Social media: Getting the best bang for your buck

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Agenda

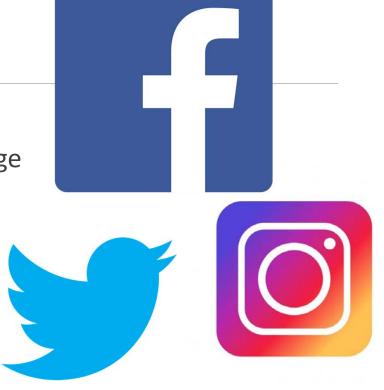
Facebook:

- Use your analytics (insights) to your advantage
- Boosting a post
- Create an event
- Scheduling content

Instagram

Twitter

Etiquette and criticism





Does your company have a social media policy?

Photo release forms?



Questions to ask yourself...

What is your goal?

Who is your audience?

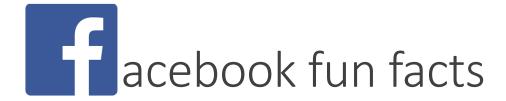
What do you want to share?

What do you have time for?

Who will be on the social media team?

Is there a budget?





2.13 billion users

79% of all internet users are on Facebook, Instagram is second at 32%

50 million businesses use Facebook pages

Ages 25-34 make up 30% of users

83% of users are under the age of 45

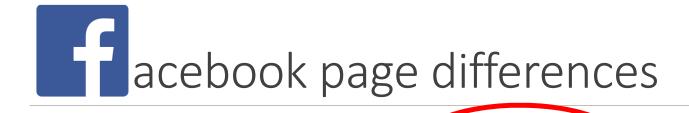
More use by women

Engagement is higher on Thursday and Friday

Users access Facebook an average of 8 times/day; average visit is 20 minutes

Videos have the highest engagement rate (without sound)





PERSONAL PROFILE

Just for you

Have "friends" – can be selective

PAGE

Great for:

- Agencies
- Clubs
- Organizations
- Boards/Councils

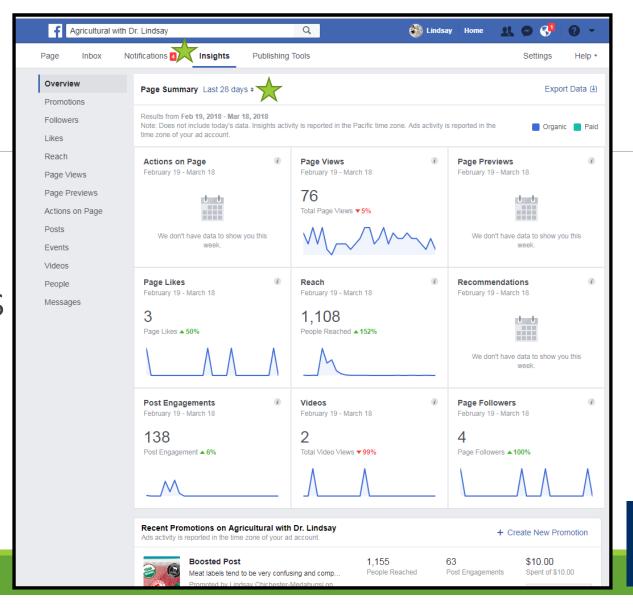
Have "likes" – can't be selective

Build it off of someone's personal profile

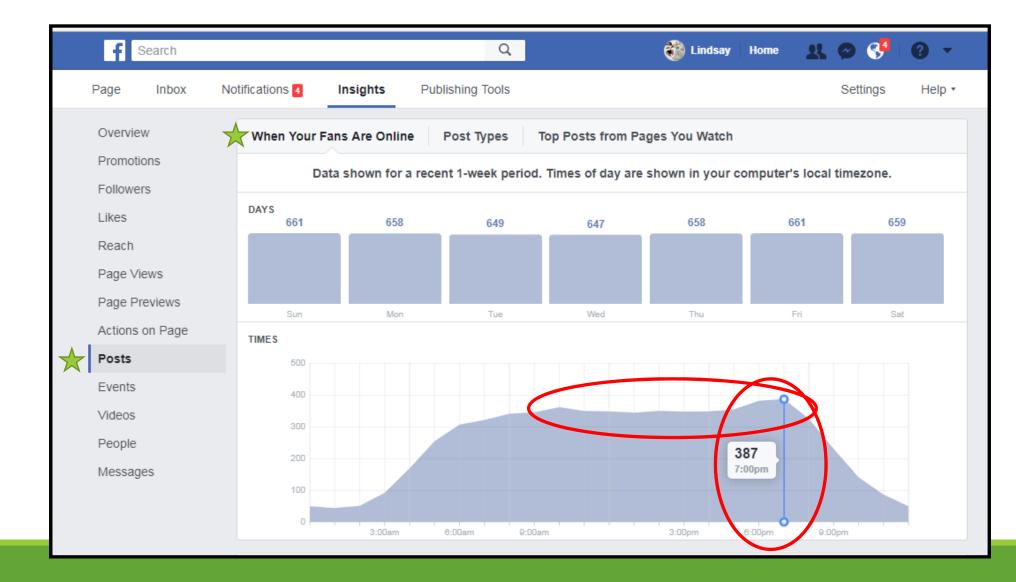
Assign Administrators to the account



Analytics/Insights



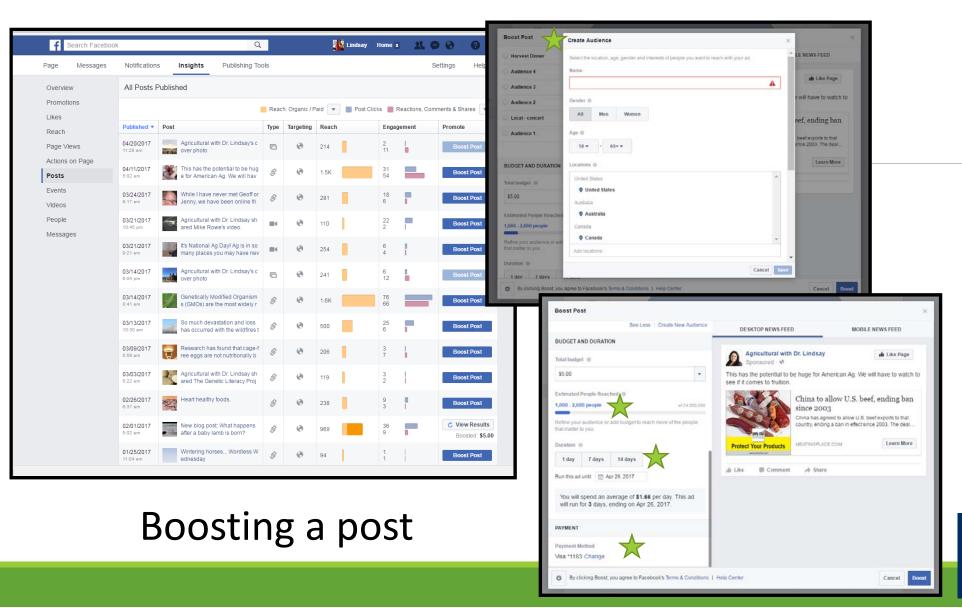




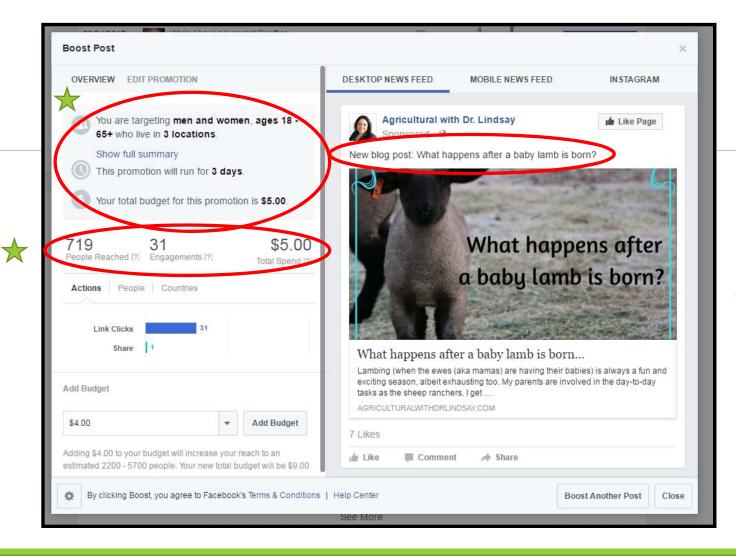


- Great for measuring impact of a certain project or campaign



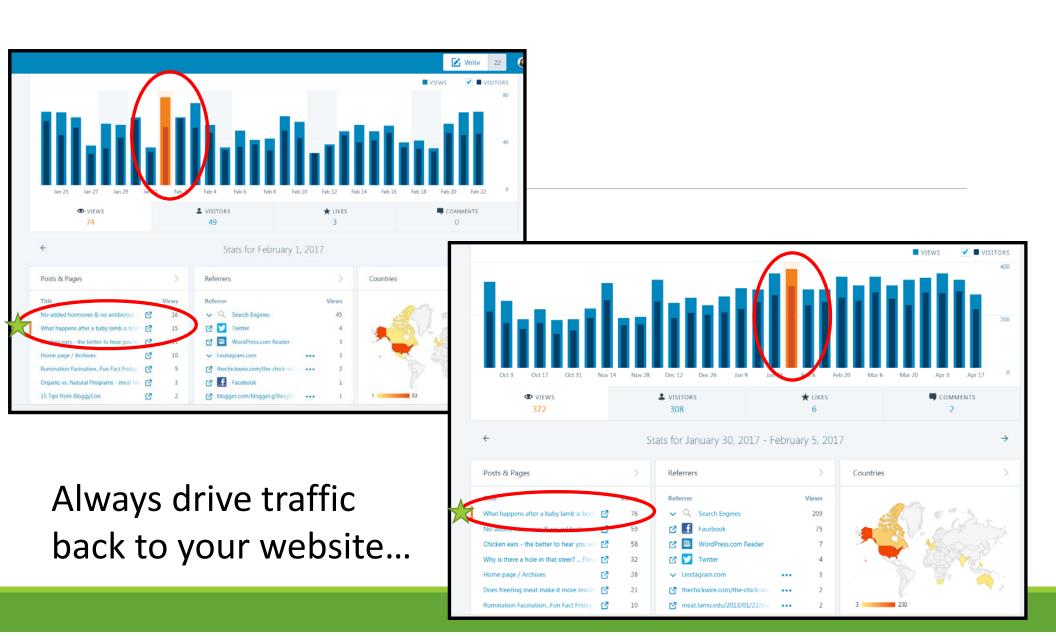






So what?





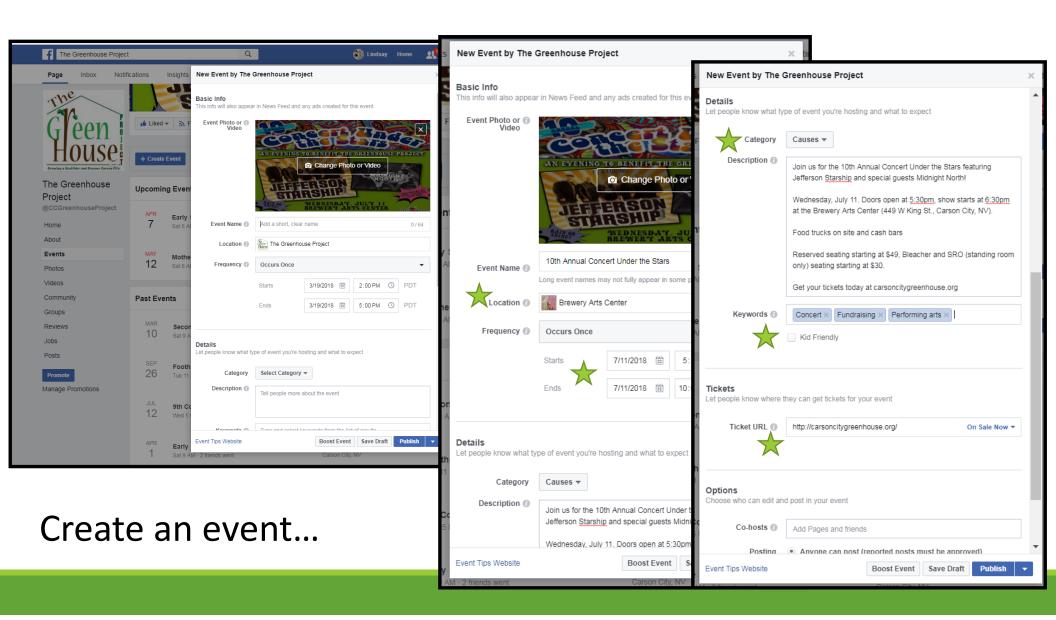
Creating an event

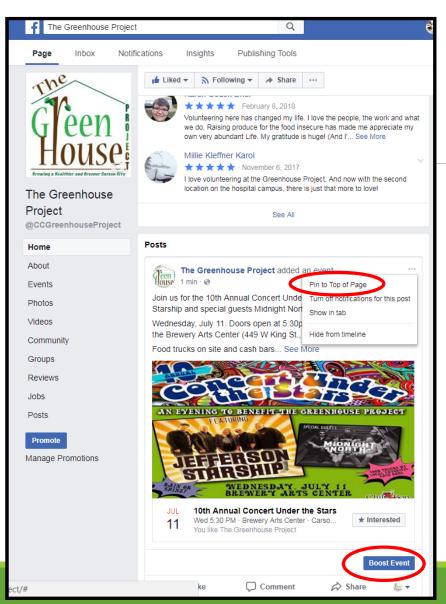


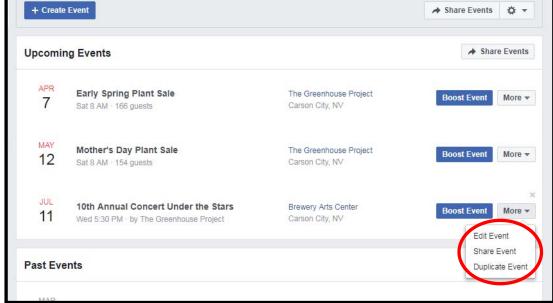








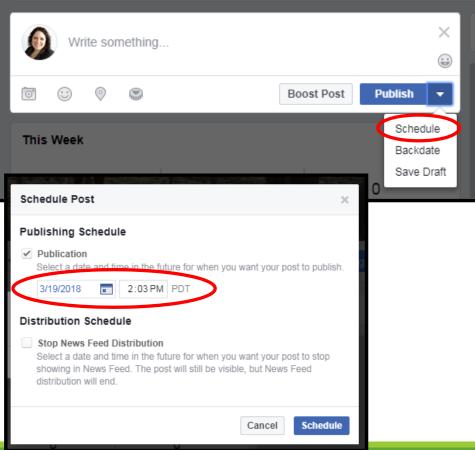






Scheduling content







Instagram fun facts

About 800 million users (~32% of Internet users)

80% of accounts are personal, but business accounts are rapidly increasing

Slightly more female users

59% of internet users between ages of 18-29 use Instagram and 33% of 30-49 year olds use Instagram

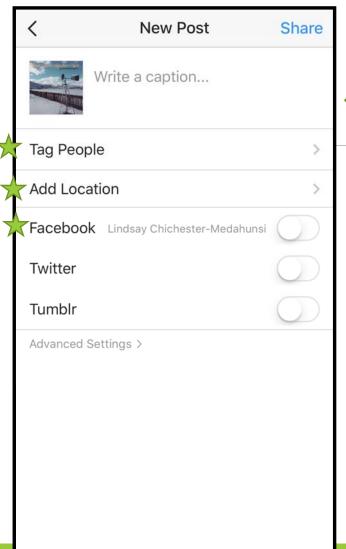
Over 300 million people use Instagram stories

Photos continue to have higher engagement than videos

Most popular day of the week to post is Monday, 4-5pm – no one-size-fits-all for best time to post

Posts with at least one hashtag (#) average 12.6% more engagement



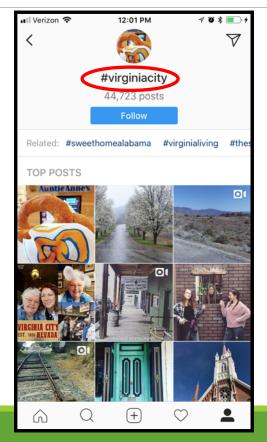


Don't forget the #...



Understanding the hashtags...









Instagram Stories:

https://help.instagram.co m/1660923094227526





About 300 million monthly active users

36% of Americans aged 18-29 use Twitter

28% of American users have a college degree... and have above average income

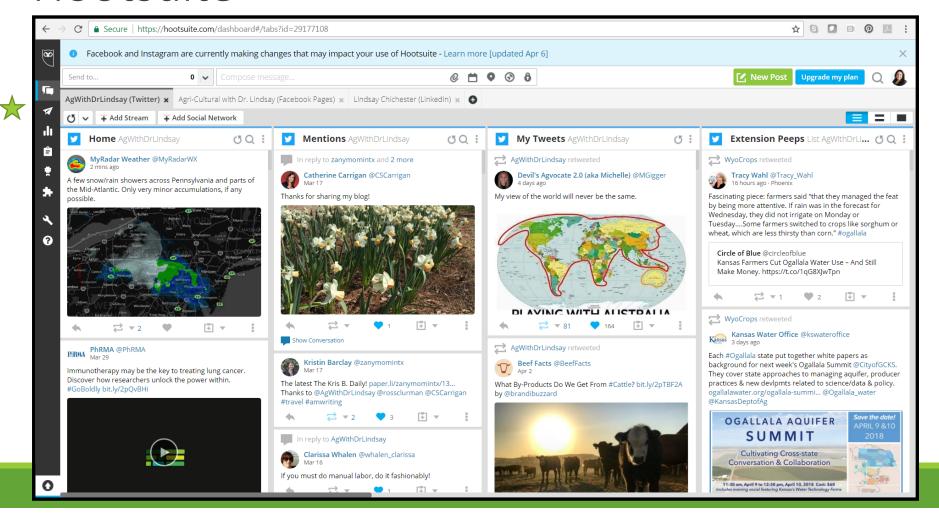
Even split between male and female users

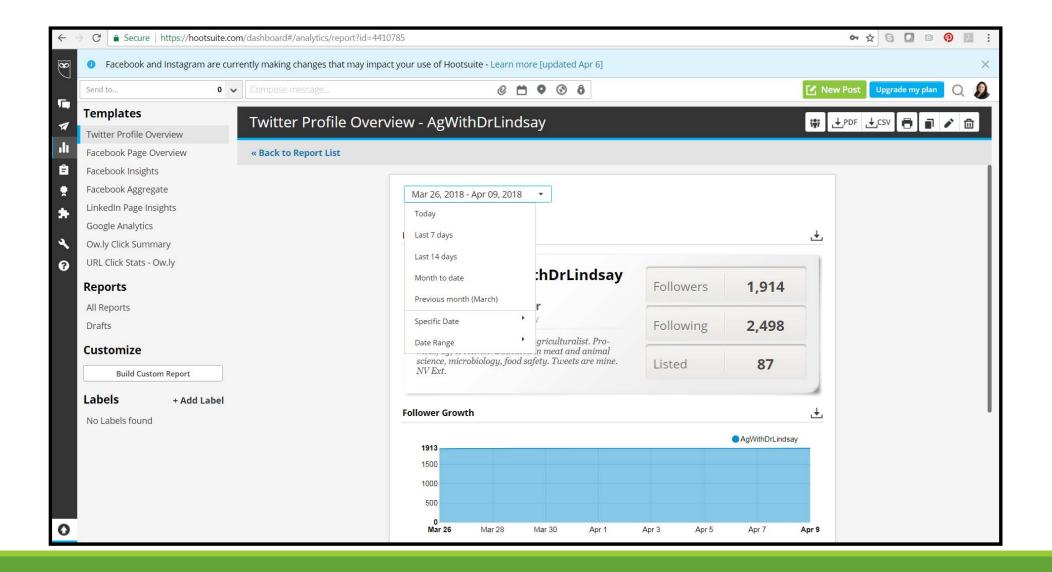
74% of users use Twitter to obtain news (more than any other app)

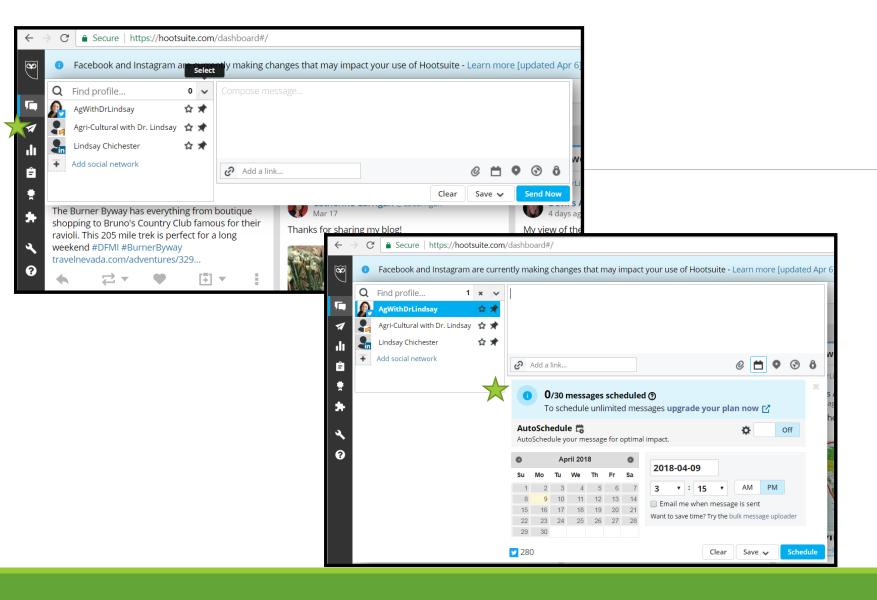
Tweets with videos are 6x more likely to be retweeted than ones with photos or GIFs



Hootsuite

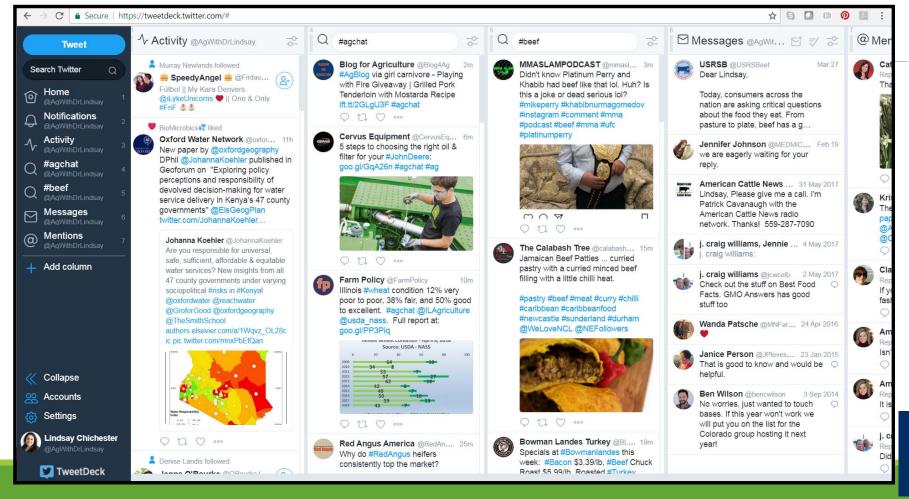




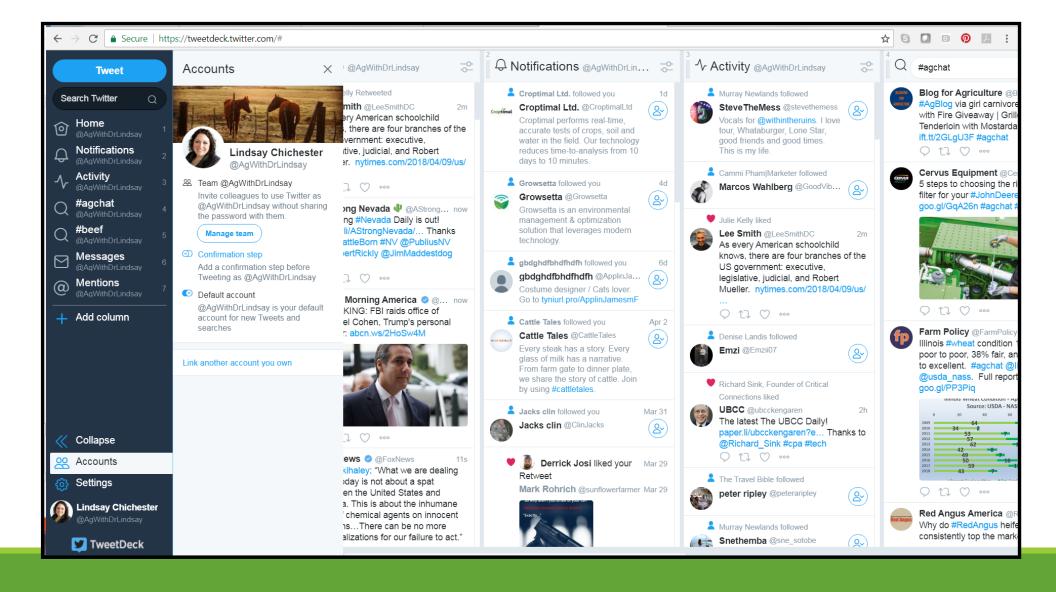


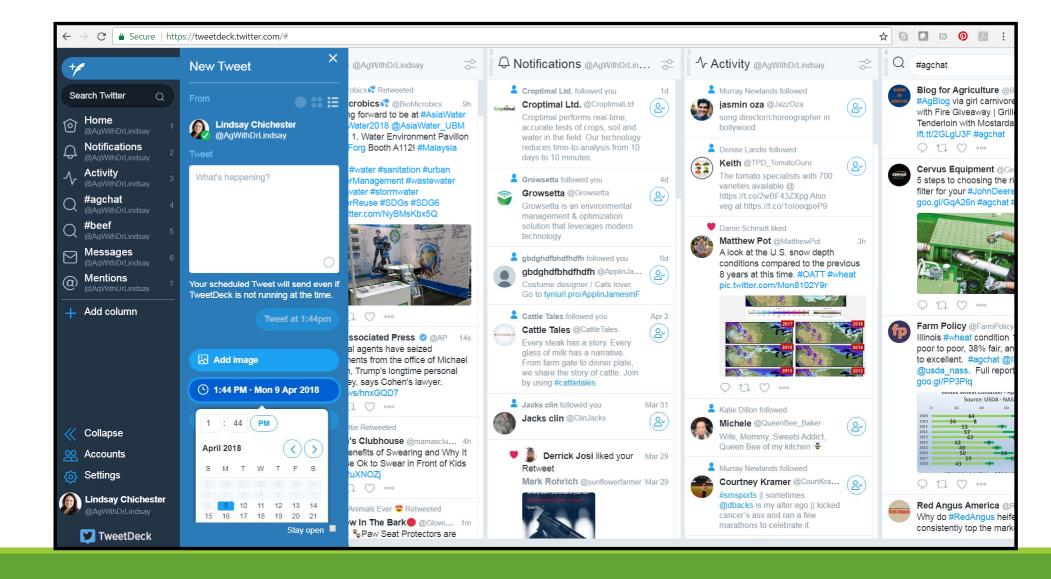


Tweetdeck









SoMe Etiquette

Don't assume people will find/follow you

- Have to follow, comment, like will be reciprocated
- Find others with similar content/topic and build relationships
- Need to promote on other SoMe platforms

Less is more

Engage with audience

Know when and where to publish

• Publish regularly to remain relevant and interesting – but don't overdo it

Re-read before you publish; double check meanings of #'s; use spell check

Mix professional and personal – it makes you relatable



Handling criticism



- Agree to disagree
- Block them?
- Will never please everyone
- More people are watching than you realize...



Questions? Comments?

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