

Post-event report

British Council Virtual UK Masterclass Series

1 - 5 February 2021, South East Asia



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Introduction

The British Council organised the first Virtual UK Masterclass Series from 1 February to 5 February 2021. This initiative was designed to support UK institutions to proactively engage with prospective students and parents across South East Asia as an alternative digital platform.

A total of 10 masterclasses were held; they featured classes on specific popular subjects like business, engineering, and technology in addition to sessions to facilitate general application support for personal statements and research proposals.

The Masterclass Series covered the following topics:

- Top tips for effective personal statements for UG/PG applicants
- Preparing effective research proposals to jumpstart your research career
- Artificial Intelligence breakthrough applications. Case study: Analysis of Chest CT Scans for the Prediction of COVID-19
- Concept Art for Games Design
- Launching A Successful Start Up Business
- The changing face of Actuarial Science
- What Aeronautical Engineering can learn from Nature
- Introduction to Social Engineering/Phishing attacks
- Digital Marketing and Innovation during a Pandemic: The 'Tre Amis' Case
- Engineering Difference Makers: past present and future

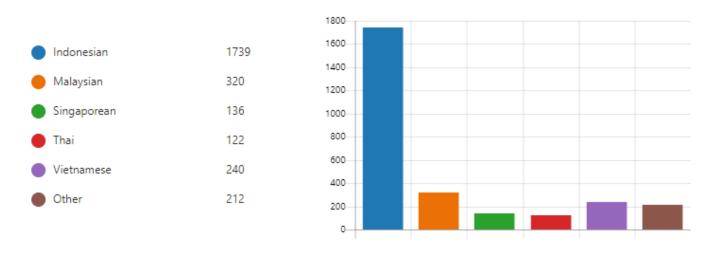
The masterclasses were held live for local audiences across key markets in the South East Asia region, these are Indonesia, Malaysia, Singapore, Thailand, and Vietnam. The event was promoted to a target audience that included prospective students, parents, local universities, education agents and school counsellors. In response, 2,769 people registered for the Masterclass Series.

An event evaluation survey was sent to both participants and attendees, with responses received were from the 9 participating institutions and 256 of the attendees. The feedback and response have been encouraging and positive in terms of the quality and level of engagement throughout the event.

Key Statistics

Pre-registration data

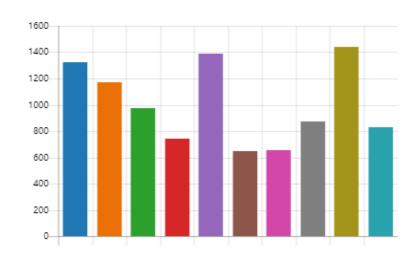
Registrants' demographics



In total, 2,769 people registered for the masterclasses.

Number of registrants for each masterclass

Top tips for effective personal	1326
Preparing effective research pr	1169
Artificial Intelligence – breakth	971
Concept Art for Games Desig	745
Launching A Successful Start	1388
The changing face of Actuarial	648
What Aeronautical Engineerin	653
■ Introduction to Social Enginee	871
Digital Marketing and Innovati	1441
Engineering Difference Maker	831



Attendance

A total of 2769 people registered for the Virtual Masterclass Series across different subjects/topics. Prior to the event each registrant received links to join the events, while post the event, each registrant received links to the recordings of the masterclasses.

As has been experienced and observed with virtual events, there was a drop-out rate between registrants and actual attendees during the live session.

The detailed breakdown of registrants and attendees is shared below:

Masterclass topic	Pre-registration	Attendance	Attendance Rate (%)
Top tips for effective personal statements for UG/PG applicants	1,326	282	21%
Preparing effective research proposals to jumpstart your research career	1,169	187	16%
Artificial Intelligence – breakthrough applications. Case study: Analysis of Chest CT Scans for the Prediction of COVID-19	971	194	20%
Concept Art for Games Design	745	144	19%
Launching A Successful Start Up Business	1,388	245	18%
The changing face of Actuarial Science	648	125	19%
What Aeronautical Engineering can learn from Nature	653	134	20%
Introduction to Social Engineering/Phishing attacks	871	109	12%
Digital Marketing and Innovation during a Pandemic: The 'Tre Amis' Case	1,441	168	12%
Engineering Difference Makers: past present and future	831	108	13%

Audience Feedback

Key findings

Event satisfaction

A total of 91% of attendees shared that the event was very good and excellent.

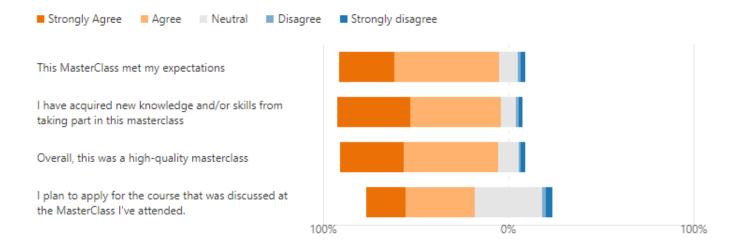
Q: Overall, how would you rate the event?



Overall experience

- 86% of respondents agree that this Masterclass Series met their expectations
- 88.3% respondents said they have acquired new knowledge and/or skills from taking part in this Masterclass Series
- 85.2% attendees agree this was a high-quality virtual event
- 58.2% attendees plan to apply for the course that was discussed at the Masterclasses they attended

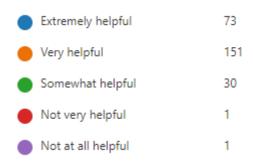
Q: Please rate your level of agreement or disagreement to the following statements.



Content of the Masterclasses

• 59% respondents found the content of the Masterclass very helpful and 29% respondent selected extremely helpful

Q: How helpful was the content presented at the event?





Q: What did you like about the event?

"The professionalism demonstrated by the presenter and being very helpful with clarity. The moderator is good at selecting crucial questions to ask

"The length is good, the tips shared are relevant, the speaker is knowledgeable and brought in videos too for variety of presentation and having a very helpful moderator to have the Q&A addressed."

"The presentation slides and points are organised well, and the representative explains clearly."

"I love how short and concise the event is and it was very useful and made me feel more prepared!"

"The content presented was an eye-opener for me as this is my first time joining the MasterClass sharing. I'm looking forward for the next session (if there's any)."

General feedback from audience

"Make it more specific with categorizing undergraduate, masters and postgrad in the presentation."

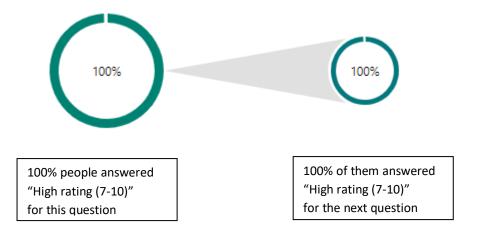
"A slightly longer Q & A and separation of questions from comments for easier review."

"For the Q&A session, I understand that we might run out of time, but it would have been better if the unanswered questions could be answered through email by the presenters?"

Partner UK institution Feedback

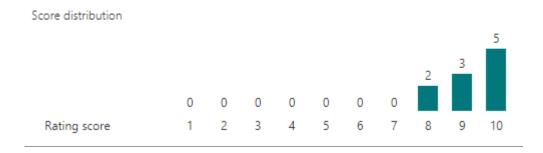
Question: How would you rate the quality of the audience? (1 being the lowest, while 10 being the highest in quality)

100% of participating institutions rated High rating (7-10) for this question, and the majority answered "High rating (7-10)" for the next question.

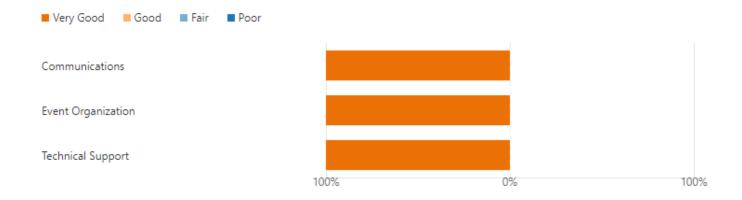


Question: How would you rate the quality of engagement (1 being the lowest, while 10 being the highest value for engagement)

100% rated between "8-10" for this question.



Question: How would you rate your overall experience with the British Council team?



Feedback comments from the participating universities

"I was overjoyed with the response from the audience during the webinar! The host and I engaged with them early on by asking for feedback and the answers flooded in. When as a presenter you are unable to physically see the audience, it truly helps to receive such a positive response and also during the Q&A."

"A really good turnout from prospective students."

"Very lively audience."

"Would be good to offer a channel for responding to questions which remained unanswered during the webinar, as an additional channel of engagement with the audience."

"We had a good turnout of students with a lot of engagement - this has been far better than some of the other virtual events we have participated in over the last year."

"It is great to see British Council teams across countries collaborating and innovating. This is so much better than the tired BC exhibition format and works better for us."

British Council Analysis

The first Virtual UK Masterclass Series was received with enthusiasm across South East Asia with strong levels of engagement seen through the promotion, through the interaction during Q/A after each masterclass and with feedback received from attendees and participating UK institutions. Attendees benefitted from the format and found the interaction interesting as they experienced what actual lectures at a UK campus may be like and what interaction with faculty in the UK may be like when they join.

Shared below are a few key observations from the event:

- Registration numbers were strong from across South East Asia, however, the registrations from Indonesia are much higher. This is due to a combination of factors. Prospective applicants from Indonesia are based across different regions and islands and not all of them can often travel to attend the face-to-face activities held in or around the bigger cities. This generates a much greater scale of digital engagement. There is strong demand from prospective Indonesian applicants for information on the range of courses and specialisations available internationally and response to digital activities is strong.
- Registration numbers for topics related to digital technology, entrepreneurship or innovation
 are higher in comparison. This can be attributed to the current set of circumstances related to
 the pandemic. The need for digital specialisation has increased globally and employers are
 looking for special skills. In addition, governments across South East Asia are focussing on
 sustainability through entrepreneurship, social entrepreneurship, digital transformation, and
 enhanced capacity building across different priority sectors.
- Feedback from attendees indicated that there should be a way to have all possible questions
 answered by the presenters. We feel that this can be catered to by inviting more than one
 representative from partner UK institutions, to possibly share written answers during the
 masterclasses. There is also a suggestion to collate all questions and request the participating
 institutions to share written answers that could then be emailed to all registrants.
- There is strong interest in webinars or masterclasses focussing on helping applicants prepare
 and apply successfully to a university. Topics about effective applications, personal
 statements, preparation of research proposals received strong interest. Prospective
 applicants welcome the opportunity to learn about these guidelines and tips from UK
 institutions directly.
- Some presenters had prepared questions that they posed to the audience at the start, and as
 the answers started coming in from the audience, the presenters adapted their talk
 accordingly. This kind of engagement made the masterclass more interactive and fun for the
 attendees.

Given the strong interest that the Masterclass Series generated, the British Council will continue to provide this platform of engagement across the region. The format will be improved and adapted to cater to the feedback and suggestions received from attendees and partner institutions.

Digital Promotion

The marketing reached an estimated audience of 1,926,489 people

Strategy

- Email marketing campaigns to segmented audiences from five target markets in South East Asia via Study UK email marketing database
- Cross-promotion to students of The British Council English Teaching Centre
- Social media paid postings based on the event highlights and featured speakers
- Email invitations and promotion to school counsellors, local universities and British Council Partners
- Other country specific channels: British Council social media organic posts

Email Marketing

Market	Total reach	Open rate	Click rate
Indonesia – post in English	21,765	9.11%	6.18%
Indonesia – post in Bahasa Indonesia	21,657	8.13%	6.72%
Malaysia	10,767	22.4%	3.8%
Singapore	9,491	65.60%	9.23%
Thailand (campaign monitor)	8,932	14.6%	1.4%
Thailand (constant contact)	52,165	13.7%	1.2%
Vietnam (email marketing 1)	11,000+	26.86%	4.43%
Vietnam (email marketing 2)	11,000+	9.46%	6.57%

Facebook

Market	Total Impression	Total Reach	Total Link Clicks	Click Through Rate (CTR)
Indonesia	483,307	265,418	5,170	1.1%
Malaysia	263,189	184,807	1,840	0.7%
Singapore	171,894	72,980	1,086	0.63%
Thailand	222,354	80,059	1,481	0.6%
Vietnam	79,002	63,761	8,100	10.25%

Industrial Click Through Rate (education category)

0.15%

VS

Click Through Rate for ID, MY, SG, TH & VN

0.6% - 10.25%

Source: https://www.wordstream.com/blog/ws/2017/02/28/facebook-advertising-benchmarks

Appendix

List of participating institutions

- City, University of London
- Liverpool John Moores University
- Norwich University of the Arts
- Nottingham Trent University
- The Business School (City University of London)
- The University of Manchester
- University of Derby
- University of Westminster

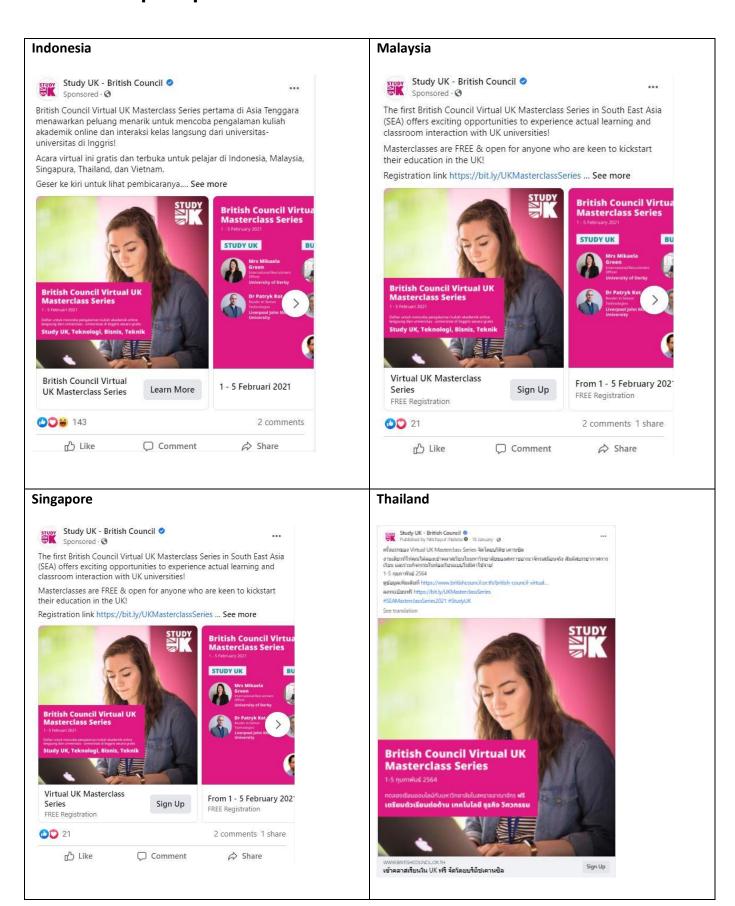
Hyperlink to webinar

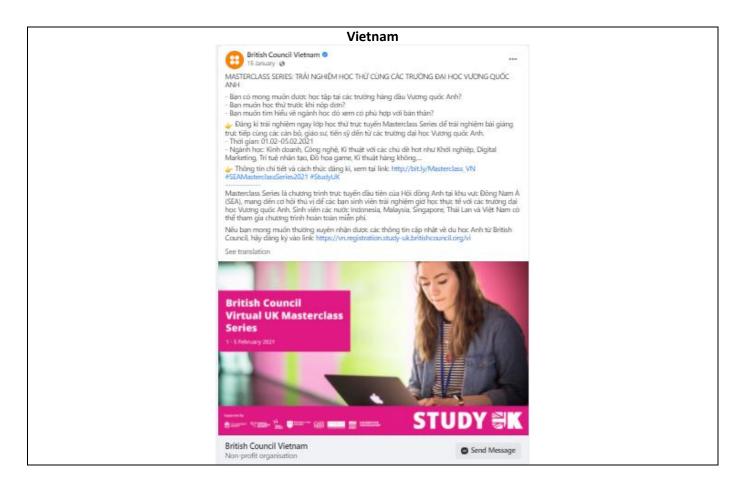
Topic	Presenter	Video link		
Monday, 1 Februa	Monday, 1 February 2021			
Top tips for effective personal statements for UG/PG applicants	Mrs Mikaela Green, International Recruitment Officer, University of Derby	https://www.facebook.com/431528293550421/videos/29177 24921774198		
Preparing effective research proposals to jumpstart your research career	Dr Patryk Kot, Reader in Sensor Technologies, Liverpool John Moores University	https://www.facebook.com/431528293550421/videos/11778 13096321789		
Tuesday, 2 February 2021				

Artificial Intelligence – breakthrough applications. Case study: Analysis of Chest CT Scans for the Prediction of COVID-19 Concept Art for Games Design	Dr Alex (Aram) Ter-Sarkisov, Lecturer in Artificial Intelligence, City, University of London Kaliegh Branham, BA	https://www.facebook.com/431528293550421/videos/37091 45115843196 https://www.facebook.com/431528293550421/videos/16265 2768811038	
	(Hons) Games Art and Design lecturer, Norwich University of the Arts		
Wednesday, 3 Fe			
Launching A Successful Start Up Business	Paul Wreaves, Course Leader for MSc Innovation Management and Entrepreneurs hip, Nottingham Trent University	https://www.facebook.com/431528293550421/videos/24576 2566994772	
The changing face of Actuarial Science	Dr Russell Gerrard, Former principal examiner for the Institute and Faculty of Actuaries, The Business School (formerly Cass) City, University of London	https://www.facebook.com/431528293550421/videos/16601 85057498482	
Thursday, 4 February 2021			
What Aeronautical Engineering can learn from Nature	Professor Christoph Bruecker, BAE SYSTEMS Sir Richard Olver Chair on Aeronautical Engineering,	https://www.facebook.com/431528293550421/videos/97260 8273269700	

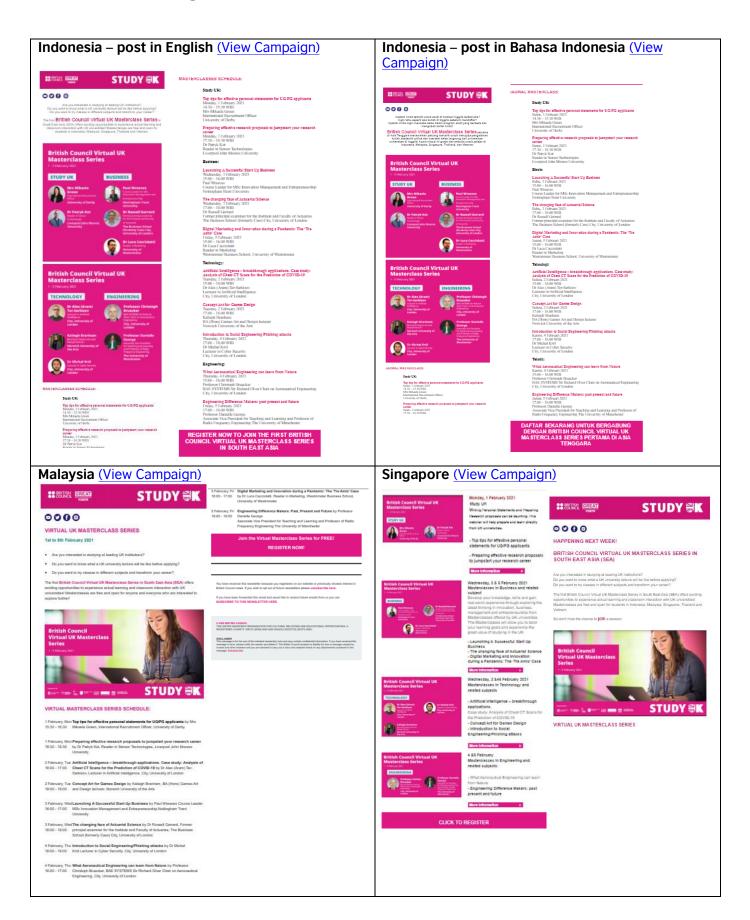
	City, University of London	
Introduction to Social Engineering/Phis hing attacks	Dr Michał Król, Lecturer in Cyber Security, City, University of London	https://www.facebook.com/431528293550421/videos/76854 1164070694
Friday, 5 Februar	y 2021	
Digital Marketing and Innovation during a Pandemic: The 'Tre Amis' Case	Dr Luca Cacciolatti, Reader in Marketing, Westminster Business School, University of Westminster	https://www.facebook.com/431528293550421/videos/45072 6279694729
Engineering Difference Makers: past present and future	Professor Danielle George, Associate Vice President for Teaching and Learning and Professor of Radio Frequency Engineering, The University of Manchester	https://www.facebook.com/431528293550421/videos/42053 7032572528

Facebook (paid posts)





Email Marketing





Thailand – constant contact (View Campaign)



Vietnam – email marketing 1 (View Campaign)



MASTERCLASS SERIES: TRÁI NGHIỆM HỌC THỬ VỚI CÁC TRƯỜNG ĐAI HOC VƯƠNG QUỐC ANH

Read this newsletter in English click here

Từ ngày 01.02 đến ngày 05.02, Hội đồng Anh mang đến chương trình trực tuyến British Council Virtual UK Masterclass Series - trái nghiệm giờ học thực tế với các trường đại học Vương quốc Anh.

- Bài giảng được thiết kế như một tiết học thực tế tại các trường đại học Vương quốc Anh
- Được giảng dạy bởi các cán bộ, giáo sư của 7 trường đại học
- Đa dạng ngành học: Kinh doanh, Công nghệ, Kĩ thuật với các chủ để hấp dẫn như Khôi nghiệp, Digital Marketing, Trí tuệ nhân tạo, Đô họa game, Kĩ thuật hàng không...
- Tích lũy kinh nghiệm viết bài luận cá nhân và đề cương nghiên cứu

Nếu bạn có mong ước học tập tại Vương quốc Anh, muốn học thứ xem ngành học có phù họp với minh, Masterclass Series chính là cơ hội tuyệt với giúp bạn có được trải

Tham gia Masterclass Series hoàn toàn miễn phí. Đăng kí ngay!

Vietnam – email marketing 2 (View Campaign)



MASTERCLASS SERIES: 10 BÀI GIÁNG MIỀN PHÍ TỬ CÁC TRƯỜNG ĐẠI HỌC VƯƠNG QUỐC ANH

Read this newsletter in English click here

Từ ngày 01.02 đến ngày 05.02, Hội đồng Anh mang đến chương trinh trực tuyến British Council Virtual UK Masterclass Series - chuỗi 10 bài giáng học thử cùng các trường đại học Vương quốc Anh.

- Bài giảng được thiết kế như một tiết học thực tế tại các trường đại học Vương quốc Anh
- Được giảng dạy bởi các cán bộ, giáo sư của 7 trường đại học
- Đa dạng ngành học: Kinh doanh, Công nghệ, Kĩ thuật với các chủ đề hập dẫn như Khởi nghiệp, Digital Marketing, Trí tuệ nhân tạo, Đổ họa game, Kĩ thuật hàng không....
- Tích lũy kinh nghiệm viết bài luận cá nhân và đề cương nghiên cứu

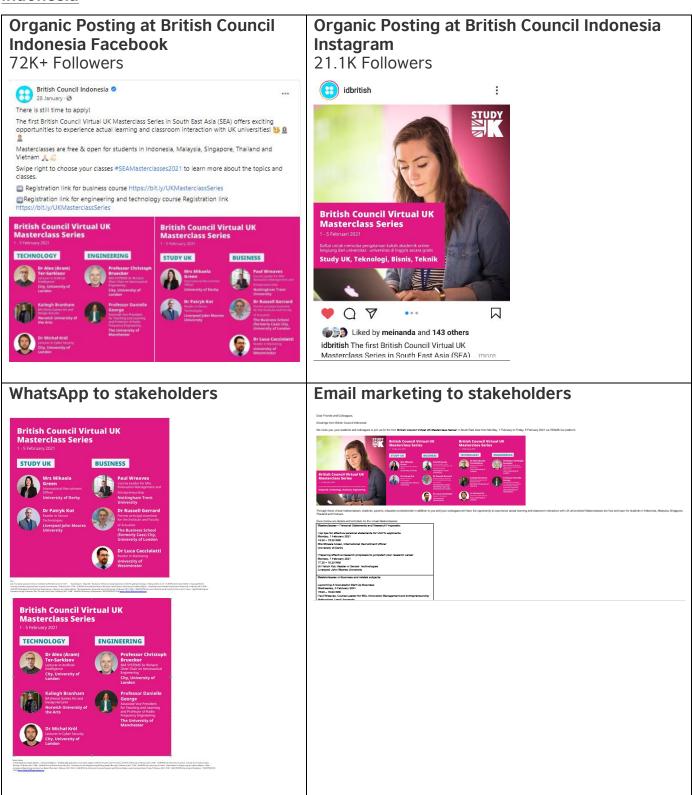
Nếu bạn có mong ước học tập tại Vương quốc Anh, muốn học thừ xem ngành học có phù hợp với minh, Masterclass Series chính là cơ hội tuyệt với giúp bạn có được trải nghiệm đó.

Tham gia Masterclass Series hoàn toàn miễn phí. Đăng kí ngay!

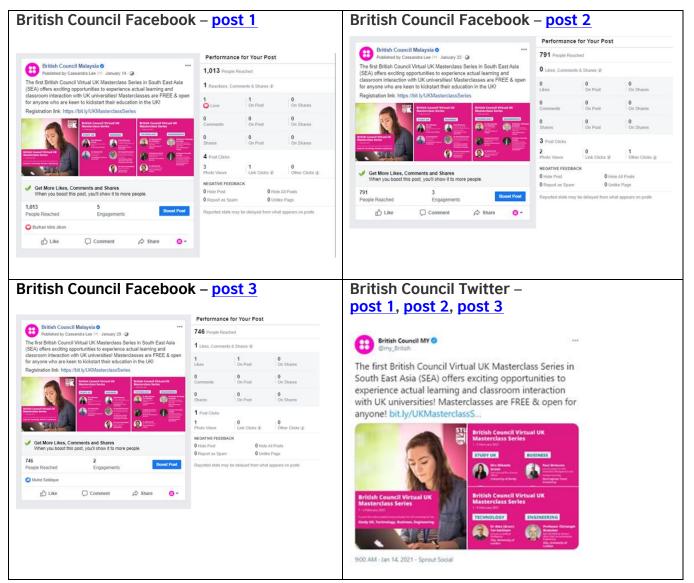


Other in-country promotion

Indonesia



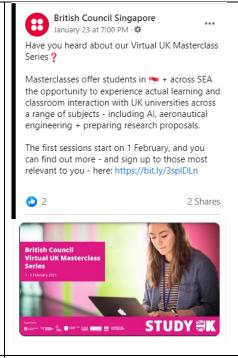
Malaysia



Singapore

Twitter - British Council	Facebook - British Council
23 Jan 1100 SG	23 Jan 1900 SG
Impression – 1196	Reach 1374 Impression 1427
https://twitter.com/sgBritish/status/1352813322563964928	https://www.facebook.com/92543462490/posts/10159019723827491
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30 Jan 2021 1900 SG

Reach -1588 / Impression -1627

https://www.facebook.com/BritishCouncilSingapore/photos/a.10150365313712491/10159009610412491/?t

ype=3



Masterclasses offer students in — + across SEA the opportunity to experience actual learning and classroom interaction with UK universities across a range of subjects - including AI, aeronautical engineering + preparing research proposals.

The first sessions start on Monday 1 February, and you can fi... See More

4 1 Comment 1 Share



Subject specific post

1 Feb 1000 SG Impression – 827

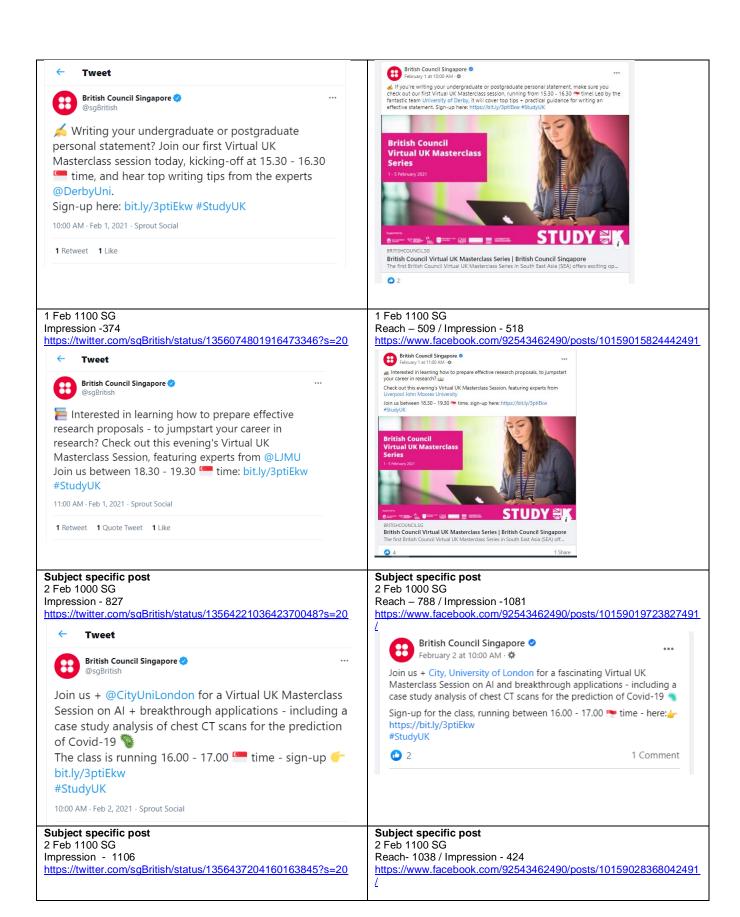
https://twitter.com/sgBritish/status/1356059707597852681?s=20

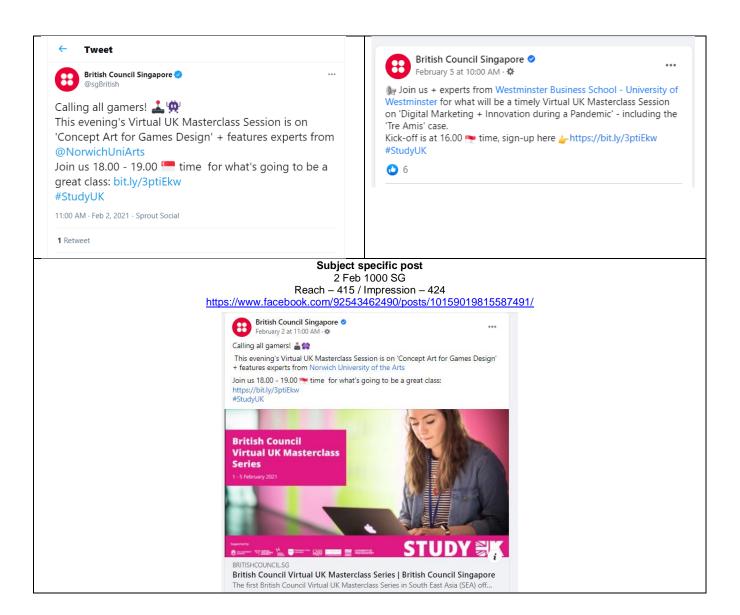
Subject specific post

1 Feb 1000 SG

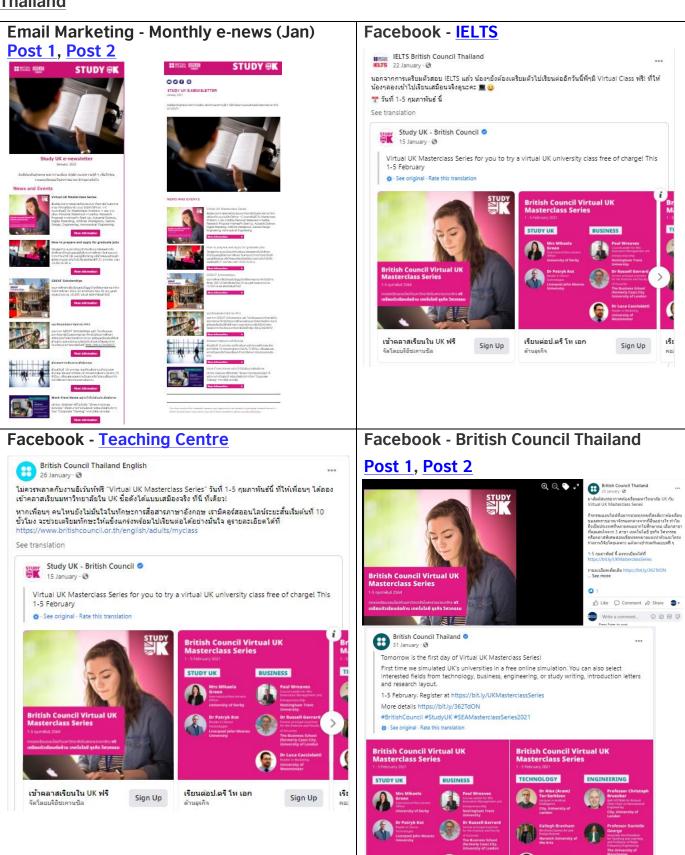
Reach – 347 / Impression -357

https://www.facebook.com/92543462490/posts/10159015701662491



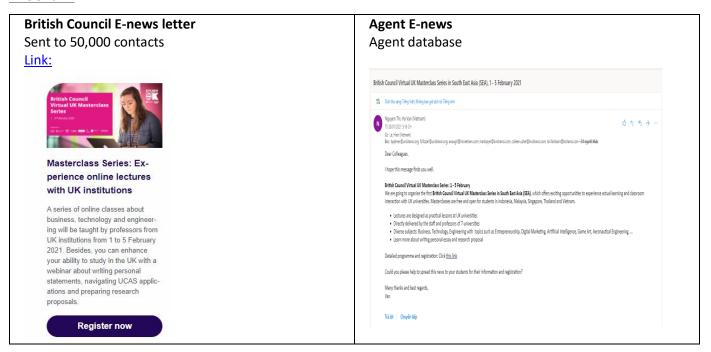


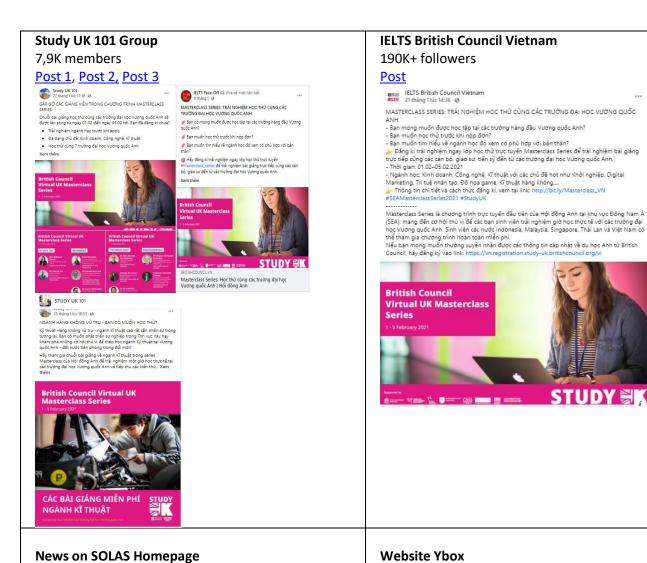
Thailand





Vietnam









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