# **#UsingSocialMedia:** Helping Clients Find You and Keep Coming Back

November 20, 2015 College Station, TX

Treye Rice tgrice@ag.tamu.edu







Image Source:

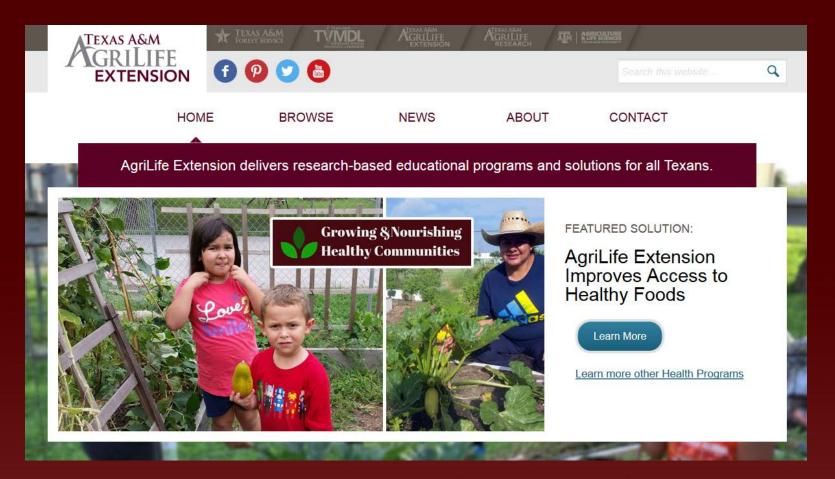
Mahi Mahi fish <u>by Travis Rice</u>

#### TEXAS A&M GRILIFE EXTENSION

AgriLife Extension delivers research-based educational programs and solutions for all Texans.

- experts
- educators
- latest technologies & best practices
- not selling something
- local & trusted

### Connect with AgriLife Extension!



AgriLifeExtension.tamu.edu



### Who in here uses social media?

What do you use it for?

What are some of the problems, issues, questions that you have?

Email me: tgrice@ag.tamu.edu

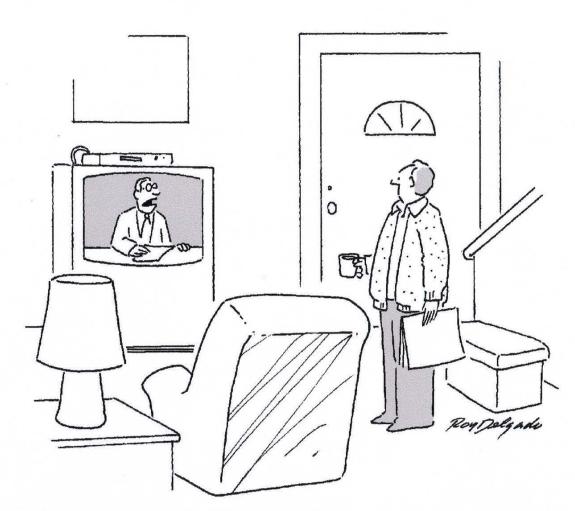


### Combatting Misinformation









" The following factual program is gathered together from bits and pieces of information unnamed reliable sources claim are true. "





Source: https://www.cartoonstock.com/directory/r/reliable\_sources.asp





#### ≡

#### We still don't know how to stop misinformation online

But new tools like Emergent could help find the answer

**By Alexis Sobel Fitts, CJR** OCTOBER 9, 2014 982 WORDS

From the beginning the story seemed suspect, but that didn't stop the *New York Post*'s report last month of a surgically



# and Corrections Don'i Go Vira



### **Coordinated Use of Social Media**

SEO & Social Media
 Agency Publishing Process



#### 1. SEO & Social Media



Google sugarcane aphid

sugarcane aphid

sugarcane miami

sugarcane juice

sugar cane minecraft

About 171,000 results (0.28 seconds)

#### [PDF] 2014 Sugarcane Aphid - Texas A&M Research & Extensio... ccag.tamu.edu/files/2014/07/2014sugarcaneaphidENTO-035.pdf ~

Anew **aphid** pest has infested grain sorghum in. South and East Texas, southern Oklahoma, eastern Mississippi, northeastern Mexico, and central, northeast ...



Sugarcane Aphid Control – sugarcane aphids sorghum agrilifeextension.tamu.edu/.../su... 
Texas A&M AgriLife Extension Service

Sugarcane Aphids produce large amounts of honeydew, which choked combines and caused lost grain in northeast Texas.

#### Images for sugarcane aphid

Report images

I'm Feeling Lucky »



More images for sugarcane aphid

#### <sup>[PDF]</sup> A New Pest of Sorghum: the Sugarcane Aphid hidalgo.agrilife.org/files/2014/02/New-**Aphid**-Pest.pdf -

A New Pest of Sorghum: the **Sugarcane Aphid**. R.T. Villanueva and D. Sekula. 20th Annual Rio Grande Valley Cotton & Grain Pre-Plant Conference. Edcouch ...



#### Google

online courses tamu

online courses

online courses tamu

online courses texas

online courses for credit

About 526,000 results (0.35 seconds)

#### Take Classes Online - Enroll in Online College Classes

Ad www.worldcampus.psu.edu/ -

Learn About Penn State World Campus Penn State World Campus has 801 followers on Google+

View All Online Degrees View Video Testimonial Why Choose PSU Online Read Student Testimonials I'm Feeling Lucky »

#### **CEHD Online Courses**

https://courses.ed... 
Texas A&M College of Education and Human Develo...
Welcome to College of Education and Human Development online course ...
Information on registering for Texas A&M numbered courses can be found on the ...

#### Online Course Catalog: free online courses - classes - on line

https://extensiononline.tamu.edu/courses/ ▼ Texas A&M University ▼ Other courses developed by Texas A&M AgriLife Extension Service authors · View a Quick Tour of the Extension Online Course System. A&M System Brand.

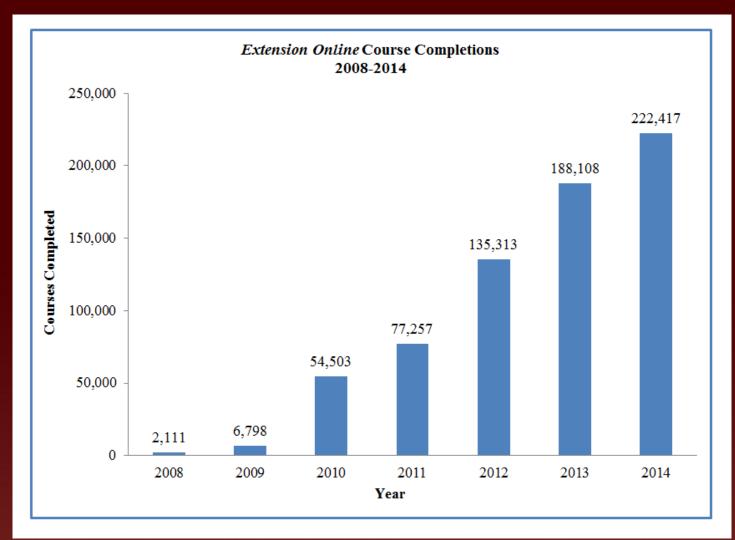
#### Distance Education at Texas A&M University

distance.tamu.edu/ ▼ Texas A&M University ▼ Information about distance education (DE) at Texas A&M University. ... Professional Certification in Online Teaching · » Flipping Your Course · » Core Curriculum ... Distance Degrees - Distance Certificates - Office Of Graduate Studies

#### **Class Schedule Search**

https://compass-ssb.tamu.edu/.../bwckschd.p\_disp... - Texas A&M University - Class Schedule Search. Transparent Image. Search by Term: Term. None, Fall 2015 -





http://extensiononline.tamu.edu/



# Micro-Moments



DIDN'T-PLAN-FOR-THIS MOMENTS Ben dealt with a minor crisis across devices.



IS-IT-WORTH-IT MOMENTS Giana justified a higher-priced item while in-store.

"Mobile has forever changed the way we live, and it's forever changed what we expect of brands. It's fractured the consumer journey into hundreds of real-time, intent-driven micro-moments. Each one is a critical opportunity for brands to shape our decisions and preferences."



Image and Content Source:

https://www.thinkwithgoogle.com/micromoments/intro.htmle



#### micro-moments = search AND social



Image Source:

https://flic.kr/p/atHcjJ | epSos.de [CC BY 2.0 (http://creativecommons.org/licenses/by/2.0)], via Wikimedia Commons



social signals



Image Source:

facebook.com

### **Communication Outlet**



"being neighborly"



Image Source:

### 2. Agency Publishing Process



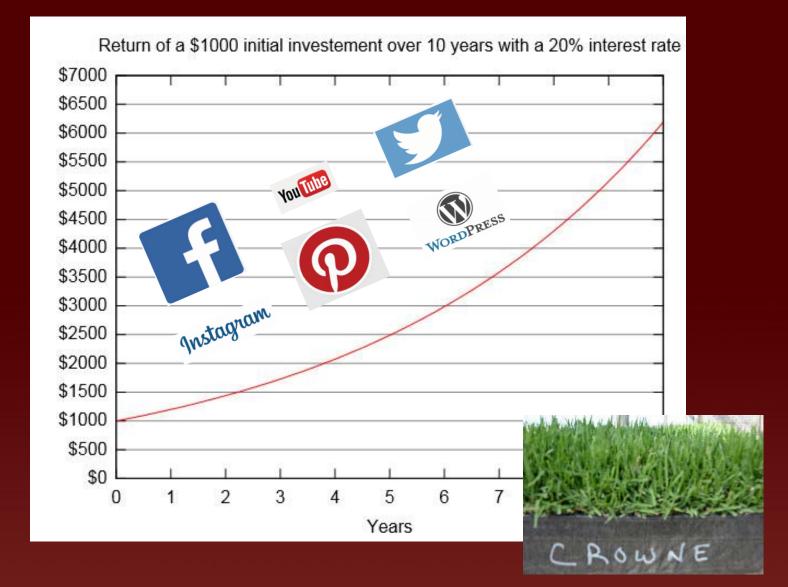


Image Source: "Compound interest" by Autopilot - Own work. Licensed under CC BY-SA 3.0 via Wikimedia Commons https://commons.wikimedia.org/wiki/File:Compound\_interest.svg#/media/File:Compound\_interest.svg

#### Google AdWords

Already a Google AdWords customer? Sign in

Overview Benefits How it works Costs Testimonials Get started

#### Get your ad on Google today

Be seen by customers at the very moment that they're searching on Google for the things you offer. And only pay when they click to visit your website or call.

#### Start now

Free phone support: 1-855-607-0435 \*

Google	coffee shop in new york					
•						
	Web	Images	Videos	Shopping	News	
	Fresh	ly Brewe	d Coffee			
Freshly Brewed Coffee						

Ad cafe.example-business.com Always perfectly brewed coffee. The perfect way to start

#### Start your morning with Only Fresh Coffe www.onlyfreshcoffee.com/ -

Only Fresh Coffee has been family-owned and operated serving the freshest coffee, brewed from beans we roas neighborhood store and enjoy a cup today.

#### adwords.google.com

Year 1 Goals for Agency Social Media

1. Get more employees connected and involved

2. Better promote Extension

resources, programs, events, specialists

3. Increase click-throughs and engagement from social media to agency website & beyond (SEO)

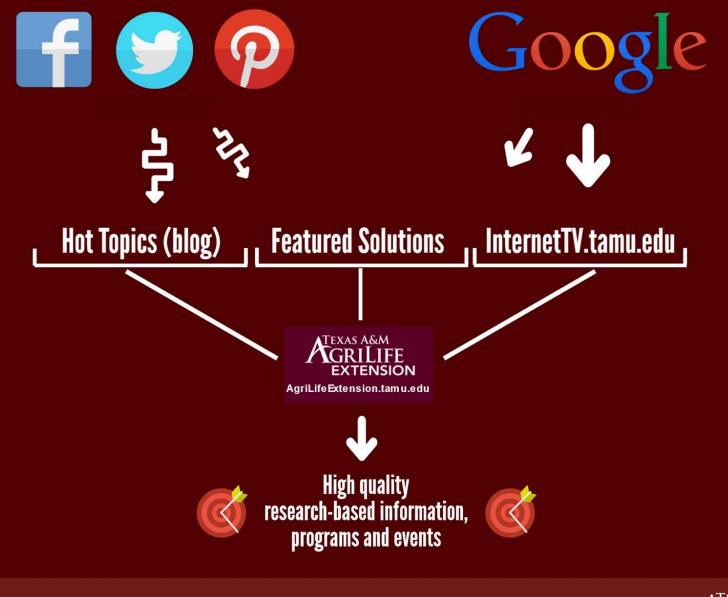


### December 2014

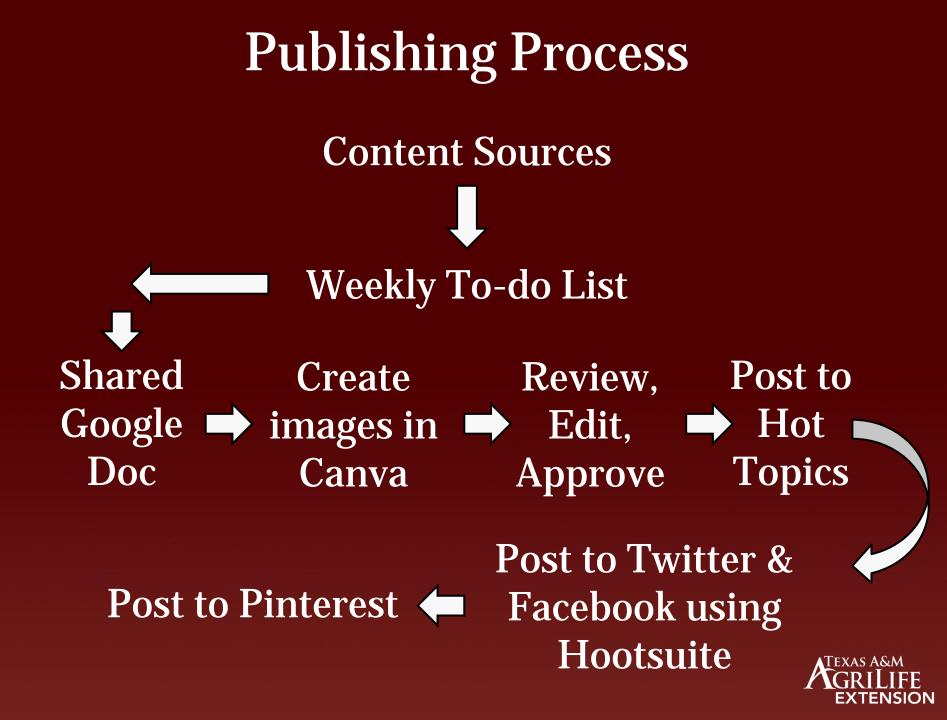




Image Source: https://www.flickr.com/photos/zoramite/3993280685







### **Content Sources**



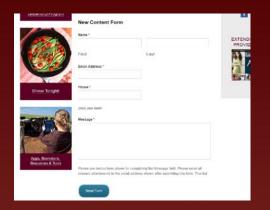
http://today.agrilife.org/

https://www.flickr.com/photos/agrilifetoday

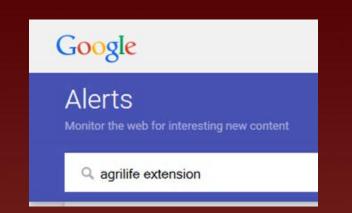
fickr



other agrilife websites, specialist blogs, social media accounts... neighbors



http://agrilifeextension.tamu.edu/new



https://www.google.com/alerts



# Weekly To-do List

#### Here's this week's to-do list:

- Tues, 4/7 (7:15pm) <u>4-H Day at the Capitol an 'eye-opening' event for 300 Texas 4-H'ers</u> create hot topics post (<u>embed the video</u>), fb, tw, pinterest, -<u>use this image</u> and make sure the governor and chancellor are visible in middle of photo
- Thurs, 4/9 (7:45pm) <u>Are we overwatering our plants?</u> No hot topics post, create just sm posts and link directly to the article, for fb, you can use the thumbnail auto generated, twitter and pinterest images can use <u>this image</u>
- Saturday, 4/11 (6:40pm) From cockroaches to parasitic wasps, creepy crawlers are for kids create hot topics post (embed the video), fb, tw, pinterest, use this image and crop to tarantula
- Sunday, 4/12 (7:05pm) <u>Collett named Stiles Farm Foundation manager</u> create hot topics post, fb, tw, pinterest <u>use this</u> <u>image</u>
- Monday, 4/13 (7:15pm) Grass-fed beef conference scheduled May 28-29 in College Station create hot topics post, fb, tw, pinterest – <u>use this image</u>
- Tuesday, 4/14 (6:15pm) <u>Black Stem disease on Portulaca (moss rose)</u> create hot topics post, fb, tw, pinterest use one of the images on the fb post – model this one after <u>this previous post</u>

Thanks!

Treye



## **Shared Google Doc**

Post Date: 5/30/15 *3:45 pm Treye will post this					
Website Page / Post Title:					
Flood Cleanup & Recovery Resources					
Website Page / Post Content:					
Source: TexasHelp.tamu.edu					
Have you or a friend been affected by the recent heavy rains and flooding in Texas? The Texas A&M AgriLife Extension Service has online information to help you dry out, cleanup and recover from flood damage.					
Visit the <u>Flood resources page</u> on the <u>Texas Extension Disaster Education Network website</u> , or see some of the selected resources below.					
<ul> <li><u>Dry Out Before Rebuilding (pdf)</u></li> <li><u>Cleaning Flood Damaged Homes (Spanish) (pdf)</u></li> <li><u>Replacing Personal Documents after a Natural Disaster (pdf)</u></li> <li><u>Onsite Wastewater Treatment Systems: Responding to Floods (pdf)</u></li> <li><u>Soil Testing Following Flooding (pdf)</u></li> <li><u>Managing Fire Ants after a Flood</u></li> <li><u>Managing Mosquitoes after a Flood</u></li> <li><u>All Disaster Recovery Resources</u></li> </ul>					
earn more about the Texas Extension Disaster Education Network: http://agrilifeextension.tamu.edu/programs/texas-extension-disaster-education-network/					
AgriLife Extension delivers research-based educational programs and solutions for all Texans. Follow us: <u>Twitter, Facebook, Pinterest</u> or <u>InternetTV</u> .					
Finished Link:					
http://agrilifeextension.tamu.edu/blog/2015/05/29/flood-cleanup-recovery-resources/ mage for Posts:					

https://flic.kr/p/tCPRqy



## **Shared Google Doc**

#### Facebook:

Please like or share to spread the word about our Flood Resources...

We have Flood Cleanup & Recovery information to help you dry out, cleanup and recover from flooding and other natural disasters.

View Resources:

Twitter:

Been affected by <u>#flooding</u> in Texas? See our <u>#Flood</u> Cleanup & Recovery info:

#### Pinterest:

Have you or a friend been affected by the recent flooding in Texas? We have Flood Cleanup & Recovery information to help you dry out, cleanup and recover from flooding and other natural disasters.



### **Social Media Images in Canva**

#### Canva File

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LAYOUTS

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KGROUNE

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FREE

Brightness Contrast Saturation Tint

Bhu X-Process Vignette

flood clean up and recovery information Share Download

KTENSION

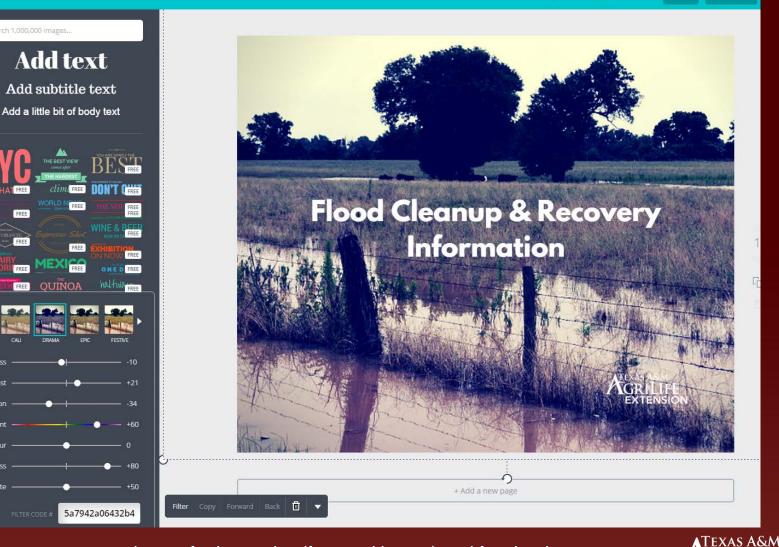


image for hot topics (featured image) and facebook

### Social Media Images in Canva

#### Canva File

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BKGROUND

Uploads

flood clean up and recovery resources tw Share Download



+ Add a new page

100%





### Social Media Images in Canva

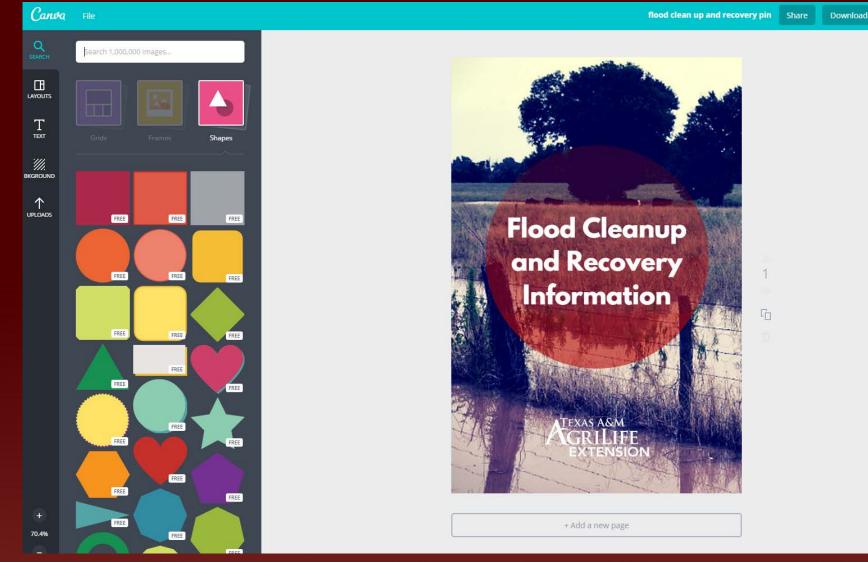


image for pinterest



# Review, Edit & Approve



#### **Post to Hot Topics**

My Sites 🛛 🕆 Texas A&M AgriLife Exte	ension Service 📮 0 🕂 New View Post SEO Delete Cache	Howdy, tr	eye.rice 😃
hboard Edit Post	dd New	Screen Options 🔻 🛛	Help 🔻
lytics Flood Clear	nup & Recovery Information	Publish	
Permalink: http://	agriliteextension.tamu.edu/blog/2015/05/29/flood-cleanupvery-resources/ Edit View Post Get Shortlink	Preview Ch	anges
97 Add Media		<ul> <li>Status: Published Edit</li> <li>Visibility: Public Edit</li> <li>Published on: May 29, 2015 @</li> </ul>	
information to l ments Visit the Flood 1 ions Dry Out B cleaning 1 sis Replacing Onsite Wa arance Soil Testir ns Managing Managing Top 10 Tir cleaning 1 Onsite Wa	Help.tamu.edu         riend been affected by the recent heavy rains and flooding in Texas? The Texas A&M AgriLife Extension Service has online         help you dry out, cleanup and recover from flood damage.         resources page on the Texas Extension Disaster Education Network website, or see some of the selected resources below.         tefore Rebuilding (pdf)         Flood Damaged Homes (Spanish) (pdf)         Personal Documents after a Natural Disaster (pdf)         Isstewater Treatment Systems: Responding to Floods (pdf)         refore Rebuilding (pdf)         (Fire Ants after a Flood         (Mosquitoes after a Flood         (Source: IRS.gov)         er Recovery Resources         put the Texas Extension Disaster Education Network »	Edit      SEO: N/A Check  Move to Trash  Featured Image  Flood Cleanup & Recover Information Remove featured Image	pdate
Dptions	ut the <u>lexas Extension Disaster Education Network</u> »		
Word count: 144 AgriLife Extensi InternetTV.	Last edited by treye.rice on May 29, 2015 at 3:23 pm ion delivers research-based educational programs and solutions for all Texans. Follow us: <u>Twitter, Facebook, Pinterest</u> or malysis Advanced Social	Categories Most Used All Categories Most Used Select / Deselect All Hot Topics Uncategorized	
Snippet Previev	Flood Cleanup & Recovery Information - Texas     agrilifeextension tamu.edu/blog/2015/05/29/flood-cleanup-recovery-resources/     View flood cleanup and recovery information created by the Texas A&M AgriLife Extension     Service. Dry out. Clean up. Recover from Flooding in Texas.	+ Add New Category Tags	v
Focus Keyword:	: ⑦		
SEO Title:	Isod Cleanup & Recovery Information - Texas		
Meta descriptio	On:       ⑦         View flood cleanup and recovery information created by the Texas A&M AgriLife Extension Service. Dry out. Clean up.         Recover from Flooding in Texas.            The meta       description will be limited to 156 chars, 9 chars left.		

### Schedule Tweet in HootSuite

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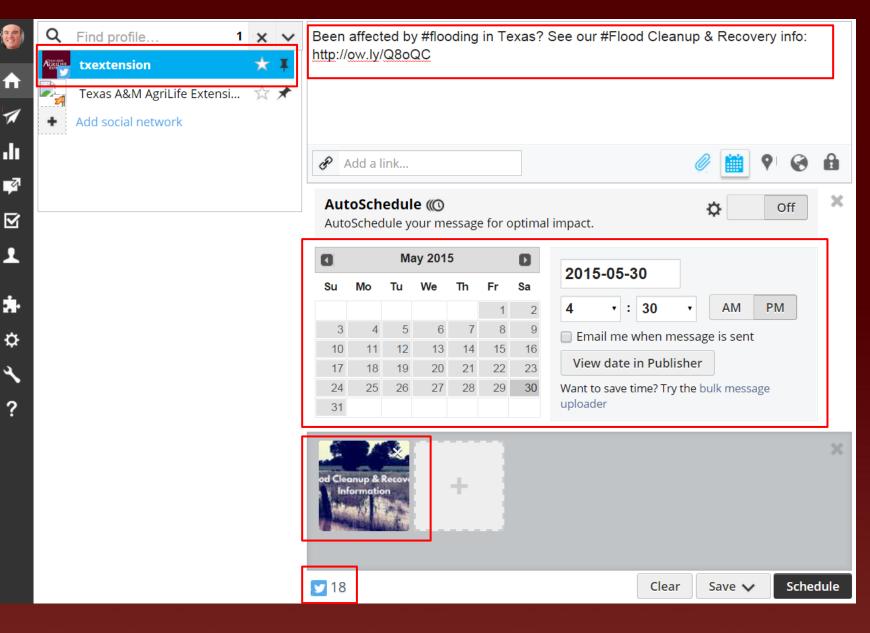
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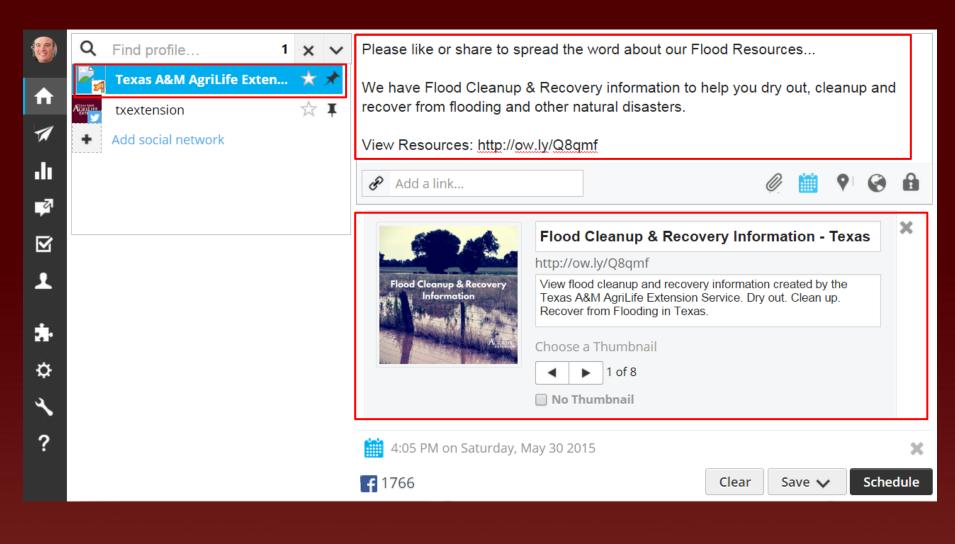
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# Schedule FB Post in HootSuite





# Pin to Pinterest

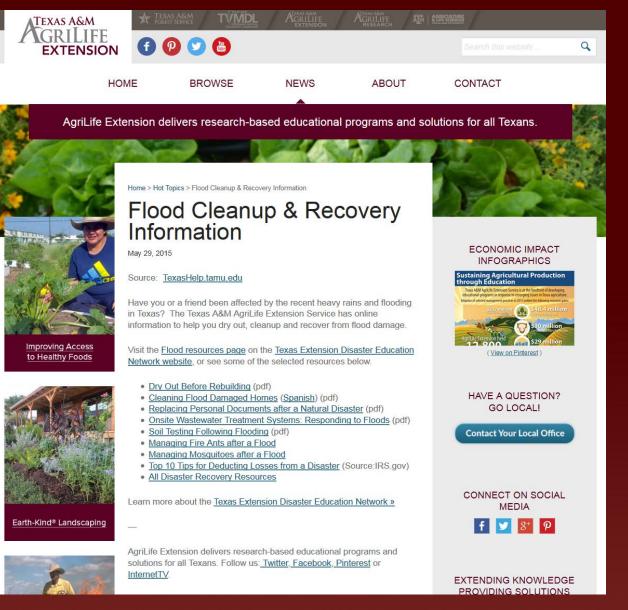
Edit this Pir			×
Board	Hot Topics & Events	-	
Description	Have you or a friend been affected by the recent flooding in Texas? We have Flood Cleanup & Recovery information to help you drv out. cleanup and recover from flooding	an	od Cleanup d Recovery formation
Website	http://agrilifeextension.tamu.edu/blog/2015/05	5/2	
Place	Q Name and city?		
Delete Pin		Cance	Save

### Google URL Builder

http://agrilifeextension.tamu.edu/blog/2015/05/29/flood-cleanup-recoveryresources/?utm\_source=pinterest&utm\_medium=social&utm\_campaign=2015\_may



# **Hot Topics**





### Twitter

AGRILIFE

AgriLife Extension @txextension · May 30 Been affected by #flooding in Texas? See our #Flood Cleanup & Recovery info: ow.ly/NBJAP





# Twitter

weet activity		
AgriLife Extension @txextension	Impressions	1,339
Been affected by <b>#flooding</b> in Texas? See our <b>#Flood</b> Cleanup & Recovery info:	Total engagements	88
http://ow.ly/NBJAP pic.twitter.com/0xnw7pdrZc	Detail expands	53
pic.tmtter.com oxim pareo	Link clicks	17
	Retweets	13
	Photo or video clicks	2
	Profile clicks	2
	Email shares	1

### analytics.twitter.com



### Facebook



Texas A&M AgriLife Extension Service Published by Hootsuite [?] - May 30 - @

Please like or share to spread the word about our Flood Resources...

We have Flood Cleanup & Recovery information to help you dry out, cleanup and recover from flooding and other natural disasters.

View Resources: http://ow.ly/NBL89



### Flood Cleanup & Recovery Information - Texas

View flood cleanup and recovery information created by the Texas A&M AgriLife Extension Service. Dry out. Clean up. Recover from Flooding in Texas. AGRILIFEEXTENSION.TAMU.EDU





## Facebook

**Boost Post** 

#### Post Details



#### Texas A&M AgriLife Extension Service

Published by Hootsuite [?] - May 30 - 🛞

Please like or share to spread the word about our Flood Resources... We have Flood Cleanup & Recovery information to help you dry out, cleanup and recover from flooding and other natural disasters.

View Resources: http://ow.ly/NBL89



Flood Cleanup & Recovery Information - Texas View flood cleanup and recovery information created by the Texas A&M AgriLife Extension Service. Dry out. Clean up. Recover from Flooding in Texas.

AGRILIFEEXTENSION.TAMU.EDU

#### 6,768 people reached

27 Likes 3 Comments 157 Shares

Like Comment A Share



#### 6,768 People Reached 299 Likes, Comments & Shares 134 27 107 Likes On Post On Shares 8 6 2 Comments On Post On Shares 0 157 157 On Post On Shares Shares 294 Post Clicks

Reported stats may be delayed from what appears on posts

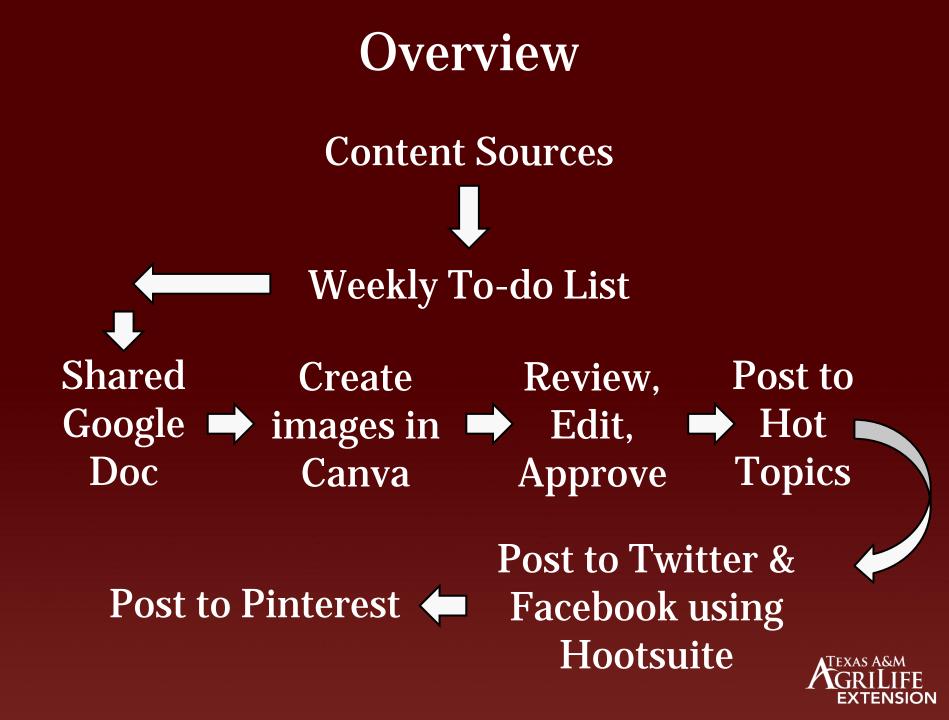


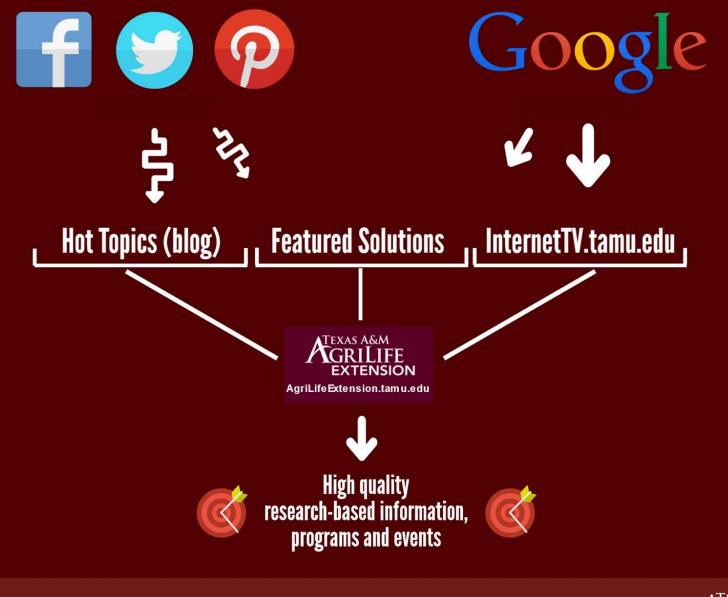


### **Pinterest**











# Results 2015 vs 2014

### 4. Device usage % change

- a. Sessions on a Desktop computer: 1 %
- b. Sessions on a Mobile phone: +103 %
- c. Sessions on a Tablet: +28%

### 5. Visitor acquisition from Search and Social

- a. From organic search results like Google: +10% 158,638 sessions vs. 144,052 sessions
- b. From social referrals from channels like Facebook: +4,995%

### 17,272 sessions vs. 339 sessions

Channel	% Change	Sessions (2015 vs. 2014)
Facebook	+10,370%	13,401 vs. 128
Twitter	+13,857%	2,931 vs. 9
Pinterest	+8,111%	739 vs. 9



### **Questions or Comments?**

## Treye Rice tgrice@ag.tamu.edu

