

## Special Committee on University Relations

June 2024

June 14, 2024

8:00 a.m.

West Committee Room, McNamara Alumni Center

### **CUR - JUN 2024**

### 1. Local Government Relations Throughout the System

Docket Item Summary - 3

Presentation Materials - 5

#### 2. Outreach Across the State

Docket Item Summary - 18

Presentation Materials - 19

### 3. 2023-24 Reputation Marketing Campaign

Docket Item Summary - 36

Presentation Materials - 38

| special Committee | e on oniversity Kelations  |                      | june 14, 2024       |
|-------------------|--|----------------------|---------------------|
| AGENDA ITEM:      | Local Government Relations T   | hroughout the System |                     |
| Review            | Review + Action  | Action               | <b>X</b> Discussion |
| This is           | a report required by Board policy.   |                      |                     |
| PRESENTERS:       | Melisa López Franzen, Executi<br>Relations<br>Lynne Williams, Chief Marketi<br>Morris campuses |                      | ·                   |

#### **PURPOSE & KEY POINTS**

The purpose of this item is to share an update with the special committee on systemwide activities related to local government outreach and community relations. This update will highlight various activities at each campus.

Tina Erazmus, Director of Local Government and Community Relations

The approach for local community relations is to represent and drive the University's priorities with community and neighborhood associations surrounding system campuses, cities, as well as neighboring counties, federal district offices, and staff. The work ensures that the University has meaningful relationships and a voice in policy development that will impact the statewide campuses and their surrounding communities. This outreach allows the University to promote higher education and research, while engaging with policymakers, local governmental units, and external partners.

### **Local Government and Community Relations Highlights from Each Campus**

#### Crookston

Crookston engages with local elected officials in a variety of ways, including direct engagement and large community events like Night to Unite, in which this past year's theme was "Celebrating Community Leaders Past and Present." The event kicked off at the U of M Crookston Sargeant Student Center. During the 2023 Ox Cart Days, Chancellor Mary Holz-Clause was featured as Grand Marshall. Additionally, Chancellor Holz-Clause has been engaged with local legislators and including actively collaborating on the NXT GEN badge program.

#### Duluth

The Duluth campus engages in routine campus updates and regular conversations with city, county, state, and federal elected officials and staff, along with other community leaders. Invitations to routine events are also extended to the same group. Duluth regularly participates in community speaking events like Rotary Club of Duluth, Downtown Council, and the Duluth Area Chamber of Commerce. The Duluth campus organizes leadership forums, designed to bring community leaders together to provide key UMD updates—the next one will be later this summer and serve as a farewell for Interim Chancellor David McMillan and an introduction for Chancellor-designate Charles Nies.

#### Morris

The Morris team routinely provides campus updates to local and state officials and invites them to engage on campus. The mayor of Morris, Kevin Wohlers, is an alumnus and consistently invited to events on campus. Chancellor Janet Schrunk Ericksen engages with local elected officials, including Minnesota State Representative Paul Anderson. At Morris, the academic year kicks off with a community welcome picnic, which is organized collaboratively with the Morris Area Chamber of Commerce and local businesses to deepen relationships with students, faculty, and staff.

#### Rochester

At the Rochester campus, Chancellor Lori Carrell meets monthly with elected leaders and others for "Government Forum," providing an update on UMR at each meeting. Local leaders of Greater Rochester Advocates for Universities and Colleges have long been champions of UMR; their organization is the only one of its kind in Minnesota.

#### Twin Cities

Twin Cities campus activities regularly include engagement with local elected officials, specifically in the cities of Minneapolis and Saint Paul. Strong and deep partnerships have been created and are continuously nurtured for University and city community relations. Neighborhoods surrounding the University, along with community partners, are engaged to attend meetings and events. Safety in the Dinkytown neighborhood continues to be challenging with ongoing efforts including Crime Prevention Through Environmental Design (CPTED) principles, safety walks, lighting, and Block By Block clean-up grants.

# Local Government Relations Throughout the System

Melisa López Franzen, Lynne Williams, Tina Erazmus June 14, 2024



University of Minnesota

**Driven to Discover®** 

Crookston Duluth Morris Rochester Twin Cities

## **Local Government and Community Relations**

What is local government and community relations?

> Why is it important?

### **Strategies and Activities**

- Internal communication and coordination
- Proactive engagement and outreach with elected officials
- Partnerships with community organizations



## **Local Government and Community Relations** Crookston



### **Local Activities**

- Night to Unite
- Ox Cart Days

### **Government Engagement**

Next Gen Badge



# **Local Government and Community Relations**Rochester



### **Local Activities**

- Government Forum with elected officials
- Greater Rochester Advocates for Universities and Colleges (GRAUC)
- State of the Campus



# Local Government and Community Relations Duluth

### **Local Activities**

- Regular conversations, campus updates, event invitations
- Coordination with economic development projects
- Neighborhood meetings
- Community speaker series
- Fostering campus to community connections





# Local Government and Community Relations **Duluth**

### **Leadership Forums**

- Host community leadership forums with elected officials and other executive peers
- Provide updates; Collect feedback
- Relationship building and advocacy





# Local Government and Community Relations **Duluth**

### **Excursions and Experiences**

- Hands-on engagement experiences with Large Lakes Observatory
- Summer cruise with local elected leaders, donors, and key stakeholders to learn about water research





# Local Government and Community Relations Morris

### **Local Activities**

- Regular campus event invites and updates
- Annual community picnic, chamber gatherings, county fair
- Horticulture Night w/ West Central Research and Outreach Center







# **Local Government and Community Relations Twin Cities**



### **Outreach to Local Elected Officials**

- Hold regular check-in meetings with Minneapolis and Saint Paul elected officials
- Coordinate with staff on projects that affect the University such as Minneapolis Public Works and Hennepin County
- Attend city events such as State of the City with both Saint Paul Mayor Melvin Carter and Minneapolis Mayor Jacob Frey

# Local Government and Community Relations Twin Cities

### **Community Outreach**

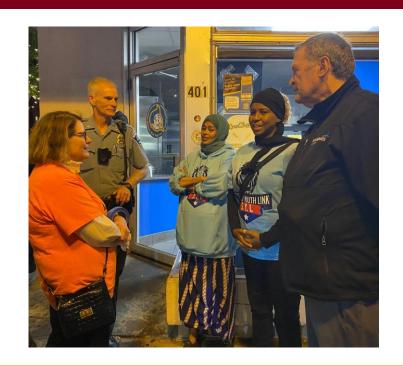
- Neighborhood engagement: Marcy-Holmes Neighborhood Association, University Neighborhoods, University District Alliance
- Manage the Good Neighbor Fund
- Special projects: Carlson School students Impact Lab



# Local Government and Community Relations Twin Cities

### **Campus Safety Engagement**

- Partnerships with MPD, MPLS Community Safety Department, Council and Mayor
- Utilizing Crime Prevention Through Experimental Design (CPTED) principles with our Urban Design Center and Minneapolis
- Created a Safety Walk program in Dinkytown



## **Local Government and Community Relations**



### **Next Steps**

- Continued strategic collaboration across the state
- Introduce President-designate Cunningham to local leaders at system campuses



# Questions

| Special Committee on University Relations |  |        | June 14, 2024       |  |
|---|--|--------|---------------------|--|
| AGENDA ITEM:                              | Outreach Across the State  |        |                     |  |
| Review                                    | Review + Action  | Action | <b>X</b> Discussion |  |
| This is                                   | a report required by Board policy.                               |        |                     |  |
| PRESENTERS:                               | Kathryn Draeger, Director, Univ<br>Sustainable Development Partn | •      | tension Regional    |  |

#### **PURPOSE & KEY POINTS**

The purpose of this item is to highlight the many ways the University engages with people, communities, and organizations across Minnesota. The discussion will include information about activities led by the Office for Public Engagement, Extension, and the Twin Cities College of Food, Agricultural and Natural Resource Sciences and will include an update about the University's 2024 presence at the Minnesota State Fair.

## Outreach Across the State

Board of Regents Special Committee on University Relations June 14, 2024

Kathryn Draeger, Director of Extension's Regional Sustainable Development Partnerships, Adjunct Professor in the Department of Agronomy and Plant Genetics



# Office for Public Engagement

- Supports scholars, students, and community partners associated with all U of M colleges and units conducting community-engaged teaching, research, and outreach throughout the state
- Promotes reciprocal, mutually beneficial University-community partnerships focused on community-identified needs
- Led the effort in the U of M receiving the MPact 2025 supported Carnegie Classification for Community Engagement designation – a first for any University system

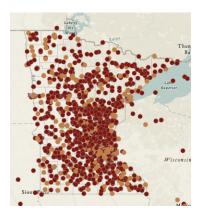
# Office for Public Engagement

- Manages the Public Engagement Footprint, a public-facing, interactive map of the U of M's community-engaged teaching, research and outreach activities in Minnesota
- Supports more than 400 U of M scholars statewide through professional development
- President's Community-Engaged Scholar and Outstanding Community Service awards honor U of M partnerships and champions throughout the state

# Office for Public Engagement

- The Public Engagement Footprint features 5,000 examples of the U of M's community-engaged projects throughout the state
- Searchable by location, community partner, school or college, project type, and issue

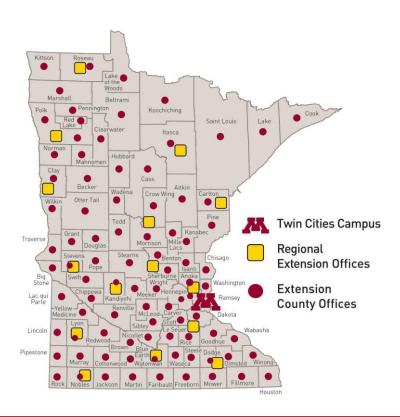




Extension's role in the land-grant mission is to bring Minnesotans together to build a better future through University science-based knowledge, expertise and training.



# Extension is the University's front door



- All 87 counties
- 15 regional offices
- More than 2K partnerships
- 35K volunteers
- 65% of employees in greater MN

# Extension collaborates across the system

- 5 collegiate partners
- 2 system campuses
- 2 neighboring state land-grant institutions



More than 1 million people reached annually via Extension educational programs



# CFANS – Inspiring Minds, Nourishing People, **Enhancing the Natural Environment**









St. Paul Campus Facilities Research and instruction, **Agricultural Experiment Station** 

Minnesota Landscape **Arboretum** 

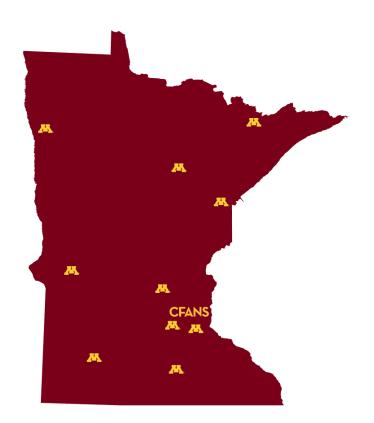
**Bell Museum** 

10 Research and Outreach Centers across the state

## Research and Outreach Centers

### **10 Unique Locations**

- Cloquet
- Grand Rapids
- Crookston
- Waseca
- Lamberton
- Morris
- Rosemount
- Chaska
- Becker
- Ely



## ROCs at a Glance 2023



72
Externally
Funded Grants

38
Public/Private
Partnerships

## **ROC Outreach**

- 60,000 visitors across the system
  - K-12
  - Community and Industry
  - Farmers
- 50 + Field Days
- Bell Museum Camps
- 10,000 UMN college and system partners using ROC facilities.
- Partnership with Extension



## U of M at the Minnesota State Fair



- Crossroads
- Driven to Discover
- Parade
- 4-H (building and barns)
- Agriculture-Horticulture
- And more!

### CFANS at the Fair

- Agriculture and Horticulture Building presence
- Livestock exhibits
- Crop displays
- Gopher Dairy Club
- 12 departments and CFANS centers represented across the Fair









### Extension at the Minnesota State Fair



- 4-H building and barns
  - 6,500 youth exhibit projects each year
- Master Gardeners
- Master Naturalists
- Minnesota Climate
   Adaptation Partnership
- Clean Energy Resource Teams

# U of M engagement in action 2024

- Juneteenth
- Twin Cities Pride
- County fairs across the state
- UROC Community Day
- Farmfest
- Minnesota State Fair



# University of Minnesota Driven to Discover®

Crookston Duluth Morris Rochester Twin Cities

The University of Minnesota is an equal opportunity educator and employer.

### **Special Committee on University Relations**

June 14, 2024

| AGENDA ITEM: | 2023-24 Reputation Marketing Campaign  |        |                     |  |  |
|--------------|--|--------|---------------------|--|--|
| AUGENDATA EN | 2023 21 Reputation Marketing Gampaign  |        |                     |  |  |
| Review       | Review + Action  | Action | <b>X</b> Discussion |  |  |
| This is      | a report required by Board policy.   |        |                     |  |  |
| PRESENTERS:  | Ann Aronson, Chief Marketing Officer and Interim Co-Leader of University<br>Relations        |        |                     |  |  |
|              | Chuck Tombarge, Chief Public Relations Officer and Interim Co-Leader of University Relations |        |                     |  |  |
|              | Laura Johnson, Senior Director of Account Services   |        |                     |  |  |

#### **PURPOSE & KEY POINTS**

The purpose of this item is to share results of the 2023–24 "Dear Minnesota" systemwide reputation marketing campaign. The full presentation can be viewed <u>HERE</u>.

The strategy and approach of the campaign was shared at the September 2023 meeting. Market research has shown that this year's "Dear Minnesota" campaign has reversed the troubling drop in public perceptions of University research that followed three years in which reputation marketing campaigns were absent from the marketplace. The campaign was designed to increase positive perceptions of the University among the Minnesota public, as well as reverse the trend of declining perceptions about the University's research prowess.

The "Dear Minnesota" campaign is systemwide, featuring stories from all campuses. The campaign has many elements to it, including television, digital, radio, social media, public relations, internal communications, and much more. Plans for the next phase of "Dear Minnesota" will be shared including a renewed presence at the Minnesota State Fair in the Crossroads building.

This item will also include an overview of the plan for an increased and sustained marketing budget. The commitment is for a recurring \$3 million annual marketing budget. The University of Minnesota Foundation will contribute a one-time infusion of \$10 million spread over five years—supplemented with \$5 million of University resources across the first five years. This investment would serve as a bridge to a recurring \$3 million increase in the University's marketing budget funded ongoing from central reserves and/or 0 & M. In addition, the Finance & Operations Committee's June 2024 Consent Report includes a five-year master service agreement for \$15 million with a selected marketing agency.

#### **BACKGROUND INFORMATION**

Reputation marketing is critical in building public goodwill and support, carrying out effective fundraising and student recruitment, and helping legislators see how the University solves problems that touch the lives of their constituents.

The University began reputation marketing in 2005 with the launch of the Driven to Discover brand. Campaigns have run almost every year (except from 2020–2023) and have consistently improved positive perceptions of the University among the Minnesota public. Driven to Discover has been embraced by campuses, colleges, and units as the University's brand.

This systemwide reputation marketing campaign is distinct from the systemwide recruitment campaign. The recruitment campaign is designed to drive prospective students to application sites. Each campaign serves a different purpose, but both are essential for achieving the University's goals.

# 2023-24 Reputation Marketing Campaign

Special Committee on University Relations

#### Presented by:

- Ann Aronson, Chief Marketing Officer
- Chuck Tombarge, Chief Public Relations Officer

June 14, 2024

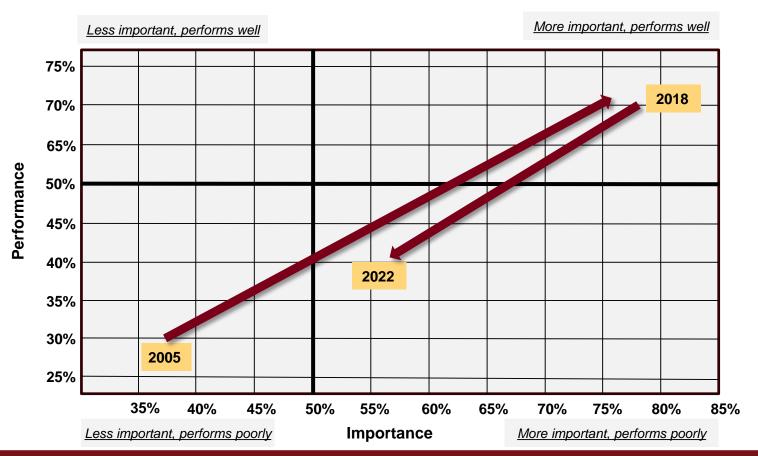




# **Campaign Purpose**

- Remind Minnesotans that U of M research benefits them.
- Reverse the trend of declining perceptions of our research prowess.
- Increase positive perceptions of the University among state opinion leaders and the public.

# Conducts Research that Improves Minnesotans' Quality of Life







ENHANCED BY Google

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University of Minnesota System

#### **Driven to Discover**

Share your story

Home > Dear Minnesota



#### All that we do, we do for you



We're transforming food shelves into friendly places with healthy food >



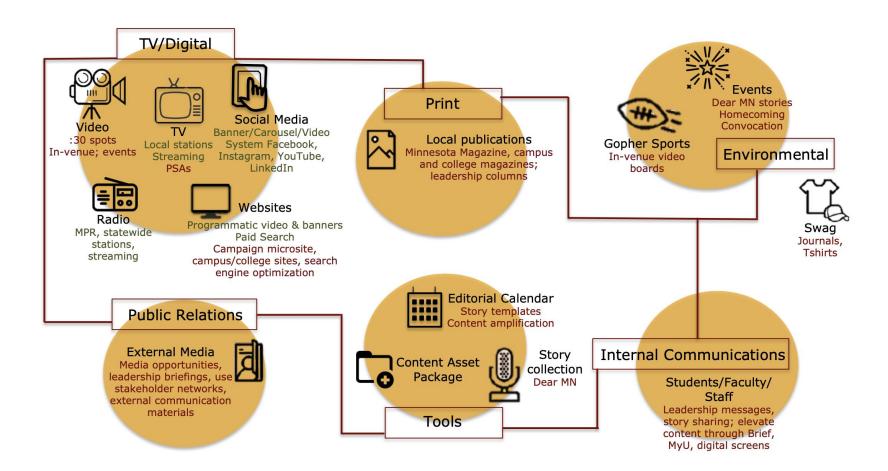
Engaging rural youth in science benefits
Minnesota agriculture >



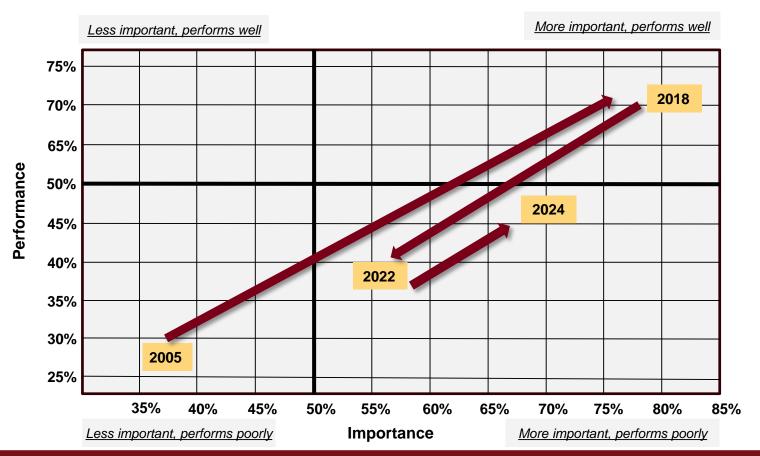
An aquatic robot could fend off threats to Minnesota's lakes >



Geroscience research may hold the key to healthy aging >



# Conducts Research that Improves Minnesotans' Quality of Life



# **Favorable Impressions**

- Overall favorable impressions went up 11%
- For those who have seen the ads:
  - Opinion Leader favorable impressions are 25 percentage points higher
  - General Public favorable impressions are 14 percentage points higher



A partnership effort called SuperShelf is featured in the University of Minnesota's "Dear Minnesota" campaign.

A Minnesota-led revolution brings food shelf shoppers new respect, autonomy, and better nutrition.

"As I sat with an almost empty gas tank, I thought 'Really, God, are you going to make me choose between fuel for my truck or food for my family?""



a mater is the heart of Minnesota's flagship university - a place where we expand the frontiers of knowledge while preparing our students for bright, curiosity-filled futures. When you invest in CLA, you and extend our work into the community. Give to CLA.

DEATZ MINNESOTA

Read Dear Minnesota stories and tell us yours.

UMN Alumni Association

The U of M has never stopped working to make lives better and the state healthier. Through personal messages from faculty, staff, students and alumni, UMN is writing a love letter to the people of Minnesota. Please share your Dear Minnesota story of how the University improves lives or has been valuable to you.



Office of Research & Innovation MINNESOTA

An aquatic robot safely and efficiently protects Minnesotan waters, geroscience research may hold the key to healthy aging, assisted migration can save Northern Minnesota forests, and more research advances are highlighted in the Dear Minnesota series.

## **Stories from the Public**

#### Harumi I.



Name: Harumi I.

Affiliation with the University

Alumi

Story Relation: Twin Cities Campus

The University of Minnesota is the window on the world. Through the experience of studying at the U of M with multi-national class mates, and learning from outstanding faculty, I had really grown, from an innocent Japanese girl lived in an insular country and a homogeneous society, to a woman who have a more global perspective and

understand diverse Master's degree. M world. The U of M I networks enriched maintaining my str long as I am alive

#### Adriana B.

Name: Adriana B.

Affiliation with the University

Othe

Story Relation: Extension

Dear Minnesota,

I have been involved in Minnesota 4-H through the University of Minnesota Extension for as long as I can remember. 4-H has taught me many things through out the years, including leadership, animal science, and much more through different workshops and

fair projects.

Thomas



Name: Thomas

Affiliation with the University

Other

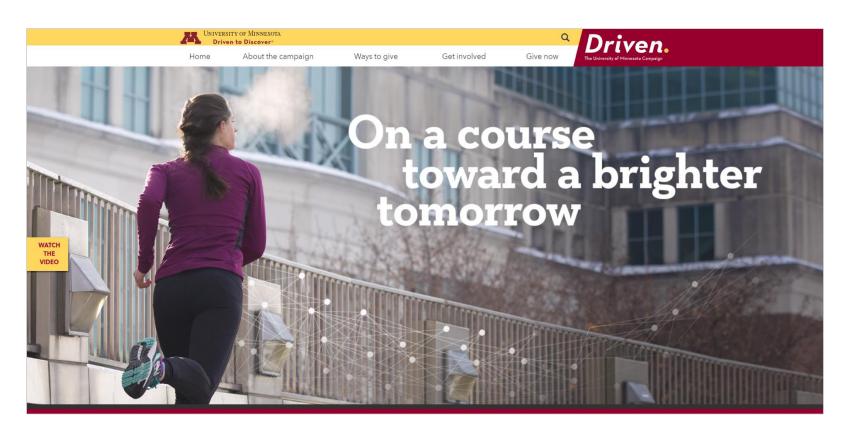
Story Relation: Crookston Campus

Dear Minnesota,

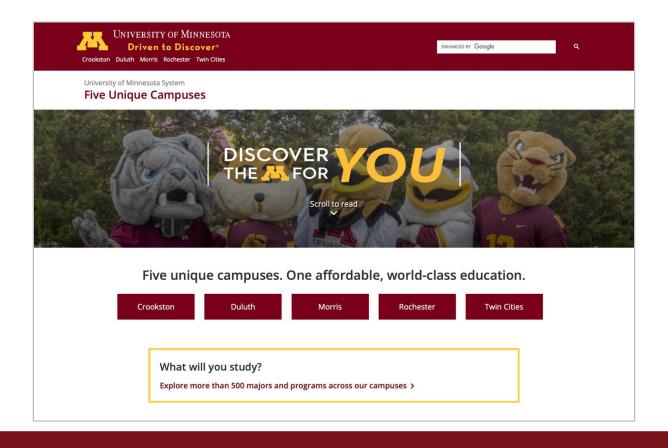
I did a program entitled O.W.L.S. that promoted the environment's well-being. To complete this program you had to help nature somewhere in your neighborhood. I was fortunate enough to help out at my local state park picking wild onions and was featured in the U.M. extension newsletter. Without this program or the university's help, I wouldn't have been able to experience all the great memories that came with it. Thank you.

ota 4-H, I have been taught so much about leadership, while being ferent leadership opportunities. I have been involved at the club, national levels. I have interacted with many different members who I-H journeys. I love sharing about how Minnesota 4-H has made me adership abilities. I would not have these opportunities if I was not sota 4-H. I do not know where I would be if I did not have Minnesota

# **Philanthropy**



## **Student Recruitment**





# **Brief Faculty and Staff Campaign**

Goals: Amplify and engage

Timeline: January 31–March 6; March 20–April 24, 2024





"Being born, raised and educated in Crookston, Heidi knew that when she got older, she would pour back into the place that formed her."



"I want Minnesotans to know that the University of Minnesota is more than just an institution; it is a catalyst."

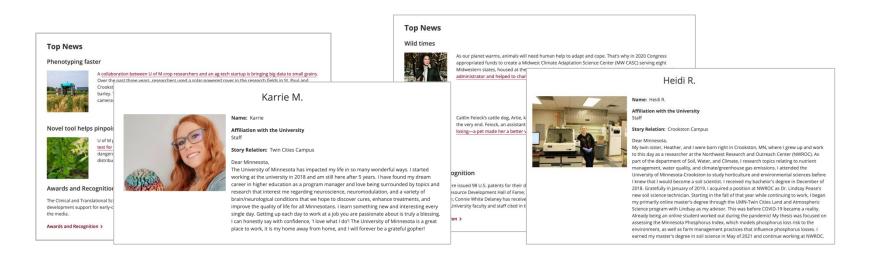


"Each day, surrounded by neuroscience topics and research, Karrie can say 'I love what I do!"

# **Brief Faculty and Staff Campaign**

#### The Results:

- 70-300 people clicked to read more
- Engagement rate: 70-80+%



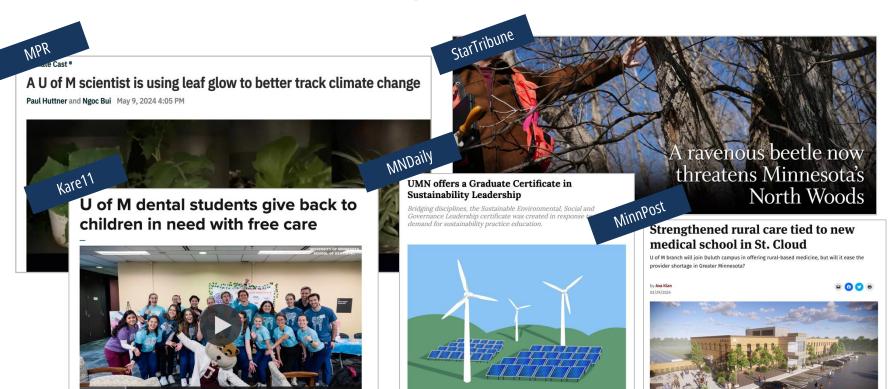
# **Bringing Dear Minnesota** to life through earned media statewide

Prioritize campaign themes in media outreach:

- Climate Change
- Healthy Aging
- K-12 Education
- NXT GEN MED / Training Health Care Workforce
- Renewable Energy
- Water Quality



# **Making Headlines**



# **All Hands On Deck Outreach**

61

**Concepts Pitched** 

**173** 

**Total Placements** 

**73.7**%

Placement Rate

45 concepts with at least one placement

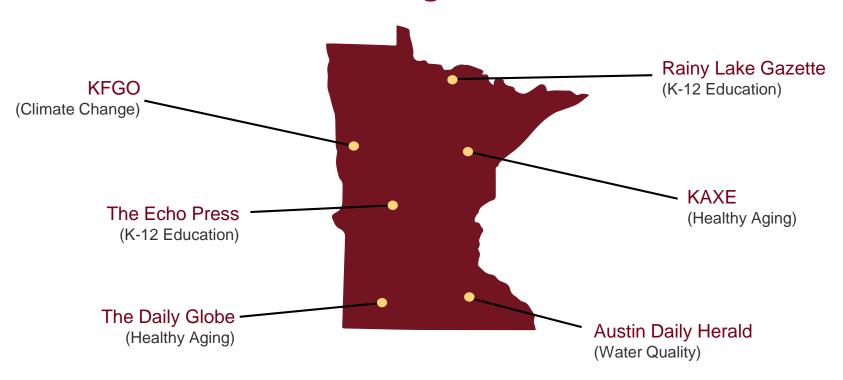
**Most Placed Themes** 

Healthy Aging and Climate Change

### What Stuck Out

```
highly invasive plants
                                          commitment and service
              health equity and access
                                     century
        warmer weather
                                              director
                           climate change
        lack of snow
                                           care
                        new study
                                    fish
                                          researchers
           farmers
                 crown rust fungus
                           life activities governance
       healthy retirement
                                     new research
                ecosystems spring
                                     climate classroom creativity
      less snow
                  invasive species curly-leaf pondweed
freedom and excitement
                                           potential impacts
                     high school students
      warm winter
```

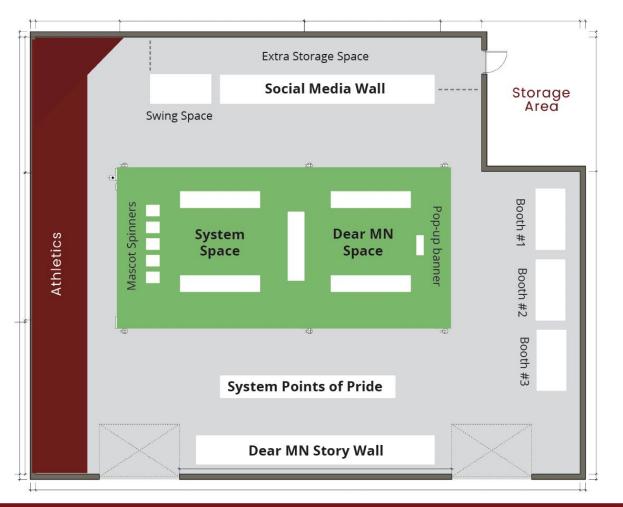
# **Covering Minnesota**



Results as of May 15 include placements in more than 60 local outlets throughout Minnesota



# State Fair Exhibit Plans



# **Dear Minnesota**

















Crookston Morris Rochester Twin Cities

# **Engaging Exhibits and Displays**

#### Social Media Wall



**Spinning Mascots** 



Points of Pride



System Contributions to the State





# **Continuation of Successful Dear MN**

- Creative iteration of Dear MN
- New stories that connect to issues MNs care about
- Increase public exposure
- Measure success through market research

# **Funding for Reputation Marketing**

- FY 25–FY 29 shared investment
  - \$10M University of Minnesota Foundation
  - \$5M central reserves/O & M
- FY 30 and beyond
  - \$3M recurring from the University
- \$15M for agency Master Service Agreement (taking action on June 13)

# **University Commitment: Leadership Priority**

- Board of Regents Reputation Management
- Interim President Investment Approval
- President Designate On Board

# **A Critical Moment**

- New president
- New academic health system
- New philanthropic campaign
- Revitalized relationship with legislature





# University of Minnesota Driven to Discover®

Crookston Duluth Morris Rochester Twin Cities

The University of Minnesota is an equal opportunity educator and employer.