

Strategic University Communications

February 2012





University Communications



- Research-based
- On message
- Reducing media boundaries Develop once, publish everywhere
- Targeting messages for different constituencies
- Learning





University Communications Core



Strategic Initiatives



The Brafferton



Admission



Alumni Association



University Development



Student Affairs



Schools and Units Adapt Messages and Focus on Unique Constituencies



Arts & Sciences



Business





Education



Law



VIMS



Reves Center



Intercollegiate Athletics



Staying on Message



- Annual Plan
- Events
- Message Map



Campus-Wide Communication Council
Wynn (Chair)



Only one W&M

There is only one W&M – a public Ivy with a storied past that produces leaders who change the world.





Academic Distinction Grounded in the Liberal Arts



Great students

Great teachers





Engaged learning



+ Opportunities to explore, lead and take risks









> = Students who are ready to change the world











Getting the message out: Leveraging E-Communications

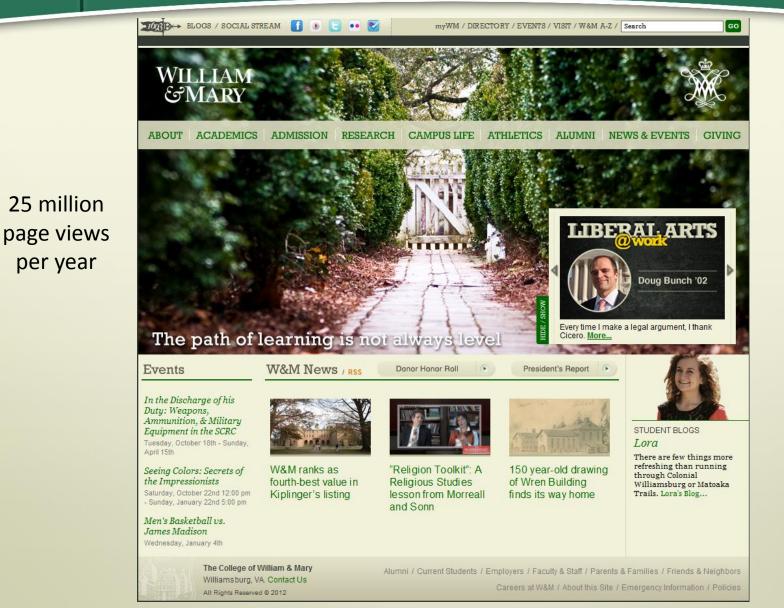
Connecting web, email, social media and print communications

- What's on the web? Using the web as a base.
- How are we using social media? Pushing content to target groups.
- How are we integrating digital communications? Adapting core messages and content for target audiences.
 - ✓ Alumni Association
 - ✓ University Development
 - ✓ Undergraduate Admission



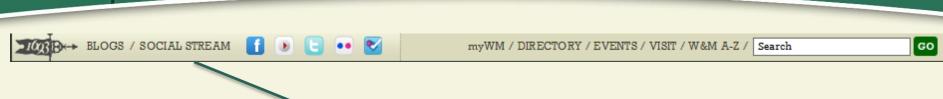
per year

What's on the Web?





New Media: Leveraging Content





Social Stream media at the moment!



27,000 Facebook Fans

660,000 Flickr Views in 2011



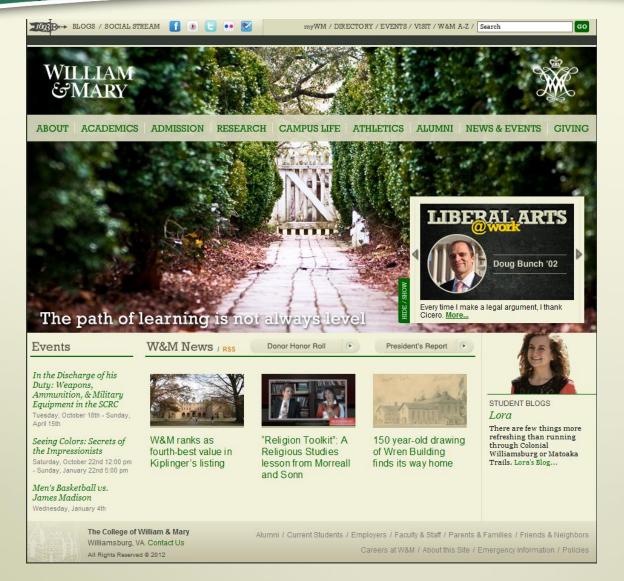
410,000 You Tube Views in 2011



7,400 News Twitter Followers 6,800 W&M Followers



A Quick Tour

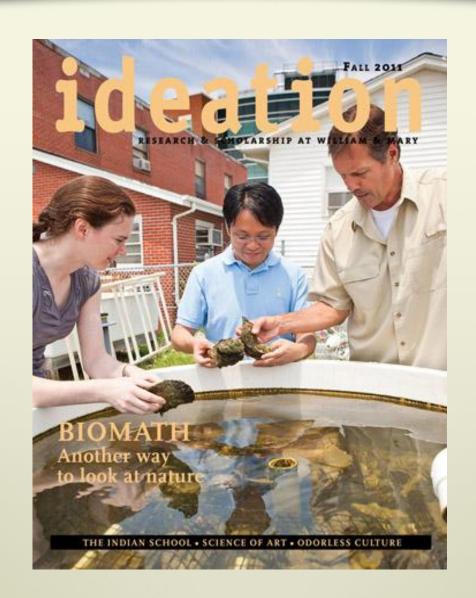


Let's take a look

Social Stream
Cypher Easter Egg
Events
Footer – Alumni
Refresh coming



Leveraging Content: Example, Ideation





Where is Ideation? – Website

WILLIAM ideation



Ideation

Science & Technology

Arts & Humanities

Social Sciences

The Professions

Notes & Curiosities

Ideation Magazine:

Fall 2011

Spring 2011

Fall 2010

Spring 2010

Fall 2009

Spring 2009

Winter 2008 - 09

Spring 2008

Fall 2007

Editor Joseph M. McClain research@wm.edu



Home » Research » Ideation » Issues » Fall 2011

Fall 2011





Almost like magic

Joseph McClain | October 3, 2011

All actions in nature can be expressed numerically. That's biomathematics in a very, very small nutshell. Kiah Hardcastle has her own way to describe the concept.



Digging up our roots

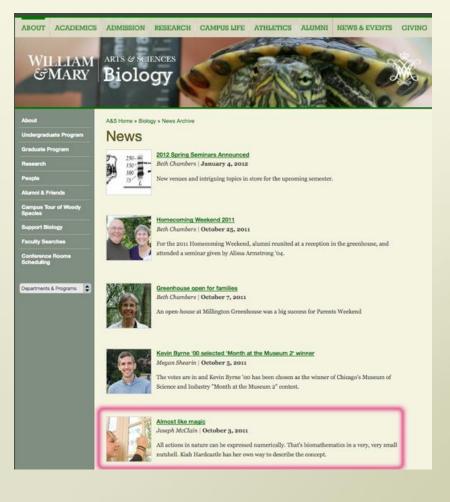
Andrea Davis | October 3, 2011

A piece of stone and a scant double-handful of broken glass. It doesn't look like much to the uninitiated, but the team of archaeologists working this summer at the base of the Brafferton knows that these artifacts are the richest kind of pay dirt.



Where is Ideation? – Department Pages







Where is Ideation? – Facebook, RSS Feed, Twitter

When it comes to the hard work of evolutionary paleontology, you can't beat the humble clam.





Where is Ideation? – NSF, Live Science





Many of Elizabeth Harbron's lab staff come from the

organic chemistry sections she teaches, where she uses molecular model kits to show the three-

CREDIT: Stephen Salpukas, College of William & Mary

dimensional structure of molecules.

View full size image

years, the makeup of her lab

groups at the College of

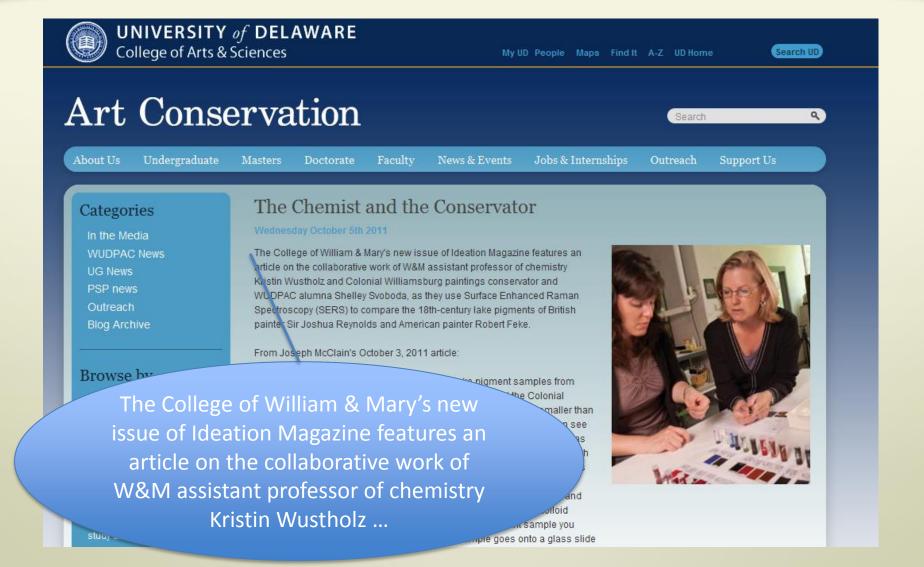
predominantly (but not

William & Mary have been

exclusively) undergraduate and also have become

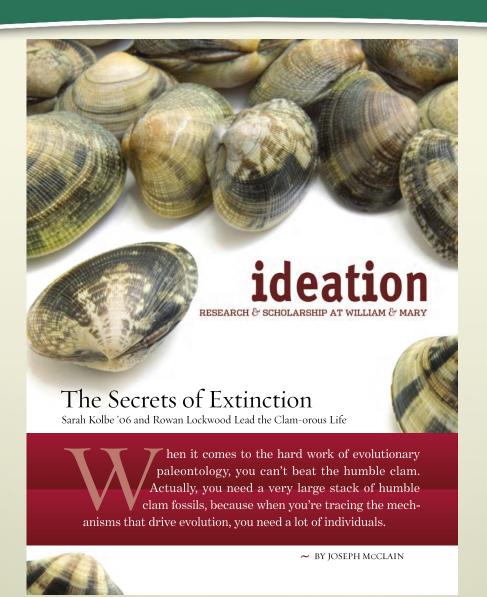


Where is Ideation? – Even the University of Delaware!





Where is Ideation? – Alumni Magazine





Focus



Alumni Association



University Development



Admission



Alumni Association

Alumni Association Website. (1,227,328 hits per year)

eConnection. Alumni-specific stories in a monthly email to 50,700 alumni. University Relations and others provide some stories for these communications, but they also feature alumni profiles and more alumni-specific news such as Homecoming, Young Guarde weekend, etc.

Social media. Facebook views (678,614 per year). Facebook followers (1,477). Twitter followers (2,223). You Tube videos (90 videos–76,448 views).

Alumni Magazine. Distributed by mail to all W&M alumni (88,500), four times per year (Fall, Winter, Spring and Summer).





W&M Magazine

William& Mary



FEATURES

2012 ALUMNI MEDALLIONS

For Dedication to the College BY MITCH VANDER VORST

PHILOSOPHY OF LAW

Bill Hoffmann '67, J.D. '77 Goes to Court BY BEN KENNEDY '05

'A COLLEGE IN NAME ONLY'

The War's Long Reach: Part III BY SARA PICCINI

WEB EXCLUSIVES

MISSION:MAGAZINE

See how the Winter issue was made BY MEGAN M. MORROW

PICTURING THE PAST

Shedding Light on an Historic Photo Process

BY MICHAEL D. BARTOLOTTA

PHOTO FEATURES

A Young Fan Cheers for the Tribe PHOTO BY SKIP ROWLAND



Digital Magazine

Optimized for Web & iPad

Embedded audio, photo galleries, and videos



Digital-only features

n the twitter feed...



TheBeltTeam The Belt Team

It doesn't matter where you're from or where you live now, coming back to @williamandmary is always coming home! #wmhc.



Making the electronic W&M Magazine run everywhere

<u>Now</u>

















<u>Future</u>







Alumni Association Communications – Research based, on message, integrating new technologies



University Development

William & Mary Today. Sent electronically **each Wednesday** to a select list of donors, alumni and friends of the college. The stories usually come from University Relations and focus on the impact W&M has beyond campus.

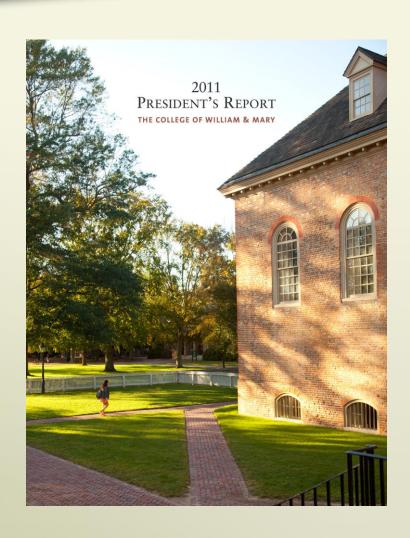
Momentum. Sent electronically **once a month** to 60,000 alumni, faculty, staff, students, parents, friends, etc. The stories mostly come from University Relations but also feature units that may have a unique video or feature.

Ringing Far & Near. Content includes updates about what is happening at the College and stories related to the impact of fundraising at William & Mary. Printed and mailed **annually** (10,000 alumni and friends).





President's Report



Converted Foundation annual report to President's Report, posted on the website in November.

E-mails go to all alumni, donors, leadership board members, parents, students, faculty and staff (roughly 75,000 for whom we have email addresses).

Small number (2,200) printed and distributed to major donors.

Developed jointly by University Development, Strategic Initiatives and the Office of the President.



University Development – Solicitations

Direct Marketing for Annual Giving

Tailored

- Who we are soliciting and segmentation schemes
- What we are asking for
- Gift amount we are targeting

Timed

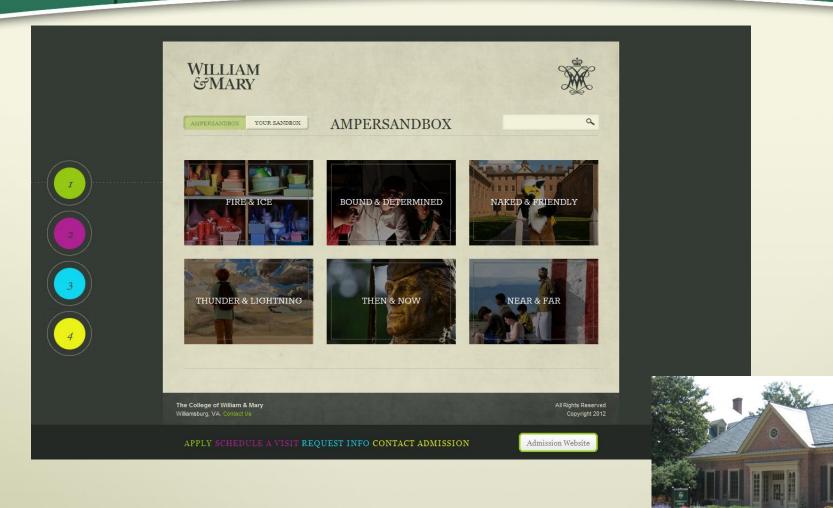
 Coordinate 20+ mailings, 20+ email communications, and yearround calling for multiple giving priorities

Data Based

- Giving history (areas supported in the past, date of last gift, amount of past giving)
- Affiliation (e.g. degree area, association with a campus program)



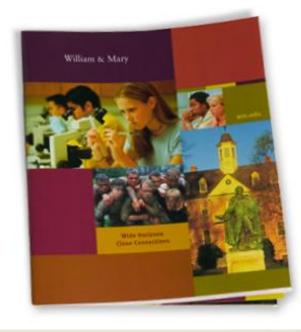
Undergraduate Admission





Viewbook Revision









- Impact
- Integration
- Interactivity



Q4 What can I do at U.Va.?





Montag Hall-355 Galvez Street

Elm City Run.

Elm City Run.

"I'm never more aware of how
much New Hearth has to offer than
much New Hearth has to offer than
out the track team, I run a lot. Every
run, we basically circle the entire
city. So the city's size is manageable
mough that if you want to go to
you can leave the city for your run
and then return. On a single run
you can pass the neighborhoods
that are niest if you go down
Hillhouse. Then you can go on the
that are niest if you go down
Hillhouse. Then you can go the
that are niest if you go down
Hillhouse. Then you can go
that are niest if you go
that are niest if you
that are niest if
the applian, but the really infalled
and find trails to run on. Some
parts are funtastic, and other ones
present you with a challenge, but
either way it's really fina. Secusse
this whole image of so many
kinds of iffe and landscape, You
can leave canpus and return with
renewed vigor, because you see
so many things adong the way; so many things along the way."

Dan

















Track and Field, Left to right: Leaving Timothy Dwight College; Whitney Avenue shooping district, feelsh flowers on Whitney; ascending Science Hill, East

CLASS OF 2015 ACADEMIC PROFILE

gh School GPA Ranges I	82

GPA 3.7-3.99	30%	6%	24%	
GPA below 3.7	15%	3%	6%	
Web Cabaci Bank to Class				

Top 10%	80%	7%	94%	
11%-20%	12%	2%	4%	
21% and below	8%	2%	2%	

SAT Critical Reading Scores

800	8%	18%	19%
700-799	36%	10%	49%
600-699	37%	6%	28%
Below 600	19%	2%	4%

SAT Math Scores

800	16%	12%	26%
700-799	43%	9%	50%
600-699	29%	6%	22%
Below 600	12%	2%	3%

SAT Writing Scores

800	8%	19%	20%
700-799	40%	10%	54%
600-699	35%	5%	22%
Below 600	17%	2%	4%

30–36	69%	8%	85%
24–29	26%	3%	13%
18-23	5%	2%	2%
12-17	0%	0%	0%



No Dead Ends





facebook



W&M Class of 2016

CONGRATULATIONS on your acceptance!!! We are so glad to have you all as the newest members of the Tribe!!!!!

23 People Reached · 47 People Talking About This

Like · Comment · Share · November 30, 2011 at 4:49pm



87 people like this.



Rachel Brown I'm so happy to be a member of the Tribe!!! I've been smiling since I opened the email!



Kailyn Hornbeck I can't stop smiling either! :D November 30, 2011 at 6:19pm · Like · € 2



Francis Mickle I can't stop weeping November 30, 2011 at 6:20pm · Like · ₼ 11



Amanda Gordon ^Same here! November 30, 2011 at 6:57pm · Like · ₼ 1



Sam Mancuso i can't stop dancing with happiness!



Leo Guedes I'm waiting for that fat envelope like they said!



Megan Andrews Already ordered my Tribe sweatshirt!! November 30, 2011 at 7:56pm · Like · € 5



Dan Nuckols By far, the best email I have ever received. Half of me still doesn't believe it, but it's totally and 100% true: I am a member of the Tribe/Class of 2016 at W&M!!!! November 30, 2011 at 8:02pm · Like · ₼ 10



Catie Pinkerton This is seriously unreal!!!!! Just bought everyone in my family a car decal!! :))





















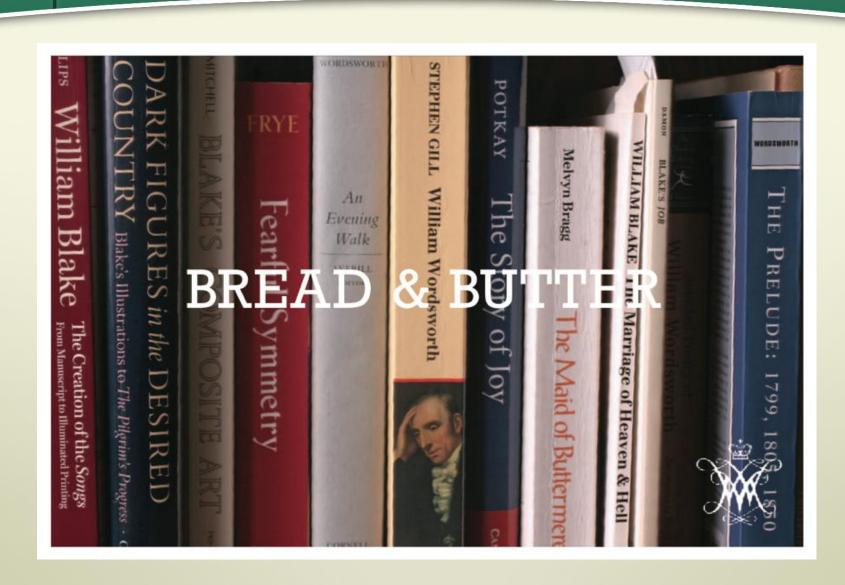








Bread & Butter



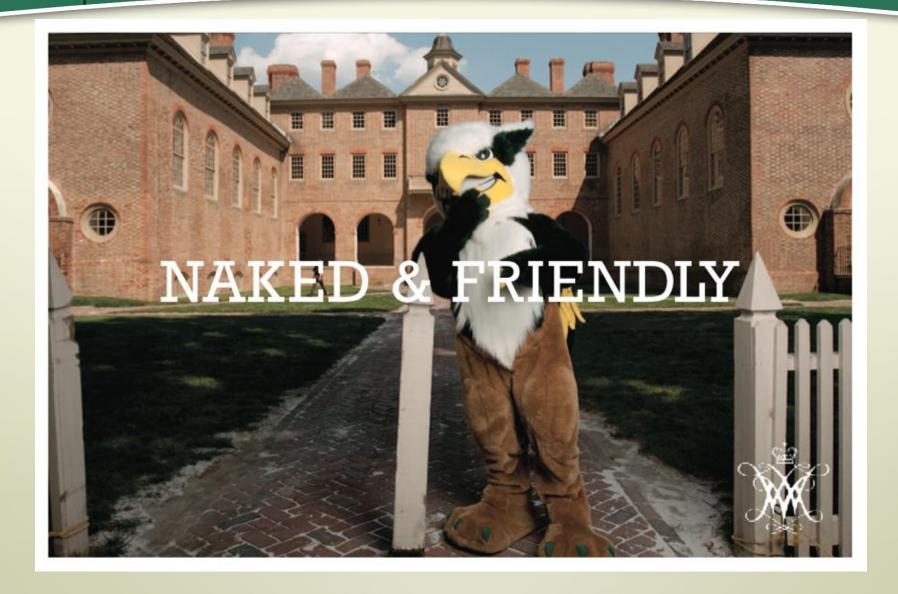


Pride & Joy





Naked & Friendly



facebook



Andrew Perry posted on WM Admission's Wall.

Just received a lovely box of conjunctions from you. The Admissions Board at William and Mary has officially made my day.

From: crmanskifrshp [crmanskifrshp@comcast.net] Sent: Tuesday, November 29, 2011 11:15 AM

To: admission@wm.edu

Subject: Loving the Conjunctions!!

[My son] had left a few highlighted on table this morning with notes...Thanks for the personal touch you have put into this college application process. Few colleges have attempted it as nicely.

COMMENTS

November 3rd, 2011 at 2:55 pm Katherine Oliver says:

Some colleges send comprehensive packages about their academics or fancy-looking letters. I read some, but really, almost all of them say the same things...The ampersand box was simple in presentation, but incredibly intriguing. I loved that I could hear the voice of the school on the cards!



ampersandbox.wm.edu



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Back up

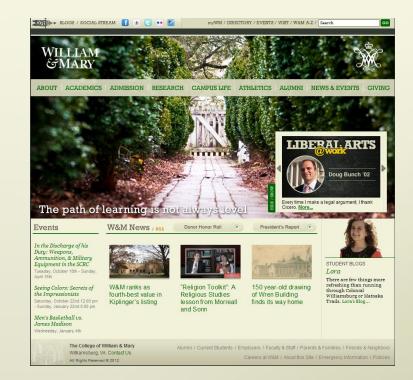
February 2012



We know more about our visitors than you want to know!

During Calendar Year 2011:

- Visits 6,941,125
- Unique Visitors 2,262,781
- 31% new visitors / 69% returning visitors
- Number of pages per visit 3.56
- Average time on site 3:08
- Visits from mobile devices 322,493 (up from 127,632 in 2010)
- 32% used Internet Explorer / 29% Safari
 / 23% Firefox
- 32% internal visitors / 68% external



>1603 (B*++

Core Messages

- Only one W&M William & Mary is unique among the nation's institutions of higher education.
- W&M is one of the world's great liberal arts universities, a public ivy.
- W&M is a lifelong experience those linked to W&M are stewards of a great inheritance.
- W&M is an engaged community making a difference for the better.
- Together we are building a sustainable financial future.