University Advancement, University Relations and Enrollment Management Committee

# May 2018

# RADFORD UNIVERSITY Board of Visitors

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#### UNIVERSITY ADVANCEMENT, UNIVERSITY RELATIONS AND ENROLLMENT MANAGEMENT COMMITTEE 10 a.m. \*\* MAY 3, 2018 MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM THIRD FLOOR, MARTIN HALL, RADFORD, VA

#### DRAFT AGENDA

#### CALL TO ORDER Ms. Krisha Chachra, *Chair* APPROVAL OF AGENDA Ms. Krisha Chachra. Chair **APPROVAL OF MINUTES** Ms. Krisha Chachra, Chair o February 15, 2018 meeting ENROLLMENT MANAGEMENT REPORT Ms. Kitty McCarthy, Vice President for • Recruitment Update Enrollment Management UNIVERSITY ADVANCEMENT REPORT Ms. Wendy Lowery, o Comparative Giving Report Vice President for o FY18 Major Gift Highlights University Advancement • Spring Fever • Capital Campaign Update UNIVERSITY RELATIONS REPORT Mr. Joe Carpenter, • Branding and Marketing Update Vice President for University Relations and • NCAA Tournament Marketing and Impact Chief Communications Officer

OTHER BUSINESS

• ADJOURNMENT

Ms. Krisha Chachra, Chair

Ms. Krisha Chachra, Chair

\*\* All start times for committees are approximate only. Committees meet sequentially in the order appearing. Meetings may begin either before or after the listed approximate start time as committee members are ready to proceed.

#### **University Advancement, University Relations and Enrollment Management Committee:**

Ms. Krisha Chachra, Chair Ms. Karyn K. Moran Mr. Robert A. Archer Mr. James R. Kibler, Jr. Ms. Lisa Throckmorton

# May 2018 Meeting Materials

# RADFORD UNIVERSITY Board of Visitors

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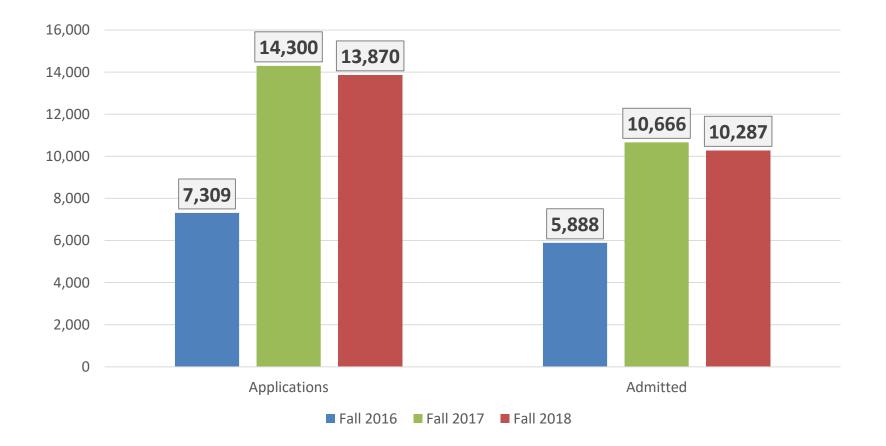
# Recruitment Update



**Board of Visitors** 

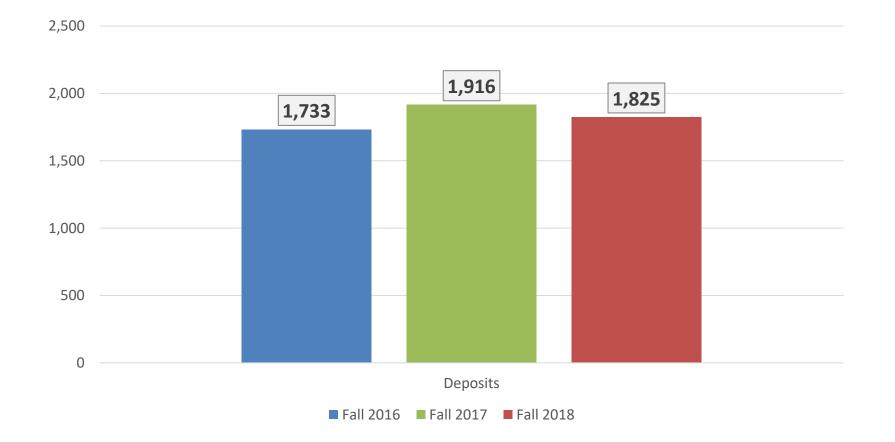
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## New Freshmen Applications (May 2nd)



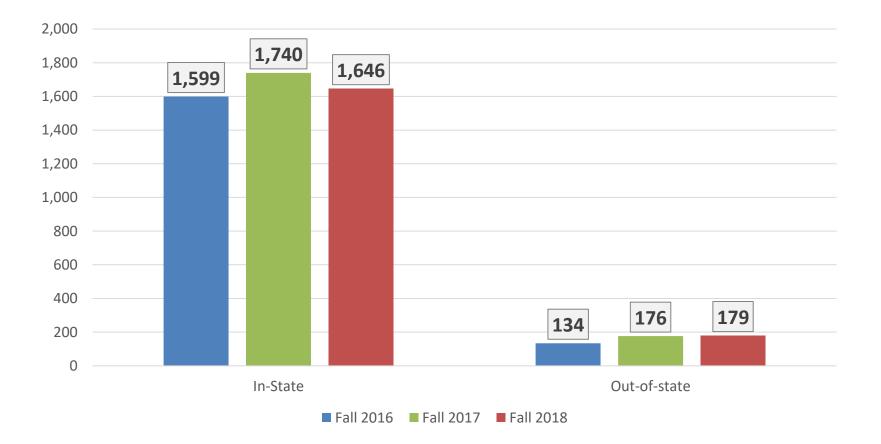
**RADFORD UNIVERSITY** 

### New Freshmen Deposits (May 2nd)



**RADFORD UNIVERSITY** 

## New Freshmen Deposits by Residency (May 2nd)



RADFORD UNIVERSI

# New Freshmen Deposits by VA Region (May 2nd)

Region	Fall 2016	Fall 2017	Fall 2018
Central Va	163	139	129
Northern Va	499	480	414
Peninsula	78	113	107
Richmond	195	198	201
Roanoke Metro	122	120	144
South Central	44	59	50
Southwest	193	235	228
Tidewater	147	180	187
Valley	150	191	182
In-State, Unknown	8	25	4

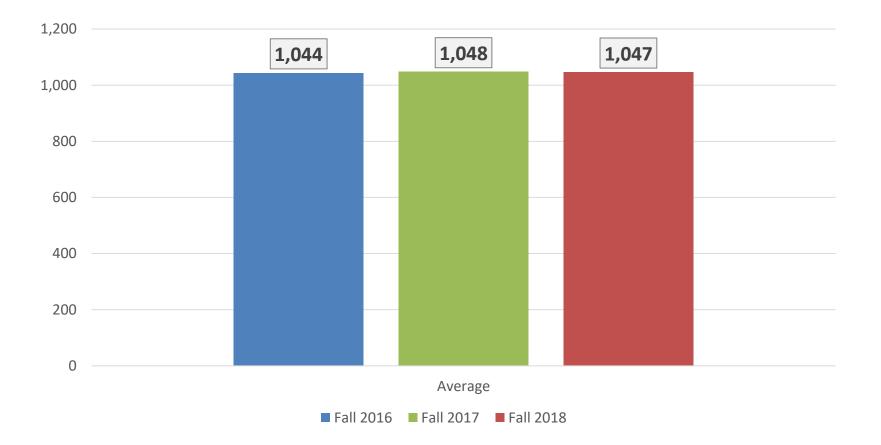
# New Freshmen Deposits by Top States (May 2nd)

State	Fall 2016	Fall 2017	Fall 2018
Maryland	25	46	38
District of Columbia	15	15	27
North Carolina	14	25	26
Pennsylvania	10	6	11
New Jersey	11	9	9
West Virginia	7	10	9
Florida	6	7	8
Tennessee	2	4	6
Georgia	6	4	5
New York	7	4	5

# New Freshmen Deposits by Ethnicity (May 2nd)

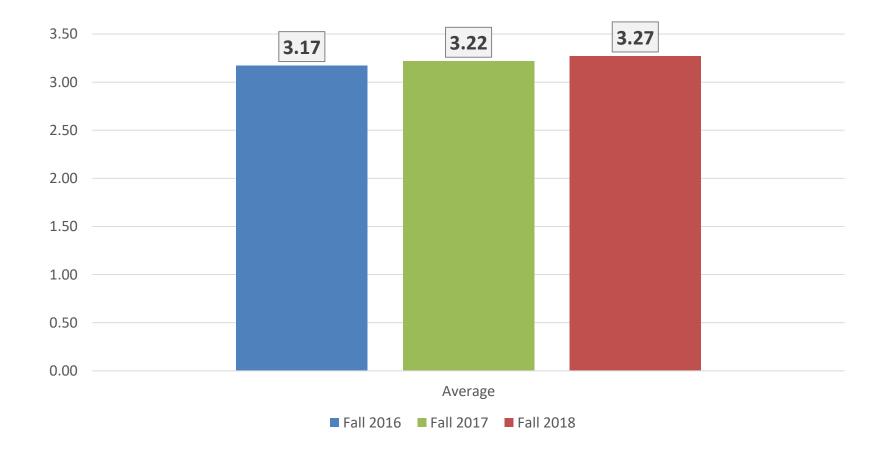
Ethnicity	Fall 2016	Fall 2017	Fall 2018
American Indian or Alaska Native	0	3	5
Asian	34	18	28
Black or African American	316	353	350
Hispanic	145	156	153
Native Hawaiian or Other Pacific Islander	0	2	2
White	1,140	1,208	1,114
Two or more races	68	118	118
Nonresident Alien	4	4	6
Race and Ethnicity Unknown	26	54	49

### New Freshmen Deposits Average SAT Scores (May 2nd)



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## New Freshmen Deposits Average High School GPA (May 2nd)

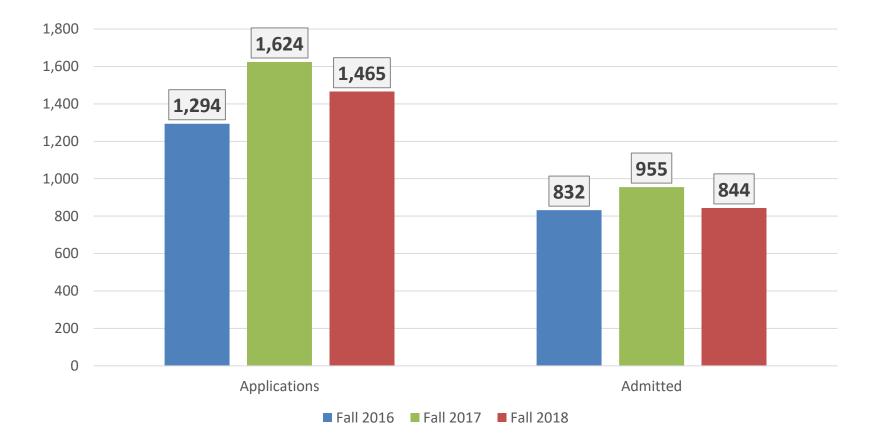


Office of Enrollment Management

- JMU, VCU, ODU, VT, Longwood
- Campus environment, academic reputation, location, major, cost

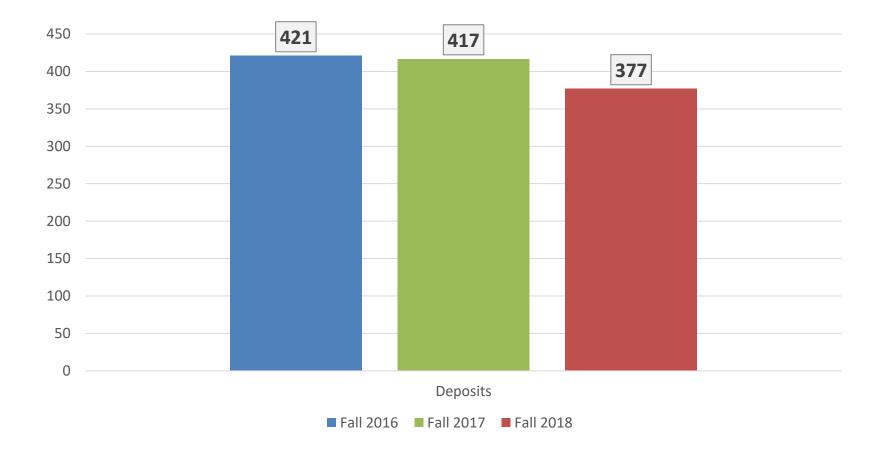
- Cost:
  - 46.5% as expected
  - 17.6% less
  - 16.5% more

# New Transfer Applications (May 2nd)



Office of Enrollment Management

## New Transfer Deposits (May 2nd)



RADFORD UNIVERSITY



• New applications – freshman and transfer

- Managing melt
- New student orientation
- Assess and plan

# Discussion



# Office for University Advancement and Alumni Relations



**Board of Visitors** 

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## **Comparative Giving Report**

#### Radford University - University Advancement

#### Fiscal Year-to-Date Giving:

	FY 2017-2018 (7/1/17 - 4/25/18)	FY18 - % Increase over FY17	FY 2016-2017 (7/1/16 - 4/30/17)	FY 2015-2016 (7/1/15 - 4/30/16)	FY 2014-2015 (7/1/14 - 4/30/15)
New Pledge Balances	\$11,097,910	36%	\$7,112,896	\$1,077,193	\$823,770
Current-Year Pledge Payments	\$319,266	-48%	\$473,330	\$291,977	\$289,682
New Planned Gifts	\$1,565,555	24%	\$1,192,050	\$4,840,000	\$982,000
Outright Cash Gifts	\$1,447,846	9%	\$1,317,022	\$940,547	\$1,182,210
Gifts-in-kind	\$268,231	55%	\$119,488	\$191,698	\$189,921
Sponsored Programs	\$48,692	n/a	\$42,485	\$10,000	n/a
Total Giving	\$14,747,499	30%	\$10,257,270	\$7,351,415	\$3,467,584
Total Number of Donors	4,919	-3%	5,050	4,142	4,447

\*FY18 as of April 25th; other FYs are final as of April 30th

#### Fiscal Year-End Giving:

	FY 2016-2017 Final	FY 2015-2016 Final	FY 2014-2015 Final	FY 2013-2014 Final
New Pledge Balances	\$7,311,589	\$1,160,325	\$505,474	\$1,100,504
Current-Year Pledge Payments	\$544,121	\$344,401	\$793,813	\$513,692
New Planned Gifts	\$1,192,050	\$5,090,000	\$1,282,000	\$752,500
Outright Cash Gifts	\$1,563,936	\$1,178,318	\$1,336,277	\$1,365,443
Gifts-in-kind	\$128,299	\$223,955	\$200,775	\$105,257
Sponsored Programs	\$52,485	\$10,000	n/a	n/a
Total Giving	\$10,792,480	\$8,006,999	\$4,118,339	\$3,837,397
Total Number of Donors	5,253	4,435	4,731	Page 20 of 92

#### Office for University Advancement

# FY18 Major Gift Highlights





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#### Office for University Advancement

# **Spring Fever**

#### Total Raised: \$37,174

(includes \$5,049 from seniors for the Highlander Senior Class Scholarship)

Unique Donors: 991 (includes 474 senior donors and 138 first-time donors!)

<u>Most Donors</u>: College of Humanities and Behavioral Sciences (272 donors)

Most Dollars: College of Business and Economics (\$9,006)

Spring Fever Bash: Nearly 250 students and close to 50 faculty/staff members



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#### Office for University Advancement

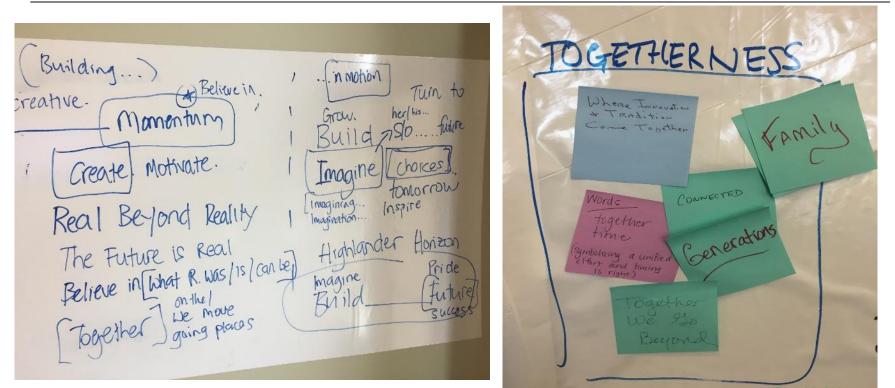
# Spring Fever Bash



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#### Office for University Advancement

# Capital Campaign Update



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#### Office for University Advancement

### Save the Date - Homecoming October 19-21, 2018



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#### Office for University Advancement

# Discussion

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**University Advancement** 

# University Relations Update

**Board of Visitors** 

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# **Advertising Update**

Media Tactic	Market(s)	Placement Details	Delivery (thru 3/15)*	% Comp.
Out of Home	<ul><li> Roanoke</li><li> Northern Virginia</li><li> Richmond</li></ul>	<ul> <li>ROA Airport Digital Wall Screen (Annual)</li> <li>Bus Kings &amp; Rail Station Posters in NOVA (WMATA)</li> <li>Digital billboards on I-64, I-95 (Jan 2018)</li> </ul>	13.6M impressions	97%
Print	All Markets	<ul> <li>USA Today College Guide, VA Colors, VA Business, Washington Monthly, Richmond Mag, Delta Sky, AA Mag</li> </ul>	1.84M impressions	80%
τv	<ul> <li>Roanoke/Richmond /Norfolk</li> <li>Various (NCAA)**</li> </ul>	<ul> <li>4-week TV run in all markets in January/early February</li> <li>4-week TV extension in Norfolk market 2/19-3/25</li> <li>:30 in-game spots during NCAA play-in game &amp; first round</li> </ul>	17.5M impressions	100%
Radio	<ul><li> Roanoke</li><li> DC/Virginia</li></ul>	<ul> <li>Stations include WSLC, WXLK, WROV, WJJS, WYYD, WSNV</li> <li>NPR "With Good Reason" underwriting</li> </ul>	1.9M impressions	75%
Streaming Audio	Priority Markets	• Pandora	628K audio spots	67%
Online Video	All Markets	<ul> <li>DynAdmic partnership to support General/Multicultural message</li> <li>ZEFR (contextual youtube) partnership to support COBE message</li> </ul>	2.7M video plays	54%
Digital Display	All Markets	<ul> <li>Amobee &amp; AdTheorent; site list includes, but not limited to BuzzFeed, Roanoke.com, Forbes</li> </ul>	25.9M impressions	69%
Paid Social	Priority Markets	Facebook, Instagram	2.7M impressions	56%
Paid Search	All Markets	• Google	57,811 clicks Page 28 of 92	58%

#### **University Relations**

\*\*Additional info on markets presented on slide 6 RADFORD UNIVERSITY

# **Key Performance Indicators Update**

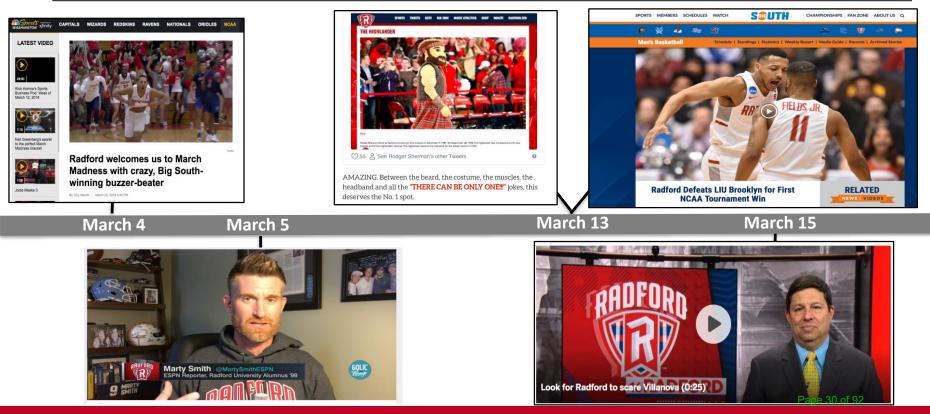
Global KPI	FY18 YTD	FY18 Goal	% Comp YTD	% Goal Pacing*	Global KPI Notes
Advertising Impressions	68,294,658	85,750,000	80%	+ <b>26</b> %	Introduction of Broadcast & Cable TV during Q1 2018 aided in bump of impressions during this period.
Admissions Section Sessions	320,060	500,000	64%	+7%	Website visitation is on pace with FY18 projection.
Application Page Inquiries	31,392	51,275	61%	+2%	Includes all "Apply Now" inquiries that direct www.radford.edu users to the application portal
Digital KPI	FY18 YTD	FY18 Goal	% Comp YTD	% Goal Pacing*	Digital KPI Notes
Digital Impressions	32,662,241	48,000,000	68%	+13%	Digital media represents 48% of all advertising impressions.
Digital Impressions Marketing Landing Page Sessions	32,662,241 151,679	48,000,000 188,000	68% 80%	+13% +26%	
Marketing Landing					impressions. Elevated rate of web page visits can be attributed to a

#### **University Relations**

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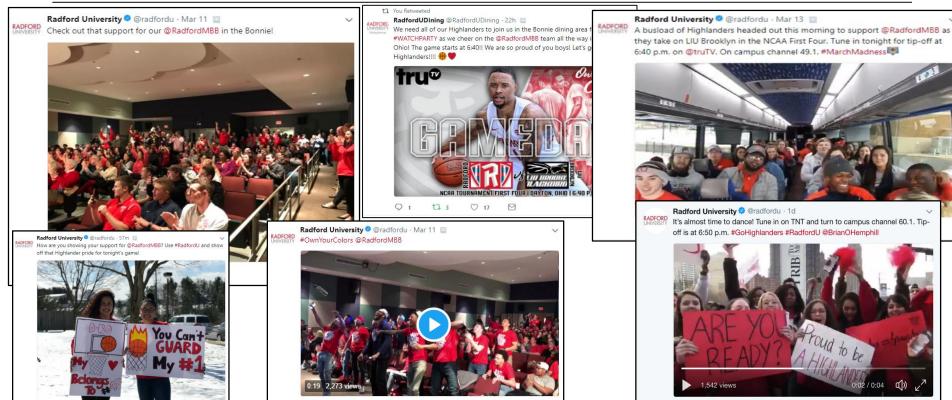
of FY campaign completed

# **NCAA Tournament Coverage Milestones**



#### **University Relations**

# Promotion



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#### RADFORD UNIVERSITY

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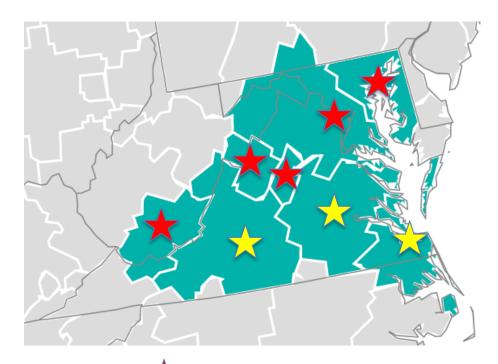
# **Paid Media Activity**

- 9 TV Markets
- Advertising included :30 sec in-game spot, :10 sec billboard & digital banners in select market
- Total est. 437,549 impressions

#### Markets Include:

Baltimore, MD	Richmond, VA
Bluefield, WV	Roanoke, VA
Charlottesville, VA	Washington, DC
Harrisonburg, VA	Wilmington, NC
Norfolk, VA	(not pictured)



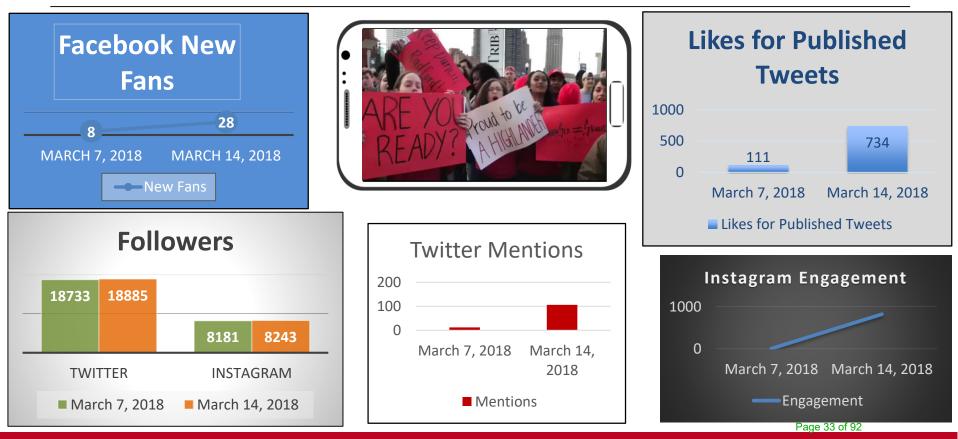


first time in market on TV Page 32 of 92

#### RADFORD UNIVERSITY

#### **University Relations**

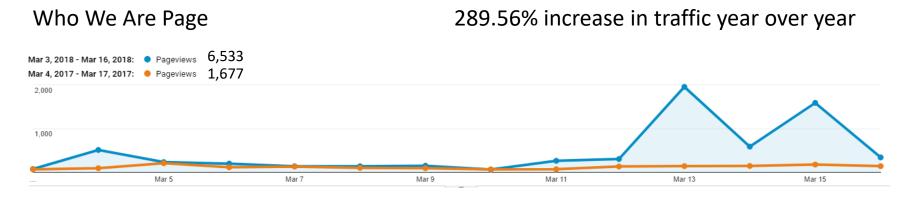
# Social Media Assessment



**University Relations** 

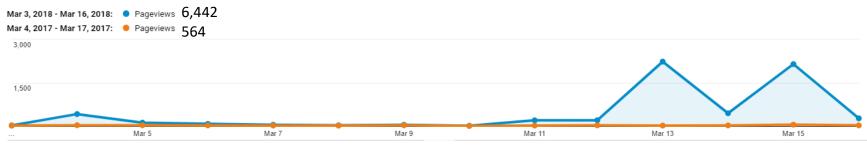
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# Web Communications Assessment



Where We Are Page

#### 1,042.20% increase in traffic year over year

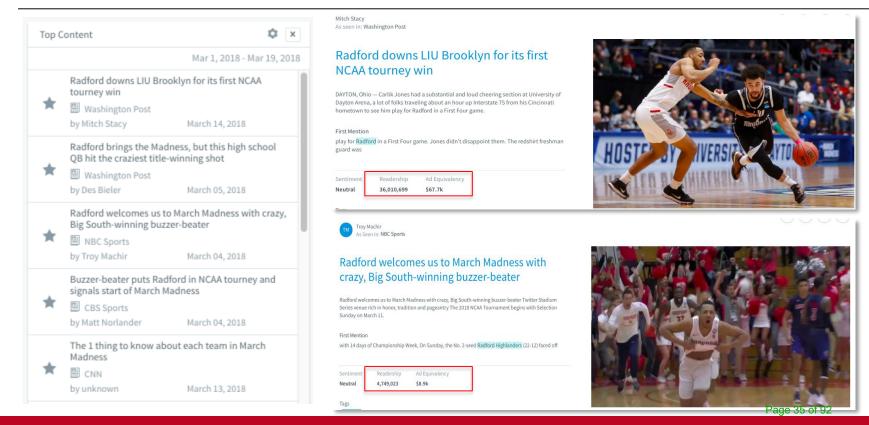


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#### **RADFORD UNIVERSITY**

#### **University Relations**

## **Earned Media Assessment**



#### RADFORD UNIVERSITY

#### University Relations

# **Earned Media Assessment**

Media Performance Metrics	🌣 🗙	Social Amplification	🌣 🗙	U.S. vs International Mer	ntions	<b>\$</b> ×
Radford University   NCAA Baske Mar 1	, 2018 - Mar 19, 2018	Radford University   NCAA Baske	Mar 1, 2018 - Mar 19, 2018	Radford University   NCA	A Baske Mar 1, 2018	- Mar 19, 2018
7k		Total Shares	45,790	United States		93%
5k		Total Shares	45,790			
5k		f		International		7%
3k		<b>y</b>		Lord		¢ ×
k				Local		
k		<b>6</b> 0		Radford University   NCA/	A Baske Mar 1, 2018	- Mar 19, 201
		in		Virginia	Fairfax	38%
Enter key message here	⊕,▼ +				Roanoke	31%
Passing Mentions	6,495	0		Virginia	Richmond	19%
TV and Radio Coverage	1,903	0 10k 20k	30k 40k		Norfolk	13%
		Facebook	43,472			
Feature Articles	1,622	Twitter	2,295			
– Headline	418					
High Performance Articles	402					
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#### University Relations

# Conclusions



ANALYSIS | Radford University | NCAA Basketball Tournament over Mar 1, 2018 - Mar 19, 2018

ANALYSIS | Radford University | NCAA Basketball Tournament over Mar 1, 2018 - Mar 19, 2018

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### **University Relations**

# **Discussion**

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**University Relations** 

# **Addendum Slides**

**University Relations** 

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The first W of #MarchMadness goes to Radford! # #MarchMadness





Brian O. Hemphill @BrianOHemphill Mar 4

Thank you, my friend! We are looking forward to our trip to the big dance.



Hide Conversation



Ángel Cabrera Congratulations 10d @BrianOHemphill and @radfordu!! Wow!

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17 5



Krisha Chachra @KrishaChachra 15 hours ago · Radford

We're in! See you in Pittsburgh! @radfordu @ReadyforRadford @marchmadness #proudBOVmember...





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### RADFORD UNIVERSITY

V

17 You Retweets

#### Radford's Men's Basketball Team Advances to the NCAA Tournament



Radford University is the Big South champion and will be dancing in the NCAA Tournament.





The look on @RadfordMBB Coach Jones' face last night when we visited, as he considered the impact of victory on a program he built "brick-by-brick," was priceless, a sly half grin and a head held high. Huge moment for all Highlanders. Congratulations.

#NRV2AmericasLivingroom



Radford Highlanders © @ru\_athletics - 21h III Raise your 👶 if you were ranked as the No. 1 mascot in @marchmadness usat.lv/2FBVpO3 #Time2Dance #MarchMadness



Radford University 🥝 @radfordu · Mar 11 🔤 Congrats to the Men's Basketball Team! RT @RadfordMBB: The Highlanders are DANCIN' to Dayton this Tuesday at 6:40PM EST

#### #Time2Dance



RADFOR

Radford University shared Radford Men's Basketball's post March 5 at 8:50am · @

Thanks to our Radford Family for showing off your Highlander Pride during vesterday's exciting Radford Men's Basketball game!



Radford Men's Basketball March 4 at 10:05pm · @

Like Page

We would like to thank the 3 859 fans that made a sold out Dedmon Center a true March Madness environment

#Time2Dance #OwnYourColors

Like	Comment	8	Share	Hootlet
00 157			Chro	nological <del>-</del>

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### RADFORD UNIVERSITY

#### Radford University 🤣 @radfordu · 4h

RADFORD UNIVERSITY

The **#RadfordFamily** is proud of our Men's Basketball team. Join the Highlander Nation today on the river side of the Dedmon Cntr to welcome them home! RT **@ru\_athletics:** .**@RadfordMBB** is well on its way home from Pittsburgh and should arrive at the Dedmon Center around 4:15-4:30 pm!

Q 176 ( 21 )

### Radford University @ @radfordu · 5h

RT @BrianOHemphill: Love reading the articles capturing the grit of @RadfordMBB and the spirit of the @radfordu Family. @radford\_alumni #GoHighlanders #RadfordFamily @marchmadness @espn



Joe Starkey: Radford has grace and joy after lopsided defeat There was nothing particularly memorable about top-seeded Villanova's 87-61 beatdown of 16th-seeded Radford on Thursday night. Not in the flow ... post-gazette.com

#### Radford University March 5 at 5:00pm · @

In case you missed it, we're going to the NCAA Tournament! Please join us in sending a huge congratulations to the Radford Men's Basketball team on their victory. #Time2Dance #OwnYourColors





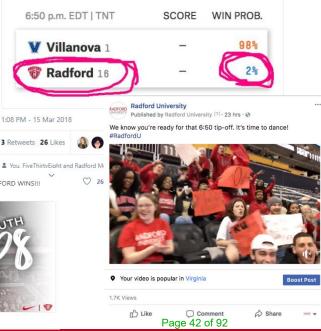
- Radford University @ @radfordu · Mar 4
  - RT @RadfordMBB: CARLIK HITS THE BUZZER BEATER AND RADFORD WINS!!! RADFORD IS YOUR BIG SOUTH CHAMPION!







So...You're saying there's a chance...



### **RADFORD UNIVERSITY**

#### tl You Retweeted



Marty Smith @ @MartySmithESPN · Mar 4 Go Highlanders!



#### M 1] 631 O 45

Radford University @ @radfordu · 57m RADFORD How are you showing your support for @RadfordMBB? Use #RadfordU and show off that Highlander pride for tonight's game



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Radford University 🗢 @radfordu · Mar 11 🔤 RADFORD Check out that support for our @RadfordMBB in the Bonnie!



Radford University @ @radfordu · 22h RADFORD The Radford Family is proud of our @RadfordMBB Team. It was a great season!



♡ 390 M Q 6 115

#### Radford University RADFORD

The Radford University men's basketball team is going to the NCAA tournament after a thrilling, buzzer-beating conference championship win Sunday at the Dedmon Center, Radford head coach Mike Jones has been voted the 20 ...see more



Media capture men's basketball's dramatic run to NCAA tournament

338 Likes - 8 Comments

👌 Like 🖾 Comment

Radford University 🕏 @radfordu · 22m 🔤 RADFORD Even these adorable future Highlanders are showing off their @RadfordMBB team spirit! #GoHighlanders #OwnYourColors



Ashlie Freeman @GABfireflies We spent our lunch learning about, and filling out #MarchMadness2018 brackets! Though I love UNC, @radfordu holds a special place in my heart as an Alumni!

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### **RADFORD UNIVERSITY**

NCAA

#### 12 Radford University Retweeted



Julianna Stanley @JWStanley3 · 23h We are cheering on the men's basketball team in the Bonnie!! Go Highlander's! #RadfordU 🖤 🁭





Radford University shared Radford Men's Basketball's post. March 5 at 8:50am · @

Thanks to our Radford Family for showing off your Highlander Pride during yesterday's exciting Radford Men's Basketball game!



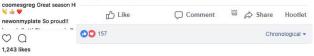
March 4 at 10:05pm · 🛞	Line Pu
We would like to thank the 3,859 fans that made a sold of March Madness environment	ut Dedmon Center a tro

#### #Time2Dance #OwnYourColors

...

Radford University

Add a comment...



#### **Radford University** RADFORD March 9 at 1:52pm ·

University.

The Like

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Show off your Highlander pride with our new Radford University Athletics Camera Effect, Try it out!



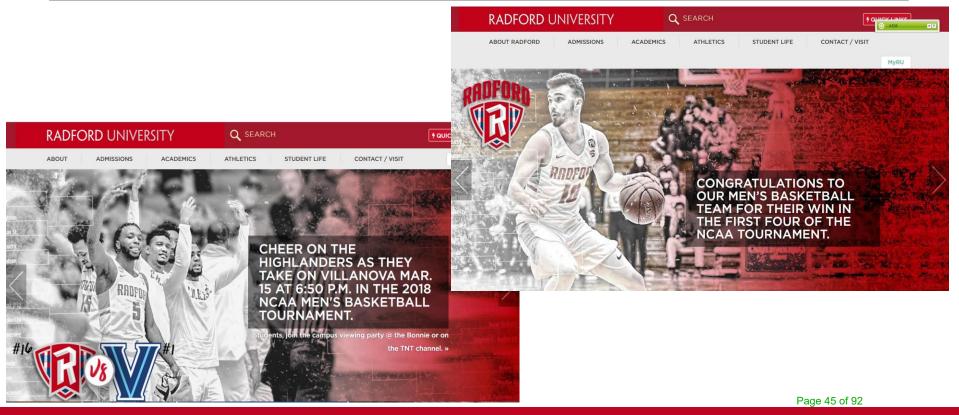
🗌 Comment 📓 🔗 Share

A bus load of Highlanders headed out this morning to support @radfordmbb as they take on LIU Brooklyn in the NCAA First Four!



### **RADFORD UNIVERSITY**

# **Web Communication Activity**



**University Relations** 

# Web Communication Activity



#### 2018 NCAA Men's Basketball Tournament Radford vs. Villanova Viewing Party »

Radford University Students - you are invited to the on campus viewing party in the Bonnie on Thursday Mar. 15 starting at 6 p.m. to cheer on the Men's Basketball team as they take on Villanova in the 2018 NCAA Men's Basketball Tournament.

#### Radford joins state nursing association to host opioid abuse conference »

3/14/2018



Radford University will be a satellite location for a statewide nursing conference on the public health crisis of opioid and heroin abuse.

#### The Highlander ranked the top mascot in the 2018 NCAA Tournament »



In a ranking of all 68 teams in the 2018 NCAA tournament, USA Today Sports ranked the Radford Highlander as the top mascot.

#### Highlanders dance to Davton »

3/13/2018



More than 250 students, faculty and staff gathered to watch the NCAA Tournament Selection Show on March 11 in the Hurlburt Student Center Auditorium.

#### Men's Basketball NCAA Selection Show Watch Party »

3/7/2018



Show your support for the Men's Basketball team and join the NCAA Selection Show watch party on Sunday, March 11 at 6 p.m., in the Bonnie Auditorium.

#### Media capture men's basketball's dramatic run to NCAA tournament »

3/7/2018



The Radford University men's basketball team is going to the NCAA tournament after a thrilling, buzzer-beating conference championship win Sunday at the Dedmon Center. The Highlanders' story has been captured by numerous media outlets.

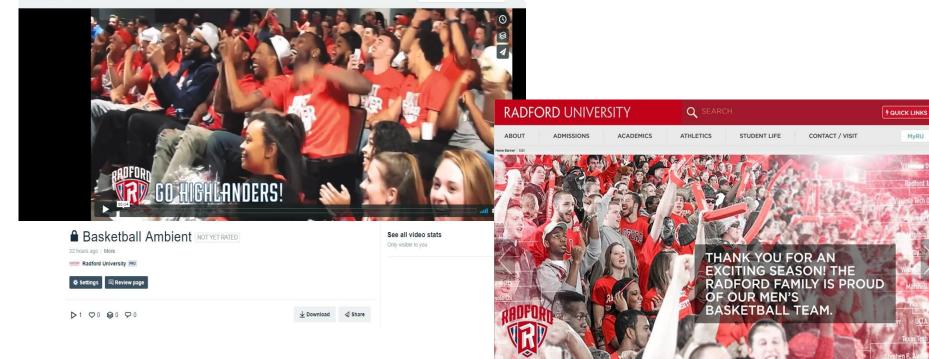
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### RADFORD UNIVERSITY

# **Web Communication Activity**

VINCO Manage videos v Watch v On Demand v Upgrade

Search videos, people, and more 🤉 🛕



### **University Relations**

### **RADFORD UNIVERSITY**

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# February 2018 Meeting Minutes

# RADFORD UNIVERSITY Board of Visitors

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Board of Visitors

#### UNIVERSITY ADVANCEMENT, UNIVERSITY RELATIONS AND ENROLLMENT MANAGEMENT COMMITTEE MEETING 2:30 P.M. FEBRUARY 15, 2018 MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM THIRD FLOOR, MARTIN HALL, RADFORD, VA

DRAFT MINUTES

#### **COMMITTEE MEMBERS PRESENT**

Ms. Krisha Chachra, Chair Mr. Robert A. Archer Ms. Lisa Throckmorton

#### **COMMITTEE MEMBERS ABSENT**

Mr. James R. Kibler, Jr. Ms. Karyn K. Moran

#### **OTHER BOARD MEMBERS PRESENT**

Mr. Mark S. Lawrence, Rector Mr. Randy J. Marcus, Vice Rector Mr. Gregory A. Burton Dr. Rachel D. Fowlkes Dr. Debra K. McMahon Ms. Georgia Anne Snyder-Falkinham Dr. Susan Whealler Johnston Dr. Jason Fox, Faculty Representative (Non-voting Advisory Member) Ms. Jessica Wollmann, Student Representative (Non-voting Advisory Member)

#### **OTHERS PRESENT**

President Brian O. Hemphill
Mr. Richard S. Alvarez, Vice President for Finance and Administration and Chief Financial Officer
Mr. Joe Carpenter, Vice President for University Relations and Chief Communications Officer
Ms. Karen Casteele, Secretary to the Board of Visitors/Special Assistant to the President
Dr. Kenna Colley, Interim Provost and Vice President for Academic Affairs
Mr. Danny Kemp, Vice President for Information Technology and Chief Information Officer
Dr. Ann Marie Klotz, Vice President for Student Affairs
Ms. Kitty McCarthy, Vice President for Enrollment Management
Ms. Margaret McManus, University Auditor
Ms. Wendy Lowery, Vice President for University Advancement
Mr. Chad Reed, Associate Vice President for Budget and Financial Planning
Ms. Ashley Schumaker, Chief of Staff, Office of the President
Dr. Dietra Trent, Former Secretary of Education, Commonwealth of Virginia
Mr. Allen Wilson, Senior Assistant Attorney General, Commonwealth of Virginia

#### CALL TO ORDER

Ms. Krisha Chachra, Chair, called the meeting to order at 2:30 p.m., in the Mary Ann Jennings Hovis Memorial Board Room, Third Floor, Martin Hall, Radford University, Radford, Virginia.

#### APPROVAL OF AGENDA

Ms. Chachra requested a motion to approve the February 15, 2018 agenda as published. Mr. Robert A. Archer so moved, Ms. Lisa Throckmorton seconded and the agenda was unanimously approved, as published.

#### APPROVAL OF MINUTES

Ms. Chachra requested a motion to approve the December 7, 2017 minutes as published. Mr. Archer so moved, Ms. Throckmorton seconded the motion and the minutes were unanimously approved, as published.

#### UNIVERSITY RELATIONS REPORT

Mr. Joe Carpenter, Vice President for University Relations and Chief Communications Officer, provided an update on marketing and media relations. A copy of Mr. Carpenter's report is attached hereto as *Attachment A* and is made a part hereof. In marketing and advertising, efforts continue across multiple channels, to include promoting awareness and applications.

Highlights during this period include: television advertising in the Roanoke, Richmond and Norfolk markets, as well as the out-of-home advertising launch. In addition to substantial digital marketing efforts, this period also saw the introduction of electronic roadside billboard ads in the Richmond market. Television and out-of-home efforts have accounted for 16.8 million media impressions during the December 2017 through early February 2018 timeframe.

Mr. Carpenter also provided an update on the bi-weekly electronic newsletter sent to all campus populations and alumni. The electronic newsletter continues to provide an effective and efficient communications tool targeting University affiliated audiences, to include stories about University accomplishments, academics, athletics, alumni news and events. For this academic year, the newsletter introduced a new section to highlight events and activities in the city of Radford.

Mr. Carpenter also provided a summary of media coverage of the Jefferson College of Health Sciences merger announcement and highlighted a supportive editorial position taken by the Roanoke Times regarding the potential of the merger.

#### UNIVERSITY ADVANCEMENT REPORT

Ms. Wendy Lowery, Vice President for University Advancement, focused on the following during the Advancement report. A copy of Ms. Lowery's report is attached hereto as *Attachment B* and is made a part hereof.

Ms. Lowery provided a Comparative Giving Report, noting total giving of \$4,148,968 as of December 31, 2017. This is a 42 percent increase compared to \$2,422,848 at the same date last fiscal year. The number of donors increased by 3 percent. Ms. Lowery also reported on the 2018-2013 strategic plan, specifically the following goal: *Radford University will broaden engagement for all constituents*. She noted that the goal aligns with its performance indicators in the following areas, progressing from students to alumni to donors.

- Student Engagement
  - Education TAG Day Teaching Annual Giving Day
  - o Affinity Groups Greek Live Challenge
  - Class Giving Senior Campaign
  - Student Philanthropy
- Alumni Engagement
  - Alumni Engagement Goals
  - Volunteer Opportunities
  - Volunteer Training
  - o Alumni Recognition
- Major Giving Opportunities
  - o Shared potential of alumni prospects in each college
  - Development of a pipeline for major giving support

#### ENROLLMENT MANAGEMENT REPORT

Ms. Kitty McCarthy, Vice President for Enrollment Management, provided an update regarding new student recruitment for fall 2018. All data reported as of February 13, 2018. A copy of Ms. McCarthy's report is attached hereto as *Attachment C* and is made a part hereof.

During the report, Ms. McCarthy stated that new freshman applications are at 12,864 compared to 13,304 for fall 2017, a decrease of 440 or 3.3 percent. Data supplied by partners at EAB Enrollment Marketing Services (formerly Royall & Company) indicates that fall 2018 application activity represents progress in building a stronger and more engaged pool of candidates.

Ms. McCarthy also noted that following enrollment metrics. Out-of-state freshman applications are up 122 or 4 percent. Applications from across the Commonwealth are down about 5 percent or 562 applications. Admitted applicants are up 154 or almost 2 percent. Freshman deposits are up by four students compared to last year. Additionally, *Deposit IQ* (a program offered by EAB/Royall) is being utilized for the first time and was launched on February 6, 2018. The program surveys admitted freshmen regarding their intent to enroll. The feedback allows staff to prioritize their outreach and focus on students who are considering Radford but may need some additional attention or information. Students who indicate they are no longer interested in Radford will be automatically directed to another survey where they can share more information about their decision making process.

Before concluding her report, Ms. McCarthy noted that converting admitted students to deposited is the focus for the spring. A sampling of activities includes Highlander Days (on-campus events), off-site receptions, social media, Facebook Live events, alumni engagement and ongoing outreach by staff.

#### ADJOURNMENT

When no further business to come before the committee, Ms. Chachra requested a motion to adjourn the meeting. Mr. Archer made the motion to adjourn, Ms. Throckmorton seconded and the motion carried unanimously. The meeting adjourned at 3:35 p.m.

Respectfully submitted,

Attachment A

# University Relations Update

**Board of Visitors** 

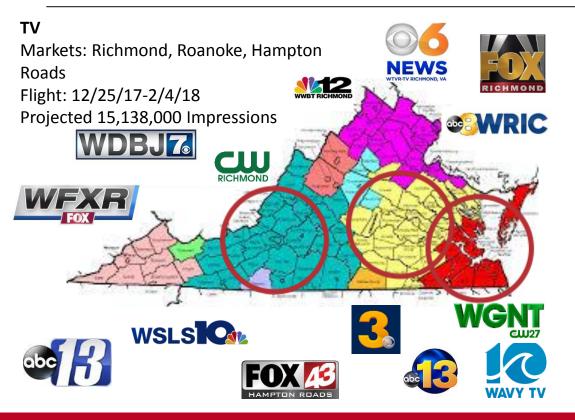
February 15, 2018

# **Advertising Update**

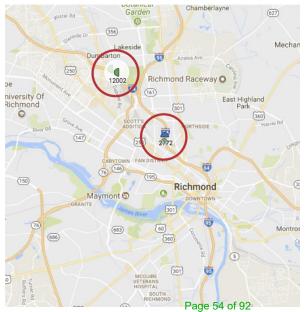
Media Tactic	Market(s)	Placement Details	Delivery (thru 12/31)	% Comp.
Out of Home	<ul><li> Roanoke</li><li> Northern Virginia</li><li> Richmond</li></ul>	<ul> <li>ROA Airport Digital Wall Screen</li> <li>Bus Kings &amp; Rail Station Posters in NOVA (WMATA)</li> <li>Digital billboards on I-64, I-95 (Jan 2018)</li> </ul>	11.1M impressions	84%
Print	All Markets	<ul> <li>USA Today College Guide, VA Colors, VA Business, Washington Monthly, Richmond Mag, Delta Sky, AA Mag</li> </ul>	1.7M impressions	63%
τν	<ul><li> Roanoke</li><li> Richmond</li><li> Norfolk</li></ul>	<ul> <li>:30 second spots on AM news, early news, late news, primetime and other bonus placements on stations including, but not limited to WAVY, WGNT, WRIC, WTVR, WDBJ, WSET</li> </ul>	2.4M impressions	16%
Radio	<ul><li> Roanoke</li><li> DC/Virginia</li></ul>	<ul> <li>WSLC, WXLK, WROV, WJJS, WYYD, WSNV</li> <li>NPR "With Good Reason" underwriting</li> </ul>	1.5M impressions	60%
Streaming Audio	Priority Markets	Pandora	628K audio spots	67%
Online Video	All Markets	<ul> <li>DynAdmic partnership; site list includes, but not limited to ThoughtCo., Washington Post, Telemundo</li> </ul>	1.5M video plays	40%
Digital Display	All Markets	<ul> <li>Amobee &amp; AdTheorent; site list includes, but not limited to BuzzFeed, Roanoke.com, Forbes</li> </ul>	15.5M impressions	43%
Paid Social	Priority Markets	Facebook, Instagram	2.5M impressions	64%
Paid Search	All Markets	• Google	29,602 clicks Page 53 of 92	34%

## Office of University Relations

# TV & Out of Home Advertising Launch



Out of Home Markets: Richmond Flight: 1/8/18-2/4/18 Projected 1,702,202 Impressions



### **RADFORD UNIVERSITY**

### Office of University Relations

# Advertising Examples: TV & OOH



\*Mock-up of ad running in Richmond, VA Page 55 of 92

### Office of University Relations

# **Key Performance Indicators Update**

Global KPI	FY18 YTD	FY18 Goal	% Comp	% Goal Index	Global KPI Notes
Advertising Impressions	40,838,155	85,750,000	47%	+18%	Introduction of TV at the end of December aided in an increase in impression volume
Admissions Section Sessions	200,534	500,000	40%	+0%	Site engagement numbers have not increased, but web sessions goal is on pace through December
Application Page Inquiries	24,210	51,275	47%	+18%	Includes all "Apply Now" inquiries that direct radford.edu users to the application portal
Digital KPI	FY18 YTD	FY18 Goal	% Comp	% Goal Index	Digital KPI Notes
Digital KPI Digital Impressions	FY18 YTD 20,623,640	FY18 Goal 48,000,000	% Comp 43%		Digital KPI Notes After a slow start early in FY, digital efforts including display video and search, have caught up to pace
				Index	After a slow start early in FY, digital efforts including

### Office of University Relations

\*Performance based on 40% of campaign timeframe completed

# **E-Newsletter Performance**

Sept. 15, 2017					
Radford Home   Radford Athletics   Alumni & Friends   Give To Radford 👫 🗾 🚵					
RADFORD CONNECTED					
Radford University announces new IMPACT program		70,000			
IMDACT					
		60,000			
	Approximate	50,000			
	distribution:				
	79,000	40,000			
RADFORD		30,000			
IMPACT UNIVERSITY IMPACT				19,750	18,960
ON CAMPUS IN ATHLETICS ALUMNI NEWS		20,000	12 640		10,500
RADFORD			12,640		
UNIVERSITY		10,000		-	
Radford recognized in national Max Edwards wins first university ranking Freshman of the Week Award Radford University. Lowe it a Loc T Matthee Week Control of the Week Award Control of the Week Awar				250/	2.404
Campus Events		0	16%	25%	24%
Sept 21 Taste of the Caribbean Hurburt Plaza, 7 pm-midnight NEWS NOW			Ave	erage Open Rat	tes
Sept 23 Jumpstart Career Development Contremce Bondurant Auditorium, 9 a.m. 4 p.m				0 1	
Sept 25 The Human Library: Everyone has a fail 2017			2015	2016 2017	
story     McConnell Library, 11 a.m4 p.m     Radford University leadership announced its     fail 2017 enroliment statistics     in an update to     the Board of Visitors on Sept 14. Read more					
Sept. 25 CHBS Writing Center opening CHBS 4800, 5-6 p.m.					Page 57 of 92

RADFORD UNIVERSITY

### Office of University Relations

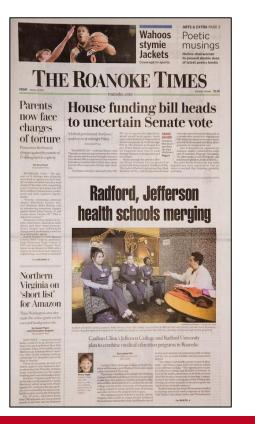
# **E-Newsletter Performance**



Office of University Relations

7

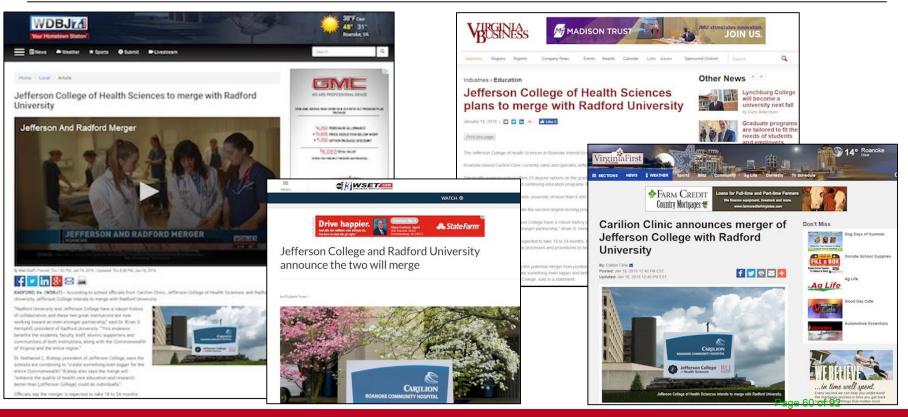
# Merger Media Coverage





## Office of University Relations

# Merger Media Coverage



### Office of University Relations



Office of University Relations

February 15, 2018

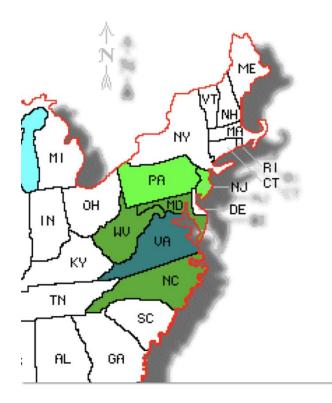
# **Addendum Slides**

Office of University Relations

February 15, 2018

# **Geographic Marketing Approach**

- <u>Priority</u> (70%): In-state markets including Roanoke, Richmond, Hampton Roads & Northern Virginia (NOVA)
- Supported tactics include *Print, Out of Home, TV, Radio, Streaming Audio, Online Video, Digital Display, Paid Social, Paid Search*
- Est. Impression Delivery: 70%



- <u>Secondary</u> (20%): Out-of-state markets including Washington DC, MD, WV & NC
- Supported tactics include Online Video, Digital Display, Paid Search
- Est. Impression Delivery: 20%
- <u>Tertiary</u> (10%): Distant out-ofstate market including NJ & PA
- Supported tactics include Online Video, Digital Display, Paid Search
- Est. Impression Delivery: 10%

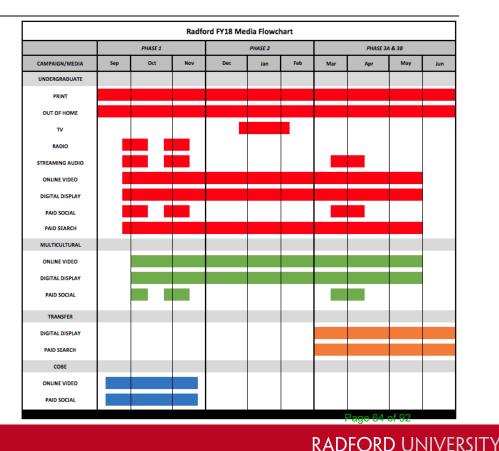
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RADFORD UNIVERSITY

### Office of University Relations

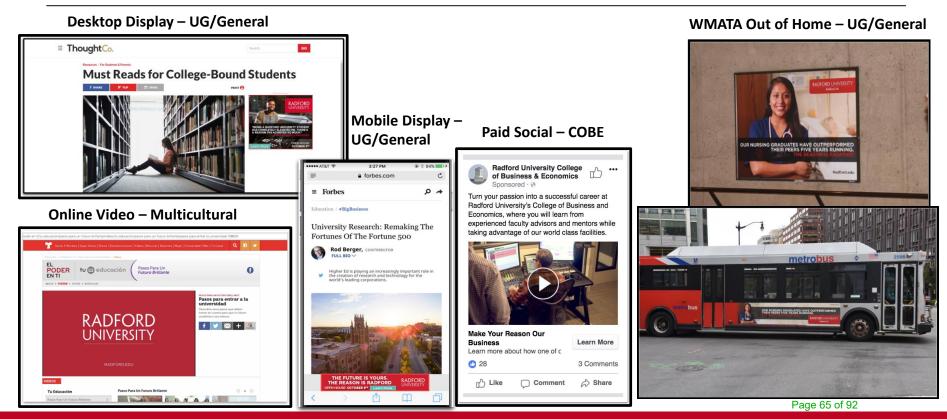
# Summary of Marketing Approach

- Phase 1 launched in September with advertising channels targeting HS applicants and their influencers, aimed at building brand awareness and promoting open house visitation
- The campaign will shift gears during **Phase 2** in December, with the goal of driving applications, while building consideration through TV during pivotal month of January
- The period of generating conversion and yield begins in March, or Phase 3A, with media tactics targeted to markets with higher indices for admission
- Phase 3B will also begin in March and will focus on generating awareness and consideration for a new wave of rising HS seniors applying for Fall 2019, as well as transfer students looking to apply for Fall 2018



### Office of University Relations

# **Advertising Examples**



### **Office of University Relations**

Attachment B

# Office for University Advancement and Alumni Relations



Page 00 of 92 February 15, 2018

**Board of Visitors** 

# **Comparative Giving Report**

## Radford University - University Advancement

#### Fiscal Year-to-Date Giving:

	FY 2017-2018 (7/1/17 - 12/31/17)	FY18 - % Increase over FY17	FY 2016-2017 (7/1/16 - 12/31/16)	FY 2015-2016 (7/1/15 - 12/31/15)	FY 2014-2015 (7/1/14 - 12/31/14)
New Pledge Balances	\$1,154,440	64%	\$414,732	\$576,779	\$281,929
Current-Year Pledge Payments	\$169,583	-80%	\$305,449	\$108,744	\$192,021
New Planned Gifts	\$1,539,855	42%	\$895,050	\$4,840,000	\$863,000
Outright Cash Gifts	\$997,945	28%	\$715,035	\$601,775	\$983,709
Gifts-in-kind	\$263,445	81%	\$50,097	\$71,524	\$124,165
Sponsored Programs	\$23,700	n/a	\$42,485	\$10,000	n/a
Total Giving	\$4,148,968	42%	\$2,422,848	\$6,208,822	\$2,444,824
Total Number of Donors	2,994	3%	2,914	2,960	2,855

#### Fiscal Year-End Giving:

	FY 2016-2017 Final	FY 2015-2016 Final	FY 2014-2015 Final	FY 2013-2014 Final
New Pledge Balances	\$7,311,589	\$1,160,325	\$505,474	\$1,100,504
Current-Year Pledge Payments	\$544,121	\$344,401	\$793,813	\$513,692
New Planned Gifts	\$1,192,050	\$5,090,000	\$1,282,000	\$752,500
Outright Cash Gifts	\$1,563,936	\$1,178,318	\$1,336,277	\$1,365,443
Gifts-in-kind	\$128,299	\$223,955	\$200,775	\$105,257
Sponsored Programs	\$52,485	\$10,000	n/a	n/a
Total Giving	\$10,792,480	\$8,006,999	\$4,118,339	\$3,837,397
Total Number of Donors	5,253	4,435	4,731	Page 67 of 92 5,221

# Office for University Advancement

# Student Engagement

# Strategic Plan Goal:

Radford University will broaden engagement for all constituents.

# Performance Indicator:

Educate, engage and excite students about the importance and impact of supporting the university, while developing a culture of philanthropy.

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# Education

# TAG Day - November 13, 2017

# How it works:

- Scavenger Hunt
- Prizes
- Selfies



# Success:

- Participants more than doubled from 2016
- Very close to tripling the number of social media posts from year to year

Office for University Advancement

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# **Affinity Groups**

# Greek Life Challenge August 22 - October 6, 2017

How it works:

- 24 fraternities and sororities competed to see who can raise the most funds.
- Utilized crowdfunding platform, The Hive.

### Success:

The winning fraternity, Phi Kappa Sigma, achieved 100% participation from its on-campus student chapter members.

	2016	2017
Donors	20	150
Dollars raised	\$2,270	\$11,211
Winner	Phi Kappa Sigma	Phi Kappa Sigma
	·	Page 70 of 92

RADFORD UNIVER

# **Class Giving**

# Senior Campaign

How it works:

- Senior Campaign runs six weeks prior to Commencement.
- Philanthropy Cords for any gift of \$10 or more, the students receive a red and white cord to wear during Commencement.

# **Results:**

- This fall we raised \$1,036 from 90 student donors.
- Spring semester goal: 600 student donors.

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# **Student Philanthropy**

# **Total Student Giving**

<u>FY17 Student Giving - thru June FINAL:</u> Total \$ = \$11,279 Total # = 779

<u>FY17 Student Giving - thru December</u>: Total \$ = \$2,107 Total # = 147

FY18 Student Giving - thru December: Total \$ = \$2,852 Total # = 139



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### Office for University Advancement

## Alumni Engagement

Strategic Plan Goal:

Radford University will broaden engagement for all constituents.

### Performance Indicators:

- Create new volunteer program opportunities.
- Increase awareness about the value and impact of alumni engagement.
- Leverage expertise.
- Welcoming campus environment.

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## Alumni Engagement Goals

- Increase volunteer engagement through more than 900 volunteer opportunities.
- Raise the profile of Radford University.
- Highlight success to inspire students and other alumni.
- Provide referrals to gift officers.
- Capture information for data integrity.

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RADFORD UNIVERS

### Office for University Advancement

## **Types of Volunteer Opportunities**

- Admissions
- Advocacy
- Affinity
- Board
- Career Services
- College
- Guest Speaker/Lecturer
- Regional Chapters



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RADFORD UNIVERSITY

### Office for University Advancement

## **Volunteer Training**

- Volunteer Summit
- Regional Chapter Training
- Volunteer Manual



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**RADFORD UNIVERSITY** 

### Office for University Advancement

## Recognition

- Alumni Awards
- Profiles/Spotlights
- Poster Series
- Social Media Posts
- Website Promotion



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#### Office for University Advancement

## **Major Giving Opportunities**

### Strategic Plan Goal:

Radford University will increase giving and engagement.

### Performance Indicator:

Secure at least \$15 million annually by 2023.

College	Total Living/Contactable Alumni	\$25k+ Assigned Prospects	\$25k+ Unassigned Prospects	Total \$25k+ Prospects
CEHD	21,297	105	951	1,056
CHBS	22,487	88	941	1,029
COBE	13,905	158	663	821
Artis CSAT	6,482	23	320	343
CVPA	5,644	20	232	252
Waldron CHHS	6,357	16	117	133
Other**	2,509	8	13	21
Total	78,681	418	3,237	3,655

\*Graduate College (reflected in college totals above) 135 Alumni Prospects

\*\*Other - older, non-degreed alumni with no specified college

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### Office for University Advancement

### **University Advancement and Alumni Relations**

# Questions?

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Office for University Advancement

Attachment C

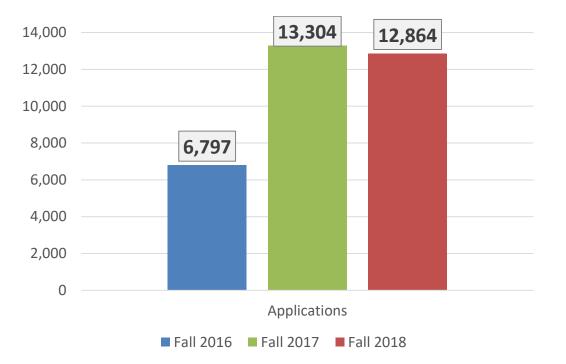
# Recruitment Update



Page 80 of 92 February 15, 2018

Office of Enrollment Management

## New Freshmen Applications (February 13th)



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Office of Enrollment Management

## **2018 Enrollment Funnel**

Marketed Audience Performance							
Audience	Contacted		Submitted Applications		Application Rate		
	2017	2018	2017	2018	2017	2018	
Inquiry Pool	5,023	11,783	1,511	2,844	30.1%	24.1%	
Senior Search - New Names	49,488	51,979	4,944	3,840	10.0%	7.4%	
Senior Search - PRE Names	55,237	10,411	2,265	845	4.1%	8.1%	
Grand Total	109,748	74,173	8,720	7,529	7.9%	10.2%	
Not-Marketed			4,565	5,255			
Grand Total			13,285	12,784			

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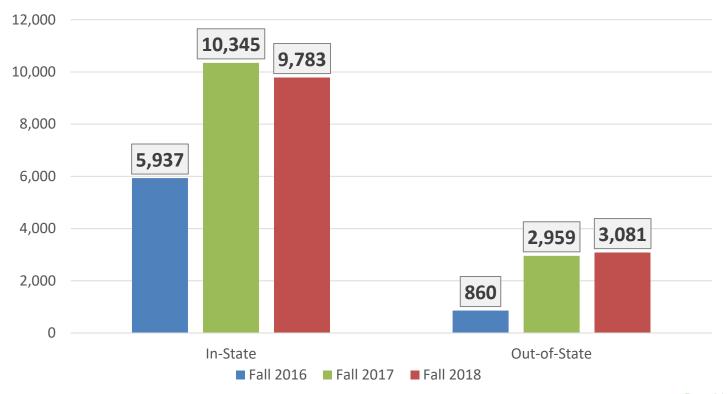
#### Office of Enrollment Management

## Applications by Top High Schools (February 13th)

High School	City	Fall 2018
Christiansburg High School	Christiansburg	96
Oscar Frommel Smith High Scho	87	
Battlefield High School	Haymarket	78
Bassett High School	Bassett	76
Blacksburg High School	Blacksburg	75
Varina High School	Richmond	74
Floyd E Kellam High School	Virginia Beach	72
Franklin County High School	Rocky Mount	72
Atlee High School	Mechanicsville	68
Patriot High School	Nokesville	65

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## Applications by Residency (February 13th)

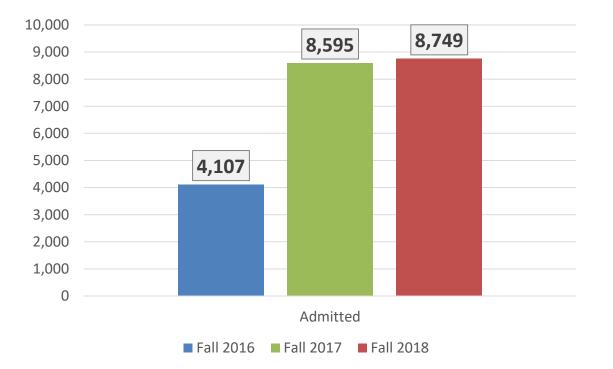


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RADFORD UNIVERSITY

#### Office of Enrollment Management

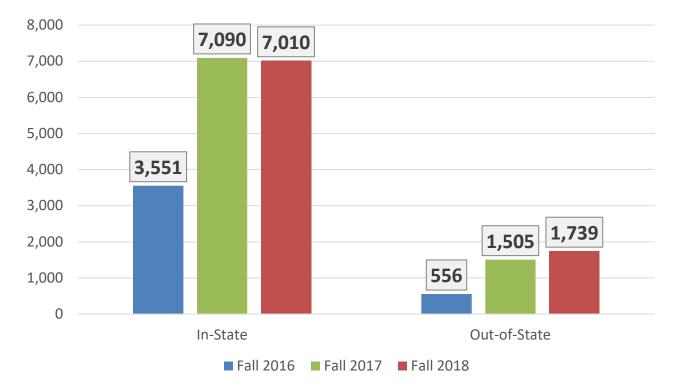
## New Freshmen Admitted (February 13th)



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Office of Enrollment Management

## Admitted by Residency (February 13th)

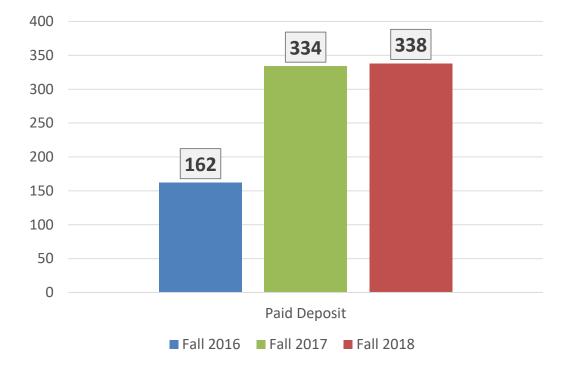


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RADFORD UNIVERSITY

#### Office of Enrollment Management

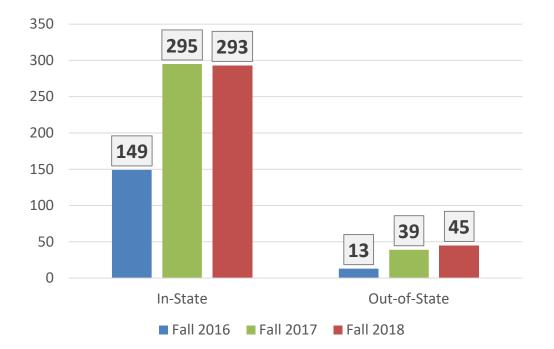
## New Freshmen Paid Deposit (February 13th)



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Office of Enrollment Management

## Deposited by Residency (February 13th)



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#### Office of Enrollment Management

## **Deposit IQ - Early Results**



Office of Enrollment Management

## Deposit IQ - "Probably" Conversion

Probably		To Date Final
2017 2018	Year Over Year Chan	ge
0 Initial Response 263	+263	
Deposits Paid Through EAB 0	0	
Changed to Yes 0 27	+27	
Changed to Maybe 0 1	+1	
Changed to No 0 1	+1	
Changed to Already Done 0	0	
Unchanged 0 234	+234	

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#### Office of Enrollment Management

# Discussion

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Office of Enrollment Management

## End of Board of Visitors Materials

