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FY13 Registration Recruitment and Marketing Campaign Credit and Adult Education

August 2, 2012 - Board Presentation



Enrollment goals

FY 2012 saw an <u>increase</u> in credit enrollment of +2.1% FY2012 saw a <u>decrease</u> in adult ed enrollment of -3%

FY 2013 targets

Credit: +2.7% Adult ed: +1.5%



Recruitment team

- 11 of 15 recruiters came on Board July 16
- Based at colleges but recruiting for all CCC programs and colleges
 - College recruitment events/college fairs
 - High school visits and sustained presence
 - Community events/parades
 - High-traffic areas
- Generated 300+ prospects in first 10 days
- One-on-one follow-up with prospects



Community Relations

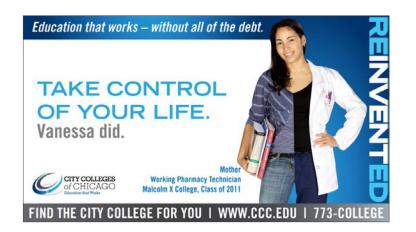
- Working to leverage existing community partnerships and build new ones to generate participation in ESL and GED program
- Identified 15 new sites with new partners for GED and ESL in need areas for FY2013



MARKETING

'Reinvented' ad campaign ran on transit and billboards November 2011 through March 2012.





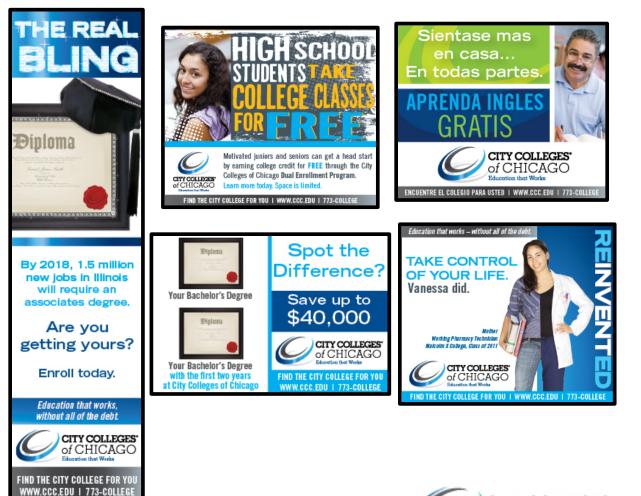


General registration, adult education and ESL advertisements ran in publications serving areas surrounding colleges and city-wide Latino and African American publications ran from November 2011 through March 2012.



The online ad buy featured the full complement of CCC registration programs.

- Google
- Facebook
- The Mash (CPS student online publication)
- Redeye.com
- Suntimes.com
- Chicago Tribune
- TrueStar.com
- Chicagojobs.com
- WUNA.com
- WGCI.com





During the first week of January, mailers were sent to 50,000 English-speaking and 20,000 Spanish-speaking Chicago households with an income of \$50,000 or less with at least one 16-year child.





FY12 - Spring Registration Strategy Marketing Campaign Results Indicators

Ad Placement/Tactic Strategy

Executed a multi-channel, phase-in registration advertising campaign to build awareness.

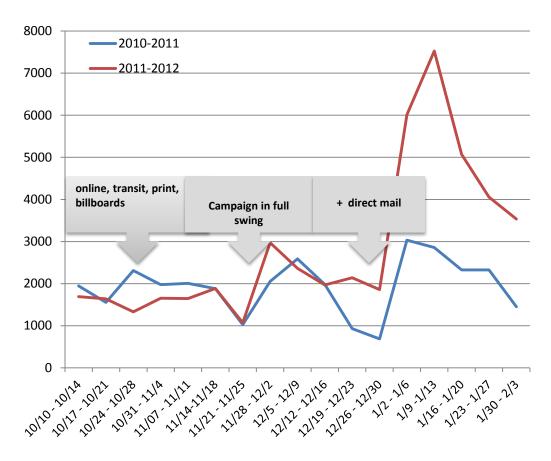
- Transit ads buses and trains
- Community billboards
- Community print publications ads
- Online advertising

Activated with action-oriented marketing tactics to drive registration.

- Radio
- Direct mail

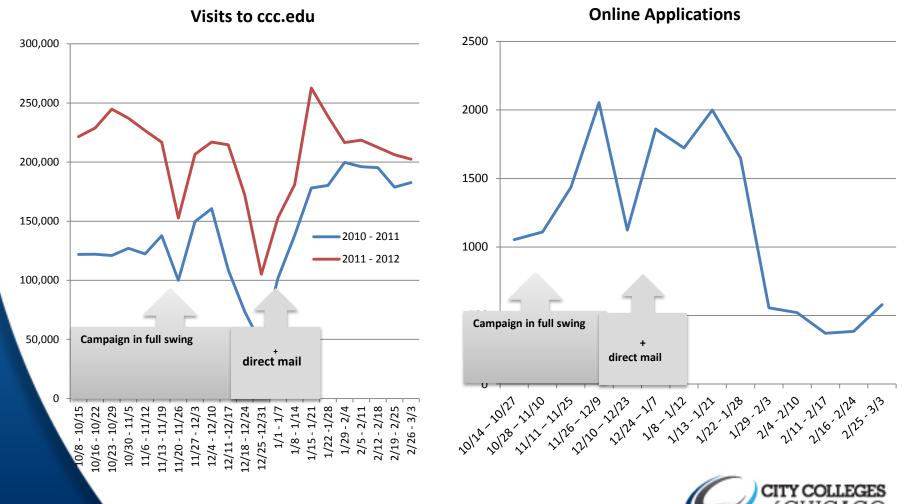
Marketing indicators spiked when radio and direct mail is layered into the advertising mix.

Information Center Call Volume





FY12 - Spring 2012 Registration Marketing Campaign Results Indicators



Summer/Fall 2012 Registration Marketing Campaign



Credit general registration messages included College to Careers, career verticals and CCC's \$40K value proposition.





WWW.CCC.EDU 773-COLLEGE



GET THE SKILLS. GET THE JO



Save up to \$40,000

Education that Works -Without all of the Debt



WWW.CCC.EDU | 773-COLLEGE **REGISTER FOR SUMMER/FALL**



WWW.CCC.EDU | 773-COLLEGE



Adult Education (ESL and GED) focused on community and ethnic publications and flyer distribution. College to Careers ads were included in the buy to underscore employment opportunities in Adult Education bridge programs.



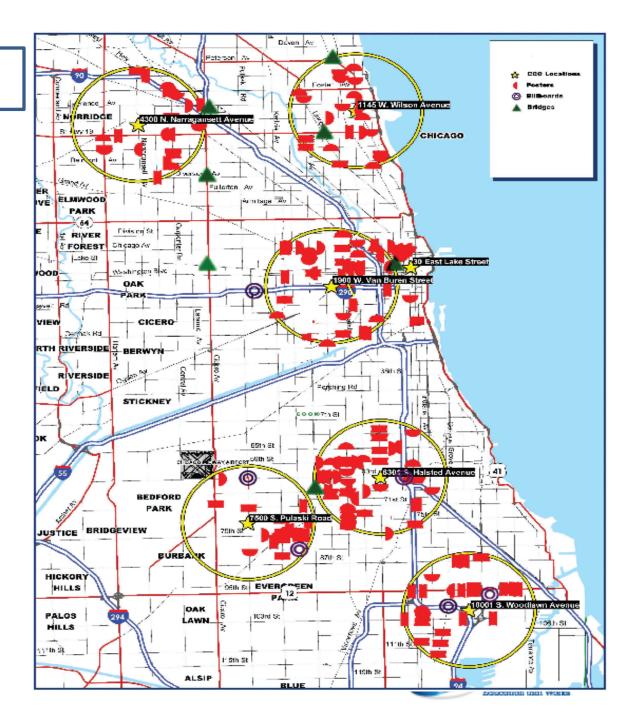
Shifted marketing dollars from sporadic, uncoordinated ad buys to awareness building placement for greater impact.

Prior to 2011	Spring 2012 Ad Buy	Summer/Fall 2012 Ad Buy
Uncoordinated advertising buys	CTA Transit Ads 300 bus cards Routes: Northwest, mid-West and Southern areas of the city. 300 rail cards Routes: Red Line, Blue Line and Orange Line	 (New) CTA Bus Shelter Panels 46 shelters - split evenly across the city at CPS feeder high schools
 Limited transit ads Community/ ethnic 	Community billboards	 (Expanded) Billboard include highways and trestles
paper ads only during registration pushes - Sporadic radio	Radio Mix includes Urban, General Market, Latino stations and Traffic Sponsorships	 <i>(Higher frequency)</i> Radio General Market, Latino stations and Traffic Sponsorships
placement during registration - No online advertising presence	Online Google, Facebook, Yahoo	 (Enhanced Presence) Online Digital Ad Network for greater penetration in entertainment and social media sites.
	Community and Ethnic Print	 (Increased insertions) Print Include community publications that serve college and satellite neighborhoods and expanded Latino and African American publications



Geographic Concentration of Billboards & Direct Mail

- Circles denote direct mail concentration zones.
- Direct mail for HWC mailing is a city-wide sampling.



Radio and direct mail activates awareness ad placement to drive prospective students to inquire about CCC and begin the registration conversion.





Households, \$40,000/ year or less annual income one adult without a high school diploma or GED <u>ESL</u>

23,000 Spanish-speaking households with an annual income of \$40,000/year or less

<u>Dual</u> Enrollment

24,000 CPS incoming juniors and seniors with passing GPAs

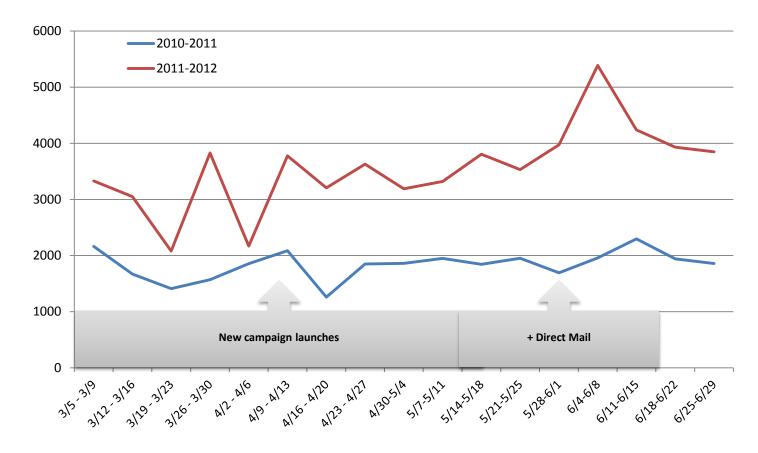
<u>General</u> <u>Registration</u> 27,000

Most recent CPS graduates



Summer/Fall 2012 Registration Campaign Marketing Results Indicators

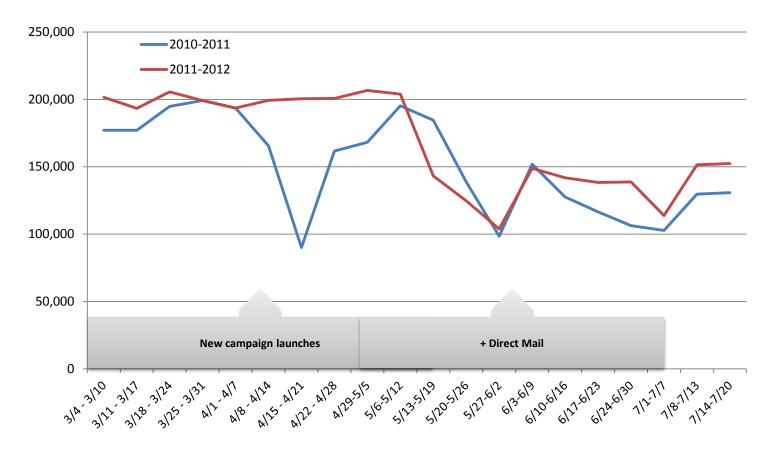
Information Center Call Volume





Summer/Fall 2012 Registration Campaign Marketing Results Indicators

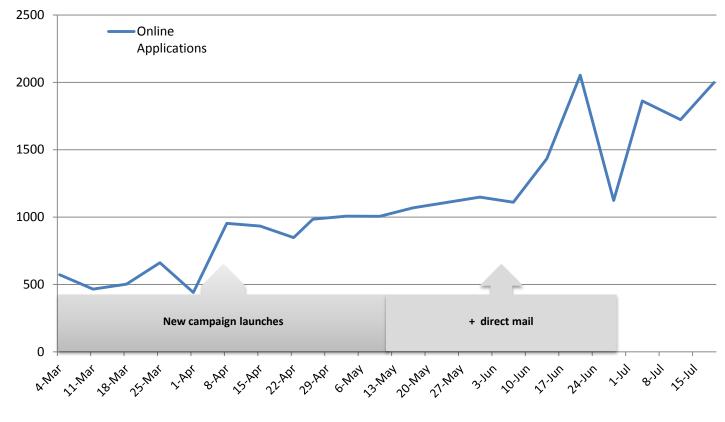
Visits to ccc.edu





Summer/Fall 2012 Registration Campaign Marketing Results Indicators

Online Applications



Week of [date]



Leverage internal communication mechanisms and Reinvention's online registration enhancements to spur early Fall registration by current students.





LEGES OF CHICAGO



FY13 Marketing Plan



Continue with College to Careers and vertical ads in print, online, and community billboards in high-traffic intersections and expressways.

GET THE SKILLS.

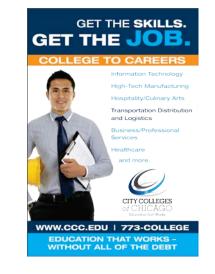


WWW.CCC.EDU | 773-COLLEGE EDUCATION THAT WORKS -WITHOUT ALL OF THE DEBT COLLEGE TO CAREERS Business/Professional Services High-roch Manufacturing Healthcare Transportation Distribution and Logistics Hospitality/Culinary Arts Information Technology and more. Without Full Professional Current Services For College Education That WorkS -WITHOUT ALL OF THE DEBT

GET THE SKILLS.

GET THE JOB.







Continue the transfer message coupled with the \$40,000 value proposition.





Save up to \$40,000 Education that Works - Without all of the Debt



WWW.CCC.EDU | 773-COLLEGE | REGISTER FOR SUMMER/FALL

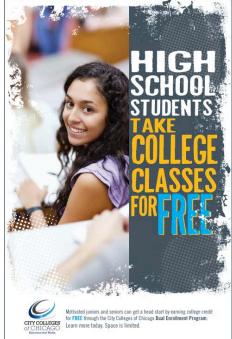


The Latino and/or Spanish speaking population is the largest ethnic group in Chicago according to the 2010 census. Latino populations will continue to be a key target community in FY13, while expanding ESL outreach to include the next two largest target populations who according to census 2010 – Polish (34,000 residents who 'do not speak English well') Chinese (24,000 residents who 'do not speak English well')





Continue parallel target marketing campaign to drive registration to the dual enrollment program, including robo calls to CPS juniors and seniors, tailored registration collateral for CPS students and direct mail campaigns.



DO YOU WANT TO EARN COLLEGE CREDIT WHILE IN HIGH SCHOOL?

The Dual Enrollment program allows motivated CPS high school junior and senior students the opportunity to earn college credits, while attending high school. The credits you earn are transferable to many four-year colleges or universities.

EARN COLLEGE CREDIT

Through a partnership with Chicago Public Schools (CPS) and City Colleges of Chicago, high school students are eligible to enroll in any of the following courses:



Biology Business Chemistry Computer Science Humanities Mathematics Psychology Speech

Art

NHAT ARE THE BENEFITS?

- and college. The college credit will be applied to a degree program at one of the City Colleges of Chicago or can be "-transferred to a four-year college. / Access to great college professors.
- Develop important time management
 and study skills.

HOW DO YOU QUALIFY?

- Be a junior or senior in high school
- Have a minimum GPA of 2.5 and a 90% high school attendance rate

* check CCC course catalogue for qualitying scores Submit a signed parental permission form



Support recruiting efforts with collateral materials both in print and online products.





The total FY13 advertising and direct mail budget of \$1.02 million will fund the multi-channel outreach program - down from FY12 marketing budget of \$1.2 million

Target Market Split

- 30% of the ad budget will be dedicated to support the enrollment and retention efforts of the Latino Spanish-speaking market.
 - Flat from FY12 levels targeted to this market
- 30% of the ad budget will be dedicated to the enrollment and retention efforts of the African American market
 - Flat from FY12 levels targeted to this market
- The remaining 40% will be spent in general market.
 - Spending level flat from FY12



The total FY13 advertising and direct mail budget of \$1.02 million will fund the multi-channel outreach program.

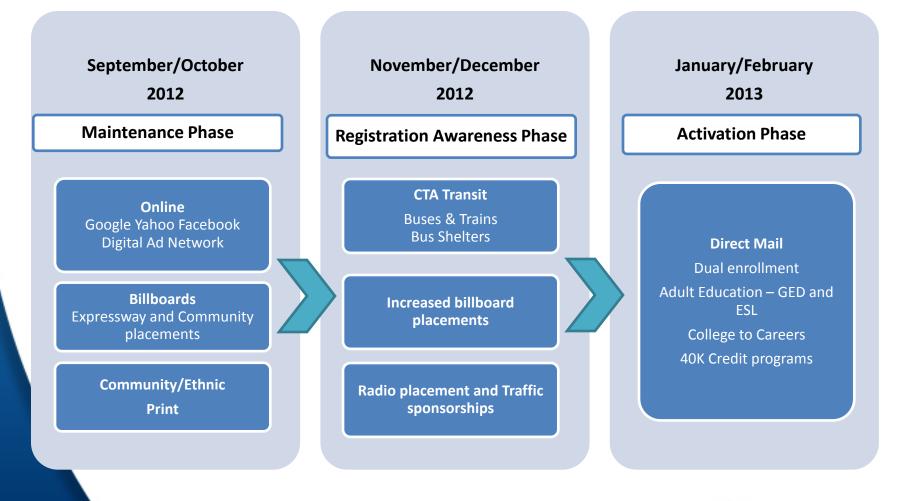
Advertising Medium Split

	• 12% - Community /Ethnic Print	True Star Magazine, Chicago Defender, Chicago Crusader, CROE, Neighborhood Star, Austin Voice, Inside Publications, Nadig Newspaper, Hoy, Lawndale Bilingual Newspaper, La Raza, La Voz, Extra Bilingual Newspaper
	• 20% - Radio	Clear Channel Radio, Clear Channel Traffic, WLFM 87.7 FM, WBBM-FM, Spanish Broadcasting System, Univision Radio, WVON – Midway Broadcasting, Crawford Broadcasting
	• 24% - Billboard	CBS Outdoor, Clear Channel Outdoor, JCDecaux, Titan Worldwide
	 20% - Online* Summer/Fall 2012 Digital Ad Network - 1.7 Million unique impressions, overall click through .07%, Cost per Click (CPC) \$1.61 	Digital Ad Network, Google, ReachLocal, Facebook
	• 19% - Direct Mail	Program target: adult education, dual enrollment, general registration, College to Careers

* New online vendor and website enhancements will increase our ability to track online visitors and referring pages.



FY13 advertising buys and marketing activities will be structured to align our placements with measurement mechanisms to track ad performance.





Marketing Registration Campaign Schedule

