

social-networking and its use in annual giving



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Devin T. Mathias

University of Michigan

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facebook, my space & beyond: social-networking and its use in annual giving

- Relevance Why do we care?
- History What is social-networking?
- Basics What is out there?
- Peers & Use How are NPOs using it? What could you do?
 Future What's next?

University of Michigan

Why do we care? ...Because our alumni do!

Recent graduates have:

- A new definition for "community"
- An expectation that those interested in communicating with them will use their methods
- A belief that interaction should be available 24/7, not just 9:00-5:00, M-F
- High standards for the personalization of communication

Why do we care? ...Because our alumni do!

- If you had 15 minutes of time, which activity would you most like to do?
- 17% Check social-networking site
- 17% Talk on cell phone
- 14% Watch TV
- 10% Surf web
 - 9% Play video game

From "Never Ending Friending" April 2007

Why do we care?

More engaged alumni

- = More likely to give
- = More likely to update contact information
- = More likely to promote your institution

What is social-networking?

Well... let's use a social-networking tool to find an explanation:



"Founded in February 2005, **YouTube is the leader in online video**, and the premier destination to **watch and share original videos worldwide** through a Web experience. YouTube allows people to easily upload and share video clips on www.YouTube.com and across the Internet through websites, mobile devices, blogs, and email." – YouTube About YouTube page



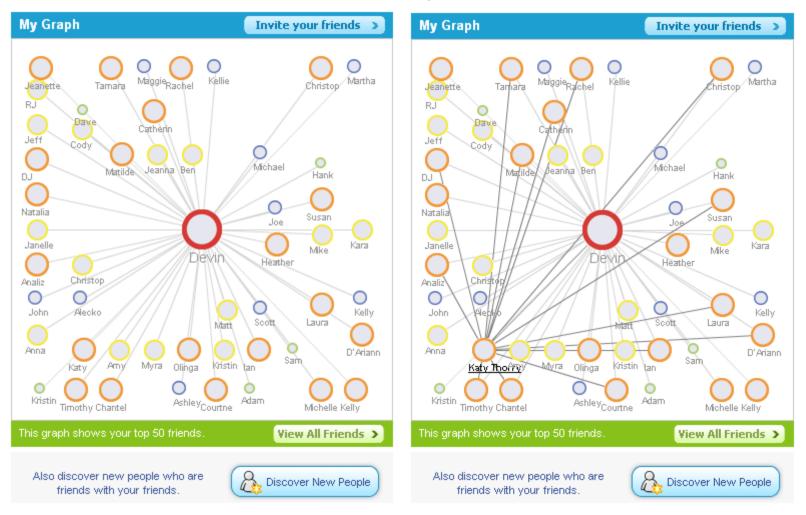
What is social-networking?

So... If Kevin knows Eunice...



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What is social-networking?



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Standard social-networking components:



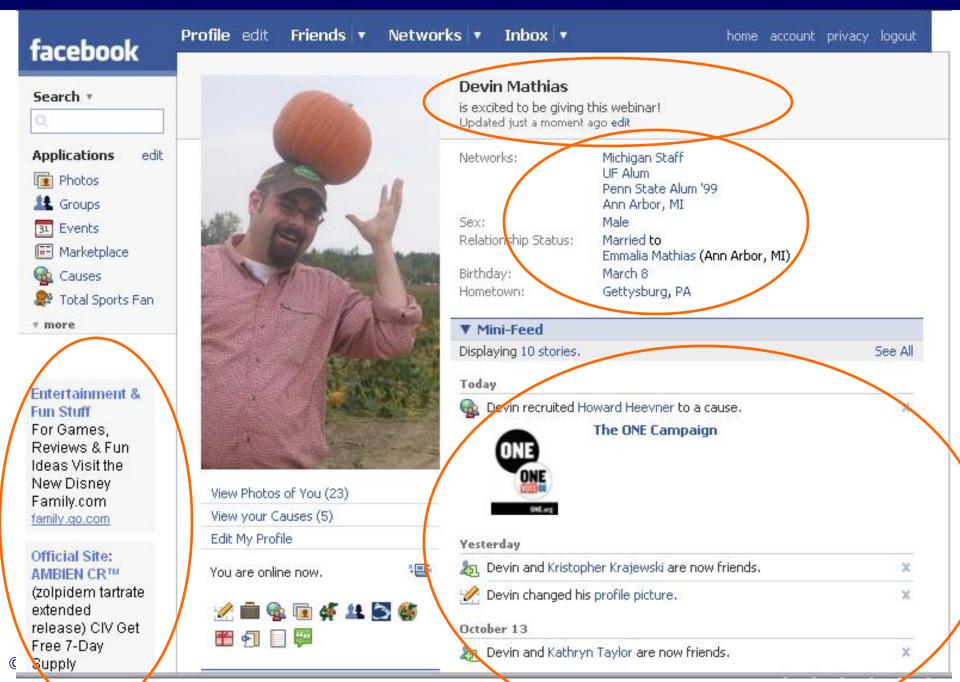
Types of social-networking:

- Open/Public anyone can join
 - Facebook
 - MySpace
 - LinkedIn
 - YouTube
- Closed/Private restricts access
 - Generally specific to a company / university / community
 - Examples: InCircle (Gator Nation Network), Harris Connect



- 34M+ registered users
- Highest number of college-based users
- 7th most visited website
- #1 website for photo uploads

Open Networks: Facebook



Open Networks: Facebook







Kerri Pepperman





Simba Nia Justin Blackman Pusczykowski Sarah Innes

Friends in Other Networks

Networks with the most friends

UF (63) Michigan (48) Ann Arbor, MI (20) Washington, DC (15) Gainesville, FL (9) Penn State (8) New York, NY (7)

Networks you belong to

Michigan (48) UF (63) Penn State (8) Ann Arbor, MI (20)

Show All Networks | View All Friends

Danielle Marie Palincsar



2 of 8 albums. See All AG Created October 12

Photos

Vaca 07/07 Updated October 12



х

Information Contact Info Emails: dmathias@ufl.edu dmathias@umich.edu dtm121@psualum.com DevinTMathias Personal Info Interests: Volleyball, Soccer, Golf, Fundraising, Higher Ed., Flying Spaghetti Monster, Penn State Dance Marathon, Philanthropy Favorite Music: U2, Coldplay, Bob Marley, Ernest Goodlife Band, Dispatch, Pixies, The Killers, Jack Johnson, Weezer, Modest Mouse, Led Zeppelin, Franz Ferdinand, Bela Fleck, Chris McCarty Band, Paolo Nutini, Mark DeRose Favorite TV Shows: The Sopranos, EPL Soccer, College Athletics, The Company, Entourage Snatch, Godfather, True Romance, Dodgeball, Eavorite Movies: Rounders, Old School, Life is Beautiful, Red Dawn, Goonies, Finding Nemo, The Transporter, The Professional, Beautiful Girls, Fargo, Batman Begins,

Match Point, The Last King of Scotland, The Constant Gardener Favorite Books: The Lorax, Leading Change, Freakonomics, Positively Fifth Street, Crimes Against Logic, The Four Obsessions of an Extraordinary Executive, Ohio State: Memoirs of a Perpetual Runner-Up Favorite Ouotes:

"I believe, what goes down, must come back up. Could it be when we're lost. We're closest to finding our own way?" - Bounce, Ernest Goodlife Band

"To affirm and promote the goal of world community. with peace, liberty, and justice for all and respect for the interdependent web of all existence of which we are part"

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University of Michigan

▼ Groups	×
Displaying 28 groups.	See All

AGDC • Philanthropy Phriday • ONE campaign: UF Chapter • ONE Campus Challenge: U. of Michigan • Future Leaders in Philanthropy (FLIP) • Gator Sports Message Board • www.one.org • Mark DeRose fan group • Bring us home for St. Pattys Day • U of M Recent Grad Reunion • University of Michigan Young Alumni Group (Official) • I love USA soccer • USA Soccer 2010 World Cup Champs • USA Women's Soccer Rules • U.S. National team > Mexican Nation team • Gator Nation • University of Michigan Development Intern Program Blackbaud User Society • UF Alumni • Penn State Alumni • THON 2007 • \$5,240,385.17 FTK!!! • My Last Name Could Have Been Dziengielewski FLORIDA GATORS: 2006 NCAA FOOTBALL CHAMPIONS! • Don't Tread On This-Supporters of United States Soccer • Annual Giving Professionals • U2 Lovers • First United Church of the Flying Spaghetti Monster • Repdials





Mary Mathias (WashU) wrote at 10:04pm on October 8th, 2007

to clarify: i took chris's sweatsbirt because be o

i took chris's sweatshirt because he owed me \$60. he had a month to pay me and get his sweatshirt back, but he didn't. he now owes me an ADDITIONAL \$30.

Wall-to-Wall - Write on Mary's Wall - Message - Delete

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Open Networks: Facebook



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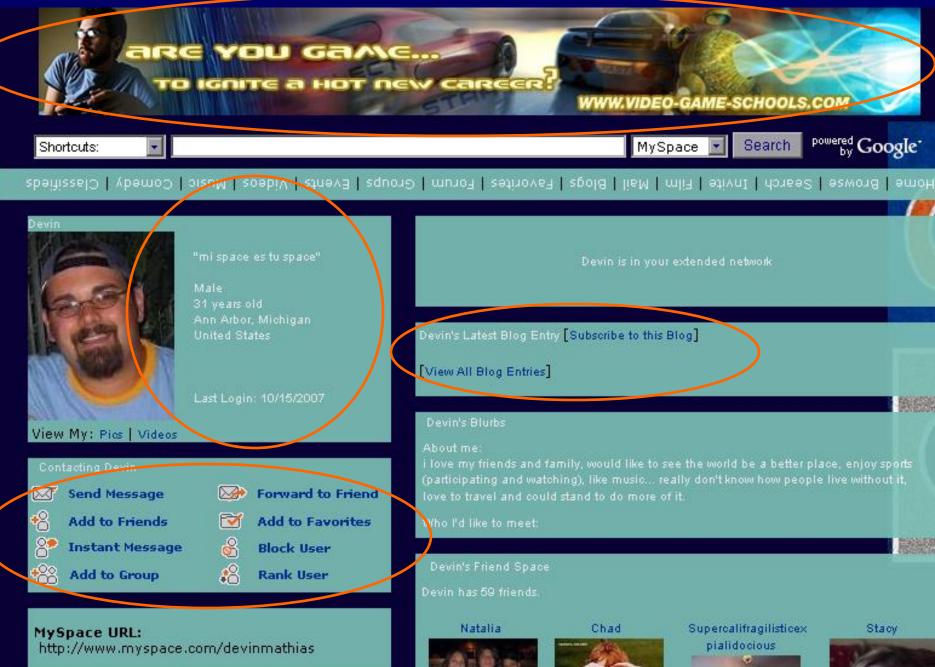
devin@moredonors.com



Over 200M registered users 6th most visited website in the world 3rd most visited website in the United States

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Open Networks: MySpace



Open Networks: MySpace



Devin's Interests	
General	Volleyball, Soccer, Golf, Fundraising, Higher Ed., Flying Spaghetti Monster, Penn State Dance Marathon
Music	U2, Mark DeRose, Coldplay, Bob Marley, Ernest Goodlife Band, Pixies, The Killers, Jack Johnson, Weezer, Modest Mouse, Led Zeppelin, Franz Ferdinand, Bela Fleck, Chris McCarty Band, Paolo Nutini
Movies	Snatch, Godfather, True Romance, Dodgeball, Rounders, Old School, Life is Beautiful, Red Dawn, Goonies, Finding Nemo, The Transporter, The Professional, Beautiful Girls, Fargo, Batman Begins, Match Point
Television	The Sopranos, Planet Earth, EPL Soccer, College Athletics, The Class, Grey's Anatomy, The Company
Books	The Lorax, Leading Change, Freakonomics, Positively Fifth Street, Crimes Against Logic, The Four Obsessions of an Extraordinary Executive, Ohio State: Memoirs of a Perpetual Runner-Up

Natalia



Supercalifragilisticex





Heather Thome Photography



Michelle

Steph



Friends: All | Online | New



Tom



":-)"

Male 32 years old Santa Monica, CALIFORNIA United States

Last Login: 10/15/2007

Mood: busy 🙂 View My: Pics | Videos

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Open Networks: MySpace

evin's Friends Comments

Displaying 11 of 11 comments View/Edit All

T. Leak-Tebow

Sep 11 2007 1:54 PM Comment Back - Send Message - Block User



Hav.	buddy! Yes, you could say	т	like.	To	how
пеу	buduy: res, you could say	т,	IIK C	10	DOW
Him.	and Leak! What a combo!				

Natalia

Sep 3 2007 10:00 AM Comment Back - Send Message - Block User



Hey dude! Just wanted to say Hi and send a big hug your way, btw, football season is starting again, can we make it 4 nat'l championships in a row? I think so! Go Gators! miss you!

Michelle



Sep 3 2007 1:20 AM Comment Back - Send Message - Block User

What the heck was that debacle yesterday?! Did you make it to the game? It certainly gave us Gator fans something else to celebrate...(as if we needed another reason)! Now, do you think the UM fans will finally stop whining about how they should have been in the championship game last year? Probably not! Miss you!

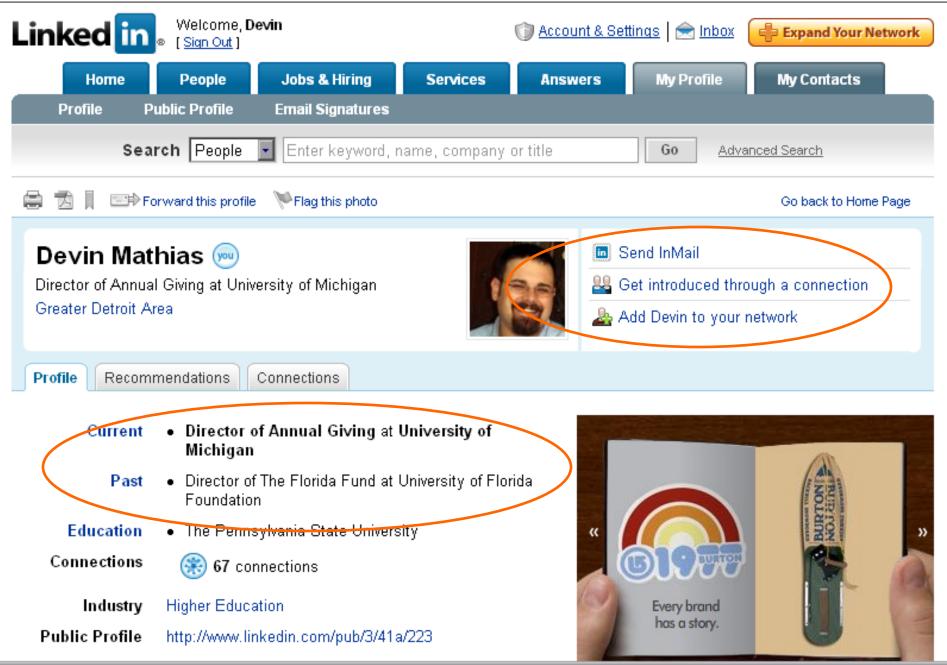
From	Date	Bulletin
amy	Oct 12, 2007 5:34 PM	New videos
Aware Reps	Oct 12, 2007 4:24 PM	Matt White Project - Urgent Help Needed!
:michael:	Oct 12, 2007 2:37 PM	find me here
Paolo Nutini	Oct 12, 2007 1:00 PM	UK Festival Awards - Vote for Paolo
Steph	Oct 11, 2007 7:43 PM	Pray
Aware Reps	Oct 11, 2007 4:45 PM	Mat Kearney's "Brea the In Breathe Out" is now available
Pablo Francisco	Oct 10, 2007 6:23 PM	Improv in Chicago!
Paolo Nutini	Oct 10, 2007 1:51 PM	Paolo Nutini US Tour 2007 Ticket Contest
Comedian Ty Barnett	Oct 10, 2007 8:44 AM	SPECIAL EVENT TY PERFORMS BACK HOME IN CHICAGO AT ZANIE S
Comedian Ty Barnett	Oct 9, 2007 12:11 PM	SPECIAL EVENT TY PERFORMS BACK HOME IN CHICAGO AT ZANIE S

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Linked in.

Over 15M registered users Primary use: Professional-networking

Open Networks: LinkedIn



My Connections Add Connections Remove Connections Show contacts with new connections advanced options Showing 67 of 67 connections. 17 outstanding sent invitations Check your address book to see А А who uses LinkedIn Logistics Engineer at CEVA Logistics Abu, Igbetsape Æz в aliggy@yahoo.com Gmail 🛛 🕺 Hotmail' С AOL 🍉 Albrecht, Heather Vice-President at RuffaloCODY and Higher 🛞 <u>39</u> D Heather.Albrecht@ruffalo... Education Consultant Е Check webmail contacts F Alford, Casey Senior Field Application Engineer at VaST <u> 25</u> G casey.alford@gmail.com Systems Technology н 💁 Microsoft Outlook Anderson, Karen Professional Training & Coaching Consultant **€**]2 kkerranderson@comcast.... and Contractor Check Outlook contacts к Aruti, Brian Creative Applications Specialist at Fox News Æz Don't use webmail or Outlook? L baruti@gmail.com Μ Atkinson Dwight, Executive Director at University of Michigan Ν Jennifer jadwight@umich.edu Ρ в Bach, Chris Managing Consultant at Navigant Consulting, 🛞 <u>47</u> R CBach@navigantconsulti... Inc. s Т Instructor at Pennsylvania State University A 10 Beabout, Brian

Account: Account Options

Upgrade Account:	Business ©	Most popular Business plus	Best value Pro
Monthly cost	\$19.95	\$50	\$200
Request Introductions	15 at a time	25 at a time	40 at a time
Contact users directly through InMail	3 per month	10 per month	50 per month
LinkedIn Network search results	100	150	200

All accounts include: OpenLink Network membership, unlimited OpenLink messages, expanded profile views of all 15 million users, unlimited reference search, 1-business-day customer service.







Over 65,000 videos uploaded/day and over 100M videos viewed/day. Purchased by Google in 11/06

⊙friendster.

One of the first to market – initial industry leader. Over 50M users, but falling behind MySpace & Facebook.

Classmates.com Basic ability to reconnect w/classmates. Premium accounts available with more function.

xanga.com Primarily blog-based networking tool, with photo and video capabilities as well.

orkut Run by Google – focus on user-built communities.



Leader in Central America & India – similar to other basic social-networking sites.



Windows Live Spaces - ~100M visitors/month. Easy integration with numerous Microsoft products.



Allows users to customize entire networks – creating own "mini network" within one site



Primarily a photo-based community, that has grown to include blogs and comments.

YAHOO! 360 Relatively behind the "big boys" of social-networking, but well integrated with Flickr and other Yahoo! apps.

del.icio.us social bookmarking

A bookmark-organizing tool, that allows networking and bookmark sharing.



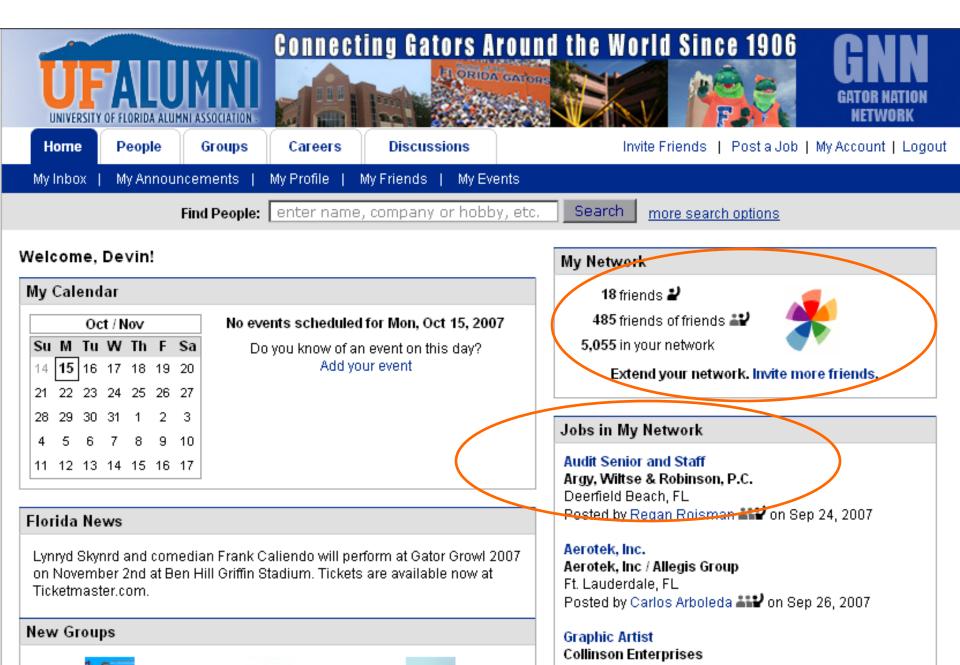
"Blog early, Blog often"



Built on "tagging" and finding connections through similar tags.



YouTube for the advanced user – enhanced features for users, etc.



A social-networking success story...



	Advanced Search					
	Personal					
	First Name		+		_	
	Last Name		+	Advanced Search	LA - Northern MA - Boston	
	Business				MA - Cape Cod/Islands MA - Framingham/Worcester	
	Employer		+	Personal	MA - Western/Springfield	
	Job Function		T +	First Name	MD - Anne Arundel County MD - Baltimore	+
		<none></none>		Last Name	MD - Columbia	Б.
	Industry	<none></none>	+		MD - Frederick/Hagerstown MD - Montgomery County	↓ +
	Location			Business	MD - Prince George's County	
	Region	<none></none>		Employer	MD - Salisbury	+
		<none></none>		Job Function	ME - Central/Áugusta ME - Northern/Bangor	Γ.
	City		+		ME - Southern/Portland	+
	State/Prov	<none> Or</none>	+	Industry	MI - Ann Arbor	+
	0 and 10			Location	MI - Central MI - Detroit	
	Country	<none></none>	+	Region	MI - Flint/Saginaw	
	School				MI - Grand Rapids	+
	Year	<none></none>	+	City	MI - Kalamazoo MI - Lansing	+
	Degree			State/Prov		+
	Degree	<none></none>	+			·
	Major	<none></none>	- +	Country	<none></none>	+
	Department	<none></none>	+	School		
				Year	<none></none>	+
		Search		Degree	<none></none>	+
				Major	<none></none>	+
				Department	<none></none>	+
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Closed Networks: InCircle

Search Results





John Agno **BSBA** '62

David Cianciolo

BSME '98



Ed Borden BA '00





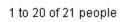
Tonua Brown

BDESF '89

BSN '00

Stephanie Penton

BS '98



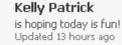
View: Thumbnail | Detail



Tim Carter BSPT '66



w Photos of Kelly (21) w Kelly's Causes (5) rite on Kelly's Superwall



Networks:

Sex: Relationship Status:

Looking For: Birthday: Hometown: Political Views: Reliaious Views:

UF Alum '03 Ann Arbor, MI Female Married to Stephen Patrick Friendship January 16, 1981 Palm Beach Gardens, FL Moderate I'm not religious, I just love the L







Jessica Courtney **BSME '91**





Kevin Courte BSISE 01

Erin Maloney







UF Alum '02 Harvard Alum '06 Michigan Staff FSU Alum '07 Ann Arbor, MI Male. Married to Kelly Patrick Friendship August 17, 1979 Port Orange, MI Moderate

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View Photos of Stephen (33) View Stephen's Causes (4) Write on Stephen's Superwall

Send Stephen a Message

Stephen Patrick

Networks:

Political Views:

How are Non-Profits using social-networking?



Broadcast Your Cause The YouTube Nonprofit Program

Does your organization have a compelling story to tell? Do you want to connect with your supporters, volunteers, and donors but don't have the funds to launch expensive outreach campaigns?

YouTube can help. Video is a powerful way to show your organization's impact and needs, and with a designated "Nonprofit" channel on YouTube, you can deliver your message to the world's largest online video community.

Your Nonprofit channel includes:

- Premium branding capabilities and increased uploading capacity
- Rotation of your videos in the "Promoted Videos" areas throughout the site
- The option to drive fundraising through a Google Checkout "Donate" button



If you're a nonprofit organization in the U.S. with 501(c)(3) tax status, apply today for the YouTube Nonprofit Program.





First 300 nonprofits to sign up will receive a video camera from:



Peers & Use

How Six Degrees Works

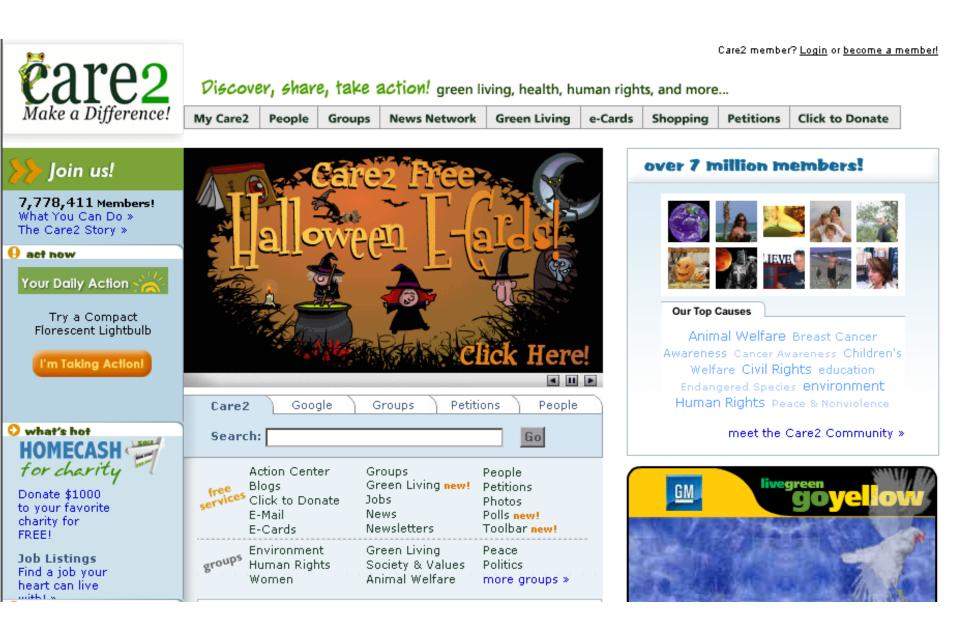


This is a badge
 <u>Make one</u> for your cause
 Place it anywhere online
 Raise money, feel good

Total Donations: \$940,598.00



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i am fresno state! r u?



Fresno State, I love you so, Fresno State, I will never let you go; From the beginning, I knew it was fate,

"THE NY TIMES features IAMFRESNOSTATE! ~ Online @ http://www.iamfresnostate.com/"

Male 96 years old Fresno, California United States

Last Login: 10/10/2007



iamfresnostate Channel



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Joined: February 14, 2007 Last Login: 1 week ago Videos Watched: 80

Subscribers: 38 Channel Views: 8,080

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City: Fresno, Calif. Country: United States Website: http://www.iamfresnostate.com/

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leslie 2~3rd PLACE



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Added: 5 months ago

leslie1

00:30





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Search 7	Causes Home	Browse Causes	About Help
Applications edit Photos	Donations to the	e University of Michigan edit	The Michigan Difference
Events	Our Mission:	For the full U-M mission, visit: www.umich.edu/pres/mission.html	
 Causes Total Sports Fan 	Description:	Thank you for visiting our cause - This is the official University of Michigan Facebook Cause page.	Edit Basic Info
more		The best way to support U-M is via: www.giving.umich.edu - this will allow the highest percentage of your gift to make a	Edit Administrators Edit Photo
		difference at Michigan and will provide you more options for designating your gift.	Edit Beneficiary Hide from Profile
		However, we do not want to prevent you from using the Facebook Cause page if you prefer to do so. Therefore, you can count us as a Cause to highlight your love of U-M and	View Members View Activity
	even give to U-M through the page. Please consider supporting the University of Michigan. U-M is a global leader known for advancing all aspects of life: health, law and public policy, the arts and humanities, science and engineering. Students and faculty have the opportunity to achieve more at the University of Michigan than anywhere	ven give to U-M through the page.	Invite Donate
		Leave Cause	
		else. This is why our campaign is The Michigan Difference. Your support of the University of Michigan can be the seed for change, discovery and education - all through one gift.	How You Are Helping
		Thank you!	🍉 \$ 0 donated
	Positions:	1. Support excellence, education and growth.	💫 \$ 0 raised

Peers & Use

Stop Global Warming

Donations to the cause benefit Friends of the United Nations Environment Programme A 501(c)3 nonprofit

Our Mission:

To Stop Global Warming

Description:

We come together to call for stepping up government action and incentives to curb the effects of global warming. We encourage sustainable living and try to promote global climate change awareness.

What is Global Warming:

http://en.wikipedia.org/wiki/Global_warming http://green.nationalgeographic.com/environment...

965,095

MEMBERS

Invite



Recruiters

1.

2.

3.

5.

Hall of Fame See All Donors Fundraisers Dennis Herman 1. Caesar Giebartowski Chang Kucinich. 234 recruits \$1,500 \$300 raised donated Luis Espiritu Karishma 187 recruits Michael Gurtu \$200 raised Dixon \$500 Craig Paola. donated з. Altemose Galarza 163 recruits Alexandra \$100 raised Liu Kurt Hach \$300 Amanda 148 recruits Brown donated \$100 raised Omar Peña Samson 147 recruits Snyder NittaNazyra \$275 Noer donated \$100 raised Steve Spraggs

\$200 donated

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\$12,046

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Search 🔻	North A	Thanks UM Donor			
Q		Networks: Michigan Staff			
Applications edit		Hometown: Ann Arbor, Dearborn & Flint, MI			
💽 Photos		▼ Mini-Feed			
L Groups		Displaying 10 stories. See			
31 Events	ALL AND ADDRESS	Yesterday			
📰 Marketplace	thanks	Thanks recruited Eric Pollmann to a cause. 8:12pm			
Causes		University of Michigan			
Total Sports Fan	View Thanks's Causes (1)				
more	Write on Thanks's Superwall	Thanks plans to attend P.R.I.D.E. 4:29pm Thanks wrote on Sara S's wall. 4:29pm			
	Send Thanks a Message Poke Thanks!				
EALTHY#CHOICE	i ovo mano:	Lanks and Sara S are now friends. 4:25pm			
	🧷 🖻 💁 🕤 🔲 🗮 🖊 🗰	October 7			
cricpy	🐞 📟	Thanks recruited Cristina Nenadov to a cause. 3:38pm			
crispy, whole-grain		University of Michigan			
joodness	Mutual Friends 18 friends in common. See				
counciss					
San I		October 6			
and the second second		5. Thanks and Marshall Lai are now friends. 2:03am			
A DECK		October 3			
and the second	Angela Molly Herzog Bodnar Paul Harkir	Thanks recruited Erick Ong to a cause. 1:35am			
Statement and and and		University of Michigan			

MySpace - 21,858 Non-Profits (as of 10/16/07)

Group URL: http://groups.myspace.com/npr

« Back to Groups Directory



for those who listen to morning edition, this american life, all things considered, wait wait don't tell me, car talk, fresh air, and even the bbc newsround just to make their day a little easier.

NPR (7638 Members)

Cathy



givinghope2you

Emma







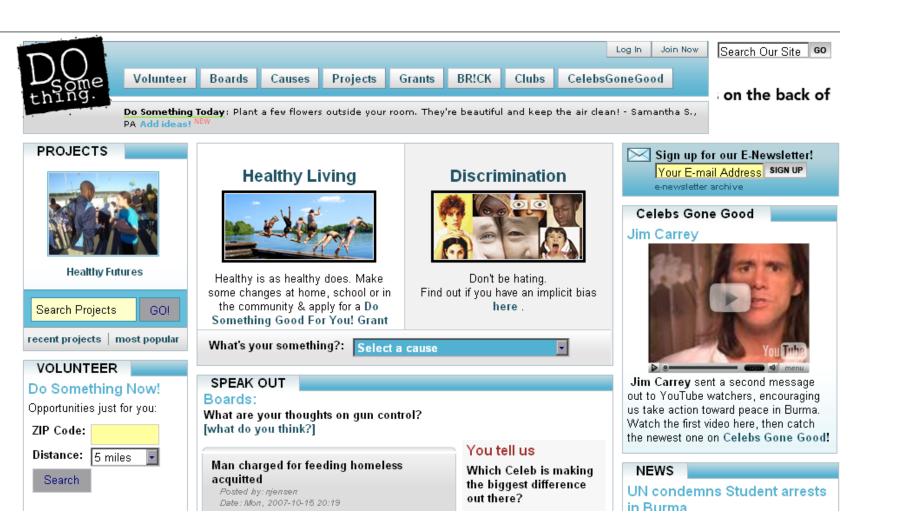
Others to visit & explore:



Others to visit & explore:



40



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Get your Firstgiving Account to engage your supporters and raise more money Find out more



Sign up for Firstgiving news

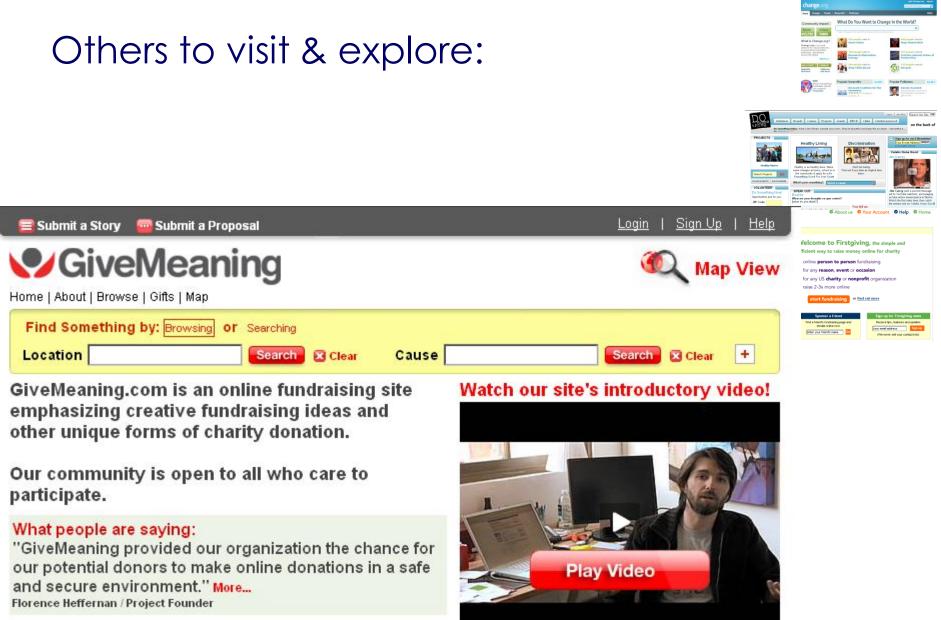
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your email address

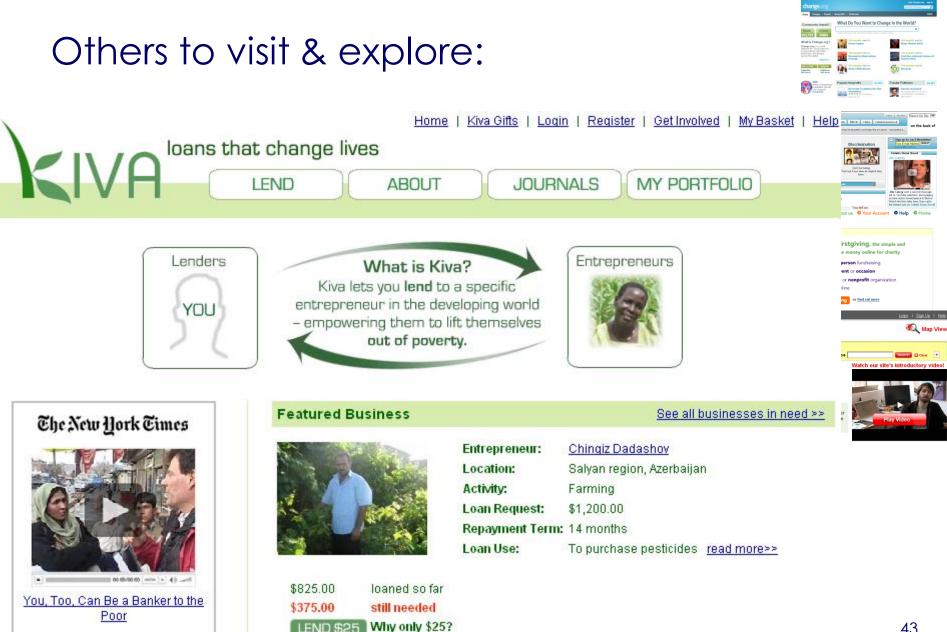
Sign up

(We never sell your contact info)

Peers & Use



Nicholae Krietof of The New York



LEND \$25

Peers & Use

Others to visit & explore:

www.change.org www.dosomething.org www.firstgiving.org www.givemeaning.com www.kiva.org



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Things to do:

- Get profiles for you & your program registered
- Experiment before you promote, so that you can learn before being fully "live"
- Get help from students they can likely do this faster (and have more fun) than you
- Promote once you're comfortable with your presence on these sites, promote and drive traffic to the profiles
- Don't use these tools only for young alumni the "old" folks are getting on board too!

Some best practices:

- Use the site(s) as a place for constituents to find information and communicate with you
- Do not put too much content on the sites enough to excite and engage visitors, but not enough to bore them away!
- Spread the word via your "traditional" channels.
- Use media videos, podcasts, etc.
- BEWARE... this stuff is addictive!

<u>May 29, 2007 – Wall Street Journal</u>

Institutions beginning to teach courses and offer degree programs in social computing.

"The programs tend to draw as much from the sociology, psychology & communications departments as they do from more traditional computer science classes."

Examples include: Designing Social Media – MIT Analysis & Design of Online Interaction Environments – Michigan Social Networks & Social Processes – Cornell

Device-Based Networking

GPS Phones being linked by social-networking

Boost Mobile offers Motorola phones featuring zoomable GPS-enabled maps w/social-networking.

"When you open up the application, a map appears, and you're able to see where your friends are and what they're doing," says Boost Mobile representative Cheri Quiqley. "Anywhere in the country – if you're in L.A., and your friend's in New York, you can see what they're up to."

Well beyond colleges...

Pfizer to partner with social networking site

Sun Oct 14, 2007 8:11pm EDT

NEW YORK, Oct 14 (Reuters) - Pharmaceutical company Pfizer Inc. (PFE.N: Quote, Profile, Research) has struck a partnership deal with Sermo Inc., a social-networking site for licensed physicians, to make the way it reaches doctors more efficient.

The companies said in a press release dated Monday the collaboration would create open and transparent discussion between pharmaceutical professionals and the 30,000 physicians using Sermo.

Sermo, launched in September 2006, is an online community where doctors exchange knowledge with each other, according to the release, made available by Sermo.

Pfizer was not immediately available for comment.

devin t mathias

Don't forget to add me!

facebook	Profile edit	Friends 🔻	Network	s 🔻 Inbox 🔻	home acco	bunt privacy logout		
Search *	1	27		Devin Mathias				
Q				is excited to be giving a social-network ing webinar! Updated just a moment ago edit				
Applications edit	No.		1234	Networks:	Michigan Staff UF Alum Penn State Alum '99 Ann Arbor, MI			
Events	4.	A less	Alexan	Sex:	Male			
Marketplace	CR.			Relationship Status:	Married to Emmalia Mathias (Ann Arbor, MI)			
Causes	1		1.50	Birthday:	March 8			
👼 Total Sports Fan		69 //	$(X \cap$	Hometown:	Gettysburg, PA			
* more	\mathcal{P}	1. 11	Ma	▼ Mini-Feed		Devin		
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ARE YOU?	2	•	ų.	October 8		1 Porte		
	A CONTRACTOR			🚳 Devin recruited Li	sa Graham to a cause.	11. 11.		
\bigcirc				Min	University of Michigan			
1-5		•		Devin edited Interests and TV Shows in his profile.				
			1	October 5		11 112		
				🌆 Devin and Katie F	raumann are now friends.	View My: Pic		
2	View Photos	of You (21)		October 4				
Enter Your Name Here	View your C.	auses (5)		Uctober 4				



United States

Devin Mathias 👳

Director of Annual Giving at University of Michigan Greater Detroit Area



Send InMail

🔠 Get introduced through a connection

📥 Add Devin to your network

Videos

WSJ – Institutions teaching social-networking: http://tinyurl.com/39gp3p Newsweek – Can Facebook stay relevant? http://www.msnbc.msn.com/id/20227872/site/newsweek/ WSJ – A New Generation Reinvents Philanthropy http://online.wsj.com/article/SB118765256378003494 Fear and Loathing in Web 2.0 CASE Currents, September 2007 **GPS Phones with social networking tool** http://articles.gpsfaq.com/details.aspx?item=51