

MARKETING AND PUBLIC RELATIONS

## 2015/16 YEAR IN REVIEW

Student Succes Starts Here!

## Introduction

This document is produced by the Marketing and Public Relations (MPR) department. It is a review of the primary 2015/16 marketing activities and accomplishments. Examples shown in this document do not represent all marketing and communications work for the academic year but act as references for specific campaigns and projects. The efforts outlined in this document were specifically created to reach our target audiences and accomplish the strategic objectives of our overarching marketing plan.

These include:

- Increase enrollment
- Maximize student retention
- Strengthen strategic communications

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ns Hey, Titans! Are you fe

## **Social Media**

Social media continues to be one of the most important communication tools we use to engage with our diverse audiences. It is a highly effective tool for sharing campus updates and important information with students. It also provides Lane with an opportunity to reach prospective students and supporters in the community who are seeking more information. By implementing carefully planned social media strategies, we have increased positive engagement and the number of followers on each platform.

lane

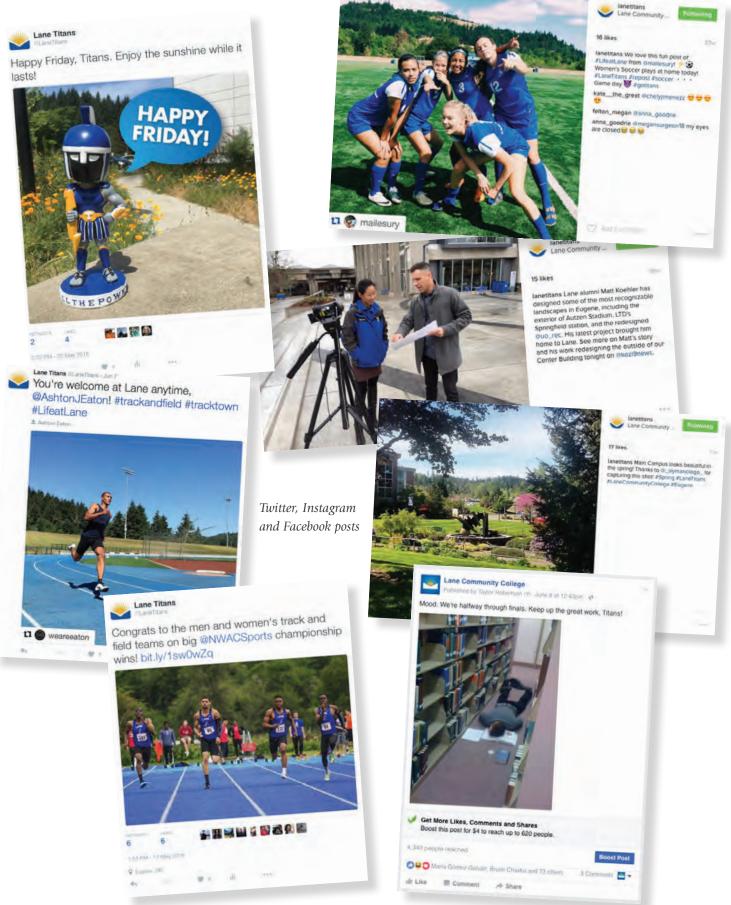
#### 2015/16 Social Media Statistics:

Increased Facebook followers by 1,376 Increased Twitter followers by 529 Increased Instagram followers by 138

#### Total number of followers as of June 10, 2016:

Lane on social media yet?! Connect with us today and share what you love about #LifeatLane. You may be featured! #LineatLane. You may be featured! #LineatLane. You may be featured! Facebook: 14,002 #socialmedia Twitter: 1,949 Instagram: 425 unity College ane Comm 191 April 7 St Our very own Brian Kelly, vice president of college services, has been by O Kayla Go Our very own Brian Kelly, vice president of college services, has been solected as an Aspen Presidential Follow for Community College Excellence! Brian is already a proven leader having worked in both commitment to Lane's values and the community college mission is new he is an exemplary leader and this program will give him additional tool that will benefit Lane. Meet Brian and the other telows here: Connect with Lane on Social Media 🕈 Lane Community College 🔝 @LaneTitans 🛛 @LaneTitans mmunity College NU PAN IVI ACCEL - H We have an update on the tiny home project! Lane Constr Technology students recently gave the house a fresh coat of paint. It looks mmunity member receiving the house, will soon have a beautiful place to call home. Presidential Fellowship for Community College 8/bbp/The Aspen Presidential Felowship for Community College Exo to develop a cadre of exceptional leaders who can transform commun Lane Titans Lane Titans Check out this old issue of the LCC Torch! Quite It's #NationalTeacherDay! We a bit has changed around campus since 1965. amazing instructors. Who's yo 228.pe 24 Comments #TBT on campus? 009 170 Students Name Mascot : Greek Titan - Share Comment de Like THE ucation the most LCC Enrollment Now Over 1400 in the Los Student Government Set Up For College Likes Co post for \$4 to reach up to 620 pe weapon which icil Approved Dance can use to YOU aban and 42 others PR -Comment + Share Twitter, Instagram S.B. O and Facebook posts 🖾 🗑 🏝 🕯 🤮 🖗 🔛 220 PM | 10.00m 2018 Euroma (Se Inclusion of Many States 44



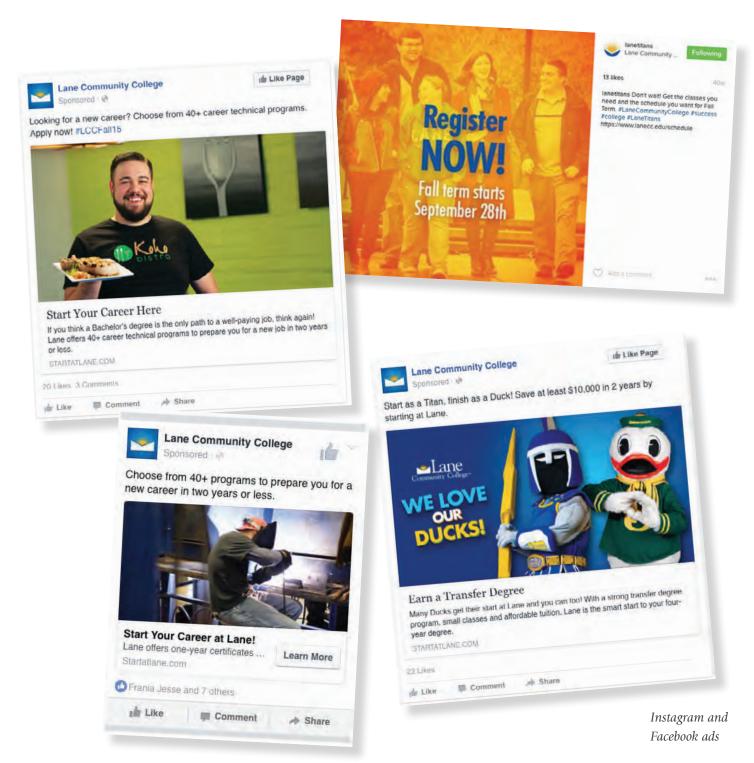


## **Social Media Advertising**

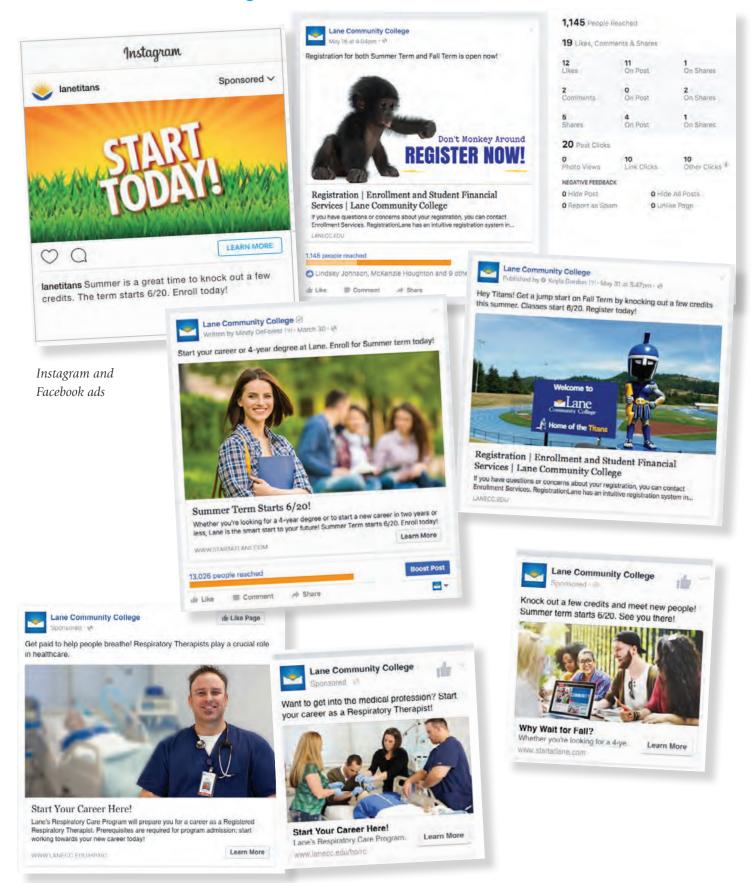
In addition to developing high-quality social media content, we also created numerous social media advertising campaigns throughout the year. We designed Facebook and Twitter ads to support recruitment efforts and promote individual programs at the college.

#### **Return on Investment:**

• Recruitment campaigns resulted in: 16,474 visits to website landing pages and 1,502,222 ad impressions



## Social Media Advertising cont.



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Keep your kids educated and entertained this summer through our Digital Day

ul Like Page

## Spark Academy/Personnel Recruitment

Along with our student recruitment social media campaigns, we also created and implemented campaigns to support various programs and departments, including Spark Academy and Personnel Recruitment for an Engineering Instructor.

For the Spark Academy, we targeted families in Eugene/Springfield with preteen age children. The Personnel Recruitment campaign focused on people in the United States with a Master's or Doctorate Degree in Mechanical Engineering, Physics or Civil Engineering. Lane Community College

#### **Return on Investment**

Spark Academy:

- Total clicks to Spark Academy landing page: 278
- Total impressions: 48,920

#### Personnel Recruitment:

- Total clicks to the Engineering Instructor Job posting: 337
- Total impressions: 26,630



## **Public Relations/Strategic Communications**

This was the second year of the college's robust communications strategy to help showcase the role Lane plays in the broader community and the quality of Lane's people and programs. Media outreach focused on stories that highlighted Lane's strengths through individual projects and people.

This year, our culinary arts program partnered with the NBC 16 morning show on a series of instructional culinary stories as part of NBC 16's "In the Kitchen" segment. Each month, a different chef showed the community how to cook a particular dish in Lane's Renaissance Room kitchen. Chefs have included Lane instructors, students, and community partners. Coverage extended beyond TV and onto social media, where photos from In the Kitchen shoots have been used as the NBC 16 Facebook page cover photos. The partnership approach also helped with a series of stories about the first annual Food Scene Eugene event, which included an in-studio live shot as well as local reporters and anchors as judges.

It must also be noted that the fall started out with tragedy at nearby Umpqua Community College. The reverberations from this event were felt on Lane's campus and in the community at large, and raised significant questions about what it means to be safe on campus. These issues were handled according to the strategic communications plan.

Many of the positive news stories focused on individual people or projects to help showcase Lane's strengths. These stories included Lane biology instructor Stacey Kiser when she was named the national science teacher of the year, Lane alumni Matt Koehler who designed the newly remodeled Center Building Plaza, and the "tiny house" created by Lane construction technology students.

The following are some of the top stories resulting from strategic communications work for 2015/16:

- LCC offers earthquake preparedness class
- Persistent hot weather could change Oregon's climate
- Adidas becomes the new brand of LCC athletics
- New LCC student center 'adds to the sense of community'
- Lane CC students react to the shooting on Umpqua CC campus
- Grief counselors weigh in on dealing with aftermath of traumatic events
- Oregon college shooting: other colleges pitch in to help Umpqua restart
- LCC opens renovated Renaissance Room
- LCC adds soccer, volleyball programs
- High School Athletes React to New LCC Sports Lineup
- "To have my teacher win, it's kind of an honor"
- LCC Dental Programs Receive Glowing Reviews
- LCC Spotlights Its RV Training Programs
- Springfield students look at career paths offered through LCC
- LCC to host free financial aid and scholarship workshop
- David Bowie: 'Play his music. It will live on forever.'
- LCC Gym Open to the Public
- LCC grad designs center building plaza

### Public Relations/Strategic Communications cont.

- LCC Celebrates Newly-Renovated Center Building
- LCC celebrates grand opening of Center renovations
- LCC's Spilde plans to retire in 2017
- Lane County students engage in hands-on learning for possible manufacturing careers
- High school senior doesn't shy away from man's world of manufacturing
- A Taste of Lane preview
- LCC students build tiny house
- Spark Academy: Camp helps kids unlock code behind computer games
- LCC offers free massages after marathon
- LCC restores native language classes
- Culinary appeal: hundreds attend the inaugural food festival at LCC
- Food Scene Eugene, a local food and drink festival, attracts hundreds to LCC
- Week-long Memorial Day celebration begins at LCC



## Viewbook Redesign

This past year, we undertook an extensive redesign of the Viewbook, which is an important recruitment piece for the college. The new design is much more compact than previous versions and feels fresh, youthful, and modern.

The Viewbook features bright colors, friendly images and "quick facts" sprinkled throughout. It also includes sections highlighting programs and degrees, athletic teams, housing and clubs, and costs to attend.



## **Recruitment Folder**

To support recruitment efforts, we redesigned the recruitment folder to complement the Viewbook. The Recruitment office and Counseling & Advising use the folder to provide resources and materials to new and prospective students.



Top: Inside of folder Bottom (from left to right): Front of folder and back of folder

## 2015 Fall/Winter Recruitment Campaigns

"Student Success Starts Here" is a key marketing message for the college and represents the college's core mission. The Fall and Winter Recruitment Campaigns were designed to reinforce this message by showcasing stories and photography of four successful Lane students or graduates. These featured alumni appeared on billboards and bus boards as well as in social media posts, ads and videos.

Other placements warranted more general recruitment messaging highlighting transfer options and our 40+ CT programs. These messages were communicated in digital display ads on mobile and desktop platforms, posters inside LTD buses, and also in print ads in select publications.

Advertising channels utilized during the Fall and Winter Recruitment Campaigns (July-December 2015):

- Billboards throughout Lane County
- Bus boards on the passenger loading side of LTD buses
- Interior bus posters
- Print ads

#### **Return on Investment**

- 4,880 page views at startatlane.com
- 979 referrals from startatlane.com to lanecc.edu
- 70 clicks on "Steps to Enroll"

- Radio ads
- Social media posts and ads
- Digital display ads on mobile and desktop



### 2015 Fall/Winter Recruitment Campaigns cont.



## T-shirts: Fall Student & Register Now

This year we developed two different t-shirt designs. First, we created T-shirts that were handed out to students in the fall. These shirts employed a minimalist typeset that read simply "Lane Titans."



## Student Life Logo

We worked with the Student Life & Leadership Development department to create logos to help brand their programs and student activities center. These new logos adhere to Lane's graphic standards to ensure consistency and unity of the Lane brand.



& Leadership Development Lane Community College



Top: Student Life logo Bottom: Center for Student Engagement logo

## Game Day Print Ads

To highlight Lane's support of local schools and athletic teams, we developed ads for high school football and basketball programs and the UO's Daily Emerald Game Day editions.



## 2016 Spring/Summer Recruitment Campaigns

For the Spring and Summer Campaigns, we refreshed the billboard and bus board artwork to highlight the value of investing in a college education. We continued to utilize social media in our recruitment efforts through boosted posts and sponsored content.

Advertising channels utilized during the Spring and Summer Recruitment Campaigns (January-June 2016):

- Billboards throughout Lane County
- Bus boards on the passenger loading side of LTD buses
- Interior bus posters
- Print ads
- Social media posts and ads

#### **Return on Investment**

- 6,130 page views at startatlane.com
- 544 referrals from startatlane.com to lanecc.edu
- 37 clicks on "Steps to Enroll"



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Above: Bus board and billboard **Right:** Social media ads Left: Bus poster

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de 40 programas para carreras técnicas o créditos para una Nuevo trimestre Marzo 28! Estudie una nueva carrera en dos años o menos, o, ao transferirse a una carrera universitana. ¡Emplezamos el de Marzo! STATIATLANE CIT Learn More 10 Likes. 1 Comment 2 St Instagram Janetitans Sponsored

0 LEARN MORE lanetitans Start at Lane and finish at the university of your choice. Apply now for Spring Termi

## **Catalog Cover**

In honor of the new "schools" at Lane, the front cover of the catalog prominently featured the School of Arts and Sciences and the School of Professional and Technical Careers. The back cover reinforced our Student Success campaign with photography and short quotes from successful Lane alumni.



## **Oregon Promise Campaign**

The new Oregon Promise grant program provides tuition assistance for 2016 high school graduates and GED recipients planning to attend Oregon community colleges in Fall 2016. The program has very specific application dates and requirements. We decided to run a campaign to generate awareness and maximize participation.

Marketing channels utilized for the Oregon Promise Campaign (December 2015-January 2016):

- Direct mail campaign to households with 17-year old students
- Radio ads
- Insert in the Register-Guard
- Social media ads

#### **Return on Investment**

- 1,958 page views on Oregon Promise landing page
- 4 minutes 44 seconds average time on Oregon Promise landing page
- Social Media Campaign total impressions: 259,786
- Total clicks to Oregon Promise landing page: 2,293



Above: Mary's letter to parents Right: Front and back of flier

#### NEED MORE MONEY FOR COLLEGE? APPLY BY MARCH Ist! lew Oregon Promise Helps Pay for Community College The state is launching its Oregon Promise program, offering new high school graduates and GED recipients an opportunity to have some of their Lane Community College tuition covered. Grants are for students entering an Oregon community college in Fall 2016. You may qualify if you: Graduate from an Oregon high school or complete the GED in Spring/Summer 2016 ✓ Have a 2.5 cumulative GPA or higher ✓ Have been an Oregon resident for at least 12 months prior to enrolling in community college Steps to take: 1. Apply for the Oregon Promise by March 1, 2016: Complete the Oregon Promise application as soon as possible Submit your high school transcript or GED scores Complete the FAFSA or its approved a START YOUR APPIN NOV SUCCESS HERE! School of Arts & Sciences • 50+ transfer m Save \$10,000\* your first 2 years at Lane • Just 26 students per class (average) School of Professional & **Technical Careers** 40+ career technical programs 800+ businesses provide internship • 79.6% of grads find jobs in their fields Get Started! UNIVERSI ORI:GO 1. Apply online 2. Complete "Steps to Enroll" 3. Register for classes lanecc.edu/esfs/admissions Contact the Counseling Department: • Email: coundept@lanecc.edu • Call: 541.463.3200 Visit: Main Campus, Building 1, Room 103 Lane Community College-For more information, visit startatlane.com

\*Compared to University of Oregon tuition and fees

### Oregon Promise Campaign cont.





Left: Oregon Promise Facebook ads Above: Oregon Promise tweet

## **Parents Campaign**

As a follow up to the Oregon Promise campaign, in the spring we sent a postcard to the same parents of 17-year olds who received a letter at the end of December 2015. The postcard highlighted great reasons to attend Lane, regardless of whether students are seeking CT training or pursuing transfer degrees. We augmented the postcard with advertising on social media, specifically targeted to parents in Lane County.

#### Social Media Campaign Return on Investment

- 279 website clicks to startatlane.com
- 68,361 total impressions



## **Interactive Campus Map**

Shortly before the start of Fall term, the college launched a new interactive map for Main Campus, a vast improvement over the static map that was available previously. The new interactive map features 360 panoramas, building descriptions, photographs, campus artwork, and numerous other options that allow users to customize the map's content. The new map allows prospective students to experience Lane's campus prior to scheduling a visit. It can also be used by new students and community members to help orient them to the Main Campus. International students and their families may find the map helpful as a mechanism for a virtual tour since inperson tours may not be feasible. Visit **lanecc.edu/map** to view the new interactive map.



## **Mini Recruitment Banners**

To support recruitment efforts at college fairs and other events, we developed table-top sized "mini-banners" featuring Athletics, the School of Arts and Sciences, and the School of Professional and Technical Careers.

## SCHOOL OF ARTS & SCIENCES

#### Art

Business and Computer Information Technology

Health, Physical Education, and Athletics

Language, Literature, and Communication

Math

Science

**Social Science** 



## SCHOOL OF PROFESSIONAL & TECHNICAL CAREERS

Community College-Ionerc.edu

Apprenticeship Advanced Technology Arts Business Child and Family Education Computer Information Technology **Cooperative Education** Culinary Arts and Hospitality Management **Health Professions** Health, Physical Education, and Athletics Institute for Sustainable Practices Science Social Science lane



Baseball Basketball Cross Country Soccer Track & Field Volleyball

Northwest Athletic Conference (NWAC)

Community College\*

lanetitans.net

## **Campus Signs**

Reinforcing the Lane brand on campus helps promote a sense of pride among students, faculty, and staff. We took advantage of several branding opportunities:

- Billboards at both entrances were updated with bright, energetic "welcome" messages.
- The north end of campus was enlivened by the addition of splashy, vibrant new baseball and soccer field signs.
- We installed a full window cling in a highly visible location at the Downtown Campus that reinforces our Student Success Starts Here Campaign.



Top left: Campus welcome billboard Top right: Downtown Campus window cling Middle: Baseball sign Bottom: Soccer sign



## **Campus Banners**

Throughout the year, we developed banners to help promote various departments and programs. These included the Health Clinic, Automotive/Diesel Technology, and Performing Arts, as well as Transfer, Career/Technical, and Continuing Education. We also produced welcome banners for use at Cottage Grove and Florence Centers.

# Health Clinic



## Automotive Technology

If you like working on cars and trucks, then a career in Automotive Technology is worth exploring!



start at lane.com

Left: Health Clinic banner Above/right: Automotive Tech and Diesel Tech banners

## Diesel Technology

If you are mechanically inclined and a fan of all things diesel, check out Lane's Diesel Technology program!



start at lane.com

## Campus Banners cont.

## Start Your Career Here

Koho

"I started interning at Koho Bistro through the culinary program at Lane, and I was hired right after I graduated. Now, as sous chef, I couldn't be happier!" — Jake Reed, Lane Grad Wence -184

Community College-

start at lane.com

## Continue Your Education

Lane believed in me and made me believe in myself. Now my dream is to become the leading realtor in universal design home concepts and serve the community. – Teodora Wences, Lane Grad

Community College-

startatlane.com

Left: Career/Technical banner Center: Continuing Education banner Right: Florence Center banner

## Welcome to the Florence Center

Start YOUR Success Here!



## Website Audits

Several departments approached the Marketing department seeking help promoting specific programs. Before developing online campaigns, MPR completed website audits to help these departments update their content to be more prospective-student oriented. Once the recommendations are implemented, social media campaigns will be developed to help recruit students into these programs.

Website audits were completed for the following programs:

- Business
- Computer Information Technology
- Culinary Arts and Hospitality Management

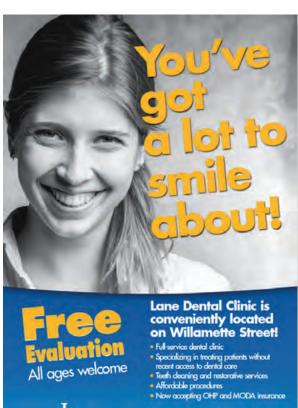


Business department landing page following implementation of website audit recommendations

## **Dental Clinic Awareness Building Campaign**

The Dental Clinic wanted to increase awareness in the community about low-cost services available to the public. Dental students gain valuable experience by working on real patients with challenging oral health issues. Marketing developed collateral materials to support efforts to recruit new patients for the Dental Clinic:

- Bus posters
- A-board posters for display at strategic locations on Main Campus
- Rack cards in English and Spanish
- Digital screen ads for monitors at various campus locations
- Website landing page



#### Call today to schedule your FREE evaluation. **541,463,5200** 2460 Willamette Street = kanocc.edu/dentaldinis Community Col

Above: A-board poster Top right: Rack cards in Spanish and English Bottom right: Website landing page



La Clínica Dental de Lane esta convenientemente localizada en la calle Willamette! Es una clínica de servicio dental completo ada en tratar pacientes que no han tenido

- na cuidado dental e limpieza dental y servicios restaurativos
- ios ha aceptar seguros de OHP y MODA os a precios ea



RVICES FREQUENTLY ASKED QUES



#### Specializing in treating patients without recent accer to dental care Teeth cleaning and resta ordable procr Now accepting OHP and MODA in Lane

Lane Dental Clinic is conveniently located on Willamette Street!

Full-service dental clinic



Lane



You've got a lot to smile about!

Specializing in treating patients without recent access to denta

weniently located at: 2400 Willamette St. Eugene. OR

Full-service dental clinic

Appointments | Directions

Feeth cleaning and restorative services ble procedures scepting patients with OHP - find out more

REE EVALUATION ALL AGES WELC Call today to schedule your FREE evaluation: (511) 463-5206

care

## **Digital Ads for Campus Monitors**

In recent years the college has seen an increase in the number of digital display screens and monitors around Main and Downtown campuses. To leverage this real estate, Marketing has created a number of advertisements to support various programs and initiatives.



## **Bus Branding**

Two Diesel Tech buses were made available to us for branding purposes. We used these traveling billboards to promote CT programs as well as the Diesel Tech program. One of the buses received its makeover just in time for the Diesel Days event.







Above: Diesel Technology bus Below: Career and Technical Programs bus

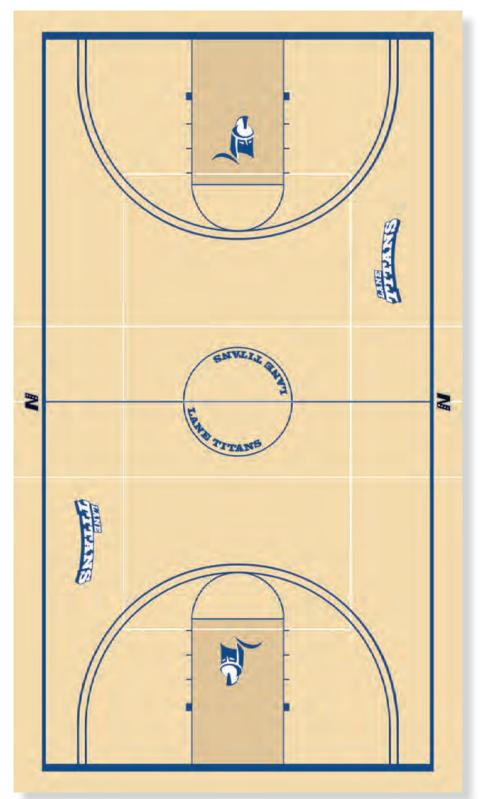






## **Gym Floor**

The gym floor will be sanded down and refinished prior to the start of Fall term 2016. Marketing partnered with Athletics to develop new branding and graphics for the gym floor. The designs make use of Lane Titans logos and iconography.



Gym floor design

## **Ty Illustrations**

A number of years ago, the college developed an illustrated version of its mascot, Ty the Titan. However, this year we decided to create a friendlier, more animated version of Ty in new poses that can be used on shirts, hats, mugs, digital campaigns, and more.



## Conclusion

Each year, Marketing and Public Relations represents a range of departments, programs, and activities through our communications efforts. We provide support to staff and faculty charged with representing Lane via advertising or earned media activities. Our goal is to create a consistent brand experience for each person who comes into contact with the college.

Student success truly does start here, with every staff and faculty member at Lane. To learn more about how you can support the Lane brand or if you have questions about Lane's marketing efforts, please contact Marketing and Public Relations.

## Agency of Record

Funk/Levis & Associates is a local branding agency that has collaborated with Lane's leadership for more than a decade. They have been our official agency of record for the past eleven years.



