

Post-event report on

Education UK Exhibition in Romania

26 November 2016 Sheraton Bucharest Hotel Bucharest, Romania

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Introduction

Thank you for your participation in our exhibition in November 2016.

Education UK exhibition held on Saturday 26 November attracted 400 people at the Sheraton Hotel in Bucharest.

This was our first Exhibition organised in Romania following EU referendum in the UK. The Exhibition provided an excellent opportunity for the participating UK institutions to achieve firsthand information on the new market conditions in the post-Referendum context. In the aftermath of the referendum results the number of visitors diminished compared to the previous edition of our Exhibition in Romania. On the other hand the number of students interested in study in the UK has continued to be high.

This report provides a summary of the event, including visitor and exhibitor's feedback. We believe that this information will assist you on your future decisions with regard to this market.

The event brought representatives from 20 universities along with a number of 2 exhibitors from the further education sector to meet with Romanian students and parents, providing them with information on education opportunities, subject and pathway choices, as well as helping them to make applications for 2017 intakes.

We asked our exhibitors and visitors about British Council staff support, quality of the exhibition area, and other services provided to participants and the responses were overall satisfactory. We are glad to inform you that the British Council's exhibition has been rated as well-organised education exhibition. However, we continue to develop quality of our events to increase Rol for the UK participants and make them more useful for visitors.

British Council Romania undertook a review of the fair to identify what went well, what did not go well, and the key 'lessons learnt'. Including feedbacks forms completed by a number of five exhibiter and formal feedback received from about one hundred visitors, this post-event report presents the results of that review.

We hope all the UK institutions will continue to attend our Romanian exhibitions in the future and we are looking forward to welcome you again at our events. For more details on our next Exhibition, please check out our Study UK Exhibition Romania page on the SIEM Exhibitions Calendar <u>https://siem.britishcouncil.org/exhibition/study-uk-exhibition-romania-october-2017</u>

Regards, British Council Romania SIEM

Key Highlights	
Venue	Sheraton Bucharest Hotel, Romania Saturday 26 November 2016
Opening hours	10.00 - 17.00
Stand costs	£960 (Plus VAT)
Exhibitors	20 universities and 2 colleges
Visitors	405
Seminar and workshops	14 seminars / workshops
Partners	15 collaborating institutions including Universities UK International, British Embassy and British-Romanian Chamber of Commerce, The League of Romanian Students abroad, major local universities and international schools 4 sponsors (Blue Air, Xerox, Fischer International, Gloria Jean's Coffee)

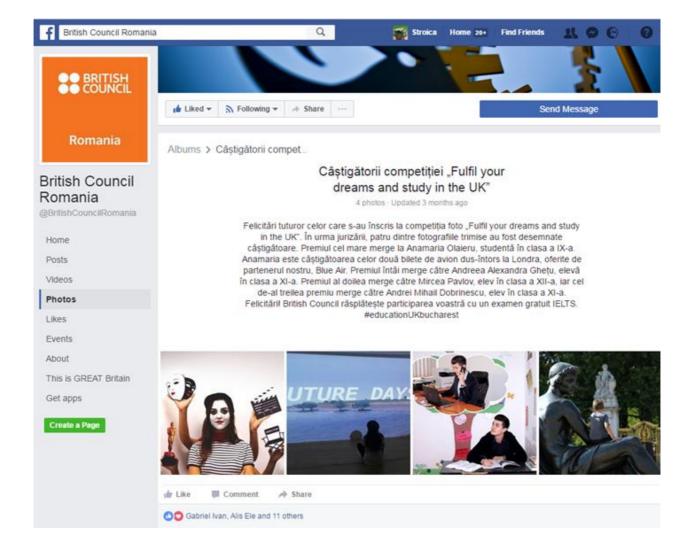
- A team of 35 volunteers consistently assisted and offered their valuable support to both visitors and exhibitors
- 14 presentations/ workshops covering topics such as writing a wining personal statement, portfolio advice, money matters, scholarships and what's next after Brexit, choosing the right course and right university The topical seminars provided further opportunities for exhibitors to engage with prospective students.
- **Competitions with attractive prizes** run before the event and involving high school and university students across the urban areas of Romania ("Fulfil your dreams and study in the UK " photo competition, Education UK quiz run in partnership with Xerox)

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"Fulfil your dreams and study in the UK" (photo competition organised on the British Council Romania's Facebook page, with more 61,275 fans. There were 4 winners from different cities of Romania.)

Key message received from one of the winner: "I would like to study in UK because I want to learn more English and of course because of its reputation."



Marketing channels & impact

The marketing plan designed for the event was a mixture of online and offline activities and identified a range of relevant channels to attract potential students, as well as parents and teachers to visit the fair. The "Education UK Exhibition" run on different digital and social media platforms, however the highest reach was through the British Council Romania Facebook page and the British Council Romania website (find out enclosed details on Marketing channels & impact - **Appendix 2**).

571 1-26 NOV sits pressions					
pressions					
2 587					
5,000 addresses)					
Mentions in over 10 online media outlets					
Unique visit					
http://www.romaniapozitiva.ro/bucuresti/targ-de-universitati-britanice-la-bucuresti-26- noiembrie-orele-1000-1700-la-sheraton-bucharest-hotel/					
ce-la-bucuresti-26- 4.631					

* The number of people who saw our ads at least once..

** The number of outcomes we achieved in our ad campaign, based on the objective we selected (likes, clicks, comments etc) *** Figures may be lower than expected because Twitter remains unpopular on Romania compared with other online channels (e.g. Facebook).

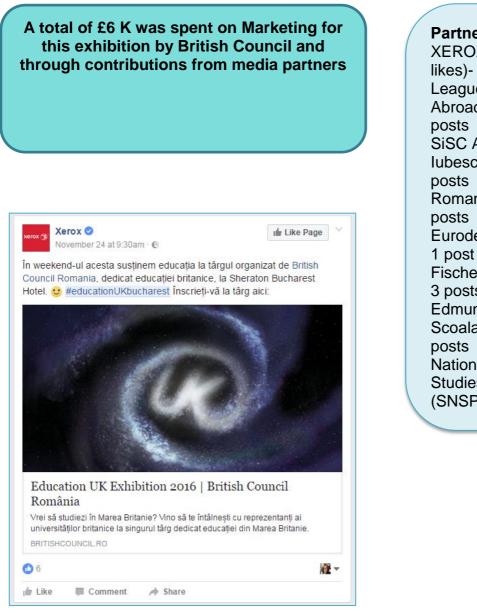
**** Source: http://www.trafic.ro/

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PRESS RELEASE

24 November - 52 contacts, 8 opens (EN title), 98 total clicks 24 November - 48 contacts, 7 opens (RO title), 11 total clicks

Social Media



Partners' Facebook pages

XEROX Romania (1,341,801 likes)- 1 post League of the Romanian Students Abroad LSRS (30,196 likes) – 2 posts SiSC ASE (7,497 likes)-1 post lubesc studentia (6,742 likes)- 2 posts Romania pozitiva (37, 815 likes)- 2 posts Eurodesk Romania (6,423 likes) - 2 posts Eurodesk Romania (6,423 likes) - 1 post Fischer International (2,910 likes) – 3 posts Edmundo (43,364 likes) – 1 post Scoala de Valori (13 981 likes)- 2 posts National University of Political Studies and Public Administration (SNSPA) - 7,948 likes)

Offline promotion



- Distribution of 5 000 flyers in over 80 schools, high schools, Gloria Jean's Coffee Shops and relevant events (English Teachers Association National Conference plus Teacher workshops organised on British Council premises)
- Direct letters sent to the head masters of the top high schools in Bucharest
- A large outdoor banner displayed outside the British Council Romania main office in Bucharest, with an estimated traffic of 5000 people daily.



IELTS



Fulfil your dreams and study in the UK

photo competition

As part of the Education UK Exhibition to take place on 26 November 2016 in Bucharest, at the Sheraton Hotel (5-7 Calea Dororobantilor), we are looking for photographs that capture your life as a high school student and illustrate that studying in the UK is one of your biggest dreams.

Come to the only UK-oriented educational fair in Romania, get the most accurate information directly from the representatives of the UK universities and show your talent for photography!

You can enter the photo competition if you are a high school student (grades 9 to 12).

What you need to do:

- Register online for our Education UK Exhibition in Bucharest (**ro.edukexhibition.org**)
- Fill in the Application form available on www.britishcouncil.ro
- Send your completed form and your photo to EducationUK@britishcouncil.ro

The closing date for the competition is **23 November 2016**, so get your camera ready! Good luck!



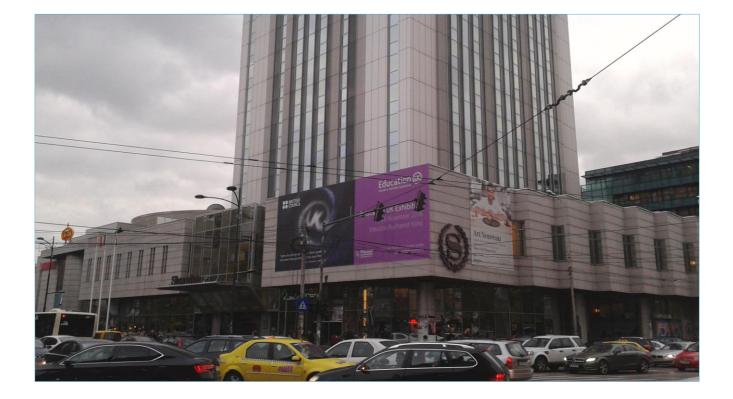


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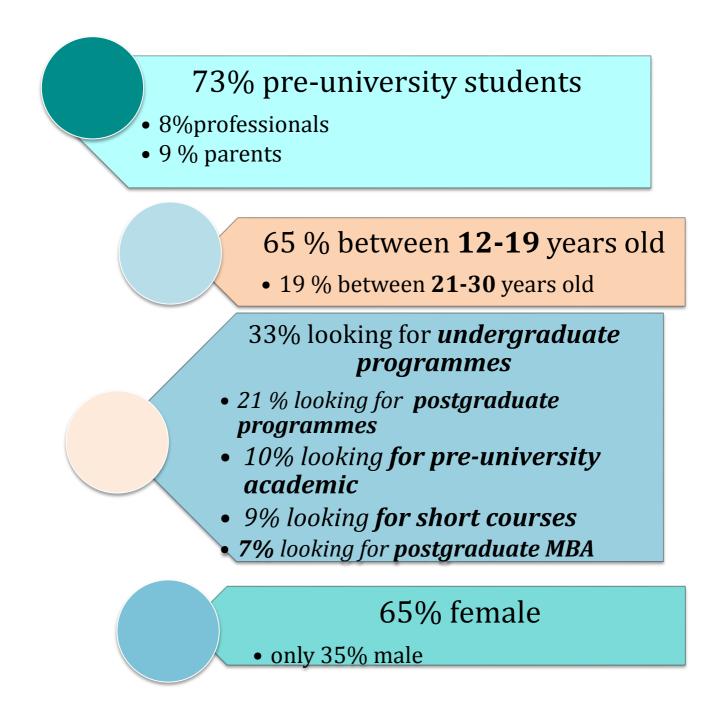
FISCHER

INTERNATIONA

A mesh banner displayed on the façade of the Exhibition venue: Sheraton Bucharest Hotel



Visitor's Profile



Market trends

65% of the registrants would like to study in the UK 15% would like to study in other country (not in UK or home country) 6% will choose online/distance learning

Registrants' preferred areas of study

	%	
Business and Administrative Studies	12%	
Computer and Mathematical Science	11%	
Creative Arts and Design	10%	
Social Studies and Communications	10%	
Humanities	9%	
Law	8%	
Health and Medicine	7%	
Engineering and Technology	7%	
Architecture, Building and Planning	5%	
Education and Training	5%	
Travel, Tourism and Hospitability	5%	
Applied and pure sciences	4%	

The main motivations for studying in the UK mentioned by the registrants are:

	%
High academic standard	27%
Cultural environment	13%
International recognition of qualifications	12%
Wide variety of courses and Institutions	11%
Overseas work opportunities	9%

When asked about the countries considered for study only 37% of the registrants mentioned UK as their first choice for studying abroad:

	%
in the UK	37%
In US	10%
in Germany	8%
In Netherlands	7%
In France	7%
In Canada	7%
In Australia	5%
h	

When asked about when they would expect to go to UK for studying the registrants outlined the following:

	%
In less than 6 months	5%
In 1 year	37%
In 2 years	37%
After 2 years	21%
· · · · · · · · · · · · · · · · · · ·	

When asked about the funding for tuition and livings cost the registrants responses were:

	<u>_%</u>
Self / Family / Relatives / Friends	61%
Scholarship	28%
Others	8%
Company / Organisation	3%

The main sources of information for	The main sources of information for the registrants:	
	%	
Internet	32%	
British Council	28%	
Friend and relative	14%	
University, Teacher	10%	
Email	8%	

The market trends outlined above below reflects the data collected through the British Council's global Visitor registration system.

Insights from exhibitors and visitors

Some positive quotes from exhibitors 'feedback questionnaires and post-event emails :

"I had a truly amazing time attending these events(i.e.exhibition and school tour). I also wanted to add how much I appreciated the support offered by your student volunteers. Dragos was an absolute pleasure to spend time with, he worked well when given tasks, was comfortable talking with students and simply could not help enough during our time together. He was an asset to your team and I wish him the best of luck going forward. Congratulations on a fantastic event."

"Clearer about the Romanian Curriculum and motivations of prospective UG students."

"Please convey our thanks to British Council staff involved in the event"

Some negative quotes:

"It was a very quiet event compared to other events. We were lucky to be one of the few stands to have a consistent flow of students although many of our neighbors were not so lucky."

"More students at the BC event and better organisation for the schools tour."

"The event started too early."

Disappointedly one of the institutions felt totally unhappy with the way the exhibition has been promoted and their whole experience during the event.

80% of our visitors rated the quality of the event and venue as being 'excellent'.

Almost **90% of the visitors** who completed the feedback forms said that the exhibition provided the necessary information they looked for.

When asked about the level of expectations most of the visitors outlined the following:

- **most frequently mentioned:** same level of quality/ professionalism, as informative/useful/nice/interesting/beautiful events as this one, more top universities
- **less frequently mentioned:** more post-graduate study options, more workshops, further information about scholarships, more interactions with the people from Admissions Office

When asked about how they would describe the event in one word, visitors came out with the following answers:

- **most frequently mentioned:** very useful, very informative, interesting, wellorganized, complex, high quality educational services, excellent, very educative
- **less frequently mentioned:** good, excellent, professional, relevant, fabulous, perfect, a pleasant experience, cool





Lessons learned and future steps

Feedback forms completed by exhibitors and visitors give us extremely useful information in terms of what we should do better in our next exhibitions. Recommendations shared with us by participants have massively helped us shaping the following key directions in the development of our plans for the future:

- 1. More students at the large scale event and better organisation for school tours*.
- 2. Explore the possibility to organise special "Study UK zones" within the framework of large university fairs run by international education centres in Romania with solid track record in the field.
- 3. Enter partnership with major local universities to jointly organise UK Masters fairs** within their campuses that may include distinct partnership brokering elements built in the agenda of the events***

From monitoring the visitors' journey during our 2016 exhibition we can consider that very few of them come there just for having a look. Our visitors typically attend exhibitions for checking out details about limited number of institutions that are identified in advance as their firm options for study in the UK. This is way they may tend spending their whole time at exhibitions in queues by stands of these institutions rather than strolling along to visit every institution which is present there.

Therefore our main recommendation for the UK institutions contemplating the possibility signing up to attend exhibitions in Romania to consider how they could benefit from brand awareness raising campaigns conducted by British Council prior to the event. The digital elements of the campaign may include:

- 15 min promotional video for each institution to highlight a selection of study programmes for Romanian students and tell potential applicants about the main selling points associated to the UK institution and programs – Main communication channels: British Council website;
- advertising materials produced by your institutions on a dedicated webpage "Study for a UK" (videos, texts and artworks provided by the promoted institutions will be posted for at least 2 months on our website starting with April 2017)

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^{*} In the next two years at least we'll maintain strong focus on high school students from the so called National Colleges which enroll highest achievers from all-over the country. The school tours will continue to target families from the wealthy middleclass families who send their children to international schools and other private high schools established in Bucharest and more developed cities of Transylvania as they are able to finance UK studies from their own funds mostly.

^{**} The proposed Master Fairs have been designed to promote Post-graduate programmes in areas such as Engineering and Business

^{***} After Brexit the UK universities may become increasingly interested in exploring potential transnational education partnerships with local providers rather than recruiting students from Romania.

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With the perceptions of the UK's welcome which have already deteriorated among EU students already in the UK and most sharply among students from Bulgaria and Romania and more than 60% of the Romanian students starting a course at a UK HEI in Autumn 2016 confirming that the UK's vote to leave the European Union* had a negative impact, the number of interested visitors to our events in 2017/2018 is expected to decline.

In spite of uncertainties brought about by Brexit studying with the UK HE & FE institutions may remain unexpectedly popular among many young Romanians in the coming two years.

We'll build upon the lessons learned from 2016 exhibition and do our best to attract as many prospective applicants from this group of people. Our next exhibition has been scheduled for October. We hope to see you there!

Institutions may get in touch with our SIEM team at British Council Romania via e-mail <u>gabriel.ivan@britishcouncil.ro</u> for finding out about details on other direct marketing proposals outlined above.

* Based on a British Council report released in March 2017

Appendix 1

List of exhibitors 2016

Colleges

- 1. Henley College Coventry
- 2. John Leggott College

Universities

- 3. Canterbury Christ Church University
- 4. Cardiff University
- 5. De Montfort University
- 6. Edinburgh Business School(EBS)
- 7. Goldsmiths, University of London
- 8. King's College London
- 9. NCC Education
- **10. Newcastle University London**
- **11. Staffordshire University**
- 12. St Mary's University, Twickenham
- 13. University College London
- 14. University for the Creative Arts
- **15. University of Aberdeen**
- 16. University of Bedfordshire
- **17. University of Central Lancashire**
- **18. University of Essex**
- **19. University of Kent**
- 20. The University of Law
- 21. The University of Manchester
- 22. University of Portsmouth
- 23. University of the West of England, Bristol
- 24. University of Warwick



Marketing channels & impact

The marketing plan designed for the event was a mixture of online and offline activities and identified a range of relevant channels to attract potential students, as well as parents and teachers to visit the fair.

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Online promotion:

Facebook promotion (60 555 page likes on 12.12. 2016)

www.facebook.com/BritishCouncilRomania

Post	Post reach*	Post engagement*	Date
9 posts (boosted)	38 284	2 067	3-26 Nov
Photo competition	41 856	1 370	1-11 Nov
Xerox Competition	5 706	532	9-25 Nov
Promo Exhibition App	2 670	252	16-19 Nov
Summer School	3 802	209	25-26 Nov
Campaign website clicks	108 704	11 141 (8,044 website clicks)	1-25 Nov
TOTAL	201 022	15 571	1-26 NOV

*The number of people who saw our ads at least once. Reach is different from *impressions*, which may include multiple views of your ads by the same people. Reach gives us a measure of how many people were exposed to our message during an ad campaign. People may not always click on our ads, but they may be more likely to engage with our business when they see our message. Our reach can be affected by our bid, budget and audience targeting.

** The number of outcomes we achieved in our ad campaign, based on the objective we selected (likes, clicks, comments etc)

Website visits

Link	Period	Visits*	Views**	Average time viewed (sec)	2015 visits comparison
RO					
https://www.britishcouncil.ro/studii- marea-britanie/education-uk	1 Sep – 1 Dec	7864	9273	116	3274
http://www.britishcouncil.ro/studii- marea-britanie/education-uk/concursuri	1 Sep – 1 Dec	1286	1570	147	1707
http://www.britishcouncil.ro/studii- marea-britanie/education-uk/expozanti	1 Sep – 1 Dec	501	719	61	781
http://www.britishcouncil.ro/studii- marea-britanie/education-uk/program	1 Sep – 1 Dec	208	257	54	469
http://www.britishcouncil.ro/studii- marea-britanie/education- uk/testimoniale	1 Sep – 1 Dec	95	104	154	144
http://www.britishcouncil.ro/studii- marea-britanie/education-uk/parteneri	1 Sep – 1 Dec	78	105	50	144
EN					
http://www.britishcouncil.ro/en/study- uk/education-uk	1 Sep – 1 Dec	871	1083	81	729
http://www.britishcouncil.ro/en/study- uk/education-uk/competitions	1 Sep – 1 Dec	303	383	167	438
http://www.britishcouncil.ro/en/study- uk/education-uk/exhibitors	1 Sep – 1 Dec	131	156	143	262
http://www.britishcouncil.ro/en/study- uk/education-uk/exhibition-programme	1 Sep – 1 Dec	78	91	27	98
http://www.britishcouncil.ro/en/study- uk/education-uk/partners	1 Sep – 1 Dec	23	29	23	44
http://www.britishcouncil.ro/en/study- uk/education-uk/testimonials	1 Sep – 1 Dec	16	19	164	31

*Number of visits to this page. A visit is a series of actions that begins when a visitor views the first page from the server, and ends when the visitor leaves the site or remains idle beyond the idle-time limit. The default idle-time limit is thirty minutes. This time limit can be changed by the system administrator.

** Number of times this page was viewed by visitors.

Further reference: <u>https://knowledge.hubspot.com/articles/kcs_article/reports/what-is-the-difference-between-visitors-visits-and-page-views</u>

TWITTER https://twitter.com/robritish

SUMMARY – NOVEMBER 2016					
Tweets	Tweet impressions	Profile visits	Mentions	New followers	
10	5,697*	650	57	63	

Top Tweet earned 583 impressions

See you tomorrow at Education UK Exhibition, Sheraton Bucharest Hotel, starting 10.00 am. #WeAreInternational #educationUKbucharest twitter.com/BritishCouncil...

Top mention earned 90 engagements

UUK International@UUKIntl Nov 26From beautiful Wales to beautiful Romania #WeAreInternational @cardiffuniug @Unis_Wales @roBritish pic.twitter.com/u9iHlb89ZW

Top media Tweet (Romanian only) earned 506 impressions

Înscrie-te acum la **#educationUKbucharest** și află toate detaliile de la reprezentanții universităților din UK: goo.gl/0vMl9y pic.twitter.com/EzscA40Oky

* Figures may be lower than expected because Twitter remains unpopular on Romania compared with other online channels (e.g. Facebook).

PRESS/BLOGS

Education UK Exhibition Romania has been mentioned in over ten online media outlets.

Website/article	Unique visitors/website/ 21 - 27 November 2017
http://www.romaniapozitiva.ro/bucuresti/targ-de-universitati- britanice-la-bucuresti-26-noiembrie-orele-1000-1700-la- sheraton-bucharest-hotel/	4.631
http://www.dcnews.ro/british-council-targ-educa-ional- education-uk-exhibiton-la-bucuresti_489593.html	295.777
http://www.agerpres.ro/comunicate/2016/11/23/comunicat- de-presa-british-council-romania-17-54-58	55.000
http://www.telegrafonline.ro/targ-educational-al-institutiilor- de-invatamant-din-m-britanie-vizitat-de-elevi-romani	70.837

*Source: http://www.trafic.ro/

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Google AdWords

Type: Search Network Impressions* 1334 Clicks: 87

*An impression is counted each time your ad is shown on a search result page or other site on the Google Network.

NEWSLETTER & DIRECT MAILING

Newsletter subscribers: EN 31 980 / RO 12 587

4 Editions: 13 October, 27 October, 10 November, 24 November

Direct mailing:

14 November – 28 809 e-mail addresses, 3 972 total opens, 229 total clicks 15 November – Teachers – 1071 e-mail addresses, 868 total opens, 59 total clicks 23 November – Reminder – 28 114 e-mail addresses, 3,073 total opens, 136 total clicks

3 - 7 November- information sent to 4465 teachers of English as part of the Cambridge and IELTS Exams communication campaign

PRESS RELEASE

24 November - 52 contacts, 8 opens (EN title), 98 total clicks 24 November - 48 contacts, 7 opens (RO title), 11 total clicks

Social Media

British Council Romania Facebook page (46 000 likes, in October, 47 000 likes in November)

30 posts about the Exhibition and the exhibitors with a reach ranging from **41 856** (for boosted posts) to an average of **4000 views** (for regular posts)

A total of £6 K was spent on Marketing for this exhibition

Partners' Facebook pages

XEROX Romania (1,341,801 likes)- 1 post League of the Romanian Students Abroad LSRS (30,196 likes) - 2 posts SiSC ASE (7,497 likes)-1 post Iubesc studentia (6,742 likes)- 2 posts Romania pozitiva (37, 815 likes)- 2 posts Eurodesk Romania (6,423 likes) -1 post Fischer International (2,910 likes) -3 posts Edmundo (43,364 likes) – 1 post Scoala de Valori (13 981 likes)- 2 posts National University of Political Studies and Public Administration (SNSPA) - 7,948 likes)

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photo competition

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- Fill in the Application form available on www.britishcouncil.ro
- Send your completed form and your photo to EducationUK@britishcouncil.ro

The closing date for the competition is **23 November 2016**, so get your camera ready! Good luck!



FISCHER

INTERNATIONA

A mesh banner displayed on the façade of the Exhibition venue: Sheraton Bucharest Hotel

