

# Are Your Online Efforts Worth Your Time?



MARKETING & TRACKING DIGITAL MEDIA EFFORTS TO INCREASE EDUCATIONAL OUTREACH AND OUTCOMES



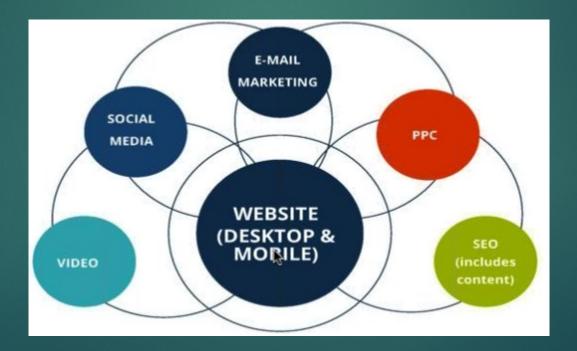
## Agenda

- What is web centric?
- Identifying the right audience
- Fulfilling audience needs
- Analytics and ROTI





## What is 'Web Centric'?





# Marketing changes

## ► THEN:

## ► Analog centric

- Print, outdoor and radio
- 'Online' was additional

## ► NOW:

- Digital FIRST!
  - Digital marketing IS marketing
  - ► Telling your story in detail in one place





# Why Web Centric?

- ► Tracking is easier
- CTA (call to action)
- More details
- Easier to update





## FIRST: Identify Your Audience





## Extension serves EVERYONE!



# Who is your audience?

- If your audience is female and older, are they on social media?
  - If so which platform(s)?
- > What devices do they use?
  - Is YOUR content accessible for mobile?
- > How often would they use social media?
  - How often should you post?
- > What information should you post to them?
  - > How to get above the 'noise' on other platforms?





# Digital Marketing Nitty Gritty





## CTA – Call to Action

ALWAYS lead your clients to take action. CTAs are applicable on everything:

- > Website
- > Email
- » Social media
- Print media
- ➤ Radio
- > TV





# Creating CTAs (calls to action)

- Buy now
- Download this
- Comment
- ▹ Share
- Learn more
- Request a visit
- Fill out form
- Subscribe
- Fill out a survey
- Follow us

Click here is NOT a good CTA!





## What CTAs work for your audience?

- Speak to their objections
  - Cost?
  - ➤ Time?
- > Use social proof
  - > Attendees saw 20% increase in yields



# Creating website CTAs (calls to action)

- > Design matters
- Don't muddy the waters





## Creating CTAs (calls to action)

Welcome To The

## Washington County, Arkansas Cooperative Extension Office!

We are part of the University of Arkansas Cooperative Extension Service's statewide network and the University of Arkansas System's Division of Agriculture. Our mission is to provide research-based information through non-formal education to help all Arkansans improve their economic well-being and the quality of lives. Whether it is agriculture, 4-H, health and living, or community development, the Washington County Extension Office is at your service!

Request a School Presentation! clickhere>>> Our agents and specialists also conduct educational demonstrations and classes. We are currently offering a presentation focused on soil called Soil Detectives. It is focused children in second grade. Click the button on the left to

learn more about the program and to fill out our request form.



Agriculture

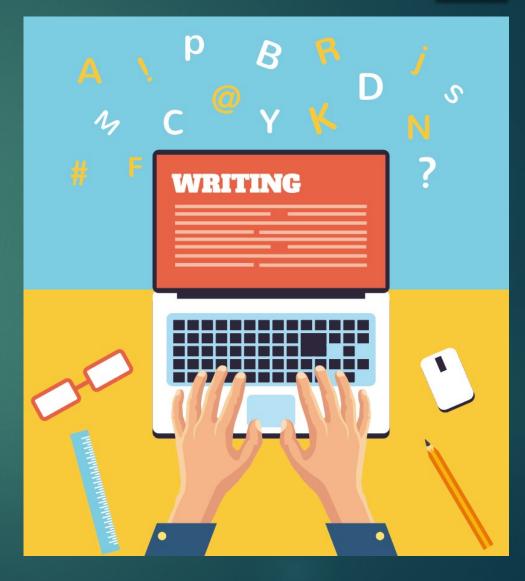
The Washington County Extension Service helped beef producers on issues experienced during drought conditions in the county. The beef short course included topics on beef herd reproduction,

EPA inspections in the Illinois River basin, the Discovery Farm project, liming and soil fertility and fertilizer losses, a case study on prioritizing costs on a local beef farm, sessions of the pesticide applicator training, and on-farm grazing field days were also conducted.



# Webpage copy

- Translate Extension services into a benefit for your readers
- Value proposition (strong headline), possibly subheadline, and three to five BULLET points
- Don't get bogged down in details. Time is important!





## Webpage copy

- What's MOST important (heading)
- Second most important details (subhead)
- Body copy bullets (general info)

## **Most Newsworthy Info**

Who? What? When? Where? Why? How?

## **Important Details**

Other General Info Background Info

## Mobile Friendly

## https://www.google.com/webmast ers/tools/mobile-friendly/

Mobile-Friendly Test

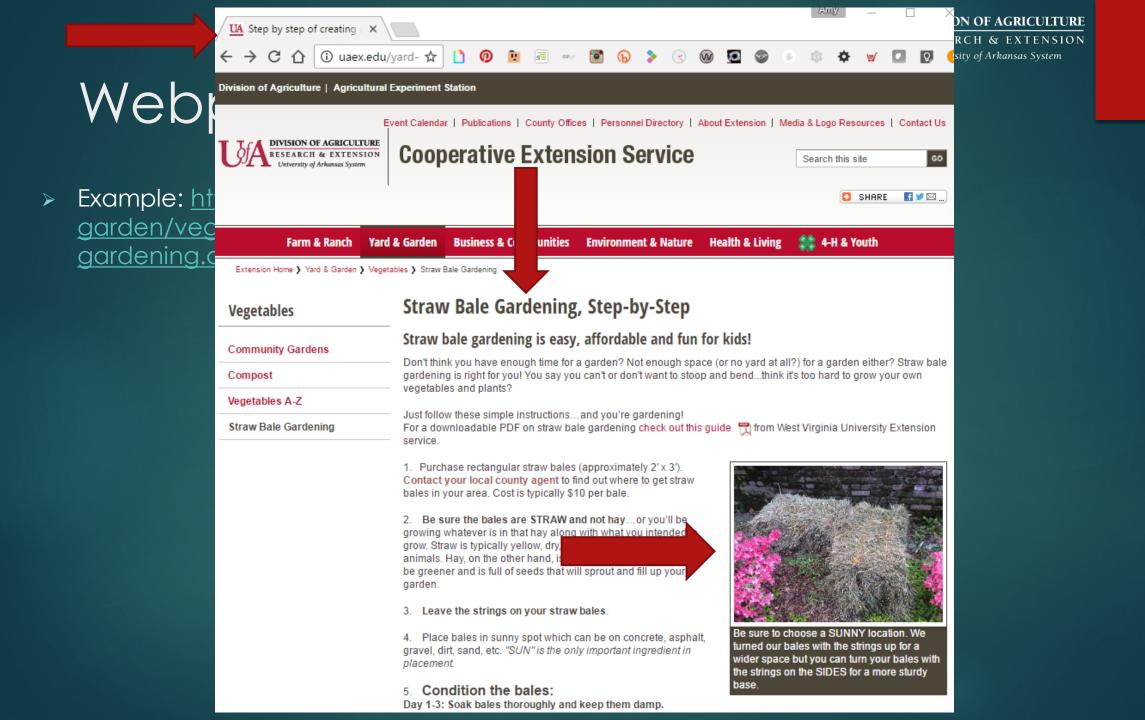
http://srmec-dev.uaex.edu/

Awesome! This page is mobile-friendly.

#### How Googlebot sees this page



DIVISION OF AGRICULTURE RESEARCH & EXTENSION University of Arkansas System





## Other website content-writing tips

- > Tell stories
- ➢ Be specific
- Avoid jargon
- OMG stop using acronyms!
- > End with a CTA



WE NEED SOME NEW JARGON, THE PUBLIC ARE STARTING TO UNDERSTAND WHAT WE'RE TALKING ABOUT!





## Content creation time savers!





Monthly Planting &

## Save time: Repurpose Content

http://bit.ly/time-savers

Take a fact sheet and visualize it

Garden To-Do Guide Asparagus **Sweet Corn** Squash Lima Beans Kohlrabi Okra **Peppers** Broccoli Cucumbers Cabbage Collards **Sweet Potatoes** Eggplant **Swiss Chard Tomatoes** Lettuce Radishes Beets Watermelon ſфА DIVISION OF AGRICULTUR Cantaloupe RESEARCH & EXTENSION iversity of Arkansas System http://bit.ly/uaex-monthly-planting



# Repurposing Content

- Evergreen content
- Agent articles
- Case studies

## www.uaex.edu/fall

#### Extension Home

Farm & Ranch

Yard & Garden

Business & Communities

Environment & Nature

Health & Living

4-H & Youth

Ho Thi avc Stru

Holiday Budget Control This fall, shop wisely for holiday gifts and avoid the January financial blues.

Fall in Arkansas - Tips, Resources, and Best Practices

> Learn how to spend less without the stress



Looking for free autumn resources for your family or farm? Our Extension agents and specialists are prepared to equip you with

knowledge and research-based solutions to manage fall leaves, save up for holiday spending, and prepare for the winter months

#### Fall Bulbs

A surprising number of flowers bloom in the fall from bulbs. Check out Dr. Gerald Klingaman's article on what to expect for fall flowers in your garden.

> Discover three lovely fall bloomers



ahead.

#### Pumpkins - Not Just for Decorating

Fall is the perfect time of year to make use of these tasty in-season health powerhouses!

> Get our pumpkin praline cake recipe!



Stress-Free Perfect Turkey Prep Best practices for using food thermometers, cooking times, safety tips, and more.

> BONUS Turkey Gumbo Recipe



## Frost protection

Water plants and cover them for best protection against fall frost

> Advice for protecting against frost



## End of Summer Water Quality tips

Draining your pool this fall? Watch agent Colin Massey's video on best practices for keeping our waterways healthy in the process.

> Watch our video on how to drain your pool properly

The be to com > Rea option





# Repurposing (

 Webinars & tutorials www.uaex.edu/techtuesdc





#### **Tech Tuesdays Blog**

#### Welcome to the online home of Tech Tuesdays for Extension!

This blog will serve to be the place where you find all content related to Tech Tuesday ZOOM sessions. We hope to educate you on topics ranging from website best practices, social media how-tos, educational technology, and many other topics.

Contact us today if you want a specific topic covered in 2016!



#### Media Contact

Amy Cole Project/Program Director Phone: 501-671-2304 Email: accole@uaex.edu

Office: University of Arkansas Division of Agriculture Cooperative Extension Service 2301 S. University Avenue Little Rock, AR 72204

#### Apps That By Julie Robi Learn about using and ho tags: Tech Tu Social Mer By Julie Robi Learn how to

Analytics in Social Media and How to Pull Them Into AIMS by Julie Robinson - September 29, 2016

ine Robinson - September 29, 2016

In this Tech Tuesday webinar, our coordinator for program planning, evaluation, and accountability will share how we can pull social media analytics and report them in AIMS.

August 16, 2016 Tech Tuesday Webinar - Analytics in Social Media and How to Pull Them Into AIMS



In this Tech 1 August 16, 2016 Tech Tuesday Webinar - Q and A you can use the Siteimprove analytics to improve your webpages functionality and accessibility.



## Reaching Audiences: Social Media



# Should you pay for reach in social media?





# Should you pay for reach?

## When paying makes sense:

- 1. When building a new audience
- 2. Diversifying audience (younger audience, etc.)
- 3. Plateau in audience take it to the next level



# Paying for R

Engaging photos WORKRelevant content works

UAEX - Madison County Published by Tracy Stansell Easterling [?] - August 23 - @ Fall Army Worms on a brush hog in Madison County.

Fall Army Worms on a brush hog in Madison County. Keep checking your fields in the mornings and evenings, since those are the times they are most active. For more information, check out this publication from our office http://www.uaex.edu/publications/PDF/FSA-7083.pdf





DIVISION OF AGRICULTURE RESEARCH & EXTENSION University of Arkansas System 243,037 People Reached 5,556 Reactions, Comments & Shares

1,470	178 On Post	1,292 On Shares
6	0	6
O Love	On Post	On Shares
16	0	<b>16</b>
₩ Haha	On Post	On Shares
798	<b>80</b>	718
😯 Wow	On Post	On Shares
41	3	38
😧 Sad	On Post	On Shares
<b>40</b>	10	30
😔 Angry	On Post	On Shares
1,578	<b>256</b>	<b>1,322</b>
Comments	On Post	On Shares
<b>1,618</b>	<b>1,575</b>	43
Shares	On Post	On Shares
60,946 Post Clic	ks	
14,999	2,199	43,748
Photo Views	Link Clicks	Other Clicks (i
NEGATIVE FEEDBAC	к	
65 Hide Post	8 Hide All Posts	
0 Report as Spam	0 Unlike Page	

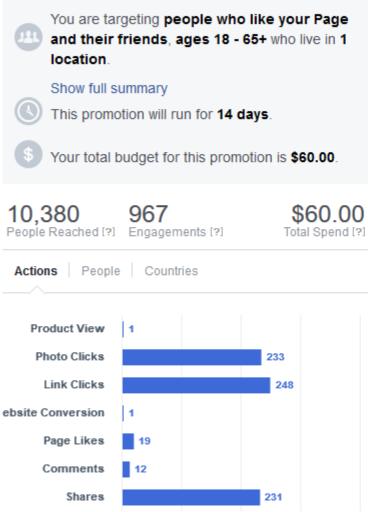


#### Boost Post

OVERVIEW EDIT PROMOTION



P(



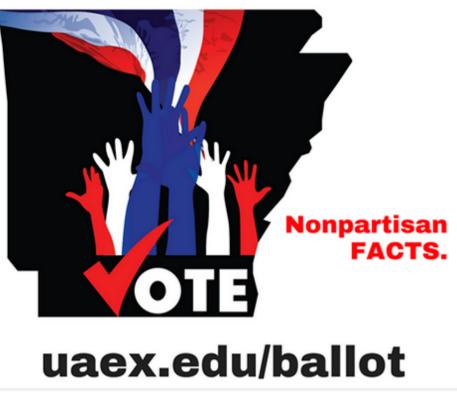
#### DESKTOP NEWS FEED

MOBILE NEWS FEED

INSTAGRAM

#### Sponsored · @

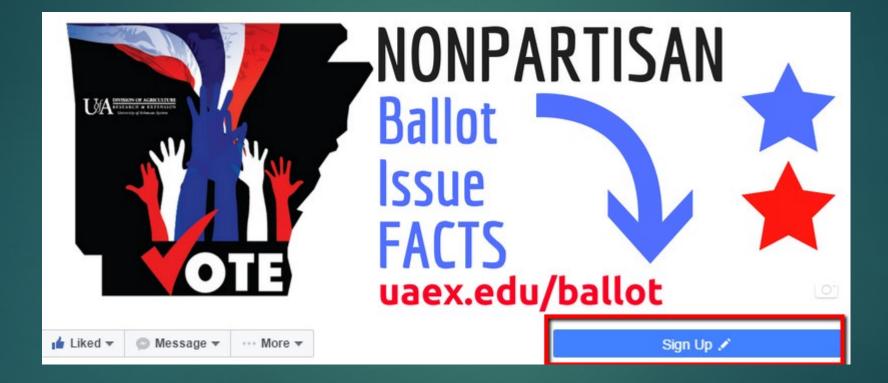
Early voting is underway. Educate yourself BEFORE you vote. Watch our videos, download our voter guide and most importantly know what you're voting for - or against - with regards to ballot issues in this year's election. www.uaex.edu/ballot



235 Reactions 11 Comments 303 Shares



## Sign up button on Facebook





## Reaching Audiences: E-news



October is all about ballot issues, taxes, 4-H and beef



Before you head to the polls in November, be sure to educate yourself on the nonpartisan facts behind each of the 5 ballot issues remaining in this year's election.

KNOW before

**you VOTE** 

Below are a few questions you can find the answers to using our <u>Arkansas State</u> <u>Voter Guide</u> and fact sheets.

- Who would get 4 year terms? Check out Issue 1 facts and find out.
- Who's in charge when the governor leaves the state? You decide when voting on **Issue 2**.
- Does the Arkansas Constitution prohibit cities from giving money to private organizations? Find out in the **Issue 3 Fact Sheet**.
- <u>Issues 6</u> and <u>Issue 7</u> each deal with medical marijuana. Which one is an act and which one is an amendment and how will the taxes be used from each one?

No time for reading? <u>Watch our videos</u> to hear from our specialists the nonpartisan facts about each ballot issue.

## Enewsletters: Why do they matter?

Social media is a borrowed platform.
Reaches those NOT on social media.
Tracking!!!



## E-newsletters

Be bright, be brief, be gone!





## ALWAYS link to website: 'full story'

#### Savory Brunch Rice

We've tested this recipe with kids and we can assure you, it is a crowd pleaser, even for the pickiest of eaters. Filled with protein, veggies, and cheese, this savory brunch rice utilizes every food group in one easy dish.

> GET THIS RECIPE... and many more



#### Upcoming Beekeeping Classes and Events

- · Our courses are open to anyone
- · No prior experience with bees necessary
- Classes will cover everything a person needs to know to begin keeping bees safely and successfully
- Classes are NO COST to attendees

October "short courses" will be held in Ash Flat, while November "short courses" will take place in Texarkana.



Our specialists offer beekeeping courses and events statewide.

Great grapes, longtime leadership, and excellent expo



#### You'll have a 'grape' time Sept 15

Muscadines, establishing a vineyard, and pest management in vineyards are just some of the topics that will be covered in the September 15 <u>Grapes of</u> Arkansas Field

Dr. John Clark, horticulture expert, will conduct the vineyard tour and discuss the University grape breeding program.

**Day** in Clarksville. Join our specialists Drs. John Clark, Amanda McWhirt, and Jackie Lee along with other experts who will cover the farm-to-table process of making a living from muscadines and grapes.

"We designed this workshop and field day to address the vineyard life cycle from establishment to consumers." ~Renee Threlfall, Institute of Food Science and Engineering

### **REGISTER NOW**

View details online and **register** today.



# Deep Linking (involve)

Create a survey or question. Inspire them to take action!

## Are you (or a family member) going to cook your own turkey this holiday season?

Let us know below!



Keep the guesswork out of preparing your holiday poultry.

YES!

Click 'Yes' if you plan to eat a homemade Thanksgiving meal with turkey.

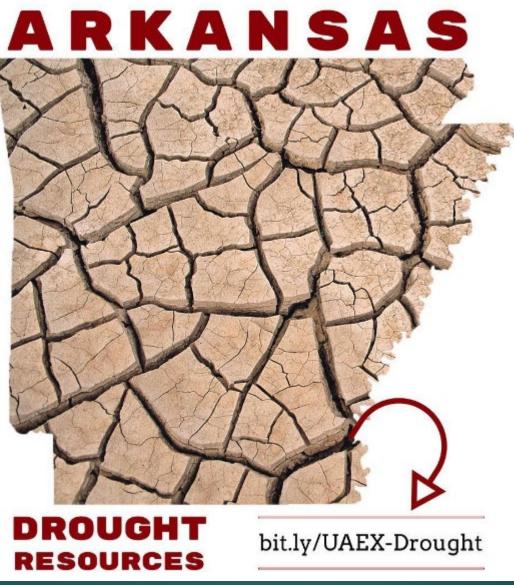
## NOPE

Click 'Nope' if you plan to go out to eat for Thanksgiving.

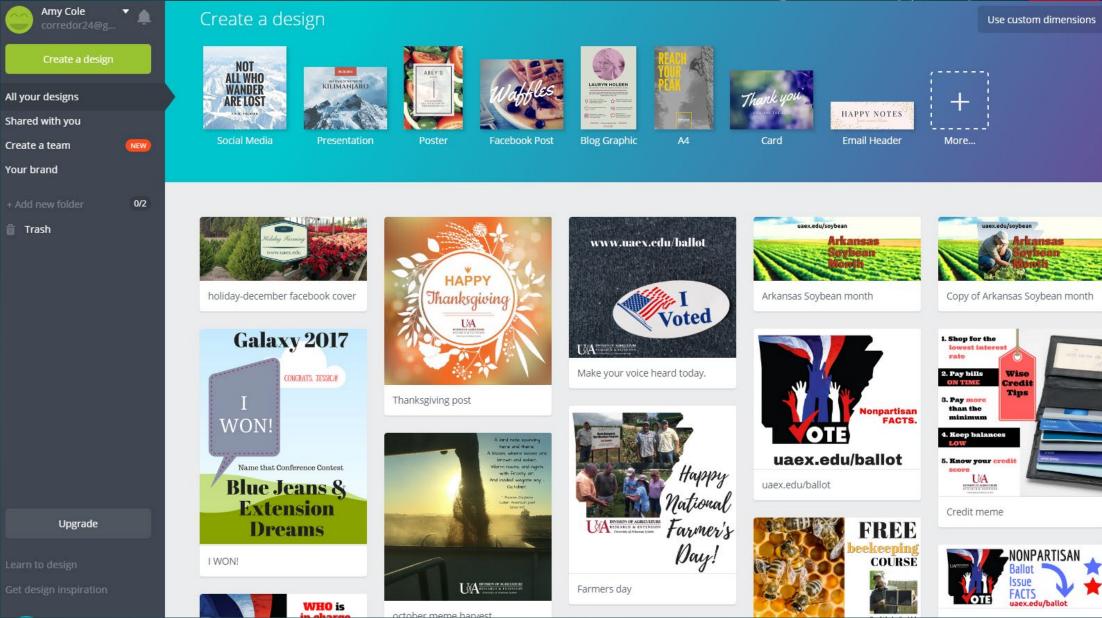


## Images of

- Use canva.
- Use picmor







## VIDEOS!



- Inspire audiences using video
- Link to website from video or use URL in video

### The Holiday Season Has Arrived. Giving, Cooking and...Cattle?

#### Give Back to Arkansas Kids on December 1

#### **DID YOU KNOW?**

Arkansas 4-H kids are:

- 4x more likely to make contributions to their communities
- 2x more likely to be civically active

Your donations go directly towards helping Arkansas youth achieve their goals within 4-H and thus give back to their own communities.



Learn how 4-H has shaped the life of Travis Clark, Arkansas 4-H President.

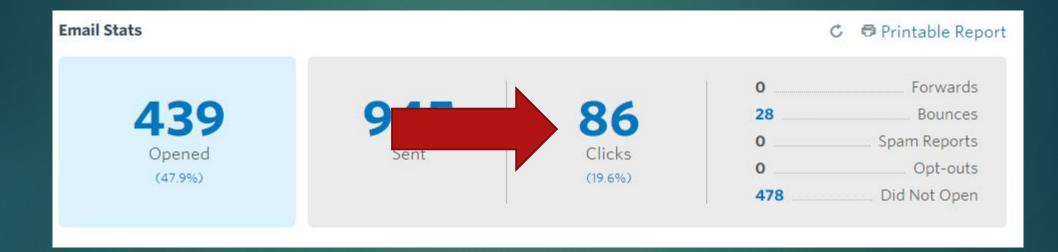


# Analytics – was it worth the effort? Different measurements for each platform.





## E-news Tracking





## Social Media Engagement

#### Audience ENGAGEMENT

- Likes per post
- Shares per post
- Comments per post
- Clicks per post

CLICK LIKE SHARE	SOCIAL MEDIA	
SHA		



## Social Media Engagement

#### Audience Engagement

Likes per post on different platforms





#### 31 likes

uaex\_edu Cory and Lee, both part of the Discovery Farm team, collected soil samples recently at the Forrest City Discovery Farm. Discovery farms are privately owned businesses on which water quality research is conducted. The cooperating farmer, Ellis Bell (white shirt) and one of his farm hands worked with Mike Daniels (red shirt) Extension water quality specialist, to plan out the cover crop treatment to the field. Mr. Bell's field will be divided in half, cover crops on one half, and no cover crops on the other half. They will collect runoff from both halves and compare. Our water quality team goes the distance when working with local producers to evaluate and test best practices when it comes to water use and quality in our state. Shout out to Brittany Singleton, program associate, for the photos. #agriculture #water #farming #crops



#### 🚹 Judy Hersey Riley, Keith Gresham and 6 others

#### Write a comment...

nt... 🖸 🙂

000

Following

3d



## Social Media

- Audience Engagement
  - Shares per post
  - Videos/personal stories

University of Arkansas Division of Agriculture - Extension (UAEX)

Published by Kimberly Hurst Rowe [?] - October 27 at 3:21pm - 🔞

Video

The Daniels family has raised cattle on their Nevada Co. farm for over 100 years. Third generation farmers Jack and Sunny Daniels, began fulfilling niche markets for locally grown, organic agricultural products about 8 years ago, but it wasn't until they decided to become agritourism operators of Miracle Farms Market two years ago, that they learned how valuable the Cooperative Extension Service can be. The Daniels' have graciously assisted us in learning how we can meet the needs of agritourism operators, as well as having been the recipients of our expert recommendations in dealing with the many issues that producers can face.



8,980 people reached		Boos	t Post	
143			13 Comments 67 Shares	<u>UA</u> -
🖕 Like	🗭 Comment	A Share		

8,980	People	Reached
-------	--------	---------

#### 4,602 Video Views

Post

#### 529 Reactions, Comments & Shares

388	131	257
位 Like	On Post	On Shares
44	12	32
O Love	On Post	On Shares
30	13	17
Comments	On Post	On Shares
68	67	1
Shares	On Post	On Shares
2,190 Post Clicks	S	
222	3	1,965
Clicks to Play <i>i</i> )	Link Clicks	Other Clicks (i
NEGATIVE FEEDBACK	(	
	1 Hide	e All Posts
2 Hide Post	I HIGO	

## Social Media Enga

### Audience Engagement

Comments per post -They build a sense of community!





#### DIVISION OF AGRICULTURE Arkansas System

## Social Media Er

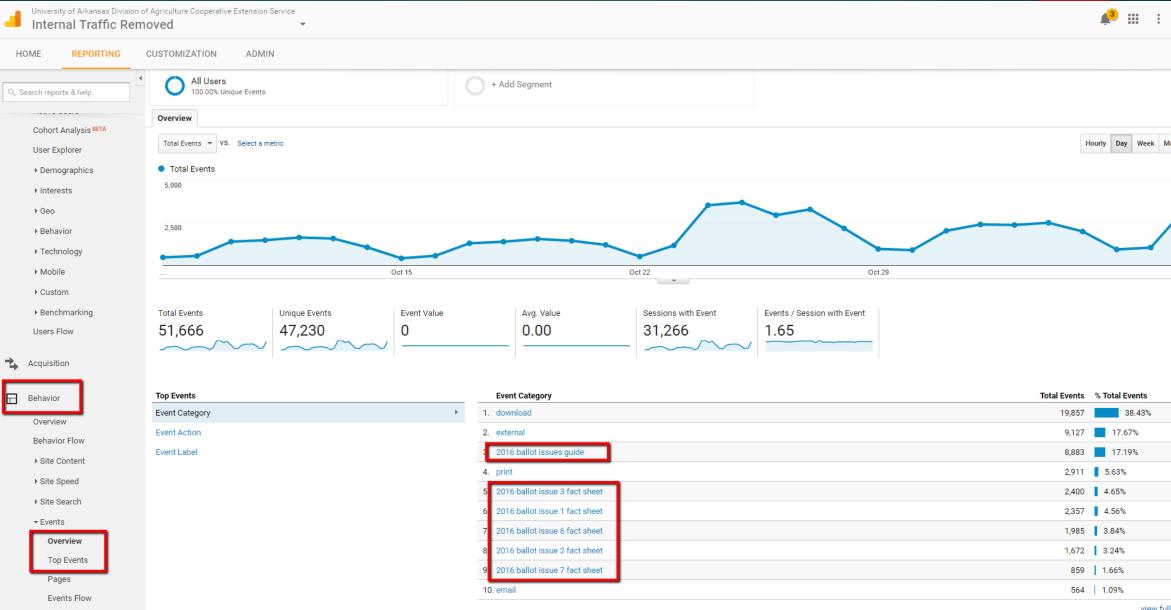
- Audience Engagement
  - CLICKS per post- gauge aligi content
  - Measure incoming website t

r	Search	Q	Reach	n: Organic / P	aid 🔽 🔳 Post Clic	cks 🔲 Reactions, Comm
	Published <b>T</b>	Post	Туре	Targeting	Reach	Engagement
	11/07/2016 2:50 pm	UAEX - Madison County gives u s these 10 Rules for Vaccinating	ē	Ø	61	12 <b>1</b> 2
ın	<b>11/07/2016</b> 11:52 am	We have so many wonderful an d dedicated agents in our state!	8	0	288	17 16
tro	<b>11/07/2016</b> 7:04 am	It's never too early to get a jump on planting season! Dry weathe	8	0	193	2   4
	11/05/2016 7:29 am	We have a very dedicated team with Arkansas 4-H Livestock. Ou	8	0	384	8 20
	11/04/2016 2:52 pm	Erratic weather patterns always bring about disease issues in cr	6	Ø	235	7   5
	<b>11/04/2016</b> 7:31 am	Fall is the best time of year to pl ant trees in Arkansas. There are	6	0	538	21 20
	11/03/2016 2:03 pm	Ladies, are you feeling like you need a night off of dinner duty? I	6	0	422	38 26
	<b>11/03/2016</b> 7:36 am	If you're a grape grower be sure to attend our one day conferenc	6	0	169	10 <b>1</b> 5
	11/02/2016 2:20 pm	Hempstead County is one of 13 pilot counties for the 4-H In Sch	ē	0	953	162 52
	<b>11/02/2016</b> 7:39 am	It's not too late to keep an eye o ut for crape myrtle bark scale, a	6	0	928	42 31

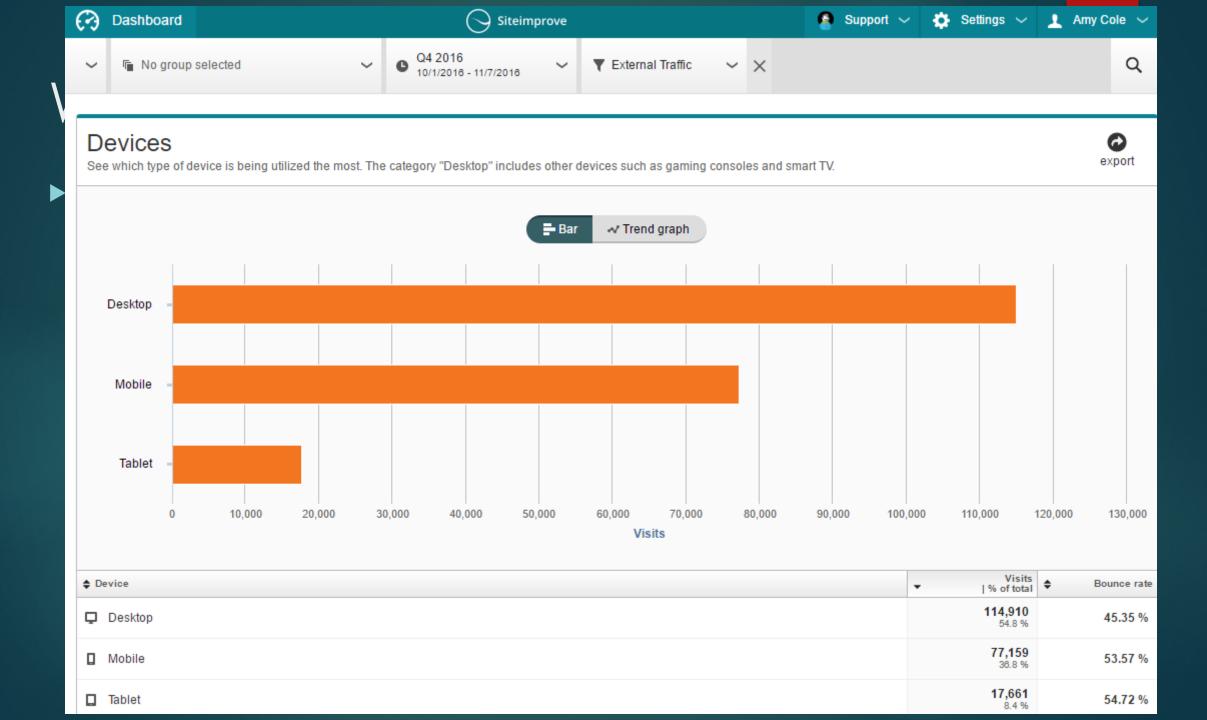


### Tracking it all: website analytics

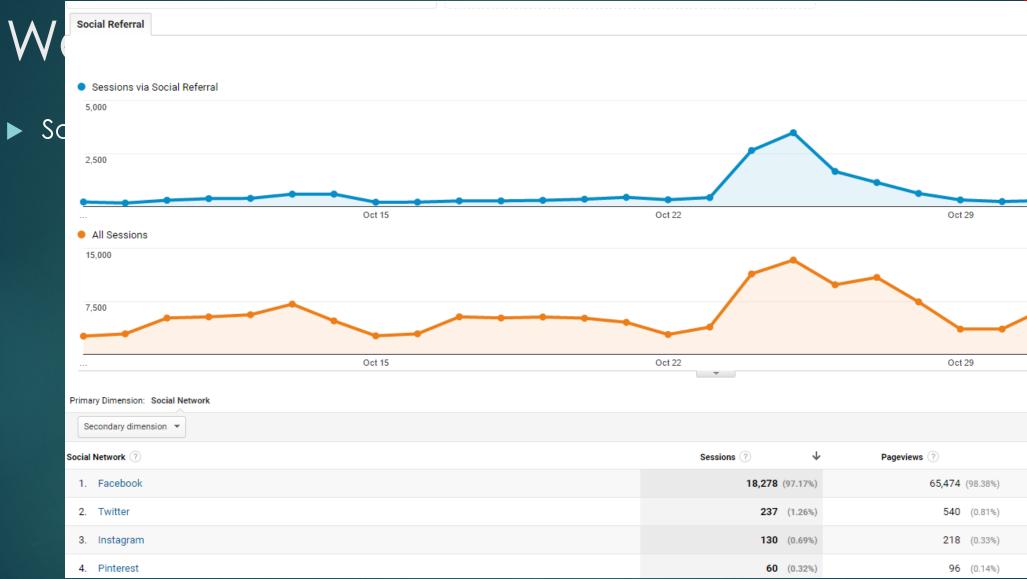
DIVISION OF AGRICULTURE RESEARCH & EXTENSION University of Arkansas System



view full









### Website Analytics

New vs. returning – opportunity to expose visitors to other program areas

New vs Returning		Jan 1, 2016 - Dec 4, 2016 🔻
Customize Email Export - Add to Dashboard Shortcut		<b>A</b>
All Users 100.00% Sessions	+ Add Segment	
Explorer		
Summary Site Usage Goal Set 1 Ecommerce		
Sessions 👻 VS. Select a metric		Day Week Month 🗹 🗣
Sessions		
20,000		M
	mm	month
April 2016	July 2016	October 2016



#### Recap: Send social, email and offline marketing to your website for analytics.

CTAs – give audience something to do

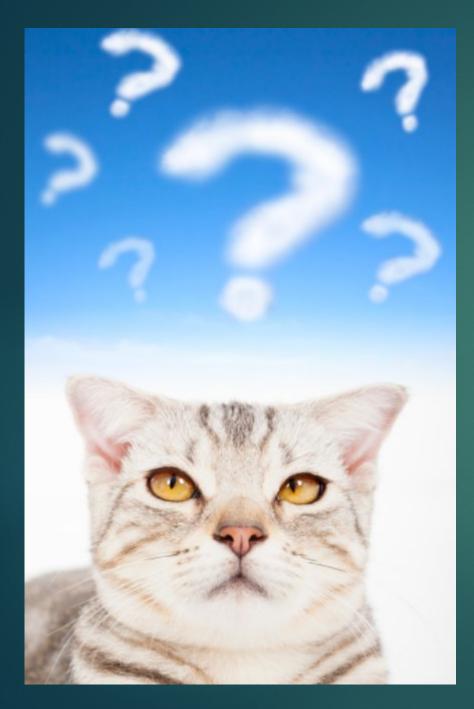
Write clear, easy to read content

Enews is important – send folks to full story on your website!

Send visitors to website from social media Pay for reach if necessary

Track all efforts from website analytics!







## QUESTIONS?



## Amy Cole Digital Media Program Director accole@uaex.edu