



MAMC SOCIAL MEDIA—CAPSTONE
MAMC 6936 SUMMER 2015

COURSE INFORMATION

MMC6936: 7062, Summer 2015

Credits 03

Meeting Time: Distance Asynchronous and Online Classroom—*Select Monday's* during the semester at 7PM EST. Individual Consultations will be a part of this program.

Office Hours By Appointment

Connect Classroom URL:

https://ufcoj.adobeconnect.com/sm_capstone_hughes/

INSTRUCTOR

Robert (Bob) Hughes MA

rjhughes@ufl.edu

970-368-2021

Note—please use my rjhughes@ufl.edu email address for all communication. ***Email is the quickest way to get a message to me as it hits my phone, which I always have with me!***

Course Description

The aim of the Social Media Capstone course is to prepare students to master the elements of a social media campaign using principles and strategies of public relations, advertising, and branding. The Capstone is one of the final academic opportunities for you, as a student in the UF CJC Masters program, to apply your accumulated knowledge and skills and to further prepare you to excel in a professional setting.

The course is designed from a professional perspective and makes use of extensive real-life situations and examples. You will apply your social media skills to an existing marketing and branding challenge and/or opportunity identified by a company or organization of your choosing.

Working individually and with feedback from your peers and your instructor, you will identify, research, and analyze a real communication issue or opportunity and then plan an appropriate response. You will build this social media campaign throughout the first half of the semester, completing various assignments, meeting deadlines and refining your plan. You will then implement your Social Media Plan for your client, monitoring and analyzing results. Near the end of the semester, you will have a well-researched, insightful and creative plan and implemented content that illustrates how social media will lead to

positive outcomes for your “client.” Finally, you will present your campaign to your instructor in an online presentation via Adobe Connect.

This is a demanding but exciting and intellectually rewarding opportunity to apply social media skills and knowledge you have acquired throughout your coursework, during internships, and/or in professional positions. Although the primary course focus is on creating a comprehensive communication campaign, there will be class assignments and discussions to evaluate your knowledge of specific concepts relevant to social media marketing and branding.

This course is conducted in a combination of live classes and as asynchronous interaction online. This format mirrors how professional, global public relations, branding, and advertising teams increasingly are assembled across geographies and time zones, countries and cultures, working together using digital and online technologies.

The course is centered on you and your learning needs. This course requires graduate-level thinking, analytical skills and maturity. The Capstone is “learning in action.” Done well, your campaign will become an important credential to share with your client as well as current or prospective employers. The instructor will respond to e-mail usually within 24 hours, but the goal is to do so much quicker.

COURSE OBJECTIVES

Working individually and in collaboration with others, students will complete a graduate-level project that demonstrates their ability to integrate the knowledge and skills acquired from the UF Master of Arts in Mass Communication – Social Media program and other coursework. The Capstone project is designed to enable students to demonstrate skills in research and analysis, strategic thinking, effective writing and oral communication across multiple channels and for multiple audiences worldwide. Students will apply their learning to a client-oriented project on a topic of interest and produce a campaign plan and a presentation of that plan.

1. Effectively apply strategic and creative communication skills to complex challenges and opportunities.
2. Demonstrate the use and value of research and analysis in responding to potential or emerging communication problems and opportunities using social media.
3. Assemble and present a fully integrated communications plan that reflects strategic thinking, industry best practices, trends and tools.
4. Work effectively virtually, individually and in collaboration with other people, demonstrating professional communication skills, creativity and originality, accountability, balancing leadership with teamwork and cooperative behaviors.
5. Exhibit a commitment to personal and professional ethics.

Summary of Course Design

This course will combine both live sessions and recorded lectures. Live class sessions will be held select Monday nights of the semester starting at 7pm EST. (Live classes will be recorded for later viewing in case you cannot attend in person.) As this is a “living” course, live classes may be scheduled that are not on this syllabus. We all will be flexible to make sure this Capstone class is a success!!

Online Class Requirements

1. You will need an Internet connection to access this course, view the lectures, attend online class sessions, and complete your assignments.
2. You must be able to communicate with the instructor. Most communications can be done via email and the discussion board, but you may be asked to join Dropbox.com or Google Drive (both free online services) to share large files.

Required Textbooks

There are no required textbooks for this course. You may find *Social Media Marketing* by Tracy Tuten and Michael Solomon of help in your plan development.

Lectures

Recorded materials will help you to understand key concepts and assignments. I will regularly post update videos throughout the semester. Watch the Announcements tab for when they are posted along with a link to them.

Assignments

You will have regular assignments and these will be the basis for your final grade. The main goal of this Capstone Course will be the development of a real Social Media Plan you will create working with a real client. You will be expected to interact with your client on a regular basis, just like a real-world Social Media Agency Account person would do.

During the first half of the class (weeks 1-6) you will read the assigned materials, view online lectures, and work with your client to develop a Social Media Plan.

The second half of the class (weeks 7-12) gives you a chance to establish, maintain and monitor the Social Media Channels you selected as a part of your Client plan. You will read the assigned materials, view online lectures, complete online discussions.

You will be expected to turn in regular Contact Reports, as a typical Agency Account Person would, for all client interaction. You can find a sample and explanatory Contact Report template here:

<http://www.targetedadgroup.com/Resources/ContactReport.pdf>

As it explains, here is the purpose of a Contact Report:

CONTACT REPORTS

A Contact Report, or Conference Report as it is also called, is a written summary of interaction between an Advertising Agency and its Client that summarizes major discussions and agreements in a meeting. It serves the same function as formal minutes at a Board Meeting.

Contact Reports are considered legal documents as they are the "official" record of a meeting. They are sometimes called as evidence in court actions since they chronicle not only the circumstances (who, where, why) of a particular situation but also the What.

When writing a Contact Report, it is important to identify who made a particular decision, held a point of view, was in agreement, or the like.

This template is really complete, and in today's world, especially the social media world, all the sections are probably not necessary. I will leave it to you and your client to decide what sections are important and should be used for your planning purposes. This is not to ask for busy work from you, but as an agency person, you need to cover your bases in terms of who agreed to what, deliverables, timelines and budgets.

Contact Reports should be emailed to me at rjhughes@ufl.edu and clearly labeled (for example: Hughes Contact Report #1 or #3 etc.)

You will develop a budget for the client for your plan, and prepare content and posting calendars.

In this twelve-week course, we need to stay on point and provide the sections of your plan on a timely basis. Hence, you will see weekly deliverables for each section of the plan to ensure we will all meet this timeframe.

All this said, I will be as flexible as I can be in working with you on deliverables and providing outstanding service and planning for your clients. Stay in touch so we can make sure success is there for all of us.

Scope of Work

One of the first deliverables for your Social Media Plan will be a Scope of Work you will present to the client and gain agreement for the "scope" of the plan you will be presenting and executing for your Capstone Project. While the format for this SOW can be flexible, there are key elements that must be included.

If you are unfamiliar with creating a Scope of Work, here are some good resources:

[Definition and Overview of a Scope of Work](#)

[Scope of Work Example and Templates](#)

[Examples of Scope of Work documents](#)

Discussion Posts

Discussion is a key part of this course. You will be expected to read the assigned readings, view the assigned videos, and actively participate in regular discussions through the "Discussions" tab in the Canvas e-learning site. You will see in some weeks I will provide the Discussion Question based on an article that has clear bearing on your work for the week. Some weeks I will ask YOU to find such an article and share it with the class, explaining WHY you chose it and HOW it relates to your client work.

You will be asked to then comment on at least one classmate's post for the week's question. Your initial discussion reply should be about 300 words, and your classmate follow-up should be about 200. The initial discussion post is due by Thursday of each week at 11pm ET; the follow up by Saturday of each week at 11pm ET.

Peer Reviews

During Week 9 you will be asked to review the Social Media Plan for a classmate. Using constructive criticism, please look at each section of the plan as a client might, with suggestions designed to sharpen the focus of the work and improve the quality of the elements of the plan. You will share this with both your peer and post your analysis to the Assignments tab of the Canvas shell.

Evergreen Content

During weeks 6 – 11 you will develop a Content Calendar and Evergreen content for your client to post (if he/she desires) for the month following the end of our class. This will give the client the option to continue following your plan, with some content to use during that time.

If you are not familiar with Evergreen Content, you will find more information at:

[What is Evergreen Content](#)

[Tips for Creating Evergreen Content](#)

[Why Every Business Needs Evergreen Content](#)

Plan Review

As a part of your Individual Consultation with Prof. Hughes during Week 12, please prepare a bullet point list of your learnings and observations for the course as you prepared your SMP. Included in this should be what has worked in your plan to date, what has not worked as well as you expected, and what changes you would make in a “revision” of your SMP.

Social Media Templates

To save you time, consider using some or all of these [Social Media Templates](#) .

Announcements tab in Canvas shell

Be sure to check the Announcements tab in the Canvas shell regularly for information on class assignments, changes and other class information. In addition, important information (but not all Announcements) will be sent via email when it is posted in this tab.

Grading

This Capstone course consists of your producing a Social Media Plan for your client. You will be responsible for posting key pieces of this plan as we proceed through the semester. Grading for this work will be subjective and will be based on my 25 years as both a client and an agency manager. My goal is to treat you as a professional in your field, and my feedback will be treated as such.

Your work will be evaluated according to this distribution:

Weekly Discussions	100 points
Client Contact Reports	50 points
Scope of Work	50 points
Development of Client Situation Analysis	50 points
Development of Plan Goals and Strategies	50 points
Social Media Plan Outline	50 points

Social Media Plan Narrative	50 points
Peer Review	50 points
Final Social Media Plan	150 points
Plan Review	100 points
Evergreen Content Development	150 points
Final Presentation	150 points

TOTAL 1000 points 100%

And grades will be determined as follows

A	93-100%
A-	90-92%
B+	87-89%
B	83-86%
B-	80-82%
C+	77-79%
C	73-76%
C-	70-72%
D+	67-69%
D	60-66%
E	0-59%

Note-- Rounding: I round when assigning grades. When the grade falls at a .5, I will round up.

Grading policy

General University policies regarding grades can be found at <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

Plagiarism

In all assignments, be sure to use only your own ideas and writing. If you are unsure about what plagiarism is, read this:

<http://web.uflib.ufl.edu/msl/07b/studentplagiarism.html>

Ignorance of plagiarism will not excuse a grade of zero on any assignment where it is found.

University Policy on Accommodating Students with Disabilities

Students requesting accommodation for disabilities must first register with the Dean of Students Office (<http://www.dso.ufl.edu/drc/>). The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams. Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations.

Students with Disabilities who may need accommodations in this class are encouraged to notify the instructor and contact the Disability Resource Center (DRC) so that reasonable accommodations may be implemented. DRC is located in room 001 in Reid Hall or you can contact them by phone at 352-392-8565.

University counseling services and mental health services:

****Netiquette: Communication Courtesy**

All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. <http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf>

Class Demeanor

Mastery in this class requires preparation, passion, and professionalism. Students are expected, within the requirements allowed by university policy, to attend class, be on time, and meet all deadlines. Work assigned in advance of class should be completed as directed. Full participation in online and live discussions, group projects, and small group activities is expected.

My role as instructor is to identify critical issues related to the course, direct you to and teach relevant information, assign appropriate learning activities, create opportunities for assessing your performance, and communicate the outcomes of such assessments in a timely, informative, and professional way. Feedback is essential for you to have confidence that you have mastered the material and for me to determine that you are meeting all course requirements.

At all times it is expected that you will welcome and respond professionally to assessment feedback, that you will treat your fellow students and me with respect, and that you will contribute to the success of the class as best as you can.

Getting Help

For issues with technical difficulties for E-learning in Sakai, please contact the UF Help Desk at:

- Learning-support@ufl.edu
- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>

** Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Other resources are available at <http://www.distance.ufl.edu/getting-help> for:

- Counseling and Wellness resources
 - <http://www.counseling.ufl.edu/cwc/Default.aspx>
 - 352-392-1575
- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

Should you have any complaints with your experience in this course please visit <http://www.distance.ufl.edu/student-complaints> to submit a complaint.

Course Evaluation

Students are expected to provide feedback on the quality of instruction in this course based on 10 criteria. These evaluations are conducted online at <https://evaluations.ufl.edu>

Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at <https://evaluations.ufl.edu/results>

University Policy on Academic Misconduct

Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code at <http://www.dso.ufl.edu/students.php>.

The University of Florida Honor Code was voted on and passed by the Student Body in the Fall 1995 semester. The Honor Code reads as follows:

Preamble: In adopting this Honor Code, the students of the University of Florida recognize that academic honesty and integrity are fundamental values of the University community. Students who enroll at the University commit to holding themselves and their peers to the high standard of honor required by the Honor Code. Any individual who becomes aware of a violation of the Honor Code is bound by honor to take corrective action. A student-run Honor Court and faculty support are crucial to the success of the Honor Code. The quality of a University of Florida education is dependent upon the community acceptance and enforcement of the Honor Code.

The Honor Code: "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity."

On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied:

"On my honor, I have neither given nor received unauthorized aid in doing this assignment."

For more information about academic honesty, contact Student Judicial Affairs, P202 **Peabody Hall, 352-392-1261.**

Policy on Late Work

Work in the class turned in late will not be accepted except for extreme circumstances (i.e. family emergencies.) If you anticipate not making a project deadline, please contact the instructor. Every day a project is late, you will lose a letter grade. No make-up options will be provided.

Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies and can be found at: <https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>

Assignment Information in depth

RUBRIC FOR GRADING THE SOCIAL MEDIA PLAN

	Excellent	Good	Fair	Poor	Not completed
	140-150	130-139	120-129	110-119	0
Completeness (25%)	SMP has material related to all parts of the template selected. Sections are complete.	SMP has material related to most parts of the template selected. Sections are mostly complete.	SMP has some sections that are missing material related to all parts of the template selected or some sections are incomplete.	Missing significant sections or information.	
Quality (25%)	Information is of outstanding quality (recent, useful, relevant).	Information is of good quality (recent, useful, relevant).	Information is of adequate quality (somewhat dated, occasionally not useful or relevant).	Information is of poor quality (dated, not useful or relevant).	
Coherent, clear, persuasive (25%)	Writing is clear, compelling and with no spelling or grammar errors.	Writing is straightforward, understandable and avoids most grammar or spelling errors.	Writing has significant problems.	Writing quality is poor, difficult to read.	
Analysis (25%)	SWOT analysis is exceptional, and clearly details the company or brand's paramount issues	SWOT analysis is good, identified company or brand's important issues.	SWOT analysis is fair, identifies straightforward issues.	SWOT analysis is poor, issues identified seem unrelated to the rest of the SMP.	

Rubric for Discussion posts

	Initial Post	Initial Reply
Meets fully (meets word count, substantive and	5	5

insightful comments)		
Meets partially (not substansive; short of word count)	2.5	2.5
No post	0	0

Important note on grading for Capstone

Unlike many of your previous UF Graduate coursework, much of the grading on your Capstone project will be subjective on the part of the instructor. For example, you will note there are no “minimum” number of Contact Reports due; rather, this is a flexible part of the class as the number of Contact Reports will be determined by you and your client. I will be relying on over two decades experience in this business when I am grading much of your work. My goal is to expect the type of work I want to see from my agency and my team members, and my mentoring of you will be done in that same light.

Schedule/Due Dates

Your initial discussion posts are due on Thursday, by 11pm EST, and your comments/discussion responses on Saturday, by 11pm EST.

Discussion posts will be due on select weeks. Client Contact Reports will be due as completed. Contact Reports should be emailed to me at rjhughes@ufl.edu and clearly labeled (for example: Hughes Contact Report #1 or #3 etc.) Evergreen Content should be developed during Weeks 6 - 11.

Capstone Spring 2015

Weekly Course Work and Schedule

WEEK ONE—May 11 - 17, 2015

Course introduction and Marketing Overview

There will be a live class this week on Monday at 7 pm ET. The Adobe Connect link is:

https://uflcoj.adobeconnect.com/sm_capstone_hughes/

This is a mandatory attendance class as we will be not only sharing and overview of the class but we will learn about the Adobe Connect system.

The class will be recorded and available for viewing at your convenience, but this class will set the stage for your Capstone work.

Focus on:

- The strategic marketing plan—an overview.
- How the Social Media Plan fits into the SMP

The Capstone Social Media Plan is a key element of the client's overall strategic marketing plan. While your client may not have a full SMP, an understanding of a SMP will help you understand the role Social Media can play in impacting your client's business and brand. These articles will give a quick overview of how to create an SMP:

Readings /Viewing

Creating the SMP (article and video):

<http://www.entrepreneur.com/article/43018>

Market Research for the SMP:

<http://www.entrepreneur.com/article/43024>

Elements of the SMP:

<http://www.entrepreneur.com/article/43026>

Discussion Topic

Read this article on how Content Marketing fits in the Strategic Marketing Plan:

<http://contentmarketinginstitute.com/2014/05/where-content-marketing-fits-plan/>

The article and infographic raises a number of differences between traditional marketing and Content marketing. In your Discussion post, please explain how you think Content Marketing plays a part in a Social Media Plan, and share two examples of how. Then, please comment on the responses of at least one classmate. In expressing your own opinion, do so critically (i.e., finding both commonalities and differences) but also respectfully and thoughtfully.

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET.

Client name and rationale: Saturday by 11PM ET.

WEEK TWO: May 18 - 24, 2015 Developing the Social Media Marketing Plan

Focus on

- Elements of the Social Media plan
- The client/agency relationship
- Client expectations

Readings/Viewing

Creating a Social Media Marketing Plan C. Williamson

<http://www.slideshare.net/corywilliamson/creating-a-social-media-plan-2529114>

How To Create A Social Media Marketing Plan Hootsuite U

<http://blog.hootsuite.com/how-to-create-a-social-media-marketing-plan/>

Discussion Topic

Read this article on the role of paid, owned and earned media in your social media marketing strategy:

<http://www.forbes.com/sites/danielnewman/2014/12/03/the-role-of-paid-owned-and-earned-media-in-your-marketing-strategy/>

Is one of the three elements of the paper—paid, owned, and earned—more important than the others in a social media plan? Which do you think is most important to your social media marketing efforts? Why?

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET.

Scope of Work for SMP: Saturday by 11PM ET.

WEEK THREE: May 25 - 31, 2015

Social Media and Consumer Behavior

There will be a live class this week on Monday at 7pm ET. The Adobe Connect link is:

https://uflcoj.adobeconnect.com/sm_capstone_hughes/

The class will be recorded and available for viewing at your convenience should you not be able to attend.

Focus on

- Social Media's influence on consumer behavior

Readings

Social media: The new hybrid element of the promotion mix Mangold and Faulds

<http://www.iaadiplom.dk/Billeder/MasterClass07/07-1SocialMedia-inthePromotionalMix.PDF>

Discussion topic

In the Mangold and Faulds article (the reading for the week), the authors share 8 points (4.1 – 4.8) about how social media is shaping the company to consumer discussion. Choose 2 of the 8 and share how those points will aid you in developing your client's Social Media Plan, explaining why.

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET

Client Situation Analysis: Saturday by 11PM ET.

WEEK FOUR: June 1 - 7, 2015**The Rules of Engagement*****Focus on***

- Permission vs. Interruption Marketing
- Rules of Engagement
- Ethics of Social Media

Readings/Viewing

The Rules of Social Media Engagement B. Solis

<http://www.briansolis.com/2011/03/the-rules-of-social-media-engagement/>

Permission Marketing vs. Interruption Marketing

<https://www.youtube.com/watch?v=tT8GxfTSMiY>

Clicking Through to the Ethics of Social Media Terms of Service: Three Case Studies I. Raicu

<http://www.scu.edu/ethics/practicing/focusareas/technology/internet/terms-of-service.html>

Unavoidable Ethical Questions about Social Media

<http://www.scu.edu/ethics/publications/submitted/social-networking.html>

Discussion Topic

Find an instance of an unethical social media issue and share it with the class. If you were the social media manager for the company/brand involved, what would your next steps be to address the issue?

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET

SMP Goals and Strategies: Thursday by 11PM ET.

Outline of SMP: Saturday by 11PM ET.

Suggested Viewing

UF Panel discussion on social media ethics with Prof. Clay Calvert

<https://www.youtube.com/watch?v=-A6bjrYfmpY>

WEEK FIVE: May 8 - 14, 2015**Goals and Strategies**

There will be a live class this week on Monday at 7pm ET. The Adobe Connect link is:

https://uflcoj.adobeconnect.com/sm_capstone_hughes/

The class will be recorded and available for viewing at your convenience should you not be able to attend.

Focus on

- Social Media Planning Cycle
- Setting Goals
- Establishing Strategies
- Call To Action

Readings

A Step by Step Guide to Creating a Social Media Strategy Hootsuite U

<http://blog.hootsuite.com/guide-to-creating-a-social-media-strategy/>

How to Set Measureable Goals for Your Social Media Marketing D. Praeger

<http://unbounce.com/social-media/how-do-you-measure-your-social-media-marketing/>

Use SMART Goals to Set Your Social Media Strategy G. Moran

<http://marketingthink.com/use-smart-goals-get-social-media-strategy-shape/>

Discussion topic

Choose a social media channel used by one of your favorite companies or brands. Share how you are seeing they use the SMART goal setting process in their use of that social media channel. Then, explain how YOU will use the SMART goal setting process in your client's Social Media Plan.

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET

SMP Narrative version: Saturday by 11PM ET.

WEEK SIX: June 15 - 21, 2015

The Target Audience

Focus on

- The optimal target audience
- Where are they online?
- What do they talk about?
- Are Millennials "different"?

Readings/Viewings

Millenials on Social Media

<https://www.youtube.com/watch?v=GClGJDarUxA>

Finding Your Audience on Social Media

<http://www.marketingdonut.co.uk/marketing/internet-marketing/social-media-and-online-networking/finding-your-audiences-on-social-media>

Discussion topic

Find an article on how Millennials are using social media; share that link/article with the class and explain how you will approach the Millennial target audience in your plan and why. (Or, if your plan will does not target Millennials, explain that and why not!)

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET

Final Social Media Plan: Saturday by 11PM ET.

WEEK SEVEN—June 22 - 28, 2015
Individual Consultations

Focus on

- Your client plan
- Individual updates with Prof. Hughes (these will be conducted via Adobe Connect by appointment.)

Discussion Topic

Read “The Questions Social Media Managers Should Ask” located at:
<http://sproutsocial.com/insights/social-media-managers-clients/>

Of the points raised by the author, which, as a marketer/communicator, do you feel will most important to your Capstone Social Media Plan client? Please explain why.

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET

WEEK EIGHT—June 29 - July 5, 2015
Benefits of Social Media Marketing

Focus on

- The Benefits of Social Media Marketing

Readings

The Top Benefits of Social Media Marketing

<http://www.pamorama.net/2013/06/30/the-top-benefits-of-social-media-marketing-infographic/>

Discussion topic

Read “The Top Ten Benefits of Social Media Marketing” located at:

<http://www.forbes.com/sites/jaysondemers/2014/08/11/the-top-10-benefits-of-social-media-marketing/>

Of the ten points raised by the author, which, as a marketer/communicator, do you feel will most impact your Capstone Social Media Plan. Will they be a positive or a negative impact? Please explain why.

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET

WEEK NINE—July 6 - 12, 2015

Peer Draft Plan Review

Focus on

- Review of peer Social Media Plan as assigned by Prof. Hughes

Discussion topic

Read the Harvard Business Review article *What's Your Social Media Strategy* located here: <https://hbr.org/2011/07/whats-your-social-media-strategy>

On the left hand side of the page you will a grey box titled *Understanding Your Current Social Media Strategy: A Quiz*. Take the quiz for your client's and your Capstone Social Media Plan. Share with us your Dominant Approach as shown by the quiz results and explain whether, in that view, you are using the strategy that best suits your client's resources and goals or if you see a change is needed. Please explain why.

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET.

Email your SMP to your assigned reviewer by 11PM ET Monday, Mar. 2.

Peer Reviewed SMP: emailed back to author and posted in Assignments tab Sunday, Mar. 8 by 11PM ET.

WEEK TEN: July 13 - 19, 2015

Individual Consultations

Focus on

- Your client plan
- Individual updates with Prof. Hughes (Conducted via Adobe Connect.)
- Presentation of your Plan Review with Prof. Hughes during your Individual Update

Reading

The New Conversation: Taking Social Media From Talk to Action The Harvard Business Review

https://hbr.org/resources/pdfs/tools/16203_HBR_SAS_Report_webview.pdf

Discussion topic

Read *How To Fire Back at an Angry Customer on Social Media* P. Glasca at <http://www.entrepreneur.com/article/237196>

Please discuss how you and your client can best deal with angry customers or negative posts on your Social Media platforms?

Plan review: Saturday by 11PM ET (During Individual Consultations.)

Discussion assignment posted: Thursday by 11PM ET.

Respond to at least one classmate: Saturday by 11PM ET

WEEK ELEVEN—July 20 - 26, 2015
Beginning to Wrap Up—Final Plans Due

There will be at least two live classes this week, with the first on Monday at 7pm ET. The Adobe Connect link is:

https://uflcoj.adobeconnect.com/sm_capstone_hughes/

You will be assigned to present your final SMP during one of the class sessions this week. Please plan on attending at least ONE of the other classes this week as you will be joining your classmates as they present their final SMP.

The classes will be recorded. At least one more additional class will be scheduled.

- During these live classes, you will be presenting your Capstone Social Media Plan to Prof. Hughes and those classmates who attend. For this presentation you may use PowerPoint, Prezi, a Wordpress type of web program or other appropriate software.

Focus on

- Finalizing your Social Media Capstone Social Media Plan
- Finalizing the Evergreen Social Media Content materials and calendar

Readings/Viewings

How To Pitch Social Media R. Bouchez

<http://inovediamarketing.wordpress.com/2012/09/01/how-to-pitch-social-media-a-new-client-presentation-outline-for-digital-marketers/>

Ten Superb Social Media Presentations C. Lake

<https://econsultancy.com/blog/3982-10-superb-social-media-presentations>

No Discussion topic this week.

Evergreen Content Calendar and content for one month after class ends: Saturday by 11PM ET.

WEEK TWELVE—July 27 - Aug 2, 2015
Capstone Social Media Plan Presentations

Focus on

- Presenting your Capstone Social Media Plan learnings to Prof. Hughes via Adobe Connect. For this presentation you may use PowerPoint, Prezi, a Wordpress type of web program or other appropriate software.

There is no homework or discussion topic this week.

Sunday: give big sigh of relief.