Product	Rating	Pluses	Minuses	Should Have Chosen	Other
ActiveAlumni	2	Integration with Colleague	Very buggy		Was LiquidMatrix; pleased with number of alumni using the site
AWC	4	Integration w/Advance	Online giving		Also about to install iModules to supplement service
AWC	2	Reporting	Has not kept up with technology		Vendors are talking to the wrong people. They do need technical input but need to talk to alumni.
Convio	0	Nothing	Lack of integration w/development database; lack of vendor support	Kintera - but unsure of data integration	
Facebook*	5	Connecting w/Alumni			
Golden Parachute	3	Internal control and management; one of the few that interfaces with Datatel; price			Only just now bringing on line
HarrisConnect	4	Photo gallery, discussion groups, yellow pages, career module, e-mail tool	Customer service		
HarrisConnect	4	Alumni can reconnect with each other, which reconnects them with us; Boradcast e-mail management			
HarrisConnect	3	Online giving pages	E-mail; alumni-focused		Integration is a challenge
HarrisConnect	3	E-mail tool	Customer service		New e-mail tool is a bit complicated
HarrisConnect	3	Broadcast e-mail	Discussion groups		Currently researching other options
HarrisConnect	3	Online event registration	Broadcast e-mail and customer service	iModules	
HarrisConnect	2.5	Consistent availability to alumni	Expensive to extract and export	Luminis	Rationale for going with a vendor versus bringing in-house?
HarrisConnect	2	Too soon to tell	Too soon to tell		Just getting started. Low rating due mostly because the institution has not coordinated a stategy (schools are doing their own thing - mostly using directory service only). Have purchased AWC but not sure how it will be incorporated.
HarrisConnect	1	Not much - maybe e-mail	Data transfer; data retrieval; community is bare	Either in-house (too expensive) or YourMembership.com	25% of alumni registered but only 15% of them have visited a 2nd time.
Home Grown	3	Control over content	Too few features	NetCommunity (using RE)	
Home Grown	2	Consistent brand with other institutional websites	Requires more resources than we have	Weren't given the option of an RFP	
Home Grown	2	Built from our data and easily syncs w/admissions, business office, and RE	Little or no flexibility in web communications or interactivity between classes/careers, etc.	InCircle	
Home Grown					Didn't like anything on the market
Home Grown					When looking at this over the last decade, no one product had everything we needed. Once again looking around. Advice for people just entering the market: Understand PCI compliance, security, and data transfer to/from database of record.
IAC	4	Personalized attention from vendor; tech support	Lack of sophisticated functionality		Recently aquired by iMdoules and will be converting to that.

iModules	5				iModules operates very differently than the other vendors I've interacted with over the past decade—what they sell you is what you get; they "hear" the user's input and consider requests for functionality/enhancements in their product development process.
iModules	4.5	Resembles a social networking site - very welcoming	Initial login causes some people grief		Any online community requires commitment from the entire institution. Annoucement and promotion have to be done right. You must be responsive to the needs of alumni.
iModules	4	Ease of use - alumni & administrators	Lack of integration w/development database		Vendors need to build interfaces with primary development systems
iModules	4	Cost; Open license	CMS		Buy according to functionality you need. Different products had different strengths.
iModules	4	"Community" aspect (social networking); robust directory search	C- support after implementation (B+ during)		24% of registrants provided cell phone numbers!
iModules	4	Ease of use; good training/documentation for administrators			
iModules	3	Social networking; e-mail functionality	Finding lots of small kinks		iModules seems to have the biggest market share. That's good and bad. Customer service was poor during development, but better now. But still have many project requests have been pending for a long time.
iModules					Just contracted; Selected based on price and desire to enter a regional market
iModules		Flexibility of the product to allow user content and to connect to other social networking sites	Institution has to be willing to give up some control over content		Just rolling out so unfair to rate. As an aside, Pursuant is coming out with a new product called Unifyer that looks very compelling.
InCircle	4	Alumni are pleased	Difficulty getting alumni to make return visits.		
InCircle	3.5	Providing ways for alumni to connect with each other.	Inability to customize anything.	Home grown - greater control.	While the product rates at 3.5, the company and employees rat at 2.5.
InCircle	2	Ease of use	Facebook is better - difficult to harvest data	Will look at an integrated solution when we change development systems.	Having to drop due to USA PATRIOT Act issues of privacy pertaining hosting of data in the US for non-US institutions
InCircle					"Hell to work with." No interest in client needs.
Kintera	3	Interest tracking/segmentation functionality	Not higher ed focused; no direct access to data; weak reporting tools		Company has good vision and useful webinars
LinkedIn*	3	Connecting w/Alumni			
Luminis	3	Connectivity w/Banner	No real communication functionality between alumni. Login is clumsy and turns alumni off.		Have just converted to RE so will be looking at NetCommunity. Interesting that we brought the web community "down" when we converted to RE and have not received a single complaint!
Luminis	3	Integration with Banner	Self-serviceproducted is limited in look/appeal		

MySpace*	2	Connecting w/Alumni	Full of junk and smut		
NetCommunity	5	Connectivity w/RE; customizeable; reporting/admin	Secondary degrees are not an automatic option on the "my profile" page. Cannot restrict lines of text in some cases - required a custom order.		
NetCommunity	3.5	Connectivity w/RE; its' potential.	Confusing admin structure.		Internal "ownership" must be clearly defined.
NetCommunity	3.5	Online donations and event registration	Inability to edit credit cards we'll accept		Hindered by own IT department who does not support our systems.
NetCommunity	3	Connectivity w/RE	Not customizable		
NetCommunity	3	Integration with RE	Not able to change front page images without paying more money		BlackBaud seems to be working on internal "issues" and so newer customers seem to be dealing with their growing pains.
PCI	2	Custom ability	Installation mismanagement by vendor. Still not live after 3-5 years.	Luminis	Luminis interfaces w/Banner
PCI	2	Simple setup	Limited to canned processes		Leadership talks the talk, but doesn't walk the walk
PCI	2	Company is committed to making us happy, although that does not translate to quick results	Too "out of the box," and slow to customize. Appearance is not as "up to date" and professional as it could be.		
Whipple Hill	2.5	Customer Service	Lack of integration w/development database	Silverpoint.net	Just installing now; Strong across the institution applications - just not Development/Alumni Relations. Decided to go with the flow.
Whipple Hill					Just installed
Yourmembership.com	4	User-friendly for both admin and alumni.			