Advancement & Alumni Website

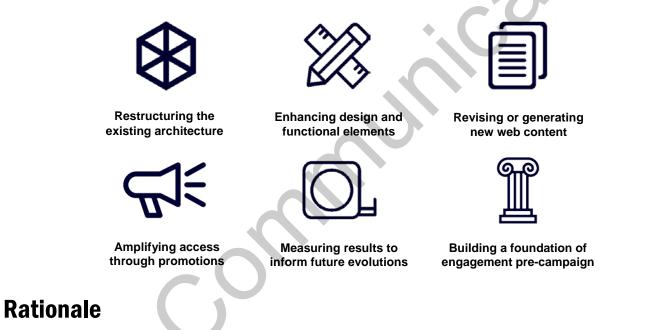
Project Plan – Strategic Communications



DELIVERY DATE: October 1, 2018

Objectives

To evolve the Advancement & Alumni website according to existing strategic needs and to improve overall user experience and engagement by:



The existing Advancement & Alumni website and, in particular, the Giving section is **not currently equipped to meet the needs of the department or the users we serve** through our communications and initiatives. Critical information about our activities is not easily accessible in the existing website architecture, nor is the content made relevant or engaging enough to help us in achieving our strategic goals. In addition, the current architecture does not allow for the promotion of timely, strategically relevant materials, hindering our ability to engage with audiences.

This project represents a **significant opportunity to improve how our key stakeholder groups interact with our key messaging and initiatives through our online channels**, particularly in the lead up to our first major fundraising campaign. By simplifying the overall user experience, optimizing content for online engagement and creating easy ways for audiences to access important and captivating content, the revitalized Advancement & Alumni website will become a central information hub for stakeholders and a major driver of engagement, participation and support among donors, alumni and prospects. Once this foundation has been set, we can more easily conceive and implement ongoing website evolutions to accommodate the new campaign, while also building the online component of our everyday fundraising program.

Goals



Implement all major website revisions by October 2018



Increase web traffic by 25% per month by end of 2018

Ensure all content is kept up-to-date on an ongoing basis

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Reduce overall content by 50% across the Giving website

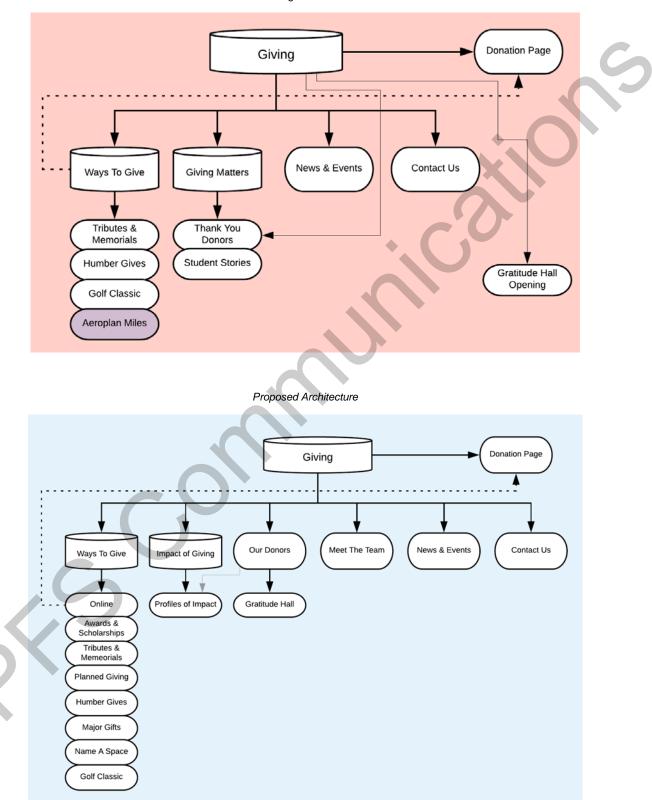
Deliverables

Revised Architecture	Overview comparison of both the existing and proposed frameworks for the Giving section of the website and demonstration of the revised user experience
Wireframes	Series of wireframe mock-ups for all new and revised individual landing pages in the Advancement & Alumni and Giving website architecture; includes sources and rational for any additional elements
Integration Strategy	Overview of opportunities through both new and existing communications channels to incorporate and promote the revised website with key audiences
Process Map	Outline of all major tasks and responsibilities within the work cycle for this deliverable, including procedures and timelines for content submissions and updates to existing elements and/or copy
Editorial Plan	Sample editorial plan for the upcoming year, incorporating major College and departmental milestones and how these will materialize throughout the website
Reporting Plan	Summary of reporting metrics and frequency of collection

Timeline

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	August 2018	Plan Approval; Consultation with Black Cat Advertising
	September 2018	Content Creation, Curation & Review
	October 1, 2018	Revisions Complete
	October-December 2018	Metrics Collection
	December 2018	Internal Review (in preparation for Campaign)

Architecture



Existing Architecture

Wireframes

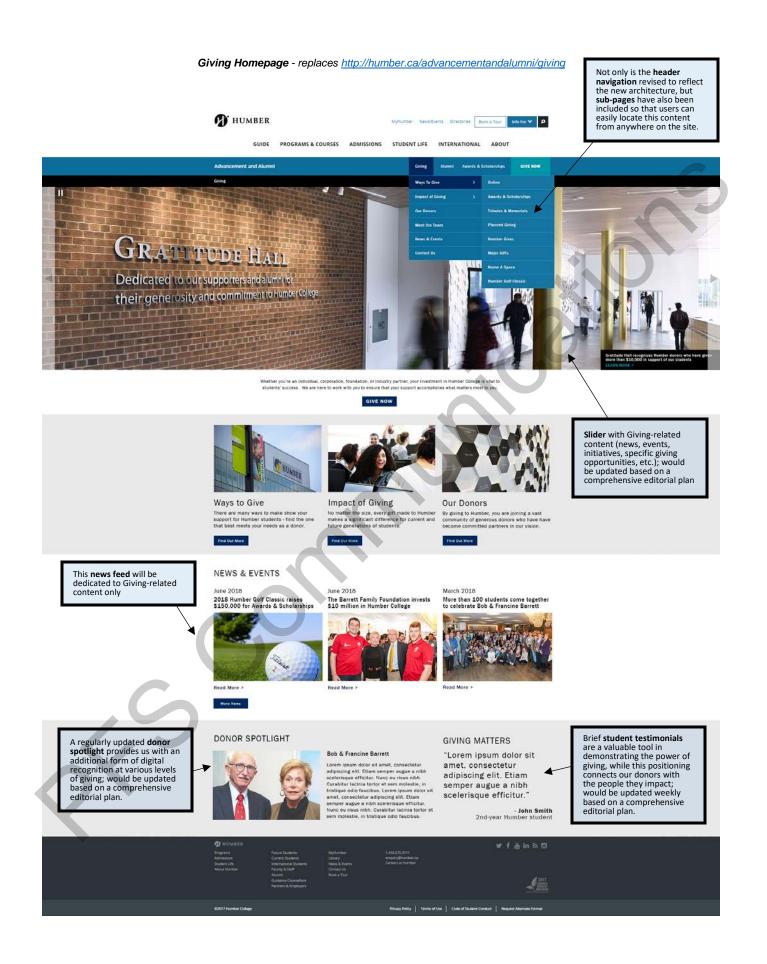
NOTE: All copy is in draft form and is meant to demonstrate space allowances; final copy will be compiled once project plan is approved.

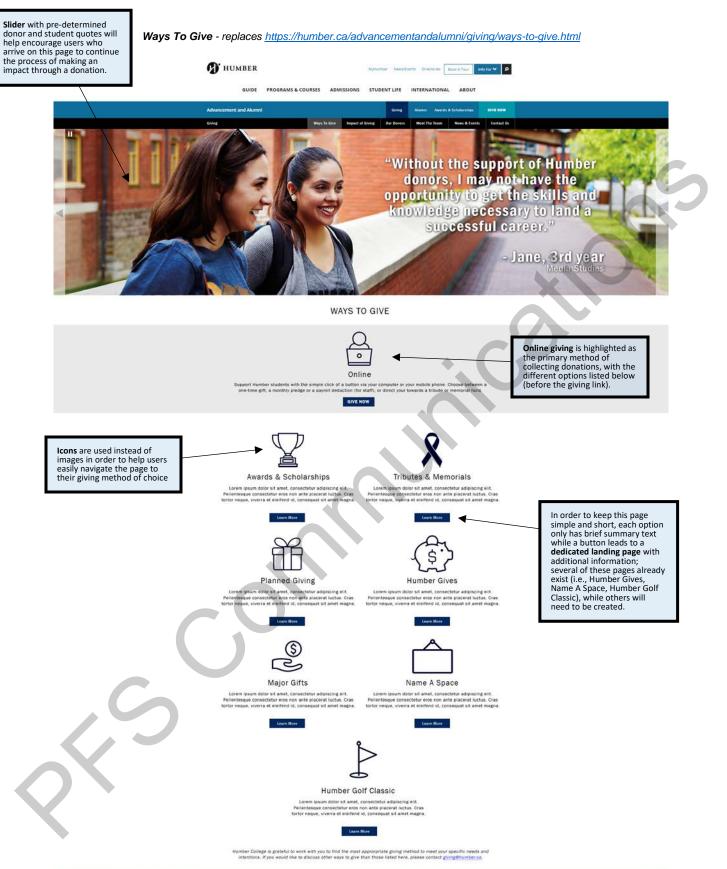
Dedicated giving links are standard

across the industry. By making this button a permanent fixture on the Advancement and Alumni Homepage - replaces http://humber.ca/advancementandalumn navigation bar that covers all pages, we can increase awareness and potential participation in our () HUMBER MyHumber News/Events Directories Book A Tour Info For 🗸 👂 fundraising efforts. GUIDE PROGRAMS & COURSES ADMISSIONS STUDENT LIFE INTERNATIONAL ABOUT ment and Alum CIVE NOW WE ARE WITH YOU ALL THE WAY AODA-compliant sliders with Advancement and Alumni is committed to furthering the vision of Hi by engaging alumni donors, and cultivating philanthropy, sponsorships An Advancement and descriptive text have been used ips and pa and the Alumni-specific mission has on other pages within the Humber architecture. This element allows us to optimize been added to help foster awareness of our function and to contribute to a space on the page by promoting culture of philanthropy at timely and relevant content on an the College. evolving basis and reserving the other real estate for more permanent content. This specific YOU slider will primarily feature imagery that best represents our function at the College. Giving Alumni Awards & Scholarships Stay up-to-date on the latest news and events while taking advantage of exclusive benefits and services available only to Humber alumni Learn how to apply for donor-fo support that eases the pressu Discover how our supporters are making a difference for Humber and our students, and why you should make an impact of your own nded financial es of tuition as Find Out More NEWS & EVENTS Tweets or or This news feed is meant to er Alumni June 2018 provide a simple means of keeping content fresh and June 2018 The Barrett Family Foundation invests \$10 million in Humber College 2018 Humber Golf Classic raises \$150,000 for Awards & Scholarships Content on all pages has been condensed and refined updated on our homepage by pulling in all news and updates that are currently funneled into to optimize effectiveness for online and digital channels from the <u>Giving News</u> & Events page and the <u>Alumni In The</u> News page. Read More Read More March 2018 January 2018 Alumnus Gord Gillies honoured with Communication and Leadership Award Celebrating the Opening of the Carol Reid Early Childhood Education Lab • her journey from Hu ee her advice to new grads here >> Read More >

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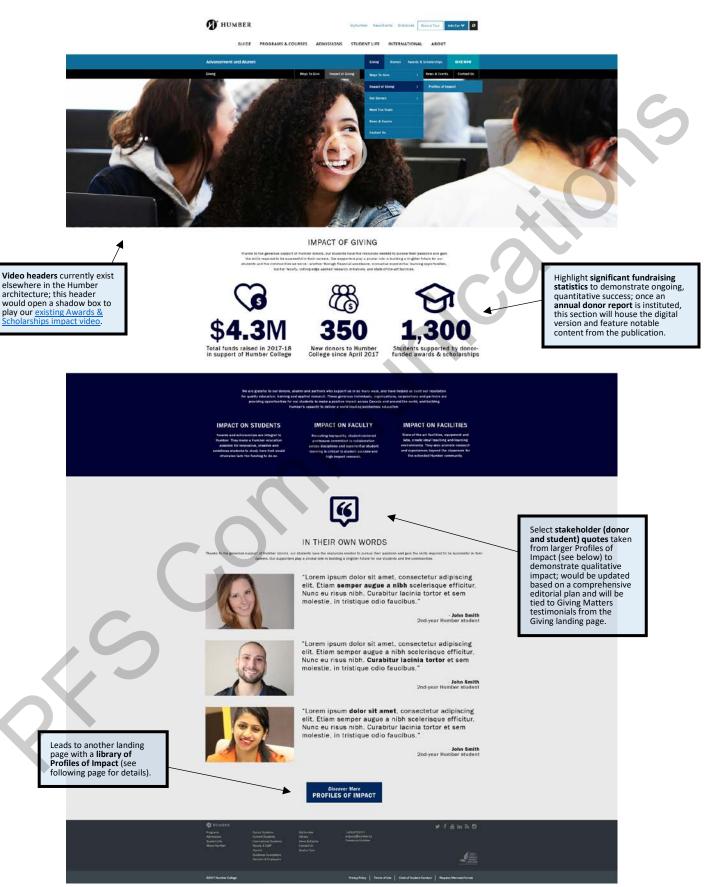
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Impact of Giving – replaces https://humber.ca/advancementandalumni/giving/giving-matters.html



Profiles of Impact - replaces https://humber.ca/advancementandalumni/giving/giving-matters/thank-you-to-our-donors.html and https://humber.ca/advancementandalumni/giving/giving-matters/student-stories.html



Our Donors



The Barrett Family Foundation is breaking new ground at Humber Lorem ipsum dolor sit amet, consectetur adipiscing elit Nulla metus magna, maximus at eleifend quis, posuere urna. Quisque ut semper ipsum.



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Bringing outdoor learning to Humber's Early Childhood Education program Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla metus magna, maximus at eleifend quis, posuere at urna. Quisque ut semper ipsum.



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These Barrett Scholars are the future of technology innovation Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla metus magna, maximus at eleifend quis, posuere at urna. Quisque ut semper ipsum.

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The profiles distinguished between Donors and Students.

As new profiles are added, they will be cross promoted across the Giving website (see other wireframes for references to this).

The page is designed as a feed so that new stories can be added on an ongoing basis.



This profile library houses fulsome, 250-300 word (max.) profiles of donors, students and projects that demonstrate the impact of philanthropy at Humber; the tone of these profiles would be lighter and more emotional than content from the News & Giving pages; each profile is housed on a separate landing page; profiles and testimonials that exist elsewhere on the current website will be incorporated into this page during the transition.





Peggy Thompson is taking the world by storm thanks to one special donor Lorem ipsum dolor sit amet, consectetur adipiscing e Nuila metus magna, maximus at eleifend quis, posue urna. Quisque ut semper ipsum.

Our Students

HUMBER

Learn More

HUMBER

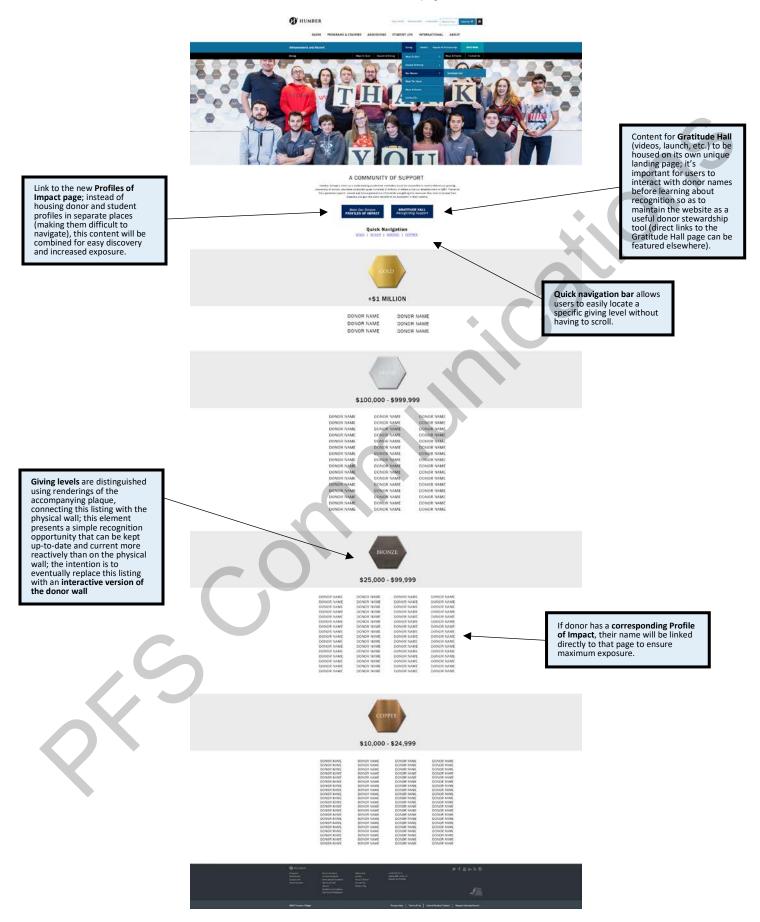
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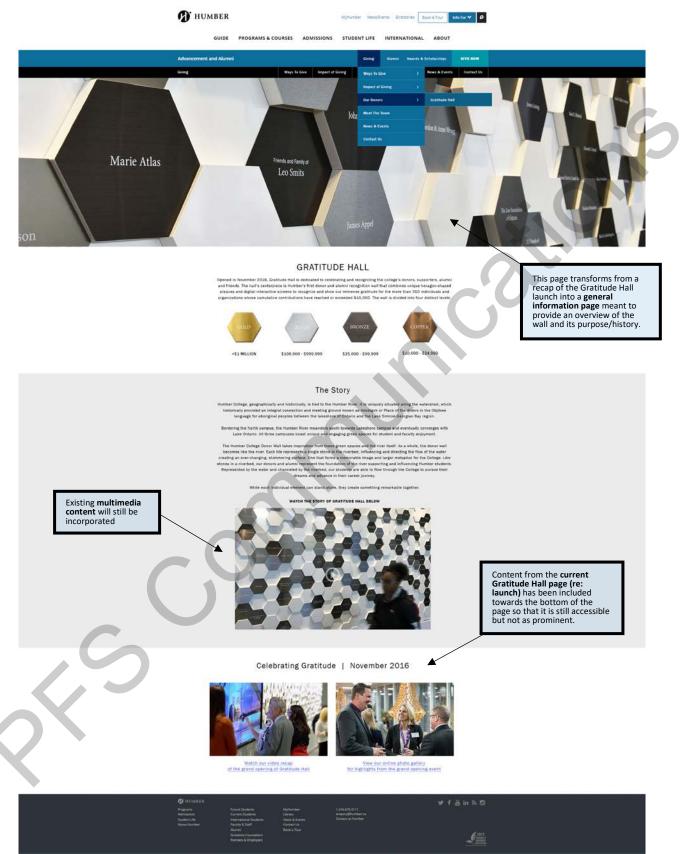
How an entrance scholarship helped John Smith take his next step

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Our Donors – new page

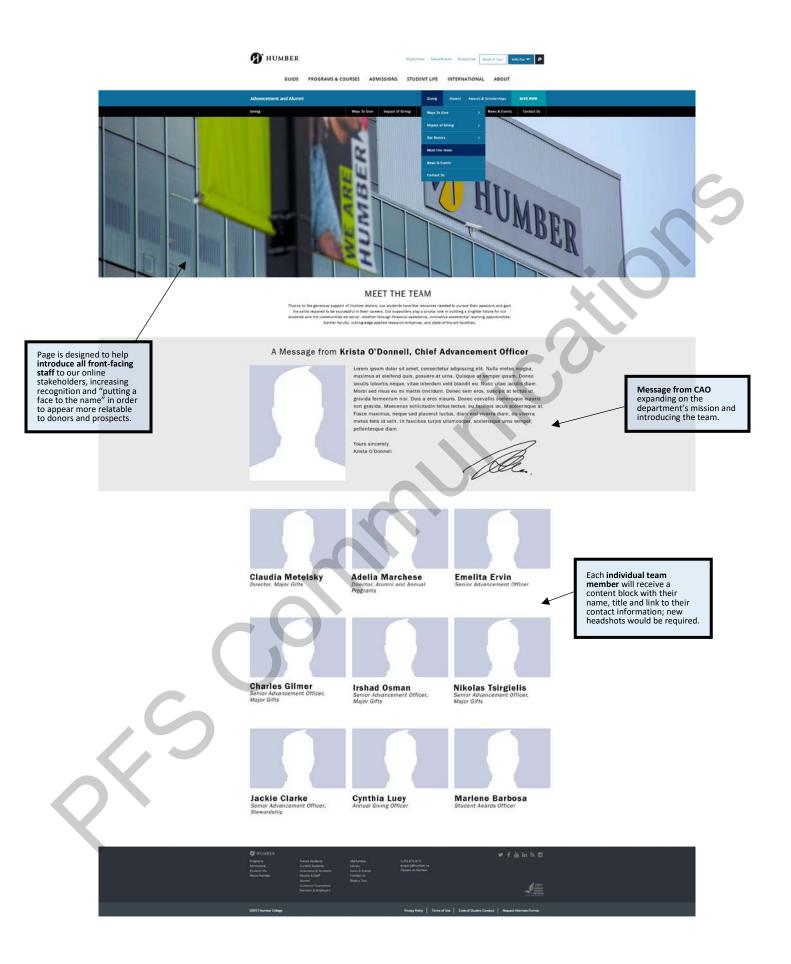


Gratitude Hall - replaces http://humber.ca/advancementandalumni/giving/gratitude-hall-opening.html



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This page largely remains unchanged in design elements and layout, however, thanks to a comprehensive editorial plan, content will be **posted** more frequently – thus keeping it current.

News & Events - replaces http://humber.ca/advancementandalumni/giving/news-and-events.html



NEWS & EVENTS



HUMBER AND CISCO JOIN FORCES TO ENHANCE TECHNOLOGY-DRIVEN EDUCATION June 28, 2018 June 28, 2018 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla metus magna, maximus at eleifend quis, posuere at una. Quisque ut semper ipsum. Opne laculis lobortis neque, vitae interdum velt blandri eu. Nune vitae laculis diam



RECORD-BREAKING \$176.000 RAISED FOR STUDENT SUPPORT ATTHE 2018 GOLF CLASSIC June 28. 2018 Lorem ispami dolor sit amet, consectetur adjuscing elit. Nulla metus magna, maximus at electrical quis, possectet at urna. Quisque ut semper ipsum. Donec iaculis loliorits neque, vitee interdum velit blandit eu. Nunc vitae iaculis diam



CELEBRATING THE OPENING OF THE CAROL REID EARLY CHILDHOOD EDUCATION June 28, 2018

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HUMBER CELEBRATES THE OPENING OF GRATITUDE HALL June 28, 2018

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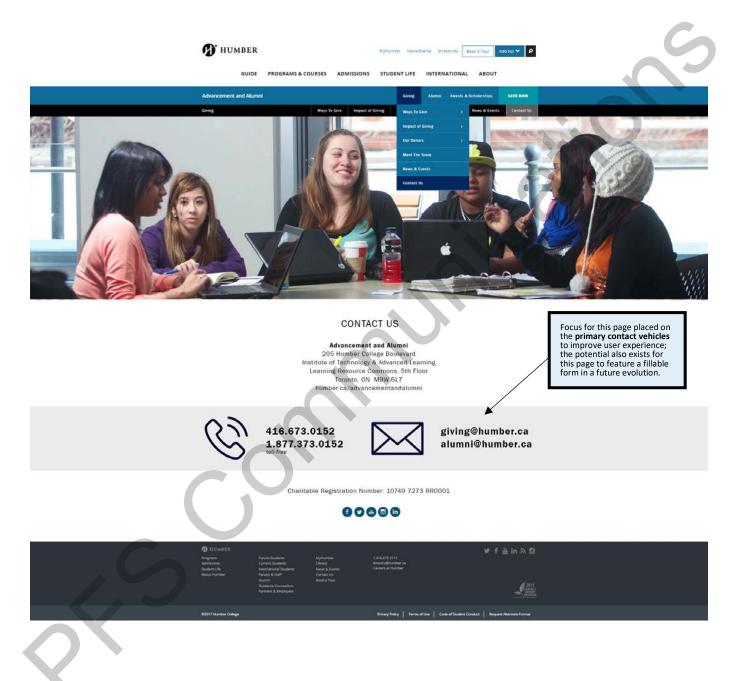
HUMBER GRAD RON SUTER WINS 2016 PREMIER'S AWARD June 28, 2018

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Contact Us - replaces http://humber.ca/advancementandalumni/giving/news-and-events.html



Integration Strategy

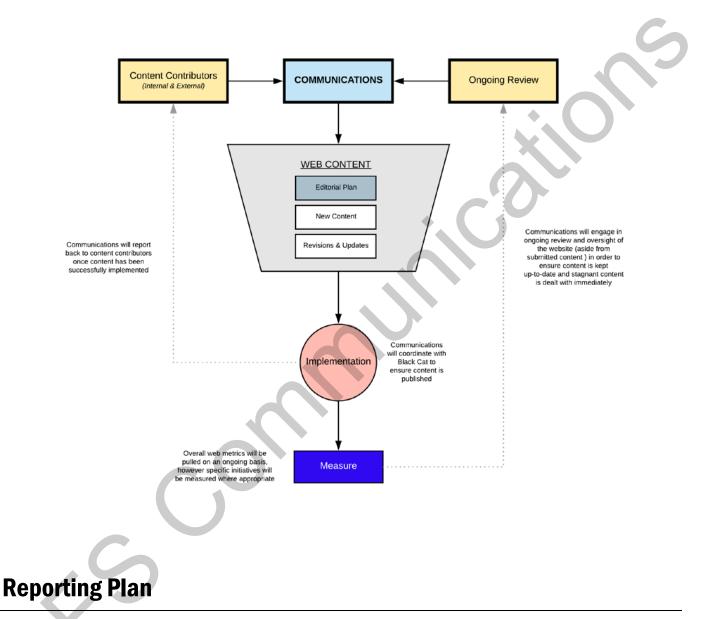
In order to communicate the revised website out to key stakeholders, and to help encourage increased traffic as the department measures the impact of these revisions, a **comprehensive integration strategy** will be initiated once the website has been finalized in order to consolidate the new website with our existing communications.

Editorial Platforms Beginning w/ October 2018 Issues	Social Media	Email Marketing	Donor Communications
 Alumni News Revised email header with link to the main Giving landing page 	 All new content (i.e., news and profiles) shared on the appropriate channels on an ongoing basis 	All email templates, wherever possible, include a link to the Giving page in the header (or in the copy)	• Existing major donors on the donor wall invited to visit the "Our Donors" page to view their recognition
 Monthly fundraising story links to page hosted on the Giving website Giving link at bottom of publication redirected to new Ways to Give page to foster greater understanding of different methods of giving 	"Profiles of Impact" shared with links and custom graphics or images using overlaid pull quotes	New email sent to interested alumni prospects mirroring the Ways to Give page	 Website specifically listed as recognition opportunity in donor appeals "Profiles of Impact" promoted to prospects in conjunction with appeals as a demonstration of philanthropic impact, as
 Gratitude Magazine Website links included alongside articles where appropriate to promote cross-channel engagement 			well as existing donors to encourage participation

While our initial integration will include the actions and examples listed above, this list is non-exhaustive and will evolve over the course of the new website's implementation. Any significant new content (i.e., a new landing page or portal for a specific initiative, the launch of a new and/or ongoing initiative with an associated landing page) will be accompanied by communications plan that will incorporate all channels uniquely (including those listed above) in order to maximize exposure.

Process Map

To maintain quality and brand standards among all pages in the Giving section, **all content and updates will be managed through the Communications function** of Advancement & Alumni. Through this process, we can achieve a consistent lookand-feel across the channel (including elements such as copy length, incorporation of key messaging, selection of imagery an creative elements, etc.) and can



In order to ensure the success of this evolution, it is imperative that we remain abreast of how the website is performing on a regular and ongoing basis through a dedicated reporting plan. Below is an overview of the metrics we will seek to collect on the **first business day of each month post-implementation**. As Black Cat currently holds the access to Google Analytics for the Humber website overall, it may be necessary to request a monthly report be pulled with our desired metrics.

- Total Traffic
- # of Unique Visitors
- Page Views (Overall and Specific)
- Traffic Sources
- Bounce Rates
- Time Spent on Site
- # of Pages Viewed (Pathways)
- Visitor Conversion Rate (re: donations)

Editorial Overview (8-month period)

		20)18			20)19	
	SEPT	ОСТ	NOV	DEC	JAN	FEB	MAR	APR
Advancement and Alumni Website								
Advancement and Alumni - Homepage								
Header Slider		x1		x1		x1		×1
Giving - Homepage								
Header Slider	x3	x3	x3	x3	x3	x3	x3	x3
Donor Spotlight	x1	x1	x1	x1	x1	x1	x1	x1
Giving Matters (Quote)	x2	x2	x2	x1	x2 💧	x2	x2	x2
Giving - Ways To Give								
Header Slider (Profiles)		x1		x1		x1		x1
Giving - Impact of Giving								
Profiles of Impact (Highlights)		x1		x1		x1		x1
Giving - Profiles of Impact								
Profiles	OG	OG	OG	OG	OG	OG	OG	OG
Giving - News & Events								
Articles	OG	OG	OG	OG	OG	OG	OG	OG
Giving - Other								
Overall Content (Images/Copy)	REV		REV		REV		REV	
Impact of Giving (Reporting)				REV				REV
Donor Listing				REV				REV
						-	-	

x(#) – number of revisions $\ \mid$ OG – ongoing $\ \mid$ REV – review and revise

Detailed Monthly



Date	Deliverable
	Profiles of Impact
5	John Smith (Donor)
5	Peter Thomas (Student)
20	Patricia Newman (Student)
26	The Gordon Family Foundation (Donor)
	Header Sliders
10	Revise (Homepage) - include slide A, slide B, slide C
17	Revise (Homepage) - replace slide C with Gift Announcement
24	Revise (Homepage) - replace slide A with slide B
14	News & Events Gift Announcement
	Spotlichte
12	Spollights The Barrett Family Foundation (Droce Spollight)
12	The Barrett Family Foundation (Donor Spotlight)
12 12 27	
12	The Barrett Family Foundation (Donor Spotlight) Chris Topper (Giving Matters - Student)
12	The Barrett Family Foundation (Donor Spotlight) Chris Topper (Giving Matters - Student)
12	The Barrett Family Foundation (Donor Spotlight) Chris Topper (Giving Matters - Student) Barb Fenway (Giving Matters - Faculty)