

# Developing Your School's Word of Mouth Marketing Plan

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### Our Goal

During this session we will discuss how you can develop your word of mouth marketing campaign for enrollment success at your school.

## Introduction

Family
Blog
Coaching



### www.EnrollmentCatalyst.com/blog





Enrollment Catalyst partners with schools to provide coaching for school leaders in their school's enrollment management and marketing systems and strategies needed to reach their goals.

# The Marketing Landscape

>>> The marketing landscape has shifted from outbound to inbound strategies.

# **Outbound Marketing**



# "Traditional outbound marketing is where businesses **push** their messages at consumers."

HubSpot, The 2012 State of Inbound Marketing

## Inbound Marketing





















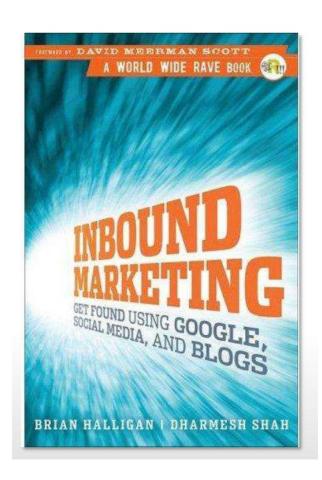
"Inbound Marketing is a set of marketing strategies and techniques focused on **pulling** relevant prospects and customers towards a business and its products."

HubSpot, The 2012 State of Inbound Marketing

"For the last 50 years, companies such as Procter & Gamble, IBM, and Coca-Cola used huge amounts of money to efficiently interrupt their way into businesses and consumer's wallets using outbound marketing techniques. The outbound marketing era is over. The next 50 years will be the era of inbound marketing."

Halligan and Shah, <u>Inbound Marketing: Get Found Using</u>
 Google, Social Media and Blogs

## Inbound Marketing



Excellent resource on how to get found by using Google, Social Media and Blogs

Also see:

www.hubspot.com

for many online resources including webinars and presentations

### Inbound

- New media
- Web-based
- Pull
- Listen
- Engage
- Hub
- Authentic
- Content
- Stories

### Outbound

- Old media
- Traditional
- Push
- Interrupt
- Broadcast
- Megaphone
- Slick
- Ads
- Slogans

**Inbound Marketing** 

**Outbound Marketing** 

## What's different today?

- The places we advertise
- The world wide web
- The desire for authenticity
- The power of referral in an online world
- The world of social media
- The need to be in a conversation
- The importance of creating remarkable content

## **Outbound Strategies**

- Why do we hang on to the traditional outbound advertising strategies?
- Why are our marketing budgets comprised of these strategies?
- Why do we keep spending significant resources on strategies that don't produce ROI?

# Think about the top two ways that parents find out about your school...

## **Top Two Ways**

### 1. Word-of-Mouth

Consistently ranks as the number one way that families hear about your school.

### 2. Web

The first place a parent looks when they hear about your school through a word-of-mouth referral is your school's website (as well as other info on the web).

# Word-of-mouth is the number one marketing strategy for enrollment success.

## Trust is Key to WOM

"If your customers won't talk about your stuff, you have to pay newspapers and TV shows to do it for you.

But when people trust you, they are willing to put their words on the line for you. Please them, inspire them, and they'll bring their friends to you."

Sernovitz, Word of Mouth Marketing

"It comes down to trust. And people don't trust your company; people trust people.

People they know.

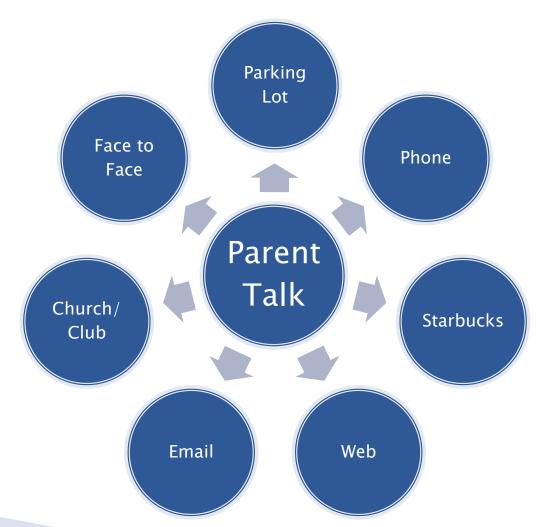
People whose opinions and recommendations they seek out and have faith in."

Phillips, Cordell, & Church: Brains on Fire

# Developing your Word of Mouth Marketing Plan

We will apply the 5 T's of WOM to your school's marketing strategy to ensure enrollment success.

# Where do your parents talk about your school?



# Where are parents talking about your school on the Web?



### What is Word-of-Mouth Marketing?

"So what is word of mouth marketing? In this book, I define it as 'Giving people a reason to talk about your stuff, and making it easier for that conversation to take place'."

Sernovitz, Word of Mouth Marketing

# Word of Mouth Marketing

FOREWORD BY SETH GODIN AFTERWARD BY GUY KAWASAKI

#### BOOK

ABOUT THE BOOK

REVIEWS

BUY THE BOOK!

FREE NEWSLETTER

FREE STUFF

### **SPEAKING**

ABOUT ANDY'S KEYNOTES

TOPICS

**TESTIMONIALS** 

**EXPERIENCE** 

VIDEO

### ANDY

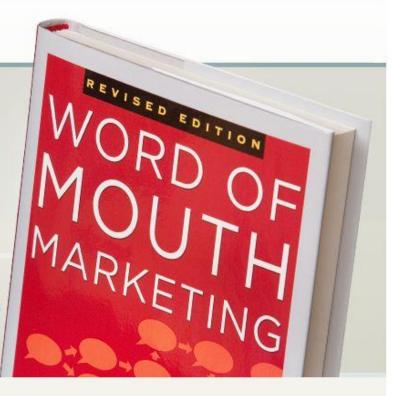
BIOGRAPHY

CONSULTING

PHOTOS & DOCUMENTS

BLOG

CONTACT





Blog Simple, Actionable

Word of Mouth Tips

Library Videos, Articles,

Downloads, & More

Event Learn WOM in 1 Thrilling Day

Newsletter Free Weekly

WOM Lessons

The New York Times Bestselling Guide

Book

Get The Newsletter:

Enter Email Address











CONTACT US

# People will talk about you because they love you and love what you do.

You can do this. We'll help you get started.

#### THE BLOG

### You'll love our daily blog of simple, practical advice.

- How to launch a fan community
- · Word of Mouth Tip #117: Show off how awesome your customers are

#### **GUIDES AND TUTORIALS**

### Browse our library of worksheets, case studies, and articles.



Worksheet: Word of Mouth Ethics Checklist

#### VIDEOS

#### Live presentations from amazing word of mouth marketers.



How to Create Offline Word of Mouth, presented by Martin Atkins

### Why Word-of-Mouth Marketing?

- It builds credibility from satisfied customers.
- It produces <u>better results</u> than traditional advertising.
- It makes your <u>brand stronger</u> and more trusted.
- It can reach your <u>target audience</u> through your parents much better than you can.
- It's your number one marketing strategy for your school!

# So what does this mean for your marketing strategy?

- Today's marketing is about <u>remarkable</u> <u>content</u> and joining in the conversation.
- Your marketing focus must be on telling the remarkable story of your school.
- Your marketing strategy should facilitate and build word-of-mouth in person and online.
- Your goal is to inspire a <u>movement of</u> <u>passionate ambassadors</u> for your school.

# Are you giving your parents a reason to talk about your school?

"Word of mouth marketing only works if you have good products and services. It only works if people like you and trust you."

Sernovitz, Word of Mouth Marketing

# Are you giving your parents any stuff that they can talk about?

"Word of mouth is natural conversation between real people. Word of mouth marketing is working within this conversation so people are talking about you."

Sernovitz, Word of Mouth Marketing

# How can you make it easier for the conversation to take place?

"Word of mouth marketing isn't about marketing at all. It's about great customer service that makes people want to tell their friends about you. It about fantastic products that people can't resist showing to everyone."

Sernovitz, Word of Mouth Marketing

# Is word of mouth marketing part of your strategy?

"Unsurprisingly, I found that 63.4 percent felt that over half their business came by way of referrals. But of that same group, 79.9 percent readily admitted that they had no system of any kind to generate referrals. This is somewhat puzzling. How can a business owner know that word of mouth is so powerful and then do so little to take advantage of it?"

John Jantsch, <u>The Referral Engine</u>

#### Word of Mouth Crash Course



#### Some Takeaways

- It's about relationships
- Do the unexpected
- Likeability and Trust Rohit Bhargava, <u>Likeonomics</u>
- Tell your story "One picture and 30 seconds can tell your story." Dave Kerpen, <u>Likeable</u> Social Media
- Service stands out Southwest
- Celebrate Southwest
- Give something away Starbucks gift card
- Use social media to engage

#### Andy's Lessons on Love

- New love is powerful
- 2. Love and money don't mix
- 3. Nobody talks more than a lover's scorn

# We need a framework for our word-of-mouth marketing plan

#### 5 T's of Word of Mouth Marketing

- Talkers—who will tell their friends about you?
- 2. Topics—what will they talk about?
- 3. Tools—how can you help the message travel?
- 4. Taking Part—how should you join the conversation?
- 5. Tracking—what are people saying about you?

### 1-Talkers

>>> Find people who will talk about your school

# Who will tell their friends about your school?

- Employees
- Parents (Current and Former)
- Students (Current and Former)
- Alumni
- Grandparents
- Vendors
- School administrators
- Pastors and clergy
- Anyone

#### Who will tell their friends about you?

- A <u>satisfied</u> or an <u>unsatisfied</u> parent, grandparent, alumni, donor or friend.
- A <u>happy</u> or an <u>unhappy</u> employee—your faculty, staff, and coaches.
- Someone else that heard something, whether positive or negative, about your school.

Why Real Relationships Rule in a Digital Marketplace "Everyone who's on the social-media-is-the-future bandwagon should get off for a minute and read this book." -Chuck Porter, Chairman, Crispin Porter + Bogusky AND BRAD FAY

#### Talkers Talk Face-to-Face

"More than 90 percent of the conversations about products, services, and brands that take place every day in America happen offline, according to research the will be revealed in the chapters of this book."

Keller and Fay, <u>The Face-to-Face Book</u>

#### Talkers Talk Face-to-Face

"One of the great misconceptions about word of mouth marketing is that it's all happening online...only about 20 percent of word of mouth happens online. When it does play a role, it usually sparks the 80 percent of word of mouth conversations that actually happen face-to-face."

Sernovitz, Word of Mouth Marketing

#### Recognize the Right Talkers

- Passion for your school
- Credibility among their peer
- Connections at school and in the community
- Opportunity to be involved

#### Get the Talker's Talking

- Identify the parents that are positive about your school.
- Meet with them to give them things to talk about.
  - Individual or small group meetings.
  - Quarterly breakfast or lunch meetings.
  - Share stories of students, faculty, alumni and success!
- Encourage them to share stories about your school.
- Share your school's vision for the future.

#### A Great School Will Create WOM

"This is the foundation of buzz: in order to get people talking about your product or service, you must provide a great experience."

Rosen, <u>The Anatomy of Buzz Revisited</u>

## 2-Topics

>>> Give people a reason to talk

#### What will they talk about?

- Anything and everything about your school the good and the bad!
- Their own experiences.
- The experiences of others.
- What they've heard along the way.
- What you've told them.
- What you want them to talk about (that is, if you've told them what to talk about!)

# What do you want them to talk about?

Most school leaders haven't considered this question as a key part of their marketing strategy. We need to begin asking the question:

What do you want them to talk about?

#### **Produce Great Content**

"When you offer great content—such as detailed how-to articles, expert interviews, case studies, and videos—that focuses on helping other people solve their problems, you'll experience growth."

Stelzner, <u>Launch</u>: <u>How to Quickly Propel</u>
 <u>Your Business Beyond the Competition</u>

"Produce great stuff, and your customers will come to you. Produce really great stuff, and your customers will share and disseminate your message for you. More than ever before, content is king! Content rules!

Handley and Chapman, Content Rules

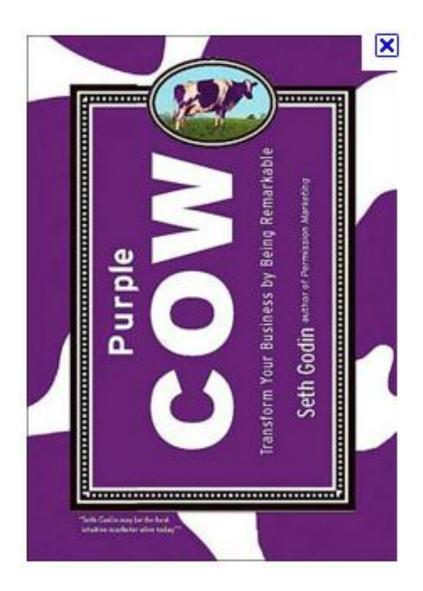
#### **Topics to Talk About**

- Key stats
- Stories faculty, students, parents and alumni
- Your vision for the future
- How your school is remarkable
- How your school makes a life-changing difference in students
- Your USP's in story form
- Educational topics
- Parenting topics



"Something remarkable is worth talking about. Worth noticing. Exceptional. New. Interesting. It's a Purple Cow. Boring stuff is invisible. It's a brown cow."

Seth Godin, <u>The Purple Cow</u>



#### **Tell Stories**

We live in a story.

We relate to stories.

We listen to stories.

We can see ourselves in a story.

## 3-Tools

Help the message spread faster and farther.

#### Tools

- Leadership
- Faculty and Staff
- Parents
- Alumni
- Ambassadors
- Referral generation
- Customer service
- Personal conversations
- Group meetings

- Giveaways
- Website
- SEO
- Blog
- Email newsletter
- Social media
- Photos
- Video
- Online reviews

## People

#### Face-to-Face

The most effective way to spread word of mouth is through face-to-face conversations.

#### Leadership

- Every meeting and conversation is an opportunity to tell a story about your school and to spread positive word-of-mouth.
  - Large group meetings
  - Small group meetings
  - Coffee chats
  - Personal meetings

#### Faculty and Staff

- Quality/excellence in their job
- Tell your school's story
- Turn negative moments into positive moments
- Channel concerns to the administration
- Communication with parents
- Relationships with parents
- Create memorable moments
- Positive ambassadors for the school

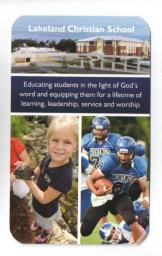
#### Parent Ambassador Program

- Recruit a team of parents to help you in your enrollment effort by:
  - Presenting tours of campus.
  - Hosting new family "desserts" in their homes.
  - Mentoring a new family throughout their first school year.
  - Calling and/or writing personal notes to parents and welcoming them to your school.



Flier and pack of cards sent to current parents about Welcome Wednesday's at Lakeland Christian School







Don't keep it to yourself!



Where faith inspires learning.

# Card sent to parents at Wheaton Christian Grammar School

Let's strike up a friendship!



#### follow us on twitter @WhtnChristianGr

Join our group of professional friends on

#### Linked in

Write an online review by doing a Google search for Wheaton Christian Grammar School > then click on links for reviews such as:

- Greatschools.com
- Yelp
- DexKnows.com
   Yahoo
- Education.com CitySearch
- Private School Review
- Give our brochures to friends and neighbors.
- Invite interested families to a Drop In and Learn More Tuesday or an Open House.
- Host an informal information evening at your home.

We're so glad you're here at Wheaton Christian Grammar School.

**Thank you** for encouraging us in our efforts to educate, train, and nurture students for godliness and excellence.

Did you know that the majority of our families were referred by someone they knew who had attended WCGS?
There are some easy ways you can help us spread the word about our school. And did you know that we have a referral incentive program that can earn you tuition credit?

Visit our Admissions Office for details.



Wheaton Christian Grammar School | 1N350 Taylor Drive | Winfield, IL 60190 | 630.668.1385 | www.wheatonchristian.org





# Postcard and car magnet sent to parents at Saint Stephen's

#### A World-class Education

he leadership of Saint Stephen's Episcopal School has launched into an effort to intensify our marketing efforts. In order to reach out to our community, we want to tell others that Saint Stephen's Episcopal School offers a world class education.

#### Five Messages to Share:

World-Class Connections – A global, multi-disciplinary classroom that connects students to the larger world.

World-Class Citizens – A core curriculum that engages the hearts and minds of students of all faiths.

World-Class Spirit – Learning in a nurturing, caring community from experienced and passionate faculty.

World-Class Facilities – State-of-the-art facilities on a single campus enhanced by a location on the bayou.

World-Class Futures – Outstanding preparation for admission to the best colleges and universities in the nation.

941.746.2121 | www.SaintStephens.org



The most effective way to market Saint Stephen's Episcopal School is through you. In order to increase word-of-mouth about Saint Stephen's in the community, we need your help.

#### Five Ways to Help:

- Tell the Saint Stephen's story by communicating the five core messages in your own words and through your experiences.
- 2. Invite a friend to experience Saint Stephen's by visiting and touring campus.
- 3. Write an online review of your experiences online at GreatSchools.com, Google or Yelp. Online reviews feed into online searches and may interest prospective families to consider Saint Stephen's.
- "Like" the Saint Stephen's Facebook page and participate in the conversation. As the number one social media site in the world, our prospective families are here.
- 5. Direct friends to our new website that will launch soon.

## Giveaways

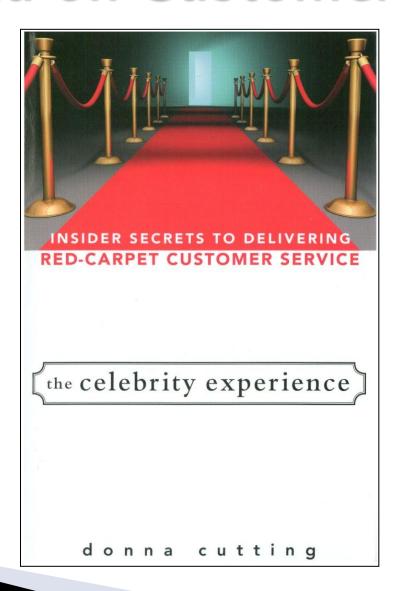
# Giveaways

- Give away items that have your school's brand on them:
  - T-shirts for re-enrolling
  - Coffee mugs
  - Car magnets
  - Grocery bags
  - Gym towels
  - Hoodie

# Customer Service and Memorable Moments



# Must Read on Customer Service



# **High Point University**

- Donna Cutting uses High Point University in The Celebrity Experience as a premier example of customer service. What do they do?
  - Director of WOW!
  - Wowing campus visitors
  - Delivering birthday cards
  - The President and his gumball machine
  - Valentine's Day
  - Free valet parking
  - Construction dust and car washes



High Point University provides "WOW" moments for prospective and campus students

Special Parking Signs for Prospective Students Visits to Campus



Kiosks are used throughout campus to express generosity by having water bottles in the spring and hot chocolate in the winter before morning classes. They also offer small snacks such as granola bars and yogurt.

# Memorable Moments

When you serve your parents or students in an exceptional way or do something that is memorable, this creates a moment that will be shared by word of mouth.

# The Ideal Campus Visit

- Clear signage and great first impression
- Welcome sign with your name on it
- Friendly welcome from receptionist
- Entry area tells the story of your school
- Personalized tour with parent, student and faculty connections
- Review of application process
- Photo of student by welcome sign
- Personal note sent immediately (email and handwritten)

"Companies create buzz with great follow-up, T-shirts and other promotional merchandise, free events, outrageous acts of kindness—anything that contributes to an overall culture of buzz."

Jantsch, <u>The Referral Engine</u>

# Tell a Friend











ABOUT KO

ADMISSIONS

ACADEMICS ARTS ATHLETICS

CAMPUS LIFE

keywords

SUPPORT KO

Welcome

Admissions Events

Application Process

Request Information

Apply Online

Tips for Admission

#### Refer a Friend

Martin-Nicholson Merit Scholarship

Tuition & Financial Aid

Directions & Campus Map

Transportation

Meet the Staff

**NEWS** 

CALENDAR

Home / Admission > Refer a Friend

#### Office of Admissions Referral Form



Please use this form to refer students, parents or families that may be interested in Kingswood Oxford School. A welcome packet will be mailed to the family with a letter opens with the following statement: "We write to you at the request of , who thought that you might be interested in learning more about Kingswood Oxford School." If you have any questions, please call (80 (860) 727-5000 to speak with an admission counselor.

ΔΙ	 	v	 	-14	

Your	Name
-	-

Referral:

Student Name\*





est. 1863

A Catholic, Prep, Boarding School

Home About MH-MA Admissions Academics **Athletics** Student Life **Parents** Giving Alumni/Friends **Admissions Menu** Refer A Student To MH-MA Why MH-MA Your Name: Inquire Visit MH-MA Relationship to student: Refer A Student Connection to MH-MA: Admissions Video Phone Number: Admissions Viewbook Email Address: Boarding Students Day Students International Students Parent to Contact: Apply Phone:

Refer a student form

# Tell-a-Friend Link

- Place a "tell-a-friend" link on every page of your website.
- Link should provide you with fields to enter your friend's name, email address, a short message and your information.
- Friend should receive an automated email referencing your referral and the website link.



# Newsletters

#### ALBUQUERQUE ACADEMY

Admission Student Life Community Programs Giving My Academy The Academy Today

- **About Our Mission**
- **Academy News**
- Bookstore
- Campus Map and Facilities
- Contact Us
- **Employment**
- **Events on Campus**
- **Food Services**
- Parents' Association
- Site Map
- 2011 ISAS Arts Festival

#### Have You Seen the New **Online Current?**

The fall issue of Albuquerque Academy's community magazine is now online! Simply go to http://publications.aa.edu/thecurrent

Another Albuquerque Academy sustainability initiative.



interested in... Athletics

- Head of School's Blog

you may also be

- Year At A Glance Calendar: School Year 2011-12
- Sustainability

# thecurrent conhunity



features

departments

our alumni

class notes

contact

6400 Wyoming Blvd NE . Albuquerque, New Mexico 87109-38 s - 505-828-3200 G

The Current Online

Events on Campus

Community Academ

- Homepage provides dropdown menus and special features
- The Current Online Magazine is in the format of a mini website.



Fall 2011

#### Navigating Technology

A recent Google search for 2011 articles on technology in education yielded 1,660,000,000 results-clearly a topic at the forefront of discussion, debate, and decision-making in schools around the globe. Albuquerque Academy is no exception to this explosion in campus technology, with many initiatives and changes underway this school year.

Read More



The Class of 2011 College Choices



From the Editor





What Have Your Classmates Been Up To?



The Online Magazine of The Elisabeth Morrow School

#### **EM 8 HOME**



"Our emblem, like all symbols, has deeper meaning. The sun stands for illumination through knowledge. The moon reflects beauty and imagination, without which education would be narrow and bleak. The stans speak for our spirits, insights and alms, as schools, like ships, must have guiding stars. But it is the apple tree that has special meaning; it represents the school's vision and vitality, its overflowing gifts and the promise that our dreams can oome true."

#### Constance Chilton

Head of School, 1930-1981

"With its profound respect for children and the developmental stages of human growth, The Elisabeth Morrow School challenges and nurtures each child's journey toward maturity. The atmosphere is calm and purposeful: busy hands and minds

### Large Motor Development at the Art Table in the Three's Classroom



by Tricia Eickelberg Early Childhood Teacher

The three-year-olds of C-1 recently painted marble pictures using daffodil colors. In order to move the marbles around they needed to tip the box from side to side and back and forth. On another day, they also helped paint our pond by using rollers to spread the paint over the paper. They then used texture tools to make the waves in the water.

Children generally enjoy active projects like these—they're fun, they're making art—but the overarching goal here is to strengthen muscles in their upper arms. Later, when they begin writing, these stronger muscles will help with both proper pencil grip and with the ability to move the pencil across the paper.

#### READ THE LATE ST APPLETREE



#### SELECT ARTICLE TOPIC:

Anier School Alumni Almelica Cerro Character Education Early Childhood Elementary School Environment Edinaculous Head of School History Kindergarten Language Arts Little School Morrow House Physical Education processed. Pre-Kindergarten Problem Solving Program Science Security school Soldial Science Sports Summer Technology

#### FOLLOW ME ON Pinterest

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₹ 2012 (22)

Online magazine format for the school

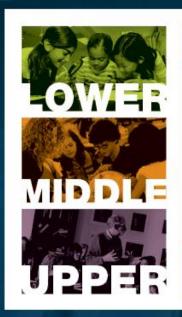
### LAJOLLA COUNTRY DAY SCHOOL

Portal Login & HOME CONTACT

search

QUICK LINKS \

ABOUT US I ADMISSION I PROGRAMS I PARENTS I ALUMNI I CALENDAR I GIVING



LA JOLLA COUNTRY DAY SCHOOL'S

SHOWIN' OFF OUR 'A' GAME!

May 5 2012

> Qualcomn Hall

NOW

**TOUR THE** CAMPUS

**ADMISSION** 

**PROGRAMS** 

PARENTS

ALUMNI

SUMMER SCHOOL

NEWS

Keep in touch with Events on Campus with the ALL SCHOOL CALENDAR.

Country Day News





# TORREYtimes

LA JOLLA COUNTRY DAY SCHOOL

Front Page

**Photos** 

Videos

**Programs** 

Lower

Middle

Upper

Arts

**Athletics** 

Giving

#### **Quick Links**

Welcome

**TTImes Guidelines** 

How To...

For Parents Only

**LJCDS Website** 

#### Comments by Chris

#### Lessons From A Visitor From Tibet

Regardless of your political view or your religious affiliation, there is something humbling about hearing the Dalai Lama speak.



Perhaps it is because he quickly shows himself to be an exquisite teacher - and that's our profession

#### News from La Jolla Country Day



Paul Hirschson, Deputy Spokesman from Israeli Ministry of Foreign Affairs, Addresses Country Day Community



Ben Schwartz

Welcome to **Torrey Times** 

> Sign Up or Sign In

#### Share



#### Friends





















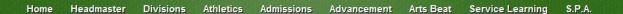








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### **Upper Division**

04/20/12

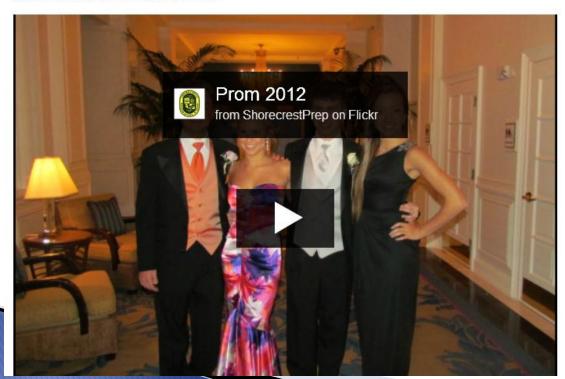
#### Prom a Success!

With tables covered with Sherlock Holmes pipes and magnifying glasses, 145 Juniors and Seniors spent an evening of "mystery and intrigue" in the Grand Ballroom of the Don CeSar on Friday, April 13. Despite the superstitious date, guests danced the night away feasting on a buffet dinner while sharing memories of high school.

The night culminated with the crowning of the Prom King and Queen: Luke B. and Sydney K.

#### Mark the date of April 26th for next year's Prom!

(Mobile users click here for slideshow)



Search

### Featured Links

- 3 Cheers
- The Learning Center
- Clinic
- Sage Dining
- Shorecrest
- Shorecrest Magazine
- Paradise Limo
- Back Issues
- Submit News

### Blogs and Links



Early Childhood Blogs Lower Division Blogs

### Navigation

- <sup>3)</sup> Upper Division
- >> Middle Division

# Facebook

# Facebook Ideas

- Allow and encourage your faculty, staff and parents to post
- When a parent enrolls in your school send them an email and ask them to share a post online:
  - "I just enrolled my child at Country Day School for the 2012-13 year. This will be our eight year at Country Day! Check out their website at (school web address) to discover why more families like ours are choosing this school!"
  - "Selecting a school is one of the most important decisions you will ever make. Ask me why I enrolled my children at Country Day School for the 2012-13 year!"

# Video

# Video Vignettes

- Produce short video vignettes to provide reallife testimonials and stories about your school.
- Post videos to YouTube and/or Vimeo

# Photo of the Day



At Brookwood, we believe in balance: rigor with compassion, excellence with exuberance, and selfdiscovery along with sensitivity to others.

For more than 50 years, Brookwood School has been instilling in students a lifelong love of learning – and graduating young adults of conscience, character, and compassion.



Brookwood's BTube page contains a variety of videos showcasing the life of the school.



Brookwood's BPod page contains a picture and caption of the day.

#### Introducing BPod: Brookwood Photo of the Day



From classroom candids and campus snapshots to athletic competitions and artistic creations, BPod captures a daily moment in time at Brookwood. We hope you enjoy this digital photo archive of the 2011-2012 school year!

[Return to home page]



Current Students Alumni Parents Faculty & Staff

### NMH

Northfield Mount Hermon

FOUNDED 1879

Apply Calendar Contact Us Visit NMH

Search

-

ABOUT NMH ACADEMICS ADMISSION STUDENT LIFE ARTS ATHLETICS SUMMER SESSION NEWS & EVENTS SUPPORT NMH INTELLIGENCE. COMPASSION. PURPOSE.

#### **NMH News**

ALL NEWS RSS

#### **NMH Events**

ALL EVENTS RSS



Exercising Heart and Hand NMH students devote a day to community service.



In The Gallery: Annual NMH Student Art Show March 23-April 25 Fri, 04/27/2012 "The Thinker" by Yishan Zhang



The Art of Collaboration An alumna guides students in the making of a dance piece.



Diversity Summit Sat. 04/28/2012



Can Cows Power Vermont? An environmental studies class learns about an alternative energy source in NMH's backyard.



118th Concert of Sacred Music





**Envisioning the Future** Accepted students (and their parents) try out campus for a day.





THINK/LIVE

Write. Th

write mo

"It's about

and diligence

intellectual curiosit

















Photo of the Day





### a lifetime of discovery

HOME ABOUT CHAPIN ADMISSIONS ATHLETICS GIVING ALUMNAE CHAPIN LOGIN

□ □ +A | A-

**OUR DIVISIONS** 

LOWER SCHOOL

MIDDLE SCHOOL

**UPPER SCHOOL** 



#### **LEARN MORE**

- What Distinguishes Chapin
- School Histor
- > Chapin Community
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**SITE SEARCH** 

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### SCHOOL TOUR

Come experience the vibrant and engaging environment of the Chapin School. Take our photo tour and visit the places where our young women grow, learn and thrive. To begin the tour click on the first image below.



About | Academics | Admission | Athletics | Arts | Students | Alumni | Parents | News | K-8

#### DARE TO BE TRUE



#### **NEWS & EVENTS**

#### Dr. Sylvia Earle, Intrepid Explorer, Shares Her Passion for "The Deep"



World-renowned marine biologist and ocean explorer Dr. Sylvia Earle shared her passion and wonder of discovery with students during the science department's assembly. An advocate for the research and protection of the ocean, Dr. Earle articulated a positive outlook on the future of "our most precious and largely unexplored frontiers-our seas."

"If I could choose a time to arrive on the planet I would choose now," says Dr. Earle, "Despite the bad news about our climate, the good news is we have the power and knowledge to shape the future in a way our predecessors did not. This is the best time because we have the ability to know who we are, where we've been and where we are going, depending on what we do or don't do."

The 77-year-old Dr. Earle understated her astonishing and extensive travel and diving itinerary-one week she might be in Hawaii, the next a deep-water Russian lake. She was effusive of her love of submersible diving machines, how she enjoys driving them and hopes that some day, using them to get to know oceans becomes a more commonplace experience for people.

#### [Read More]

Milton Teams Celebrate Town's 350th Anniversary

#### PHOTO OF THE DAY



Bob Sinicrope test drive the music department's new SmartMusic interactive software in the Kellner Performing Arts Center. The program allows Milton's musicians to practice assignments from any internet connection, receive instant feedback, and submit their progress.

#### NEWS LINKS

Campus Map

Video: Course Planning

Read Milton Magazine online













search



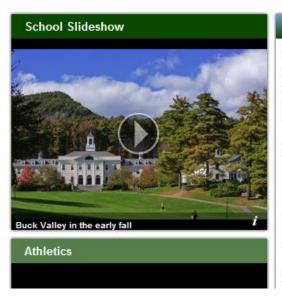
#### TODAY'S EVENTS

NO USE OF WIGG 7:00 AM - 12:00 AM

View all events

# Social Media Mash-Up





#### Facebook Page

Berkshire School Calling all music lovers! Next Saturday at 8 pm in Allen Theater the Berkshire Bach Society will present the below concert over Parents Weekend. Tix \$25 at door, via BrownPaperTickets.com or

Solution 800-838-3006 ■ Free to all Berkshire students and grandparents. All are welcome!



#### The Berkshire Bach Society | "How Does Bach Do It?"

www.berkshirebach.org Saturday, April 28, 2012 at 8pm\*How Does Bach Do It?\* ~ The "Wedding" Cantata and Orchestral

Suite #3Jeremy Yudkin, Professor of Music,

#### News

#### Out and About with the GSA

Posted 04/20/2012 04:42PM

Berkshire's Gay-Straight Alliance celebrates an important week with a presentation by the leaders of the website Everyone is Gay and a Day of Silence.

get link

#### Cabaret Night

Posted 04/20/2012 09:52AM

The Music Department presents Vocal Cabaret, an evening of vocal performance. The event is a perennial favorite! Join the fun in Berkshire Hall atrium on Friday, April 20th at 7:30 PM. get link

#### Chemistry Mountain Day

Posted 04/17/2012 03:06PM

Social Media Mash-Up Page

Home/ About CA/ CAndid

Students Faculty & Staff Parents Alumnae/i Trustees

#### Welcome

What CA Means to Me

CA at a Glance

CAndid

History

Mission Statement

The Athletic Campus

Meet the Head of School

Community and Equity

Annual Events

Publications

Employment

### **CAndid**

It's a challenge to keep up with CA students' creations and innovations—what they're doing, thinking, writing, discovering, and exploring. Now, through CAndid, our home for CA's social media outlets, you can learn what's happening on and off campus—the latest news about students, as well as faculty, staff, and alumnae/i.

Follow our Twitter feed, become our fan on Facebook, check out our YouTube videos and Flickr photos, or comment on the latest post from CA Blogs. People are talking about Concord Academy—let us know what you think.

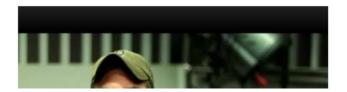












### What's Happening at CA?



### Concord Academy Concord\_Academy



Concord\_Academy Remembering #Rwanda - coverage of a recent CA assembly featuring Ismael Ntihabose, producer of @kinyarwandamov bit.ly/JdGOHl yesterday 'reply 'retweet 'favorite



Concord\_Academy #Collaboration
In The #Classroom - CA's
#academic dean #blogs on our
interdisciplinary course called The
#Boston Class.
cachameleons.wordpress.com
4 days ago · reply · retweet · favorite



Concord\_Academy Congrats to CA's Tariq Mohammed for being named the 2011 Developmental Coach of the Year by the U.S. Olympic Committee! bit.ly/HwZ9Bc 10 days ago reply retweet favorite



Concord\_Academy Thoughts on #accepted students getting in Current Students Alumni Parents Faculty & Staff

### NMH Northfield Mount Hermon FOUNDED 1879

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ABOUT NMH ACADEMICS ADMISSION STUDENT LIFE ARTS ATHLETICS SUMMER SESSION NEWS & EVENTS SUPPORT NMH

### **NMHbook**

Email Print

#### NMH ON facebook

#### Northfield Mount Hermon School

April 20, 2012 3:12pm

2012 NMH Service Day http://www.flickr.com/photos NMH Service Day! Students and faculty work around campus and in the nearby community, April 19, 2012 Copyright © 2012. All rights reserved Northfield Mount Hermon

#### Northfield Mount Hermon School

April 20, 2012 12:30pm

Exercising the Heart and Hand: NMH students devote a day to community service. http://ow.ly/apFr9

#### Northfield Mount Hermon School

April 20, 2012 3:25pm

Good morning from an NMH Farm resident!

#### Northfield Mount Hermon School

April 20, 2012 8:37am

2012 NMH JV baseball http://www.flickr.com/photos NMH JV baseball vs. Exeter at Northfield Mount Hermon, April 7, 2012 Additional

#### NMH ON flickr



















Student Theater Production: Putting Together "The

#### NMH BLOGS

#### Wave of bombings in Iraq

Thursday, April 19, 2012 - 22:02

A series of bombings in Iraqi cities has left 33 people dead and many more injured. ...

#### Lax blog #1

Thursday, April 19, 2012 - 21:40

The NMH men's varsity lacrosse team came to play yesterday, beating Cushing by a ...

#### Girl's Ultimate looks promising so far

Thursday, April 19, 2012 - 21:35

As soon as the first warm weather came out, so did all the discs. Almost every Sunday,...

more >

#### NMH ON Lwitter

RT @michaelfosberg: @NMHSchool in solidarity with today's #dayofsilence recognize, accept, and unite. - about 2 days 3 hours ago from HootSuite Reply | View Tweet

The #NMH Islamic Middle East blog reported vesterday



#### **PURNELL SCHOOL**

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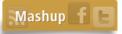
International Students

On The Road

Purnell's Media Mashup



**School Videos** 





Home > Admissions > Purnell's Media Mashup



#### Purnell's Facebook Page

Purnell School This past weekend, students participated in Artists-In-Residence hands-on workshops. The girls had a fantastic time working with nine professional studio and performing artists! http://www.purnell.org/cf\_news/view.cfm?newsid=43

#### **News Post**

www.purnell.org

Students recently participated in E.B. Osborn Artists-In-Residence Weekend, one of the most anticipated weekends of the year. With nine professional studio and performing artists giving hands-on workshops, students were able this year to try their hands at hip-hop dancing with the film Footloose's T...

Purnell School Purnell is honoring our planet by celebrating Earth Week! Today's events include a free green and brown dress down day, paper flower making in the health center, turning trash into art during activity period, and a reading of The Lorax during Morning Meeting!

Purnell School Purnell just made it easier for you to apply online! You now can submit an application directly online by simply creating a username and password. http://www.purnell.org/page.cfm?p=372

2 likes

View facebook page

#### Earth Week 2012



#### **Purnell Stories**



#### @PurnellSchool

Today marks the start of Earth Week at Purnell. Greens, our environmental club, planted trees on campus. Go Green! http://t.co/vr5qIODU

1 day ago

We hope all of the students and faculty have a great spring break! We will see you back on March 26! 43 days ago

Opening Night of Purnell's Throughly Modern Millie Jr. is tonight! Ticket are available at the door! Don't miss out! http://t.co/jrmqT3jy

47 days ago

follow @PurnellSchool on twitter

#### **Project Exploration**

**ABOUT US** 

**ADMISSIONS** 

ACADEMICS

**ATHLETICS** 

**CAMPUS LIFE** 

**ALUMNI** 

**PARENTS** 

GIVING

QUICKLINKS

Home > PC MashUp

### PC MashUp

#### Flickr Photos



Find the PC photo set that interests you! To download a photo from the set: right click on the image, in the "Actions" tab at the top of the Flickr page, select "View all sizes," then, from the size options, select the size (resolution) and download.

#### YouTube



#### Facebook Page

#### William Penn Charter

School http://chestnuthilllocal.com/blog/2012/04/23/ -charter-students-celebrate-earth-day/



Penn Charter students celebrate Earth Day | | Chestnut Hill Local Philadelphia PAChestnut Hill.

chestnuthilllocal.com

Second grade teacher and beekeeper Joel Eckel taught Penn Charter students that bees need pollen, nectar, tree sap and water to survive.

1 likes

#### William Penn Charter

School http://www.penncharter.com/cf\_news/view.c newsid=133



#### **News Post**

www.penncharter.com In celebration of Earth Week and in stewardship of our environment, Penn Charter will host a free electronics recycling

event for the Penn Charter community and our neighbors.

3 likes

View facebook page

#### **OPEN HOUSE May 1**



Our next Admissions Open House, for pre-K to grade 8, is Tuesday, May 1, at 8:30am. Register to visit!

#### News

#### The Story Behind Friendly Eights

Opportunity for PC parents

#### Earth Day in Lower School

Workshops teach stewardship.

#### **Electronics Recycling This Week**

Free, easy electronics recycling

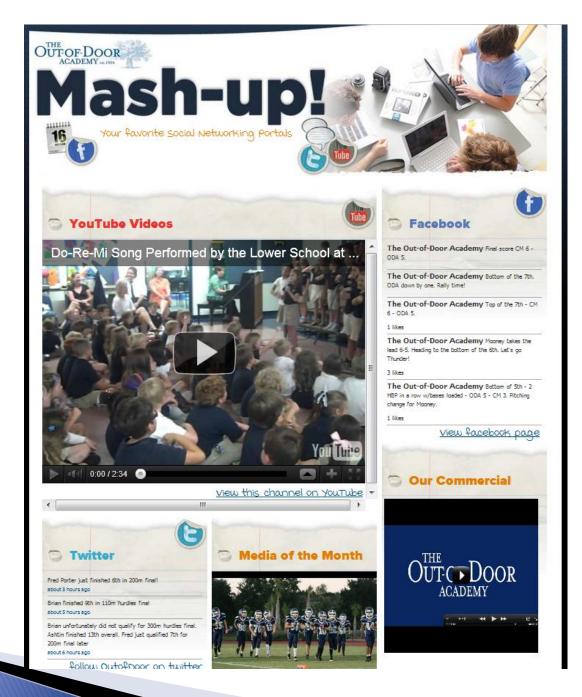
MS Day of Service

Photos from a day of good works.

#### Steve Bonnie, Bill Gallagher Honored

Two PC sports icons inducted into Hall of Fame.

more PC news

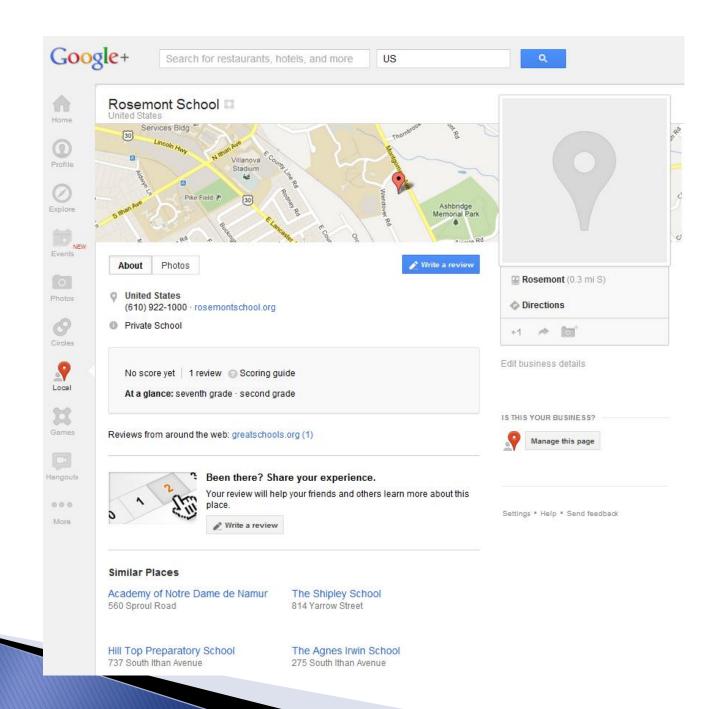


## Reviews

#### Online

- We can find online reviews about our school on a variety of sites including:
  - Private School Review
  - School Digger
  - Google+
  - Yelp
  - Great Schools





## 4-Taking Part

>>> Join the conversation.

#### Join in the Conversation

- The conversation is taking place all around you. The most important thing for you to do is to join in the conversation.
- Take part in the conversation that is taking place:
  - Web (blogs, school reviews, Facebook, etc.)
  - Groups
  - Individuals
  - Events

# Some Ways to Join in the Conversation

- Get out of your office and meet your parents in the parking lot
- ▶ Take a "one-family-at-a-time" approach
- Small group coffee meetings
- Meetings or luncheons with the "talkers"
- Actively engage your community online through Facebook and other social media sites

# 5-Tracking

>>> Measure and understand.

#### What are people saying about you?

- It is important to regularly review what people are saying about you:
  - In the parking lot
  - On the web
  - GreatSchools, Google, PrivateSchoolReview
  - Facebook
  - Surveys
  - Focus Groups
  - Google alert

#### Parent Feedback

- Survey your parents annually by conducting an overall parent satisfaction and perception survey.
  - Look for areas of dissatisfaction to improve the quality of the school.
  - Report findings from the survey back to parents.
  - Best time to survey parents is October and February.

### The End

Actually, this is the beginning for you to go and develop your own word of mouth marketing plan for your school.



#### For More Information:

#### **Enrollment Catalyst**

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Rick.Newberry@enrollmentcatalyst.com
www.EnrollmentCatalyst.com