# ENROLLMENT MARKETING YEAR-END REPORT

# **Contents**

- Executive Summary
- Messaging & Content
- Online Presence
- Website Updates
- Paid Media Campaign Results
- Google Business Profile Results
- Google Web Traffic (SEO + SEM)
- Ground Game





# **EXECUTIVE SUMMARY**



#### Goal

- Increase awareness and lead generation to drive enrollment for Compass Charter Schools
- For CSC and CCS to work in partnership with a goal of increasing net enrollment of the Online program by 28% (181 scholars), from a baseline of 642 scholars to 823 total reported enrolled scholars.
  - As of Oct. 6, 178 new online scholars were enrolled at CCS, for a total of 605 online scholars.

#### **Deliverables**

- Execute a paid Digital Marketing Campaign: Facebook and Google
- Build and execute an Awareness Campaign: SEO, Google Business Profile, Social Media, and Digital Assets
- Tell the Compass Story: Blogs, Social Media, Website, Marketing Collateral

#### Results

- Increased brand awareness as evidence by over 948,000 impressions using Google (Search Ads) and Facebook (Single Image Ads). We also drove 12,889 clicks to the website.
- Keyword results in first 10 positions in organic searches
- Social Media support with strong call to action for Online Program enrollment
- Generated 207 enrollment leads through paid media and marketing activities

# **OUR PARTNERSHIP: FUNNEL OVERVIEW**



	Awareness	Engagement	Conversion	Retention
CSC	<ul> <li>Story Arcs</li> <li>Paid Media</li> <li>Social Media (enrollment)</li> <li>SEO</li> <li>Content Calendar</li> </ul>	<ul> <li>Blogs</li> <li>Social Media</li> <li>Online interest form</li> <li>Website Updates for Enrollment</li> </ul>	<ul> <li>Promote Virtual Enrollment Session for Online Program</li> <li>Social Media</li> </ul>	
School	<ul> <li>Social Media (school)</li> <li>Profiles</li> <li>Photos / Content</li> <li>Prompt feedback to CSC team</li> </ul>	<ul> <li>Social Media (school)</li> <li>Open Houses/Social Event (6)</li> <li>Meet the Staff Events</li> <li>Mobilize Current Parents</li> <li>Registrations</li> </ul>	<ul> <li>Accept, Complete Applications</li> <li>New Student Orientation</li> <li>Social Media</li> <li>Virtual Enrollment Sessions</li> <li>Meet the Staff Events</li> <li>Mobilize Current Parents</li> </ul>	<ul> <li>Ongoing Parent Emails / Compass Chronicle</li> <li>Firebird Report</li> <li>Learning Coach Events</li> <li>Field Trips</li> <li>Virtual scholar workshops</li> <li>Great School Experience</li> </ul>

The Marketing Funnel



# **OUR PARTNERSHIP: TIMELINE**

#### **Digital Campaign**

- Paid Media Google and Facebook Ads run April through mid October
- SEO optimization activities will happen in March through end of May
- Optimize website for mobile and page speed
- Create unique landing page and form submission for online enrollment

## Blog

Approximately three posts published per month March through mid October

### **Ground Game - Marketing Deliverables**

#### March

Photography - Possibility to work with Alex to get updated student testimonials and photos if needed

## April

- Boost Virtual Enrollment Session posts Edit existing video for online-only enrollment
  - Tuesday, April 19 at 7 pm
- Digital Campaign partnership with KPBS

# **OUR PARTNERSHIP: TIMELINE**



#### **Ground Game - Marketing Deliverables**

#### April

- Local Magazines Online impressions and print ads. Option for advertorial that aligns with the story arcs.
- KPBS partnership

## May/June

- PBS So-Cal and KPBS partnerships
- Local Magazines Online impressions and print ads.
- Retention email campaign

## July/Aug

- Update Paid Media campaign copy and photos
- Retention email campaign

#### Sept/Oct

Retargeting digital campaign

# MESSAGING & CONTENT

- Story Arcs
- Blogs
- Retention Email Campaign







# **STORY ARCS**

### Leading the way as Gold Standard experts for online learning:

- It's our mission to serve the whole child, and their parents, through our online curriculum, accredited teachers, in-house counselors and on-staff special education resources. We don't outsource much
- · It's not a new concept for us. This is who we are, no matter the global health issues at hand.
- For over ten years we have provided live, synchronous instruction every week, in every course and to every grade level, K-12.

## Collaboration and Encouragement for every Scholar:

- We care deeply about the intellectual, physical and emotional balance of every scholar; and we commit to fostering maximum learning with developmental confidence.
- To meet our goals we are continually improving and seeking new ways to support our scholars.
  - We personalize each scholar's learning program with our learning coaches (parents need support, too)
  - Our teachers are all credentialed.
  - We are A-G and NCAA aligned

## College and Career Readiness, Plus Engagement in Society:

- Our scholars are fully supported in their quests for futures that are full of opportunity One of very few AVID program schools
- We help every age scholar prepare for their life goals with skills such as:
  - Meeting deadlines and managing their own schedule
  - Adapting to academic pressure
  - Time management and more
- Maintaining each scholar relationship is our top priority
  - Our Counseling Curriculum and Support Services are carefully designed with our scholars in mind
  - Our Engagement Staff facilitate hands-on learning, field trips, community service and clubs

# **BLOG POSTS - Telling the Compass Story**

- Top 10 Reasons to Attend Compass Online Learning Program
- Mental Health Matters
- AVID Preparing For Life Dreams
- What is the Gold Standard?
- Meet Our Graduating Scholar Leadership Council
   Chair & National Honor Society President
- Myths About Online Learning Busted!
- Top 10 Benefits to Online Learning
- Practice Makes Performance
- We Love In-house School Counselors
- Togetherness = Scholar-Led Clubs
- 5 Modern Ways to Prepare for College
- Wellness Is Crucial

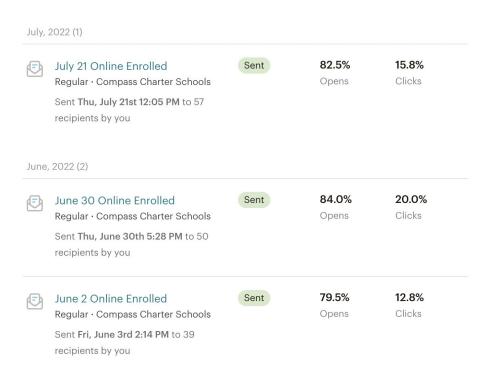
- Another Gold Standard: In-house Tutors
- Purple Star for Military Families
- Did You Miss Your Spot?
- Meet Ms. Jennifer Tatum
- 5 Reasons Why Self-Paced Learning Works
- Online Learning: Samantha Herrod's Parent View
- Connect & Customize: What to Learn from Sophie Samson
- Meet Kari Watt



# RETENTION EMAIL CAMPAIGN







# ONLINE PRESENCE

- Supported Facebook, Instagram and Twitter messaging
- 46 Social Media posts
- 20 Blog posts
- 1 YouTube video
   (Edited online-only Virtual Enrollment)







# **SOCIAL MEDIA BRAND BUILDING - FACEBOOK**

# **Enrollment Marketing Post**

# Call to Action

### Teacher/Student Profiles





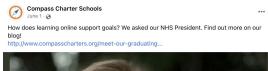
1 Share

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1 Share





OO 8 3 Comments 2 Shares

**D** 2

# **SOCIAL MEDIA BRAND BUILDING - INSTAGRAM**





#ChooseCompass #CompassExperience

August 10





# **SOCIAL MEDIA BRAND BUILDING - TWITTER**





There's still time to enroll. Learn more about Compass Charter Schools' Online Learning Program in the video below!

#ChooseCompass #CompassExperience



youtube.com

Virtual Information Session - Online Learning Program

12:01 PM · Aug 17, 2022 · SocialPilot.co

1 Retweet



Compass Charters @CompassCs · Oct 5

Meet our new teacher Sophie Samson! She makes us Loud & Proud at our

compasscharters.org/connect-custom.....om-sophie-samson



# **SOCIAL MEDIA BRAND BUILDING**

Virtual Enrollment Session - (Edited) Online Learning Program Video



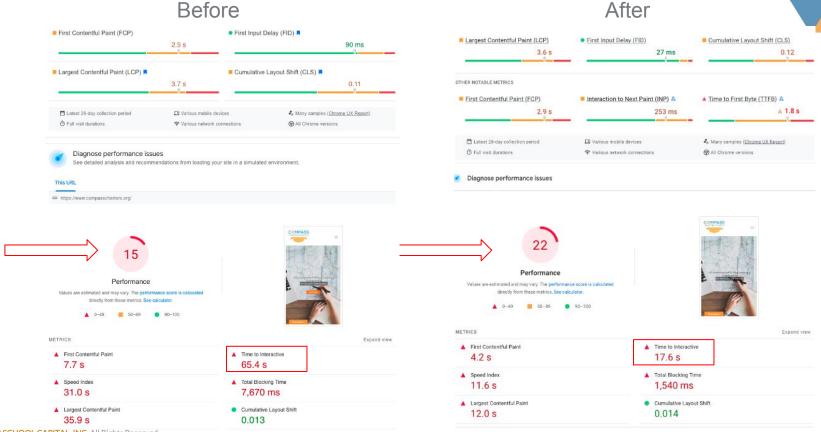
# WEBSITE UPDATES + RESULTS

- Improved website speed for both mobile and desktop experience
- Created interest form landing page

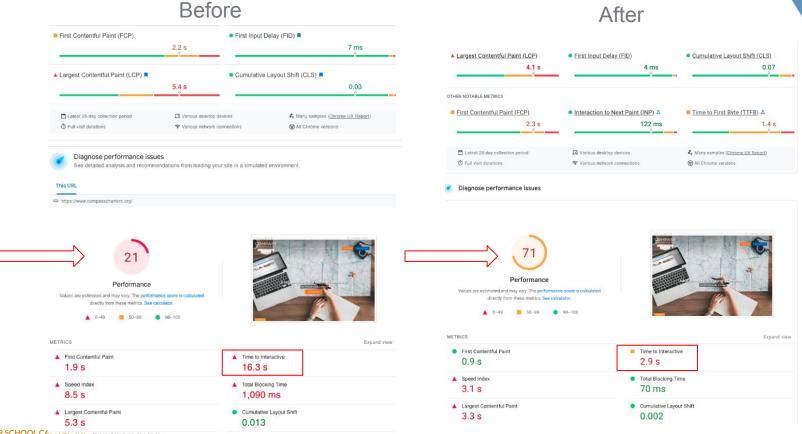




# **WEBSITE SPEED UPDATES - Mobile**



# **WEBSITE SPEED UPDATES - Desktop**



# **WEBSITE UPDATES - Enrollment Interest Form**



#### Rise and Soar with Us.

#### Enroll Your Scholar with the Experts in Online Learning.

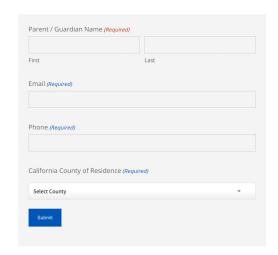
At Compass Online, our expert approach to online school gives our scholars the flexibility to learn as individuals. With full support for learning coaches (parents), we help our scholars discover and realize academic and life dreams.

Rise and soar with us at Compass Online!

## Compass Charter Schools' Online Program (Compass Online) is the Gold Standard in free, K-12 virtual public education:

- . 10 years of excellence and academic success
- A certified AVID online school, leading scholars to career readiness and college
- Live synchronous K-12 sessions for every core subject, every week
- English Learning, Tutoring, Social and Emotional Learning, and Counseling support
- 100% accredited teachers using award winning Accelerate Education curriculum
- Low counselor-to-scholar ratios and learning coach support
- · A Purple Star designated school
- A-G and NCAA aligned online-only courses prepare scholars for life after high school

Complete our quick info request form to learn more about our Compass Online Learning Program.



207 Leads Generated



# **MOST POPULAR WEB PAGES**

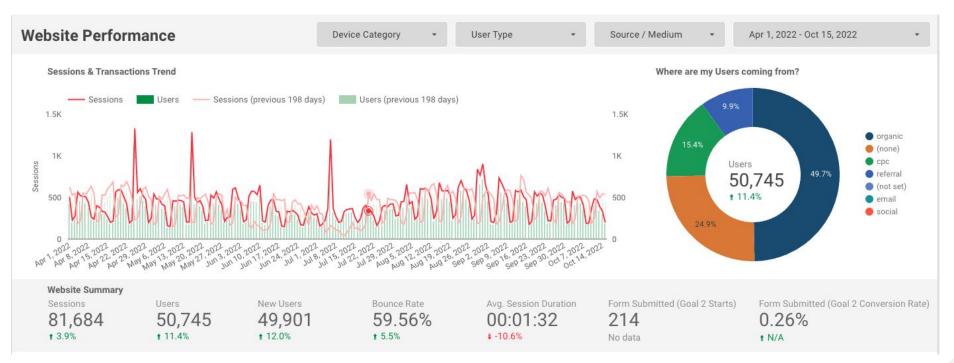


Page Performance										
Page Title	Sessions *	% Δ	Bounce Rate	% Д	Avg. Session Durati	% ∆	New Users	% Д	Organic Searches	% Δ
Charter Schools - O	25,716	-22.6% 🖡	33.21%	3.9% 🛊	00:02:05	-2.5% 🖡	14,569	-20.5% #	8,560	-22.8% 🖡
Online Program Inte	10,109	7,558.3	76.6%	44.4% :	00:00:43	-62.7% -	8,437	8,972.0	25	-
Parents and Scholar	5,180	-9.0% #	67.88%	-1.2% 🕯	00:01:36	12.3% :	1,354	19.6% :	1,017	8.2% :
5 Activities To Help	4,251	-9.7% #	92.99%	-1.0% 🖡	00:00:33	24.8% 1	3,883	-8.8% #	3,769	-8.9% 🖡
(not set)	2,387	13,161	12.15%	-87.9% 🖡	00:01:09	-	1,433	7,861.1	0	-
Start Compass - Co	2,152	-38.6% #	73.37%	-4.6% 🖡	00:02:12	18.6% :	504	-39.3% 🖡	96	20.0% :
Home Study Progra	1,588	34.7% :	57.93%	-2.3% 🕴	00:02:17	-26.5% #	727	76.9% :	218	-10.3%
Enroll Now - Compa	1,573	-22.6% 🖡	68.47%	5.4% 🛊	00:01:53	-5.8% 4	583	-26.8% -	58	-53.2% -
5 Signs That Homes	1,552	53.5% :	94.2%	-0.5% 🖡	00:00:23	59.3% 1	1,436	51.3% :	1,381	48.5% :
Online Program - Co	1,366	3.8% :	62.45%	9.4% :	00:02:04	1.8% :	874	10.5% :	680	15.1% :

# **DRIVING WEBSITE TRAFFIC**



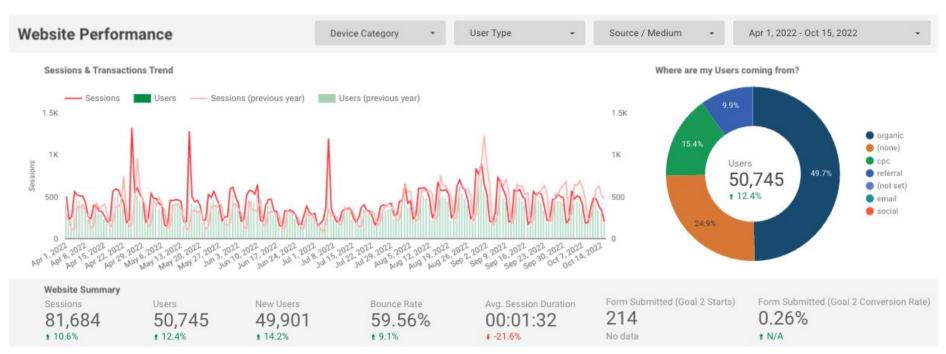
81,684 sessions to the web site, with 50,745 users from April through October 15.



# **DRIVING WEBSITE TRAFFIC - Year Over Year**



10.6% increase in sessions and 12.4% increase in individual users compared to the same period in 2021.



# **ORGANIC SEARCH POSITIONS**

	+ Add to keyword list			Manage columns 12/16						
Keyword	Intent	SF	Pos. =	D =	T =	Vo <i>≡</i>	к =	CP =	URL	S
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# PAID MEDIA CAMPAIGN RESULTS



#### **CAMPAIGNS:**

- Ran April October 15th
- We generated over 948,000 impressions using Google (Search Ads) and Facebook.
- We drove 12,889 clicks to the website resulting in 247 conversions (199 form submissions, 48 calls from ads)
- We also had 151 calls from people who saw our ads but called later (within a 5-day window)

#### **LEARNINGS:**

- Brand Campaigns resulted in 21 conversions (which accounts for 44%) and the Competitor campaign received 15 conversions (which accounted for 31%).
- Facebook demonstrated increasing awareness for CCS and the ability to reach localized engaged audiences.

### WHAT'S NEXT:

- Add YouTube to our remarketing portfolio to expand our awareness. Having YouTube
   Video ads will allow for broader targeting and help to build a cookie pool for retargeting.
- More boosted Posts & Event Ads.

# PAID MEDIA CAMPAIGN RESULTS – GOOGLE



Metrics	TOTAL
Impressions	594,167
Clicks	10,628
CTR	1.79%
Conversions	247





# PAID MEDIA IN ACTION - GOOGLE

# **Google Highlights**

- Overall, our Google campaign drove over 594K Impressions, over 10.6K Clicks & 247 Conversions (199 Forms, 48 Calls From Ads) and 151 5-Day Window Calls. This includes Search Ads (Standard targeting, Display & Retargeting). The breakout is as follows:
  - Brand (49,746 IMP, 3,055 Clicks, 104 Forms, 20 Calls From Ads & 43 5-Day Calls);
  - Non-brand (530,391 IMP, 7,209 Clicks, 79 Forms, 24 Calls From Ads & 99 5-Day Calls).
  - o Display (14,029 IMP, 363 Clicks, 1 Form, 4 Calls From Ads & 9 5-Day Calls).
- We saw strong performance from Retargeting, Competitor & Near Me school terms. With such great results, our campaign could benefit from YouTube video ads to help build our cookie pool for retargeting.

# **Device targeting**

Mobile phone engagement includes 86% of Impressions, and 81.4% of Clicks.

## Learnings

- Display retargeting campaigns had the highest CTR of 15.21%. Plus, our Brand campaign had an average CTR of 9.54%.
- Separate Google accounts for each school location and marketing area
- Our campaign could benefit from an "always-on" approach, especially with year-round enrollment. The goal would be to drive an increase in site traffic and overall brand growth to then successfully remarket to users with targeted messages. (i.e. current students to refer or new students to re-enroll).

# PAID MEDIA IN ACTION - GOOGLE





Contact Compass

celebrates 10 years of academic

Enrollment

About Us

Get Involved

Ad · compasscharters.org/enrollment-open : (855) 937-4227

#### K-12 Virtual Public Education | Compass Charter Schools Online

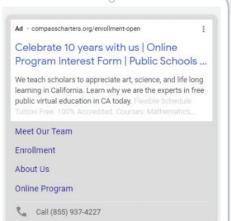
Compass Online is A-G and NCAA aligned. Purple Star designated too! Learn more today. Rise like a firebird with a gold standard in virtual education for K-12 in CA. Flexible Schedule. Tuition Free 100% Accredited. Courses: Mathematics, Language Arts, Social Studies, Science

#### Meet Our Team

Our Staff Is Highly Qualified & Can't Wait To Meet Your Students!

#### Enrollment

2 Easy Stope to Enroll Opline



#### Contact Compass

Have More Questions? Contact Us! Available Via Phone Or Email.

Ad · compasscharters.org/enrollment-open : (855) 937-4227

#### Compass Online Program | Act Now For The Gold Standard

Compass is College Entrance & National Collegiate aligned. Purple Star designated too! Our innovative online learning program celebrates 10 years of academic success. Flexible Schedule.

#### Contact Compass

Have More Questions? Contact Us! Available Via Phone Or Email.

#### About Us

About Compass Charter Schools Learn Who We Are

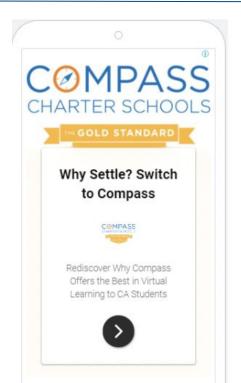
#### Enrollment

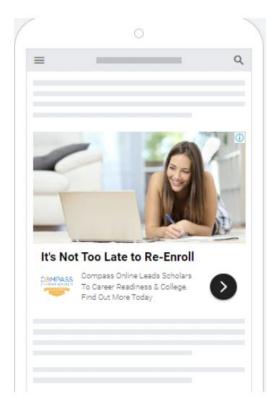
3 Easy Steps to Enroll Online Enroll Your Students Online Now

#### Get Involved

Support Compass Charter Schools Give to Compass Charter Schools

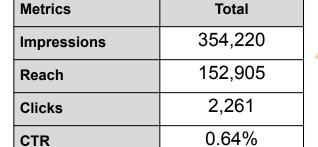
# PAID MEDIA IN ACTION - RETARGETING







# PAID MEDIA CAMPAIGN RESULTS – FACEBOOK



**Frequency** 

2.32







# PAID MEDIA IN ACTION - FACEBOOK

# **Facebook Highlights**

- Facebook generated 354,000 impressions from 152,000 people and generated 2,261 clicks. We had a frequency rate (i.e. number of times an individual saw our ad) of 2.3. This means that 84K people saw our ads 2.32 times. Having 152,000 unique eyes on our brand is phenomenal - this is extremely important because it takes individuals multiple times to see an ad before they consider that brand.
- We created 5 campaigns. Our main targets were Parents of Students K-12, Expanded Adults, School/Education Interest, Look-alike & Retargeting Audiences. Of the 5 segments our retargeting audience performed best, this is followed by School & Education Interest segment saw the highest CTR & Engagement.
- We expanded our target to include all local adults in the targeted Los Angeles, San Diego & Yolo areas to include family members like grandparents.

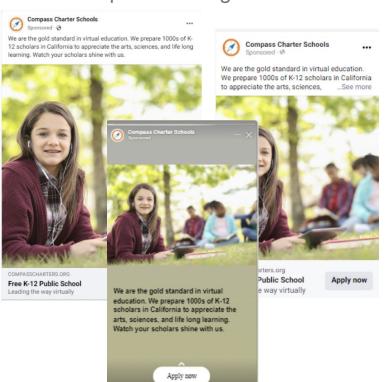
## Learning

- Consider a dedicated Facebook page for each district charter instead of a combination page. This would allow CCS to promote what each school is doing individually and drive Likes/Fans for that school
- Streaming audio ads (e.g. Spotify) could also be used to reach new parents across devices and locations, layering on parent/mom audience data available with streaming audio partners.
- Increase engagement by uploading videos, running polls, and asking questions.
- Expand targeting beyond demographic and interest/behavioral targeting and test new contextual and predictive targeting options.

# PAID MEDIA IN ACTION - FACEBOOK



# **Top Performing Posts**



# Boosted Post 15.41% CTR



# GOOGLE BUSINESS PROFILE RESULTS



# Compass Charter Schools



Vebsite Direc

Directions

Save

Call

4.8 ★★★★★ 174 Google reviews

School district office in Thousand Oaks, California

Located in: Water Court Complex

Address: 850 Hampshire Rd Suite R, Thousand Oaks, CA 91361

Hours: Open · Closes 5PM ▼

Phone: (855) 937-4227





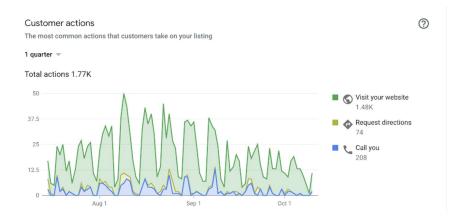
# **GOOGLE MY BUSINESS - ACTIONS TAKEN**



# **Last Quarter:**

Total profile views - 18,900 Website visits - 1,480 Directions - 74 Calls - 208





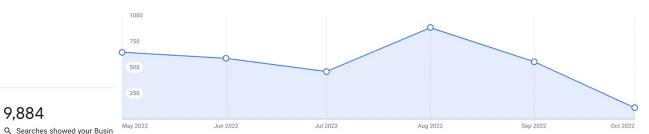
# **GOOGLE MY BUSINESS - ACTIONS TAKEN**

9.884





Business Profile interactions (i)



# 20.957

O People viewed your Business Profile

#### Platform and device breakdown

Platform and devices that people used to find your profile



612 · 3%

Google Maps - mobile

• 482 - 2%

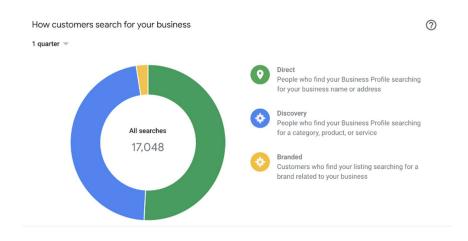
Google Maps - desktop

#### Searches breakdown Search terms that showed your Business Profile in the search results 1. compass charter school 3,426 2. compass 2,013 3. compass charter schools 1.785 4. compass charter 585 5. compass school 518

# **BRAND SEARCH + DISCOVERY SUCCESS: Q3**

# Compass' Business Profile appeared in Google Searches 17,048 times. Of those:

- ~50% of the searches were variations on the brand which was a big objective of our engagement: get us on the first page of Google!
- ~45% of the top 10 searches were variations on discovery searches "charter school near me" "charter schools"...



# SUPPORTING YOUR GROUND GAME

- PBS So-Cal
- KPBS
- San Diego Family Magazine
- Los Angeles Daily News





# **SUPPORTING YOUR GROUND GAME - PBS So-Cal**

DMA	Product	Dates	Imp/Sends	Clicks
SoCal	KCET Web	5.9.22 - 6.5.22	50,000	35
SoCal	KOCE Web	5.9.22 - 6.5.22	50,000	43
SoCal	Spotlight Newsletter	5.12.22	122,198	13
SoCal	KCET Newsletter	5.1.22	77,719	13
SoCal	KCET Newsletter	5.15.22	77,502	8
SoCal	KOCE Newsletter	5.21.22	368,376	147
SoCal	KOCE Newsletter	5.28.22	367,875	115
SoCal	KCET Newsletter	5.29.22	77,398	15
Bay Area	KQED Web	5.16.22 - 6.12.22	33,094	4
Sac./Cntrl Valley	KVIE Newsletter	5.16.22	54,000	6
Sac./Cntrl Valley	KVIE Newsletter	5.23.22	54,000	5







Uncover the inside story of the Ever Given





#### Gershwin Prize for Popular Song: Lionel Richie

accident in March 2021. The Ever Given one of the largest container ships ever built - Get ready for a night of "Dancing on the crashed into the bank of the Suez Canal, Ceiling" to celebrate songwriting superstar blocking the entire waterway and grounding Lionel Richiel The iconic singer-songwriter will international supply chains to a half. How be honored with the 2022 Library of Congress could such a disaster hanner? Can the Gershwin Prize for Popular Song during an allinvestigation help prevent future accidents? star tribute concert. Enjoy Chris Stapleton's Using unseen footage, testimony from version of "Say You, Say Me." Andra Day's witnesses, and expert analysis, examine the take on "Hello," and more performances of serious weaknesses in the world's critical Richie's best-loved songs by Gloria Estefan, supply chain. Boyz II Men Luke Boyan Yolanda Adams and more - plus Richie's performance of his hit "All











# **SUPPORTING YOUR GROUND GAME - KPBS**



April 11 - May 31



#### **KPBS Digital Report**

KPBS Digital Campaign: Compass Charter Shool Prepared for: Eric Smith UWA #: 22368

Total		Display In-Content Ads		ds	Podcast	Livestream	Newsletter			
Month	Impressions	Impressions	Clicks	Click- Thru %	Impressions	Clicks	Click- Thru %	Audio Impressions	Audio Impressions	Emails Delivered
Apr-22	89,071	40,788	23	0.06%	24,616	13	0.05%		23,667	
May-22	120,936	59,212	28	0.05%	35,385	18	0.05%		26,339	
Total	210,007	100,000	51	0.05%	60,001	31	0.05%	0	50,006	#REF!



# SUPPORTING YOUR GROUND GAME - San Diego Family Magazine

#### Website Article



RESOURCES PARENTING CONTESTS

Top 5 Reasons to Consider an Online School

Partner content by Compass Charter Schools.



Parents looking to change or upgrade schools are using different criteria than in prepandemic times. Compass Charter Schools' Online Learning Program (Compass Online) offers flexibility and the gold standard in virtual education.

Online learning has many benefits for today's modern family, Besides the obvious carbon-free footprint benefit (no need to transport the scholars to a brick and mortar school), virtual education allows scholars to work at their own pace, schedule classes that fit their family

# Magazine Editorial



It's our mission to serve the whole child, and parents, through our tuition-free online learning program with accredited teachers, inhouse courselors, and special education staff. Live synchronous sessions for every core subject allow scholars to smoothly rise through every grade in one school, virtually.

Compass Online utilizes AVID (Advancement via Individual Determination) strategies. Our 7th - 12th grade scholars glean advanced study habits, strong critical thinking skills, and excellent verbal and written communication skills. We are proud to be one of few Certified AVID Site online schools nationwide.

We intentionally keep low scholar-to-counselor ratios; our counselors know our scholars by name. Our Engagement Department enriches scholars beyond screens with hands-on learning and community service and our online scholars enjoy scholar-led clubs and field trips, too.

Every K-12 scholar benefits from individual study at Compass Online - our personalized and adaptive programs align with each scholar's learning style, stage, and trajectory. The sky is the limit for our Firebirds and we're motivated every day to rise up. Enrolling now!

# **SUPPORTING YOUR GROUND GAME - Los Angeles Daily News**

Leaderboard position on the LADN Readers Choice Ballot Page under the category : ONLINE SCHOOL



COMPASS CHARTER SCHOOLS The Gold Standard for Online Learning

FREE | PUBLIC | VIRTUAL

Now Enrolling K-12

LEARN MORE >



# **DISCUSSION - Working Together**

- What worked well in our partnership?
  - Being able to meet regularly, strong partnership which resulted in new ideas
- What could be better?
  - Retention opportunity for growth with CCS
- What marketing activities or materials did you think hit the mark?
  - Drip campaign!
  - Focusing on online, while also including all prospective scholars
- What activities or materials didn't work well?
  - CCS team access to Facebook
  - Ability to promote events online
  - Google Business profile lists Thousand Oaks, does this turn away different counties?
- Were there other kinds of support or marketing materials that you wished you had?