SCALING ACADIUM

Accelerating Growth Through a Multifaceted Approach



Executive Summary

Problem

Low Brand Awareness

Apprentices are extremely satisfied with their experience (96% saying they would recommend to a friend or colleague). Millions of students are looking to gain experience but Acadium has not been able to reach them.

Opportunity

SEO, Partnerships With Professors, Referral Marketing, and Videos

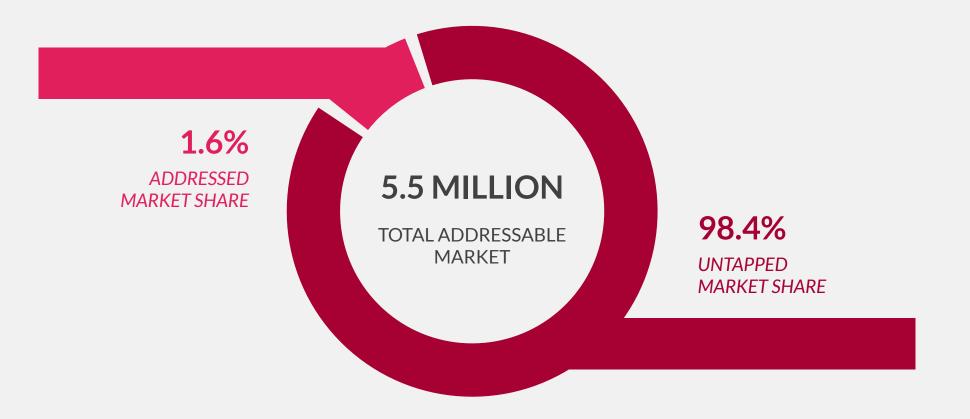
Our solution involves SEO, marketing via professors, viral referral marketing, and an explainer video with testimonials. Acadium will be able to tap into search traffic, leverage existing apprentices, and optimize conversions for a young demographic.

Results

200,495 New Apprentices

Acadium will acquire 200,495 new apprentices in the marketplace, with a CAC of \$7.15 in under 6 months. Acadium will establish a strong brand and build trust with their apprentices, allowing for consistent long-term growth.

Acadium's Total Market for Potential Apprentices



Currently, Acadium occupies 1.6% of the 5.5 million global market share of the target demographic. 98.4% of the market is untapped, or 5,410,000 potential apprentices.



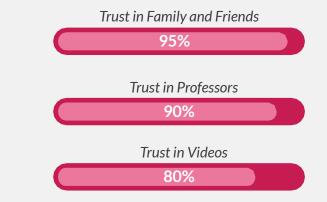
Jane D'Souza

Jane is in her last year of university for digital marketing with no real-world experience. She tried to find work, but she was rejected multiple times for having no experience. All of her friends who have graduated with the same degree as her cannot find jobs.

Understanding the Perfect Customer

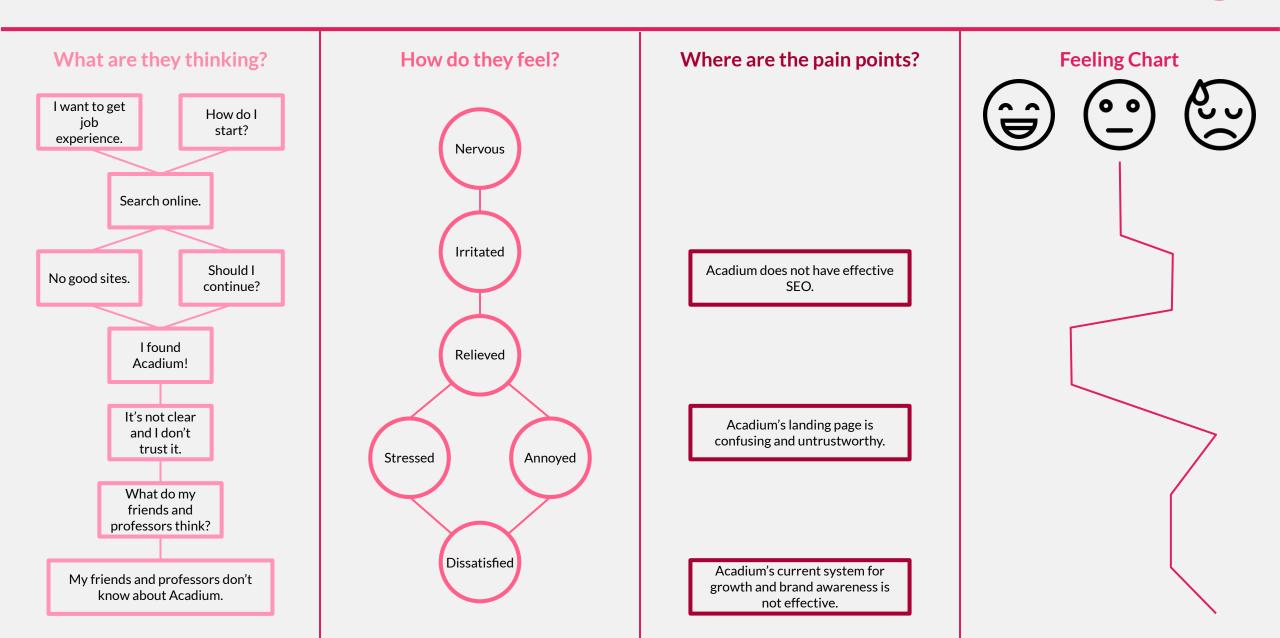
My friends who have already graduated are not getting job offers because they do not have any experience. I am worried for what I will do when I graduate.

- Jane



Jane will graduate later this year with a digital marketing degree. She often talks to her friends, families, and professors about marketing and trying to get work experience. Jane has never gotten a job in digital marketing before since she has no experience, not even an internship. She is extremely worried about her future of getting a job in the marketing sector and desperately wants to find employment but is told time after time that she needs experience. This is where Acadium comes in.

Understanding the Customer's Journey



HIGH-LEVEL OVERVIEW

WHAT ARE THE MAIN PROBLEMS WE'RE SOLVING?

Acadium has the right product but is not building a brand The Problem



Lack of brand awareness

Acadium is not maximizing the impacts of keyword optimization for high traffic keywords such as *marketing internship*, *marketing experience*, and many others to drive traffic to the site, losing up to **2,600** potential apprentices a month.



Non-optimal conversion rates

Acadium's current conversion rate is 3.75%, meaning for every 100 people that go to the site less than 4 of them will become apprentices. Acadium would be able to increase the conversion rate by **80%** or more by adding an explainer video on the landing page.

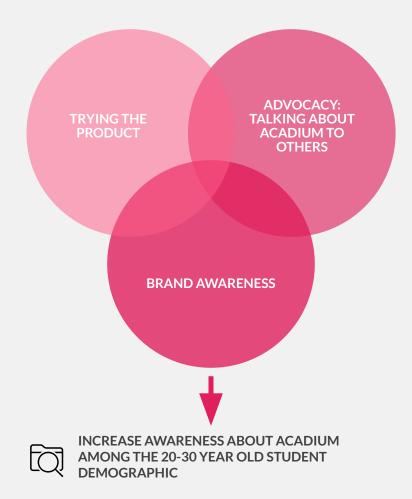


Not using high customer rating for leads

Acadium is not leveraging the fact that **96%** of apprentices would recommend the program to a friend or colleague. As of December 1st 2020, Acadium had 2,705 apprentices on the marketplace. With a better referral system Acadium's number of apprentices can grow exponentially.

Addressing the obstacles that Acadium is facing in becoming a brand

Our Solutions





Acadium can improve the conversion rate of their site by as much as **144%** through implementing a testimonial explainer video on the landing page. Testimonials that peers give from referrals can increase the conversion rate on the landing page by up to **80%**.

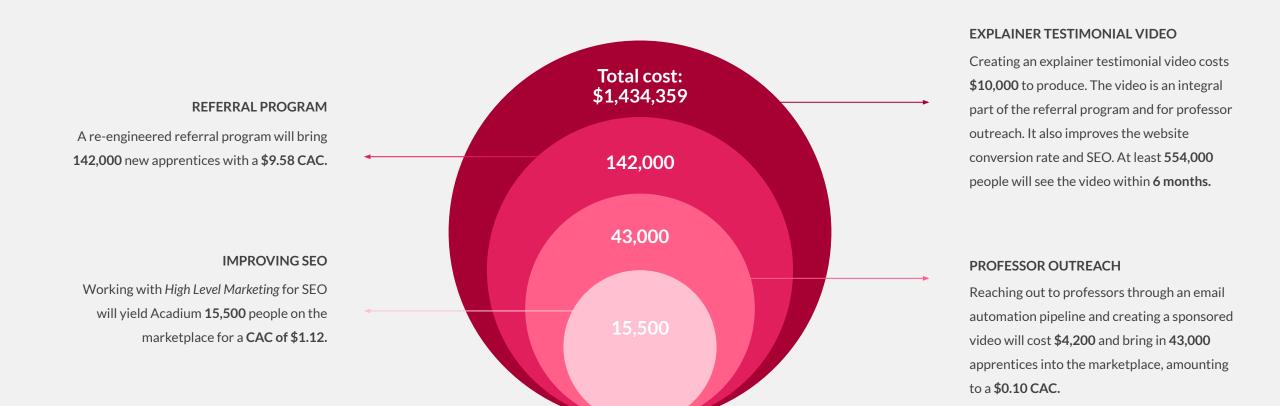


By implementing a viral referral marketing strategy, Acadium will tap into users that enjoyed their experience by incentivizing them to share Acadium with others. Together with giveaways, this referral program will incite up to **80%** of previous apprentices to promote Acadium, resulting in **142,000** new apprentices entering the marketplace.

Partnering with Canadian and American universities & colleges will bring Acadium to **42,700** marketing students' awareness. Using a video in combination with automated emails will allow more students to become apprentices, and a referral program will allow Acadium to maintain steady growth from spread through word-of-mouth.

What targeted outreach, SEO, a viral referral program, and an explainer testimonial video will yield

Results



VIDEO

EXPLAINER VIDEO WITH TESTIMONIALS AND A CALL TO ACTION

How the testimonial explainer video will bring apprentices to Acadium Video & the Marketing Funnel

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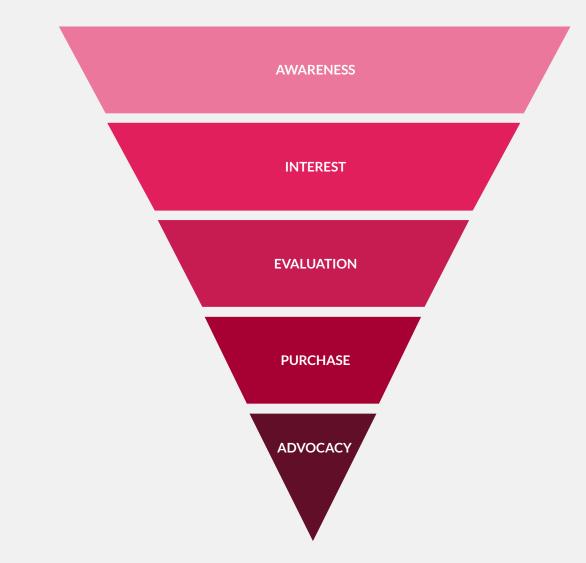
72% of customers would rather learn about a product or service by way of video and **97%** of marketers say video has helped users gain a better understanding of their products and services. Video is the best medium to bring brand awareness to Acadium.

If a person doesn't recognize that they have a need that must be fulfilled, they're simply not going to use a service. Explainer videos must showcase the problems that digital marketing students face when trying to get job experience.

72% of consumers say positive testimonials and reviews increase their **trust** in a business. The video must have testimonials for the marketing funnel to work.

At this stage in the marketing funnel, potential customers will be brought to the landing page of the website via the video's call to action. Nearly eight out of every ten users have purchased a piece of software or app after having watched the brand's video. On a landing page, video can increase conversion by up to **80%**.

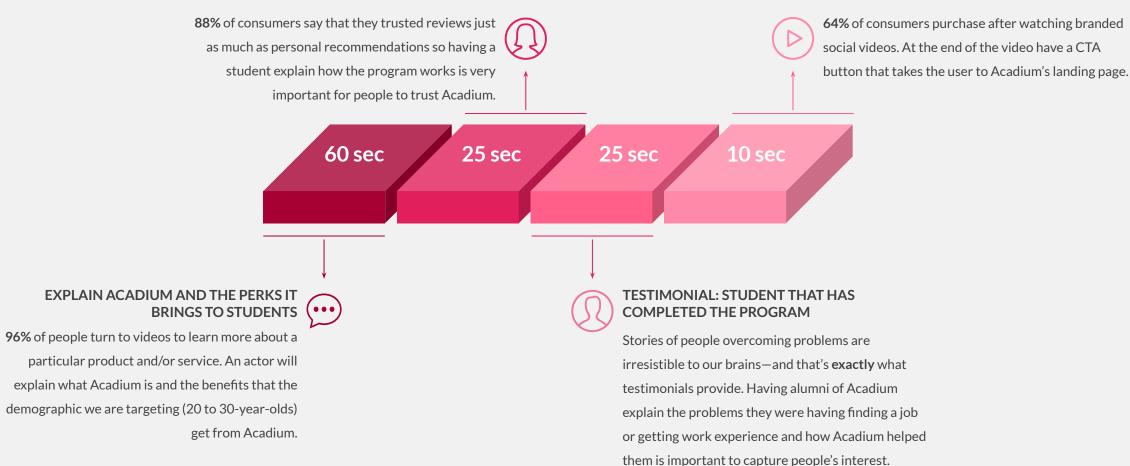
Video generates **1200%** more shares than text and images combined.



Content in the 2 minute testimonial explainer video and why

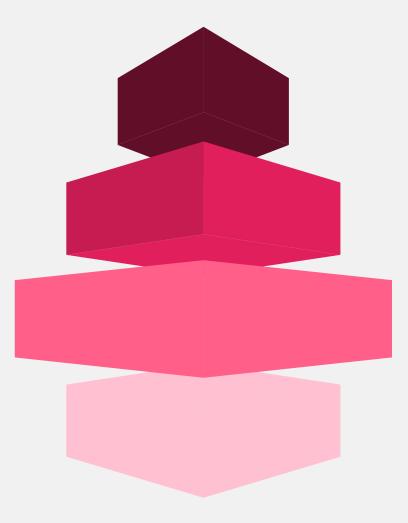
Video Outline

TESTIMONIAL: STUDENT THAT IS IN THE PROGRAM NOW



CALL TO ACTION (CTA)

Creating brand awareness, interest, user engagement, and trust Impact of the Video



BRAND AWARENESS

After including an explainer video on websites, sites increase their conversion rates by as much as **144%**, and four times as many customers would rather watch a video to learn more about a product than read about it.

USER ENGAGEMENT

From videos, user engagement is **65%** and user acquisition is between **40%-70%**. The retention rate from watching videos is **95%** compared to 10% when reading text.

INTEREST

88% of customers say reviews influence their online purchasing decisions. 97% of customers said that testimonials and peer recommendations were the **most reliable** source of information when making decisions online.

TRUST

The vast majority of consumers trust online testimonials and reviews as much as recommendations from friends or family. Building trust is imperative as the Head of Growth at a similar company called Lamda School, a university that does not charge students until they have a job in software development, stated that, *"one of the biggest problems we have is convincing people that this isn't a scam. We get a lot of people that think this is too good to be true."*

Integrating a call-to-action (CTA) at the end of the video From Interest to the Marketplace



How many more clicks a CTA gets than a sidebar on a website.

144%

The increase in conversions after watching an informational video on the service with a CTA.





Adding a Video on the Landing Page

IMPROVE CONVERSION RATES BY

GETTING THE USER FROM EVALUATION TO SIGN UP

80%

An explainer video on a landing page allows users to **quickly** understand what the product is and what problems it can solve for them. Increasing the conversion rates will have incredible effects in combination with our other solutions, like SEO. The testimonials in the video also facilitate a sense of trust in the product or service a business is offering.

CHANCES OF REACHING THE FRONT PAGE OF GOOGLE

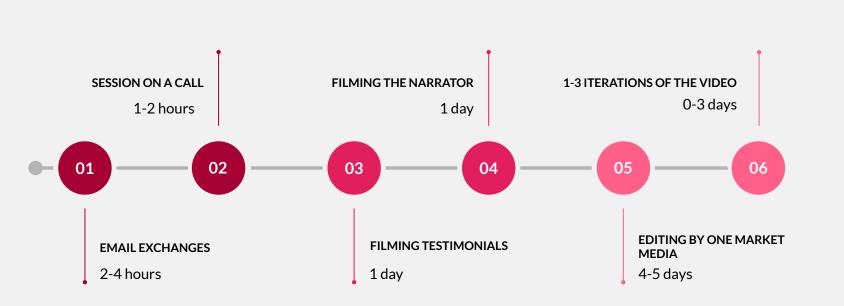
53x

HIGHER IF A VIDEO IS ON THE LANDING PAGE

It's crucial to have good SEO since 70% of buyers turn to Google at least 2-3 times when trying to find out more about their problems and businesses with potential solutions. Also, websites using testimonials saw a **45%** increase in traffic compared to those who didn't.

Time needed to make the explainer testimonial video

Video Roadmap



Total Cost: \$7k-13k

Total Time: 6-10 days

PRE-PRODUCTION: Storyboard + Planning

Together, Acadium and One Market Media will create a storyboard. It is vital to agree on the storyboard and messaging as that is what the video is based on.

PRODUCTION: Filming

Filming the video in Ottawa will allow for 2 full days of shooting. The producer will film in multiple locations (such as an office and coffee shop) to showcase that Acadium is a remote program and to keep users engaged. While on set the producer will also capture B-roll to use in the video.

POST-PRODUCTION: Editing

Along with standard video editing, One Market Media will add in 4-6 animations and a call to action by adding a button at the end of the video that takes the users to the Acadium landing page. They will also integrate data collection to track how many users are going to the website from the video. The role of video in the marketing funnel

What Experts Are Saying

Testimonials are great! A video is the perfect medium for brand awareness with the demographic between ages 20 to 30. Video is the most effective marketing tool right now! Having good messaging brings people together to create a community behind the brand.



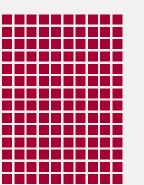
Kaily Kay Video producer & editor Kaily Kay Strategy & Creatives



Jennifer Francis *Technology advisor & angel investor* Cafe Noir Consulting The ways people will see the video

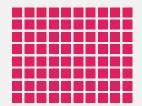
Who Will See the Video





178,001

59,195



316,522 students will see the video via viral referral marketing. Someone they know will share the video with them, increasing the degree of trustworthiness of the video and leading to higher conversion rates. 178,001 students will see the video in Canada and the USA through the professor outreach pipeline. This will bring awareness and interest to post-secondary institutions as well as social circles that have yet to hear of Acadium.

59,195 people will see the explainer testimonial video on the landing page from organic search and because of the video, they are 80% more likely to sign up to be apprentices.

An expert in making videos

Who to Contact to Make the Video

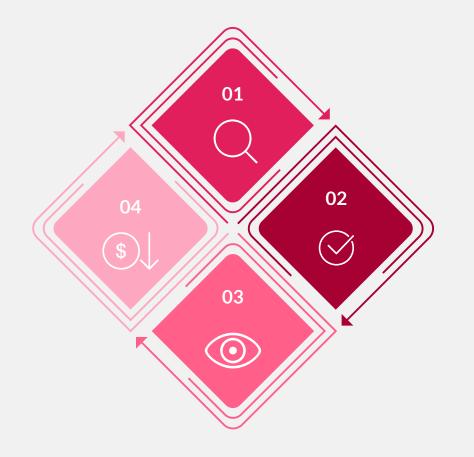


His video production company One Market Media is a video marketing agency based in Ottawa, Canada that develops marketing videos for clients throughout North America.



IMPROVING ACADIUM'S SEARCH ENGINE OPTIMIZATION

Benefits of Using SEO





Increasing search traffic

Over 90% of search traffic goes to the first page of results.

Optimizing conversion rates

SEO leads have a 14.6% conversion rate.

03

Expanding brand awareness

At least 53% of all site traffic comes from SEO alone.

Extremely inexpensive

Monthly SEO rates only range from \$750-\$2,500.

Advantages of using High Level Marketing for Acadium's SEO

Company Spotlight: High Level Marketing



Brings you to the first page

High Level Marketing's SEO optimizes keywords to get on the first page and stay there.



Low cost

High Level Marketing's SEO services costs \$5,000 for the first month and \$2,500 per month afterwards.



Proved to work

High Level Marketing is the #1 trusted digital marketing agency with numerous case studies.

Our clients experience a 3-4x increase in traffic after a few months.

Vice President of Sales @ High Level Marketing

High Level Marketing will increase the traffic to Acadium's site by 2x in the first few months and 3-4x after that. This will allow Acadium to get more apprentices and increase brand awareness.

How Acadium Will Benefit From Improved SEO



Spreadsheet

Experts in search engine optimization

Who to Contact With Questions About SEO



<u>eric@webfx.com</u> +1 (717) 850-3234

Eric Roberts Web Strategist at WebFX

Eric has been working with WebFX for many years and is very experienced with working with companies to integrate SEO into their sites.

Art Johnson VP of Sales @ High Level Marketing

Art is very experienced in SEO and also how *High Level Marketing* works. He has been working with companies for an extremely long time.



<u>art@highlevelmarketing.com</u> +1 (248) 406-2170

PARTNERSHIPS

WITH UNIVERSITY AND COLLEGE PROFESSORS

Increasing revenue, community presence, and brand awareness

Why Partnerships are Advantageous



REVENUE

54% of companies say partnerships are responsible for more than **20%** of total company **revenue.** Sales activity will be increased and there will be an expansion of apprentices through partnerships.



COMMUNITY PRESENCE

Increased presence among students, parents, and school staff will create a **positive image** for Acadium. Functions related to a company's sense of responsibility towards the community make up **over 40%** of a company's reputation.



BRAND AWARENESS

68% of customers are able to make buying decisions before speaking to sales representatives after seeing co-marketed campaigns. Partnerships will help Acadium increase their brand exposure by breaking into new markets and adding more value to their services. How many new apprentices Acadium can gain through university and college professor partnerships

Partnerships in Canada and the US



In Canada, Acadium will gain 1,403 new apprentices from universities and 844 from colleges for a total of 2,247 new apprentices.

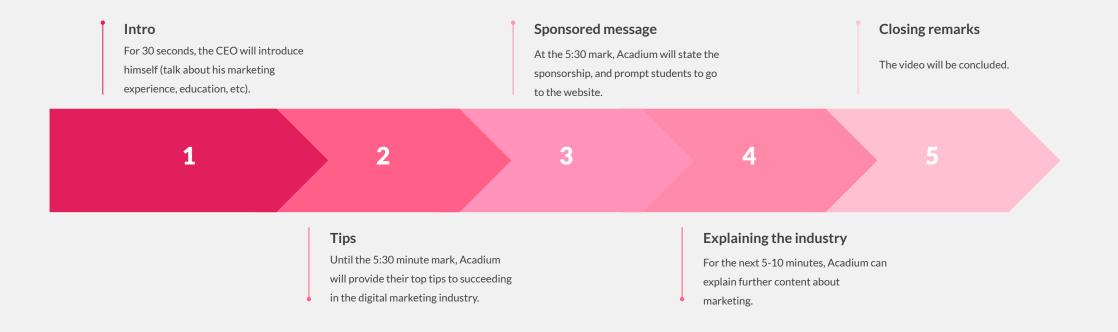


In the US, Acadium will gain 33,034 new apprentices from universities and 7,439 from community colleges, equating to 40,473 new apprentices from the USA.

Spreadsheet

Bringing awareness of Acadium to university and college students through a sponsored video about marketing tips

Outline of the Sponsored Video



University professors are not allowed to share promotional content with students so Acadium will create a sponsored video instead. The average attention span is 10-15 minutes and the optimal video length is 6 minutes, so stating the sponsorship toward the beginning of the video.

The specifics for making Acadium's sponsored video Timeline and Cost of Making the Video



Total Cost: \$1k-5k

Total Time: 4-8 days

1-3 ITERATIONS OF THE VIDEO

Acadium can ask for iterations on editing of the video up to 3 times.

EDITING BY ONE MARKET MEDIA

Include a call to action linking to Acadium's landing page, 2-4 animations and integrate data collection to track how many users are going to the website from the video.

FILMING THE VIDEO

Film the CEO of Acadium, Moe Abbas, discussing topics outlined on slide 28. Students will be interested to hear from Moe as he has achieved many awards and has tons of experience.

SESSION ON A CALL

Finalize on the details of the video. This includes the topics that will be covered in the video, where it will be shot and the details of lighting and sound.



EMAIL EXCHANGES

Discuss the storyboard for the video with 2-4 email exchanges.

Analysing the Increase in Signups

	The Numbers										
Type of School & Demographic	Number of unis and colleges	Marketing professors per school	Number of professors that will open the email	Number of professors that will share the email	Average class size	Average classes per professor	Students that will receive the email	Students that will watch the video	People that get to website	Signups	
Canadian Universities	163	5	249	37	56	3.5	7,308	5,846	4,677	1,403	
Canadian Colleges	183	5	279	42	30	3.5	4,395	3,516	2,813	844	
American Universities	4,298	7	9,176	1,376	25	7	172,054	137,643	11,0115	33,034	
American Community Colleges	941	6	1,722	258	30	6	38,746	30,997	24,797	7,439	

Partnerships result in 42,720 new apprentices for a CAC of just \$0.10

How to reach out to professors effectively using Mailchimp

Automating Partnerships







WHY AUTOMATION?

Automated emails get **119% higher click rates** than regular emails. Automation eliminates hours of repetitive tasks while reaching thousands of people in minutes and diminishing the risk of making errors in the email.

WHY MAILCHIMP?

Mailchimp is an automation platform and email marketing service. One fitness studio¹ saw a **250% increase in signups** from using Mailchimp over the span of a single year. Setting up preference centres for users will enable them to choose how often they receive company emails, decreasing the risk of subscribers marking our emails as spam.

COST

Acadium will be using their standard plan which provides data-driven automation and optimization tools that are perfect for businesses that want to expand their reach and grow their customer base. This plan costs \$200 per month for a total of **\$1,200** over 6 months.



Post-Secondary Institutions to Contact

Marketing universities and colleges within Canada and the USA

VIRAL REFERRAL^I MARKETING

COMBINING REFERRAL MARKETING WITH VIRAL GROWTH







Dropbox, PayPal, Quip, and Airbnb all used referral marketing to achieve remarkable growth and overall long-term success. We've analyzed half a dozen case studies to best apply referral marketing model to Acadium

Dropbox implemented a referral system and grew by 3900% in 15 months

Referral marketing is a technique that empowers happy clients to refer their network to your company in exchange for rewards. Implemented correctly, it's a powerful way to achieve sustainable breakout growth. The most successful cases of referral marketing can be distilled into **two main features** for Acadium:

- 1 An ongoing direct referral program with **two-sided** rewards incentivizes not only the user to share with their network, but draws in those being referred. The reward best positioned to Acadium's demographic is cash.
- 2 The companies that achieved the highest growth—notably PayPal and Dropbox—made referral messages extremely easy to share. What's more, they also made it clear that people have to know their referral status. Referral messages must be optimized for copy/paste + social media and progress must be visible to the user on a dashboard.

The key factors that lead us to recommend this type of marketing as your primary driver of growth

Why Referral Marketing Drives Growth



LEVERAGES HAPPY CUSTOMERS

96% of surveyed apprentices would recommend Acadium to a friend or colleague. Referral marketing turns those happy customers into promoters.



TAPS INTO NETWORK EFFECT

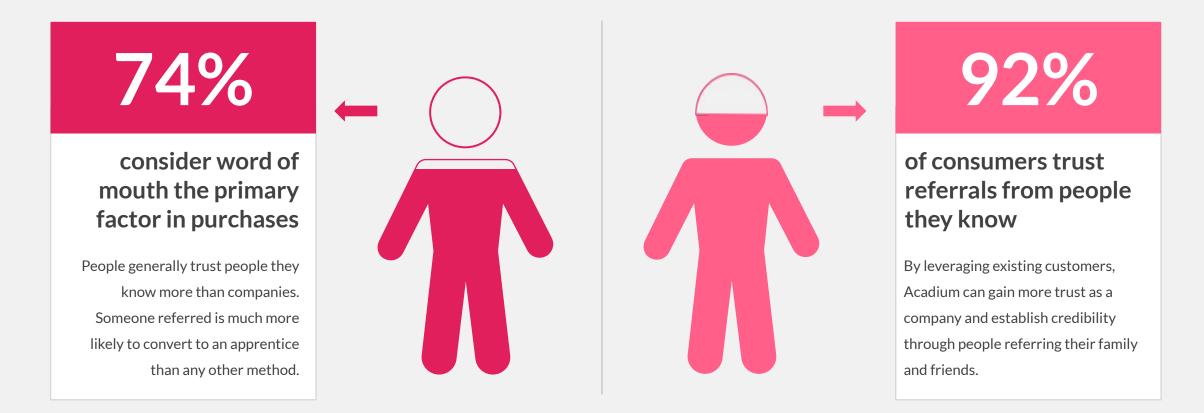
Instead of having to spend money on ads that don't target the appropriate demographic, the average referring customer invites an average of **3.25** people within their close network.



LEADS TO HIGHER CUSTOMER RETENTION

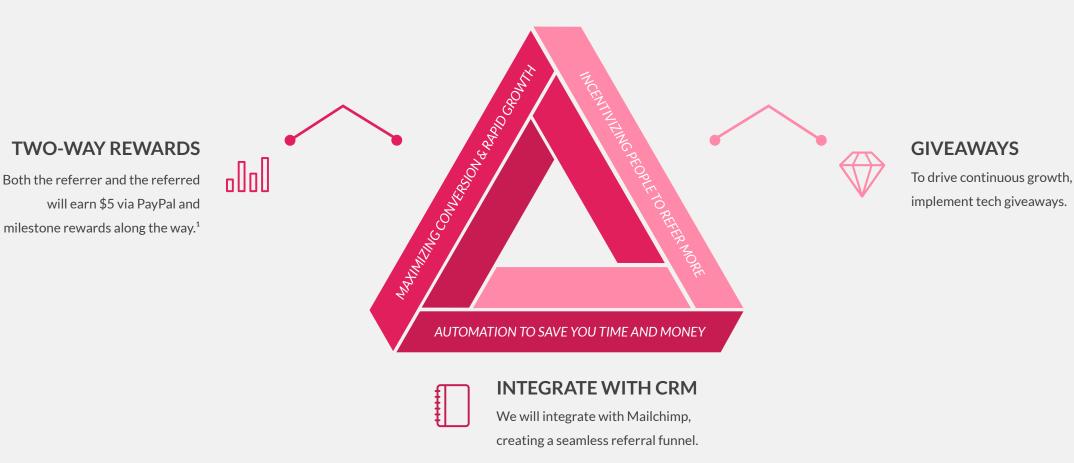
When referred by other customers, people have a **37%** higher retention rate along with a 59% higher lifetime value and a **71%** increase in conversion.

Referrals Lead to More Trust Among Apprentices



The three pillars of our re-engineered referral program

Aspects of the Program



Currently, Acadium's referral system has a CAC of \$12.50; the new program will have a CAC of \$9.86.

1. Zapier integration will automate the payout process.

An overview of what will happen each month with the referral system

What the Process Will Look Like



The referral program will bring a total of 142,219 apprentices.

Spreadsheet

We've made a live site to demonstrate how the referrals will take place What the Integration Will Look Like

Acadium

new caree

Invite your friends

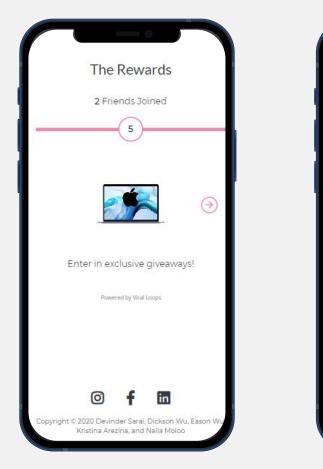
https://vrlps.co/RKD1mcu/cp

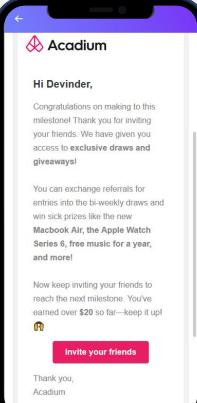
30%

Conversion rate when sales teams played a role in reaching out to customers as well as regularly asking for referrals. 69%

Customers are more likely to try a brand if the company gives rewards. Users will earn cash or prizes for each referral. 39

A referral system optimized for a younger mobile-oriented demographic Mobile Referral System





Key Features of the Referrals Landing Page

Sharing is made seamless with a variety of options to choose from, such as email, copy/paste, and social media. This has been shown to increase the percentage of happy customers that refer to **83%**.

With emails to notify apprentices of a successful referrals along with reminders to refer their friends, we ensure that they're encouraged to share.





How we're able to deliver consistent growth

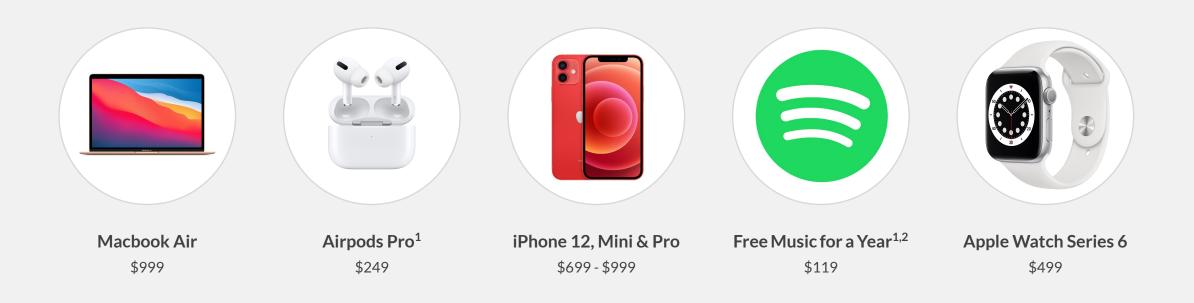
Adding a Viral Aspect to the Referral Process

Leveraging apprentices brought in through our other solutions, giveaways will introduce a scarcity factor to the referral system, bringing them to action and **increasing** the average amount of people a person will share to.

By varying the incentives, not only with milestone rewards but with two draws a month (running for 10 days with 5 days of break in between each), there will be a steady stream of referrals coming in every month that will only continue to grow. The total number of conversions per unique inviting user, the viral coefficient or k-factor, increases from 0.68 to **0.9** over six months.

The rewards for the exclusive draws that occur twice a month for those who reach 5 referrals

Referral Rewards From Draws



Prizes awarded in conjunction.
 Either Spotify or Apple Music (prices are the same).

Why building a customer base with referral marketing works

What People Are Saying

Building your customer base this way [with referral marketing] is a really effective approach to scale fast. I bought a MacBook for school recently, which was worth about 4 months of part-time work. The chance to get such a great laptop just for referring a friend is super enticing!



Kai Jia Senior Consultant EY Consulting



Catriona Koenig 1st year Journalism & Marketing Carleton University

Referral Marketing Experts Who to Contact



<u>colin.malia@birdeye.com</u> +1 (972) 382-5785

Colin Malia Account Executive @ Birdeye

Birdeye offers a suite of services from reviews to referrals and everything in-between. They are our backup option for the implementation.

Chris Kakolyris Head of Sales @ Viral Loops

Viral Loops is an established industry-leader in referral marketing. They offer a comprehensive integration system that will cost \$3715.



<u>chris@viral-loops.com</u> +1 (415) 367-1308

Referral marketing turns 1, 2, 3 happy customers into 7, 8, 9 into new customers. Companies often encounter breakout growth with this model.

66

Referral marketing is a great and cheap way to get new leads, sign ups, customers, and conversions. I strongly encourage you use it to grow your customer base.



Results

Putting It All Together

Table with the expenses, CAC, and apprentices gained

Overview of Recommendation Results

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Total ¹
CAC	\$2.58	\$5.32	\$6.89	\$8.03	\$8.79	\$9.58	\$7.15
Video	\$10,000	-	-	-	-	-	\$10,000
SEO	\$5,000	\$2,500	\$2,500	\$2,500	\$2,500	\$2,500	\$17,500
Partnerships	\$3,200	\$200	\$200	\$200	\$200	\$200	\$4,200
Referral Marketing	\$46,372	\$167,373	\$246,414	\$296,204	\$318,039	\$320,039	\$1,402,659
							\$1,434,359
Total Expenses	\$64,572	\$170,073	\$249,114	\$298,904	\$320,739	\$322,739	ψ1, 1 04,007
Total Apprentices per Month	24,953	31,992	36,151	37,239	36,476	33,684	200,495
Total Apprentices	24,953	56,945	93,096	130,335	166,811	200,495	



Avenues to pursue in the future

Future Ideas









Global Expansion

A three-stage expansion to capture hundreds of thousands of students.

Social Media

Establishing Acadium's social media presence.

Community

Creating a community of apprentices to drive long-term growth.

Acadium Talks

Hosting webinars and fireside chats to increase brand awareness.

A roadmap of the steps Acadium will need to take for global expansion Roadmap for Global Expansion

Step 3 Step 1 Target English-speaking countries Target countries with no Acadium with existing Acadium presence, using establishment after translation and our multi-pronged approach. culture check. Target large countries with some Creating a global brand with the Acadium establishment. Translation potential to gain hundreds of thousands and culture check will be needed. of apprentices internationally.

Step 2

Results

Spreadsheet

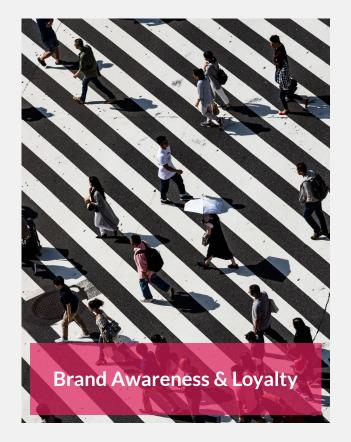
Strengthen brand awareness and loyalty through social media and a strong community

Social Media & Community



Social Media

Currently, Acadium's social media presence is relatively small compared to other brands. Acadium must gain more traction on social media platforms—notably Instagram, Linkedin, Facebook, and TikTok—in order to gain credibility and brand awareness. This is done through consistent content production, cross promotions, optimization of the account, and content highlights.





Community

By establishing a strong community of apprentices, brand loyalty will increase drastically. The community will be a Facebook group as lots of students are on Facebook. Apprentices will interact, learn from each other, attend exclusive events, and provide value to the Acadium community.

Increasing trust and loyalty through fireside chats and webinars Acadium Talks



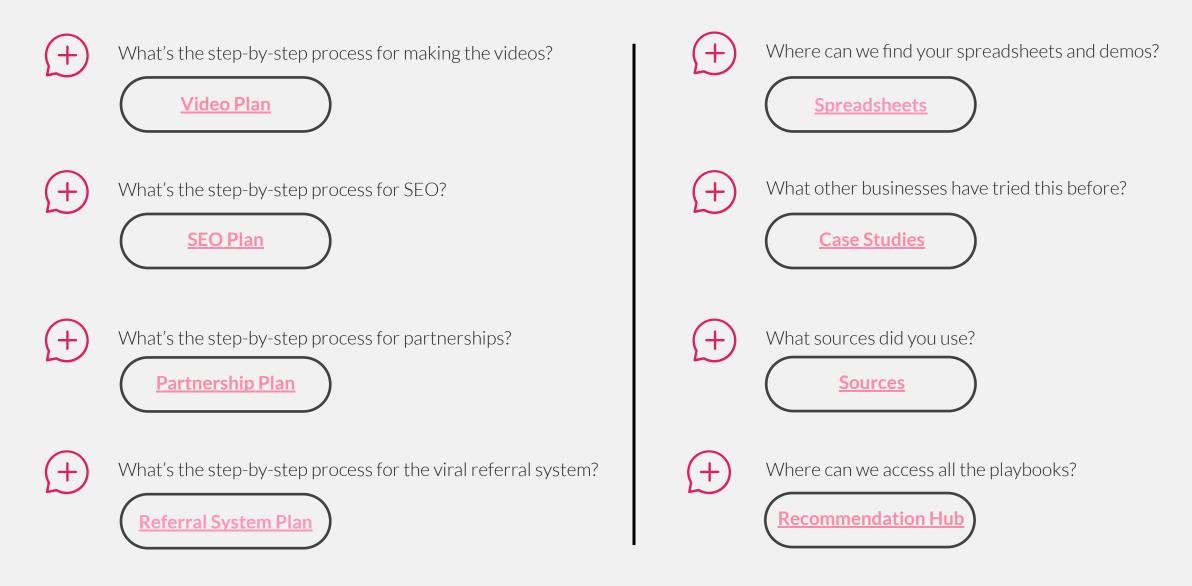
Webinars and fireside chats are effective for increasing trust and brand awareness for Acadium. These two forms of content become Acadium Talks. By hosting webinars, Acadium will bring value to students and at the same time bring awareness to Acadium.

Fireside chats with well-known people allow Acadium to gain trust via association with those people or brands. Opportunities to ask questions can be given to members of the Acadium community.



Playbooks

All the Tiny Details You Might Need



Questions you might still have

We understand these solutions might seem too good to be true, but we think Acadium can do it by keeping these main barriers and ways to overcome them in mind.



Is this the best case, average, or worst case scenario for your solution?

When we were calculating the number of students acquired into the marketplace we took into consideration the range that could occur. Our solution is the average case scenario.



What is the best and worst case scenario for your solution?

We've taken a conservative stance on the SEO and university numbers and by changing the referral parameters, the solution ranges from 101,101 to 293,842 apprentices.¹



How do you plan on getting mentors for the amount of apprentices?

We've taken into account several case studies such as Uber and Tinder. These state that the quantity of one user (in this case apprentices) dictates the number of the other. By focusing our efforts on acquiring apprentices, there is a larger impact as over the long-term, the mentors will follow.



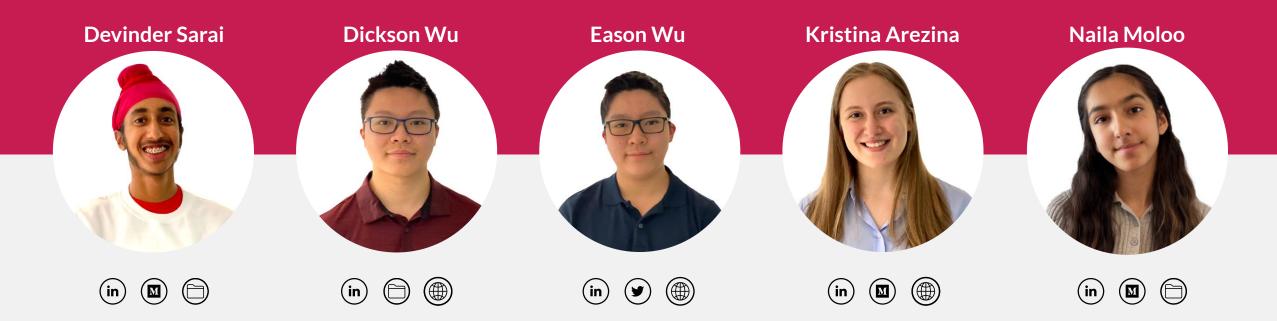
How are your solutions planning for long-term sustainable growth in apprentice acquisition?

SEO, the video, and the referral program are ongoing solutions while the targeting of professors increases the number of apprentices in the short term. All of our solutions ultimately increase the rate of natural growth for the long-term.



Once the market becomes saturated how are we planning on continuing to acquire apprentices?

After the American and Canadian markets are saturated we plan to expand to other countries. We will target English-speaking countries, with existing Acadium presence, using the same multifaceted approach.



Thank you Acadium!

Acadium's work is incredibly empowering for young innovators like ourselves. This challenge is more than we could've ever wished for and we wanted to thank you for giving us this real-world learning experience. This opportunity has been awesome and has helped us all grow so much in the process! If you have any questions, feel free to reach out to any of us and we'd love to answer them. *Thanks again and let us know if you need any help in the future*.