

# CREATING AND EXECUTING A DIGITAL MARKETING PLAN

**PRIMA 2017** 





# **AMERICAN UNIVERSITY** ANNE ARUNDEL COMMUNITY COLLEGE **AUGUSTA UNIVERSITY BALL STATE UNIVERSITY BOSTON COLLEGE CALIFORNIA WESTERN SCHOOL OF LAW CAMPBELL UNIVERSITY CARROLL COMMUNITY COLLEGE COLLEGE OF THE ALBEMARLE COLLEGE OF SOUTHERN MARYLAND COLLEGE OF SOUTHERN MARYLAND FOUNDATION COMMUNITY COLLEGE OF BALTIMORE COUNTY CORNELL UNIVERSITY DALTON STATE COLLEGE DE ANZA COLLEGE DUKE UNIVERSITY** FOOTHILL COLLEGE

**GARDNER-WEBB UNIVERSITY** 

### **ABRIDGED CLIENT LIST**

ABRIDGED CLIENT LIST	
GEORGE MASON UNIVERSITY	
GEORGIA TECH	
JOHNS HOPKINS UNIVERSITY ENG PROFESSIONALS	RINEERING FOR
MEREDITH COLLEGE	
MISSION COLLEGE	
NC STATE UNIVERSITY	
NORTH ORANGE COUNTY COMMU	JNITY COLLEGE
NORTHERN ESSEX COMMUNITY C	OLLEGE
NORTHERN VIRGINIA COMMUNIT	Y COLLEGE
TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER	
TIDEWATER COMMUNITY COLLEG	E
TRIDENT TECHNICAL COLLEGE	
UNC CHARLOTTE	
UNC CHARLOTTE ADMISSIONS	
UNC CHARLOTTE BELK COLLEGE O	F BUSINESS
UNC CHARLOTTE EXECUTIVE EDU	CATION
UNC CHARLOTTE FOUNDATION	
UNC CHARLOTTE PROFESSIONAL	SCIENCE

**MASTERS IN BIOINFORMATICS** 

**UNC CHARLOTTE MARCHING BAND UNC PEMBROKE UNC GREENSBORO ALUMNI ASSOCIATION UNIVERSITY OF CALIFORNIA EDUCATION ABROAD PROGRAM UNIVERSITY OF CALIFORNIA SANTA BARBARA UNIVERSITY OF THE CUMBERLANDS UNIVERSITY OF ILLINOIS CHAMPAIGN-URBANA UNIVERSITY OF MARYLAND ROBERT H. SMITH SCHOOL OF BUSINESS UNIVERSITY OF MASSACHUSETTS SCHOOL** OF PUBLIC HEALTH AND HEALTH SCIENCES **UNIVERSITY OF NEW HAVEN UNIVERSITY OF VIRGINIA UNIVERSITY OF VIRGINIA CURRY SCHOOL OF EDUCATION VIRGINIA TECH WAKE TECH COMMUNITY COLLEGE WEST VALLEY COLLEGE WESTERN CAROLINA UNIVERSITY** 

**WESTERN PIEDMONT COMMUNITY COLLEGE** 



### **ABRIDGED CLIENT LIST // COMMUNITY COLLEGES**

**AMERICAN UNIVERSITY** 

ANNE ARUNDEL COMMUNITY COLLEGE

**AUGUSTA UNIVERSITY** 

**BALL STATE UNIVERSITY** 

**BOSTON COLLEGE** 

**CALIFORNIA WESTERN SCHOOL OF LAW** 

**CAMPBELL UNIVERSITY** 

**CARROLL COMMUNITY COLLEGE** 

**COLLEGE OF THE ALBEMARLE** 

**COLLEGE OF SOUTHERN MARYLAND** 

**COLLEGE OF SOUTHERN** 

**MARYLAND FOUNDATION** 

**COMMUNITY COLLEGE OF** 

**BALTIMORE COUNTY** 

**CORNELL UNIVERSITY** 

**DALTON STATE COLLEGE** 

**DE ANZA COLLEGE** 

**DUKE UNIVERSITY** 

**FOOTHILL COLLEGE** 

**GARDNER-WEBB UNIVERSITY** 

**GEORGE MASON UNIVERSITY** 

**GEORGIA TECH** 

JOHNS HOPKINS UNIVERSITY ENGINEERING FOR

**PROFESSIONALS** 

**MEREDITH COLLEGE** 

**MISSION COLLEGE** 

**NC STATE UNIVERSITY** 

**NORTH ORANGE COUNTY COMMUNITY COLLEGE** 

**DISTRICT SCHOOL OF CON ED** 

**NORTHERN ESSEX COMMUNITY COLLEGE** 

**NORTHERN VIRGINIA COMMUNITY COLLEGE** 

**TEXAS TECH UNIVERSITY HEALTH** 

**SCIENCES CENTER** 

**TIDEWATER COMMUNITY COLLEGE** 

TRIDENT TECHNICAL COLLEGE

**UNC CHARLOTTE** 

**UNC CHARLOTTE ADMISSIONS** 

**UNC CHARLOTTE BELK COLLEGE OF BUSINESS** 

**UNC CHARLOTTE EXECUTIVE EDUCATION** 

**UNC CHARLOTTE FOUNDATION** 

UNC CHARLOTTE PROFESSIONAL SCIENCE

**MASTERS IN BIOINFORMATICS** 

**UNC CHARLOTTE MARCHING BAND** 

**UNC PEMBROKE** 

**UNC GREENSBORO ALUMNI ASSOCIATION** 

**UNIVERSITY OF CALIFORNIA** 

**EDUCATION ABROAD PROGRAM** 

**UNIVERSITY OF CALIFORNIA SANTA BARBARA** 

**UNIVERSITY OF THE CUMBERLANDS** 

**UNIVERSITY OF ILLINOIS** 

**CHAMPAIGN-URBANA** 

**UNIVERSITY OF MARYLAND ROBERT** 

**H. SMITH SCHOOL OF BUSINESS** 

**UNIVERSITY OF MASSACHUSETTS SCHOOL** 

OF PUBLIC HEALTH AND HEALTH SCIENCES

**UNIVERSITY OF NEW HAVEN** 

**UNIVERSITY OF VIRGINIA** 

**UNIVERSITY OF VIRGINIA CURRY** 

**SCHOOL OF EDUCATION** 

**VIRGINIA TECH** 

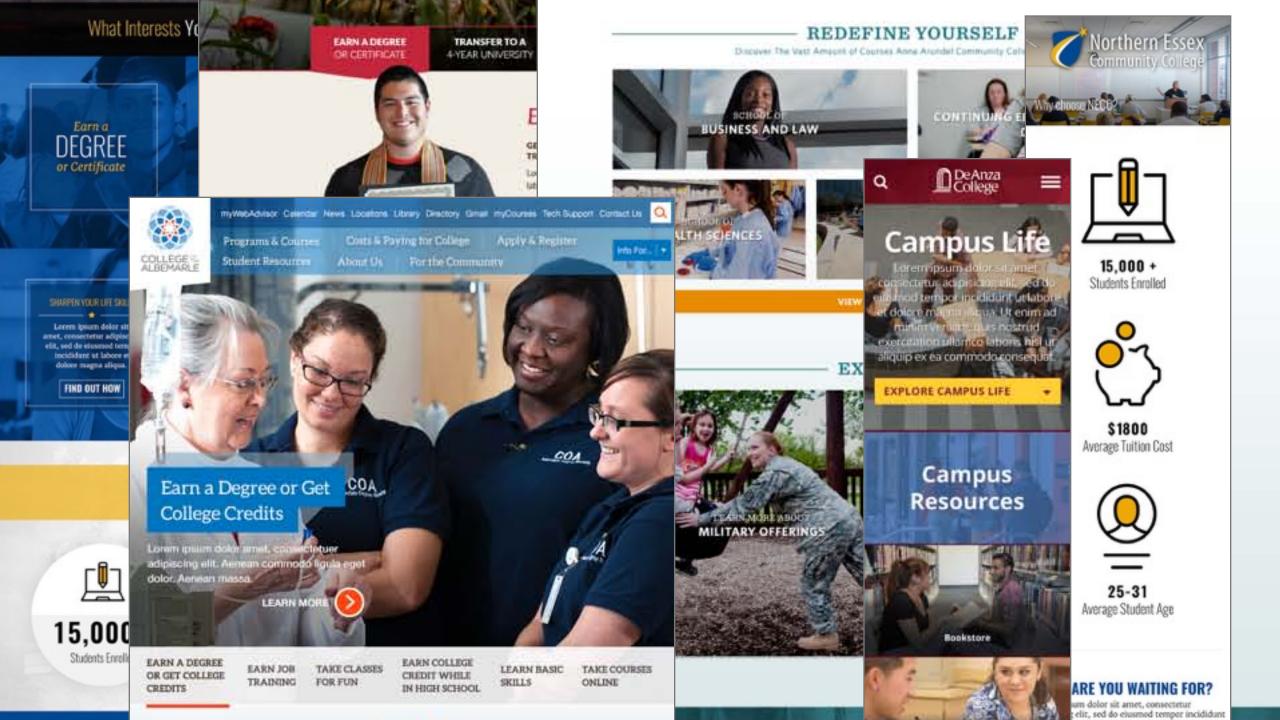
**WAKE TECH COMMUNITY COLLEGE** 

**WEST VALLEY COLLEGE** 

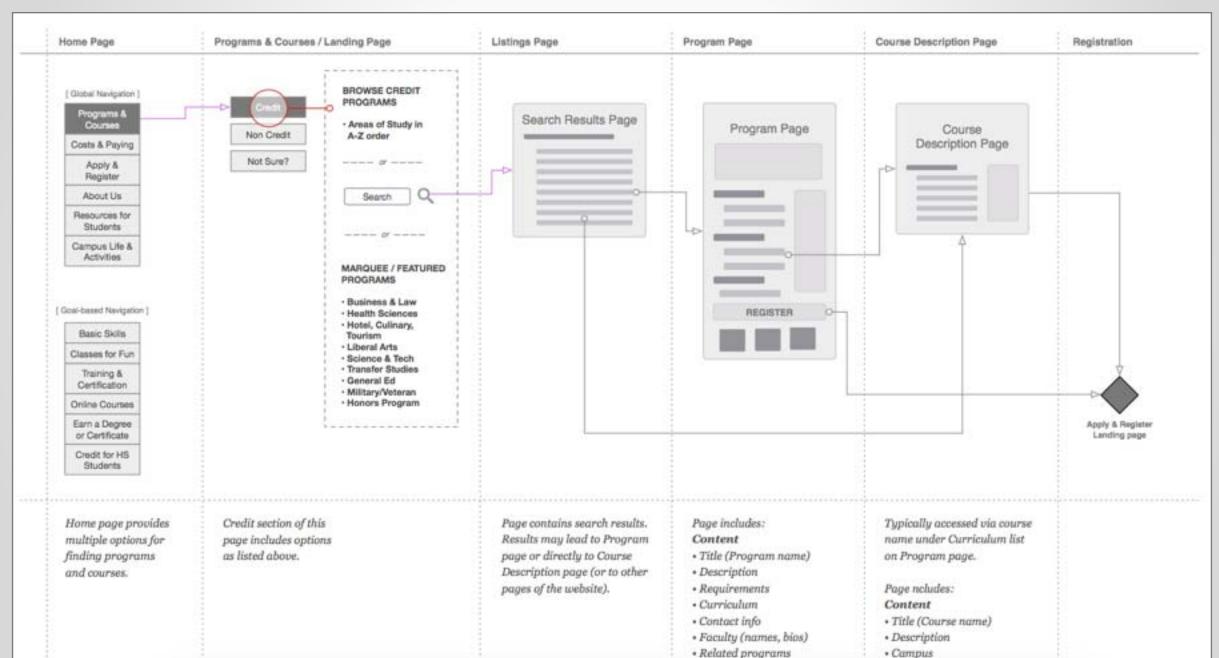
**WESTERN CAROLINA UNIVERSITY** 

**WESTERN PIEDMONT COMMUNITY COLLEGE** 

# CONFESSION







# GETTING TO KNOW YOUR AUDIE

Every community college serves a uniqu communications efforts it's important One of the ways our team does that it draw inspiration from as we work too

Of course, creating personas takes on our years of research with comp of personas that can be used as a induding:

- Degree-Seeking Studen
- . Continuing Education
- · Continuing Education
- \* Distance/Online Educ
- · Parents of Students
- Feculty and Staff
- . Alumni and Donors
- Corporate Partners
- Community Mem

But first, let's cover a few

VALUE OF MICHIGARD AND PARTY.

Tim Martin, Prospective Co

Age: 58

Family Situation: Wife, one so Doubelor: Unemployed, for Household Income; Will college

Tim worked for say Early in his career mainframes and st for a major consul in and worked for employees Tim's new machines. A/ national chain an

Tim has been se skills, but lacks a looking for a get back into th 3 actively Goo will be looking! courses to imp

A Higher Country Marketin Country (NECOM) STATES AT THE COMMENT COUNTY

# Halley Bucknell, Prospective Enrichment Student/Alumna/Parent of Prospective Degree Student

Family structure: Discount, one coupling aged 70 Omnomin St Name

FOUNDATION NOTICE \$10,000

Degran/Coronicate conference 4.50 Activities

Haley attended the community college to earn her cersure as a registerest hurse. She has worked happing

n this career since leaving the college and is hopeful her daughter. Esta, will have the opportunity to benefit from higher education as she cld. Eliza graduated in 2016 and coded to work for a few years to save up for school. Now, though, she is ready to take the next step To your for a few years to save up for scriptor, from prought time is many to have the man are in her education, having threat that the community college size actions or would be a great that having action to the become much Diace for Elza to continue her studies, but anows that higher education has become much more complicated since her own graduation. She is unfamiliar with the course offerings. registration process, and other occors provided

in addition to her interest on Eliza's behalf. Halley is also considering enrolling in a few Classes herself Since her divorce, Haley has focused her time on her career and parenting Esta. Now that Esta will be moving out of the house in the coming months, Halley is booking for something new to occupy her free time. To stave off the pain of empty next syndrome. has sometring new to occupy nor nee time. To stave on the pain or empty next syndrome, have plans to tutor students hoping to become nurses. While Hasley's employer, a local hospital, provides most of her professional development needs, she is interested in exploring photography, cooking and possibly even a home improvement course.

A PERSONA STARTE

FOR COMMUNITY COLLEGES

Visionpoint marketing

Learn more about us at visionpointmarketing.com





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Conglimentary Char.

Printels W. Salderest Elevator of Circulate Survivos



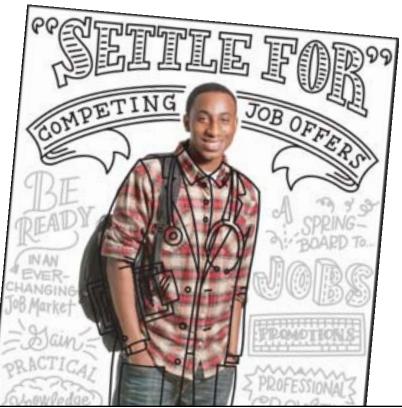
# Engagement Funnel Digital Channe Current State Programmatic Placement Vaion RESEARCH Analytica Native Advertising Interviews KEY RESEARCH OUTCOMES Search SWOT Goals Audience Profiles / Personas MARKETING STRATEGIES Mobile Apps List Retargeting MARKETING PLAN BOTTOM Email Nurturing Campaigns

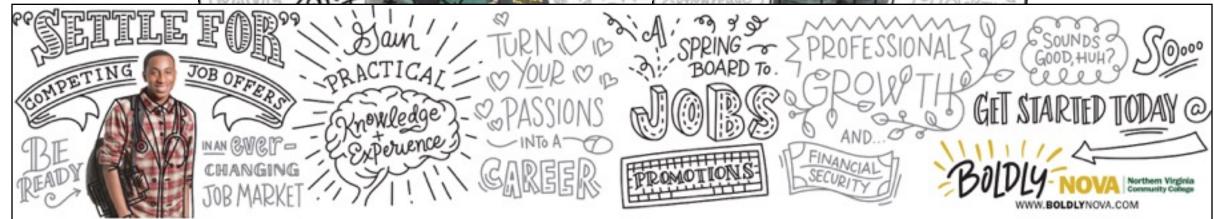
Media Plan

Tactics







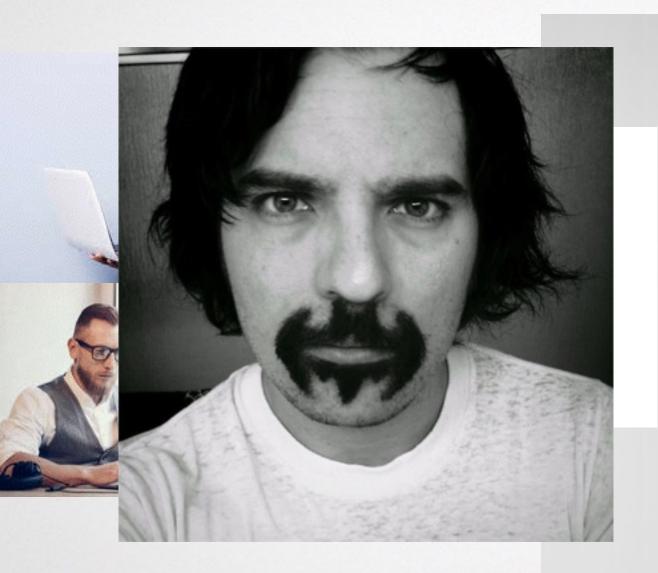






# •

# A "CREATIVE GUY" TALKING ABOUT SPREADSHEETS & DATA!?







## **AGENDA**

Steps to creating Digital Marketing Plan

What does your funnel look like?

Matching your Funnel against Digital Channels

Digital Media Planning Worksheet

3 Case Studies

Q&A



# What are we trying to achieve here?

• FACEBOOK ADVERTISING, DIGITAL VIDEO, RETARGETING, GEOFENCING, SOCIAL MEDIA, CONTENT MARKETING, MOBILE APPS, YOUTUBE, SEARCH MARKETING, EMAIL NURTURING, STREAMING RADIO, EMAIL LIST RETARGETING, DISPLAY ADVERTISING, SPOTIFY VIDEO



# STRATEGY



# WHERE TO INVEST & WHERE NOT TO INVEST

# Okay, so how do you do that?





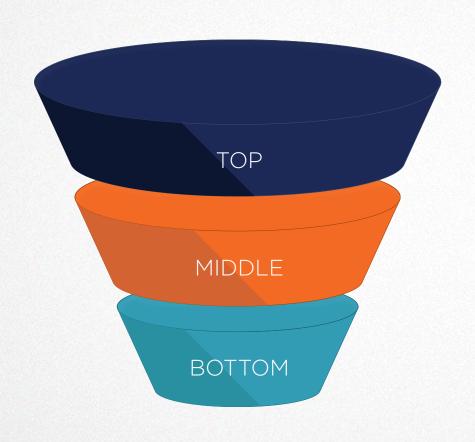




# Funnel Approach to Media Planning



# **ENGAGEMENT FUNNEL**



← Awareness

← Inquiries

← Registrations & Enrollment



# DIGITAL MARKETING CHANNELS

**Engagement Funnel** 

Digital Channels





Display



Content Marketing



Video Channels



Streaming Radio







Search



Mobile Apps



Retargeting / Remessaging



Social Media



List Retargeting







Email Nurturing Campaigns



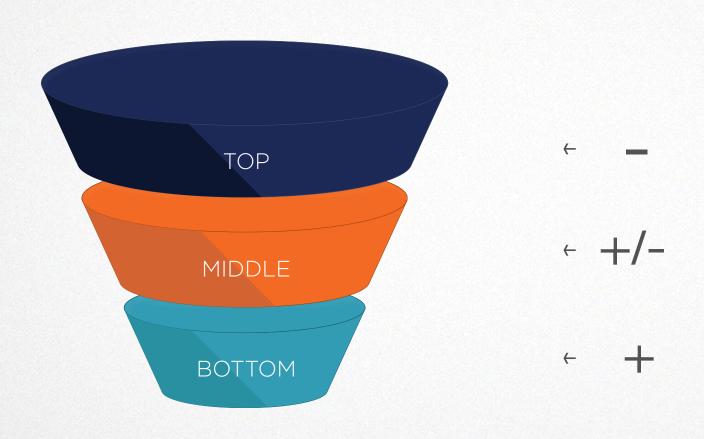
Retargeting - Time Sensitive Creative

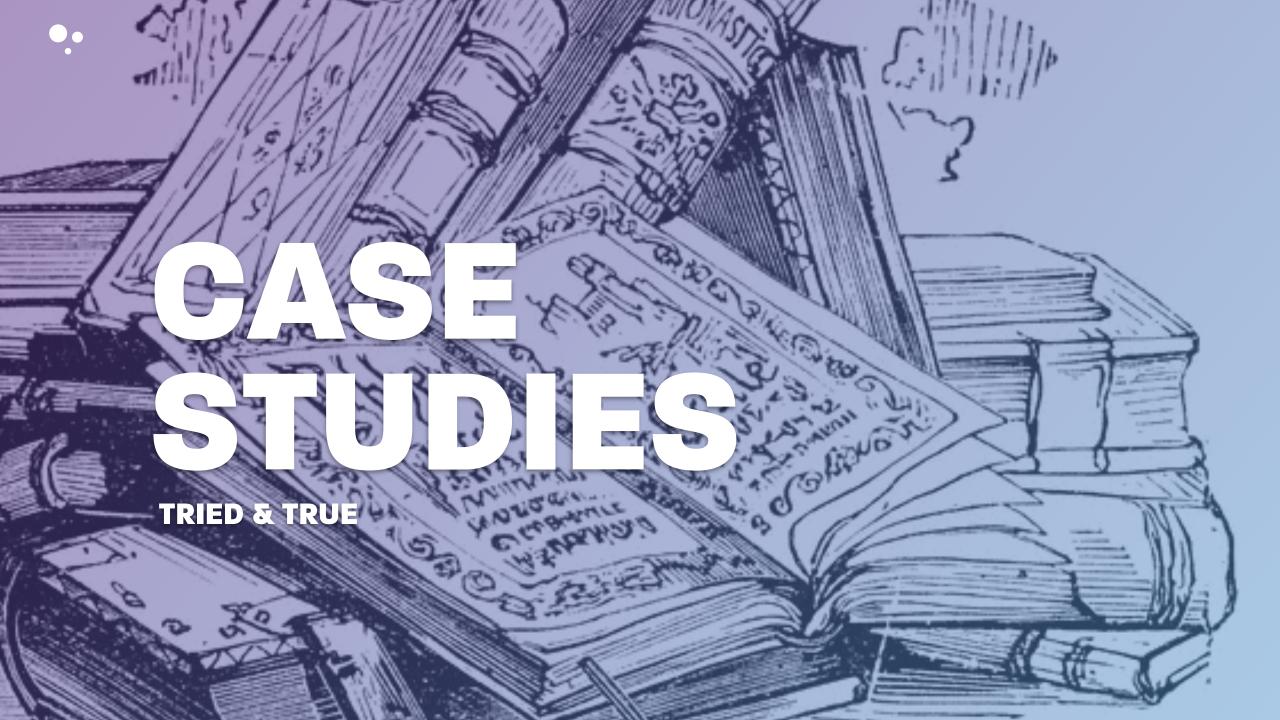


# GOAL: DRIVE ENROLLMENT INTO 4-YEAR TRANSFER PROGRAM VIA DIGITAL MARKETING



# **ENGAGEMENT FUNNEL**









### Client:

# **UNC CHARLOTTE MBA**



# **MARKETING CHALLENGES:**

- → Highly competitive program
- → Formidable competitors as neighbors
- → Strong University awareness, medium program awareness













### **RESULTS**

## **1.65M IMPRESSIONS**

.35% CLICK THROUGH RATE

4.2% LANDING PAGE CONVERSION RATE

\$33.25 COST PER ACQUISITION





### Client:

# UNC CHARLOTTE Master's in Bioinformatics



# **MARKETING CHALLENGES:**

- → Relatively new program at UNC Charlotte
- → Few people understand what "bioinformatics" is
- → Target audience could have any number of undergraduate degrees
- → Current undergrads as well as recent grads
- → Very limited budget



## BIOLOGY + BIG DATA = BIOINFORMATICS

MODEL A PANDEMIC, STOP ZIKA

LEARN

# BIOLOGY + BIG DATA =

SEQUENCE 1000 HUMAN GENOMES. MAKE SMARTER PHARMACEUTICALS

LEARN MORE AT BIOINFORMATICS.UNCC.EDU/MASTERS





STILL **ACCEPTING** 

**APPLICATIONS** 

TALK TO AN



**DECODE THE** LANGUAGE OF LIFE

LEARN MORE



MASTER'S IN BIOINFORMATICS

**DECODE THE LANGUAGE OF LIFE** 

LEARN MORE >

TRY AVAILAB

LEARN MORE >



#### **RESULTS**

#### **3.7M IMPRESSIONS**

#### .22% CLICK THROUGH RATE

\$1.37 COST PER CLICK





#### Client:

## College of The Albemarle All Programs



#### **MARKETING CHALLENGES:**

- → High general awareness but...
- → Educating audience on broad offerings
- → Aligning programs with possibilities
- → Increasing inquiries
- → Then nurturing them
- → Very limited budget







ONE STEP AT COA CAN TRANSFORM YOUR TOMORROW

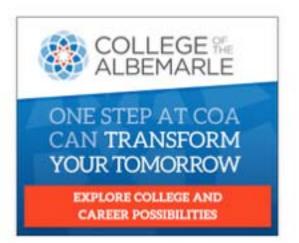
EXPLORE COLLEGE AND CAREER POSSIBILITIES





























## **Explore Your Possibilities**

Whatever your talents and passions, there is a meaningful, satisfying career or college path that taps into your full potential. Explore the possibilities below to see how you can transform your tomorrow.

PUBLIC SERVICES CAREERS

INDUSTRIAL TECH CAREERS

**BUSINESS & TECHNOLOGY CAREERS** 

HEALTH SCIENCES & WELLNESS CAREER

TRANSFER TO A 4-YR COLLEGE





### Health Sciences & Wellness Careers

Whether you're interested in nursing and patient care or running a medical office, a meaningful, purpose-driven career in healthcare or wellness is just one program, one degree, one certificate away.

RECOTTERED HOURS LITERATURAL SURGICAL TECHNOLOGIS HOUSE ADDS HELECAL ASSISTANT SUCCESSION SOCIAL WORKER DRIVEL ASSISTANT

### Registered Nurse



From heaptims to health agencies, stoctors' offices to public health organizations, Regimened Numes (Rhis) work with integrated healthcars teams to recognize and seeses linesess, provide treatments, educate patients and communities, and offer care and support to patients and families.

Populari Populari Populari

Domes Chara

Name Care Facilities

Community House

Currouts

COA Programs

#### Salary in NC



Job Outlook

+20% Growth



## Four-Year Transfer

Save thousands of dollars. Improve your chances for admission and scholarships to your dream school. Learn from excellent, passionate professors. Discover your academic passion. Get a head start on your career. Whatever your motivations, launching your four-year degree journey at College of The Albemarle will transform your future.

Save Thousands on College



Given the rising costs of college, starting your four-year journey at COA can help you save tens of thousands of dollars in costs, minimizing the burden of costly student loans.

On average, students who earn two-year degrees at COA before transferring save \$30,000 compared to students who attend NC public institutions, and that number rises to as high as \$70,000 compared to those who attend private and out-of-state schools.

LEARN MORE

Save \$30K-\$70K

on college, depending on your fouryear institution



#### **RESULTS**

.3170, .7670, 2.8570 CLICK THROUGH RATE

\$.73, \$.47, \$2.62 COST PER CLICK

.2370, .870, 770 CONVERSION RATE



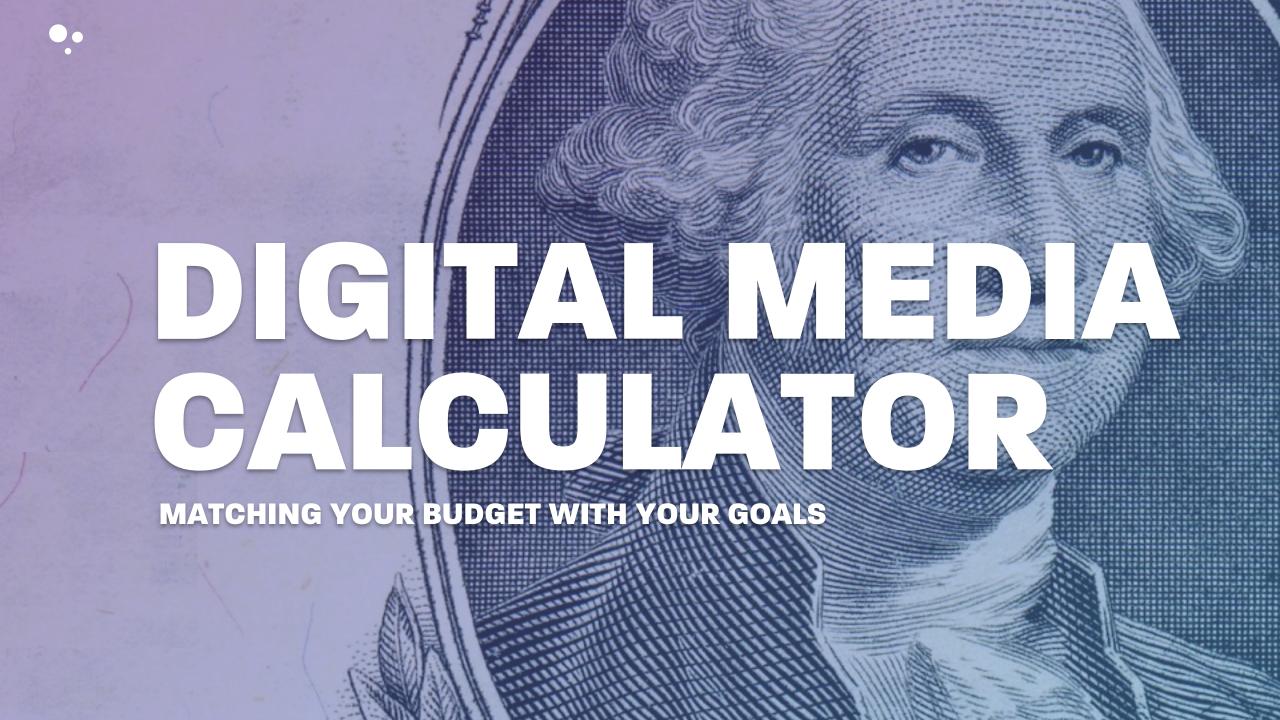
#### **RESULTS**

## SUCCESSFUL BRAND LAUNCH THAT GENERATED A TON OF ENTHUSIASM

GREAT ROI WITH ABOVE AVERAGE CLICK-THROUGH, CPC, CPM RATES

STRONGER PARTNERSHIP THAN EVER
BETWEEN MARKETING AND ENROLLMENT

5% ENROLLMENT NET INCREASE IN THE FIRST YEAR, REVERSING A 5-YEAR SLIDE!





Goal: # of Students Enrolled	
Accepted to Enrolled (Enrollment Rate)	
# of Accepted Students	
Accepted vs. Applied Rate (Acceptance Rate)	
Applications Needed	
Inquiry to Application Rate	
Inquiries Needed	
Landing Page Conversion Rate	
# of Visitors to Landing Page Needed	



Goal: # of Students Enrolled	40
Accepted to Enrolled (Enrollment Rate)	
# of Accepted Students	
Accepted vs. Applied Rate (Acceptance Rate)	
Applications Needed	
Inquiry to Application Rate	
Inquiries Needed	
Landing Page Conversion Rate	
# of Visitors to Landing Page Needed	



Goal: # of Students Enrolled	40
Accepted to Enrolled (Enrollment Rate)	70 <b>%</b> o
# of Accepted Students	57
Accepted vs. Applied Rate (Acceptance Rate)	
Applications Needed	
Inquiry to Application Rate	
Inquiries Needed	
Landing Page Conversion Rate	
# of Visitors to Landing Page Needed	



Goal: # of Students Enrolled	40
Accepted to Enrolled (Enrollment Rate)	70%
# of Accepted Students	57
Accepted vs. Applied Rate (Acceptance Rate)	70%
Applications Needed	82
Inquiry to Application Rate	
Inquiries Needed	
Landing Page Conversion Rate	
# of Visitors to Landing Page Needed	



Goal: # of Students Enrolled	40
Accepted to Enrolled (Enrollment Rate)	70%
# of Accepted Students	57
Accepted vs. Applied Rate (Acceptance Rate)	70%
Applications Needed	82
Inquiry to Application Rate	20%
Inquiries Needed	408
Landing Page Conversion Rate	
# of Visitors to Landing Page Needed	



Goal: # of Students Enrolled	40
Accepted to Enrolled (Enrollment Rate)	70%
# of Accepted Students	57
Accepted vs. Applied Rate (Acceptance Rate)	70%
Applications Needed	82
Inquiry to Application Rate	20%
Inquiries Needed	408
Landing Page Conversion Rate	3.5%
# of Visitors to Landing Page Needed	11,662



	•	TOP OF THE	<b>←</b> MIDDLE OF	THE FUNNEL		
	NATIVE ADS*	DISPLAY	FACEBOOK	FACEBOOK VIDEO	SEARCH	RETARGETING
% Total Landing Page Traffic						
# Visitors to Landing Page Needed						
Average click through rate						
Total # of impressions						
Average CPM						
Average CPC						
Total Media Budget Required						



#### SELECTING YOUR CHANNELS $\delta$ FORECASTING YOUR BUDGET

	◆ TOP OF THE FUNNEL →				<b>←</b> MIDDLE OF T	HE FUNNEL
	NATIVE ADS*	DISPLAY	FACEBOOK	FACEBOOK VIDEO	SEARCH	RETARGETING
7o Total Landing Page Traffic	0%	20%	10%	5%	40%	25%
# Visitors to Landing Page Needed						
Average click through rate						
Total # of impressions						
Average CPM						
Average CPC						
Total Media Budget Required						



◆ TOP OF THE FUNNEL → MIDDLE OF THE FUNNEL →

% Total Landing
Page Traffic

# Visitors to Landing Page Needed

Average click through rate

Total # of impressions

Average CPM

Average CPC

ļ	NATIVE ADS*	DISPLAY	FACEBOOK	FACEBOOK VIDEO	SEARCH	RETARGETING
	0%	20%	10%	5%	40%	25%
	0	2332	1166	583	4665	2915
Ì						
Ì						
et						



% Total Landing
Page Traffic

# Visitors to Landing Page Needed

Average click through rate

Total # of impressions

Average CPM

Average CPC

	NATIVE ADS*	DISPLAY	FACEBOOK	FACEBOOK VIDEO	SEARCH	RETARGETING
	0%	20%	10 <b>%</b>	5%	40%	25%
	0	2332	1166	583	4665	2915
	0.08%	0.21%	0.83%	1.56%	5.00%	0.28%
t						



**←** TOP OF THE FUNNEL **←** MIDDLE OF THE FUNNEL **←** 

% Total Landing
Page Traffic

# Visitors to Landing Page Needed

Average click through rate

Total # of impressions

Average CPM

Average CPC

NATIVE ADS*	DISPLAY	FACEBOOK	FACEBOOK VIDEO	SEARCH	RETARGETING
0%	20%	10%	5%	40%	25%
0	2332	1166	583	4665	2915
0.08%	0.2170	0.83%	1.56%	5.00%	0.28%
0	1,110,648	140,504	37,378	93,294	1,041,233
t					



**←** TOP OF THE FUNNEL **←** MIDDLE OF THE FUNNEL **←** 

% Total Landing
Page Traffic

# Visitors to Landing Page Needed

Average click through rate

Total # of impressions

Average CPM

Average CPC

NATIVE A	NDS*	DISPLAY	FACEBOOK	FACEBOOK VIDEO	SEARCH	RETARGETING
	0%	20%	10%	5%	40%	25%
	0	2332	1166	583	4665	2915
0	.08%	0.21%	0.83%	1.56 <b>%</b> o	5.00%	0.28%
	0	1,110,648	140,504	37,378	93,294	1,041,233
		\$2.00	\$6.00	\$11. <i>7</i> 5	\$98.00	\$6.50
t						



→ TOP OF THE FUNNEL → MIDDLE OF THE FUNNEL →

% Total Landing
Page Traffic

# Visitors to
Landing Page
Needed
Average click
through rate

Total # of
impressions

Average CPM

Average CPC

Total Media Budge

Required

Į	NATIVE ADS*	DISPLAY	FACEBOOK	FACEBOOK VIDEO	SEARCH	RETARGETING
3	0%	20%	10%	5%	40%	25 <b>%</b> o
	0	2332	1166	583	4665	2915
	0.08%	0.21%	0.83%	1.56%	5.00%	0.28%
	0	1,110,648	140,504	37,378	93,294	1,041,233
		\$2.00	\$6.00	<b>\$11.75</b>	\$98.00	\$6.50
et	\$0.00	\$2,221.30	\$843.02	\$439.19	\$9,142.86	\$6,768.01



70 Total Landing
Page Traffic

# Visitors to
Landing Page
Needed
Average click
through rate

Total # of
impressions

Average CPM

Average CPC

Total Media Budget

Required

NATIVE ADS*	DISPLAY	FACEBOOK	FACEBOOK VIDEO	SEARCH	RETARGETING
0%	20%	10%	5%	40%	25 <b>%</b> o
0	2332	1166	583	4665	2915
0.08%	0.21%	0.83%	1.56%	5.00%	0.28%
0	1,110,648	140,504	37,378	93,294	1,041,233
	\$2.00	\$6.00	\$11. <i>7</i> 5	\$98.00	\$6.50
\$0.84	\$0.95	\$0.72	<b>\$0.75</b>	\$2.50	\$2.32
\$0.00	\$2,221.30	\$843.02	\$439.19	\$9,142.86	\$6,768.01



#### **DIGITAL MEDIA PLAN SUMMARY**

# Visitors to Landing Page Needed	11,662
Average click through rate	0.48%
Total # of impressions	2,423,057
Average CPM	\$8.01
Average CPC	\$1.66
Total Media Budget Required	\$19,414.38





## Key Takeaways

Do research and understand your SWOT and audience

Determine weaknesses in the funnel

Focus media buys, don't spread too thin

Personalize the spreadsheet with your own KPIs

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