

# UNIVERSITY OF HAWAI'I SYSTEM ANNUAL REPORT



## REPORT TO THE 2009 LEGISLATURE

Annual Report on  
University of Hawai'i Tuition & Fees Special Fund Expenditures  
for the Purpose of Generating Private Donations

HRS 304A-2153

FY2009

# Report to the 2009 Legislature on University of Hawai'i Tuition and Fees Special Fund Expenditures for the Purpose of Generating Private Donations

Fiscal Year 2009

Hawaii Revised Statutes Section 304A-2153 provides that the University of Hawai'i Board of Regents, "...may authorize expenditures of up to \$3,000,000 annually, excluding in-kind services, from this fund [*University of Hawaii tuition and fees special fund*] for the purposes of promoting alumni relations and generating private donations for deposit into the University of Hawai'i Foundation for the purposes of the University."

In May 2006, the University of Hawai'i Foundation and the University of Hawai'i entered into a revised Agreement for Services to provide private fundraising and alumni relations services for the University. To provide this support, the University of Hawai'i pays the University of Hawai'i Foundation \$3,000,000 per year.

The statute requires a report "detailing the use of any funds authorized by the board under this subsection..." The following page summarizes the information provided in this report.

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# Fundraising Activity

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## Attachment 1

	FY 2007	FY 2008	FY 2009
<b><u>By Source</u></b>			
Individuals	\$ 40,596	\$ 20,860	\$ 19,843
Corporations	4,556	7,309	7,456
Foundations	14,403	21,057	15,094
Other (Groups/Consortia, Clubs/Associations, Affiliated)	3,736	5,000	4,158
<b>Total</b>	<b>63,292</b>	<b>54,225</b>	<b>46,551</b>

<b><u>By Type</u></b>			
Gifts and Pledges	\$ 52,580	\$ 38,417	\$ 33,433
Deferred Gifts	6,874	7,831	6,346
Gifts in Kind	2,394	4,474	1,937
Grants to UH	1,444	3,503	4,835
<b>Total</b>	<b>\$ 63,292</b>	<b>\$ 54,225</b>	<b>\$ 46,551</b>

<b><u>By Category</u></b>			
Endowment	\$ 24,030	\$ 13,394	\$ 11,399
Expendable	35,423	32,854	28,380
Gifts in Kind	2,394	4,474	1,937
Grants to UH	1,444	3,503	4,835
<b>Total</b>	<b>63,292</b>	<b>54,225</b>	<b>46,551</b>

<b><u>By Purpose</u></b>			
Faculty and Academic Support	\$ 34,925	\$ 18,676	\$ 20,338
Student Opportunity and Access	13,028	13,891	12,521
Research	5,010	11,210	7,156
Other - Bldg, Public Svc, Special Projects	10,329	10,448	6,536
<b>Total</b>	<b>\$ 63,292</b>	<b>\$ 54,225</b>	<b>\$ 46,551</b>

# Financial Summary of the Operating Activities of the Foundation

## Attachment 2

	<b>FY2009 Results</b>
<b>Revenues:</b>	
Unrestricted gifts	\$ 126,696
Income from expendable accounts	2,605,935
Fee from endowment accounts	2,143,264
Service fee on gifts	1,140,279
Service fee on non-gifts	102,380
Other	549,481
UH contract for services	3,000,000
<b>Total Revenues</b>	<b>\$ 9,668,035</b>
 <b>Expenses:</b>	
Development	
Personnel	\$ 5,218,382
Program	877,904
Alumni Relations	
Personnel	443,889
Program	62,302
Service & Support	
Personnel	2,107,713
Program	544,730
UH Support Fund	150,000
<b>Total Expenses</b>	<b>\$ 9,404,920</b>
 <b>Revenues Over Expenses</b>	 <b>\$ 263,115</b>
Capital expenditures	2,022
<b>Net</b>	<b>\$ 261,093</b>

# Departments Supported by the Moneys from the Fund

## Attachment 3

- Development Operations
- Major Gift - Unit Development Officers
- Annual Giving – Calling Center/Direct Mail
- Scholarship Development
- Foundation and Corporate Relations
- Estate and Gift Planning
- Development Research
- Communications and Donor Relations
- Alumni Relations

# Purpose and Activities of Each Department and how They Participate in Fundraising Activities

## Attachment 4

### **Development Operations**

Development Operations is the organization under which all work with donors and prospective donors occurs, and is responsible for coordinating with system, campus and department leadership to ensure that compelling philanthropic priorities exist.

The individual departments in this unit are: Annual Giving, Estate and Gift Planning, Research, Communications and Donor Relations, Foundation and Corporate Relations and Major Gifts – Unit Development Officers. Development Operations supports the Foundation's fundraising through the following activities.

- Coordinate relationships system-wide among alumni, donors, and others with institutional leadership to ensure consistently high quality interactions.
- Establish and implement standards of performance based on national best practices for the development process.
- Coordinate and provide continuing training to development staff and academic leadership on campaign development, cultivation and solicitation roles and responsibilities.
- Work to ensure that prospects who have interests in more than one school or campus are actively and appropriately managed, and ensure that the prospects and donors from units who do not have assigned development staff are managed.
- Facilitate the identification of a lead 'prospect manager' whose responsibility is to ensure that there is a solicitation or stewardship strategy for each prospect or donor and that appropriate steps are being taken towards a solicitation.

- Work with the UH System President to implement key elements of the Centennial Campaign and on his portfolio of prospective donors.
- Hold monthly Unit Development Officer meetings to assign new prospects, review and provide collegial input to specific strategies, share successes and lessons learned, and keep each other informed of new projects, events and activities.
- Hold monthly (or as needed) meetings with each Unit Development Officer to review prospect strategies, next steps, resources needed, key relationships, etc.
- Ensure that each Unit Development Officer is working to meet mutually agreed upon performance and fundraising goals.

### **Major Gifts -- Unit Development Officers**

The Unit Development Officers are housed at many campuses and colleges across the system. They are responsible for effectively managing relationships with individual donors and prospective donors across the UH system to achieve the philanthropic goals of both UH and the donor.

Unit Development Officers work in close coordination with Chancellors, Deans and Directors to:

- Identify, cultivate and solicit individuals (alumni, friends, parents, community leaders and others) who have the capacity to make gifts of at least \$10,000 annually.
- Engage and provide training to volunteers.
- Steward current donors to ensure that UH remains among their top charities.
- Educate and involve faculty, staff and academic leadership in the fundraising process.
- Coordinate with other colleges, campuses or programs when appropriate.
- Ensure that donors are appropriately recognized.



## **Annual Giving – Calling Center/Direct Mail**

Annual Giving is responsible for raising annual gifts, and instilling a habit of making annual gifts, from alumni, parents and friends of UH. These gifts are raised via direct-mail appeals, telephone solicitations, on-line giving (e-philanthropy) and matching gifts.

Annual Giving works closely with Unit Development Officers, Chancellors, Deans and Directors in producing annual giving appeals.

In order to provide an ever-increasing flow of annual gifts to the various units of UH, Annual Giving provides the following services, categorized into the four Annual Giving solicitation methods.

### **I. Direct Mail**

Annual Giving provides all logistical and technical services for direct-mail appeals system-wide.

- Coordinate all logistical aspects of direct-mail solicitations, including:
  - obtaining and ensuring accuracy of data files for mailing;
  - printing of letterhead, envelopes and brochures as needed;
  - assembly (“stuffing”) of mailings;
  - coordination of first-class and third class (bulk) mailings with Post Office;
  - tracking and reporting of revenue and expenses from mailings.
- Assist each unit with developing a letter/message for each direct-mail solicitation tailored for that unit.
- Assist each unit with developing a brochure or other support materials for direct-mail solicitations.
- Provide support for other specialized appeals/mailings (such as an appeal for a specific endowment or scholarship fund).

### **II. Calling Center**

Annual Giving operates a year-round calling center staffed by paid and well-trained UH undergraduate students.

- The calling center reaches out to alumni and asks them make a gift to their alma mater.

- Annual Giving works closely with each unit to craft “talking points” to be used in calling scripts. Talking points include items such as: exciting faculty or student news; upcoming unit events or other unit news; how funds raised last year through Annual Giving were used; how funds raised in the current year will be used; etc.
- Chancellors, Deans and Directors are invited to meet with the callers and speak about their unit in conjunction with a calling campaign for that unit. Callers often have specific questions for unit representatives that provide callers with additional talking points.
- Callers record feedback and questions from each unit’s alumni and friends – this information is forwarded to the unit for action or information.
- Two former student callers are now full time staff (after graduating) in management/supervisory positions in Annual Giving.

### III. On-Line Giving

In order to better promote this method of giving, Annual Giving is:

- Printing the on-line giving web address (URL) on all materials being mailed from the office of Annual Giving.
- Promoting on-line giving in pledge reminders.
- Working with UH units to promote giving to their unit on that unit’s web site with a prominent link to the on-line giving form from that unit’s homepage.

### IV. Matching Gifts

Many corporations will match gifts made by their employees to UH. The office of Annual Giving is exploring methods to enhance this source of revenue. These efforts include:

- Contracting with a nationally-known matching gift data house (HEP Development) to augment the Calling Center matching gift database.
- Implementing a matching gift reminder system to encourage donors who work for a matching gift company, but who have not

submitted their employer's matching gift form, to submit their form.

- Promoting the benefits of matching gifts more prominently in print materials.

### **Scholarship Development**

Scholarship Development is responsible for working with donors to establish private scholarship accounts. It serves as the central clearinghouse for Unit Development Officers, and UH administrators, faculty, and staff throughout the system on matters relating to private student aid. The department works closely with the campus based financial aid offices to disburse scholarship funds through the BANNER system.

Student Aid is defined as scholarships, fellowships, and awards. It is the responsibility of Scholarship Development to ensure that all awards made to students are in accordance with the wishes of the donors.

There are two different types of scholarships that UH donors support:

- An *endowed scholarship* creates a permanent fund. Contributions are invested to ensure the scholarship retains its value in perpetuity, and the scholarships created by the endowment are funded through the income generated by the endowment.
- An *annual scholarship* reflects a donor's commitment to support a scholarship for a specific number of semesters or years.

Many steps are necessary to ensure the success of the program:

- With the unit development officers, engage donors who have specific interests. Prepare gift agreements to ensure the donor's wishes are captured and clearly defined.
- Facilitate the development of proposals for system-wide student aid initiatives with the respective UH and UHF representatives.
- Ensure student aid opportunities are being advertised to students. Meet annually with high school counselors throughout the state to provide them with information on student aid opportunities for their students.
- Monitor activity in student aid accounts and be sure funds are

being awarded to students who meet the criteria established by our donors.

- Identify student aid accounts with no activity and inquire with colleges/departments experiencing difficulty in making awards.
- Transfer funds to UH and inform the respective Financial Aid Office of students receiving aid so adjustments to student financial aid packages are made to avoid over-awarding of funds.
- Coordinate thank you letters from students and forward to donors.
- Disseminate annual reports to donors notifying them of student's who have benefited from their support.

### **Foundation and Corporate Relations**

Foundation and Corporate Relations manages the relationships with private foundations, corporations and corporate foundations in order to increase the amount of private foundation grants made to the research, academic, and community service projects of UH.

Foundation and Corporate Relations works closely with the Chancellors, Deans, Directors and faculty throughout the system to identify priorities and submit professional proposals.

To maximize foundation giving and assist in securing needed resources, Foundation and Corporate Relations carries out several activities. Some are aimed at laying the groundwork for the overall efforts of the University. Other services are provided in support of the development and submission of proposals for specific programs or projects. These include the following:

- Facilitate the development and submission of proposals for system-wide initiatives pertaining to issues that are broadly relevant (e.g., when a coordinated approach would elevate the impact and significance of the project or the level and likelihood of funding).
- Monitor foundation and corporate giving activity and trends, annual reports, news releases, requests for proposals, policy papers and other sources of information about major foundations.
- Connect especially national foundation and corporate staff with UH faculty and leadership to educate them about UH and its

programs and to learn more about their programmatic directions and decision-making processes.

- Operate as a central clearinghouse for administrators, faculty, staff, and development officers throughout the system, so that contacts with foundations and corporations are strategically coordinated.
- Identify relevant funding opportunities and actively solicit proposal ideas from UH community to ensure all funding opportunities are thoroughly investigated.
- Monitor and promote relationships w/UH alumni in key corporate positions.
- Gather and share information on lessons learned and successful strategies for working with foundations.
- Assure positive, productive and coordinated communication – from the initial inquiry about a program through the submission of a final report and beyond – with external foundation staff.
- Assist the unit in determining whether – and which – foundations are the right sources of funding for specific projects.
- Perform background research on foundations, their interests, approaches to giving, limitations, and requirements.
- Share information about foundations that have been researched and/or visited, including the latest Request for Proposals, giving histories, special considerations, and pertinent relationships with staff.
- Assist in preparing proposals; review, edit and provide consultation on proposal format and content; offer guidance on particular foundations and their preferences; and compile necessary background documentation and cover letters.
- Manage post-award grant requirement process and coordinate stewardship plans.
- Encourage the support of closely traded, start-up organizations:

- Cultivation of successful entrepreneurs by encouraging hands-on involvement
- Engagement of high-net-worth private equity investors who may become donor prospects in future years
- Provide means for high-net-worth individuals who are currently donors to broaden their relationship with the University
- Acquisition of funds to the UH through gifts of private equity
- Support of the research initiatives throughout UH by bringing together capital, business expertise, and faculty research

### **Estate and Gift Planning**

Estate and Gift Planning assists prospects and donors to make deferred and outright gifts, and assists development officers with prospects and donors interested in making a gift through charitable planning.

They accomplish this by:

- Meeting personally with individuals and professional advisors to explain opportunities in which they have an interest; assisting individuals to assess their giving options, including outright gifts, bequests, charitable gift annuities, charitable remainder trusts, charitable lead trusts, gifts of qualified retirement plan assets or life insurance, and gifts of personal residence or vacation home with retained life estate.
- Providing illustrations of the benefits of specific gift plans.
- Publishing newsletters and making presentations for donors, prospects, and advisors; assisting the development officers to market gift planning opportunities in University of Hawaii publications and offering unit-based seminars on gift planning.
- Estate and Gift Planning manages the Heritage Society, a donor club that honors and recognizes donors who have informed the Foundation that they have named the University of Hawaii Foundation in their estate plan.

## **Development Research**

Development Research provides accurate, timely, and relevant information essential to the success of the Foundation's fundraising goals. The services of the Development Research are available to UH officials and Unit Development Officers.

Applying a unique set of skills and resources, the staff of Development Research gathers, interprets, analyzes, disseminates, and manages prospect data critical to securing grants and contributions, offering support at each stage of the development process. Services include:

- Research and prepare briefing bios for cultivation, solicitation or stewardship visits and contacts.
- Research and prepare prospect giving reports summarizing giving history, philanthropic interests and activities, private foundation details, and board affiliations.
- Research and prepare report on wealth indicators through public sources, including real estate properties, insider stockholding data, and private foundations.
- Prepare brief bios on guests attending strategic cultivation, friend-building and/or fundraising special events.
- Prepare summary report on multi-interest or system-wide prospects to facilitate strategic planning of next steps, detailing historical and current UH contacts, connections, and other key information.
- Prepare various prospect lists segmenting specific demographic or target groups, including unit or theme-focused prospect lists and regional prospect lists for advancement trip planning.
- Identify new prospects through electronic database screening, list segmentation and other strategies.
- Review, evaluate and rate prospects and assign preliminary capacity ratings.
- Add new prospects to an electronic prospect pool, distributing names to appropriate development officers.

- Manage and maintain an electronic Prospect Management System and facilitate the assignment of prospects to Unit Development Officers.
- Track and record data on alumni, donor or prospect interests, community and UH affiliations, gifts to other organizations, and board directorships.
- Maintain inventory of participation (invitation and attendance) in strategic alumni, donor or prospect cultivation and stewardship events.
- Respond to queries on prospects and other fund-raising-related issues and requests for prospect research from development officers.
- Track current news, reviewing local, national and international on-line and print materials, for UH related issues and alumni, donor and prospect information.
- Provide daily alerts on UH related news to Unit Development Officers and others and timely prospect alerts to appropriate fundraisers.
- Provide resource library for use by Unit Development Officers.
- Provide overview of the services available through the Development Research to new Unit Development Officers and assist in development services training as needed.
- Deliver meaningful service and products based on best available information by keeping up-to-date on current fund-raising trends and philosophy and by using the latest prospect research techniques, strategies and trends.

### **Communications and Donor Relations**

Communications and Donor Relations is responsible for stewarding UHF donors, designing and implementing development and cultivation events, and developing and implementing communication strategies to serve all UHF audiences.

To help to strengthen and sustain the Foundation's reputation for integrity, responsibility, caring, and prudent management of private



gifts Communications and Donor Relations provides the following services:

- Drafts gift agreements, prepares acknowledgement letters, and mails non-annual fund pledge reminders.
- Prepares and mails personalized performance reports for each of our endowment accounts and mail these reports to appropriate donors and contacts. These reports state the return UHF achieved during the prior fiscal year and how much support will be available for purpose for which each fund was established for the coming year.
- Ensures all donors are acknowledged for their gifts and develops highly personalized stewardship and recognition plans for donors of \$100,000 or more.
- Fields donor questions and resolves them.
- Ensures that the intent of the gift is observed and the donor's interests are represented. When in question, helps determine intent of the donor in making gifts.
- Establishes a structured, systematic program of stewardship at the Foundation that will outlast changes in staff and ensure perpetual cordial relations with donors.
- Handles most informational mailings (and emailings) to donors and prospective donors.

Communications and Donor Relations also designs and executes special events. From highly personalized Gift Agreement signing and recognition events, to stewardship events for current donors and cultivation events featuring key campaign priorities for prospective donors, a well executed event can enhance the University's reputation among its constituents. UHF coordinates events throughout the State, on the mainland and occasionally internally. The UHF central calendar is maintained in this office.

Communications and Donor Relations develop and implement communication strategies that demonstrate the impact private giving has on the University of Hawaii. Messages are delivered via the UHF Website, a donor newsletter, 'Currents', the UHF Annual Report, news

releases and working with media contacts to place stories when appropriate.

### **Alumni Relations**

The Alumni Relations department in partnership with the University of Hawaii Alumni Association is creating an alumni program that enhances and develops the relationship between UH alumni (system-wide) and their alma mater through:

- Educational programming
- Networking and reunion opportunities
- Electronic services
- Career services
- Membership and affinity
- Promoting and enhancing the reputation of the University

Expenditures of the Funds Authorized by the Board for Each Department  
by Primary Expense Category

Attachment 5  
Fiscal Year 2009

	<b>Service Agreement - \$3 million per Year</b>
<b>Fund Sources</b>	
From University	\$ 3,000,000
From Other Sources	2,218,382
<b>Total Sources for Payroll</b>	<b>\$ 5,218,382</b>
<b>Funds Expended - Payroll Costs</b>	
Major Gifts - Unit Development Officers	\$ 3,112,155
Development Operations	67,908
Annual Giving - Calling Ctr/Direct Mail	156,842
Scholarship Development	225,623
Foundation and Corporate Relations	302,664
Principal Gifts	382,972
Estate and Gift Planning	321,058
Development Research	190,401
Communications and Donor Relations	458,759
<b>Total Funds Expended</b>	<b>\$ 5,218,382</b>

# Moneys from the Fund Transferred to Any Fund of the University

## Attachment 6

No moneys from this fund were transferred to any fund of the university.

# Amounts and Purposes of All Expenditures from the UH Support Fund

## Attachment 7 Fiscal Year 2009

<b><u>Purpose</u></b>	<b><u>President Office Expenses</u></b>	<b><u>Special Events</u></b>	<b><u>Total</u></b>
Business meetings	\$ 4,109		\$ 4,109
Membership Dues/Prof Meetings	11,951		11,951
Office supplies & expense	1,229	586	1,815
Printing and Duplicating	2,455	337	2,792
Protocol	32,103	8,741	40,844
Receptions	(703)	8,534	7,831
Registration Fees	1,050	1,948	2,998
Travel	17,159		17,159
Other	4,587	1,003	5,590
<b>Total</b>	<b>\$ 73,939</b>	<b>\$ 21,150</b>	<b>\$ 95,089</b>

UH Support Fund Balance:

Beginning Balance at 7/1/08	68,646
Amount transferred this year	150,000
Income from special events	5,054
UH Support Fund expenditures (see above)	(95,089)
Transfer to scholarship fund	(10,000)
Allocation to UH VP for Academic Policy and Planning and UH AVP Student Affairs	(25,000)
Ending Balance at 6/30/09	<u>93,611</u>