NC STATE UNIVERSITY



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COVID-19 UPDATES Q **NC STATE UNIVERSITY**





here to shape resilient, creative thinkers who excel in whatever they do.

Bold Thinkers Blossom Here

We believe that real learning opportunities come from getting your hands dirty. Taking big swings (and sometimes missing). Pushing yourself and persevering. Leaving your comfort zone to land somewhere better.

Every one of our undergraduates, regardless of what they choose to study, gets a supportive environment brimming with rich experiences that provoke their mind and prepare them for the future.

On this campus, you'll unite powerful ideas with purposeful action. You'll think and do.

START EXPLORING



Majors and Minors Accounting, zoology and everything in between. We have more than 100 majors and 120 minors to discover.

See the full list →



Colleges and Departments

Scout out an academic home among more than 60 departments housed throughout our 12 colleges.

Browse our offerings ->



IN THE SPOTLIGHT





More From NC State





Engineering North Carolina's Future by Adding Just a Whole Bunch of

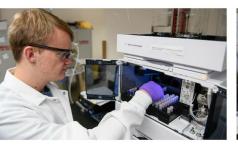


Students ->

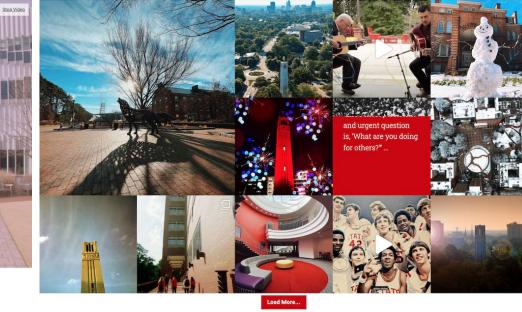
ADMISSIONS AND AID

Our Pack is made up of innovative, purposeful thinkers and doers from all over the world – and we're always looking for more members.

If you want to drive the future with us, explore how to apply to NC State and learn more about financial support.







A Dynamic Environment

How would we describe our campus? Gorgeous, traditional architecture meets leading-edge, futuristic structures. (It's a combination you won't see at any other university in the area.)

See where our students spend their time.

#14 Most Beautiful Urban College Campus

College Consensus



Enterprise Web Redesign: Team

- Alastair Hadden, Director of Marketing Content
- Christy Sadler, Assistant Director of Marketing Content
- Alex Fulton, Senior Digital Content Specialist
- Bob Witchger, Art Director
- Lindsey Shepherd, Senior Designer
- Amanda Pearlswig, Graphic Designer
- Luis Chacon, Senior Director of Web and Digital Strategy
- Scott Thompson, Director of Web Services
- Gary Alexio, Web Developer
- Richie Leahey, Web Developer
- Katherine Taylor, Advertising Strategy Manager

Enterprise Web Redesign: Goals

- Align with NC State's strategic plan and embody its brand.
- Do justice to the university's mission, vision and values.
- Emphasize our familiar strengths and how we're different.
- Focus our energies on key audiences and actions.
- Make it simpler to maintain and improve the website.
- Defer to the experts across campus.

Enterprise Web Redesign: Content Audit

	TITLE	CURRENT PATH	3Y TOTAL	1M AVG	BOUNCE	ORGANIC	NOTES	ACTION
About the S	ite	/about-the-site/	1,700	47			Obsolete page, redirects to /about/	
Academics		/academics/	676,274	18,785	21.34%	69.64%	Top-level topical nav	
2018 0	Commencement	/academics/2018-commencement/	4,424	123	66.71%		Archived card system	
2019 0	Commencement	/academics/2019-commencement/	319	9	58.65%		Archived card system	
Colleg	es and Academic Departments	/academics/departments-a-z/	1,276,326	35,454	32.51%			
Discov	er STEM at NC State	/academics/stem-at-nc-state/	573	16	42.93%		Relatively new page? (2019)	
High-Ir	npact Education	/academics/high-impact-education/	11,117	309	62.90%			
Online	Education	/academics/online-education/	209,095	5,808	16.21%		Hugely popular	IMPROVE
Acade	mic Excellence Programs	/academics/academic-excellence-programs/	44,426	1,234	50.11%			
Admissions	;	/admissions/	1,154,218	32,062	22.16%	69.44%	Top-level topical nav	
Underg	raduate Admissions	/admissions/undergraduate-admissions/	457,718	12,714	30.60%	52.35%	See overall admissions funnel clarification	
A	dmitted	/admissions/undergraduate-admissions/admitted/	6,750	188	51.34%		Landing page for enrollment digital ads? (2020)	CHECK
S	how Your Wolfpack Pride	/admissions/undergraduate-admissions/show-wolfpack-pride,	205	6	65.00%		Landing page for social campaign? (2020)	CHECK
Athletics		/athletics/	279,808	7,772	46.38%	64.21%	Top-level topical nav	
Copyright		/copyright/	3,343	93	71.52%		Footer	
Copyri	ght Info	/copyright/copyright-info/	182	5				
Defens	ses	/copyright/copyright_defenses/	254	7				
Liabilit	у	/copyright/liability/	36	1				
Peer-to	-Peer (P2P) File Sharing	/copyright/peer-to-peer-p2p-file-sharing/	47	1				
Procee	lure	/procedure/	60	2				
Procee	lure Two	/procedure-two/	67	2				
aculty and	Staff	/faculty-staff/	365,299	10,147	37.28%	31.70%	Top-level audience nav	
Profes	sional and Personal Development	/faculty-staff/professional-personal-development/	2,426	67	48.48%		Link list and utility for internal employees	
Inform	ation Technology (IT) Resources	/faculty-staff/technology/	3,966	110	63.04%			
Emplo	yee Resources	/faculty-staff/employee-resources/	4,873	135	54.82%			
Resou	rces for Retired Faculty	/faculty-staff/retired-faculty/	1,523	42	57.93%			
Facult	and Staff Support Services	/faculty-staff/campus-services/	2,387	66	63.96%			
Apply	for a Job	/faculty-staff/apply-for-a-job/	139,072	3,863	15.08%		Underserved audience, buried	
NC State Photos		/nc-state-photos/	6,219	173	40.77%		Obsolete push to PackPix, almost no traffic since late 2019	DELETE
Dutreach		/outreach/	52,495	1,458	50.46%	57.16%	Top-level topical nav; how do we curate alongside service, extension?	
Partnership	IS	/partnerships/	43,960	1,221	59.54%	54.50%	Top-level topical nav; how do we curate this concept - and provide utility?	
Army F	utures Command	/partnerships/army-futures-command/	-	-				CHECK
Students		/students/	377,736	10,493	50.61%	46.57%	Top-level audience nav	
Acade	mic Services	/students/academics-services/	12,266	341	56.25%		Link list and utility for current students	

Enterprise Web Redesign: Information Architecture

Top level links: Rollovers: Links:	DISCOVER > Admissions and Aid Majors and Careers	ABOUT > NC State 101	EDUCATION >			for	Students		E 1. 1.0.11				
	Admissions and Aid		EDUCATION >			101	Students	Parents and Family	Faculty and Staff	Alumni			
Links:		NC State 101	LUCOATION	INNOVATION >	COMMUNITY >								
	Maiors and Careers	NO State TOT	Undergraduate	Research	Diversity and Inclusion								
		Leadership 🧷	Graduate	Partnerships	Global Engagement 🖊								
	Campus Life	Rankings and Facts	Online	Centennial Campus 🥕	Outreach and Extension								
	Spirit and Tradition	Think and Do	Colleges and Departments	Entrepreneurship 🖊	Philanthropy and Giving 🗡								
	Athletics		1										
	Raleigh, NC												
	MARKETING (<20 pages with some possible subpages)							UTILITY (4 pages with many possible subpages)					
	TIER 1		T	IER 2				AUDI	ENCE		UNIVE	RSAL	
other user unde and [mark	Everything a future student – or other low-information external user – needs to learn to understand "NC State" and "Think and Do." This is the core of our marketing, updated and improved as frequently as is feasible.						Individual "homepages" for internal audiences and important stakeholders. Resources, utility, news, calendaring, link lists, everything they need to work at $-$ or interact with $-$ NC State. We can use news site audience tags to feed content to these pages. An experienced user of NC State who self-identifies as one of these four important audiences can navigate directly to find the content and functions they need.					ere any ers can ss and cess the services	
AUDIENCE:	External, low-information		Eutomal high info	mation colf quiding				Internal calf identi	fuing took originated		AI	1	
MODE:		External, high-information, self-guiding						Internal, self-identifying, task-oriented					
	Guided discovery	Self-guided discovery					Identity-based discovery, routine tasks					cused	
UPDATED:	Monthly		Quarterly, with some assistance from relevant groups				Monthly, with frequent assistance from relevant groups					n needed	
PRIORITY:	High		Me	edium				Mec	lium		Lo	N	
	Apply, Visit, Give actions												

Enterprise Web Redesign: Information Architecture

MENU	PAGES	EXISTING URL	PROPOSED URL	WP	NOTES
DISCOVER >					
	Majors and Careers	n/a	ncsu.edu/majors-and-careers	\checkmark	Marketing page, meat of which is pointing to catalog.ncsu.edu and similar resources
	Admissions and Aid	ncsu.edu/admissions/	ncsu.edu/admissions-and-aid	\checkmark	Sparkly overview page that helps users self-identify and directs them to relevant resources quickly
	Campus Life	ncsu.edu/campus-life/	ncsu.edu/campus-life	\checkmark	New and improved, glossier, more social and event-focused Campus Life
	Spirit and Traditions	n/a	ncsu.edu/spirit-and-traditions	\checkmark	Synthesizes existing history and tradition pages, Hallowed Places pages, other one-shots
	Athletics	ncsu.edu/athletics/	ncsu.edu/athletics	\checkmark	New and improved, glossier, not just a gauze for gopack.com
	Raleigh, N.C.	n/a	<u>ncsu.edu/raleigh-nc</u>	~	New page that markets the experience of living and working in Raleigh and the Triangle
ABOUT					
	NC State 101	ncsu.edu/about/	ncsu.edu/about	\checkmark	Similar to existing page with some polish; not solely aimed at potential students
	Chancellor 🥕	chancellor.ncsu.edu/			Spin Chancellor/Leadership off as its own subsite
	Rankings and Facts	ncsu.edu/rankings/	ncsu.edu/rankings	\checkmark	Similar to existing page
	Think and Do 🥕	ncsu.edu/think-and-do/			Repository for advertising pages and one-shots, "homepage" is latest ad campaign
ACADEMICS					
	Undergraduate	n/a	ncsu.edu/undergraduate	\checkmark	More functional than related Discover pages, addresses general nature of an NC State undergraduate education
	Graduate	n/a	ncsu.edu/graduate	\checkmark	More functional again, addresses general nature of NC State graduate education, quickly drives offsite
	Online	ncsu.edu/academics/online-education/	ncsu.edu/online	\checkmark	General explanation of quality of online programs, attention paid to lifelong learners, quickly drives offsite
	Colleges and Departments	ncsu.edu/academics/departments-a-z/	ncsu.edu/colleges-and-departments	~	Index page of colleges and departments, relatively low marketing; another way of getting at the same information
INNOVATION					
	Research	ncsu.edu/research/	ncsu.edu/research	\checkmark	Similar to existing page with some polish, drives to ORI
	Partnerships	ncsu.edu/partnerships/	ncsu.edu/partnerships	\checkmark	Similar to existing page with some polish, drives to EAPED
	Centennial Campus 🥕	centennial.ncsu.edu			Offsite link
	Entrepreneurship 🥕	entrepreneurship.ncsu.edu			Offsite link; is this too student-focused?
COMMUNITY					
	Diversity, Equity and Inclusion	ncsu.edu/diversity/	ncsu.edu/diversity-and-equity	\checkmark	Eventually, new Diversity and Inclusion microsite? For now, top-level landing page framing the concept
	Global Engagement 🥕	<u>global.ncsu.edu</u>			Offsite link
	Outreach and Extension	ncsu.edu/outreach/	ncsu.edu/outreach-and-extension	\checkmark	Low-investment page summarizing important aspects of NC State mission, driving to relevant websites

Enterprise Web Redesign: Page Goals

Page Title	Audience	Context	Benefit	Goal	Message	Action	Writer	Content
rage nue	Who needs this page?	When and why do they need it?	What does this page help them do?	How does this page serve NC State?	What do we want users to think or feel?	How do we measure success?	writer	<u>Doc</u>
Online	Future online and distance students, their parents and families.	of NC State's online education offerings because they have specific, niche needs that can only be satisfied by	Decide whether NC State is a viable option for online education — both in the scope and quality of what it offers. Quickly learn whether NC State has the specific program, course or other offering they need.	Offers a single, cohesive experience of the myriad, discrete online offerings across the university. Helps prospects experience high-level marketing <i>and</i> find their way to a specific program.	As a forward-looking, STEM-focused university, NC State excels at online teaching and instruction. NC State anticipates the distinct needs of online or distance learners. An online qualification from NC State is as valuable – and prestigious – as one earned on campus.	Traffic to Online and Distance Education, principally the "Programs" page. Traffic to other high-value online programs, including Engeering Online, the Jenkins MBA, etc.	Alastair	COMPLETE
Colleges and Departments	Future students of all kinds, their parents and families – especially those with a narrow or specific academic interest. Any external or internal user seeking a specific college or department.	of NC State and what kinds of degree (and non-degree) offerings may be available	Quickly see how NC State's academics and research are structured by college and field. Find their way to specific college or department resources with minimal effort or searching.	Provides a complete overview of the colleges and departments comprising the broader university. Establishes clear paths to college and department subsites.	NC State is a comprehensive university that excels – and offers academic opportunities – across a wide range of colleges and fields.	Traffic onward to specific college and department sites. (Ideally, we would monitor which are most in demand.) High share of organic traffic: users searching for "list of nc state colleges" and similar come here directly and get the information they need.	Alex	<u>COMPLETE</u>
INNOVATION								
Research	Future students who are interested in the university's innovation — and how they might participate. Potential faculty and staff, or potential partners, curious about NC State's research mission. Legislative and peer audiences who are sizing up NC State.	quality and impact of NC State research because they're looking for high-level information about the university's	Understand the broad scope of NC State research, its intentions, its outputs. See specific examples of our research in action, making the world a better place. Find their way to more dedicated research resources.	Provides a single, cohesive snapshot of the university as a research powerhouse. Helps prospective faculty, staff and partners connect with the Office of Research and Innovation, Results and other resources.	NC State is a globally respected research enterprise – and a national model for public-private research. NC State research is practical, hands-on, problem-solving. Research is intrinsic to NC State, pursued by everyone from undergraduates to professors to multinational corporations.	Traffic to Results magazine and other highlighted research stories. Traffic to the Office of Research and Innovation site. Traffic to other Innovation destinations: Partnerships, Centennial Campus.	Alex	COMPLETE
Partnerships	Future students who are interested in the university's innovation – and how they might participate. Potential partners, or potential faculty and staff, curious about NC State as a hub for innovation. Legislative and peer audiences who are sizing up NC State.	public and nonprofit institutions because it may benefit their career prospects, or they value a university	Understand NC State's approach – and commitment – to partnering with a wide range of entities to pursue research and innovation. Understand how partnerships benefit them personally, and know their options for learning more.		NC State is sought out by leading companies, federal and state agencies, and nonprofits because we excel at fruitful partnership. NC State partnerships are simple, direct, effective and beneficial for everyone, including students and ordinary people across the state and nation.	Traffic to the Partnership Portal. Traffic to the External Affairs, Partnerships and Economic Development site. Traffic to other Innovation destinations: Research, Centennial Campus, Commercialization.	Christy	<u>COMPLETE</u>

Enterprise Web Redesign: Content Overview

Discover pages

- High-gloss marketing aimed at potential students
- Designed to funnel users toward an application, exciting
- Topical pages (or subdomains)
 - Marketing content aimed at array of external users
 - Nonlinear, skimmable content with many exits, engaging

Audience pages

- "Homepages" for internal users who need to get things done
- Linear, direct content for short sessions, *useful*