Virginia Tech Social Media Guidelines & Best Practices



1. ASSEMBLE A TEAM

A successful team consists of members who can take ownership and responsibility for carrying out day-to-day updates in addition to long-term campaign goals.

- Do: Include anyone who could benefit from a successful campaign and those with writing and photo editing skills and businessrelated social media experience.
- Don't: Try to tackle a campaign completely on your own (if you can help it).

2. PLAN YOUR CAMPAIGN

Ask and answer the following questions:

- \cdot Who is your audience and where are they on social media?
- \cdot What are your short- and long-term goals?
- · Do your goals align with University priorities?
- What are your calls-to-action? (i.e. visit a website, take a survey, etc.)
- How will you determine success?
- What activities/responsibilities are needed by team members before, during, and after the campaign?
- \cdot Do you have a budget available to aid in your campaign?

3. CHOOSE YOUR SOCIAL PLATFORM(S)

- · Determine your target audience
- Review your social media accounts' analytics to learn follower demographics. Pay close attention to the engaged followers – they're the ones who are more in-tune with your content and respond with action.
- Pick the best platforms to reach your target audience based on follower demographics.

4. USE EDITORIAL CALENDARS TO PLAN POSTS

		February 2017	7	<	• T
Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	
	7:35a #VirginiaTech re:		8:35a Feeling bitterswe	8:45a Thanks to a new	
9:20a Get to know Prov	8a Media: Effects from	9:30a TODAY: @vtcpd's	9:25a For the media: E:	11:30a. @VTFacilities s	
12p in the news: Get to		10:35a Attention senio	11:10a What's a turf til	1p "Without the Execut	
2:20p ICYMI: @vthyper	2:05p Our researchers		1:05p Happening tonig		
1 more			1 more	1 more	

- Use a shared digital spreadsheet or calendar (i.e. Google Calendar) to layout time and order of posts in your campaign.
- \cdot Use scheduling tools like HootSuite or Buffer to accomplish this, if available.

5. DETERMINE A TONE/VOICE APPROPRIATE FOR YOUR CAMPAIGN



- Within the overall tone of your brand, adjust your campaign posts' voice to what your audience will engage with.
- \cdot Maintain professionalism even when being informal, fun, and friendly.
- Use emojis and hashtags to add content value and to be a part of larger conversations.

Source: Social Media Examiner socialmediaexaminer.com/social-media-campaign-elements