

## **Communication Goals and Objective**

### GOALS:

- Drive awareness of and positive sentiment for U-M's impact in the state of Michigan, countering prevalent myths and misperceptions.
- Increase advocacy for U-M overall and the efforts we are doing in the state of Michigan.
- OBJECTIVE: Produce and place into market an awareness campaign, focusing on the day-to-day and likely
  unattributed benefits that U-M research, teaching, patient care and public service bring to the entire state of
  Michigan.

## **Communication Strategy Tactics**

- **Develop personalized and compelling stories** featuring Michigan residents from around the state that "bring to life" the impact of the University of Michigan.
- Produce an average of two to three stories a month and distribute via various channels.
- Share materials with communicators from U-M schools and colleges (M-19) promoting use, along with campus social leadership for additional distribution and engagement across owned social properties.
- Communicate efforts across campus channels starting in September 2018 (the University Record, Michigan Radio, kiosk toppers, light pole banners, Stadium Boulevard marquee).
- **Distribute thank you letters and posters** from President Schlissel to those featured in our "This is Michigan" Stories of our State campaign.

#### STORIES OF OUR STATE

## This is Michigan - Overall Campaign Highlights

#### It's working!

- Achieving tremendous reach among both of our audiences (unaffiliated and affiliated)
- Multi-channel approach creating stronger awareness for our stories
- Ability for the audiences to connect with personal story has been effective beneficiaries telling how U-M has benefited their lives vs. us telling the story has had a stronger impact on our stories being consumed/shared

### Creating pride and excitement among advocates to help tell the stories:

- Hear on the Farm resonated with audiences in audiology professions and through an interview aired to multiple radio stations in and outside of Michigan.
- Aphasia U-M Speech therapist grads shared enthusiastic remarks on U-M's Aphasia Program and the story was featured in Mary A. Rackham Institutes's winter newsletter.
- Active Classrooms Followers expressed their excitement in social post comments surrounding the InPACT programs.
- Schools and colleges are sharing our stories and assets with their audiences through a variety of channels, including newsletters, social media, public presentations. Stories are continually being highlighted on their various communication channels (ex. Neuvokas was just featured in Business Engagement Center's newsletter).

## This is Michigan - Overall Campaign Highlights

- Updated our Paid Social Media Strategy in 2019 and already seeing an improvement in performance
- Constantly refining our content based on performance e.g. best formula tell the story quickly/most important information upfront, create shorter and varied "consumable" variations targeted to the channel, determining the types of content that resonate the most with our various audiences.
- **Exploring other venues to showcase our stories as a whole** All stories packaged in a showcase for the Michigan Today publication. Currently looking into Reddit and placing our message through signage at the Detroit Metro Airport.
- Repurposing stories for news media Stories such as MEZ to be re-distributed to news media based on timeliness, current events such as the state competition in March and national contest in April. Rip Current at start of summer and popular swimming, beach weekends, Labor Day, for example. Opioid is an ongoing media opportunity as community trainings are scheduled, active classroom as a back-to-school story, etc.

## This is Michigan Stories

#### Coastline



U-M Taubman College of Architecture + Urban Planning

## Big History



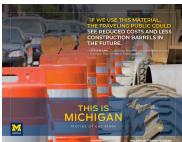
U-M School of Education

### Landyn



Michigan Medicine - C.S. Mott Children's Hospital Congenital Heart Center

#### Concrete



U-M College of Engineering

### Tonya Allen



U-M School of Public Health U-M School of Social Work

### Helmet Therapy



Hospital and the Orthotics and Prosthetics Center

### Carlson's Fishery



U-M School for Environment and Sustainability Michigan Sea Grant Program

### **MCity**



U-M Mcity

## This is Michigan Stories cont.

### Rip Current



U-M Institute for Clinical & Health Research Michigan Sea Grant Program

### Neuvokas



U-M Economic Growth Institute

#### Access for All



U-M School of Information

#### **Opioid Overdoses**



U-M School of Nursing

### **Brewery Vivant**



U-M School for Environment and Sustainability

#### **Blavin Scholars**



U-M Development, Blavin Scholars Program, School of Social Work

#### **Dental Clinics**



U-M School of Dentistry

### Making in Michigan Libraries



U-M School of Information



## This is Michigan Stories cont.

#### Cook Scholars



U-M Development, Cook Scholars Program, Ford School of Public Policy

#### **Active Classrooms**



U-M School of Kinesiology

#### Hear on the Farm



U-M School of Nursing

#### MEZ



U-M College of Engineering

### Argus Farm Stop



U-M Ross School of Business

#### Student-Run Free Clinic



U-M Medical School

### Aphasia



U-M Aphasia Program, Rackham Graduate School

**Upcoming stories include:** Biology in Benzie, Buddy to Buddy, Treadmills and Down Syndrome, Community Pharmacists



## **Story Placement Details**

### News Media:

- Plan: News releases will be written and distributed to print, TV and radio outlets (local, regional markets) and also shared with niche online news sites if there is a fit either prior to or during the 4-week story flight.
- Placement: Emphasis on individual media pitches that are based on the interests and specialties of reporters, editors and producers.
- Audience: Unaffiliated and affiliated men and women in the state of Michigan.

### • Paid Social:

- Plan: 4 weeks per story
- Placement: Facebook, Instagram, YouTube, Twitter
- Target Audience: Unaffiliated and affiliated politically moderate men and women in the state of Michigan.

### • U-M Social:

- Plan: Posted across owned social channels within the 4-week paid flight.
- · Placement: Facebook, Instagram, LinkedIn, Twitter
- Audience: Affiliated U-M Social fan base

## **Story Placement Details cont.**

- Michigan Impact and Gateway Websites:
  - Plan: Posted on the Michigan Impact Website for the life of the campaign. Posted on the U-M Gateway for a week after each stories launch.
  - Audience: Unaffiliated and affiliated men and women in the state of Michigan.
- Campus Channels:
  - · Plan: Vary by channel
  - Placement: Stadium marquee, kiosk toppers, light pole banners, etc.
  - Audience: Unaffiliated and affiliated men and women on U-M Ann Arbor campus.
- Alumni Newsletter:
  - · Plan: Periodically
  - · Audience: Affiliated men and women

## This Is Michigan - News Coverage - Recent Stories

Stories were distributed to news media throughout the state and posted across U-M channels: The Gateway feature, Gateway news item, Michigan Today (300,000 alums), Canvas (40,000 students/50,000 instructors), Michigan News, Facebook and Twitter.

#### **Cook Scholars:**

Argus Press (13K print circulation, figure does not include digital reach; 15K Facebook followers)

#### **Hearing Heroes**

Ag News For America, radio wire service geared toward the agricultural industry, airs on 40 stations from WDMJ in Marquette to WJIM in Lansing and WCSR in Hillsdale; Michigan Ag Connection, national network of websites for the agricultural community; The Hearing Review, industry publication for audiologists, public health industry and advocacy groups

### **Argus Farm:**

News Media has already covered extensively

#### **Aphasia**

Traverse City Record Eagle (25K print circulation, digital, 23K Facebook followers)

#### **Active Classrooms**

Futurity (audience is researchers and research news from top universities). Medical News (international publication, 73 million visitors annually), HealthDay (national Health & Wellness website)

#### MEZ

Michigan Chronicle (50,000 - 75,000 weekly readership, print and digital)

## This is Michigan - News Coverage- Previous Stories

Stories were distributed to news media throughout the state and posted across U-M channels: The Gateway feature, Gateway news item, Michigan Today (300,000 alums), Canvas (40,000 students/50,000 instructors), Michigan News, Facebook and Twitter.

### **Opioid Overdoses:**

News Media: Monroe News (with 36,300 Facebook followers), Ag Net, a radio wire service geared toward farmers for 40 stations from WDMJ in Marquette to WJIM in Lansing and WCSR in Hillsdale. Detroit Free Press to publish by early November. Additional Outreach: University Record, Michigan Daily

#### **Blavin Scholars:**

News Media: WXYZ-TV (383,000 Facebook followers) story in April. NewsChamber, statewide news curator and distributor Additional Outreach: Ongoing

#### **Making In Michigan Libraries:**

News Media: The Daily Mining Gazette (circulated in most of the UP and northern parts of the Lower Peninsula), Leader Publications, a southwest Michigan news organization that owns The Niles Daily Star, Dowagiac Daily News, Cassopolis Vigilant, and the Edwardsburg Argus.

Additional Outreach: University Record, Michigan Daily, Michigan Library Association

## This is Michigan - News Coverage - Previous Stories

Stories were distributed to news media throughout the state and posted across U-M channels: The Gateway feature, Gateway news item, Michigan Today (300,000 alums), Canvas (40,000 students/50,000 instructors), Michigan News, Facebook and Twitter.

### **Rip Current:**

News Media: Appeared in at least 10 print, online and broadcast (TV & radio) outlets across Michigan and in Indiana, Illinois and Tennessee. Also shared on their social media channels. WDIV/ClickOnDetroit ((the state's #1 news website with 800,000 unique visitors in Jan. 2018, 11 percent market share, 539,460 Facebook followers) aired story on four separate newscasts, posted online story and shared on Facebook and Twitter. Detroit News (146,962 circulation, 300-500,000 digital, 234,000 Facebook); Traverse City Record Eagle (25,000 circulation, 20,285 Facebook, among others metropolitan and rural.

Additional Outreach: Michigan Daily, Facebook and Twitter posts by Great Lakes Water Safety Consortium and Michigan Sea Grant

#### Access for All:

News Media: Fox47News (Audience reach across 20 cities in mid-Michigan, 58,000 Facebook followers)

### **Brewery Vivant:**

News Media: Michigan Ag Connection (National network of websites for the agricultural community)

#### **Dental Clinics:**

News Media: Iron Mountain Daily News (10,000 circulation, 7, 500 Facebook)

Additional Outreach: School of Dentistry social media, (19,000 Facebook and 1,442 Twitter followers), dentistry alumni social media,

#### Neuvokas:

News Media: Grand Blanc View (2-3,000 circulation, 1,400 Facebook)

Additional Outreach: EGI website and social media

## **Recent News Media Examples**





## **News Media Examples cont.**





series offers skill

charing

widespread power outages

Rangers shutout Centreville

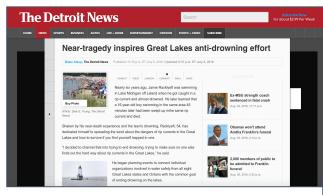






### STORIES OF OUR STATE

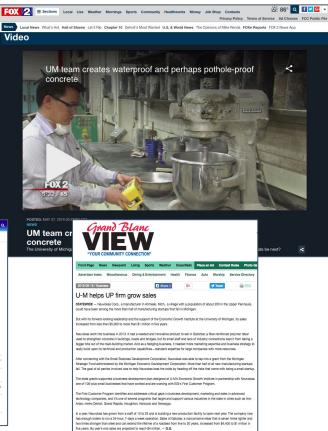
## **News Media Examples cont.**







with their happy, healthy girls



## **News Media Examples cont.**









## This is Michigan - Paid Social Highlights



- Reached a substantial number of our primarily unaffiliated target audience through paid social.
- A little less than half of those who viewed our content were 18 to 34 years of age; the other half were 35 and older.
- Males viewed our videos less than females, a 10% decrease since last report. Most likely due to story content.
   Will continue to monitor.



## This is Michigan - Owned Social Highlights



- Reached a substantial number of our affiliated target audience through owned social.
- About 50% our U-M social fan base is 18-34 years old with males making up 57% of the audience.



<sup>\*</sup> Owned Social Demographic data is representative of U-M Social Facebook and Twitter Pages. These audiences can see all U-M content posted to these pages not just "This is Michigan" content.

## This is Michigan - Positive, Social Post Comment Examples

### Argus Farm Stop:



Noel Nash Taylor Ehrke we need to stop by here



Richard Denison Love seeing positive things like this keep up the great work your doing



Chuck Hogan Keep up the great work awsome



BALBIR SINGH 2 months ago Salut to University of Michigan.



#### Aphasia:

chevennelecea @laurabpilates I know its far from you...but UofM is one of the top hospitals in the USA and I'm just learning about a program they offer for aphasia. Hope things are great for you 2 this holiday season!!

miscalainious UofM saved my baby - he suffered a brain aneurysm. After a month of not figuring it out we were airlifted to Mott Children's Hospital - so thankful to have this amazing resource with the best docs and technology available Hail to the LITTLE Victors #blessed #thankful

#### Active Classroom:



Robin Warren Reed I was very happy to have the opportunity to participate in this program 2 years ago at Estabrook Learning Community. The brain breaks throughout the day were great for all my students!





Andrea Rogoff Yes!

Like · Reply · 6w



Katie Scarchilli Wonderful!



farm all his life

Shelley M. Ragnone Gee, think maybe ADD and ADHD kids might benefit from this...about time we went in the right direction!

### Hear on the Farm:



Kangyi Peng 2 months ago

That's wonderful! Nice job, Michigan. Now that's what I call "Helping Out the Nearby Community." So glad to see those farmers and their kids no longer need to suffer from hearing losses...







So glad to see you're still on the front lines of this important public health issue.

Dwight David Dennings I grew up in the 60's and early 70's with loud farm machines. My hearing is bad. Protect your hearing every chance you get.

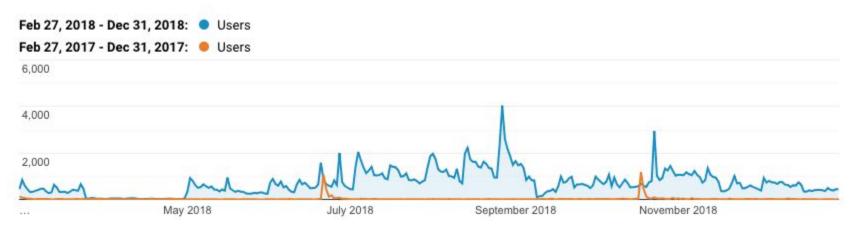
Jackie Jade Hawkins My husband is slightly def working on a



## This is Michigan - Michigan Impact Website Visits

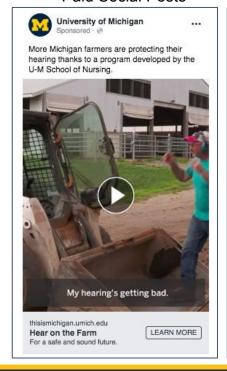
Year over Year Comparison (Feb 27th, 2017 to Dec 31st, 2017 compared to Feb 27th, 2018 to Dec 31st, 2018)

- The "This is Michigan" campaign is driving more visits to the Michigan Impact website year over year.
   approx. 7,300 to 205,000 users (2,700% YOY increase).
- Orange line represents visits to the Michigan Impact website prior to "This is Michigan" campaign. The
  increase in early July shows the distribution of the Michigan Impact newsletter.
- Blue line represents the traffic that is driven to the Michigan Impact website from the "This is Michigan" campaign.

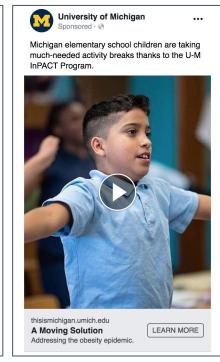


## **Recent Digital Placement Examples**

#### Paid Social Posts









## Recent Digital Placement Examples cont.

### **Owned Social Posts**













## **Digital Placement Examples cont.**

## Michigan Impact



# Alumni Newsletter and Call for Stories



## **U-M Gateway**

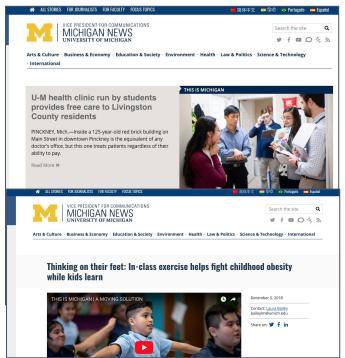


### U-M Newsletters (ex. BEC)



## **Digital Placement Examples cont.**

### Michigan News



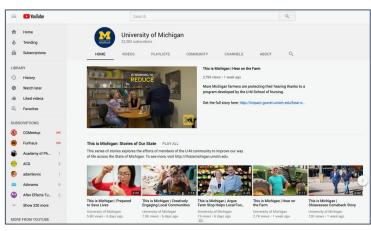
### The Record



## Michigan Today



### U-M YouTube Channel



Recent stories are also pinned to the top of our U-M Facebook Page.

## **Other Communication Tactic Examples**

### President Thank You Letter and Poster

UNIVERSITY OF MICHIGAN Mark S. Schlossi 2004 Plentry Administrator Building 503 Thumpson Street Ann Artes, NY 467 85-1340 7: DH 784-6178 : F: XX 536-3626 October 12, 2018 Mr. Tim Bennett Executive Director/Camp Director Bay Cliff Health Camp N4175 Baycliff Drive Big Bay, MI 49808 Dear Mr. Bennett: Thank you for your participation in U-M's "This is Michigan" - Stories of Our State series. It is inspiring to learn about the many ways individuals like you are improving our way of Your commitment to providing free dental care to campers at Bay Cliff Health Camp is truly extraordinary. Our hope is that your work with the U-M School of Dentistry's Community Outreach Program will raise awareness about the dental health needs of children who are living in communities with limited access to care, particularly those with special needs. Thank you for taking the time to share your perspective with the people of our state. We THE UNIVERSITY OF MICHIGAN THANKS TIM BENNETT have distributed this story broadly, and I am certain that Michigan residents will share my enthusiasm and gratitude for the work you are doing to provide remarkable opportunities AND BAY CLIFF HEALTH CAMP for their participation in our "This is Michigan" - Stories of Our State series. and wonderful memories to campers at Bay Cliff Health Camp each summer. Wishing you the very best. Mark S. Schlissel President

Campus Communications (Started Fall 2018)







LEARN MORE ABOUT HOW U-M IS IMPROVING OUR WAY OF LIFE ACROSS THE STATE.

thisismichigan.umich.edu





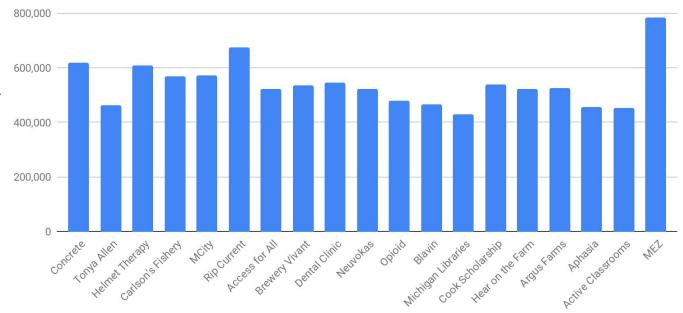


## This is Michigan - Paid Social Media Plan Updates

- Since February 2018, our "This is Michigan" paid social campaign focused on serving content to encourage engagement with each individual story.
- Now that we have enough campaign content and we brought our media buying in-house, we shifted our paid media strategy in order to reach more individuals, retarget engaged individuals, and move the most interested individuals to opt-in to receive and interact with additional content.
- This new strategy was put into place starting in 2019 starting with our Michigan Engineering Zone (MEZ) story and since then we have seen the following improvements in our performance.

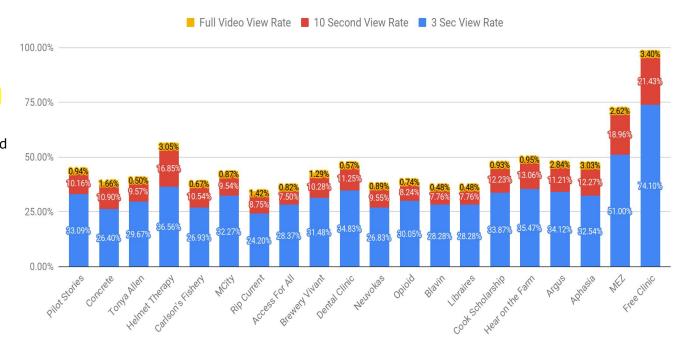
## This is Michigan - Paid Social FB & Instagram Reach Per Story

- In shifting our media strategy, our first "in-house" story, MEZ, achieved a 33% increase in reach over the average reach of previous stories.
   MEZ's "reach" totaled
- MEZ's "reach" totaled 782,208 whereas the average "reach" for previous stories was 527,356.



## This is Michigan - Paid Social Facebook & Instagram Video Metrics

- The addition of retargeting to engaged audiences, starting with MEZ, is increasing our video view rates significantly.
- Please note, Active
   Classrooms has been removed
   from this analysis due to
   uncharacteristically high full
   video view rate. Further
   analysis is being done to see
   if there is an anomaly in the
   data, if this was based on
   seasonality, or if the story
   itself just resonated with
   more people.



## This is Michigan - Paid Social Twitter "Advocacy" Metrics

- The U-M twitter account saw an increase in 62 followers from the MEZ flight and 418 retweets/shares.
- Our updated 2019 strategy includes specific advocacy goals like retweets/shares and social channel growth. With these goals in mind, adjustments to targeting and copy strategies were implemented for the MEZ story flight.

