

Project no. 310806

Providing a new generation of methodologies and tools for cost-effective risk-based animal health surveillance systems for the benefit of livestock producers, decision makers and consumers

KBBE

Collaborative Project FP7-KBBE-2012-6

www.fp7-risksur.eu

Deliverable D7.27 Electronic stakeholder newsletter

WP7 – Training, dissemination and exploitation

Authors: Johannes Ripperger & Edina Gallos (ACCEL)

Lead participant: RVC

Delivery date: October 2015 (Month 36) **Reviewer:** Jorge Pinto Ferreira (SAFOSO)

eviewer. Jorge Filito Ferreira (SAI OSO)

Dissemination level: Public

Nature: Other





Contents

1	DISS	SEMINATION CHANNELS	3				
	1.1	Direct e-mail distribution	3				
		Forwarding via other channels					
		TISTICS					
	ANNEXES 6						
	Issue 1		6				



Summary

The RISKSUR project and its outcomes are of high relevance to professionals working in the field of animal health surveillance. An electronic stakeholder newsletter was established in order to specifically address this target group and communicate the progress and the achievements of the project. In total, four issues of the bi-annual newsletter were distributed during the project's implementation period. A fifth issue presenting the final results of the project will have been prepared by the end of month 36, but will only be disseminated after the project's results are available online in their final form.

The production of the newsletters was a truly collaborative process. ACCEL coordinated the activities, with various consortium members contributing as authors. The final content was reviewed by RVC, SAFOSO and ACCEL. Setting up the newsletters and distributing them by e-mail was finally carried out by ACCEL.

This deliverable document has the nature "other", and thus serves as a documentation of the RISKSUR Newsletter having been published.

1 Dissemination Channels

The RISKSUR newsletter was disseminated through electronic means in M9 (Jul 2013), M18 (Apr 2014), M26 (Dec 2014) and M30 (Apr 2015). The fifth and final edition will be sent out in November 2015. Screenshots of the Newsletter are in the Annexes of this document.

The primary distribution channel was the RISKSUR newsletter recipients' database. Moreover, partners further distributed the e-newsletter by forwarding it to their own networks of contacts. In addition, interested stakeholders had the option to subscribe for direct delivery of the e-newsletter at the project's website via an opt-in subscription form. Upon being published, each issue was also made available directly on the RISKSUR website in section <u>News and Events</u>, thereby becoming accessible for the wider public as well.

1.1 Direct e-mail distribution

At the beginning of the project, RISKSUR partners were asked to identify people belonging to the target group for whom receiving updates/information from RISKSUR could potentially be of interest (stakeholders mapping). This resulted in an initial list of recipients, which was then continuously expanded by

- (1) New personal contacts made by RISKSUR members
- (2) New subscriptions to the newsletter made directly on the RISKSUR website
- (3) Other means, including additional people recommended to RISKSUR partners or people informally asking for more information on the project.

In total, the direct distribution list comprised more than 550 **subscribers** at the time of dispatching the final newsletter in November 2015 (Figure 1).



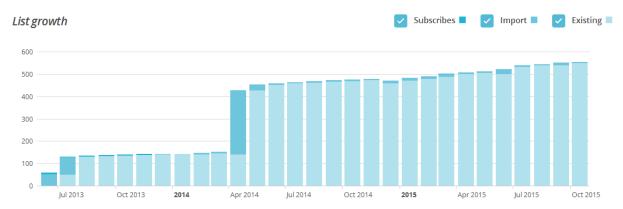


Figure 1 Evolution over time of the number of recipients of the RISKSUR newsletter

1.2 Forwarding via other channels

In order to ensure that the widest possible audience was reached, partners also used their own mailing lists to forward the newsletter to stakeholders not registered in the recipients' database. While we don't have the exact numbers of how many times such direct email forwarding took place, in an indirect way we were able to have some feedback. The email marketing system used for delivery of the newsletter (MailChimp) registers for each issue of the newsletter the so-called 'Total opens', meaning the number of times the campaign was opened by recipients. This count includes multiple opens from individual recipients. As all instances of an e-newsletter that were forwarded from the email client of one of the primary recipients will register as if it was the same copy (with multiple opens), we can assume a rough estimate of the size of this multiplying effect. The ratio between 'Opened' and 'Total opens' was approximately 1:4 on average.

Another big multiplier was linking the newsletter in the EMPRES-Animal Health 360 Bulletin, the Food and Agriculture Organization of the United Nations' journal dedicated to sustainable international development. Facilitated by RISKSUR partner FAO, it disseminated the newsletter to the following lists:

- 1. Chief Veterinary Officers (CVOs)
- 2. Emergency Prevention System for Animal Health (EMPRES-AH) subscribers
- 3. Divisional lists
- 4. Update lists

Approximately 1,000 subscribers receive the FAO EMPRES 360 Bulletin worldwide.

2 Statistics

The report generated natively by MailChimp provides an at-a-glance look at how well a campaign performed: who was sent, when they opened, what they clicked, how many successful deliveries were made, and other information. Statistics are available for the first four issues at the time of writing this document, as per Table 1.

The following information was retrieved from the campaign reports:

- Recipients: Number of subscribers the campaign was sent to.
- Open rate: Percentage of successfully delivered campaigns that registered as an open.
- Click rate: Percentage of successfully delivered campaigns that registered a click.
- List average for opens and clicks: Average percentage of opens or clicks on previous campaigns sent to this list.
- Industry average for opens and clicks: Average percentage of opens or clicks for campaigns in industries similar to this newsletter.



• Opened and Clicked values count each recipient only once, even if they open or click multiple times.

Table 1

	Issue N°1: Jul 2013	Issue N°2: Apr 2014	Issue N°3: Dec 2014	Issue N°4: Apr 2015	List average	Industry average
Recipients	140	469	471	530		
Opens	54	192	167	203		
in %	38.6%	41%	36.5%	40%	39%	19.3%
Clicks	15	58	43	47		
in %	10.9%	12.4%	9.4%	9.3%	10.5%	3.3%

The high open and click rates well above the industry average (see Table 1) demonstrate a good match between the presented topics and the interests of the target group and make the RISKSUR newsletter a highly successful dissemination activity.



Annexes

