile

James "Jim" Stockslager - Alumni



Title: Project Manager

Employer: Best Buy

Preferred Email: james.stockslager@reeh...

Show More (3)

Entity ID: 25041

Primary Relationship Type: Alumni

Giving Society: [View Details \(4\)](#)

Known Planned Gift: Yes

Gender: M

Age: 64 (12/30/1954)

Marital Status: Married

Relationship Status: Active

Relationship Network 2

Spouse: [Mary Stockslager](#)

Parents: N/A

Children: N/A

Detail	Donor Analytics	Donor Insights	Donor Discovery	Timeline	Activities (10)	Proposals (7)	Attachments (7)
--------	-----------------	----------------	-----------------	----------	-----------------	---------------	-----------------

Activities

Add Contact Report

Add Task

12 Selected

Showing 1 to 10 of 10 entries

Activity ID, Subject

Activity ID	Subject	Staff	Type	Date	Purpose	Measured	Status	School/Unit
92335	Check in with James and Mary	Lee Ferri	Letter/Email-3	12/22/2018	Information	Unmeasured	Completed	School of Business
91783	Check in with Mary and James	Lee Ferri	Letter/Email-3	12/01/2018	Cultivation	Unmeasured	Completed	School of Music
73885	Call with James	George Snyder	Phone-4	07/31/2017	Stewardship	Unmeasured	Completed	School of Education
68721	Visit with James and Mary	George Snyder	Visit-1	02/27/2017	Solicitation	Unmeasured	Completed	School of Health Sciences
54003	Check in with James	Lee Ferri	Letter/Email-3	01/06/2016	Stewardship	Unmeasured	Completed	Continuing Education

Proposals

Add Proposal

Showing 1 to 7 of 7 entries

Proposal ID, Proposal Name

Proposal ID	Proposal Name	Entity Name(s)	Officers	Proposal Type	Proposal Status	School/Unit	Proposal Stage	Funding Type	Created Date	Target Amount	Target Date	Ask Am
331-13	Capital	Mary Stockslager, James Stockslager	Richard Thiem,George Snyder	Program Support	Closed	School of Business	Complete	N/A	N/A	\$10,000	12/15/2012	
331-14	Capital	Mary Stockslager, James Stockslager	Lee Ferri	Program Support	Closed	School of Business	Complete	N/A	N/A	\$10,000	12/15/2013	
331-15	Capital	James Stockslager, Mary Stockslager	Lee Ferri,Richard Thiem,George Snyder	Program Support	Closed	School of Business	Complete	N/A	12/15/2014	\$10,000	12/15/2014	

Appendix B: Targeter

Fundraiser Performance Management

Console

Advancement

Annual Giving

Major Giving

Targeter

Volunteer Network Fundraising

Control Panel

KP

Targeter

BackSave

Filters - Select a filter below

Cumulati

Donor Attributes

Cumulative Annual Giving Cash Giving

Cumulative Annual Giving Commitments

Cumulative Cash Giving

Cumulative Commitments

Entity Lookup

Entity ID, First Name, Last Name, Maiden Name or Nickname

Primary Relationship Type

Alumni
Anonymous
Corporation/Foundation
Employee
Estate

School of Graduation

All
Continuing Education
Evening School
Graduate School
Honorary Degree

Assigned Gift Officers

All
Alipio Shelbley
Amanda Connolly
Ann Costello
Bea Tsiominas

Donor Status

All
Acquired
Retained
Renewed
LYBUNT

Cumulative Annual Giving Cash Giving

Specify Amount

Equals

Select Transaction Date Period

Equals

mm/dd/yyyy

Get Results

Hide Filters

Appendix B: Targeter

Targeter

Targeter Results: List View

Back Save

Add a Query

Subscribers (0)
Subscribe

Show Filters

Results

17,151 12,695 View: Export Add Columns

Entity ID	First Name	Last Name	Home State	Home Zip Code	Primary Relationship Type	MG EVI	Prospect Classification	Cumulative Cash Giving	AG Cash Giving - Current FY	Days Since Last Contact by Anyone	Primary Assigned Gift Officer(s)
100005	Shirley	Nash	FL	34465	Alumni	99	suspect, prospect	\$166,147	\$0	476	Gary Boyd, George Snyder
100015	Judith	Powell	MN	56319	Alumni	98		\$7,335	\$500	Not Contacted	No Primary Assigned
100041	Richard	Fink	NM	87319	Alumni	96		\$980	\$0	Not Contacted	No Primary Assigned
100109	Robert	Maier	TX	78779	Alumni	98	prospect	\$7,630	\$300	Not Contacted	Paul Cash
100117	Benjamin	Lane	IL	60638	Alumni	96	prospect	\$1,150	\$0	1,443	Richard Thiem
100133	Nancy	Lane	MN	55588	Alumni	96		\$905	\$135	Not Contacted	No Primary Assigned

Targeter

Targeter Results: Cross Tab View

Back Save

Add a Query

Subscribers (0)
Subscribe

Show Filters

View:

Export

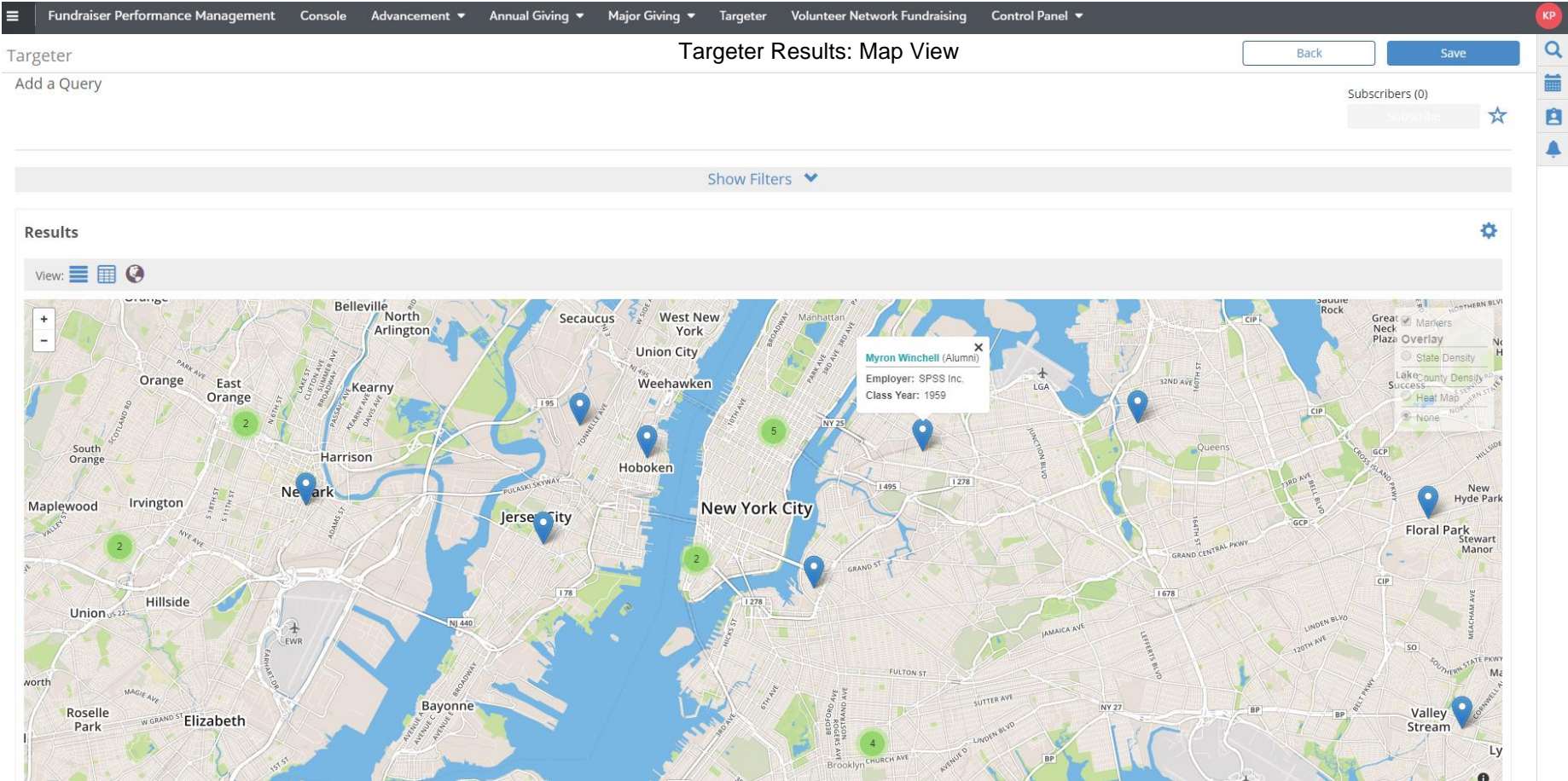
Current Prospect Stage

Primary Relationship Type

Apply

Current Prospect Stage	Alumni	Employee	Other	Parent	Overall
Cultivation (Cultivation)	821	30	292	31	1,174
Identification (Identification)	735	29	356	23	1,143
Qualification (Qualification)	804	33	298	33	1,168
Solicitation (Solicitation)	804	40	318	29	1,191
Stewardship (Stewardship)	713	36	316	34	1,099
N/A	7,314	393	2,683	755	11,145
Overall	11,287	575	4,377	912	17,151

Appendix B: Targeter



Appendix C: Advancement Layer

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Fundraiser Performance Management

Console

Advancement ▾

Annual Giving ▾

Major Giving ▾

Targeter

Volunteer Network Fundraising

Control Panel ▾

KPI

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🔔

Advancement

Executive Summary

Operating Reports

Campaign Reporting

Report Library

Fiscal Year:
FY2019

VIEWPORTS

Visit Comparison by Officer

Visits

Entities Visited

Permitted Officers	Total	New Relationships	Developing Relationships	Existing Relationships
Mary Matson	111	21	25	67
Paulette Sonnega	110	59	54	2
Bea Tsiominas	87	33	25	30
Opal McClain	82	34	16	32
Susan Zheng	79	52	23	9
Jeffrey Caluwert	78	27	27	27
Nick Weller	77	34	29	14
Bryon Haas	76	12	51	13
Overall	1,684	773	607	375

First Time Major Donors by Month (cumulative)

\$50,000

Month	FY 2018	FYTD 2019
July	2	2
August	10	10
September	12	15
October	22	22
November	24	28
December	32	45
January	38	55
February	42	62
March	45	70
April	48	75
May	50	78
June	55	82

School of Graduation Comparison

Cash Dollars

School	FYTD 2018	FYTD 2019
School of Business	2,000,000	6,000,000
School of Arts & Sciences	3,000,000	2,000,000
Honorary Degree	5,000,000	1,000,000
School of Engineering	1,000,000	1,000,000
School of Education	1,000,000	1,000,000
School of Medicine	1,000,000	1,000,000
School of Law	2,000,000	1,000,000
School of Architecture	1,000,000	1,000,000
School of Pharmacy	1,000,000	1,000,000
Evening School	1,000,000	1,000,000
School of Nursing	1,000,000	1,000,000
School of Music	1,000,000	1,000,000
School of Agriculture	1,000,000	1,000,000
School of Social Work	1,000,000	1,000,000
School of Health Sciences	1,000,000	1,000,000
Graduate School	1,000,000	1,000,000
Continuing Education	1,000,000	1,000,000

Monthly Comparison (cumulative)

Cash Dollars

Month	FY 2018	FYTD 2019
July	2,000,000	2,000,000
August	5,000,000	5,000,000
September	8,000,000	8,000,000
October	12,000,000	28,000,000
November	15,000,000	35,000,000
December	22,000,000	45,000,000
January	25,000,000	55,000,000
February	28,000,000	62,000,000
March	32,000,000	70,000,000
April	35,000,000	75,000,000
May	40,000,000	78,000,000
June	45,000,000	82,000,000

Designation Purpose Comparison

Cash Dollars

Designation Purpose	FYTD 2018	FYTD 2019	% Change
Current Operations - Unrestricted	\$17,875,649	\$41,124,771	130.1%
Current Operations - Restricted	\$11,068,754	\$19,186,050	73.3%
Capital	\$2,295,267	\$2,319,461	1.1%
Endowment - Unrestricted	\$864,956	\$2,160,492	149.8%
Overall	\$32,104,626	\$64,790,774	101.8%

Donor Type Comparison

Cash Dollars

Donor Type	FYTD 2018	FYTD 2019
Acquired	5,000,000	35,000,000
Retained	20,000,000	25,000,000
Revised	5,000,000	5,000,000

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Appendix C: Advancement Layer

Fundraiser Performance Management

Console

Advancement

Annual Giving

Major Giving

Targeter

Volunteer Network Fundraising

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Advancement

Executive Summary

Operating Reports

Campaign Reporting

Report Library

Period

Fiscal Year to Date

Measurement

Commitment

School/Unit

17 of 17 selected

Primary Relationship Type(s)

9 of 9 selected

VIEWPORTS

Overall Performance Summary

Key Measurement	FYTD 2015	FYTD 2016	FYTD 2017	FYTD 2018	FYTD 2019	Unit Change	% Change
Total Donors	18,922	19,592	20,224	20,962	23,391	2,429	11.6%
Total Giving	\$27,939,707	\$29,053,795	\$55,746,580	\$36,320,451	\$76,496,202	\$40,175,751	110.6%
Average Giving	\$1,477	\$1,483	\$2,756	\$1,733	\$3,270	\$1,538	88.7%
Median Giving	\$50	\$50	\$50	\$50	\$75	\$25	50.0%
Maximum Contribution	\$2,544,698	\$2,000,025	\$18,809,413	\$2,501,100	\$18,434,781	\$15,933,681	637.1%
Retained Donors	10,135	10,780	11,456	12,236	13,200	964	7.9%
Retention Rate	44.6%	43.0%	44.2%	47.1%	51.1%	4.1%	8.6%

Primary Relationship Type Summary

Dollar Performance

Primary Relationship Type	FYTD 2015	FYTD 2016	FYTD 2017	FYTD 2018	FYTD 2019	Unit Change	% Change
Corporation/Foundation	\$10,606,764	\$10,407,879	\$11,631,572	\$13,553,619	\$19,983,452	\$6,429,833	47.4%
Anonymous	\$0	\$0	\$0	\$0	\$16,434,781	\$16,334,781	18,334.8%
Alumni	\$11,320,910	\$9,850,053	\$38,576,649	\$11,113,145	\$17,411,541	\$6,298,396	56.7%
Other	\$4,131,076	\$4,796,430	\$2,702,829	\$5,956,703	\$14,352,573	\$8,593,870	144.2%
Estate	\$944,330	\$2,791,312	\$830,559	\$2,207,975	\$4,242,302	\$2,034,327	92.1%
Employee	\$505,874	\$1,142,588	\$1,859,850	\$3,263,195	\$1,684,444	(\$1,578,751)	-48.4%
Parent	\$430,352	\$155,044	\$146,972	\$123,618	\$175,937	\$52,319	42.3%
Student	\$400	\$490	\$150	\$150	\$11,170	\$10,925	5,628.4%
Total	\$27,939,707	\$29,053,795	\$55,746,580	\$36,320,451	\$76,496,202	\$40,175,751	110.6%

Donor Performance

Primary Relationship Type	FYTD 2015	FYTD 2016	FYTD 2017	FYTD 2018	FYTD 2019	Unit Change	% Change
Alumni	11,808	12,425	12,627	14,310	15,691	1,181	8.3%
Other	4,228	4,307	4,653	3,713	6,522	809	21.8%
Parent	1,556	1,537	1,607	1,606	1,822	216	13.4%
Corporation/Foundation	913	928	954	960	1,073	115	12.0%
Employee	287	332	354	349	436	87	24.9%
Estate	21	22	25	19	24	5	26.3%
Student	11	11	8	8	20	16	400.0%
Anonymous	0	0	0	0	1	0	0.0%
Total	18,922	19,592	20,224	20,962	23,391	2,429	11.6%

Monthly Giving Summary

Dollar Performance

Month	FYTD 2015	FYTD 2016	FYTD 2017	FYTD 2018	FYTD 2019	Unit Change	% Change
July	\$2,196,116	\$2,495,681	\$2,410,474	\$3,657,400	\$3,498,120	(\$159,280)	-4.4%
August	\$3,504,439	\$3,448,439	\$1,135,243	\$5,523,788	\$3,725,730	(\$1,798,059)	-32.6%
September	\$2,756,858	\$3,491,870	\$1,557,841	\$953,277	\$5,000,471	\$4,047,194	424.6%
October	\$1,899,034	\$2,213,607	\$4,736,796	\$4,972,884	\$25,450,612	\$20,477,728	411.8%
November	\$1,668,482	\$2,152,225	\$3,165,849	\$3,414,259	\$2,723,909	(\$690,349)	-20.2%
December	\$5,235,650	\$7,081,271	\$10,097,664	\$9,104,213	\$12,630,209	\$3,525,996	38.7%
January	\$4,124,747	\$3,288,288	\$1,306,593	\$3,172,272	\$9,639,587	\$6,467,315	203.9%
February	\$1,638,038	\$2,904,721	\$4,083,503	\$1,589,996	\$6,100,448	\$2,510,452	69.9%
Total	\$27,939,707	\$29,053,795	\$55,746,580	\$36,320,451	\$76,496,202	\$40,175,751	110.6%

Appendix D: Annual Fund Layer

Annual Giving

Donors

Dollars

Appeals

Operating Reports

Fiscal Year: PY2019

School/Unit: 17 Selected

Primary Relationship Type(s): 9 Selected

VIEWPORTS

Gift Band Migration

Gift Band FY 2018	\$0	<\$100	\$100 - \$249	\$250 - \$499	\$500 - \$999	\$1K - \$2.49K	\$2.5K - \$4.99K	\$5K - \$9.99K	\$10K+
<\$100	5,831	5,780	657	55	29	25	10	2	3
\$100 - \$249	2,843	874	2,082	333	66	50	4	3	1
\$250 - \$499	723	62	360	462	124	38	4	6	0
\$500 - \$999	473	31	97	156	302	122	13	4	0
\$1K - \$2.49K	760	56	103	63	229	1,037	94	29	3
\$2.5K - \$4.99K	300	37	123	31	59	259	213	21	22
\$5K - \$9.99K	135	2	23	16	18	41	21	87	19
\$10K+	25	2	11	5	3	1	11	28	37

AG PDI Performance

AG PDI Groups	# of Records	Non-donors	Donors	Participation
90-100	509		80	429 84.3%
80-89	5,819		1,428	4,391 75.9%
70-79	4,375		1,676	2,709 64.0%
60-69	2,660		1,332	1,321 54.8%
50-59	2,028		1,072	1,051 46.1%
40-49	3,297		1,961	1,336 40.5%
30-39	3,035		2,756	1,179 30.0%
20-29	7,342		5,718	1,624 22.1%
Total	266,637		343,437	23,100

Largest Annual Giving Donations

Entity	State	Transaction Type	Amount	Appeal
Exxon Mobil		Matching Gift	\$19,100	
Danimer		Matching Gift	\$14,202	
John Lee		Outright Gift	\$10,064	SL08 - Endowed Scholarship Recipient Financial Aid Appeal
Cleavage		Pledge Payment	\$10,000	CAT07 - CYE Calendar - suspects/prospects
Cleavage		Pledge Payment	\$10,000	CAT06 - School of Medicine Top Prospects Phone Appeal
Smores		Outright Gift	\$7,500	SL08 - Endowed Scholarship Recipient Financial Aid Appeal
Vincent Salarubg	MN	Outright Gift	\$7,500	SL08 - Endowed Scholarship Recipient Financial Aid Appeal
Steven Johnson	MN	Outright Gift	\$7,083	SL10 - Campus Recent Grad Memory Mailer

Retained Donor Migration Comparison

Category	FYTD 2018	FYTD 2019
Upgrades	~3,000	~3,500
Downgrades	~4,500	~5,000
Same Amount	~5,000	~4,500

Decade of Graduation Comparison by Donor Type

Decade	Acquired	Retained	Renewed
<1970	~500	~1,400	~500
1970-1979	~500	~1,800	~500
1980-1989	~1,000	~3,200	~500
1990-1999	~1,000	~2,000	~500
2000-2009	~500	~1,500	~500
2010-2019	~500	~500	~500

Monthly Comparison (cumulative)

Month	FY 2018	FYTD 2019
July	~2,000	~2,000
August	~3,000	~3,000
September	~4,000	~4,000
October	~5,000	~5,000
November	~6,000	~6,000
December	~7,000	~7,000
January	~8,000	~8,000
February	~9,000	~9,000
March	~10,000	~10,000
April	~11,000	~11,000
May	~12,000	~12,000
June	~13,000	~13,000

Appendix D: Annual Fund Layer

Fundraiser Performance Management

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Major Giving

Targeter

Volunteer Network Fundraising

Control Panel

Annual Giving

Donors

Fiscal Year: FY2019

School/Unit: 17 Selected

Primary Relationship Type(s): 9 Selected

VIEWPORTS

Appeals

Operating Reports

FY2019 Appeals

Appeal type missing on 0 out of 357

Search Appeals

Appeal Code	Description	Type	Initiated FY	Solicited	Cost	Cash in FY	Donors in FY	Total Cash	Total Donors	Avg. Gift	Participation Rate			
SL08	Endowed Scholarship Recipient Financial Aid Appeal	Other	2018			24,358		\$150,000	\$2,950,936	6,366	\$2,606,361	6,754	\$385	27.72%
CAT07	CYE Calendar- suspects/prospects	Officer	2013			3,551		\$1,500,000	\$1,176,357	1,686	\$2,827,642	3,252	\$869	91.57%
CAT08	Alumni Career Brochure Appeal	Other	2013			4,057		\$15,000	\$215,823	405	\$220,023	407	\$540	10.03%
SL07	Senior Gift Grand Mailing	Direct Mail	2013			7,424		\$800,000	\$161,177	502	\$1,401,473	6,829	\$499	91.98%
MEM08	Alumni Leadership Dinner	Other	2019			4,174		\$15,000	\$155,222	1,749	\$155,222	1,749	\$88	41.9%

FYTD2019 Channel Performance

Type	Cash	% Cash	Donors	% Donors	Avg. Cash Gift
Direct Mail	\$231,225	3.8%	1,338	5.8%	\$177
Phone	\$37,568	5.5%	2,543	11.0%	\$141
Email	\$101,205	1.7%	2,244	5.4%	\$88
Web	\$804,580	12.3%	6,820	29.4%	\$118
Officer	\$1,381,797	21.7%	3,658	15.8%	\$179
Other	\$1,653,279	15.8%	10,712	44.2%	\$339
Overall	\$4,351,155	100%	25,115	100%	\$284

FYTD2019 Donor Type Performance by Channel

Type	Acquired	Retained	Renewed
Direct Mail	334	536	418
Email	234	413	202
Officer	288	2,240	332
Other	2,130	6,128	1,040
Phone	526	1,850	588
Web	1,120	3,724	1,424
Overall	4,586	13,918	3,814

FYTD2019 Channel Performance Comparison

FYTD2019 Direct Marketing Response Rate

Appeal Trending by Channel

Channel Performance Trending

Appendix D: Annual Fund Layer

Annual Giving

Donors

Dollars

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Operating Reports

Period

Measurement

School/Unit

Primary Relationship Type(s)

VIEWPORTS

Overall Performance Summary

Key Measurement	FYTD 2015	FYTD 2016	FYTD 2017	FYTD 2018	FYTD 2019	Unit Change	% Change
Total Donors	18,237	19,379	20,008	20,729	23,142	2,413	11.6%
Total Giving	\$4,691,422	\$4,942,559	\$4,890,960	\$5,568,230	\$6,227,424	\$659,194	11.8%
Average Giving	\$250	\$255	\$244	\$269	\$269	\$0	0.2%
Median Giving	\$50	\$50	\$50	\$50	\$75	\$25	50.0%
Maximum Contribution	\$126,060	\$159,542	\$167,643	\$151,071	\$180,171	\$29,100	19.3%
Retained Donors	10,003	10,630	11,300	12,079	13,006	927	7.7%
Retention Rate	44.4%	42.8%	44.0%	46.9%	50.9%	4.0%	8.5%

Retained Donor Migration Summary

Dollar Performance

Migration	FYTD 2015	FYTD 2016	FYTD 2017	FYTD 2018	FYTD 2019		
Upgrades	\$1,514,184	\$1,736,598	\$1,698,762	\$1,861,271	\$2,293,581	\$432,310	23.2%
Downgrades	\$1,083,398	\$1,072,134	\$961,052	\$1,150,825	\$1,134,977	(\$15,848)	-1.4%
Same Amount	\$647,051	\$709,602	\$790,964	\$811,022	\$800,501	(\$10,521)	-1.3%
Total	\$3,244,633	\$3,518,334	\$3,450,739	\$3,823,117			

Donor Performance

Migration	FYTD 2015	FYTD 2016	FYTD 2017	FYTD 2018	FYTD 2019		
Upgrades	2,847	2,611	2,747	3,038	3,282	244	8.0%
Downgrades	2,634	3,759	3,812	3,724	4,936	1,212	32.5%
Same Amount	4,522	4,260	4,741	5,317	4,788	-529	-9.9%
Total	10,003	10,630	11,300	12,079			

Gift Band Summary

Dollar Performance

Giving Level	FYTD 2015	FYTD 2016	FYTD 2017	FYTD 2018	FYTD 2019	Unit Change	% Change
Less than \$25	\$16,045	\$22,860	\$24,184	\$18,805	\$21,933	\$3,127	16.6%
\$25 to \$49	\$144,336	\$134,131	\$126,283	\$133,166	\$127,685	(\$5,481)	-4.1%
\$50 to \$99	\$202,675	\$229,302	\$215,079	\$238,857	\$257,304	\$18,448	7.7%
\$100 to \$249	\$482,764	\$482,007	\$489,565	\$509,836	\$674,410	\$164,574	32.3%
\$250 to \$499	\$274,598	\$290,334	\$274,368	\$300,564	\$406,589	\$106,025	35.3%

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Appendix E: Major Giving Layer

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Major Giving

Officer Performance

Prospect Assignments

Proposals

Contacts

Officer Benchmarks

Officer: David Cartuyvelles

VIEWPORTS

FYTD2019 Portfolio Giving vs. Peer Group

Assignment Type: Primary Donors Dollars

Category	David Cartuyvelles	Peer Group AVG. School of Business
Commitment	50	35
Cash	50	35
Annual Giving C.	50	35

Visits by Month (cumulative)

FYTD2019

Month	FY 2018	FYTD 2019
July	5	5
August	10	10
September	15	15
October	20	20
November	25	25
December	30	30
January	35	35
February	40	40
March	45	45
April	50	50
May	55	55
June	60	60

Days Since Last Contact by Anyone vs. Peer Group

Assignment Type: Primary Number Percent

Days Since Last Contact	David Cartuyvelles	Peer Group AVG. School of Business
<30 Days	18	10
30-59 Days	10	8
60-89 Days	5	5
90-179 Days	8	10
180+ Days	38	38
Never Contacted	25	18

Proposal Granted Amount by Month (cumulative)

FY2018

Month	FY 2017	FY 2018
July	0	0
August	500,000	500,000
September	1,000,000	1,000,000
October	1,500,000	1,500,000
November	2,000,000	2,000,000
December	2,500,000	2,500,000
January	3,000,000	3,000,000
February	3,500,000	3,500,000
March	4,000,000	4,000,000
April	5,500,000	4,500,000
May	6,000,000	4,500,000
June	6,500,000	4,500,000

Prospect Stage Distribution vs. Peer Group

Assignment Type: Primary Number Percent

Prospect Stage	David Cartuyvelles	Peer Group AVG. School of Business
Identification	29	27.1
Qualification	25	12.8
Cultivation	16	14.6
Solicitation	16	14.7
Stewardship	10	11.9
Total	106	81.1

Days Since Last Contact by Selected Officer by Prospect Stage

Assignment Type: Primary

Prospect Stage	<30 Days	30-59 Days	60-89 Days	90-179 Days	180+ Days	Never Contacted
Identification	0	2	0	2	14	21
Qualification	0	0	0	0	8	17
Cultivation	1	0	0	3	4	8
Solicitation	0	0	0	0	2	11
Stewardship	0	0	0	0	6	4
Total	1	2	0	5	32	61

Appendix E: Major Giving Layer

☰

Fundraiser Performance Management

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Annual Giving ▾

Major Giving ▾

Targeter

Volunteer Network Fundraising

Control Panel ▾

Major Giving

Officer Performance

Prospect Assignments

Proposals

Contacts

Officer Benchmarks

Officer:

David Carluayrelles ▾

Assignment Type:

Primary ▾

Prospect Assignments

137

107

🔍 Search Prospects

Entity ID	Prospect ID	First Name	Last Name	Relationship Type(s)	Home State	Contact & Solicitation Restriction Exclusions	Days Since Last Contact by Anyone	Days Since Last Visit by Anyone	MG EV	Cumulative Cash Giving	Number of Fiscal Years Giving	Prospect Stage(s)	Degree and School of Graduation	Next Proposal Target Date	Net Worth	Open Proposal Stage	Preferred Class Year	Days Since Last Contact by Sales Officer
100182	15726	Neil	Greene	Alumni	MIN		337	1,867	99	\$5,335	15	Identification	School of Law - Law : Doctoral 1964	N/A	\$250,000 - \$499,999	N/A	1964	Not Contacted
10162	195	Lorrence	Liette	Parent	MIN	No Mail, No Solicit	14	14	99	\$31,415	25	Solicitation		N/A	N/A	N/A	N/A	597
103968	20912	Mark	Johns	Alumni	MA		581	581	97	\$2,842	26	Qualification	School of Medicine - Neurology : Doctoral 1984	N/A	\$2,000,000 to \$2,999,999	N/A	1984	Not Contacted
104100	20910	Charles	Siebert	Alumni	NC		Not Contacted	Not Visited	99	\$23,791	25	Solicitation	School of Medicine - Medicine : Doctoral 1984	N/A	Greater than \$2,999,999	N/A	1984	Not Contacted
107021	19439	Carl	Miller	Alumni	CA		482	482	99	\$24,760	24	Qualification, Stewardship	School of Arts and Sciences - Romance Languages & Literature : Bachelor 1984, School of Medicine - Physiology : Doctoral 1988	N/A	\$1,000,000 - \$1,999,999	N/A	1988	482
10841	21036	Paul	Chamberlain	Other	MIN	No Solicit	510	510	97	\$3,203	28	Stewardship, Identification		N/A	Greater than \$2,999,999	N/A	N/A	510
109589	20567	Daniel	Field	Alumni	NY		50	Not Visited	95	\$750	5	Identification	School of Medicine - Radiology : Doctoral 1985	N/A	\$500,000 - \$999,999	N/A	1985	Not Contacted
111151	20568	Bruce	Molloy	Alumni	NY	No Phone	51	Not Visited	86	\$75	2	Qualification	School of Medicine - Anatomy : Doctoral 1985	N/A	\$2,000,000 to \$2,999,999	N/A	1985	Not Contacted
112787	16074	Robert	Ruark	Alumni	MIN		Not Contacted	Not Visited	97	\$3,022	14	Identification	School of Medicine - Anatomy : Doctoral 1985	N/A	\$2,000,000 to \$2,999,999	N/A	1985	Not Contacted
114619	10499	Mary	Gervers	Other	MIN		318	318	99	\$30,551	29	Qualification		N/A	\$250,000 - \$499,999	N/A	N/A	318
115381	18633	N. A.	Beard	Alumni	MA		286	1,041	97	\$3,685	24	Identification	School of Medicine - Anatomy : Doctoral 1986	N/A	Greater than \$2,999,999	N/A	1986	Not Contacted
115741	18593	Deborah	Warm	Alumni	MIN	No Phone	Not Contacted	Not Visited	93	\$1,735	5	Qualification	School of Law - Law : Doctoral 1986	N/A	\$250,000 - \$499,999	N/A	1986	Not Contacted
117850	20568	Susan	Molloy	Alumni	NY		51	Not Visited	87	\$0	0	Qualification	School of Medicine - Medicine : Doctoral 1986	N/A	Greater than \$2,999,999	N/A	1986	Not Contacted
117998	18593	Paul	Warm	Alumni	MIN		163	Not Visited	99	\$8,000	14	Cultivation, Qualification	School of Law - Law : Doctoral 1986	N/A	Greater than \$2,999,999	N/A	1986	Not Contacted
118005	19622	Edwin	Vaidya	Alumni	KY		Not Contacted	Not Visited	99	\$28,440	23	Cultivation	School of Medicine - Cell and Molecular Biology : Doctoral 1986	N/A	Greater than \$2,999,999	N/A	1986	Not Contacted
131408	18588	Susan	Shepherd	Alumni	MA		Not Contacted	Not Visited	87	\$0	0	Solicitation	School of Health Sciences - Communication Therapy : Bachelor 1988	N/A	Greater than \$2,999,999	N/A	1988	Not Contacted

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Appendix F: Console Layer

Fundraiser Performance Management

Console

Advancement

Annual Giving

Major Giving

Targeter

Volunteer Network Fundraising

Control Panel

Console

D McCune

FY2019

Goal Progress

Set Officer Goals

Fiscal Year To Date

Details	Type	Progress	Amount	Pace	Completion
	Visits	<div></div>	51 75	10% Behind	68%
	First Time Visits	<div></div>	42 25	123% Ahead	100%
-	Proposals Submitted >= \$25,000	<div></div>	8 10	6% Ahead	80%
-	Dollars Granted	<div></div>	\$1,181,306 \$1,000,000	57% Ahead	100%

Jul

Aug

Sep

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

Goals Over Time

Set Officer Goals

Visits Goal

Visits

Avg. Visits Goal Per Month

20

10

0

-10

Jul

Aug

Sep

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

Contact Reports

Q Search

Add Contact Report

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1 to 5 of 327 Contact Reports

Contact Report ID	Contact Title	Entity Name(s)	Officer(s)	Type	Date	Purpose	Mes
95818	Check in with Thomas	Thomas Christen	Daniel McCune	Letter/Email-3	04/17/2019	Major Gifts	Unr
95762	Call with Thomas	Thomas Christen	Daniel McCune	Phone-4	04/15/2019	Solicitation	Unr
95509	Check in with Mark	Mark Edgar	Daniel McCune	Letter/Email-3	04/03/2019	Identification	Unr
95497	Call with Robert	Robert Stringer	Daniel McCune	Phone-4	04/03/2019	Annual Giving	Unr
100243	Visit with Catharine. Provide Proposal.	Catharine Rush, Rush Family Foundation	Daniel McCune, Linda Clenney	Visit-1	04/02/2019	Major Gifts	Unr

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Prospects

Q Search

Show Primary

Add Columns

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1 to 5 of 157 Prospects

Entity ID	First Name	Last Name	Home State	Assigned Gift Officers	Net Worth	Days Since Last Contact by Anyone
69	Ford Motor	Daniel McCune			N/A	57

227

157

Goals by Officer

Q Search

Set Officer Goals

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1 to 1 of 1 Gift Officers

Officer(s)	Current Dollars Granted	Goal Dollars Granted	Dollars Granted Pace	Current First Time Visits	Goal First Time Visits	First Time Visits Pace	Current Proposals Submitted	Goal Proposals Submitted	Proposals Submitted Pace	Current Visits	Goal Visits	Visits Pace
Daniel McCune	\$1,181,306	\$1,000,000	57% ahead	42	25	123% ahead	8	10	6% ahead	51	75	10% behind

