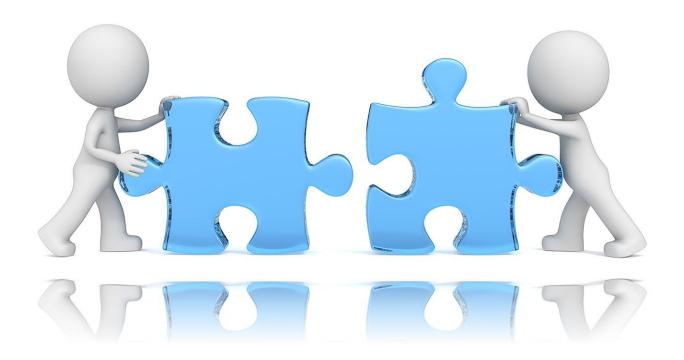
# Marketing & Recruitment



# Matching People and Opportunities



Fall 2022

# International Education Program Marketing and Recruitment

| IEMG 8520                     | CRN: 91160<br>Online | Mondays<br>2:00 – 3:50 pm (Pacific) |  |
|-------------------------------|----------------------|-------------------------------------|--|
| Fall-B 2021                   | CRN: 90695           | Wednesdays                          |  |
| Oct. 26, 2022 - Dec. 16, 2022 | On campus            | 2:00 – 3:50 pm (Pacific)            |  |

# Features

Course details and welcome

Methodologies and learning outcomes

MIIS policies and support

Learning plan

Schedule overview

Forms of assessment



# International Education Program Marketing and Recruitment

**IEMG 8520** 

If you would like a syllabus that looks like all the other syllabi you have had at MIIS, click here.

Instructor: Dr. Daniel Chatham, MBA dchatham@middlebury.edu
Mobile: 909-907-4544

#### Office hours

Tuesdays 9:00 am - 11:00 am Fridays 9:00 am - 11:00 am and by appointment

Office appointments will take place in my Zoom room or by telephone



You are welcome to make appointments for one to one meetings or additional instruction during office hours throughout the course. My office hours are marked as "tentative" on my calendar so they are reserved for you. View my calendar availability, and send a meeting request during any of those tentative office hour times. If you need to meet at other times, email me with details and propose three times so we can set an appointment efficiently. If you ever need to talk or have an urgent issue, call my mobile to reach out.

#### **Course description**

This course introduces the fundamental essentials of marketing and recruiting as a managerial process. Students who complete the course will understand how to make decisions as managers in educational organizations responsible for defining and operating recruiting and marketing strategies according to their selected mission. This decision-making process includes understanding how to identify and evaluate target market opportunities, define and articulate a value proposition for an educational service, and develop a promotional strategy that takes into consideration competitors.

An introduction to many focused marketing and recruitment practices applied to international education programs, this course provides a broad introduction to marketing leading up to the field of enrollment management. This is an opportunity for students to study, explore and apply marketing skills to the international education context. Students put their learning into practice through analysis of current marketing and recruitment efforts, interpreting the week's news through the lens of its impact on higher education recruitment, and creation of a marketing plan proposal, among other activities.



Photo by Austin Kehmeier on Unsplash

#### Hi there!

The course is based on mostly asynchronous learning through readings, videos, activities, online engagement, case studies, self-reflection, and optional synchronous participative learning. Hence, it is expected that you will manage your time to consume and engage with the assigned material and be prepared to discuss and apply it through the learning activities. Content delivery will be chiefly through the text and materials available on Canvas or other sources.

Optional synchronous class sessions will be devoted to applying new knowledge to create skills and abilities, addressing misconceptions, sharing alternative ideas.

To effectively participate in assigned work and class discussion, you should be able to accomplish one or more of the following: demonstrate your understanding of class materials or a case by showing how to analyze and evaluate a given situation; present creative solutions or alternatives during class discussion and presentations; present additional material not contained in class materials; and assist in clarifying or settling a discussion.

As your professor and mentor, I care about your professional growth and future, therefore I promise to provide you actionable feedback, professional mentorship, and candid input. I will also listen to constructive feedback about your learning experience in this course. Your suggestions to improve learning are welcome.

To achieve professional growth toward your future, I expect that you will make an effort on readings, assignments, and discussions. Participate in class because more professional interactions = more opportunities to apply and explain concepts. If you do these, you will have better success in practicum and your next professional opportunities.

Sincerely,

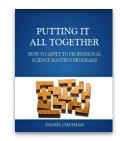
David Chathes

# Experiences I bring to the classroom...

This is my favorite



...and Twrote this one about getting into the right grad school





**Director of Admissions** Director of Marketing - Asia Dean of Admissions and Financial Aid **Director of Graduate Programs** Founder, American Advisors



#### Coached international students to admission to over 100 universities, including:

Academy of Art University, San Francisco Adelphi University American University, Washington DC Arizona State University Ball State University Barry University Baylor University Bocconi University, Italy Boston College Boston University Cal State Pomona California Lutheran University
California Polytechnic State University, San Luis Obispo

California State University - East Bay California State University - Fresno

California State University - Fullerton
California State University - Los Angeles California State University - Sacramento Carnegie Mellon University
Case Western Reserve University
Chalmers University Sweden

City University of New York Columbia University Concordia University

CUNY Baruch College Delft University of Technology Drew University

Drexel University Duke University École polytechn Emerson College FSADE Business School Barcelona Spain Fashion Institute of Design & Merchandising, New York City Florida Atlantic University Florida Institute of Technology

Fordham University
George Washington University
George Washington University Georgetown University Georgia Institute of Technology Grand Canyon University Harvard University

HHL Leipzig Graduate School of Management Hofstra University Hollins University

Hood College Graduate School Hult International Business School San Francisco

Imperial College London Indiana University

Indiana University
Indiana University-Purdue University Indianapolis
Jacksonville University
Jacobs University, Germany
Johns Hopkins University New York Film Academy, Hollywood New York Institute of Technology New York University

New York University-Abu Dhabi Northeastern University Northwestern University Nova Southeastern University NYU Polytechnic
Ohio Wesleyan University
Parsons School of Design - The New School Pennsylvania State University Pratt Institute Princeton University Purdue University Rhode Island School of Design Rutgers, The State University of New Jersey Saint Louis University San Diego State University Santa Monica College Sorbonne University, Paris, France Southern Methodist University Susquehanna University Syracuse University
Temple University
The New School, New York Parsons School of Design, New York University College London University of California, Berkeley University of California, Davis University of California, Irvine
University of California, Los Angeles
University of California, Merced

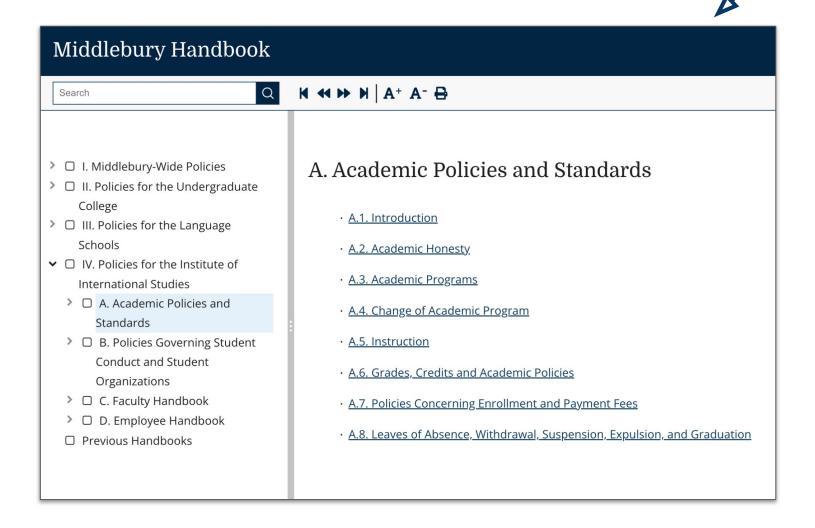
University of California, Riverside

University of California, San Diego University of California, Santa Barbara University of California, Santa Cruz University of Central Florida University of Cincinnati
University of Colorado, Colorado Springs
University of Florida University of Illinois, Chicago University of Iowa
University of Leeds
University of Mary Washington University of Maryland - College Park University of Miami University of Michigan Ann Arboi University of Nevada, Reno University of North Carolina University of Pennsylvania University of San Diego University of Southern California University of Texas, Arlington University of Texas, Austin University of Texas, Dallas University of Washington
University of Western Ontario, Canada
University of Wisconsin - Madison
Virginia Polytechnic Institute Woodbury University

### **Academic Conduct**

All students will be held to all policies and procedures listed in the most current Policies and Standards Manual (PSM). This includes but is not limited to our Student Honor Code and regulations on plagiarism. A complete copy of the Policies and Standards Manual (PSM) can be found here: <a href="http://www.miis.edu/offices/records/policies">http://www.miis.edu/offices/records/policies</a>

Self-Plagiarism: Re-use of a student's work, in part or in its entirety, for another course the express permission of the course instructor may be considered a form of plagiarism.





# **Active Participation**

Active engagement in learning activities is essential for students' individual learning. In addition, each student's participation enhances the learning community for all students.

If there are extenuating circumstances preventing you from meeting deadlines, please discuss the situation with me as early in the semester as possible. Students are responsible for seeking all information related to required course materials and activities. In addition, contributing late, making only superficial contributions, or causing distractions in class exchanges (as judged by the instructor), will result in a loss of participation and professionalism points.

You are evaluated on the quality of your contributions and insight. Quality comments possess one or more of the following properties: offers a different and unique, but relevant perspective; contributes to moving the discussion and analysis forward; builds on other comments; Transcends the "I feel" syndrome – meaning, it includes evidence and demonstrates reflective thinking.

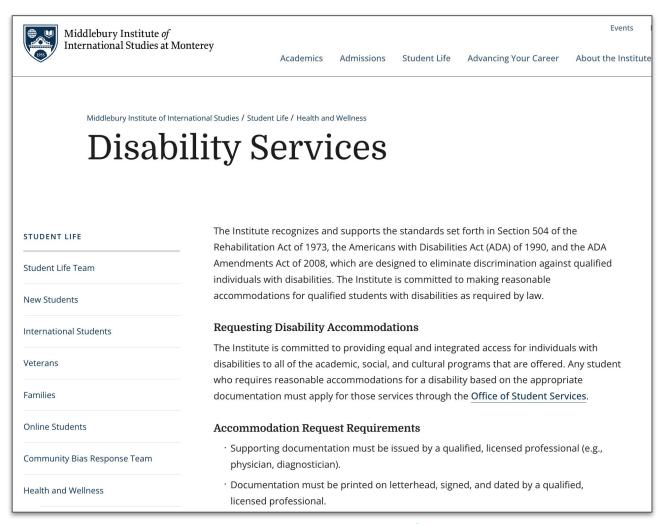
"The research is almost unanimous, which is very rare in social science, and it says that people who chronically multitask show an enormous range of deficits...including multitasking and learning." – More research is available at:

 $\underline{http://journalists resource.org/studies/society/social-media/multitasking-social-media-distraction-what-does-research-say}$ 

# Policy For Student Disability Accommodations

Students with documented disabilities who believe that they may need accommodations in class are encouraged to contact the Assistant Dean of Student Services, Ashley Arrocha, as early in the semester as possible to ensure that such accommodations are implemented in a timely manner.

Assistance is available to eligible students through the Office of Student Services. Please contact <a href="mainto:aarrocha@miis.edu">aarrocha@miis.edu</a> or 831-647-4654 for more information. All discussions will remain confidential.



https://www.middlebury.edu/institute/student-life/health-wellness/ada

# Writing Style & Formatting Requirements



Photo by Chris Chow on Unsplash

Written assignments in this course will follow business writing guidelines. Business writing means a "plain-language" style that is clear and succinct and appropriate in a professional context. The writing for each assignment should be understood by anyone with a secondary/high school education, and should be skimmed easily.

Resources are available in <a href="http://sites.miis.edu/iemprojec">http://sites.miis.edu/iemprojec</a>
tbasedcourses/ under "General Resources". Students are also encouraged to utilize resources on Lynda.com for Business Writing and to utilize the <a href="mailto:Graduate Writing Center">Graduate Writing Center</a> on campus.

# Course Logic Model - High level course plan

#### **Current situation:**

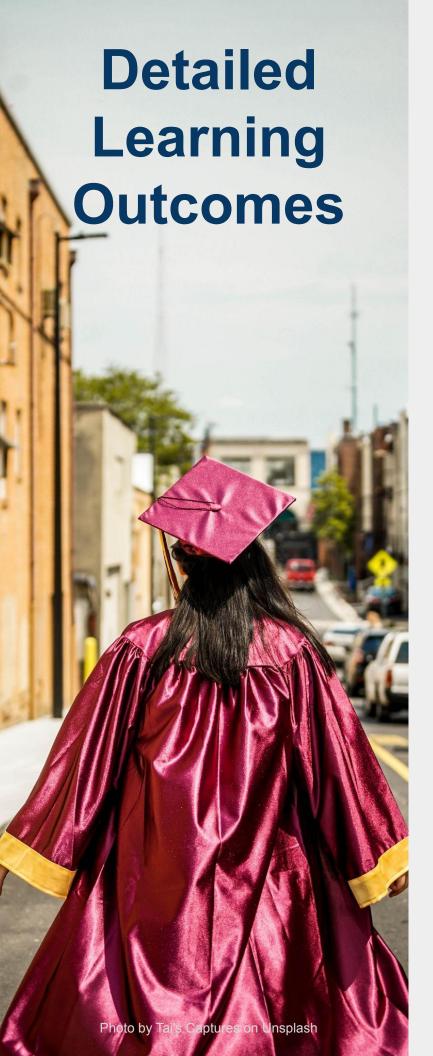
Most students have no prior training in marketing or recruitment for educational programs and those that do have uneven knowledge, skills, and abilities. Closing these KSA gaps increases their job opportunities and the impact MIIS can have more broadly on international education.

| Inputs /<br>Resources   | Activities  Marketing  | Outputs 5 Podcast  | Student Learning Outcomes Students will be able to:  |   | Impact  |
|---|--|--|--|---|---|
| World news  | podcast  | episodes   | Short  | Mid   | Long  |
| Live marketing campaigns  Case study materials  Marketing texts  Related videos | Competition analysis  Marketing hourglass  Advertising strategies and planning   | Weekly analysis of live marketing materials  Make 5 outreach recommendat ions  | Interpret external events for impact on IE mktg and recruitment.  Know and recognize the   | Create education program marketing plans for different types of programs.  Devise   | MIIS graduates will expand int'l education by matching others in pursuit of educational |
| Podcasting system  Shared documents  Canvas                                     | Recruitment event creation  Partner identification exercise  Innovation showcase | 3 potential partnership proposals 5 innovation spotlights 1 innovation showcase presentation 1 marketing strategy proposal | principles of marketing in the IE context.  Segment a target market.  Identify potential partners.  Create and interpret conversion funnels. | appropriate and creative recruitment plans.  Articulate a partnership strategy.  Produce appropriate marketing strategies and example components. | programs, especially around int'l education, with appropriate options.                  |

#### **Context and Assumptions:**

Students are motivated to help others find and pursue educational programs that are a good fit. Students can reflect on their own experience being "recruited" and analyze that experience through the lens of the organization's marketing and recruitment goals.

The skills developed in this course are adaptable to a variety of marketing and recruitment contexts, from domestic study away programs to inbound recruitment of international students. More broadly, many of these skills can apply to marketing for nonprofit and for-profit organizations.



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# By the end of this course students will be able to:

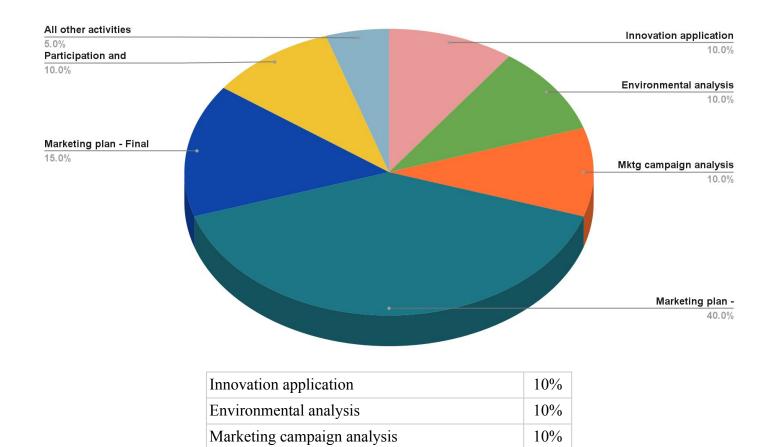
- Interpret external events for impact on IE marketing and recruitment.
- Know and recognize marketing principles in the IE context.
- Segment a target market.
- 4. Identify potential partners and articulate a partnership strategy.
- 5. Create and interpret conversion funnels.
- Create education program marketing plans for different types of programs.
- 7. Devise appropriate and creative recruitment plans.

# Requirements And Grading

There are many assessments of your learning throughout this course. The course grade is based on assignments falling into the categories below, including some individual (i) and some group (g) assignments.

Details for each assignment are provided throughout the course.

For information on standard MIIS Grading Policies, please refer to the Policy and Standards Manual (PSM). A complete copy of the Policies and Standards Manual (PSM) can be found here: <a href="http://www.miis.edu/offices/records/policies">http://www.miis.edu/offices/records/policies</a>



Marketing plan - components

Participation and professionalism

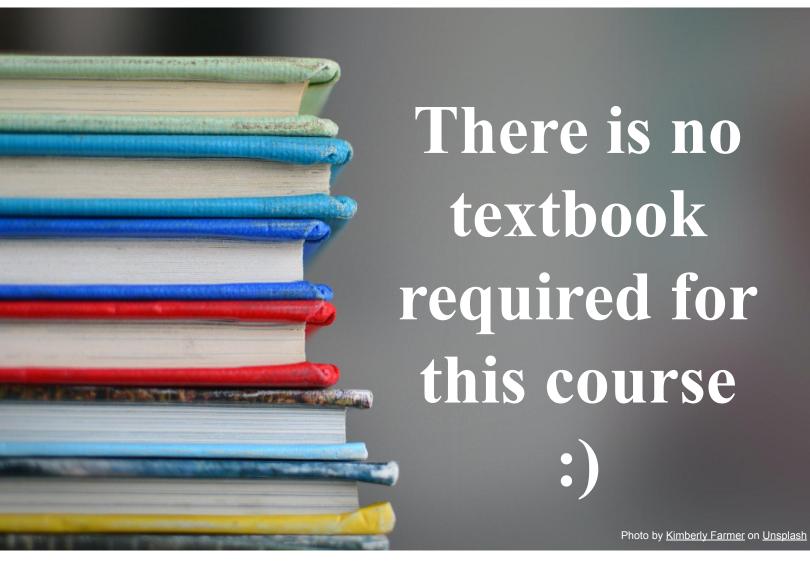
Marketing plan - Final

**Total:** 100%

40%

15% 10%

# **Textbooks And Other Materials**



All required readings will be provided via the <u>Canvas learning</u> <u>management system (LMS)</u> or as links to online resources. Most materials will be provided through use of a shared Google Drive folder. Some texts may be provided electronically through the <u>MIIS Library course reserves</u>



### **Schedule Overview**

| Week | Main questions / focus areas  | Tools / techniques / models / frameworks   | Assignments due this week  |
|------|---|--|--|
| 1    | Understand course goals, expectations, and structure. Relate to personal marketing experiences in international education sector Understand the marketing hourglass and customer pipeline concepts. Identify and describe the course case partner Analyze the external environment and apply the DESTEP model to IE marketing context. Select case of personal interest for semester projects Analyze email marketing efforts | Introduction to the course Course Case: MIIS IEM program Individual case selection Marketing hourglass DESTEP analysis Podcast archive | Syllabus familiarization Reflection journal Email signup Podcast signup Innovation spotlight Environmental analysis  |
| 2    | Analyze IE student ("customer") traits and preferences. Segment the target market for an IE institution or program.  Identify components of the marketing mix in practice.  | Market segmentation<br>Customer personas<br>DESTEP analysis  | Reflection journal Innovation spotlight Market analysis: USP and Market segmentation Environmental scanning  |
| 3    | Draft value propositions for IE programs with consideration for the markets they serve. Explain why different education market segments receive different value propositions. Draft / continue drafting value propositions for selected project program. Conduct a competitor analysis.   | 3C's competition model   | Marketing analysis: Value proposition and positioning Competitor analysis Customer personas Environmental scanning Innovation spotlight Reflection journal |
| 4    | Become familiar with different types of outreach and promotion options for the international education sector.  Interpret conversion rates in the candidate pipeline.  Apply game mechanics to sustain or increase candidate engagement.  | Marketing funnel Gamification strategies   | Innovation spotlight Marketing analysis: Lead flow plan Enrollment funnel Environmental scanning Community building  |

Optional synchronous class sessions will be held on campus in McGowan 99 or this Zoom room (online section only):

https://middlebury.zoom.us/j/91013798977?pwd=U2dRYUVFZGs0QTFvbnVKYUVNT2NKdz09

# **Schedule Overview, continued**

| Week | Main questions / focus areas  | Tools / techniques / models / frameworks | Assignments due this week   |
|------|---|--|---|
| 5    | Understand the role education agents play in international contexts and identify ethical considerations associated with this marketing approach.  Identify potential partners and propose mutually beneficial collaboration options.  Create a feeder institution plan, adapted to your case study's context.   | Partnership practices                    | Innovation spotlight Marketing analysis: Story arc Feeder institution plan Partnership plan Environmental scanning              |
| 6    | Evaluate marketing plans for efficacy of communication, alignment of strategies, and potential impact of solutions.   | Existing program models Worked examples  | Innovation review Marketing analysis: review and reflection Outreach and promotions Final marketing plan Environmental scanning |
| 7    | Iterate past marketing deliverables and create composite marketing plan.  Effectively communicate marketing strategies, goals, and tactics.  Recognize the new knowledge, skills, abilities, or attitudes you have developed in this course.  Consider how course learning objectives and personal learning objectives have been met.  Visualize how and when you will use these new insights within your anticipated professional pathway. |  | Final marketing plan Reflection journal Exit ticket   |

Optional synchronous class sessions will be held on campus in McGowan 99 or this Zoom room (online section only):

https://middlebury.zoom.us/j/91013798977?pwd=U2dRYUVFZGs0QTFvbnVKYUVNT2NKdz09

# Professionalism

You will be evaluated upon your regular participation and engagement. Active participation in class discussions is essential for your individual learning and to contribute to building a positive learning environment. You are expected to discuss the reading assignments and to engage with your peers in meaningful discussions about the topics. Your preparation dictates the quality of discussion and engagement and what you take away from the course. Additionally, this course requires a significant amount of student effort and students are encouraged to make use of instructor office hours to seek guidance and counsel on project-specific needs throughout the course.



# Marketing Podcast

We will host a weekly audio podcast about higher education news and have a roundtable discussion focused on the marketing and recruitment implications of those news items.

Every student will participate in the panel once during the term, and needs to listen to the weekly podcast episode. This represents two different assignments related to the podcast.



# **Email Analysis**



Review and critical analysis of actual recruitment materials received from real programs or schools. This will be done on a weekly basis in weeks 1-6.





#### Find the right program for you!

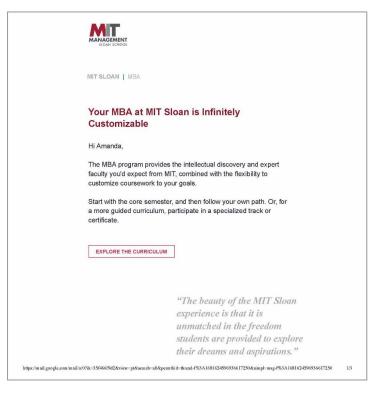
Our most popular options are the 150-hour TEFL Certification or the 180-hour TEFL Certification. Or better yet, turn your TEFL certification into an adventure abroad and take advantage of our placement assistance opportunities at no additional cost!

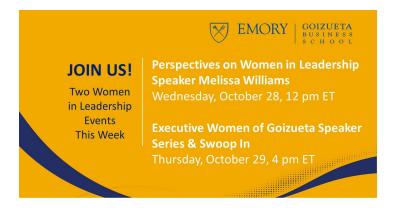
#### Learn More About Our Courses:

- 150-Hour TEFL Certification
- 180-Hour TEFL Certification
- · 60-Hour TEFL Certificate
- 30-Hour TEFL Certificate

Get Started Today!







# Marketing Plan Proposal and Deliverables

Throughout the term, you will compile a marketing plan document with drafts of each section due at specific dates during the term. The composite final document is due in the last week of the course and will generally include the following components:

- 1. Description of the organization profile
- 2. Context and assumptions
- 3. DESTEP analysis
- 4. Competitive assessment
- 5. SWOT / TOWS analysis / strategy description
- 6. Target market description / personas
- 7. Partnership recommendations
- 8. Feeder institution ID and recommendations
- 9. Recruitment plan
  - i. Description of initiatives
  - ii. Schedule of initiatives
  - iii. Resources
- 10. Sample marketing collateral



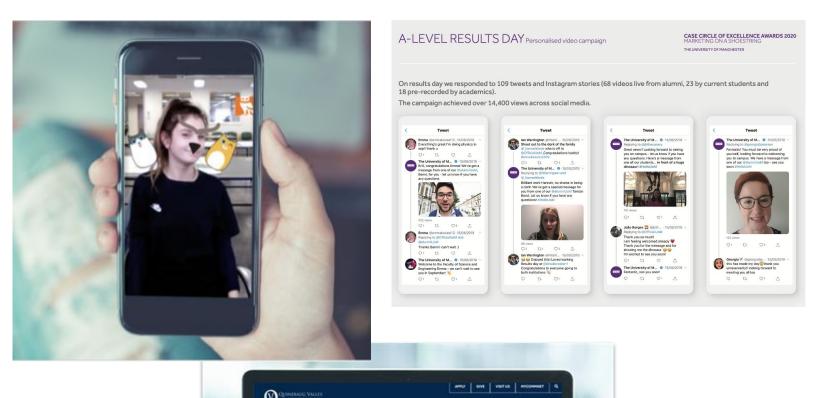






# Innovation Spotlights / Showcase

Throughout the semester you will scan for marketing and recruiting innovations to learn where the cutting edge is in this industry, learn from it, and apply some of your findings to your case's marketing plan - as appropriate. The spotlights are weekly reports, and the showcase is an end of term presentation and application to your selected case organization.





# Discussion & Reflection



Photo by Chris Montgomery on Unsplash

Typically, students will post an individual response and then are required to respond to two peer responses to compare and contrast experiences, offer support and guidance, and generally support colleagues through the course. For full points, individual responses and peer responses must be submitted by the assignment deadline.

A reflection journal, self-reflection exercises, discussion board posts, and/or reflection prompts will be used in class or on Canvas to evaluate the various components of the process throughout the term. Postings and discussion of peer responses are expected to earn full points for discussion and reflection.



Photo by Randy Jacob on Unsplash

# Fall A to B Break is over :(

Let's get geared up for a good class. Do what you do when you want your creative juices flowing.

Keep your pencils sharp, and let's figure out the puzzle that is marketing and recruitment of international education programs.

