# **IEDRC READY Career Education: A Year in Review**

Ashley Etchison, Norco College **Cheryl Broom & Alana Villemez, Interact Communications** September, 2019



**Ga** 

at your local community college





# **Career Education:**

# A No-Love Story



Community Colleges



# **Branded programs** are significantly more likely to be the programs of choice and are more resistant to competition.



Community

RIAUY

# Brand: What it is NOT

- It is **NOT** a new "theme" or tagline
- It is **NOT** disposable
- It is NOT shifting
- It is NOT just "making something pretty"



# Brand: What it is

- The "best self" of the Career Education at community colleges in the Inland Empire/Desert Region
- The **perception** of Career Education at local community colleges in the minds of the public
- The link between how your Career Education programs are perceived now...and how you want them to be perceived in the future



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# Step 1: Research

- Attitudes and Opinions
- Quantitative and Qualitative
- Internal and External
- **Geographic Span**

Engaging multiple stakeholder groups to uncover a brand message that will resonate with the **Inland Empire community.** 



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# Research Goals

Create a Career Education brand that:

- **Differentiates** it from competitors
- Encompasses pieces of all IEDRC colleges
- Places IEDRC colleges as **leaders** in education and bolsters the colleges' **identities** as THE doorway to better futures
- Represents what Career Education is to students, parents, the community, and business
- Targets both beliefs (logical) and wants (emotional)



# **Research Results**

The Research Told Us:

- The community has much respect for the pragmatic, outcome-specific aspects of Career Education.
- Concepts surrounding **exploration**, **determination** and **resilience** resonate with all audiences.
- To be embraced, the brand concept must convey the ideal message of excellence, urgency and expediency for Career Education at the colleges.



# The Brand

# **PEADY**



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# The Brand

# **READY** career education at your local community college

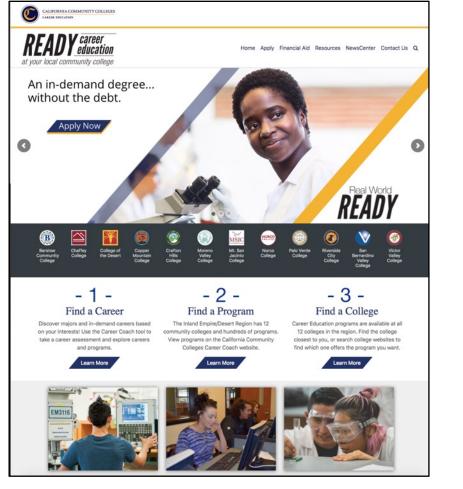


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### **Campaign Website**

 Single destination for prospective students with links to programs, colleges, and careers

### readysetcareer.org







ornia nunity ges **READY** 

### **Digital Advertising**

• Pay Per Click, Geo-fencing In-App Advertising, Social Media Advertising, Retargeting



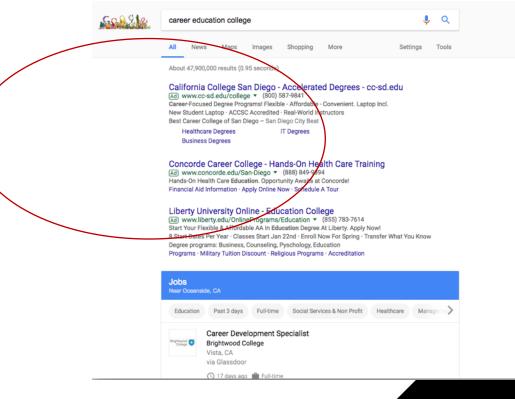


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# Digital

### Pay Per Click (PPC)

- PPC is an online advertising model in which advertisers display ads when users – people searching for things online – enter relevant queries into search engines.
- Advertisers are only charged when a user actually clicks on their ad, hence the name "pay-per-click."
- PPC is one of the best forms of advertising in terms of effectiveness.

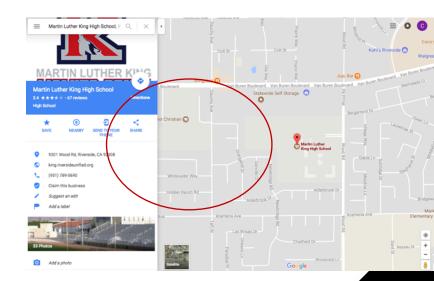




# **Digital**

### Geo-fencing & In-App Advertising

- As long as the user has any location services on, we can target them.
- 80-90% of the delivery will be in apps, the remainder will be in mobile browser.
- Once we target a user, we can show an ad up to 8 times an hour, for the next 30 days across their apps and any mobile browsing they do.
- The ads can appear on thousands of different apps.
- The value of this advertising tactic is that it allows you to target your ideal audience, all based on addresses.



REAUY





### Social Media Advertising

- Targeting Facebook and Instagram
- Using zip codes
- Targeting by specific demographic information







### Retargeting





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### Digital

• YouTube (view at news.readysetcareer.org)





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### Radio

### • Pandora and traditional radio







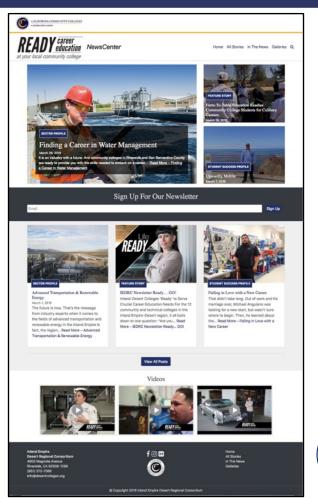




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### **Public Relations**

- News Center and newsletter
- news.readysetcareer.org



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# Coordinating Campaigns

 State Brand:

 Focuses on learning experience
 Uses Chancellor's seal
 Uses Career Education



### Inland Brand:

- -Focuses on motivations and outcomes
- -Uses a wordmark and your local college names
- -Uses Career Education





Employers, Union Groups, Community & Underemployed

### DIGITAL

- · Google paid search around job search terms
- Social media advertising

### RADIO

• Radio: KVCR spots

### **PUBLIC RELATIONS & DIRECT**

• E-newsletter



Inland Empire/Desert Regional Consortium Career and Technical Education Media Relations/Business Relations/Social Media Plan

November, 2017 – August, 2018







# **Targeting**

### Latino, Spanish-Speaking, African Americans & Veterans

### DIGITAL

Social media can target by category

### YOUTUBE

- Latino/Spanish-Speaking target
- One ad in Spanish

### **RADIO & PANDORA**

- 1 targeting African-American population
- 1 targeting Latino Population







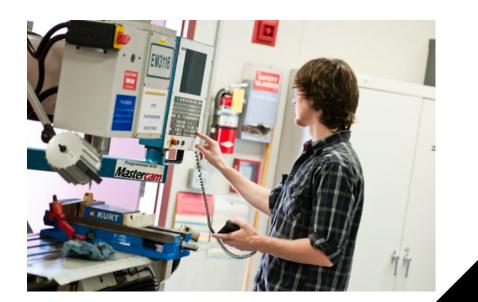
High School Influencers: Parents & Counselors

### DIGITAL

Geofencing

### **PUBLIC RELATIONS**

- Ongoing public relations and media relations efforts
- Viewbook







### **February 2018 – August 2019**

183,825 website visits

42,990,873 campaign impressions

**3,179** clicks on "Apply" link

2,404,380 Total Completed Views on YouTube



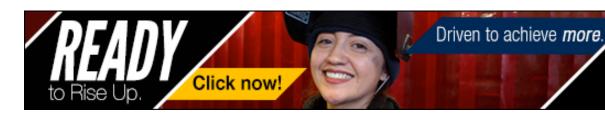


# **Custom Display & Geofence**

# **Pay-Per-Click**



28,445,373 impressions 41,586 website visits 27,730 visits to website1,380 calls\$3.09 average cost per visit*Industry average* \$4.53





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### Facebook & Instagram

- 5,708,340 impressions
- 55,431 engagements







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### YouTube English

# 1,005,746 impressions 462,989 completed views

- Average Completed View Rate: 46%
  - Industry average 15%
- Cost Per Completed View: \$.07
  - Industry average: \$.10-.15







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### YouTube Spanish

# 4,318,470 impressions 1,941,391 completed views

- Average Completed View Rate: 45%
  - Industry average 15%
- Cost Per Completed View: \$.01
  - Industry average: \$.10-.15









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### Pandora

### Pandora (March-August 2018) 8,160,732 impressions







### Radio

- KGGI
- KOLA
- KCAL
- KKUU

Drove more than 4,342,848 impressions between all stations (February – August 2018) \$110,000 spent Value Added, totaled at \$30,000 approximately **Riverside Community College District KGGI Appearance** Chaffey Intech Free Spots on KOLA, KCAL KKUU gave digital ads for free



### Website

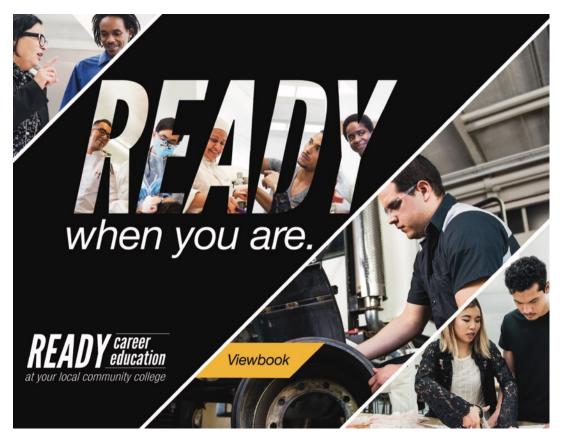
- February 2018 August 2019 visits: 189,576
- Total Apply Clicks: 3,179
- <u>NewsCenter</u>
  - Check out what's new!

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### Viewbook





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Name
Todd
Email
tmathis@particle
Subject
Ready when you are Viewbook
Message
I would like to receive additional copies of the "READY when you are" Viewbook. I appreciate the information and easy to understand presentation. I am a School Counselor at an alternative education high school, and I will use this resource for students. Community college is the choice for our students who choose to continue their education.
How did you hear about us? (optional)
Received the material at my school site.







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# **Media Prefs**

### Demographics

- 4,785 students completed the survey
- Age demographics
  - 。 36% 16-20 y/o
  - o 28% 21-25 y/o
  - o 12% 26-30 y/o
  - o 13% 31-40 y/o
  - 5% 41-50 y/o
  - o **4% 51+ y/o**
- Majority of respondents (91%) are taking credit classes towards a degree or certificate.



## **Campaign Templates**

### **Career Education**



# **Campaign Templates**

### **Industry Sector**



**Brochure** 

#### Poster Creative Pursue your passion with a career in arts and media Your local community college can get you ready for a high-demand career in these fields, and more! Lorem Ipsum Lorem Ipsum Lorem Ipsum · Lorem Ipsum **READY** career education California Ready to get started? Community Readysetcareer.org Colleges Ξ.

Flyer



# **Crisis Communications Training Conducted in Spring Semester 2018**



# **Contract: September-December 2018**



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# **Collateral Development**

### **Booth Items**



## **New Social/Digital Ads**



### New YouTube Videos



## Also:

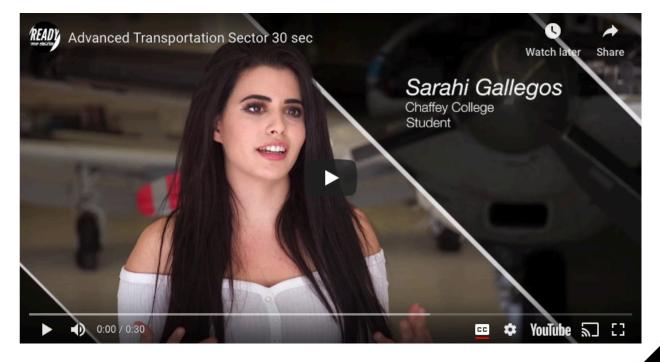
- New Radio Spots lacksquare
- **New Newsletter Template**
- Assistance with Template Adaptation



# **Industry Sector Videos**

## 2:00 and :30 second spots

- Advanced Manufacturing
- Advanced Transportation & Logistics
- Business & Entrepreneurship
- Energy, Construction & Utilities
- Health
- Information & Communication
   Technologies (ICT)/Digital Media
- General Career Education









# **Career Education Photography**





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# **Business & Industry Research**

- Custom Online Survey
- One-on-one interviews with up to 15 industry leaders
- Purpose:
  - Receive information on employers' perceptions of your programs and services and the relative match of your students' skills to employer needs.
  - To provide local industry leaders and employers the opportunity to share how they feel colleges can best promote career education programs & graduates.



# Contract **January 2019-June 2019**



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# **Scope of Work**

- Small Batch of Additional Collateral
   Development
- Media Buying
- Conversion Campaign
- Sector Posters and Brochures



### Collateral







- 144 Emails (12 version for 12 colleges)
- 48 social media ads (2 versions for 12 colleges)
- 96 organic social media posts (8 versions for 12 colleges)
- 24 digital and mobile display ads (2 versions for 12 colleges)

- 12, :30 second YouTube spots based on photography
- 12 postcards (1 version for 12 colleges)



## Facebook & Instagram Results

- 4,119,694 Impressions
- 31,293 Clicks











## YouTube Results

- 1,235,401 Impressions
- 591,275 Completed Views
- 3,151 Clicks



### **Emails**



Your skills are in demand. Tech-savvy professionals are commanding higher salaries in the fast-growing inland Empire/Desert region.



Ready to Meet Workforce Demand



2 of 3 regional employers report a shortage of qualified professionals in their industry



ome form of career educatio







One Million New Jobs by 2025 The economy is evolving, and tech-savvy professionals bearing hands-o career education are in demand!

Pick Your Program

#### Ready to Put High School Behind...

Less than half of Inland Empire/Desert region residents over 25 have attended college.

#### 2 of 3 regional employers report The inland Empire is adding job a shortage of qualified professionals in their industry at twice the national rate

ReadySetCareer.org



- Emails were sent to student email • addresses provided by the colleges
- Campaign utilized college photos and • branding guidelines
- Emails directed viewers to the • campaign-specific college landing page



READ

## **Email Results**

College	Number of Students Enrolled
Barstow Community College	823
Chaffey College	4,234
College of the Desert	2,654
Copper Mountain College	146
Crafton Hills College	1,058
Mt. San Jacinto College	14,500
Moreno Valley College	5,876
Norco College	7,209
Palo Verde College	*no data
Riverside City College	1,493
San Bernardino Valley College	11,324
Victor Valley College	2,412
IEDRC TOTAL	51,729

- 27.9% Open Rate
- 31,616 Clicks
- 3.5% Click-Through Rate



# Year 3 July 2019 – June 2020



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### **Bi-Monthly E-Newsletter**



Don't forget to visit readysetcareer.org for the latest news and archived content regarding Inland Empire-Desert region Career Education.

> - Ashley Etchison Director, Strategic Communications & Marketing Strong Workforce Program





Home All Stories All Videos In The News Galleries Apply Now





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### **Quarterly Print Newsletter**





#### Heroes of Ones and Zeroes: Adventures in Cybersecurity

The need is profound. More than 300,000 cybersecurityrelated jobs remain unfilled across the country, 35,000 of those are in California, with close to 700 in the Inland

To serve this need, a consortium of local community colleges in San Bernardino and Riverside counties are renewing their commitment to training students with the workforce-ready skills needed for careers protecting data

CyberHub Centers project, a regional support network designed to build and strengthen cybersecurity programs at various colleges while building more accessible cybersecurity career pathways for students in middle and high school. Chaffey College, College of the Desert, Moreno Valley College, Mt. San Jacinto College, Riverside City College, and San Bernardino Valley College are among those signing on so far.

"This is the future," said Donna Woods, a statewide community manager for California CyberHub and a vbersecurity educator in the Moreno Valley Unified School District. "And we have to be ready for it."

of programs catering to this booming career sector. Recent projections suggest that by 2020, there will be more than 1.8 million cybersecurity-related job openings nationwide, which is up 20 percent from 2015 estimates. Riverside City College, for example, has its own

cybersecurity center and an information security and cyber defense educational pathway for those interested in pursuing careers in cyber defense while San

Bernardino Valley College offers certificates and degrees in information security and cyber defense. Similarly, Moreno Valley College hosted the Air Force Association's 2018 Cyber Camp and Coding Olympics, which provides foundational knowledge in cybersecurity to participants and is free for middle and high school students.

To better reach students in this age group, Moreno Valley College, Mt. San Jacinto College and San Bernardino Valley Colleges are adding cyber components to their campus makerspaces while Riverside City College is planning to expand its existing on-campus cyber center. Other colleges are expected to follow suit.

According to computer security specialists, there are some 1.5 million cyber attacks each year, which averages out to more than 4,000 every day and more than 170 attacks every hour. In 2016, there were 112,000 openings for information security analysts, but less than 97,000 workers employed in those positions. Employment research further suggests that while there are 200,000 additional openings at jobs that require cyber securityrelated skills, employers are struggling to find workers with the skills to fill them. Another important focus of the CyberHub Centers is how

they help create pathways to well-paying careers among traditionally underserved populations "It is absolutely vital to reach out to diverse and underserved communities, and not just the people in Silicon Valley," says Wood. "Otherwise you're losing a huge talent pool of students who can contribute and

who can make significant contributions in serving our society."

SECTOR SPOTLIGHT Culinary, Hospitality Programs Feeding Regional Demand

So say the folks in the San Bernardin and Riverside County hospitality and tourism industry, where phenomenal growth is leading residents to secure in-demand workforce skills from local community colleges. "The tourism and hospitality business, in the Coachella Valley especially, is booming right now, but the industry

It doesn't get much better than this

is hurting when it comes to finding talented people with the proper training. to meet the demand," said Jeffrey Azer. Culinary Arts and Hospitality Advisor at College of the Desert. "Simply put, there is an abundance of opportunity and that's what we're here for."

Tourism and hospitality is just one of many employment sectors in which the 12 community colleges in the

Inland Empire and Desert regions are preparing middle-skill employees to fill jobs that would otherwise go wanting. Twenty career education programs at Chaffey College, for example, were bonored by the California Community Colleges Chancellor's Office for their effectiveness in helping students Some 6,264 people are employed in find good jobs and boost their the hospitality and tourism industry pay. San Bernardino Valley College was honored for career education in Palm Desert alone, with just shy of 10,000 people employed in the retail programs ranging from Nursing to and restaurant sector, according to a Water Supply Engineering. College of the Decert, along with Chaffley, 2018 economic strategic plan for the desert city. Regionwide, more than Crafton Hills Biverside City Norro 17,000 people were working as first-line supervisors of retail sales workers and San Bernardino Valley colleges, offer award-winning programs in Retail in 2015, with wages ranging upward to nearly \$27 per hour - or more than nagement. Meanwhile, College of

San Bernardino County Community Indicators Report. Employment in the steadily in recent years, reaching 54,400 jobs in 2018. "The industry has evolved Valley chef who also works as a

anytime soon."

county's tourism industry has grown tremendously over the years," said Isidro Hernandez, a longtime Coachella culinary lab technician at College of the Desert. "The hospitality industry In the Valley is not going anyway

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the Desert, Chaffey, Copper Mountain. \$56,000 annually.

Career Education by the N	umbers		
67%	\$50,000	1 million	
Regional employers reporting a shortage of qualified workers in their industry.	Average salary for Top 10 regional 'middle skills' careers.	Projected OA job openings by 202 Oareer Education-requiring positio	



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### **Sector Landing Pages**



SONTACE / PERMACE POLICE / LOS IN

#### At a Glance...

With an estimated 34,590 new job opportunities each year in California, and only about 5.Mill grad value to \$1 them, manufacturing and product development remains a promising eactor for those who like to work with their minds and hands.

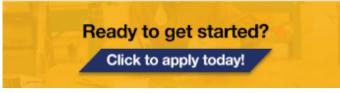
While certain kinds of manufacturing jobs are in decline, high-tech manufacturing continues to grow, especially in the areas of 3-D printing, and high-speed. computerized numerical control mechining



0 Types of Careers

- CNC Programmer Machine Technician Industrial Electrician Gabinetmakers & Derch Carpente Tool & Die Mater Power Plant Operator Fabric & Apparel Pattern Mate Certified Weider - Fain dry Class. Pattern Maser Composite Fabrication Production Manager

e Industry Sector Pathways Computer Rumerically Controlled Machine Tool Programmer are \$20.51 - \$35.47 CNE/CRM, Computer Numerical Control (CNE) Industrial Automation, Supply Dhain Technology Fabric Patternmakers: 816.45 - 820.54 Industrial Maintenance Meditanic. Instruction Production Managers: \$55,11 - \$52,12 Instrumentation Technology Machine Technology, Machine Coevator, Besic/Conventional Machining, Tool & De Pressess Technicians: \$11.97 - \$19.78 Operations and Production Management Totel & Die Markentz \$20,54 - \$21,45 Quality Assumption Metal Paternators & Filters \$13,74 - \$25,38 Aware SMAR STAK FCAR Stub. TR



Salary Snapshot

Machinete: \$10.327 - \$25.215

Model Maneric \$18.12 - \$20.23



Fun Fact: Manufacturing categories with the largest growth inclusio team associations, machinests, welders, tool and die makers, and mechanical and other engineers ...

Enveloperate in this sander both for hard-rations are an at some in the med shop world and able to apply scientific and fedwical principles to repeated unique contents in cleans of manufacturing and product development waie atout manufacturing processes and systems, and our Toroy or while survey of posts, including practile storige productors. mach no tooling and forming, waiking and materials joining, and prodect involution and design.

Contribution for advancement are abertiful as independent asture converts, make higher skill jobs in basis mounth and inductively. deuticpment, product and process segmeeting and design, spenalizer and maintenance, haveportation, bedrep, and lab-work more prevalent.

...

#### Advanced Manufacturing Training Programs

#### Taining is available at the following colleges:

Engineering Technology, General Chaftey Cellege College of the Desert Morece Velley College Noice College Rhemide Dip College	Electronics and Electric Technology Bareton College Challey Callege Nerve Galege Risertalde Dhy College San Bernardiro Valley College	Manufacturing and Industrial Technology Chatey Calege Narco Colege Son Bernardiro Valley Colege	Welding Technology Bantow College Chalfey Callege Palo Vante College Rhomide City College San Benaration Willey College Victor Willey College
Mt. San Jacinto Collego	Victor Valley College		Tions Herely Compe

#### Contact Us

**California Community Colleges Chancellur's Office** 1102 Q Street, 6th Floor Secremento, CA 95811

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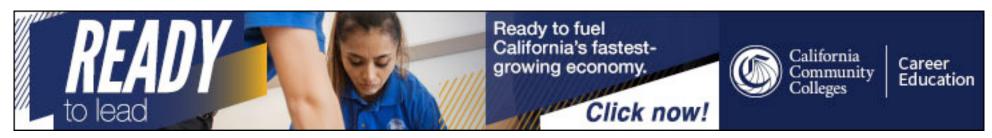




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### Social Media Templates







a **READY** 



# **Editorial Calendar**



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- Media Preference Student Infographics ullet
- Employer Web Page
- Career Education Social Media Editorial Calendar and Distribution



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# Year 3: Upcoming

- Collateral Development
  - Photography Trip
  - Videography Trip
- Media Buying (Ongoing)
- Media Preferences (March 2020)
- Degree "Completer" Campaign (Summer/Fall 2020)



# **READY** career education at your local community college



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