



Social Media Management

MMC6730
Summer 2020
3 Credit Hours

Instructor

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Teaching Assistants

- N/A

Course Description & Prerequisites

In this course, the students will learn to establish social media key performance indicators based on an organization's goals. The students will apply strategic collaboration, tactical execution, and measurement of social media efforts to reinforce online marketing goals. The students will create social media strategies and tactics, content planning and creation, paid social management and measurement tools, and crisis management for an organization.

Course Pre-Requisites / Co-Requisites

No pre-requisites

Course Delivery Mode & Time Commitment

This is a fully online course and you must log into Canvas with your gatorlink and password to access the materials and assignments. The course is organized into modules with due dates. Unless otherwise specified, each module begins on Monday at 12:00 AM, ET, and ends on Sunday at 11:59 PM, ET. The course begins with the Course Orientation (START HERE) Module, which will familiarize you with the course.

Each week, there will be a lecture to watch. Most lectures will be live and require student participation, but a few will be prerecorded. Live lectures will be held on Mondays at 8 PM ET. You will also have weekly readings and blog posts to write on Medium. Some weeks there will be additional assignments that contribute to the final client social media strategy project.

There is a total of three semester-long projects for this class. The first project requires you to create and maintain a personal interest social media profile. The project will be graded in two parts, the first half due in Week 6 and the second half of the project due in Week 12. The second project is to complete the Hubspot Social Media Certification

course by the due date in Week 9. The third and final project is a group project and client presentation in Week 11. These tasks can be found in each weekly module.

Time Commitment

Expect to spend between 10 to 20 hours per week, per course, watching or attending lectures, reading, working on assignments and projects, and engaging in discussions.

Course-Level Objectives

Upon successful completion of this course, students will be able to:

- Strategically develop a social media strategy to pitch to a client
- Explain the role social media managers play in an organization, for a personal brand or for business
- Navigate through the major social media platforms including Facebook, Twitter, Instagram, Snapchat, YouTube, LinkedIn, and other platforms while utilizing social media management tools
- Create content that engages and grows a social media audience
- Analyze consumer demographics to strategically create engaging content and steer social media efforts toward platforms where the chosen audience is engaged
- Set social media KPIs based on an organization's goals and analyze campaign success
- Understand and draft a social media budget that includes funds for paid advertising, management tools, content creation, design, and other opportunities that arise
- Research and write blogs posts on emerging trends to keep a brand at the forefront of social media

Textbooks & Materials

Required Course Textbook

N/A

Publisher Materials

N/A

Course Reserves

N/A

Minimum Technology Requirements & Computer Skills

COMPUTER REQUIREMENTS

Basic Computer Specifications for Canvas

- [Specifications](#)
- Reliable Web Browser: Login to Canvas and make sure your Internet browser is compatible.

Peripherals

- A backup option should be available to minimize any loss of work such as an external hard drive, a USB drive, cloud storage, etc.

Hardware

- Dependable computer.
- Computer speakers.
- Headset with microphone.
- Webcam.

Software

- [Microsoft Office 365](#).
- [UF Apps](#) – access UF software applications from any device from any location, at any time.
- Canvas Mobile App: Download instructions for [iOS device](#) or [Android device](#).
- [Adobe Reader](#)
- <https://ufl.zoom.us/>

Internet Connection

- Recommended: Broadband Internet connection with a speed of 4 Mbps or higher.
- To function properly, Canvas requires a high-speed Internet connection (cable modem, DSL, satellite broadband, T1, etc.). The minimum Internet connection speed to access Canvas is a consistent 1.5 Mbps (megabits per second) or higher.
- [Check your Internet speed here](#).

Subscriptions, Plug-Ins, and Other Tools

- [Adobe Flash Player](#) (Good until the Microsoft update December 31, 2020.)
- [JAVA](#)

MINIMUM COMPUTER AND DIGITAL INFORMATION LITERACY SKILLS REQUIREMENTS

The general and course-specific computer and digital information literacy skills you must have to succeed in the course include, but are not limited to, the following:

- Accessing the Internet.
- Using Canvas.
- Using email with attachments.
- Creating and submitting files in processing program such as Microsoft Office Tools.
- Copying and pasting functions.
- Downloading and installing software.
- Using presentation, graphics, and other programs.
- Posting and commenting in an online discussion.
- Posting and commenting on social media platforms.
- Searching the University of Florida library and websites.

In the event that you have technical difficulties with your course, please contact the [UF Computing Help Desk](#) either by filling out an [online request form](#) or calling 352-392-4357 - select option 1. The Help Desk is located on the ground floor of the Hub on the UF campus.

If your technical difficulties caused you to miss a due date, you MUST report the problem to the Help Desk and then email your instructor. Include the ticket number that you are given from the Help Desk in an email to the instructor to explain the late assignment/quiz/test.

IT Support

For all Technical assistance questions please contact the UF Computing Help Desk:

Phone: 352-392-HELP (4357)

Email: helpdesk@ufl.edu

Please Note

Your instructor is not able to handle technological issues or answer questions related to computer issues. If a problem of this nature arises that causes you to miss an assignment, you must provide your Help Desk ticket number to the instructor in order to receive an extension.

Course Grading Policies

Grading Criterion, Late Assignment Policy, and Expectations for Assignments

GRADING CRITERION

Lecture Participation / Lecture Discussion Papers (Total 10%)

There will be eight live lectures and three recorded lectures during the semester. The live lectures will take place on Mondays at 8 PM EST. The live lectures will give students a chance to ask questions of the instructor and interact with your peers. You will be required to be an active participant during the live lectures to help make it an interactive experience.

If you can't participate in the live lectures, there will links provided to catch up by watching recordings. If you are not able to attend a live lecture, you will be required to write a 400-word paper explaining what you learned from watching the lecture and quickly explain how you can apply what you learned to your professional life and to your assignments during the week. The lecture discussion papers are due on Wednesdays by 11:59 p.m. EST. If there is no live lecture and just a recorded lecture, you do not have to submit a lecture discussion paper.

Medium Content Posts (Total 30%)

This semester, all students will be required to create an account on Medium and make posts throughout the semester. If you already have a Medium account, you will be able to use that as long as it still meets the requirements of the assignments. You will need to get it approved by the instructor.

Creating content, such as writing blogs, is a necessary activity of a social media manager and can help establish yourself as a social media expert.

During the weeks assigned, you are to write a blog post focusing on the topic question set for you that week. You will need to apply what you learned from the readings into your blog post. You are also required to find outside sources and incorporate them into your blog. All sources must be hyperlinked when you source them in your blog post to provide proper citation of source material.

The blog post must be at least 300-500 words and include visuals as well as an appropriate headline. Each post must be live by Saturday at 11:59 p.m. EST. A link to your blog must be submitted in Canvas.

Final Project Assignments (Total 20%)

During five of the 12 weeks, you will be required to submit individual assignments that contribute to the work needed to put together your final group project. These assignments will give you the opportunity to practice skills and concepts taught in the course. Assignments will be due by 11:59 p.m. ET Sunday of each module week.

Personal Interest Profile Project (Total First Half 85; Total Second Half 12%)

For the entire semester, you will create and maintain a social media profile based on a personal interest of yours. Examples are photography, food, book reviews, a favorite sports team, traveling, your own hyperlocal neighborhood, roses, tennis shoes, etc. The options are endless. You will pick one social media platform that has trackable analytics and set up a new profile for your personal interest.

You must set up the profile during the first week of class and provide the link in the Canvas discussion.

To manage and maintain the social media platform, you will create content and make posts at least three times a week to grow your following and drive engagement. You will come up with a strategy, activate it and analyze it as the semester goes along. You are encouraged to be creative and test the best practices being taught throughout the semester.

Halfway through the semester you will submit the first half of the project for review. Included in the review should be your goals and how you will evaluate success, target audience, description of why you chose that specific platform, content plan and schedule, plenty of examples of content, description of management tools being used and why, analysis of how things have gone in the first half of the semester including specific data points and was it considered successful or not, and suggested changes you could make to improve your profile.

The review can be completed in word, PowerPoint or any other visual means you find applicable. There is not a word count, just be thorough in your explanation of each section. The first half of the project is due Week 6.

After the first review, you will continue to maintain your social media profile. Based on your analysis of how things progressed through the first half of the semester, you should make changes to your strategy, content plan and posts. At the end of the semester, you will complete a final review of your personal interest social media profile. The review can be done in Word, PowerPoint or another visual tool of your choosing. You are to evaluate how successful you were at maintaining your social media profile. Please describe the following: the original strategy and did it change after the first analysis, whether your goals changed and if you met them or not, updated content plan and schedule, showcase different ways you created content, provide plenty of examples of posted content, analyze the types of content that drew the most engagement, analyze the different types of posts, evaluation of data to show success or failure, explain if your changes worked toward your goals, overall analysis of your profile including successes and failures, and what further changes would you make in your strategy. The second half of the project is due Week 12.

Hubspot Certification Project (Total 5%)

During the semester, you will take the Hubspot Social Media Certification course and exam. You will prepare for the exam by completing the training modules during the first 9 weeks of this course. You will need to take the exam by the due date in Week 9. You will need to take a screenshot of your score and submit the screenshot as your submission for the project.

You can sign up for the certification and start watching the training modules here.

<https://academy.hubspot.com/courses/social-media>.

Note: You will not be officially certified for the Hubspot Social Media Certification unless you receive at least 80% on the certification exam.

The rubric below explains how you will be graded on this project.

SCORING	CRITERIA
100 points	The score was 80% or more on the exam.
0 points	The score was less than 80% on the exam.

Final Project Client Strategy & Pitch (Total 15%)

The final project will have your group create a full social media strategy and pitch for a client that is due in Week 11. You will be able to think strategically and creatively to help a local non-profit achieve their goals in a big way.

You will work as a group to put together a social media strategy detailed out in a PowerPoint presentation that covers the list of detailed topics provided below. The presentation should be visual and appealing. Utilize short bullet points instead of long blocks of text. Find ways to engage the client throughout the presentation by keeping them engaged. The PowerPoint will be presented live to the client at the end of the semester. Every group member has to play a role in the presentation.

Your grade will be calculated based on the following:

Assignments/Assessments	Points	Weight (%)
Course Orientation: These assignments are required; however, they not count towards the final grade. <ul style="list-style-type: none"> • Student Introduction • Course Evaluation 	0	0%
8 Lecture Participation / Lecture Discussion Papers <ul style="list-style-type: none"> • Worth up to 100 points each. 	800	10%
10 Medium Content Posts <ul style="list-style-type: none"> • Worth up to 100 points each. 	1000	10%
5 Final Project Assignments <ul style="list-style-type: none"> • Worth up to 100 points each. 	500	20%
1 Personal Interest Profile Project First Half <ul style="list-style-type: none"> • Worth up to 100 points each. 	100	8%
1 Personal Interest Profile Project Second Half <ul style="list-style-type: none"> • Worth up to 100 points each. 	100	12%
1 Hubspot Certification Project <ul style="list-style-type: none"> • Worth up to 100 points. 	100	5%
1 Final Project Client Strategy & Pitch <ul style="list-style-type: none"> • Worth up to 100 points. 	100	15%
TOTAL	2700	100%

Grade	Percentage
A	92.5-100%
A-	89.5-92.4%
B+	86.5-89.4%
B	82.5-86.4%
B-	79.5-82.4%

C+	76.5-79.4%
C	72.5-76.4%
C-	69.5-72.4%
D+	66.5-69.4%
D	62.5-66.4%
D-	59.5-62.4%
E	0 – 59.4%

The only passing grades for graduate students are A, A-, B+, B, B-, C+, C, and S. Grades of B-, C+ or C count toward a graduate degree if an equal number of credits in courses numbered 5000 or higher have been earned with grades of B+, A- and A, respectively. Grade points are not given for S and U grades; S and U grades are not used to calculate grade point averages. All letter-graded courses eligible to count toward the graduate degree, except 1000- and 2000-level courses, are used to calculate the cumulative grade-point average. Letter grades of C-, D+, D, D- or E are not considered passing at the graduate level, although the grade points associated with these letter grades are included in grade point average calculations. See the [UF grading policy](#) for more information.

LATE ASSIGNMENT POLICY

Late assignments will not be accepted unless it is a [University excused absence](#) as stated in the attendance policies. **No late work will be accepted for final projects or work due in the final week of class due to the university grading deadlines.** If potential issues arise concerning submitting final work, students should contact their instructors before deadlines to discuss the possibility of an Incomplete Grade Contract.

1. Late Assignment Grade Reductions
 - a. 0-24 Hours Late: 10% reduction in grade.
 - b. Over 24 Hours (24 hours and 1 minute) to 7 Calendar Days Late: 20% reduction in grade.
 - c. After the 7th Calendar Day: Work will not be accepted.
2. Late Discussions will not be accepted.

EXPECTATIONS FOR ASSIGNMENTS

- **Missed Live Lectures** - In courses where there are live weekly lectures, a recording of the lecture will be provided if you cannot attend. You will be responsible to "make-up" the missed lecture by viewing the recorded lecture and completing a required assignment.

If you are not able to attend a live lecture, you will be required to write a 400-word paper explaining what you learned from watching the lecture and quickly explain how you can apply what you learned to your professional life and to your assignments during the week. The lecture discussion papers are due on Wednesdays by 11:59 p.m. EST. If there is a recorded lecture, you do not have to submit a lecture discussion paper.

- **Course Evaluation**
Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at <https://gatorevals.aa.ufl.edu/students/>. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

Accessibility Policy

Students requiring reasonable access to services and resources required by the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, and other applicable federal and state regulations, please access [UF Accessibility](#) for all options available to you. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodations. Please register early!

Contact Information

- For ADA questions: Dr. Russ Froman, rfroman@ufl.edu , Phone: 352 - 273-1094
- Disability Resource Center: Gerry Altamirano, galtamirano@ufl.edu , Phone: 352 - 392-8565
- Electronic Information Technology & Communication Accessibility: Anne Allen, alallen@ufl.edu , Phone: 352- 871-2707
- For persons with hearing or speech related accessibility needs: When trying to access an office on campus that does not list a TDD/TTY number, contact the Florida Relay Service at 800-955-8771(TDD) or 711 (V/TDD).

Accessibility Resource Center

University of Florida
PO Box 114085
Gainesville, FL 32611-4085
Phone: 352-392-8565
[Email: accessuf@dso.ufl.edu](mailto:accessuf@dso.ufl.edu)

Address

Environmental Health and Safety Administrative Offices
916 Newell Dr
Gainesville, FL 32603

For more information, see UF's [Electronic Information Technology Accessibility \(EITA\) Policy](#).

Communication Policy

EXPECTATIONS FOR STUDENTS

Announcements

You are responsible for reading all announcements posted in the courseroom each time you log in.

Email

You are responsible for reading all your course email and responding in a timely manner (within 24 hours).

Video Conferencing

You are responsible for attending course video conferencing meetings. If you cannot attend the video conferencing meeting, please advise the instructor and/or your team at least 24 hours in advance (exceptions can be made for legitimate emergencies). You are expected to demonstrate netiquette and etiquette communication expectations.

Course-Related Questions

Post course-related questions to the FAQ discussion board. This allows other participants with the same question to benefit from the responses. Also, make sure you review this forum prior to posting a question. Someone may have already asked and answered the question in previous posts.

INSTRUCTOR'S PLAN FOR CLASSROOM RESPONSE TIME AND FEEDBACK

Email Policy

Except for weekends, holidays, and University breaks, the instructor will typically respond to emails within 48 hours. You should ask course-related questions in the FAQ discussion board. If you have questions of a personal nature, please email the instructor.

Assignment Feedback Policy

The instructor will provide feedback on submitted assignments within one week of the submission date. Some assignments may require a longer review period, which the instructor will communicate to you.

Course-Related Questions Policy

Except weekends and holidays, the instructor will generally answer questions within 48 hours.

Video Conferencing

The instructor will provide any information on required video conferencing within the courseroom.

Electronic Communication Policy

In addition to the University's policy, please consider the following:

- Privacy, confidentiality, and security in all electronic communications. See [Information Security](#).
- All electronic communication resources must be used for the course and in alignment with to the CJC Online and University mission. See the [Acceptable Use Policy](#).
- Prohibited use of false identity, false identity pseudonyms, or anonymous (sender's name or electronic identification is hidden).
- Prohibited online access without consent.
- Prohibited disruption of services including introducing computer contaminants (viruses).
- Prohibited [harassment](#) of any kind.

Please see UF's Information Technology [policies](#) for additional information.

Select CJC and University Policies and Guidelines

Academic Integrity Policy

UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code." The [Student Honor Code](#), Violation of the Student Honor Code, specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obligated to report any condition that facilitates academic misconduct to the appropriate personnel. If you have any questions or concerns, please consult with the instructor or TA's in this class.

Netiquette

Casual style of communication is commonly found in the online environment and students are sometimes tempted to relax their grammar, word choice, syntax (arrangement of words to create well-formed sentences), writing mechanics (capitalization, punctuation, and spelling), and/or professionalism. Keep in mind when communicating with others to be courteous, civil, respectful, and professional. Please remember that you are adult students and professionals—your communication must be appropriate.

Online Attendance Policy

Since the course is online, you should access your course at least four times per week to ensure you do not miss pertinent postings, messages, or announcements. It is imperative that you meet course deadlines and stay active in discussion boards, group projects, etc. If you are experiencing a major illness, absences due to University duties, or other large-scale issues, contact the instructor immediately.

Students are responsible for meeting all academic objectives as defined by the instructor. In general, acceptable reasons for absences include illness, serious family emergencies, special curricular requirements, military obligation, [severe weather conditions](#), [religious holidays](#), and participation in official University activities. Absences from class for court-imposed legal obligations (e.g., jury duty or subpoena) must be excused. [Excused absences](#) must be consistent with university policies in the Graduate Catalog and require appropriate documentation. For additional information, see the [attendance policies](#).

Plagiarism

Plagiarism is unacceptable; especially, in the academic communities. All academic work must be an original work of your own thought, research, or self-expression. Plagiarism includes, but is not limited to, prohibited collaboration, consultation, submission of academic work that has been purchased or obtained (see the [UF Policy: Student Conduct Violation](#)). Remember that plagiarism is not acceptable in any of your work including all discussion board posts, journal entries, wikis, and other written and oral presentation assignments. Always cite your sources!

Software Use

All faculty, staff, and students of the University are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against University policies and rules, disciplinary action will be taken as appropriate. We, the members of the University of Florida community, pledge to uphold ourselves and our peers to the highest standards of honesty and integrity.

Notification to Students of FERPA Rights

There are federal laws, [FERPA](#), protecting your privacy with regards to grades earned in courses and on individual assignments.

Video Conferencing Etiquette

Video conferencing is an excellent tool to interface with your peers and instructor(s) and there are also netiquette expectations to ensure that all participants are respected and treated with civility. Please make sure that you follow all of the netiquette and [etiquette](#) expectations including the following:

1. Be punctual and courteous.
2. Position your camera at eye level with good lighting.
3. Show respect and professionalism by dressing business casual or business professional.
4. Make sure your background is in a proper setting with minimal distractions.
5. Mute your microphone when you are not speaking.

Writing Style

In order to meet the academic rigor and standards of a graduate program, all students are required to use the Publication Manual of the American Psychological Association (APA) 7th Edition style in their courses. The APA 7th Edition Manual has a plethora of guidelines that includes scholarly writing, publishing principles, elements and format for your papers, writing style and grammar, bias-free language guidelines, mechanics of style, intext citing and references, etc. For additional information on notable changes, see [changes between APA 6th Edition and APA 7th Edition](#).

Academic and Student Resources

Academic Resources

- [One UF Student Portal](#) – Course registration, final grades, transcript requests, degree audit.
- [GatorEvals](#) – Online faculty evaluations and results.
- [UF Bookstore](#): Phone: 352-392-0194, Email: ufbookstore@bsd.ufl.edu
- [Library Support](#): Various ways to receive assistance with respect to using the libraries or finding resources.
[UF Library Services for Distance Students](#)
[Ask a Librarian](#) – chat with librarians online.
CJC Librarian - [April Hines](mailto:apriline@uflib.ufl.edu), Phone: 352-273-2728, Email: apriline@uflib.ufl.edu.
[Course Reserves](#): Electronic resource reserve items that can be accessed via links or files.
- [Copyright Concerns of Graduate Researchers](#): Information and resource guide on copyright concerns.
- [Teaching Center](#): General study skills and tutoring. Broward Hall, Phone: 352-392-2010 or 352-392-6420.
- [Writing Studio](#): Provides one-on-one consultations and workshops tailored to specific classes (graduate and undergraduate). 302 Tigert Hall, Phone: 352-846-1138.
- [Online Student Complaints](#): This process is designed to make every attempt to resolve student complaints within its academic and administrative departments at the program level.
- [Information for Veterans](#): Veterans Affairs Certification: Phone: 352 - 294-2948

Student Resources

- [Graduate Student Resources](#): Available resources for graduate students. Your advisors are here to support you, answer questions, help with registration, and other sources. Email onlineadvising@jou.ufl.edu.
- [U Matter, We Care](#): If you or a friend is in distress, please contact umatter@ufl.edu or Phone: 352-294-2273 so that a team member can reach out.
- [Counseling and Wellness Center](#): [3190 Radio Road, Gainesville, FL 32611](#)
[Phone: \(352\) 392-1575, Fax: \(352\) 273-4738](#)
- [Sexual Violence Response](#): Victim services, Care Area, UF Police Department, and Title IX.
- [University Police Department](#): Resources available include the Office of Victim Services and Community Services Division. Emergency: 9-1-1; Non-Emergency: 352-392-1111.
- [Gator Connect](#): Online database of student organizations.
- [Career Connection Center](#): Career assistance and counseling. Reitz Union, Phone: 352-392-1601.

- [Veteran Services](#): Office of Student Veteran Services, Phone: 352-294-2948, email: vacounselor@ufl.edu.
| Collegiate Veterans Success Center, Phone: 352- 294-7215, email: charlotte.kemper@va.gov.
- [Student Financial Affairs](#): Financial aid counseling including Aid-a-Gator program. Phone: 352-392-1275.
- [Student Success Coach](#): Meet with a graduate student coach that can support you in numerous ways during your time in graduate school, such as time and stress management, motivation, organization, and much more.



The instructor reserves the right to adjust this syllabus, as necessary.