

The Disconnect:

Schools aren't getting results from social media, which could be an opportunity for you.

Social media is often described as a silver bullet for community engagement. The narrative painted for school administrators in conferences, news articles, blog posts, and professional development sessions is that social media can build a school's brand and transform their relationship with the community. The reality is that school leaders were hired to run schools, not social media accounts. Making the transition onto Twitter and Facebook can be awkward at best, especially when running a Facebook page pulls administrators away from time in schools.

As marketers from the private sector, we see how businesses across industries are using social media to win and retain customers. New companies that scale quickly often do so by leveraging social media platforms to their advantage; it's one of the most affordable ways to engage with a large audience. It seemed obvious that schools that are savvy enough to be on social would also be good at marketing themselves to parents. We set out to see just how big of an impact social media is making in school districts.

Does having a social media presence boost enrollment?

To answer this question empirically, we analyzed two states: California and Michigan. Both states are known for having a wide array of school choice programs, meaning that their schools are familiar with competition. Each state's Department of Education also share detailed records of how districts are gaining or losing students to school choice programs.

We recorded whether or not each district had an account on Facebook, Instagram, and Twitter, expecting to find that schools who were on social media would be attracting more students than those that were not. As it turned out, there was no statistically significant connection.

In sifting through hundreds of school profiles, we noticed that many schools only posted a few times a year. We wanted to see if this trend held true across the board, so we calculated the number of posts per district, then compared those numbers with the district's gains in students. The result was the same: no significant correlation.

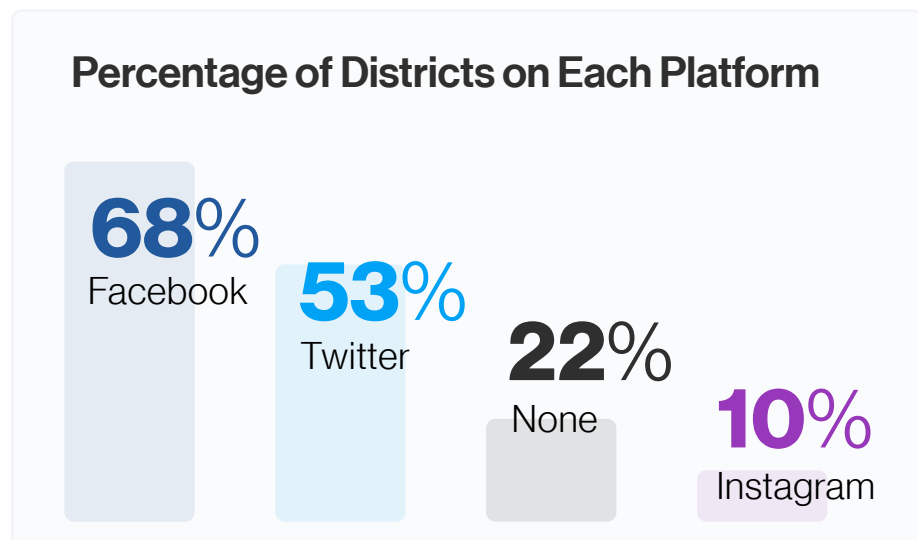
Brands in the private sector are using social media to grow into billion-dollar companies. What is the difference between how social media is used in schools versus private sector companies? Does the old saying, "It's not what you say, it's how you say it," apply to schools and social media?

To find out, we expanded our research to 1,000 schools from across the country. After accumulating data on the types of platforms each district used in 2017, we focused specifically on the way each school was using each platform: where were they posting, when were they posting, and what were they saying?

What we found is that industry best-practices that drive results in the private sector marketing world are not being applied in schools. There are a few basic adjustments that schools can make to their online presence to improve their marketing efforts. We'll go through three key disconnects — and explain how schools can fill those gaps.

Disconnect #1: **Schools don't show up.**

Before looking at the ways in which districts are using social media, we wanted to find out which platforms schools are using most frequently to communicate. What we found surprised us: one in five districts did not have a social media presence at all, let alone consistent usage. We'll go through the three main social networks, examining the usage on each one.



Facebook

Approximately 32% of schools didn't have a Facebook page in 2017. When you consider the number of adults — families, teachers, parents, and community members — who are logging onto Facebook every day, it comes as a surprise that almost a third of schools aren't utilizing the most common social media platform.

The Pew Research Center reported that 68% of American adults are on Facebook, and three-quarters of them check the platform every day. As a reference, around 100 million Americans watched the Super Bowl in 2018, which boils down to about one in three Americans. It's as if the Super Bowl were happening twice a day on your community's phones, but almost a third of schools aren't even joining the conversation. Facebook is a great community building tool, but we weren't noticing much interaction on the vast majority of school pages.

That being said, schools use Facebook more than any other social network.

The company has even started to gear their networking site towards schools specifically; they've built page and group templates that are designed to meet the unique needs of educational organizations. Districts have an opportunity to utilize these resources not just for marketing, but as educational tools in the classroom.

Twitter

School districts use Twitter less frequently than Facebook; only 53% of schools had a Twitter account. Twitter has a significantly smaller audience base than Facebook overall. Pew Research reports that 24% of U.S. adults used Twitter in 2018, which is less than half of the adults on Facebook. Looking at these numbers, Twitter might not seem as valuable as

Facebook simply because there are fewer people logging on. However, the two platforms are used in fundamentally different ways. As we have seen in recent years (just think of the 2016 election) Twitter can be hugely important in shaping political and media narratives.

Journalists, politicians, and everyday community members are logging onto Twitter to post about trends and hot topics, especially as they relate to political activity. Every member of the U.S. Senate and 98% of the House of Representatives have Twitter accounts. A survey from MuckRack, a journalism analytics company, showed that 70% of journalists actively use Twitter. Ignoring the platform means missing out on a critical networking space. When rolling out new policies, sharing press releases, and thanking community volunteers, Twitter becomes a high-value platform for professional communication.

Instagram

Instagram ranks dead last in terms of school districts' usage. Less than 10% of districts are on the platform. This is probably due to the fact that Instagram's user demographics slant towards millennials and teenagers, while most schools are run by the young at heart and wealthy in age.

The problem with ignoring the platform is that it's widely used by a younger demographic — your students, parents, and teachers. Pew's research finds that 64% of 18–29 year-olds are Instagram users. A study by the Associated Press found that 76% of 13–17 year-olds are active users. All the while, Facebook usage is shrinking in these groups.

A tactic used by many technology companies is to post about their

company culture on Instagram as a recruiting tool. Instagram gives candidates a window into the workplace environment; companies celebrate their employees, show off their quirks, and highlight the best parts of the job. For schools, this is especially relevant because teachers are posting about their curriculum, their classrooms, even their new Jupiter-shaped earrings on Instagram. The platform has become an informal professional community, a great place for teachers to learn from one another. This creates an opportunity for schools to directly engage with the best teachers in their area.

At the same time, parents who are about to enroll their five-year-olds are in the core demographic of Instagram users. Posting about your most innovative teachers, spirit week, handwritten notes from students — anything that uniquely showcases the experience of working at and attending your school — can make a great first impression.

In this article, we won't be focusing on Snapchat or LinkedIn. While they do have larger user bases, they aren't really appropriate for school messages. Snapchat's messages disappear after 24 hours, making the platform less useful for schools. LinkedIn is built for professionals, and is not seen as a major news source like Facebook or Twitter. While they can be powerful ways to connect, they are not a core platform that schools would be expected to use.

Disconnect #2: Schools aren't consistent.

The problem with the way most districts are using social media is a lack of consistency. The majority of districts aren't posting at all, many are sharing with seemingly little rhyme or reason, and a few are overwhelming their audience with minute-by-minute updates.

A personal note from the editor about consistency:

For three years, I lived in downtown Little Rock. Down the street from me was a local brewery that would frequently host different food trucks on their patio. This was great for me; it was like having a different restaurant opening up down the street from me every night. They would post which food truck would be on the patio to their Twitter page in the afternoon, and every evening I would pull out my phone to see what was for dinner.

In a way, they trained me like a puppy. I wanted some information, they told me where it was, so I learned to check the communication channel they presented. Enough about my eating habits.

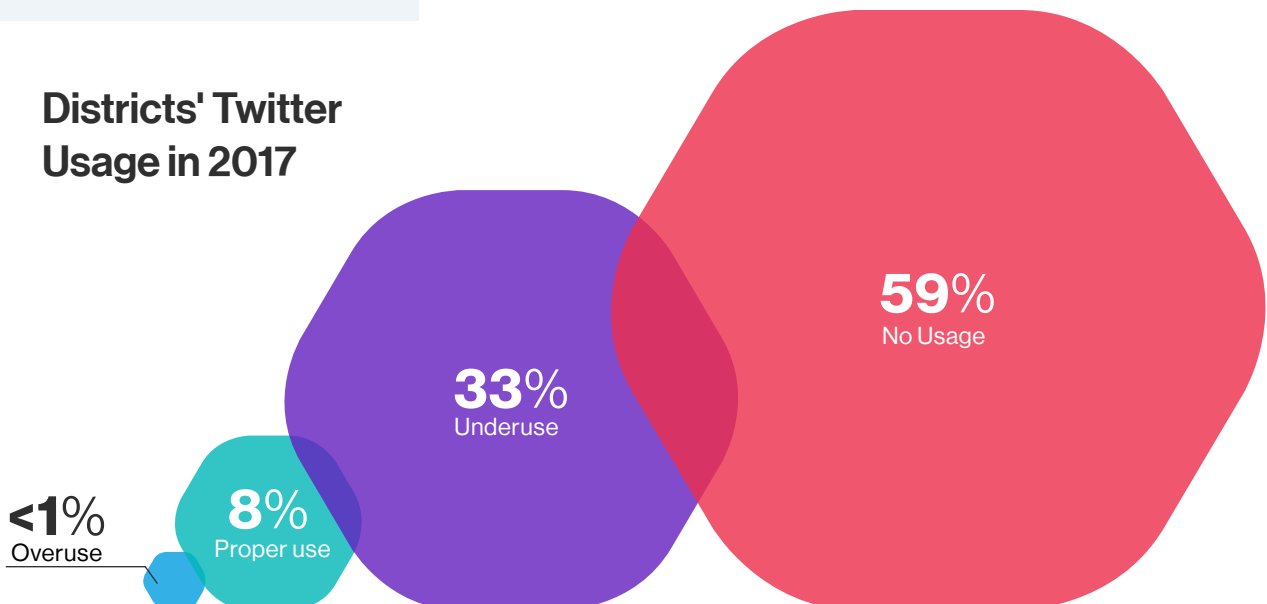
Instead of training customers to look to their social media for information, many school leaders act **reactively** to social media. They think that they have to bend to the world. The reality is that you can bend the world to you by consistently sharing information that's relevant to your followers through the channels where you feel the most in control.

To understand the frequency of school social media posts, we focused on Twitter, which provides rich data about the timing and quantity of users' posts. The standard in private sector marketing is to post to Twitter 3-5 times a day for large brands, and 2-3 times a day for smaller brands. This would mean that a school that is properly using the platform is Tweeting between 730 and 1,095 times a year. We found that only a small fraction of schools, about 8%, hit these targets. Most were nowhere close.

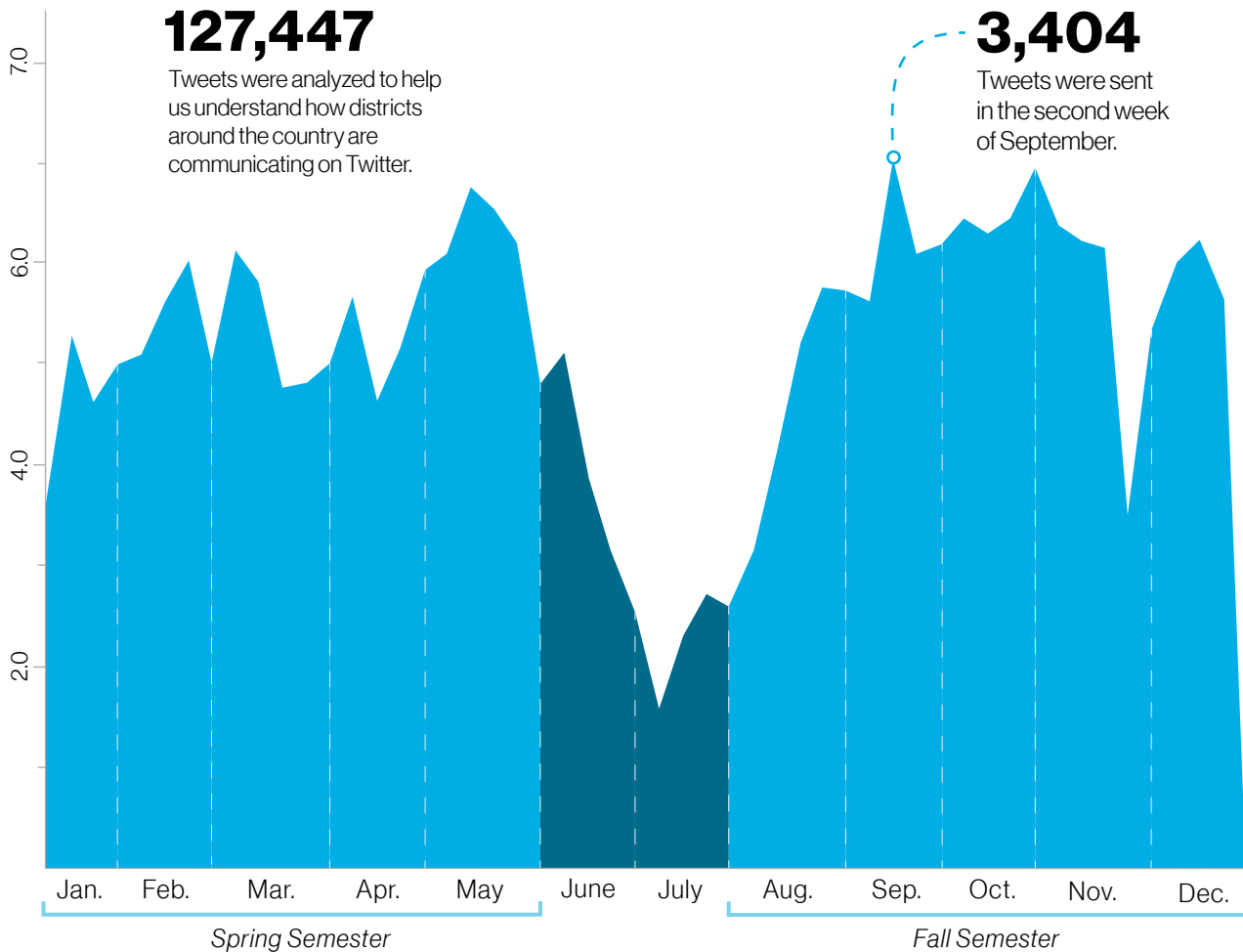
Our other major finding on consistency is that schools' Twitter usage corresponds directly with the school year. We see districts full of energy at the beginning of the year, taking a break around Thanksgiving, posting sporadically during the spring, and ignoring their Twitter page during summer break.

It makes sense that districts would post less when students aren't on campus. Unfortunately, the times when schools go on break are often the same times that parents are making choices about where to enroll their child. Schools need to find a way to maintain their social presence when school is not in session. This can be as simple as saving certain photos and stories to post in the future, creating a bank of posts available throughout the year.

Districts' Twitter Usage in 2017



Average Tweets by Week in 2017



Disconnect #3: **Schools miss opportunities to build their brands.**

In the private sector, every post is crafted to spread the company's brand. Think of Nike — each photo or poster is paired with #justdoit. When schools are posting, on the other hand, they're not doing it in a way that spreads their messaging.

To better understand schools' social usage, we again looked to Twitter. We reviewed the posts of 1,000 school districts across the country. After downloading 127,447 Tweets from 2017, we pulled out a sample set and then coded each Tweet by category.

In some ways, the results are encouraging. When we coded the Tweets to find positive posts (stories of student achievement, event invitations, and congratulatory messages), neutral posts (administrative updates), and negative posts (posts responding to a negative event or engaging in confrontation), we found that 78% of the posts were positive.

We further broke the Tweets down into categories based on similar themes. The largest category of posts were stories of the great things happening in each school, which is an excellent use of the platform. It's clear that school districts see the power of sharing student stories.

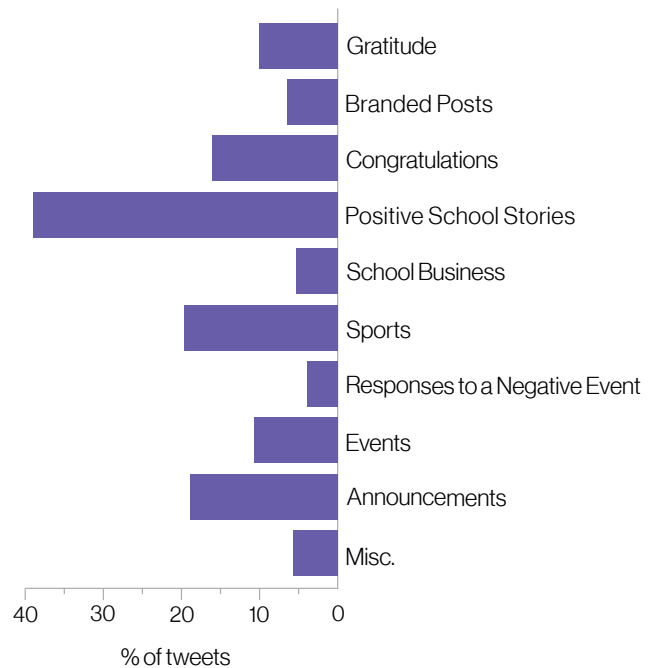
However, we see that schools aren't being strategic about linking stories to the school's brand. We found that only 6.5%

of the Tweets linked to a statement about the school's messaging.

For example, let's say your school's motto is "learning through grit." An unbranded story would be, "100% of students in Mr. Steven's AP biology classes scored a 4 or 5 on the AP test this year. Congrats!" A branded Tweet would be, "100% of students in Mr. Steven's AP biology classes scored a 4 or 5 on the AP test this year. **This is how Cougars learn through grit.**"

That last part, "Cougars learn through grit," shares the school's messaging, which ultimately communicates the ways in which the district is unique. The biggest goal of any branding campaign is to differentiate your product. By linking student stories to the school's brand, your audience gets a clearer picture of the unique experience of attending the districts' schools. If you want social media to make an impact, it's critical to write posts that tie your school district to a set of ideas you're hoping to impress upon your community.

Tweets by Content Category



Number of Tweets by Sentiment



Their loss can be your gain.

In any marketing effort, your goal is to differentiate yourself from everyone else. Because the education market is so far behind other sectors in social media, it's easy for schools to get a leg up on the competition.

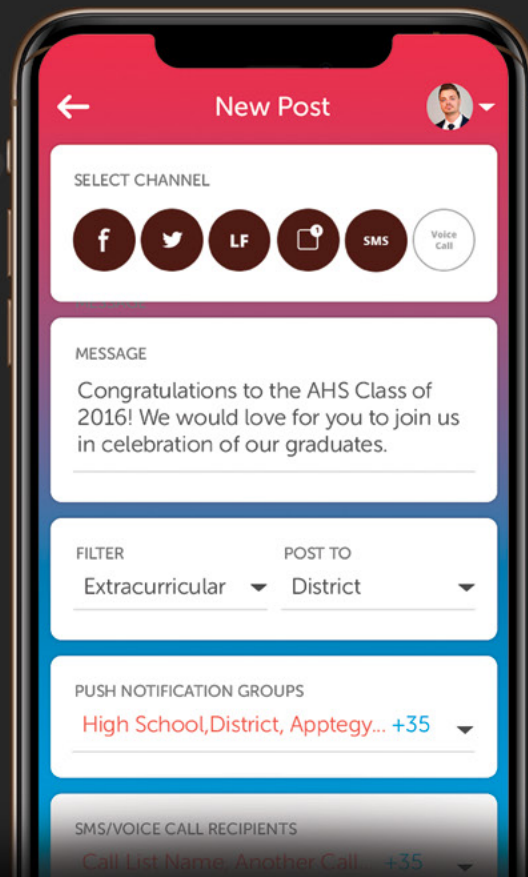
Getting started with social media marketing doesn't have to mean devoting hours to finding the best photos and statuses to post about the school. Making the effort to plan in advance and share stories on the go—taking a little bit of time to focus on your school's reputation—can transform your district's online presence. Many superintendents take the plunge into social by capturing great stories in their

district right when they see them. Whether a student is helping a friend with their homework or breaking a record in the swimming pool, taking note of a positive moment and sharing it online builds rapport with your community.

The key to developing a great reputation online is finding the positivity in your schools and sharing those stories. A small effort can go a long way on social media. The more the community can get to know your schools, the stronger your schools' relationship with the community. From seeing how effective social media can be in the private sector, we know that social platforms can be a major tool to build your school's identity.

A Marketing Team in Your Pocket

Thrillshare lets you update your school's website, app, social media, and alerts right from your phone.



Everything you need for school marketing and communications comes together in the Thrillshare mobile app. Write a story once, and send it across your website, mobile app, Facebook, and Twitter as well as through text messages and voice calls. By making it easy to share student stories, Thrillshare enables you to control the conversation around your brand.



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Stealing Social Media Ideas From The Private Sector

Simple strategies to get results for your schools on social

Social media has changed the way people consume information. People choose products partially based off of the company's reputation online, making social platforms valuable tools in sales and marketing. The platforms provide companies the ability to connect with their audience in ways that were impossible twenty years ago; the fact that marketers have tracked their audiences onto the platforms is no surprise. As a result, many small companies have grown exponentially in the past decade by figuring out the mechanics of marketing online.

Let's take a look at what strategies schools can steal from these companies that will drive results in your school's marketing practice.

#1 Tell small stories that support your larger story

Airbnb is rethinking travel. The company has grown at a breakneck pace, bringing its value to over \$31 billion today. One of their strongest marketing strategies is to share many small stories that build up a larger narrative about adventure and excitement.

Instead of posting about value, security, and special offers, they post about people trying things for the first time, forging friendships, and witnessing incredible views. When their audience continuously sees these stories, it strengthens their overall narrative of their brand: Airbnb is an affordable way to find adventure, connections, and experiences.

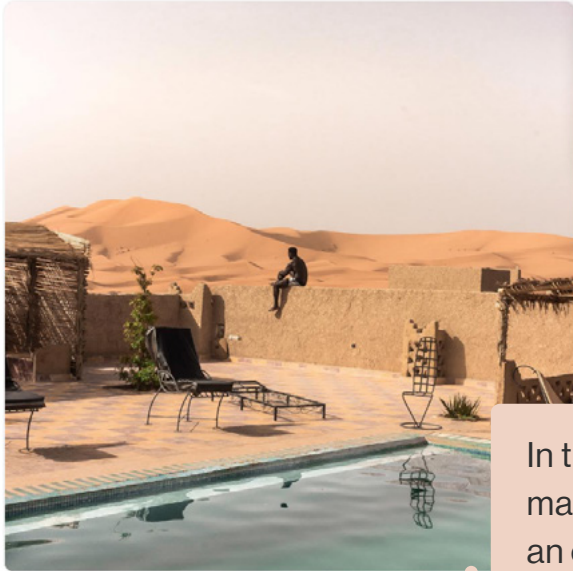


Airbnb
@Airbnb

Follow

The terrain near Merzouga in Morocco is mesmerizing.

It could be the golden dunes of Erg Chebbi or the blush-colored sky overhead. Your only obligation is to enjoy the view.



10:04 AM - 10 Sep 2018 from Morocco

91 Retweets 716 Likes

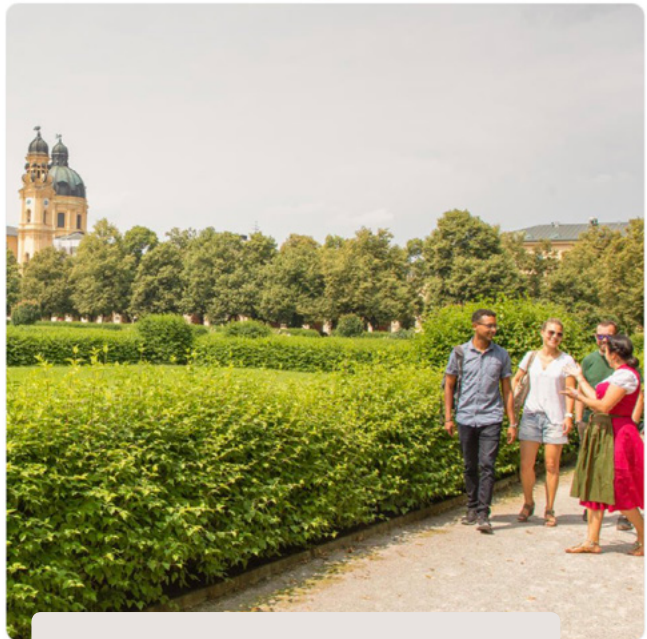


Airbnb
@Airbnb

Follow

When Sahar leads you to her favorite culinary hotspots, expect to eat pizza worthy of Munich's nickname, "the most northern Italian city".

Explore food and drink [#AirbnbExperiences](#) in Munich: abnb.co/vnyzn



10:5

People respond well to personal stories. The more specific details you can share, the better.

In this photo, Airbnb doesn't market a house, they sell an experience.

There's no mention of an apartment to rent here. It's all about adventure.

The image focuses on people in action, not just the place itself.



Airbnb
@Airbnb

Follow

The canals of Amsterdam are best discovered on a boat with Robby and his endless supply of interesting facts, Dutch cheeses and lighthearted humor.



5:28 PM - 6 Sep 2018 from Amsterdam, The Netherlands

10 Retweets 81 Likes



Airbnb
@Airbnb

Follow

When learning the ancient and forgotten art of effigy making from Chwee Lian, you're also helping to preserve her family's 120-year-old legacy.

Find more [#AirbnbExperiences](#) that can teach you about the past: abnb.co/ndep4



11:14 AM - 11 Oct 2018

3 Retweets 12 Likes



1 3 12

The detail about a "120 year-old legacy" plays into the idea of unique, rare experiences.

Multiple photos allows for a richer experience of an event.

For schools:

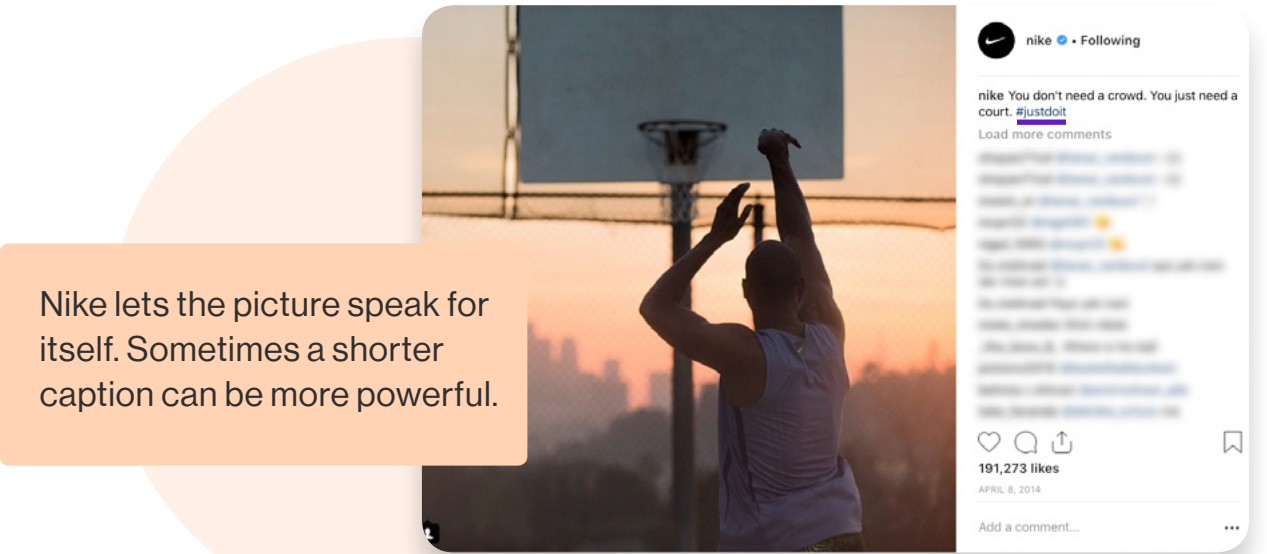
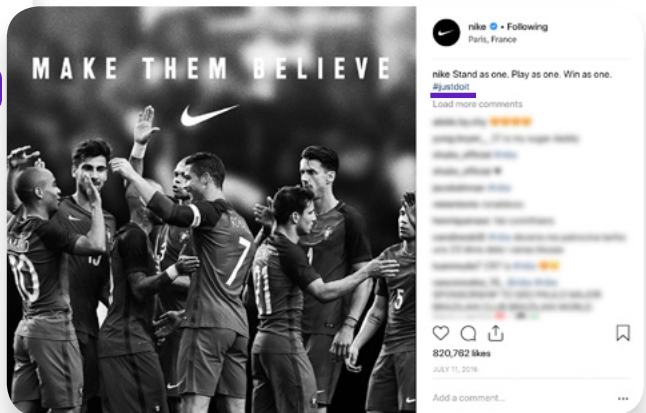
- 1 Repeatedly share small, personal stories that relate to a larger narrative about what makes your school special.
- 2 Keep sharing new content with the same core message.
- 3 Use action images as a storytelling tool.

#2 Repeat yourself again and again

Nike uses their tagline, #justdoit, in post after post to drive home their branding. Companies in the private sector understand that getting your message across means repeating yourself again and again.

Each post is an opportunity to paint the company's vision. Nike attaches the same messaging, #justdoit, to inspiring athletes' stories, keeping their content fresh while

maintaining their brand. Depending on the sports season, Nike shares updates about different athletes' games and races as they correspond with the company's messaging. Nike crafts posts that are meant to inspire, which fits into their branding narrative. The company inspires athletes to dream big, then provides them with the technology to meet those goals.





Nike @Nike · 6 May 2017

Replying to @Nike

Eliud Kipchoge - 2:00:25

The barrier just got that much closer. #Breaking2 #JustDoIt



Eliud Kipchoge

107 2.7K 6.1K

Nike tells longer stories over time by posting about different races, letting the audience get to know their athletes.



nike • Following
London, United Kingdom

nike They wanted to measure London in minutes, miles and medals. All you wanted was to run a beautiful race.

Congrats, @kipchogeeliud. You did. #justdoit

Load more comments



479,756 likes

APRIL 22

Breaking stories into pieces makes athletes' victories more exciting.

For schools:

- 1 Only a fraction of your audience will see each post, so repeat yourself to spread the message to every user.
- 2 Continually link each post to the school's vision; Nike accomplishes this goal with #justdoit.
- 3 Just as Nike shares stories about different sports, post student stories from a diversity of interests, relating those stories back to your school's values.

#3 Spotlight staff

Google frequently shares thought pieces from executive staff members. Each post focuses on something the “Googler” specializes in, allowing the staffer to put their best foot forward on social platforms. In turn, the company gains credibility in association with the staff

member's knowledge. Oftentimes their posts will be shared across social platforms, even contributing to larger conversations on the topic. Allowing employees to share their expertise is a small way to highlight their excellence, improving employee engagement.



Spotlighting staff members' outside interests builds a culture that celebrates learning.

Let your audience get to know the team.



Build up your school's reputation by highlighting employees' accomplishments.



Follow

“We need to take a different approach to computer security that doesn’t feel like playing whack-o-mole.”

Chrome Director of Engineering @lparisa shares her optimistic dissatisfaction with the status quo of security → goo.gl/kEFQ49



12:00 PM - 12 Sep 2018

Portrait photos put a face to your brand.

Celebrating an employee's talent can boost moral.

For schools:

- 1 Get to know your teams' passions and interests, or identify elements of their classroom that are truly exceptional.
- 2 Give your team a platform to share their expertise, like creating a schedule for blog posts.
- 3 Include a headshot that highlights their personality, putting a face to their name.

#4 Redirect to a private channel

To avoid a messy argument, most companies publicly provide users with the option to address the issue on a private platform. Apple is a great example; they generally request that customers send them a direct message on Twitter; it's one of their most consistent customer service tactics.

While this works well for large companies, a superintendent that we spoke to in Illinois emphasized the importance of getting people into your office. People are willing to say all kinds of horrible things online that they would not mention in person. Speaking face-to-face can deescalate the situation by humanizing both parties.



Apple moves an angry conversation, to a private direct message (DM).

They politely ask for a rational explanation to an emotional post.



Apple keeps the tone light while focusing on a solution.

Repeating the user's concerns shows that they were heard.



Ryan (@ryanheathcock) · 38m
Another pair of @apple shitty white cable ear buds crapped out again, right before work. Tell me again why you changed from universal headphone jack to the apple exclusive slot design #garbage #trashearbuds

2 replies



Apple Support ✓
@AppleSupport

Follow

Replying to @ryanheathcock

Thanks for reaching out. We know you need your headphones working as expected. We're happy to help. Meet us in DM, and let us know if these came with your iPhone, and what's not working. We'll continue there.

Send a private message

7:23 PM - 11 Oct 2018

1 reply

Studies show that when people get angry at a company, they have a stronger connection to the company if the issue is properly resolved than if they had no issue at all.

Apple responds to a passive aggressive post with an earnest offer to help.

The user's frustration stems from feeling powerless, so they give them something to do.



Just setup a new iPhone. The majority of my messages are missing. There's no indication as to whether they are still downloading, or if something has gone wrong. I'm unsure as to how a billion dollar company hasn't yet solved syncing for their most popular service. cc @Apple

6:51 PM - 11 Oct 2018

1 reply



Apple Support ✓ @AppleSupport · 12h
Replying to [redacted]

We'd love to help! Are you connected to Wi-Fi? Are you able to see the missing messages on iCloud on the website apple.co/1U2npx0? DM us to let us know, and we'll continue there.

Send a private message

1 reply

For schools:

- 1 Avoid addressing the user's issue in the comment field or in public messages.
- 2 Provide users with all of the information they need to move the conversation into a private forum.
- 3 Get them on the phone or in your office to address concerns.

#5 Respond quickly, with empathy

When users become upset on social media, it's easy for them to forget that they're interacting with human beings instead of a computer screen. Because of this phenomenon, anonymous users are somewhat dehumanized. Responding to a concern with empathy, however, shows the customer that you care. A word of understanding can stifle frustration in understanding customers.

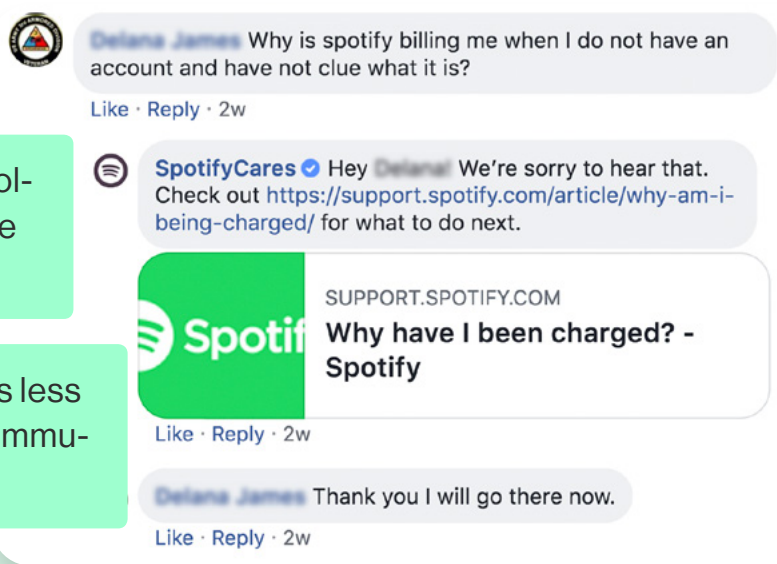
Spotify is known for their online customer service; the company doesn't even own a call line to address customers' complaints. Instead, they address concerns with SpotifyCares. SpotifyCares is a model public relations page. The group consistently takes the time to listen to their customers, addressing issues from the customer's perspective in order to find the most thoughtful course of action.



Asking for more ways to help out makes it hard for the user to stay angry.

When mistakes are made, apologizing quickly can defuse the situation.

Spotify's greeting contains less than ten words and still communicates empathy.





Shanika Shanika I NEED HELP FIXING MY STUPID ACCOUNT AND CANT FIND ANY HELP!

Like · Reply · 3w



SpotifyCares Hey **Shanika**, the calvary's arrived! Can you send us a private message with your account's email address? We'll check on a few things backstage <https://www.facebook.com/help/142031279233975>.



FACEBOOK HELP CENTER
How do I send a private message to a Page?

Like · Reply · 3w

Humor is another way to break tension and humanize the brand.

Spotify treats every concern as though it were highly important, showing empathy for the customer's needs.

Even if Spotify can't solve the issue, they still provide the user with a way to move forward.

Responding to suggestions rewards users who are engaging with your brand.

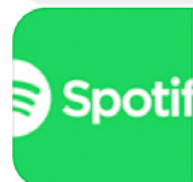


Shanika Shanika I really want spotify app badly but this app is not available on my country INDIA so I'm not able to install from play store PLS HELP ME

Like · Reply · 4w



SpotifyCares Hey **Shanika** While we haven't made it to India yet, we're launching regularly in countries around the world. Sign up here to be first to hear: <http://spotify.com/why-not-available>. Let us know if you have any other questions.



SPOTIFY.COM
Music for everyone.

Like · Reply · 4w

For schools:

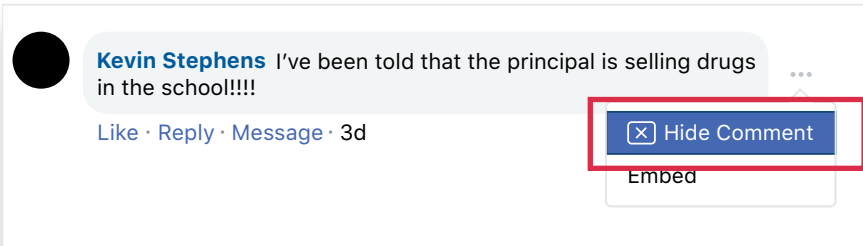
- 1 Respond quickly and politely to respectful concerns.
- 2 Show empathy to users' complaints.
- 3 Emphasize that you care about helping them.

#6 Know when to hide, block, or report

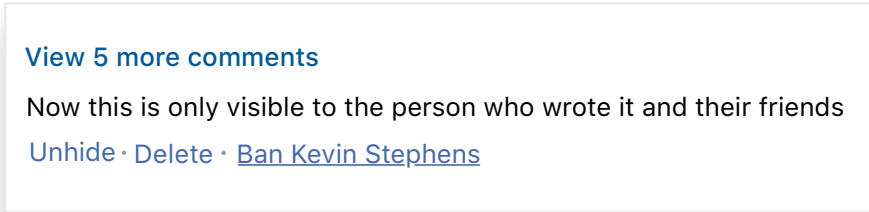
Facebook, Instagram, and Twitter all give page administrators the power to manage malicious or dishonest comments on posts. When people see your page, they can also see the comments on every post, so tactically using these techniques will improve your brand image. Marketers in the private sector are quick to remove posts that are not constructive to the conversation.

Be advised that overusing these tools can make it seem like you are censoring your audience. We recommend only using them only when someone is intentionally malicious or dishonest. Responding to respectful criticism lets your audience see answers to questions they may have for themselves, similar to the way that Spotify responds to their customers' concerns.

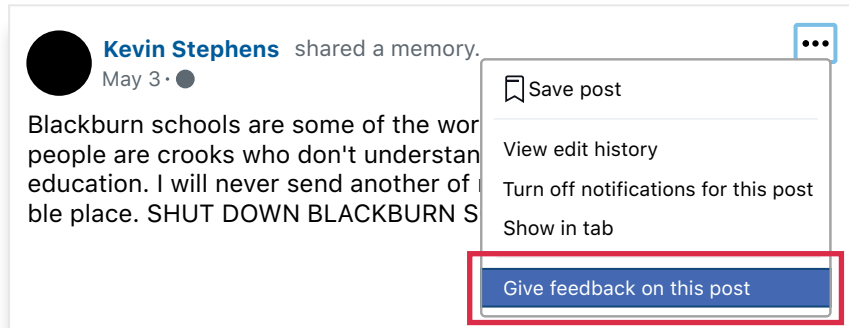
Facebook



Hide comments on your own posts.



You can choose to block a user, after you hide their comment.



Report posts that mention your page.

Twitter

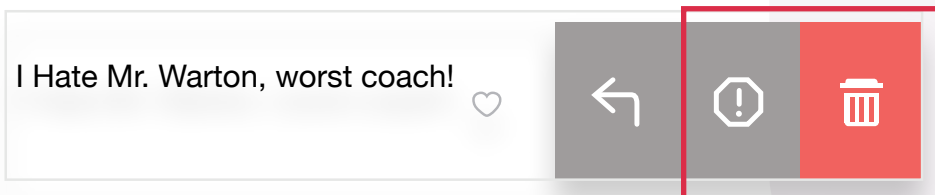


Block the user from seeing your page.



Report malicious Tweets.

Instagram



You can swipe left on any comment on an Instagram post and delete or report the comment.

User guidelines

Given the news about widespread abuse on social networks, each platform has released a detailed user guide on what types of posts are not allowed. Anyone running a school website should read through these guidelines:

Facebook: www.facebook.com/policies

Twitter: www.help.twitter.com/en/rules-and-policies/twitter-rules

Instagram: (we suggest searching "Instagram Community Guidelines") www.help.instagram.com/477434105621119/