The **Network for Good**

Digital Giving Index: Q1 2012

Insights and Trends on Charitable Engagement
About the Index

Network for Good, the Internet’s leading nonprofit giving platform, has a unique perspective on the experience and behaviors of charitable giving across several distinct channels including: individual charity websites, charity portals and social giving (peer-to-peer) websites and applications. Network for Good created this Digital Giving Index with insights and trends to inform charitable engagement for nonprofits seeking to strengthen relationships with donors and corporate partners seeking to integrate giving in online consumer or employee initiatives.

This update to The Network for Good Digital Giving Index includes trends and analysis on over $25 million in donations to more than 20,000 charities through the Network for Good platform in the first quarter (Q1) of 2012. This includes donations to Network for Good’s nonprofit customers through their own websites, and to other nonprofits through more than 35 corporate partner websites and Network for Good’s giving portals at www.NetworkforGood.org and www.SixDegrees.org.

Quarterly updates to this Index are available at www.onlinegivingstudy.org/quarterlyindex.
Charity Websites. Many charities use Network for Good as the giving engine behind their websites. There are two types of charity website giving experiences:

1) A charity website with a generic giving page that does not visually match the charity’s website but goes to a Network for Good-branded multi-step checkout process featuring the charity’s name and address.

2) A charity website with a branded giving page that is integrated with the charity’s own website. Other than the NetworkForGood.org URL, it is not evident that the donor has left the charity’s website to make a gift.

Portal Giving. Network for Good powers giving portals, where donors can search and support any charity registered with the IRS. These include NetworkforGood.org, GuideStar, Charity Navigator and the Capital One® No Hassle Giving Site, among others.

Social Giving. Network for Good powers social networks for social good, where donors can give to many charities and, in many cases, fundraise among their friends and family. Such sites include Causes.com, Crowdrise and SixDegrees.org, among others.

Portals and social networks provide compelling platforms for cause marketing campaigns that engage consumers or employees to do good, including corporate responses to humanitarian disasters.

Definitions

Note on Data: All growth rates, average donation amounts, and breakdowns by channel are calculated based on a consistent sample of partners and nonprofit customers year over year.
Online Giving Up Across All Channels for Q1 2012

Donation Dollar ($) Index Q1 2012 vs. Q1 2011
EXCLUDES DISASTER RELIEF DONATIONS FOR JAPAN

<table>
<thead>
<tr>
<th>Channel</th>
<th>Growth Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Giving</td>
<td>16%</td>
</tr>
<tr>
<td>Charity Websites (Generic)</td>
<td>12%</td>
</tr>
<tr>
<td>Charity Websites (Branded)</td>
<td>36%</td>
</tr>
<tr>
<td>Portal Giving</td>
<td>3%</td>
</tr>
<tr>
<td>Social Giving</td>
<td>20%</td>
</tr>
</tbody>
</table>

Source: Network for Good

Online Giving increased across all channels in Q1 2012, in keeping with overall migration of individual giving toward online and other digital channels.

Charity Websites saw year over year Q1 donation growth across generic and branded donation pages by 12% and 36% respectively. Similar to Q1 2011 results, charity websites with a branded donation page received more donations and at higher average values than those with a generic donation page. In fact, the average Network for Good customer with a branded donation page raised 6 times more dollars than the average customer with a generic page in Q1.

Portal Giving saw modest growth (3%) in line with expectations. Portal giving typically keeps a steady pace, with marked growth in December and in the wake of large-scale natural disasters.

Social Giving in Q1 2012 increased by 20%. Social giving is driven by giving events (such as giving challenges and cause marketing campaigns) that rally vast networks to drive donations, and by personal fundraising campaigns in which individuals ask friends and family to support their favorite charity. For example, in advance of the Honda LA Marathon on March 18, 2012, participants were able to ask supporters to contribute to their favorite cause via Crowdrlse.

Note: Growth rates for Overall Giving, Charity Websites, Portal Giving and Social Giving channels are based on a consistent sample of partners and nonprofit customers year over year.
Note: Overall growth rates exclude one time donation events—the Japan tsunami response occurred in Q1 of 2011.
Key Trends in Giving 2012
Breakdown of Donation Dollars Q1 2012 vs. Q1 2011

Most charitable giving through the Network for Good platform is via charity websites, followed by social and portal networks. Giving through charity websites consistently makes up over 60% of all donations. Giving via social networks makes up about 20% of all donations, but has the potential to increase as peer-to-peer giving gains in popularity. Giving via portals typically makes up 10% of all donations, except in December or in the wake of a large-scale natural disaster when portal giving can spike to over 25% of all donations.

* Other includes employee giving and donations to partners.
Source: Network for Good
Charity Websites: Average gift size grew for both generic and branded donation pages in Q1 of 2012. Average gifts on branded donation pages tend to be about 20% larger than on generic donation pages. When a charity has created a donation experience that reinforces its brand and connection to its supporters, the results speak for themselves: higher average gifts that grow over time.

Portal Giving: In Q1 2012, the average gift size grew by $10. With the exception of disaster response giving, most donations via portals are made by donors who appreciate the convenience of managing all of their charitable giving in one place. Habitual donors tend to make higher average gifts.

Social Giving: In Q1 2012, the average gift size for social giving grew 90%. Social fundraising has typically resulted in lower dollar gifts, but average gift size is steadily growing—from just under $40 in Q1 2010 to just under $100 in Q1 2012. The increase in average gift size indicates that event-based personal fundraising is migrating to social channels, where authentic peer and family connections can influence gift size.
About Network for Good

Network for Good is a nonprofit social enterprise that empowers nonprofits and corporate partners to unleash generosity and advance good causes. We help nonprofits raise funds for their missions through simple, affordable and effective online fundraising services and offer free training through our online learning center (www.Fundraising123.org), interactive community (www.TheNetworkforGood.org) and webinar series (www.Nonprofit911.org). Network for Good also works with companies to help refine a cause strategy perfectly suited to business and philanthropic goals and implement effective cause initiatives powered by our proven donation platform. Network for Good has processed more than $660 million in donations for more than 83,000 nonprofits since its 2001 founding by AOL, Cisco and Yahoo!. www.networkforgood.org

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