



### 2015 INTERN TEAM

Brooke
Account Manager

Anthony

Kaitlyn Video Producer

**Tanner**Art Director

Ashley Copywriter

Sara Jane
Social Media

Katie Art Director Marliese Media Planner **David**Account Planner



# AGENDA

- · Research & Planning
- Recruitment
- Creation & Disbursement
- Future Recommendations

### **ASSIGNMENT**

To increase awareness of the Florida Lottery's cause of supporting education with the residents of Florida by sharing the stories of those impacted by the Lottery's support.

### RESPONSIBILITIES

- Uncover current knowledge and current attitudes of Floridians toward the Lottery
- Establish OGSM corresponding to a \$150K budget
- Create a content collection strategy that leverages all brand pillars









# THE 2015 ASSIGNMENT

- Goal 1-Understand the Market Landscape
  - Primary & Secondary Research
  - Identify Brand Problem
- · Goal 2-Build onto Existing Education Campaign
  - Strategic Solution

### GOAL 1

Assess the current attitudes and awareness Floridians have towards the Florida Lottery. Specifically, concerning its contributions towards education.

### 2012 BRAND STUDY

### Beliefs

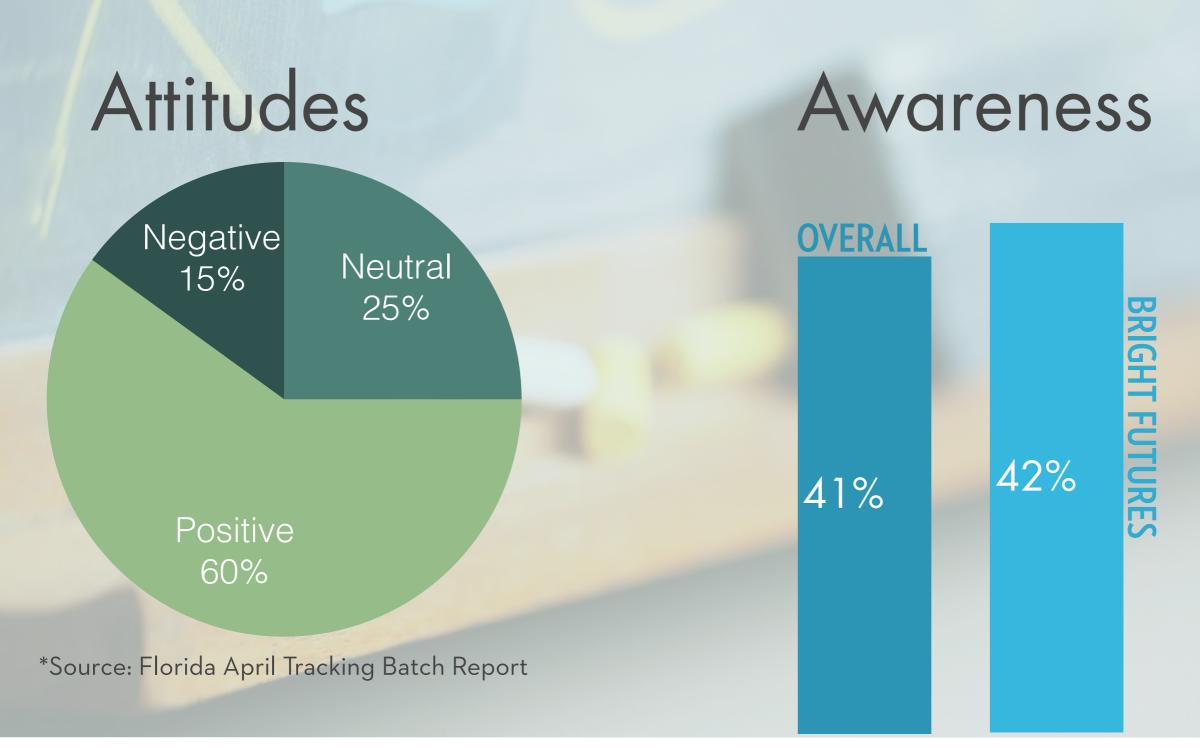
- People play to win money.
  - · when the jackpot is high
  - when they're feeling lucky that day
  - when they find spare change

85%

of Floridians believe it is important the money goes to a good cause

\* Source: Florida Lottery-2012 Segmentation

### 2015 TRACKING REPORT



### **UNF INTERCEPTS**

# WE INTERVIEWED FIFTY PEOPLE.

### PROBLEM STATEMENT

The majority of Floridians are unaware that the Florida Lottery funds almost 100% of Florida Bright Futures Scholarships, including Bright Futures recipients and their parents.

### REACH STRATEGY

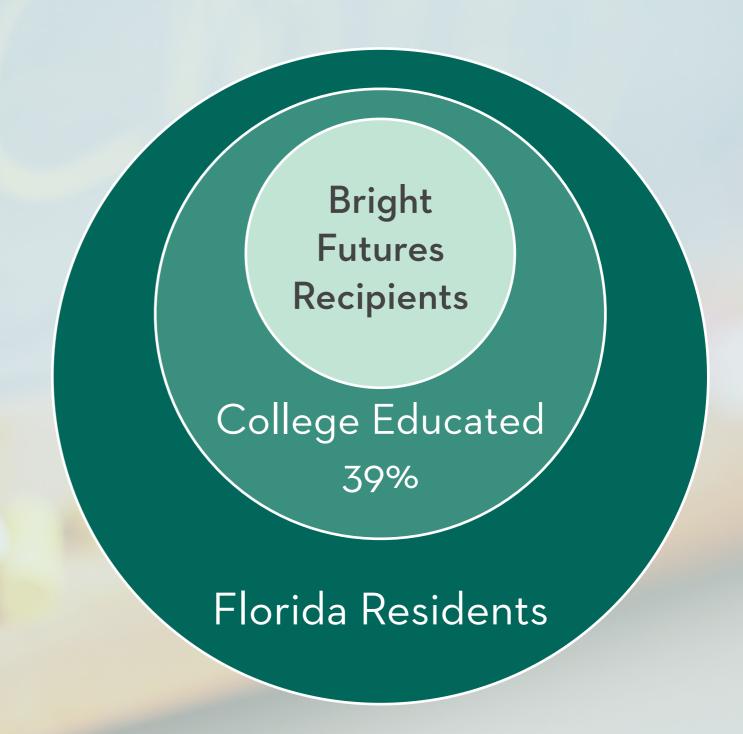
Florida Lottery funds contribute to

- K-12
- Bright Futures Scholarships

Our players are the most likely to advocate for our brand

K-12 students are not 18 or older, therefore, we can't use them to advocate on our behalf

Bright Future recipients are the starting point for a ripple effect of awareness



What can these people say that will resonate with ALL Floridians, not just those connected to education.

\*Source: U.S. Census 2013

### WHAT WILL RESONATE

# WHEN I SAY "THE FUTURE OF FLORIDA," WHAT COMES TO MIND?

### MESSAGING STRATEGY

- 80% of Floridians believe a postsecondary education is essential for success.
- A UF study shows
   Floridians are still
   more concerned with
   economy and
   healthcare than
   obtaining a higher
   education.

Bright Futures Recipients

College Educated
39%

Florida Residents

\*Source: Florida Lottery-2012 Segmentation \*Source: U.S. Census 2013 \*Source: Bernheim, 2013

# Goal 1

Assess the current attitudes and awareness Floridians have towards the Florida Lottery. Specifically, concerning its contributions towards education.

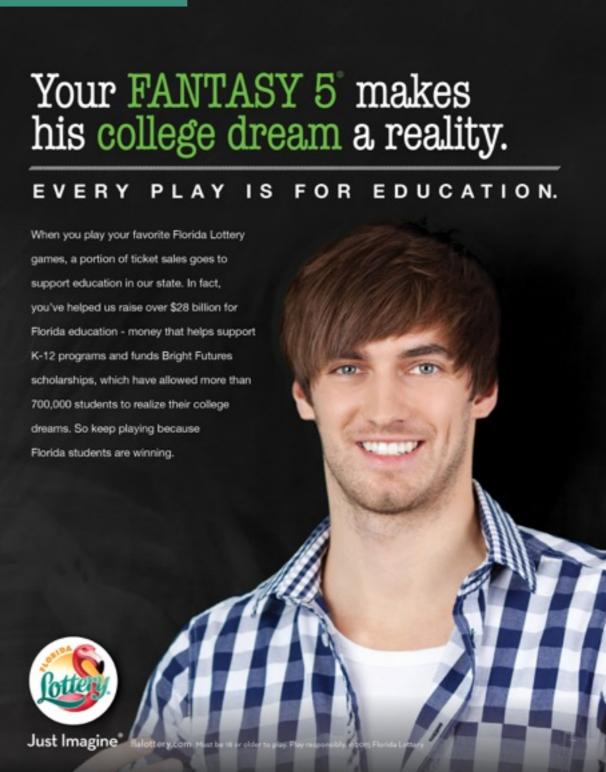
### GOAL 2

Build on an pre-approved existing educational campaign.



### PREVIOUSLY APPROVED ADS





### PREVIOUSLY APPROVED ADS



### STRATEGIC SOLUTION

Transform the original campaign into a flexible, low cost paid, owned, and earned awareness campaign, with long term reach.

The result will be an innovative, content play campaign.

### THREE-PART-PROCESS

#### Recruitment

Identify & Collect REAL Stories From Real People

#### Disbursement

Create & Disburse REAL Stories on Multiple Mediums

#### **Future Recommendations**

Continue to Collect, Curate & Disburse REAL Stories

- Identify Ideal Brand Advocates
- Recruitment Tactics
- Recruiting Results
- Social Reach of Talent

### PERSONA 1



Hello, my name is...

#### Adam

Bright Futures recipient

- 19, sophomore in college
- full-time student
- tries to be eco-friendly

What we can say that will resonate with him...

"You are likely to get a higher-paying job and make more money because of your degree."



- Going to class
- Hanging out with friends
- Studying at Starbucks
- Attending student meetings
- Working out with a friend



- Sports Center
- Social Media
  Facebook, Twitter, Instagram, Snapchat
  Primary news source, posts seldom
- Spotify
- Smartphone always with him
- Tech-savvy, way of life
- Does not own a Desktop

# View on College

"A college education is a requirement for finding a good job in today's workforce. I expect my degree to turn into a job. I am willing to take on debt to finance my education, if necessary."

### PERSONA 2



Hello, my name is...

#### Karen

Mother of Bright Futures recipient

- 45, mother of 2 sons
- works from home
- annual HHI \$80-100k

What we can say that will resonate with her...

"Your child is making a difference in the lives of others and you should celebrate their success."



- Work/chores
- Relaxing with family
- Shopping/preparing meals
- Tidying the house
- Attending spin class



- Ellen, Today, Food Network
- Social Media
  Facebook to stay connected
  still needs help with some things
- Smartphone always with her
- Checks email on the go
- Technology to stay connected
- Desktop for work, tablet for fun



"More importantly than the education itself, the college experience gives my kids the life skills and independence that will prepare them for the future."

### PERSONA 3



Hello, my name is...

### Mary

Former Bright Futures recipient

- 28, single/dating
- elementary school teacher
- annual HHI \$40k

What we can say that will resonate with her...

"Your work
contributions help
secure a strong future for
Florida. You are making
a difference in the lives
of these kids."



- Keurig coffee before work
- Listens to Pandora in car on the way to work
- Tutor kids after school
- Shops at Trader Joe's



- Netflix, Local News Programs
- Social Media
  Facebook , Instagram, Pinterest, Buzzfeed
- Facebook , Instagram, Pinterest, Buzzfeed still needs help with some things
- Smartphone, laptop, Kindle
- Blackboard/school websites
- Technology for productivity



"It was expensive, but worth it because my degree has allowed me to persue my professional goals. I want to encourage as many kids as possible to work hard to get into college."

### **TACTICS**

- · Intern Team Friends & Family via Social Media
- · Paid Social Ads
- Florida Lottery Facebook Posts
- · SJ&P Social Channels

### **PROCESS**



How has your or your child's life been impacted by Bright Futures? Tell us your story! floridalotteryteam@sjp.com



St. John & Partners shared Florida Lottery's photo.

July 7 at 12:52pm · Edited · @

Are you a Bright Futures recipient or a parent of a recipient? Would you be interested in participating in a 15-minute video interview?

Send us a direct message! We want to hear your story.

\*All participants will be compensated, and will need to be available on July



Bright Futures recipients, what has it allowed you to do? We may feature your story! floridalotteryteam@sjp.com



Unlike - Comment - Share



otter

ures recipients, what has it allowed you to do? We may feature your story!

ryteam@sjp.com



### THE RESULT

154,904

Reached Through Specifically Tailored Facebook Ads Over 5 Days

Stories Captured From Responses To The Ad

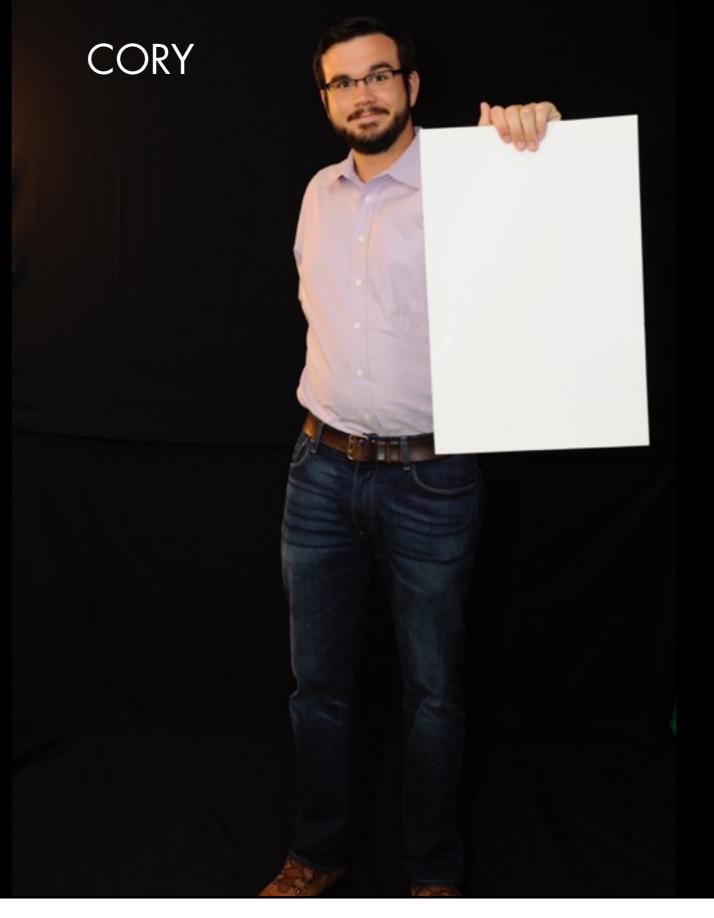
People Leveraged As Talent Based On The Best Story

# RECRUITMENT

16





















### SHAWN













16 people's REAL stories = 800+ individual pieces of content

- Campaign Objective
  - · Owned
  - Paid
  - Earned

## **CAMPAIGN OBJECTIVE**

By sharing positive and inspirational stories of those impacted by the Lottery's educational support we plan to raise awareness 3%, incrementally, with Florida residents (45% overall awareness).

## OWNED

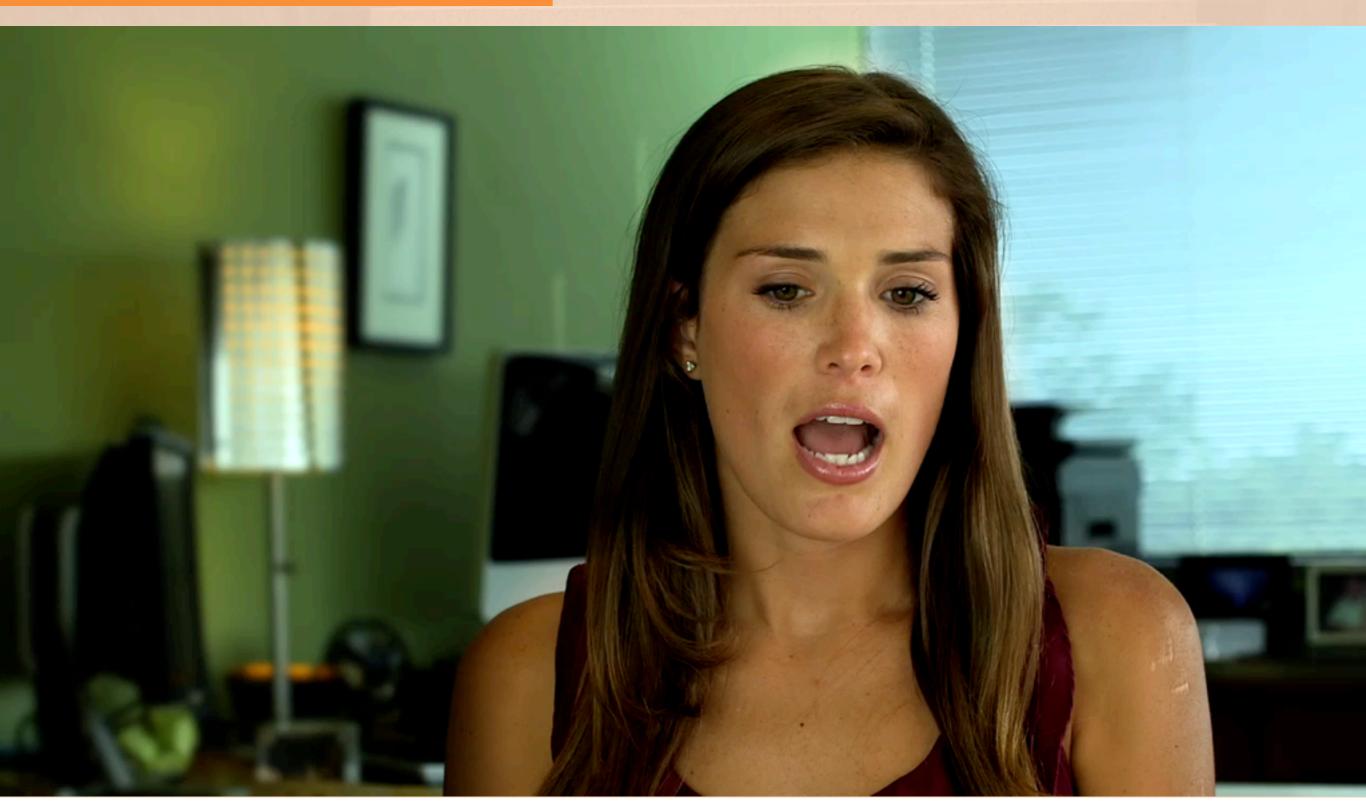
### Media Approach

Leverage current owned media to disburse Bright Futures state impact stories and drive traffic to the "Support Education" section of the Florida Lottery's website.

- Industry Video
- Internal Communications
- Lottery Website
- Social

### **INDUSTRY VIDEO**

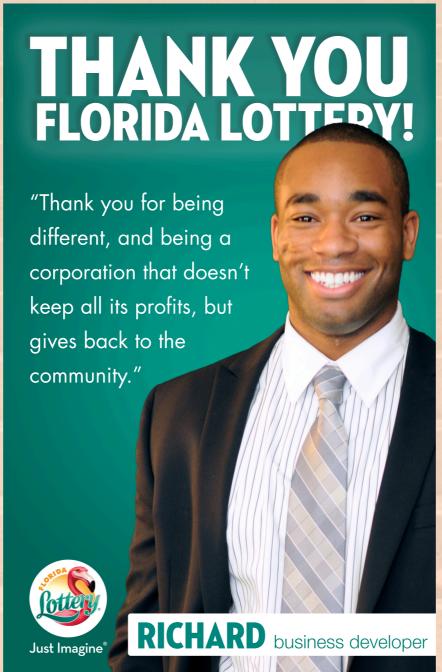
## **INDUSTRY VIDEO**



### INTERNAL COMMUNICATIONS

Hallway Artwork







## INTERNAL COMMUNICATIONS

Desktop Screen-savers



## INTERNAL COMMUNICATIONS

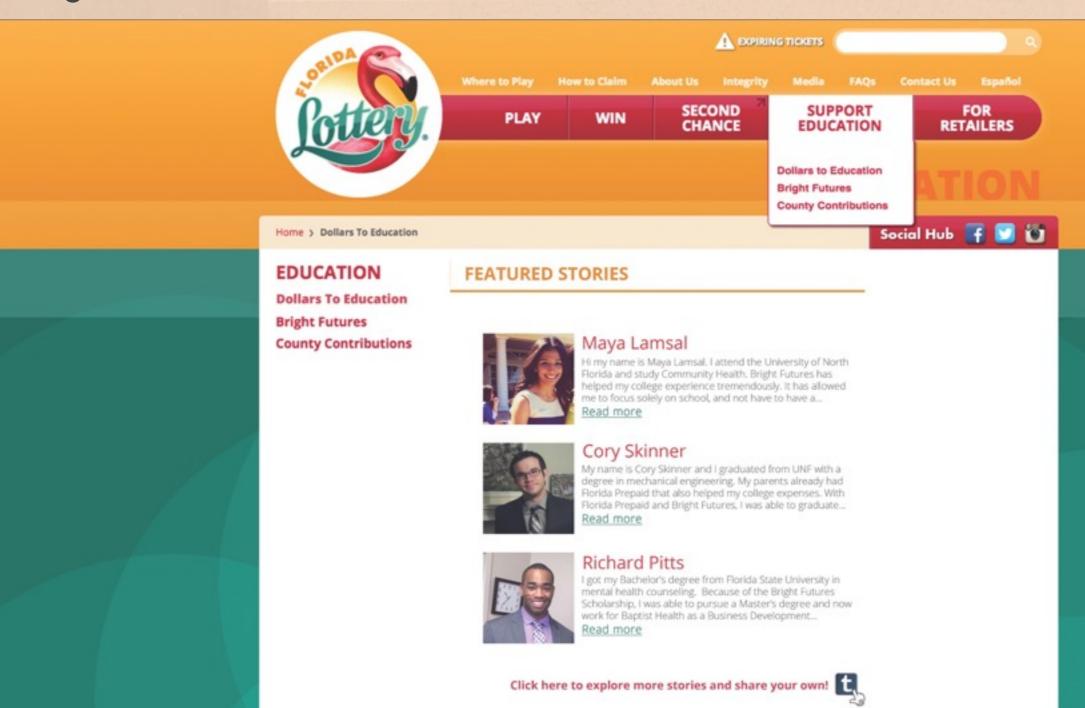
### **FLALOTTERY.COM**

Homepage Banner



### FLALOTTERY.COM

### Bright Futures Tab



### **SOCIAL STRATEGY**

Bring attention to the positive effect the Florida Lottery has on students and the state of Florida through social recruitment and engaging posts. Bright Futures recipients receive more than just a scholarship to pursue a higher education; they are earning the opportunity to positively impact the future of Florida.

### **FACEBOOK**

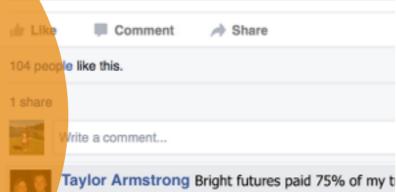




Gil Samson boosts Florida's industrial economy by building homes and offices. As a Bright Futures recipient, he was able to earn a degree in civil engineering from FAU.

Find out more about Gil's Bright Futures story, and share your own at playforeducation.share!





of college in Orlando. Thanks!



"Take these bright minds that are finishing high school and keep them in our state... that's an excellent way to think of Bright Futures: that we're providing a bright future for our state."

Find out more about Judy's Bright Futures story and share your own at playforeducation.share!



### **TWITTER**

Florida Lottery @floridalottery - Jun 18

#JustImagine the positive impact you could have on your own community. Playforeducation.share





11:58 AM - 18 Jun 2015 - Details

43 女 也 …

Hide photo

Reply to @floridalottery



@huffmanad Ryan Huffman - Jun 18

Officidalottery Thanks for providing back to our community!









#JustImagine will be used in all Bright Futures tweets.



Florida Lottery @floridalottery · Jul 17 FL is one of the fastest growing states in the US. Maya plans to

keep us healthy! #JustImagine

playforeducation.share



£3 3

Tweets with a hashtag receive

**2X** 

more engagement

### INFOGRAPHICS



Florida Lottery @floridalottery · Jul 4

Appy now for a chance to receive up to \$12,000 scholarship with Bright Futures and Florida Loottery! #JustImagine



Infographics are shared on social media

# MORE THAN

than any other type of content



Scholarship with

COST OF COLLEGE

Florida Lottery

July 10 at 4:08pm - a

Through our Bright Futures Scholarship Program, we have contributed more than \$4.6 billion to #highered in Florida.

Comm

this.

Florida Lottery

commer

Florida Lottery @floridalottery - Jul 24

Bright Futures wants you to leave your community better than you found it. #JustImagine



## PAID

### Media Approach

Utilize incremental paid media to launch the "Play For Education" campaign. Also, leverage both annual media and carrier station support to keep the campaign message top of mind and remain present throughout the year.

- Annual Media Support
  - Digital Out of Home, Education Bonus Boards, Minority-Owned (Print, Radio, and Digital), Carrier Station Support, IMG Sponsorship Support
- Paid Digital
- Paid Social

### **:30 VIDEO**

### **EDUCATION BONUS BOARD**



### DIGITAL OUT OF HOME



### PRINT ADS





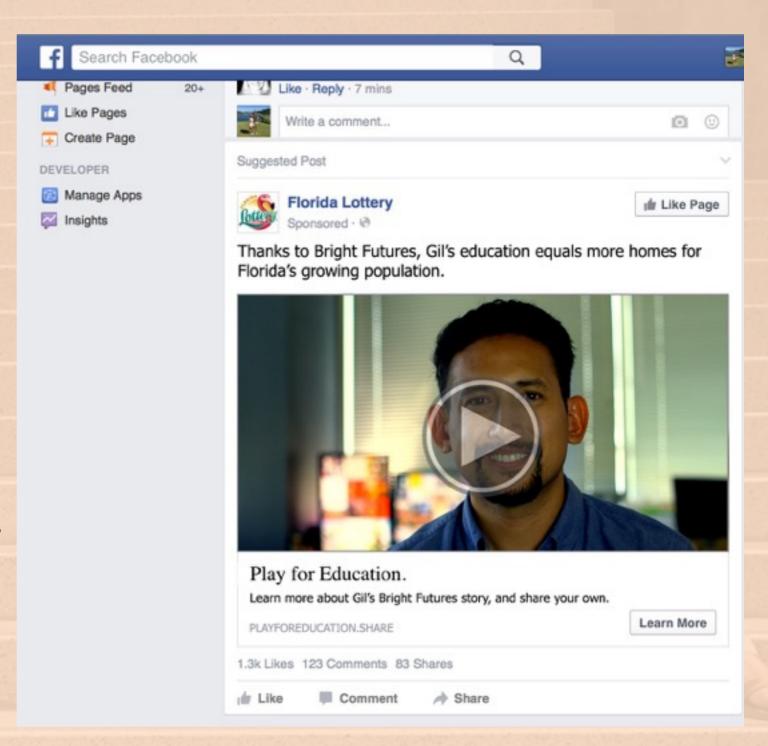
### DIGITAL BANNERS



### DIGITAL VIDEO

### PAID SOCIAL

- Usage of social networking sites is dominated by Facebook, by reaching the largest online community across every demographic.
- Compared to other social media sites, Facebook's platform provides a flexible and sustainable environment for our content.



## **EARNED**

### Media Approach

Build upon existing relationships to further spread "Play For Education" campaign messaging.

- Florida Department of Education Website
- Branding on Bright Futures Handouts
- Infographic Fliers for Guidance Counselors
- Winner Announcement Releases with Enhanced Bright Futures Language
- Carrier Station Interviews featuring Bright Futures Testimonials

### **BEFORE**

rship

State Programs Home

Applications and Updates

**Financial Aid Resources** 

Postsecondar

#### Florida Student Scholarsh Grant Programs

**AFTER** 

**State Programs Home** 

**Applications and Updates** 

**Financial Aid Resources** 

Postsecondary Institution

#### Applical Home k Links

Student Application (for new applicants)

View Student Financial Aid History Update My Demographics

Check My Status

Reinstatement/Restoration Application (for returning students)

#### Administrator Quick Links

Login to the Online Transcript Entry and Evaluation System Comprehensive Course Table (CCT)

#### Contact Us

1-888-827-2004

osfa@fldoe.org





The Florida Program es scholarship graduates f

#### Bright Futures Student Handboo

#### Chapter 1: Initial Eligibility Requiremen

- Requirements for the Three Schola
- Non-Traditional Students (home-ec

#### Chapter 2: Information to Know Now Ti

- Length of the Scholarship Award
- Award Amounts
- Summer Funding
- Transferring the Scholarship betwe

#### Chapter 3: Renewing Your Award

- Renewal Requirements
- Reinstatement Requirements
- Restoration Requirements
- Institutional Appeal Process

#### Other Bright Futures Resources:

Bright Futures Brochure

Chart of Eligibility and Award Criteria

Bright Futures Award Amounts

The Home-Educated Student Guide

The Out-Of-State Student Guide

Bright Futures Statistical Reports

#### Applicant Quick Links

Student Application (for new applicants)

View Student Financial Aid History **Update My Demographics** 

**Check My Status** 

Reinstatement/Restoration

**Application** (for returning students)

#### Administrator Quick Links

Login to the Online Transcript Entry and Evaluation System Comprehensive Course Table (CCT)

#### Contact Us

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osfa@fldoe.org

#### Funded By-





The Florida Bright Program establishe scholarships to rev graduates for high

#### **Bright Futures Student Handbook:**

#### Chapter 1: Initial Eligibility Requirements

- Requirements for the Three Scholarship Type
- Non-Traditional Students (home-educated, G

#### Chapter 2: Information to Know Now That You Ar

- Length of the Scholarship Award
- Award Amounts
- Summer Funding
- Transferring the Scholarship between Institut

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**Bright Futures Brochure** 

Chart of Eligibility and Award Criteria

**Bright Futures Award Amounts** 

The Home-Educated Student Guide

The Out-Of-State Student Guide

**Bright Futures Statistical Reports** 

**OUR INTEGRITY** To the Florida Department of Education **AFTER** 2015-16 **BEFORE** ures Student Handbook Bright Futures Chapter 1: Initial Eligibility Requirements Student Handbook Know Now Office of Student Financial Assistance Funded by Florida Department of Education The Florida Lottery 7/6/2015 Office of Student Financial Assistance Office of Student Financial Assistance Florida Department of Education Florida Department of Education 7/1/2015 CREATION & DISBURSEMENT

## INFORMATION PAMPHLETS





### WINNER ANNOUNCEMENTS

### **BEFORE**

### **AFTER**

H-OFF PRIZE

Tallahassee; and

np sum payment.

ad in Crawfordville.

kets, including six top

of winning are one-in-

Boulevard.

E Scratch-Off game at



FOR IMMEDIATE RELEASE WEDNESDAY, JULY 25, 2015

FOR IMMEDIATE RELEASE WEDNESDAY, JULY 25, 2015



CONTA

TALLA Brenda Florida Cheng Barley

The \$' prizes 4.97. Scratch-Off games are an important part of the Lottery's portfolio of games, comprising approximately 67 percent of ticket sales and generating more than \$632 million for the Educational Enhancement Trust Fund (EETF) in fiscal year 2014-15. Through its contributions to the EETF, the Florida Lottery is proud to support the Bright Futures Scholarship Program, which was created in 1997 by the Florida Legislature to assist students in pursuing postsecondary educational and career goals. Since the program's inception, the Florida Lottery has contributed more than \$4.6 billion to send more than 700,000 students to college.

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#### ABOUT THE FLORIDA LOTTERY

The Florida Lottery is responsible for contributing more than \$28 billion to education and sending more than 700,000 students to college through the Bright Futures Scholarship Program. The Florida Lottery reinvests nearly 98 percent of its revenue back into Florida's economy through prize payouts, commissions to more than 13,000 Florida retailers and transfers to education. Since 1988, Florida Lottery games have paid more than \$46 billion in prizes and made more than 1,400 people millionaires. For more information, please visit www.flalottery.com.

###
Just Imagine®

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### Just Imagine®

## CARRIER STATION INTERVIEWS



# MEDIA BUDGET & ALLOCATION

- · Campaign Flowchart
- Budget Breakdown
- Measuring Success

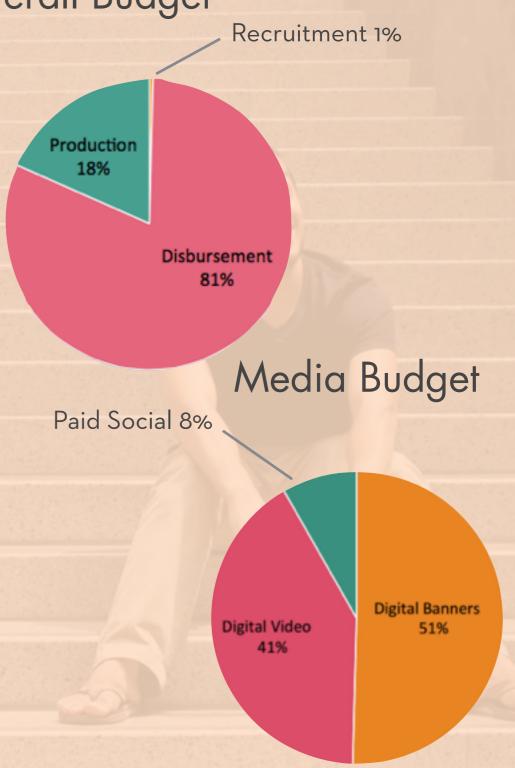
# **CAMPAIGN FLOWCHART**

	"Play for Education" Campaign Flowchart																																												
			27	Au	gust	7 24	Se	pter	mber	1 2	Oct	tobe	19	26	love:	mber	23	Dec	zemb	er 21	28	Jan 4	201 uary	15 - 2 a 25	_	ebrue a s	ry 5 22	29	Marc 7	h 14 2	28	Apr	11 1	8 21	2	May	16	23 3	Js	ine 13	20	27	Ji 4	uly	10 2
Paid	Annual Media Support	Carrier Station TV Bonus Billboards Print																																											
	Incremental Media	Digital Display/Mobile Digital Video Paid Social			-																	-	-										-											Ŧ	Ŧ
Owned		FLOT Website Banner Social Email Marketing																																											
Earned		Internal Communication Carrier Station Interviews FL Dept. of Edu. Site																																											

## BUDGET BREAKDOWN

Budget

Recruitment	Paid Social	\$ 624
	SJ&P Social Channels	\$ -
	Friends/Family Social Channels	\$ -
	Recruitment Total	\$ 624
Production	Talent (15 x \$500)	\$ 7,500
	Photography Shoot (2 day)	\$ 5,000
	Retouch	\$ 1,000
	Video Shoot (2 day)	\$ 9,000
	Video Edit (3 day)	\$ 2,880
	Voice over	\$ 500
	Equipment Rental	\$ 1,000
	Music	\$ 500
	Production Total	\$ 27,380
Disbursement	Digital Banners	\$ 61,000
Dissaisement	Digital Video	\$ 50,000
	Paid Social	\$ 10,000
	Disbursement Total	\$ 121,000
	Overall Total	\$ 149,004



## MEASURING SUCCESS

Campaign success will be measured on a month-by-month basis by analyzing the results from the following data collections:

- Monthly Tracking Studies
- Reach & Impressions
- Click-Throughs & View-Throughs
- Opens Of Email Blast
- Visits To Bright Futures Page On The Flot Website
- Video Plays And Completion Rate

- Lessons Learned
- · Goal 3
  - Tumblr page
  - Ice Cream Socials

### LESSONS LEARNED

### How to Continue Bright Futures Story Collection

- Repeat formal interview process annually
  - More "fill in the
- Establish Customer Relationship Management (CRM)
  - Email Marketing
- Connect with businesses, professional/trade organizations, chambers of commerce

### Social

- Diversify Content Of Stories
- Posting Strategy

# Goal 1

Assess the current attitudes and awareness Floridians have towards the Florida Lottery. Specifically, concerning its contributions towards education.

# Goal 2

Build on an pre-approved existing educational campaign.

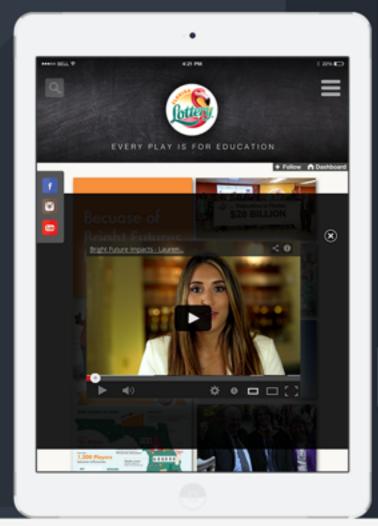
### GOAL 3

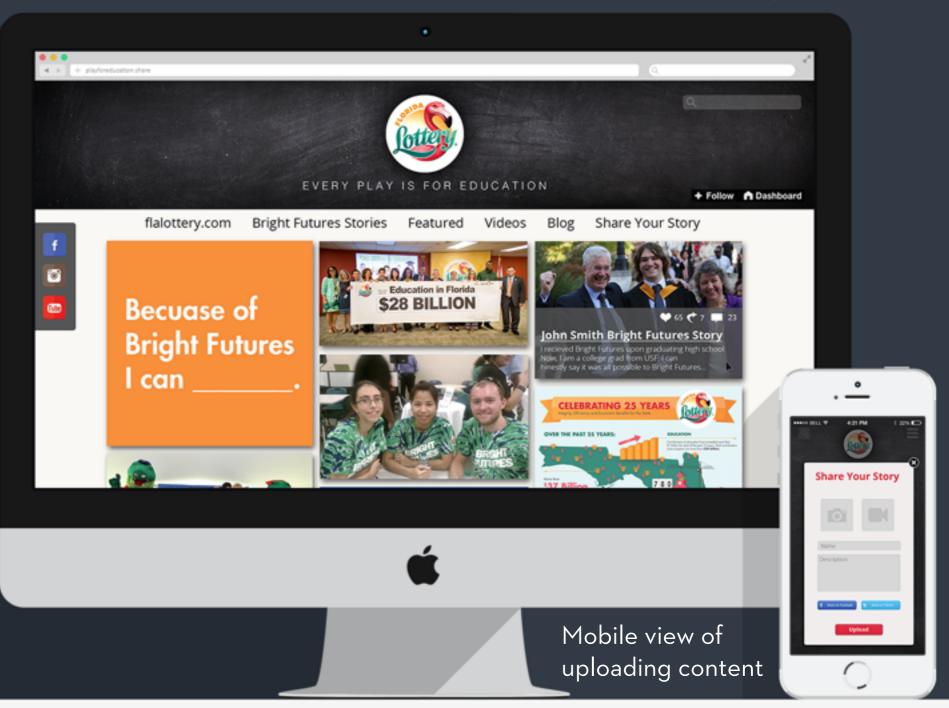
Build an infrastructure that will allow user-generated content to be collected over the next 12 months, while integrating continued recruitment and disbursement.

## TUMBLR PAGE

Desktop view of playforeducation.share tumblr. page

Tablet view of video content





MONTHLY GIVEAWAYS for Bright Futures story shares

### TUMBLR PRESS RELEASE



#### FOR IMMEDIATE RELEASE

MONDAY, AUGUST 17, 2015

**CONTACT**: FLORIDA LOTTERY COMMUNICATIONS (850) 487-7727

### FLORIDA LOTTERY OFFERS \$1,000 EACH MONTH FOR BRIGHT FUTURES STORIES

**TALLAHASSEE** – To raise awareness for its Bright Futures Scholarship Program, the Florida Lottery is encouraging past and current Bright Futures recipients and their parents to share inspiring stories. Launching August 17, 2015 on the brand's tumblr site, the Florida Lottery is offering participants the chance to win \$1,000 each month for real-life examples of the Program's positive impact on the lives of Floridians.

"We want to collect and share these stories with Florida residents to demonstrate the influence the Bright Futures Scholarship Program has had not only on education, but on the state as a whole," said Florida Lottery Secretary, Cynthia O'Connell. "Many Bright Futures recipients have started careers here and are contributing immensely to the growth and development of Florida."

Interested candidates are encouraged to submit their stories on the Florida Lottery's tumblr page, <a href="https://www.playforeducation.share">www.playforeducation.share</a>, which is dedicated to promoting the Bright Futures Scholarship Program. Entries should be in the form of a 30 to 60 seconds video and must showcase the entrant sharing his/her story. Stories collected so far have included the life-changing opportunities provided by Bright Futures Scholarships. The Florida Lottery will select one story to feature each month and the winner will receive a \$1,000 cash prize.

The Bright Futures Scholarship Program, which is primarily funded by the Florida Lottery, was created in 1997 by the Florida Legislature to assist students in pursuing postsecondary educational and career goals. Since the program's inception, the Florida Lottery has contributed more than \$4.6 billion to send more than 700,000 students to college.

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### ICE CREAM SOCIALS

Take photo booth to the next level through digital technology



- Enclosed spaces make the experience more personal
- Incentivize usage with a raffle
- Promote the photo booths and raffles with additional signage
- The new vendor cost is \$10,000 less

"Education is for improving the lives of others and for leaving your community and world better than you found it."

-Marian Wright Edelman

