# MANAGING A PUBLIC BRAND

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# THE UNIVERSITY OF WASHINGTON





# **STATISTICS**

- World-class academic medical center & health system
- Ranked #3 among U.S. public universities (2018 Academic Ranking of World Universities), and #14 in the world.
- \$1 billion in federal funding brought to our state
- Nearly 300 research centers tackling major issues
- Ranked #1 in Innovation (Reuters)
- Generates \$12.5+ billion in annual economic impage

# **UW VISION**

# To be the greatest public university in the world as measured by IMPACT.



# BRAND PYRAMID

TOGETHER UNDAUNTED FOR A WORLD OF GOOD

**AMBITION** 

**COURAGE** 

**COMPASSION** 

ENVIRONMENT OF OPPORTUNITY

ABILITY TO BE NIMBLE

PASSION FOR DISCOVERY
EXPANSIVE THINKING

# STUDENT EXPERIENCE

BOUNDLESS OPPORTUNITY

EXTENSIVE NETWORK

ACADEMIC EXCELLENCE

SOCIAL EMPOWERMENT & LEADERSHIP DEVELOPMENT

#### PUBLIC AS A PHILOSOPHY

COMMUNITY ENGAGEMENT AND COLLABORATION BELIEF IN HUMAN POTENTIAL INCLUSION/SOCIAL EQUITY

#### PROVEN IMPACT

RESEARCH LEADERSHIP GLOBAL REACH AND INFLUENCE IDEA TO IMPACT

### INNOVATION MINDSET

SHARED ETHOS
ENTREPRENEURSHIP
INTERNATIONAL EPICENTER

# **BRAND PROMISE**

# TOGETHER UNDAUNTED FOR A WORLD OF GOOD



## **BE BOUNDLESS**

At its core, being boundless is about believing in possibility. It's our unshakable optimism and determination. It's a connection to those around us. It's the drive to break down the barriers that separate us from what is and what can be. It's a spirit. It's a hunger. And it's the actions we take to create a better world.

# **BRAND OBJECTIVES**

### **BUSINESS**

### **Elevate global reputation**

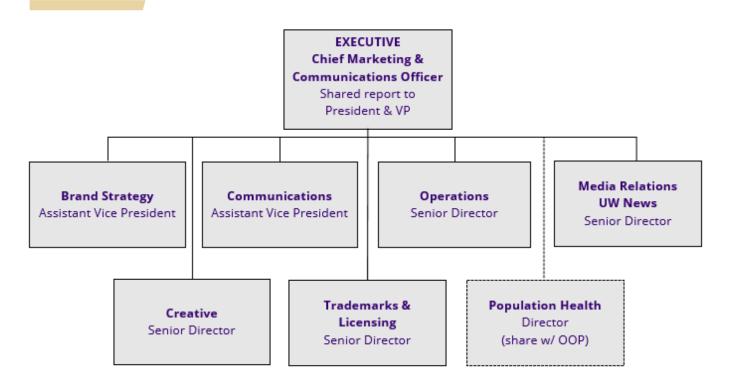
To be known as the greatest public university in the world as measured by our impact on students, state and the world.

### **MARKETING**

### **Instill passion**

To close the perception vs. reality gap and move people from unaware or indifferent to familiar with deep pride by having a compelling and distinct point of view.

# **UMAC ORG CHART**





# BEFORE & AFTER













UW Tech**Transfer** 















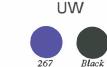












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#### **UW MEDICINE**



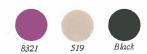
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#### **COLLEGE OF ARTS AND SCIENCES**



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#### SCHOOL OF NURSING



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#### **CAMPAIGN UW: CREATING FUTURES**



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#### INTERCOLLEGIATE ATHLETICS



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#### **UW BUSINESS SCHOOL**



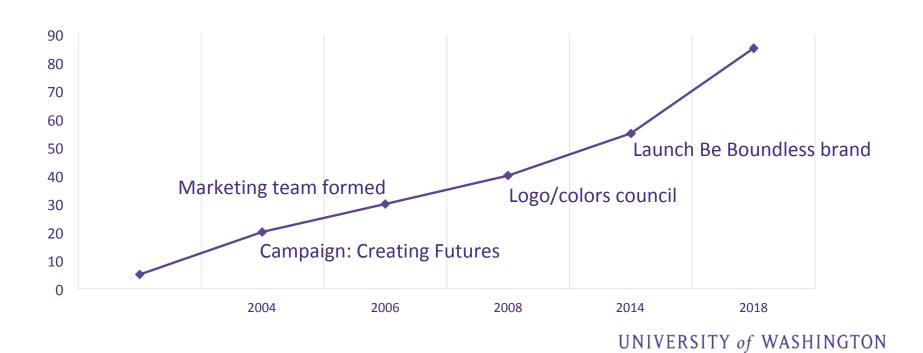
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#### **COLLEGE OF ENGINEERING**



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# **BRAND ADOPTION**



# ATTITUDES & EXPECTATIONS



## THINGS TO OVERCOME

- The big bad B word (Brand) was too corporate
- Marketing just gave orders
- No mandates from leadership



# **TRAINING & EDUCATION**

- Making this about partnership
- Being available
- Buy in from the top
- Peer groups



## **POWER OF PERSUASION**

- Brand ambassadors
- They already know this in their
- Give them resources
- Empowerment



## **TOOLS AND RESOURCES**

- Brand Portal: uw.edu/brand
- Brand Alignment Program
- Brand Matters eNewsletter
- Photo & Video Database
- Marketing & Communications Meetings:
  - Marketing & Communications Roundtable
  - Affinity groups: Elevate, Word Nerds, Web Council, Event Council, Social Council, Editors Forum, Marketo Newsletter



## **DIFFICULT PARTNERS**

- Don't give time and resources to unwilling partners
- Be the foundation, show benefits
- Play the long-game
- Stick to your guns



# MAKE A CHOICE TO BE TRULY PUBLIC

- Share it all!
- Give up on perfection, focus on intent
- Walk the walk
- Celebrate the wins



# CELEBRATE VICTORIES BIG AND SMALL













# CELEBRATE VICTORIES BEFORE AND AFTERS





town. Four members of the company...

Black Umbrella Theater from Indonesia to

The experimental performance group Black Umbrella Theater

(Teater Payung Hitam) from Bandung, West Java is coming to

perform, host discussion and workshop





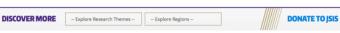
Ph.D. student's editorial for UW Clean

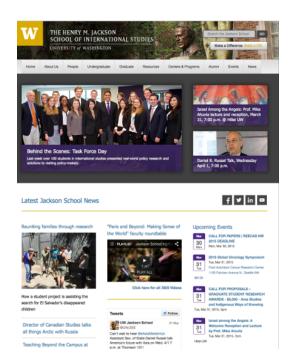
Professor Emeritus Bacharach recognized

**Energy Institute** 

with mentor award

DECEMBER 1, 2015





# PART OF THE CULTURE



nick\_de\_wall, brandonhimes, perez\_jazmine, kate\_e\_graham asuwseattle Together we will get through this Monday. Add a comment



Andy Kong Tram I feel boundless 😂





Like · Reply · 1w



Sean Goddard Looking good in purple!

Like · Reply · 1w

How to tell you're crazy excited about going to UW ... threw the W on every ride in Disney World 9 #newhuskies2017 @newhuskies2017



How to tell you're crazy excited about going to UW ... threw the W on every ride in Disney World 9 #newhuskies2017 @newhuskies2017

# THANK YOU

