COMMUNICATIONS AND PUBLIC AFFAIRS

ANNUAL REPORT FY17



COMMUNICATIONS AND PUBLIC AFFAIRS

UMB Communications and Public Affairs (CPA) is dedicated to promoting the University of Maryland, Baltimore (UMB) and telling its remarkable stories. We provide media relations, branding, design, strategic marketing, editing, writing, special event planning & protocol, and web communications Universitywide.

WHO WE ARE

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OFFICE OF THE PRESIDENT

UNIVERSITY INITIATIVES

CPA works closely with the President's Office, specifically the director of leadership communications, to share news and accomplishments of the University. Communications such as *The President's Message* and website are spearheaded through CPA.



PRESIDENT'SMESSAGE



In the landscape of higher education, UMB is certainly unique in the sanuscape on inspire education, UMB is certainly unique— with a primarily professional student body; with a dense, urban campus unlike the traditional ideal; and with seven schools whose campus unlike the traditional ideal; and with seven schools whose notable reputations were made independent of the University that houses them. Each of these elements can pose a challenge to that houses them. Each of these elements can pose a challenge to creating a sense of unity at UMB, of community, and of identity.

When I returned to Baltimore as president of UMB in summer When I returned to Baltimore as president of UMB in summer 2010, there was a desire to build a stronger institutional identity, to better articulate the mission and values that bind us together, and to convey to our neighbors across the city and state what we stand for and why we matter.

That year, we initiated a strategic plan, a blueprint for making UMB greater than the sum of its parts. From there emerged Seven School, Guiversity, "this notion that we are united by more than a physical campus, that the school," missions are compatible and their work complementary, and that leveraging each other strengths in pursuit of common goals is far more effective than going it alone.



The next year, we reited the various logon used by UMB's chooks, institutes, and academic and research units — compening logos that diluted one brand their place, we unreproduce valual identity with the University of Maryland Medical Center. In using the Davidge mark as our common image and a consistent codor palette and typeface, we coberated our closely partnership with the hospital and reinforced act unified brand to the people we enroll, employ, and serve.

to the people we enrou, empoy, and serve.

For IMB as a shele, "The Founding Campus" was used underneath

"University of Maryland" and adsoggide the Davidge front or

thighight our status as the original campus of the University of Maryland and office of the Campus of the University of Systems and office of the Campus of the University of Maryland" so that each school could preserve its unique identity

while remaining enhered to the University.

This is the visual brand you now see all around campus — on interior and exterior signage, on banners and merchandise and vehicles, on the University website, and in the advertising we produce.

As the years go by, it's important to test the strength of this brand. And by "brand," I mean more than logos and marks. Our brand is our culture, our principles, what people think of us, and

the stories we tell to influence their opinions. We need to test the the stories we tell to influence their opinions. We need to test the strength of our name and reputation; we need to test the qualities associated VMB and the metrics on which our constituents believe we deliver the greatest value. It makes a difference in our ability to attract support for — and supporters of — our mission.

And so in 2012, with our branding campaign in its infancy, we engaged a research firm to assess our "brand health" among constituents and identify opportunities to raise out profile within constituents and identify opportunities to raise out profile within an income for the profile of the constituents and in section 2016. construents and identity opportunities to raise our profile within the city and state. We used this same research firm in spring 2016 to conduct a follow-up survey and asked the consultants to use the same output of the sa to conduct a follow-up survey and asked the consumants to use the same survey questions so that we could gauge whether we moved the needle on indicators of recognition and reputation.

In online and in-person forums lasting several weeks, 645 In online and in-person forums lasting several weeks, 643
Maryland residents (external respondents) were surveyed about
the University, as were 895 people with a close UMB affiliation
(internal respondents) — students, faculty, staff, alumni, donors,

and roard memores.

In bird, we found some positive movement on favorability indicators. Within the Baltimore nervo region, about two-thirds of external respondents were aware of and left fraveably toward the University; this share was virtually unchanged from 2012. However, in Baltimore Joahon, the favorability rating was 80 percent, and city residents reported greater visibility for UMB when compared 2014. Among residents in ever of UR when the compared 2014 along residents in every fine the even of Maryand, however, awareness and favorability fell somewhat. The researchers suggested that a locally crowded higher education landscape might affect these ratings, given that out per superior and and scape might affect these ratings, given that out per superior and the superior an The researchers suggested that a locally crowded higher e landscape might affect these ratings, given that our peer institutions have seen their ratings decline as well.

Annog all constituents, "committed to excellence" was most often cited as a good descriptor for IUMB. When asked to rank nearly 20 UMB responsibilities, expondents gave highest priority to the following offering high-quality acidentics: taking sendons for careers, leighing graduates find jobs; being a good employer and preparing studies on to be leaders. Of note that the priority of the priority Among all constituents, "committed to excelle

In terms of name, respondents reacted most favorably to "University In terms of name, respondents reacted most tavorably to "Unive of Maryland, Baltimore," and, in fact, it was the first time that the full name appeared — without prompting — in response to



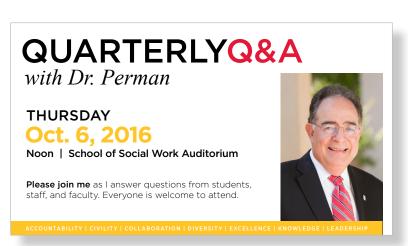
ACCOUNTABILITY | CIVILITY | COLLABORATION | DIVERSITY | EXCELLENCE | KNOWLEDGE | LEADERSHIP

OFFICE OF THE PRESIDENT, CONTINUED







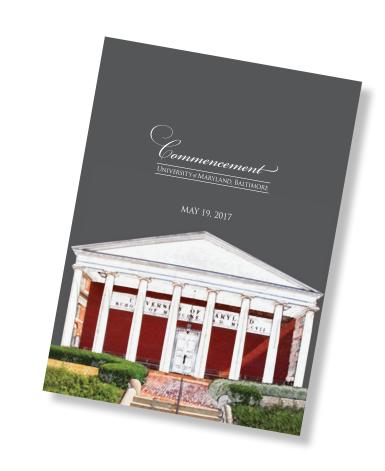


COMMENCEMENT

UNIVERSITY INITIATIVES

Each year the graduating class at UMB promises to continue a proud tradition of excellence that dates to UMB's beginnings in 1807. Commencement and the events of that week celebrate the successes of our students, our faculty, and our staff.

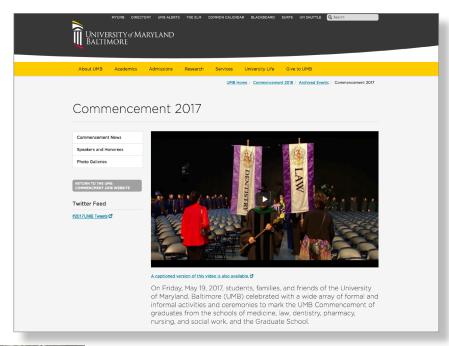




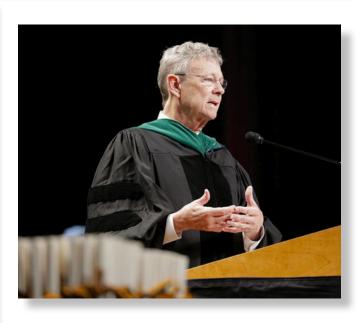


COMMENCEMENT, CONTINUED







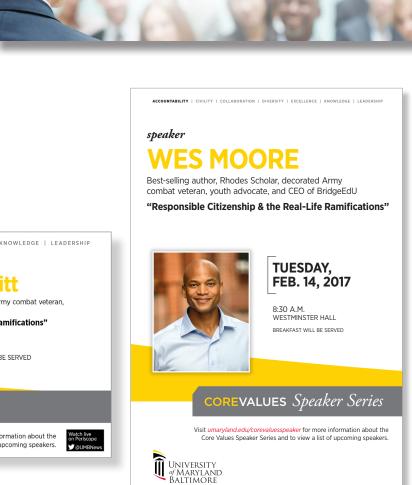


CORE VALUES SPEAKER SERIES

UNIVERSITY INITIATIVES

The UMB core values campaign educates and instills University expectations to members of the University community. A strong addition to the campaign is UMB's speaker series, where invited guests speak to our community about their experiences tied to one of our core values.





Speaker Series

FOUNDERS WEEK

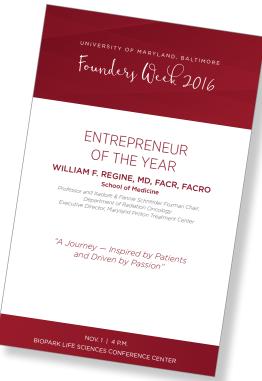
UNIVERSITY INITIATIVES

Each year UMB celebrates the achievements and successes of our students, faculty, staff, alumni, and philanthropic supporters and pays tribute to UMB's 200-plus-year history with a series of Founders Week events.

Events include the Founders Gala, award winner lectures, and student and staff recognition lunches.







FOUNDERS WEEK, CONTINUED









DIVERSITY ADVISORY COUNCIL (DAC)

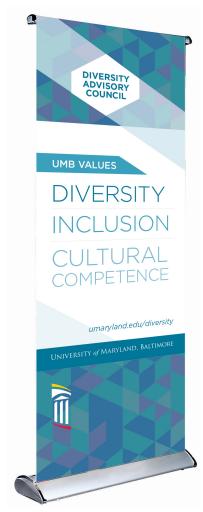
UNIVERSITY INITIATIVES

MEMBERS OF CPA SERVE ON THIS INITIATIVE

The DAC provides recommendations to the president, promoting the University's commitment to diversity, inclusion, and equity.

CPA works with the DAC on the promotion of guest speakers as well as communicating DAC programs and events. CPA also developed specific branding to enhance DAC's communications.



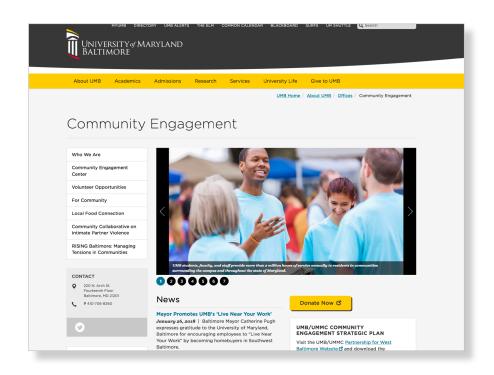


COMMUNITY ENGAGEMENT

UNIVERSITY INITIATIVES

MEMBERS OF CPA SERVE ON THIS INITIATIVE

The University, through the Office of Community Engagement, partners with local schools to provide improved outcomes for students and families. Each UMB school provides its own complement of invaluable outreach services in communities across the state and beyond.





COMMUNITY ENGAGEMENT. CONTINUED







umaryland.edu/oce

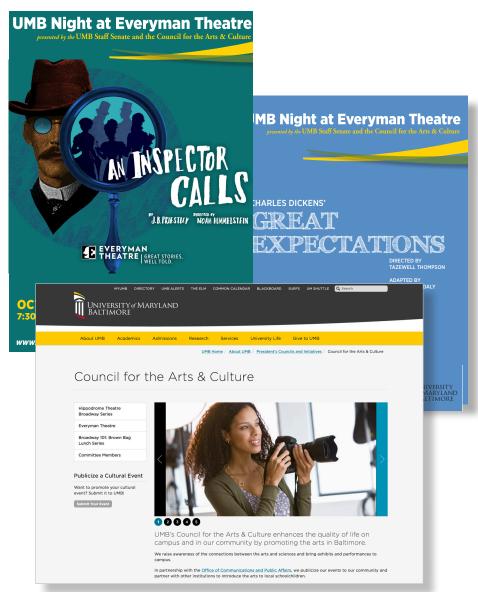
COUNCIL FOR THE ARTS & CULTURE

UNIVERSITY INITIATIVES

MEMBERS OF CPA SERVE ON THIS INITIATIVE

The UMB's Council for the Arts & Culture is a group of faculty, staff, students, and community members appointed by the president whose mission is to enhance the quality of life on campus and in the larger Baltimore community by promoting the use of the University's public spaces for the visual and performing arts, as well as providing opportunities for the UMB community to experience the arts at partner institutions and organizations.



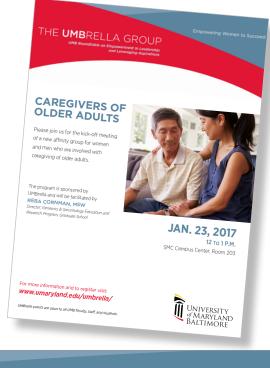


UMBRELLA

UNIVERSITY INITIATIVES

MEMBERS OF CPA SERVE ON THIS INITIATIVE

UMBrella helps women achieve their potential, find their voices, and feel empowered by engaging with a community that supports the success of women, advancing women into leadership roles at UMB, and championing women at all levels of the organization.

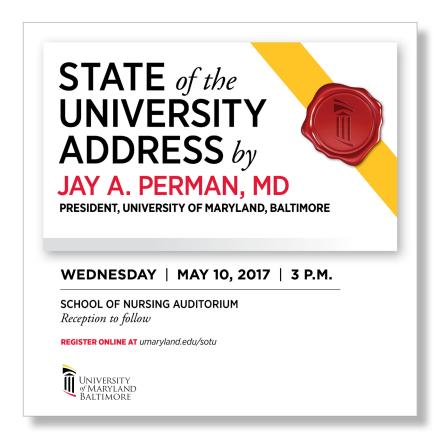




STATE OF THE UNIVERSITY ADDRESS

UNIVERSITY INITIATIVES

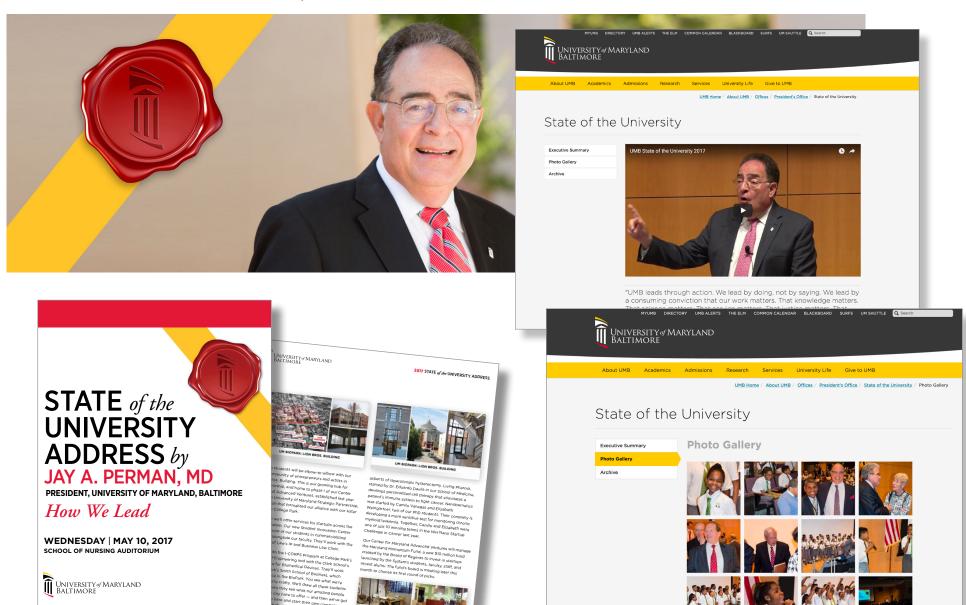
Future hopes of UMB are laid out in the State of the University Address. CPA provides support and communications.







STATE OF THE UNIVERSITY ADDRESSS, CONTINUED



MPOWERING THE STATE

UNIVERSITY INITIATIVES

MEMBERS OF CPA SERVE ON THIS INITIATIVE

The University of Maryland: MPowering the State initiative is a structured collaborative endeavor between UMB and UMCP to maximize the resources at each University and develop ideas together rather than apart. CPA provides editorial, marketing, web, and branding services.





	2011	2012	2013	2014	2015
Invention Disclosures	206	265	264	366	306
Startups	5		11		
Licenses	28		41	51	

with Maryland technology companies, including:

- ► FlexEl: A custom battery solutions company co-founded by UMCP faculty. FlexEl announced that it is leasing 10,000 square feet of design and manufacturing space in College Park. FlexEl is on track to add 50 jobs within five years.
- Harpoon Medical: Co-founded by UMB faculty, Harpoon Medical is commercializing a surgical device for a beating heart mitral valve repair. Harpoon raised \$6 million in a Series A round of funding in late 2014, which funded clinical trials in Europe. Based on the success of these trials, Harpoon raised a second round of funding in December 2015 that is "magnitudes larger." The most recent financing was led by Edwards Lifesciences Corp., which has an option to acquire Harpoon. Harpoon has created 12 jobs and expects to grow to 20 jobs in 2016.
- ▶ MedImmune: Eight teams from UMB, UMCP, and University of Maryland, Baltimore County (UMBC) are working on highly focused translational research funded by MedImmune. Total funding is approximately \$2 million per year.

UMB CURE SCHOLARS

UNIVERSITY INITIATIVES

MEMBERS OF CPA SERVE ON THIS INITIATIVE

This is a middle school STEM program aimed at strengthening the pipeline that leads Baltimore's children into well-paying, rewarding careers in cancer-related health care and research. CPA is working with the CURE Scholars team on its branding, marketing, and other communications.









Become a



Mentor!
The UMB CURE Scholars Program prepares

promising middle school students in West Baltimore for rewarding careers in health care and research. The scholars participate in hands-on workshops and lab experiences and receive focused mentoring.

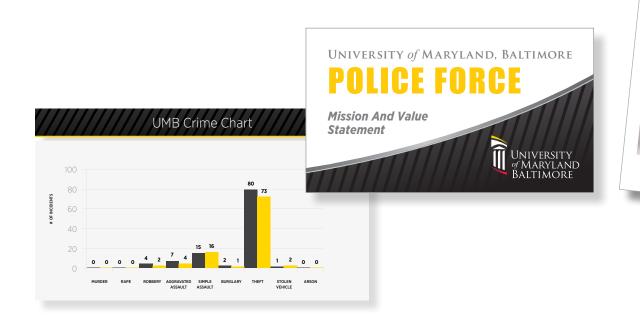


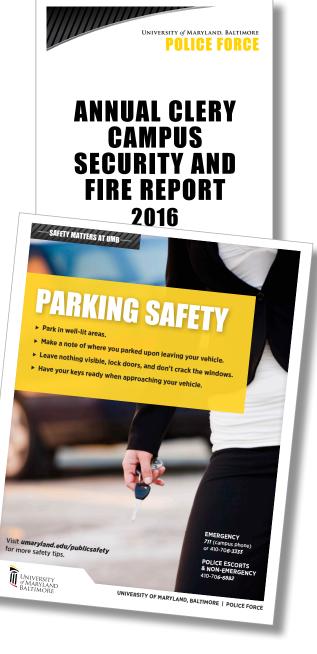


UMB POLICE FORCE

UNIVERSITY INITIATIVES

Baltimore is a dynamic and vibrant city with a patchwork of neighborhoods that are as varied as anywhere in the country. The safety of areas also can vary widely and change within a block or two. The CPA team works with the UMB Police Force on all of its communications to the UMB community including crisis communication planning, Don't Walk and Text marketing, website content and writing, brochure writing, signage, and Town Hall Q&As.





PARKING & TRANSPORTATION

UNIVERSITY INITIATIVES

MEMBERS OF CPA SERVE ON THIS INITIATIVE



CPA provides daily communications support to the Parking and Transportation Services (PTS) team. A dedicated CPA team member attends its daily 9 a.m. briefing meeting and coordinates its communication regarding garage closings, construction, and services.



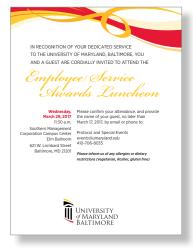


HUMAN RESOURCE SERVICES

UNIVERSITY INITIATIVES

CPA's relationship with Human Resource Services (HRS) has been long-lasting. We provide dedicated marketing resources to communicate time-sensitive information to UMB's employees.

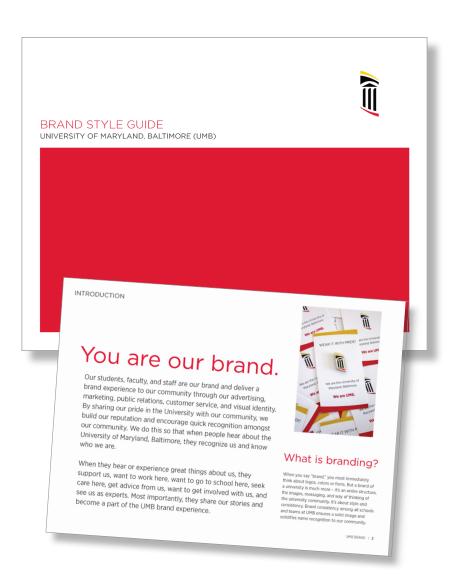








BRAND STANDARDS







ADVERTISING

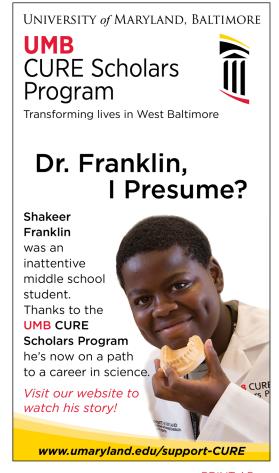












PRINT AD

SPRING 2017 DIGITAL ADVERTISING STATS

ADVERTISING, CONTINUED

Baltimore Sun

BaltimoreSun.com

- Views 1,685,261
- Clicks 11,684
- Click Through Rate 0.69%

Baltimore Sun Mobile - State of Maryland

- Views 417.734
- Clicks 2,357
- Click Through Rate 0.56%

Baltimore Sun Mobile - D.C.

- Views 140.642
- Clicks 7.145
- Click Through Rate 5.08%

Extended Digital Reach - State of Maryland

- Impressions Won 1,001,244
- Clicks 1,155
- Click Through Rate 0.10%

Extended Digital Reach - D.C.

- Views 256.117
- Clicks 219
- Click Through Rate 0.09%

Baltimore Business Journal

BizJournals.com/Baltimore

- Impressions 1,806,531
- Clicks 1,949
- Click Through Rate 0.11%

Afternoon Edition Newsletter

- Impressions 460.501
- Clicks 310
- Click Through Rate 0.07%

Morning Edition Newsletter

- Impressions 340,808
- Clicks 267
- Click Through Rate 0.08%

Clear Channel

Contracted Spots

- Spots Delivered 842,713
- Spots Guaranteed 746,480
- Variance 14.25% (96,233 spots, valued at \$14,435)

Bonus Donated Spots - Valued at \$28,758

- Spots Delivered 191,720
- Spots Guaranteed 177,310
- Variance 9.15% (14,390 spots)

The Daily Record

Facebook Campaign

- Posts 1,274
- New Likes 411
- Total Likes 6.923
- Comments 327
- Shares 5666

Digital Campaign

- Impressions 729,395
- Clicks 661
- Click Through Rate 0.09%

The Daily Record.com - Main Page Leaderboard

- Impressions 223,632
- Clicks 858
- Click Through Rate 0.38%

Leadership in Law Event Page Leaderboard

- Impressions 3,805
- Clicks 19
- Click Through Rate 0.50%

Jewish Times

Digital Campaign

- Impressions 90,059
- Clicks 255
- Click Through Rate 0.28%

Email Campaign - Jewish Times e-Newsletter

- Contacts 53,801
- Opens 6,614
- Clicks 25
- Click Through Rate 0.38%

Email Campaign - UMB Specific Emails

- Contacts 20,123
- Opens 2,083
- Clicks 22
- Click Through Rate 1.06%

JMORE

JMORELiving.com

- Impressions 1,478,014
- Clicks 693
- Click Through Rate 0.05%

CAMPUS SIGNAGE

MEMBERS OF CPA SERVE ON THIS INITIATIVE

Signage, banners, and flags throughout the University proudly display the UMB brand.











STRATEGIC MARKETING

Achieve your goals with our comprehensive portfolio of marketing and communication services.

Your needs are unique. We focus on creating strategic, well-coordinated marketing plans and materials tailored to you.

With your input, we'll help you:

Identify your vision | Assess your needs & cut through the clutter **Create a plan** | Leverage your assets | Maximize your efforts

Our integrated marketing team has a wide range of expertise, including brand development, design, editorial, event services, marketing, media relations, web development, and writing for print and digital applications.

EMERGENCY PREPAREDNESS

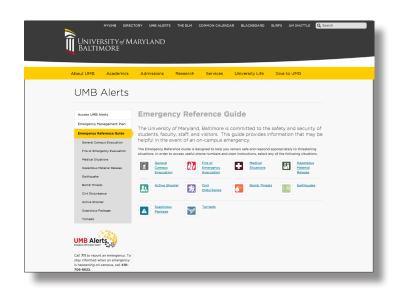
STRATEGIC MARKETING

MEMBERS OF CPA SERVE ON THIS INITIATIVE

Partnering with the UMB Emergency Management team, CPA continued to market a series of messages to help prepare the University community for potential emergency situations.







THE ELM WEEKLY

STRATEGIC MARKETING

The Elm Weekly is a Universitywide email that shares user-submitted news, events, and announcements from across UMB every week. This new format was developed to compile all information into one source for better delivery to the UMB community.

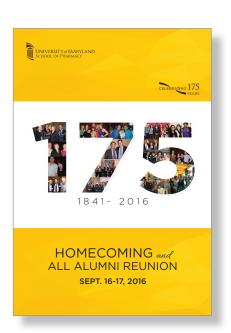


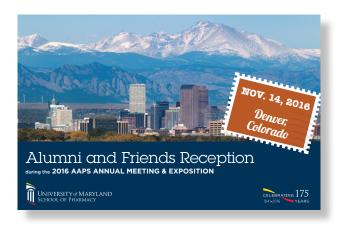


SCHOOL OF PHARMACY

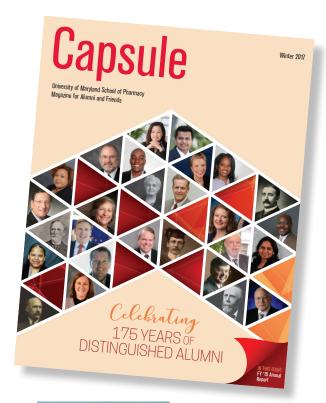
STRATEGIC MARKETING

CPA has had a long-standing relationship with the School of Pharmacy (SOP) and works closely with its communications team on branding. One of the largest projects that CPA designs and edits is SOP's award-winning Capsule magazine.







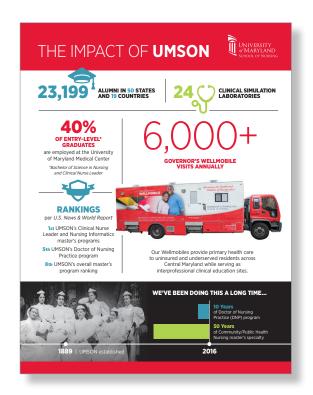




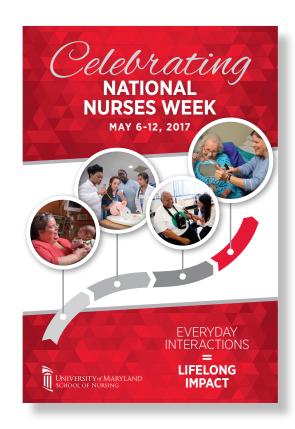
SCHOOL OF NURSING

STRATEGIC MARKETING

CPA's collaboration with the School of Nursing (SON) includes projects for its nursing museum, strategic plan, speaker series, and alumni communications.







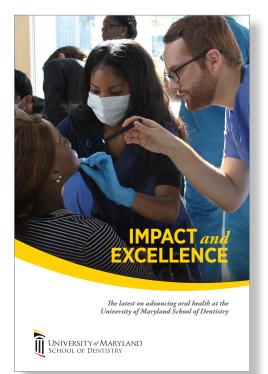


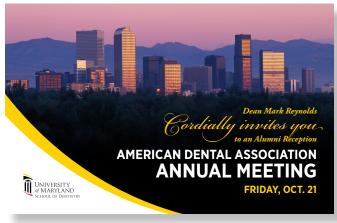


SCHOOL OF DENTISTRY

STRATEGIC MARKETING

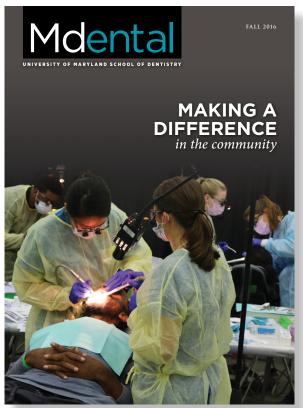
CPA's collaboration with the School of Dentistry (SOD) includes *MDental* magazine in addition to many other marketing materials.





ALUMNI ASSOCIATION BOARD

welcomes the CLASS OF 2020

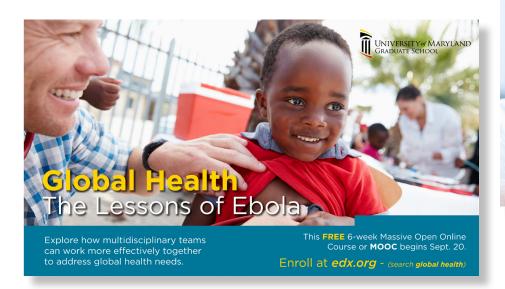


Advancing Oral Health. Improving Lives.



GRADUATE SCHOOL

STRATEGIC MARKETING









STAFF SENATE

STRATEGIC MARKETING



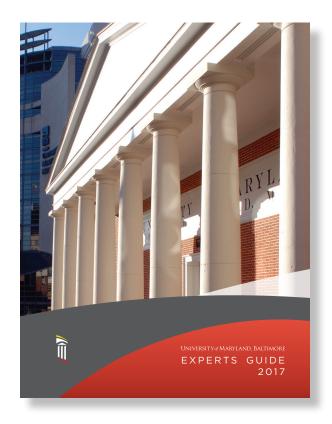






GOVERNMENT **AFFAIRS**

STRATEGIC MARKETING



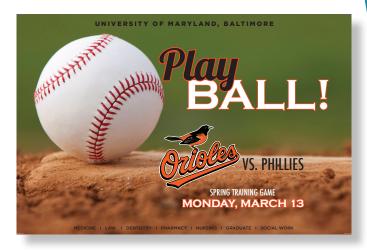






PHILANTHROPY

STRATEGIC MARKETING





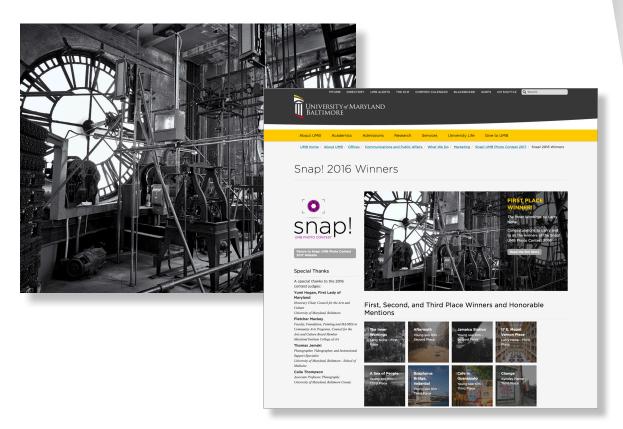
UNIVERSITY of MARYLAND, BALTIMORE Richard & Jane Sherman Center for Health Care **Innovation Center** Richard Sherman, MD '72, School of Medicine, and Jane Sherman, PhD '85, School of Nursing established the new center with a \$1.5 million gift. Learn more at elm.umaryland.edu. CONSIDER A DONATION TO UMB TODAY. LEARN MORE AT UMARYLAND.EDU/DEVELOPMENT. OFFICE OF PHILANTHROPY

SNAP PHOTO CONTEST

STRATEGIC MARKETING

Nearly 300 photos were submitted to the contest, which was open to faculty, staff, and students. Winners' photos were on display at the Fireplace Lounge at the University's SMC Campus Center.







COMMEMORATIVE EVENTS

In January or February, the University celebrates the work of Dr. Martin Luther King Jr. with an annual event that includes noteworthy speakers and MLK Diversity Recognition Awards for faculty, students, and staff.

Each March, the University celebrates Women's History Month with an event that celebrates contributions made by women.

CPA also plans and promotes UMB Night/Day at Camden Yards for an Orioles game.







MEDIA RELATIONS

The media relations team successfully brought the expertise and accomplishments of University leaders into the public spotlight through efforts such as:

- Failure to Appear Second Chance | The Media Relations team
 produced a well-attended press conference to announce a
 collaboration between the School of Law's Access to Justice clinic, the
 Baltimore State's Attorney, and the Baltimore Police Department to
 create a Failure to Appear Warrant Second Chance Program.
- Promoting Careers in Oral Care | An effort by National Museum of
 Dentistry Executive Director Richard Manski to promote careers in
 health care to children from nearby elementary schools was covered by
 four television stations and a national publication.
- Collaboration at Cole Field House | A joint announcement by UMB and UMCP of the creation of a research collaboration in brain trauma and sports medicine at Cole Field House received considerable news coverage. A joint op-ed was also placed in *The Baltimore Sun*.









MEDIA RELATIONS, CONTINUED

- **Expansion of Dental Services** | The expansion of low and no-cost dental services to Western Maryland via a partnership between the School of Dentistry and Frederick Memorial Hospital received print and broadcast coverage, furthering UMB's image as a Maryland public health resource.
- **Reforming Baltimore Law Enforcement** A town hall hosted by the School of Law to engage the community on views and experiences with law enforcement in advance of a Baltimore City consent decree with the U.S. Department of Justice was widely covered by local media.
- **Virtual Reality in Health Care** A demonstration of the power and potential of augmented and virtual reality in medical settings earned regional and national coverage. The demonstration at the Newseum in Washington, D.C. explored and demonstrated uses such as guiding surgical instruments, providing specialized assistance to remote caregivers, relieving severe and chronic pain, and overcoming bias and post traumatic stress reactions.
- Missions of Mercy | Faculty and students from the School of Dentistry treated hundreds of patients in Baltimore and Salisbury with no insurance or limited means to pay. Publicity of their efforts yielded television and print coverage.
- **UMB CURE Scholars Program** | During FY17, the Media Relations team wrote six web stories all including video and social media - and attracted media coverage from *The Baltimore Sun* ("Young scholars pair up with mentors to prepare for careers in science"), WYPR-FM ("Changing the face of medicine and research"), and the *Baltimore* Business Journal ("How UMB is trying to break the cycle of poverty").

SELECTED MEDIA COVERAGE

MEDIA RELATIONS

Selected examples of coverage that exemplified the President's leadership and the positive impact of UMB included:



Dental Clinic accepting uninsured, underinsured patients

The Frederick News-Post | Aug. 16, 2016

President Perman is featured in a front-page photo speaking with dental caregivers at the opening of the Frederick clinic.



Jay A. Perman - UMB Scholars

WYPR-FM | Aug. 30, 2016

In one of a series of radio essays, Dr. Perman explains the UMB CURE Scholars Program and its goals of reducing racial disparities in health care, and improving the lives of West Baltimore children and their families.



Newsmaker Forum discusses ALICE families

The Baltimore Sun | Jan. 26, 2017

Dr. Perman was featured in a frontpage photo that showed participants in a panel discussing the issues facing so-called ALICE (Asset Limited, Income Constrained, Employed) families. He also appeared in a companion piece and the event podcast.

MEDIA RELATIONS. CONTINUED

Hogan trade mission to Israel to pack in business meetings, speeches

The Baltimore Sun | Sept. 7, 2016

Dr. Perman accompanied Governor Hogan and other Maryland business and political leaders on a mission to achieve and promote trade and research agreements.

University of Maryland, College Park and University of Maryland, Baltimore team up to turn Cole Field House into national hub for sports medicine

The Baltimore Sun | Oct. 20, 2016

Dr. Perman tells The Sun that MPower's most talked-about collaboration "will lead to million-dollar, multidisciplinary grants in critical areas of neuroscience and traumatic brain injury."

UMD, UMB research collaboration aims to demystify brain trauma (Op-Ed)

The Baltimore Sun | Oct. 20, 2016

In this joint op-ed, written by Dr. Perman and UMCP Pres. Wallace Loh, the two write that "Together we'll achieve a fuller understanding of the human brain and help survivors of brain injury lead more productive and more fulfilling lives."

Changing the face of medicine and research

WYPR-FM | Dec. 5, 2016

Reporter Fraser Smith explores the success and promise of the UMB CURE Scholars Program, then entering its second year.

Fix The City

Urbanite Baltimore | Jan. 25, 2017

A featured element in Urbanite's proposed steps to "fix" Baltimore was to support the efforts of anchor institutions, such as UMB.

CRISIS COMMUNICATIONS / UMB ALERTS

MEDIA RELATIONS

The Media Relations team supported Public Safety and Operations by drafting and distributing emergency messages, participating in training exercises, and improving the communications infrastructure.

Messaging

The Media Relations team provided critical message creation and distribution support during:

- Inclement weather (8)
- In response to criminal activity (27)
- To report severe traffic issues (12)
- In support of critical situations (33)
 - Significant flooding at the Institute of Human Virology
 - Transportation disruptions during demolition of the Carter Center
 - Severe equipment malfunctions

Training Exercises

The Media Relations team participated in emergency management exercises involving:

- Hypothetical responses to the release of select agents
- An assessment of the university's vulnerability to threats

Infrastructure Improvements

The Media Relations Team also improved crisis communications capabilities by drafting and implementing:

- Message templates in our e2Campus alert system
- Revisions to the UMB alerts protocol
- Expanded conference calling capabilities

EVENT COVERAGE

MEDIA RELATIONS

The Media Relations team provided support for numerous UMB events and initiatives, including:

The State of the University

The Media Relations team provided teleprompter and audiovisual support for the State of the University, including production and distribution of the video program.

Community Engagement Efforts

The Media Relations team publicized and covered the activities of the Office of Community Engagement, and other efforts to further the impact and recognition of UMB as an anchor institution, including:

- The work of the UMB CURE Scholars Program. Coverage included instruction at the School of Dentistry, competition in the Science Olympiad, and the presentation of white coats to the new cohort
- A joint UMB/UMMC community town hall in a Poppleton church
- Active Bystander training at the Community Engagement Center
- An effort to promote facial protection to local youth

The President's Symposium and White Paper Project

Speakers in the 2016-2017 series on Entrepreneurial Exploration were publicized. Events featuring Suzanne Sysko Clough, Jim Hughes, and the fellows' findings were video recorded, included with web stories, and shared on social media.

Core Values Speaker Series

In February 2017 the Media team promoted, covered, and video recorded veteran and youth advocate Wes Moore as he delivered the fifth in this series on accountability.

MEDIA RELATIONS EVENT COVERAGE. CONTINUED

President's Panel on Politics and Policy

The media team supported presentations by four speakers in this series during FY17 with web and social media coverage.

Diversity Advisory Council Speaker Series

Mark Nivet kicked off this series in September 2016 with a discussion of maximizing diversity and inclusion. The Media team covered the event with a web story and social media, as well as a video recording.

University of Maryland Strategic Partnership: MPowering the State

The media team promoted, covered, and achieved earned media for several MPower projects, including:

- The announcement of research collaboration at Cole Field House
- Work to leverage virtual and augmented reality in medicine
- An effort to establish a national security academy in Greenbelt
- A grant announcement for the SAFE Center
- The annual conference of the Agriculture Law Education Initiative

WEB COMMUNICATIONS

CPA builds and engages community through a variety of UMB web communications services.

Our services include:

Web design and development | User experience design

Web content strategy | Web content management | Website maintenance

In addition, our web communications group manages umaryland.edu, The Elm, and the University's Mobile App. Use these community-building tools to discover all the news, events, and resources UMB has to offer.



QIC WEBSITE

WEB COMMUNICATIONS

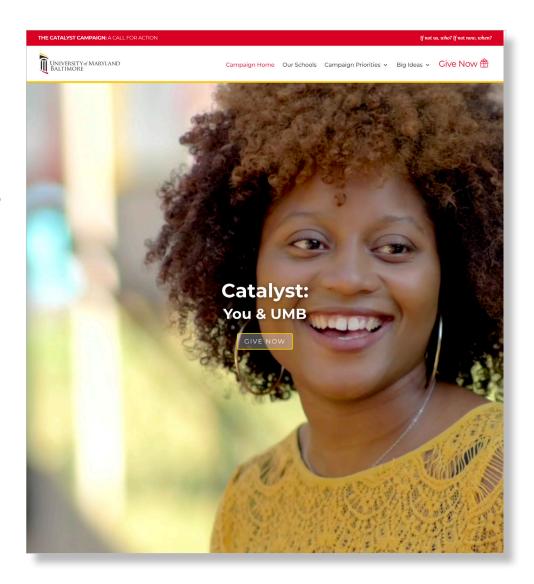
Our team developed the Quality Improvement Center's website in WordPress, including building a customized theme to match the Center's branding on a tight schedule. We also entered the site's initial content, including an extensive list of reference materials, and provided training to empower the Center to manage their own content moving forward.



UMB CATALYST CAMPAIGN

WEB COMMUNICATIONS

The CPA web team reviewed web marketing materials created by an external vendor and provided feedback and suggestions where necessary. We later worked with the vendor to install their site on our WordPress server, which included troubleshooting several aspects of the migration process and reconstructing minor aspects of their design in a few places.



2016 HOLIDAY CARD

WEB COMMUNICATIONS

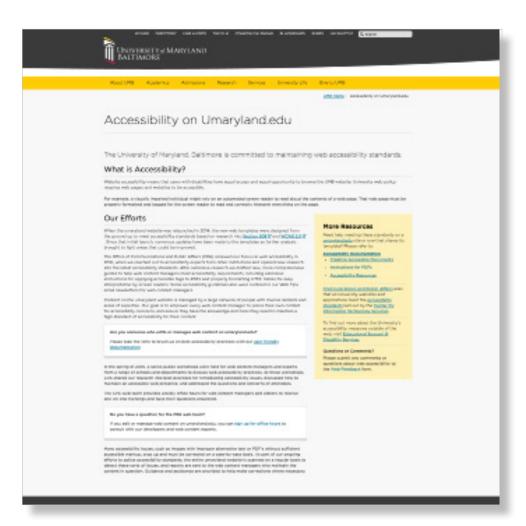
Our team designed, storyboarded, and animated an elaborate 3d scene of a wintry windowsill, which includes UMB-themed decorative elements, framed photos of notable University events, and the previous years' printed holiday cards. The animation ends on a holiday message inside of a snow globe, which features snowflakes with simulated physics as well as refracted light distortion effects



ADA ACCESSIBILITY

WFB COMMUNICATIONS

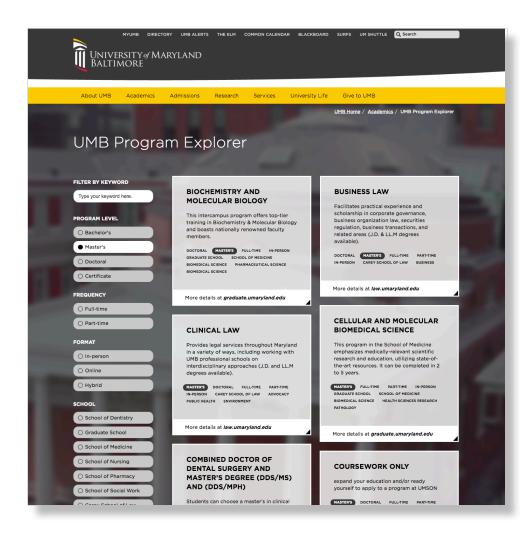
The CPA web team monitors the websites under our purview for accessibility issues. We regularly generated accessibility reports and forwarded that information to appropriate content owners. Our team has also identified a more powerful accessibility scanning tool (Siteimprove) for the campus and worked with the Center for Information Technology Services to champion its acquisition.



PROGRAM EXPLORER

WEB COMMUNICATIONS

Having identified the need for a centralized catalog of academic programs, our team designed and developed a template with a unique visual design and a custom-coded filtration and search mechanism. We then worked with the schools' web leadership to facilitate content entry and upkeep.



HRS LEARNING MANAGEMENT SYSTEM

WEB COMMUNICATIONS

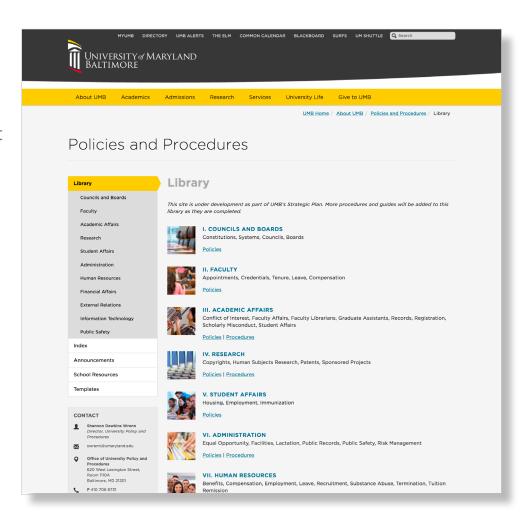
Our team configured the branding and visual settings of the learning management system, and also designed and developed an entirely custom landing page.



POLICIES AND PROCEDURES LIBRARY

WEB COMMUNICATIONS

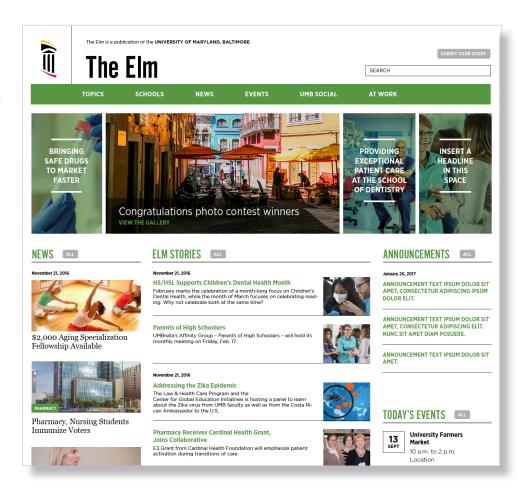
In coordination with the Office of University
Policy and Procedures, we build a single
combined repository for all University policies
and procedures. This entailed the development
of several new templates, as well as new
navigation mechanisms, automatic feeds of
the latest-added content, and a searchable,
sortable, filterable index.



THE NEW ELM

WEB COMMUNICATIONS

Completed user research to establish the new design and functionality of the website and developed interactive prototypes to present the new design. The new Elm is a one-stop location for news, events, announcements, editorials, social media, classifieds, and more. It allows the campus community to filter information based on their schools or interests and enables many users, schools, and departments to directly contribute content on their own without duplicating their efforts whenever possible.



WHO WF WORK WITH

33% = NON-BILLABLE

67% = BILLABLE

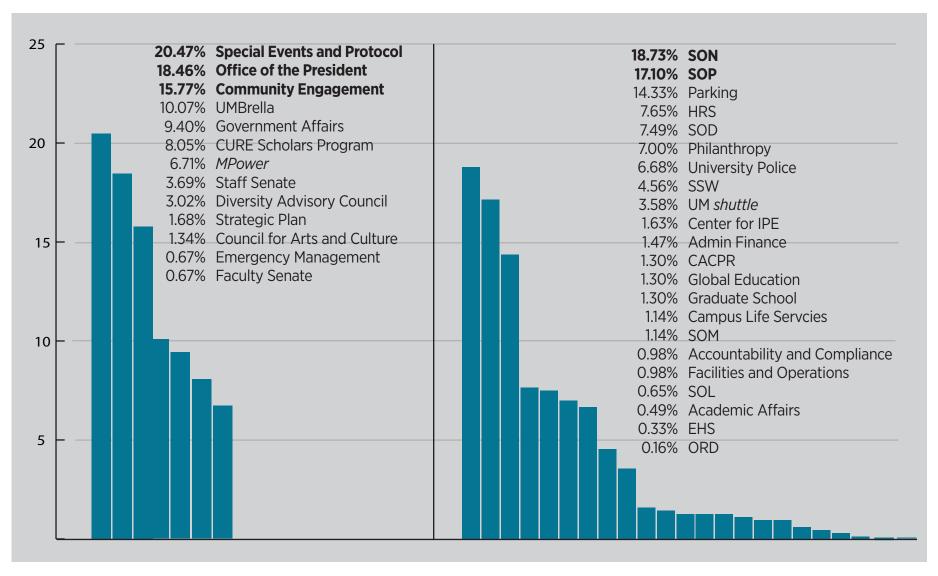


Chart does not include media relations, events, branding, project management, and web communications.