Social Media and Blogging

Week 9 F27WD

Helen Hastie

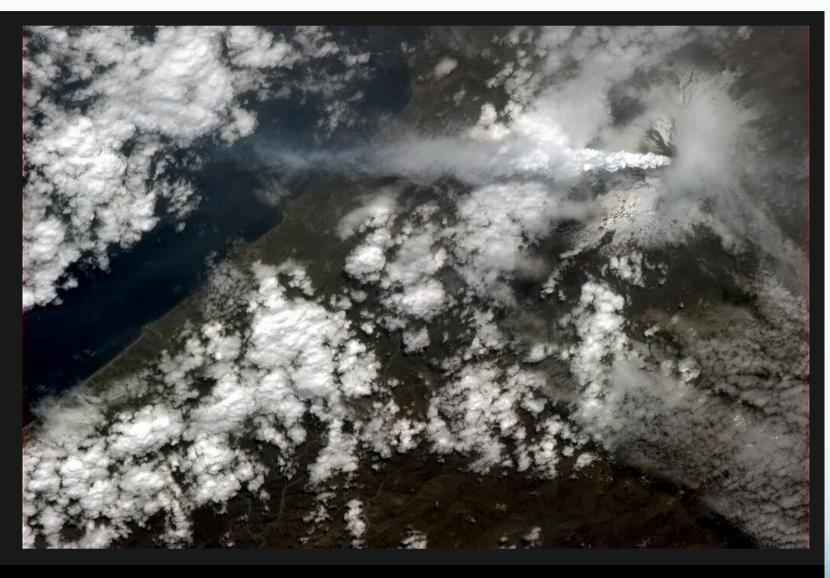
Some content from Marta Kagan http://bonafidemarketinggenius.com/

Nearly there...

- Web design basics: IA, billboards, elements of good design
- Accessibility and Copyright
- Mobile app design and development
- HTML+ CSS
- PHP + MySQL

Today's Class

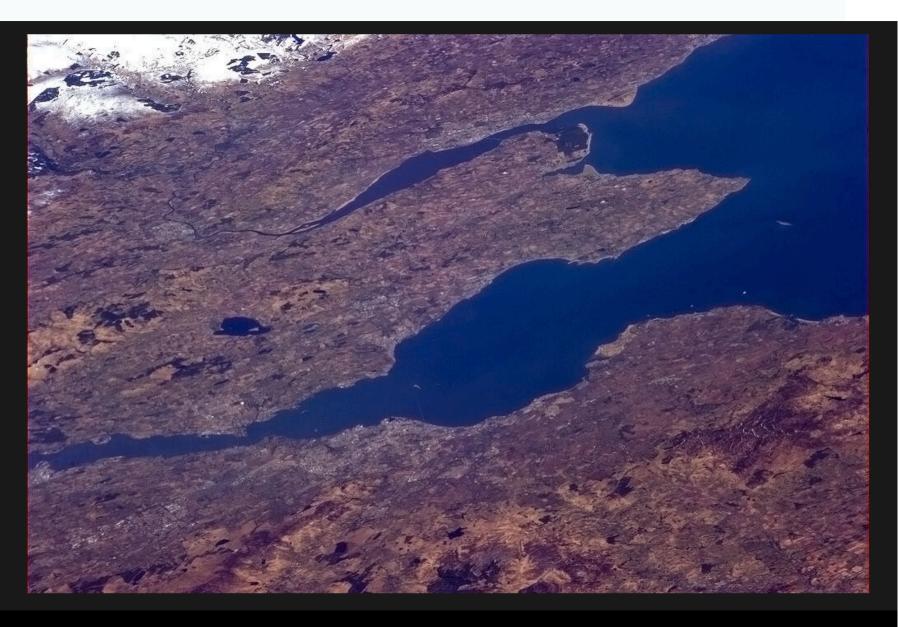
- What is Social Media and why do we care?
- Social Media and Marketing
- Blogging





Cmdr_Hadfield Chris Hadfield

Mt Etna erupting and shooting steam and smoke high above the cloud, seen from space. pic.twitter.com/PFKlehvDPS





Cmdr_Hadfield Chris Hadfield
Tonight's Finale: Edinburgh to Dundee, with the big Tay and Forth bridges visible. Save the rest for another day! pic.twitter.com/OOxBnpGlFc

Traditional Media

- Television
- Movies
- Radio
- Newspapers
- Books
- Magazines



New Media

- Digital Television, Music and Video
- Computer Games/Simulations
- Digital Photography
- Internet/Email
- e-Books
- Smartphones



Social Media

"A group of Internet-based applications that build on the ideological and technological foundations of Web 2.0, and that allow the creation and exchange of user-generated content."

As defined by Andreas Kaplan and Michael Haenlein

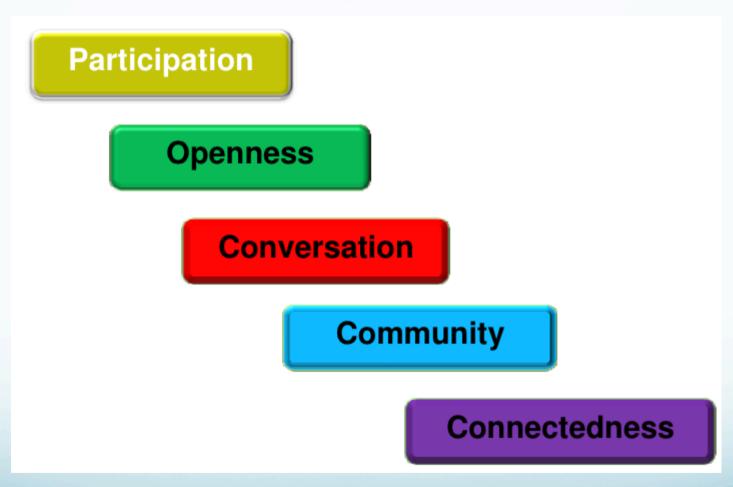
Kaplan, Andreas M.; Michael Haenlein (2010).

"Users of the world, unite! The challenges and opportunities of Social Media". Business Horizons 53 (1): 59–68.doi:10.1016/j.bushor.2009.09.003. ISSN 0007-6813. Retrieved 2010-09-15.

Web 2.0

- Use technology beyond the static pages of earlier web sites
- Participatory
- Web applications that facilitate
 - information sharing,
 - interoperability,
 - user-centered design
 - Collaboration

Characteristics of Social Media



Social Media Tools



Social Media Landscape 2012



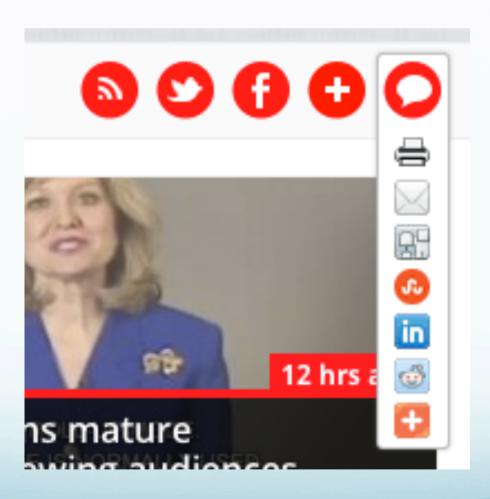
Why do we care?

Wikipedia: thousands of articles
 on social media

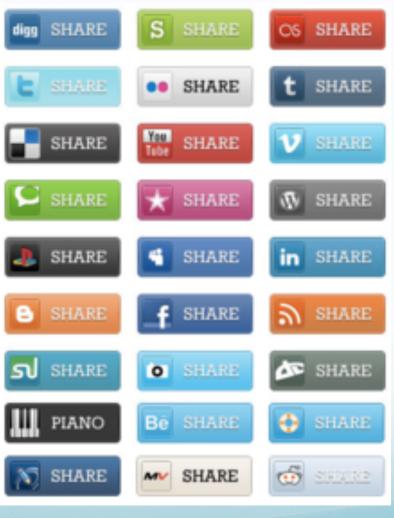


Partyflock	Dutch virtual community for people interested in house music and other electronic dance music	ı
Pingsta	Collaborative platform for the world's Internetwork Experts	
Pinterest	Online pinboard for organizing and sharing things you love	ŀ

Sharing



Many ways to share



"IN 2008, IF YOU'RE NOT ON A SOCIAL NETWORKING SITE, YOU'RE NOT ON THE INTERNET."

IAB PLATFORM STATUS REPORT: USER GENERATED CONTENT, SOCIAL MEDIA, AND ADVERTISING - AN OVERVIEW, APRIL 2008

Social Networking



A short history of social networks

1999: Friends Reunited in the UK

2000: dot.com bubble burst

2001: Wikipedia

- 2002:
 - Friendster in the USA (3M users in 3 months)
 - AOL had 3 million users
- 2003:
 - Myspace launched
 - Linden labs launched Second Life
 - LinkedIn was founded









A short history of social networks

- 2004
 - Facebook founded by students at Harvard- college version of Friendster
 - MySpace surpassed Friendster
 - Digg and Flickr founded





Bebo and YouTube was founded



- 2006:
 - MySpace is the most popular social network site
 - Twitter launched



• **Google** had indexed more than 25 billion web pages, 400 million queries per day, 1.3 billion images, and more than a billion Usenet messages

A short history of social networks

- 2007
 - **Facebook** allowed for 3rd party apps
 - **Apple** released the iPhone
- 2008:
 - Facebook surpassed MySpace; tried and failed to acquire Twitter
 - **Bebo** bought by AOL (later to be resold)
- 2009
 - Facebook the most used social network worldwide
- 2010
 - Google launched Buzz





- 2011
 - Apple introduced Ping social network for music and integrated with *i*Tunes

Future

- 2012/2013
 - Facebook reached 1 billion users in 2012
 - Apple closed Ping
 - Elevated concerns around privacy due to so much personal information via social networks
 - As of Jan 2013, LinkedIn has 200 million users
- Future
 - By 2015, estimated 60% of the Earth's population will have access to the internet

Blogs

- > 200 million English blogs.
- Include non-English blogs....over one billion??
- That's about 1 in 6 people (source Technorati)



Second Life

- > 20 million registered accounts,
- 500,000 active residence a week (Source Gridsurvey)



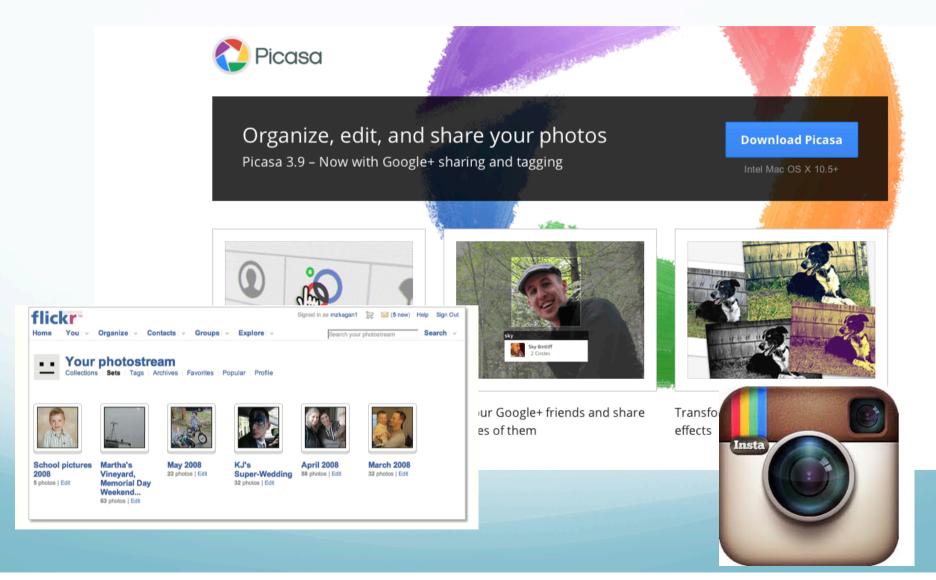


Web-feeds/RSS

- News feed that you subscribe to
- >RSS stands for RDF Site Summary, often dubbed Really Simple Syndication



Millions of people upload photos and multimedia



Millions of videos on YouTube



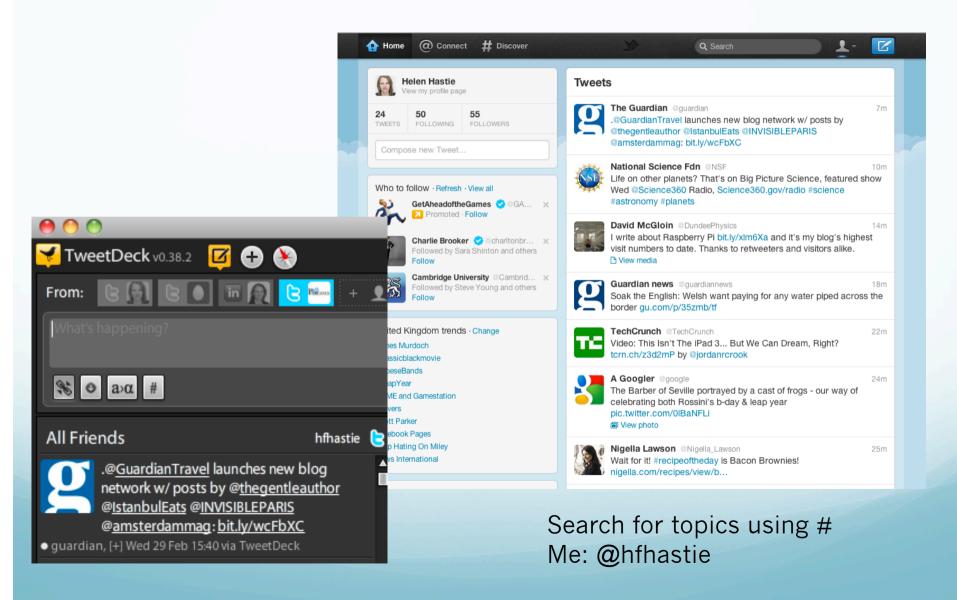


Frequency

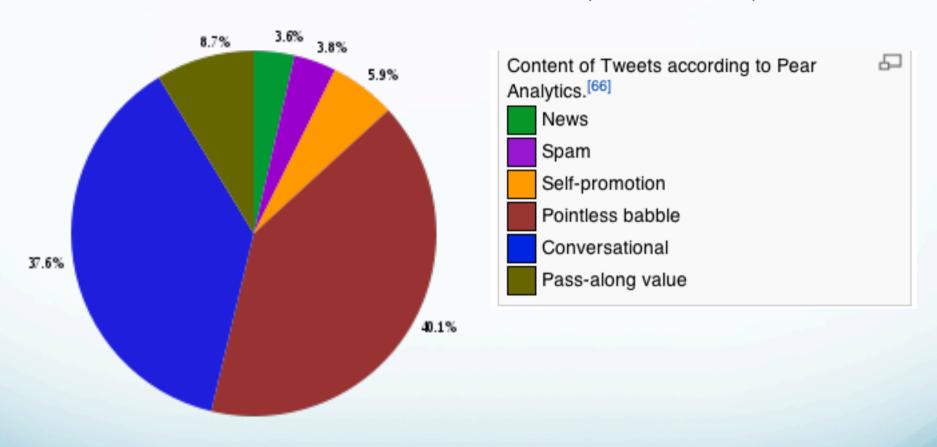




Twitter: microblogging



Tweet content (2009)





TWEETS

Helen Hastie

View my profile page

40

65

FOLLOWING

79

FOLLOWERS

Compose new Tweet...

Who to follow · Refresh · View all



Your Better Business 🐶 @bette... 🗶



Promoted · Follow



Guardian Tech 🕜 @guardiantech 🗶 Followed by Jamie Lemon and oth... Follow



Alyssa Alcorn @a_m_alcorn0131 Followed by Oliver Lemon and oth... Follow

Browse categories · Find friends

Tweets



TechCrunch @TechCrunch

The Brain Trust Behind Farmville Launches Red Hot Labs With \$1.5M From All-Star Investors tcrn.ch/WtNox3 by @kimmaicutle View photo



Sony Xperia GB @sonyxperiagb

Your #XperiaZtests could win you ace prizes! How would you to the water resistance, 13 MP camera & HDR video of the #Xperi

Promoted by Sony Xperia GB X Dismiss

Expand ← Reply 13 Retweet ★ Favorite ••• More



Wired @wired

Recent Top Stories: The Friendster Autopsy: How a Social Netv Dies oak.ctx.ly/r/2ngp

□ View summary



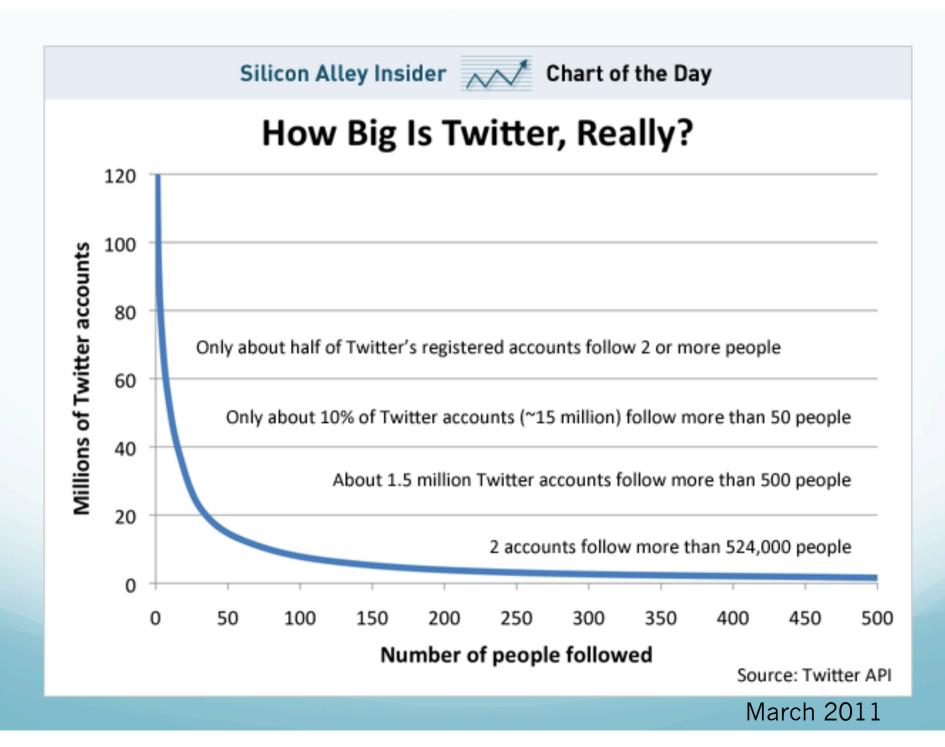
The Guardian @guardian

What's it like tweeting from North Korea? AP chief reports gu.com/p/3e57n/tw via @GuardianTech

☐ View summary

The Twitaholic.com Top 100 Twitterholics based on Followers

#	Name (Screen Name)	Location	URL	Followers	Following	<u>Updates</u>	<u>Joined</u>
1.	Justin Bieber (justinbieber)	All Around The World	http://www.youtube.com/justin	35100520	123474	21041	48 months ago
2.	Lady Gaga (ladygaga)	New York, NY	http://www.ladygaga.com	34545814	136390	2655	60 months ago
3.	Katy Perry (katyperry)	Cloud 9	http://www.katyperry.com	32943528	118	4501	49 months ago
4.	Rihanna (rihanna)	LA BABY!	http://www.rihannanow.com	28550174	921	7493	
5.	Barack Obama (BarackObama)	Washington, DC	http://www.barackobama.com	27736296	665251	8678	73 months ago
6.	Taylor Swift (taylorswift13)		http://twitter.com/taylorswift13	24442903	90	1680	52 months ago
7.	Britney Spears (britneyspears)	Los Angeles, CA	http://facebook.com/britneysp	24210562	410974	2264	54 months ago
8.	YouTube (YouTube)	San Bruno, CA	http://youtube.com	23973953	439	6947	64 months ago
9.	Shakira (shakira)	<u>Barranquilla</u>	http://www.shakira.com	19871296	74	1690	46 months ago



Who gives a tweet?

- 1. What are extreme positive/negative reactions to tweets?
- 2. What are the authors attempting to do in this study?
- 3. What are the main results? Any special hatreds?

Who Gives A Tweet? Evaluating Microblog Content Value

Paul André^{1,2}, Michael S. Bernstein³, Kurt Luther⁴

¹Carnegie Mellon University Pittsburgh, PA paul.andre@cmu.edu ²Electronics & Computer Science Uni. Southampton, UK

³MIT CSAIL Cambridge, MA msbernst@mit.edu ⁴Georgia Institute of Technology luther@cc.gatech.edu

ABSTRACT

While microblog readers have a wide variety of reactions to the content they see, studies have tended to focus on extremes such as retweeting and unfollowing. To understand the broad continuum of reactions in-between, which are typically not shared publicly, we designed a website that collected the first large corpus of follower anonymous feedback to accounts they follow in exchange for feedback from their own followers and other users. Using our corpus of approximately 43,000 ratings, we ask:

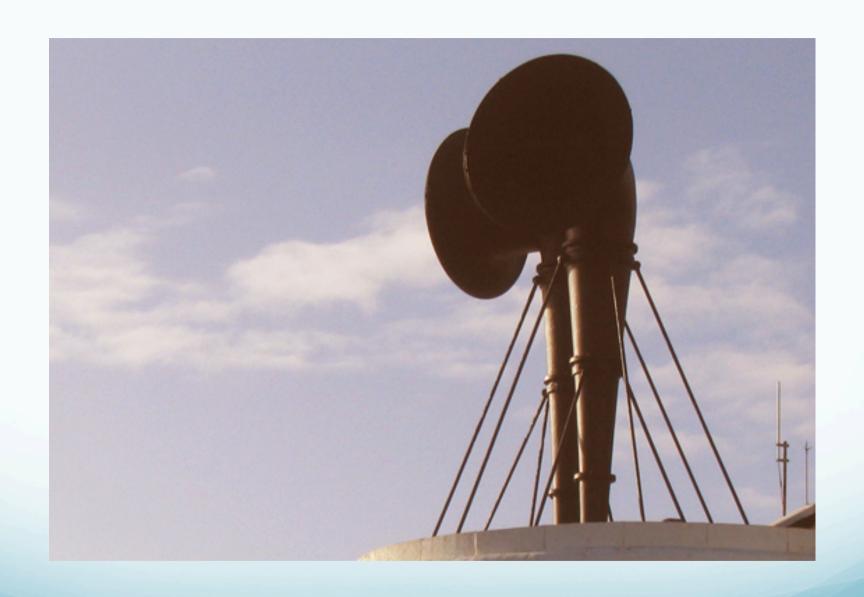
1) What content do Twitter users value? For example, do users value personal updates while disliking opinions? We then ask:

2) Why are some tweets valued more than others?

Conventional wisdom exists around these questions, but to

Social Media

It's not a fad- it's a fundamental shift in the way we communicate



Social Media Marketing

The old way:

- One-way
- Push-driven
- Interrupt-driven
- Brand-driven
- Controlled
- Exclusive
- "on message"

The new way:

- Participatory
- Multi-way (brand-tocustomer, customer-tobrand, customer-tocustomer)
- User-powered, opt-in (e.g. RSS feeds)

Traditional advertising

- Only 18% generate Return On Investment (ROI)
- 90% of people who can skip TV ads do so
- The average person is exposed to 3,000 advertising messages a day
- Only 14% of people trust advertisements

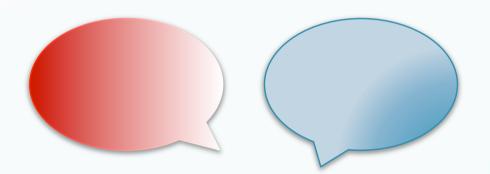
On the other hand....

78% of people trust recommendations of other consumers

14% vs 78%....hmm.....

New Communication

- Is a dialogue
 - Transparent
 - Inclusive
 - Authentic
 - Vibrant
 - Consumer-driven

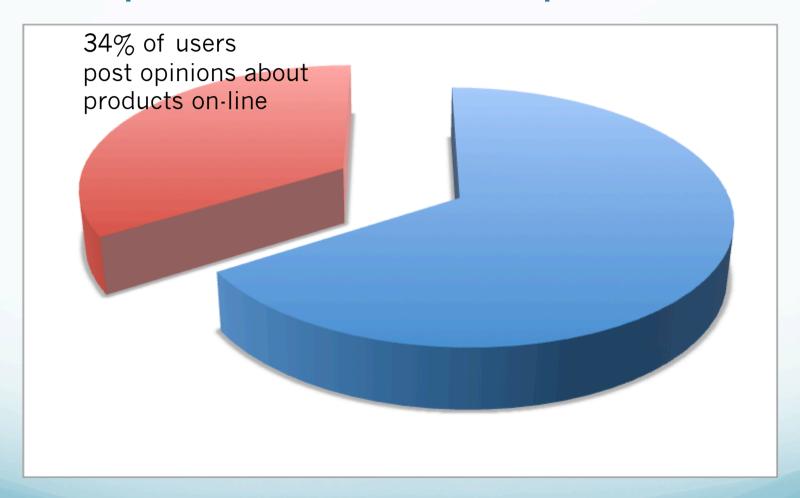


"Content is the new democracy and we the people, are ensuring that our voices are heard."

Brian Solis, "The Social Media Manifesto"



People talk about products



It's the future

 SOCIAL MEDIA "IS ONLY GOING TO BECOME MORE PERVASIVE AND AS SUCH, BECOME A CRITICAL FACTOR IN THE SUCCESS OR FAILURE OF ANY BUSINESS."

BRIAN SOLIS, SOCIAL MEDIA MANIFESTO, AUGUST 21, 2007



Let the ideas flow



My Starbucks Idea

GOT AN IDEA?

VIEW IDEAS

IDEAS IN ACTION

Hi there,

to make a comment.



FAQ

Ideas so far

Search Ideas



PRODUCT IDEAS

33,022 Coffee & Espresso Drinks

Frappuccino® Beverages

Tea & Other Drinks

15,119 Food

Merchandise & Music

16,232 Starbucks Card

New Technology

10,672 Other Product Ideas

EXPERIENCE IDEAS

Ordering, Payment, & Pick-Up

14,326 Atmosphere & Locations

10,945 Other Experience Ideas

INVOLVEMENT IDEAS

4,873 Building Community

8,972 Social Responsibility

5,501 Other Involvement Ideas



Most Recent Ideas

2 Hour(s) Ago Consistent Store Hours

4 Hour(s) Ago Vegetarian menu choices

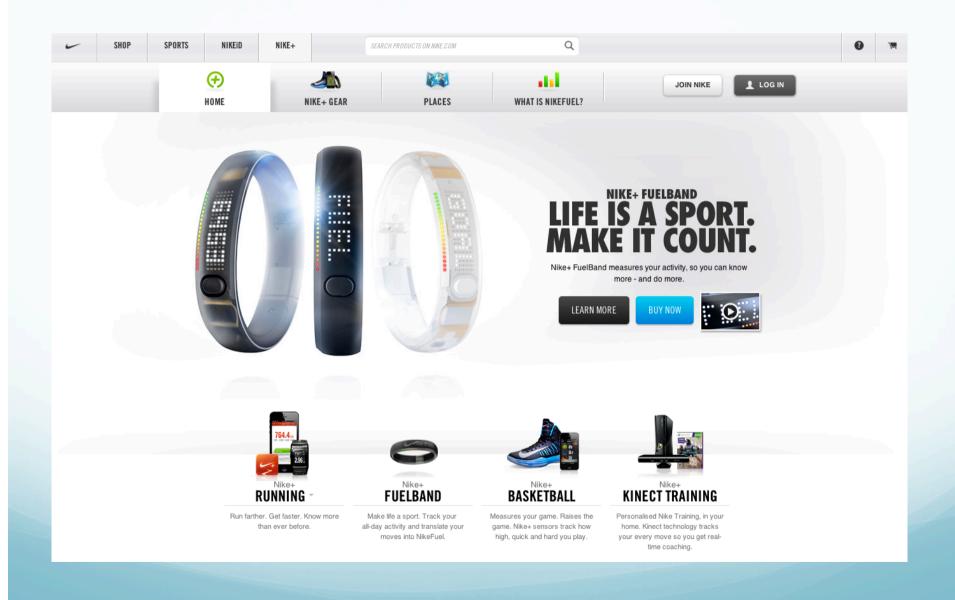
Product Display 4 Hour(s) Ago Ordering Kiosk 5 Hour(s) Ago

5 Hour(s) Ago I would love to see a Starbucks card with hearts or flowers on it.

Name change from "Starbucks Coffee" to just "Starbucks" 5 Hour(s) Ago

6 Hour(s) Ano Improved comfort at Drive-thru window

http://nikeplus.nike.com/plus/



Tips

- Create opportunities for people to feel ownership.
- Give them something to talk about
- Be truthful- you'll be found out!

"Any blog that spins the truth will be found out. In a world of social media honesty is the only policy."

OPEN HONEST AUTHENTIC DIALOGUE





What is a Blog?

- Blogs are usually (but not always) written by one person.
- Updated pretty regularly.
- Blogs are often (but not always) written on a particular topic - there are blogs on virtually any topic you can think of.

Why Blog?

- There is the tradition of just maintaining a diary
- On-line diaries can be full of multimedia (pictures, sound, video) as well as being interactive.

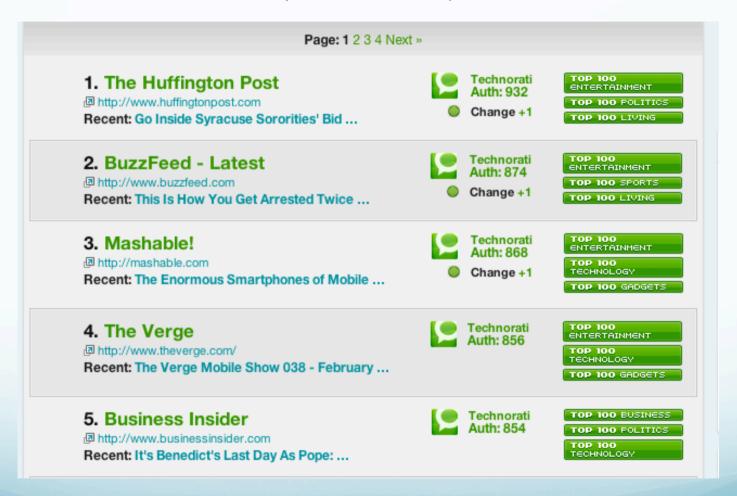




Why Blog?

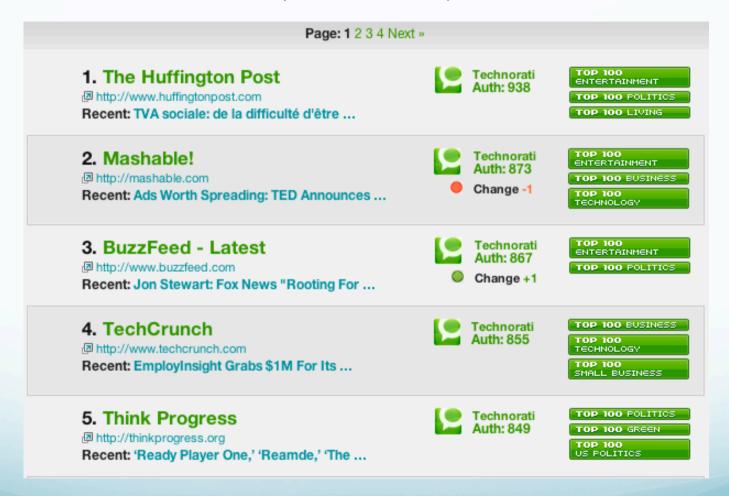
- There will be others out there that share that same interest.
- The power of internet news and gossip is amazing. It doesn't take long before it spread across the world.
- It's easy to do and to set up an account the hard part is really finding something interesting to talk about!
- Humans like recognition. They want to have 15 mins. of fame
- Can make money if they're really good!

Top 5 Most popular Blogs (2013)



Source: http://technorati.com/blogs/top100

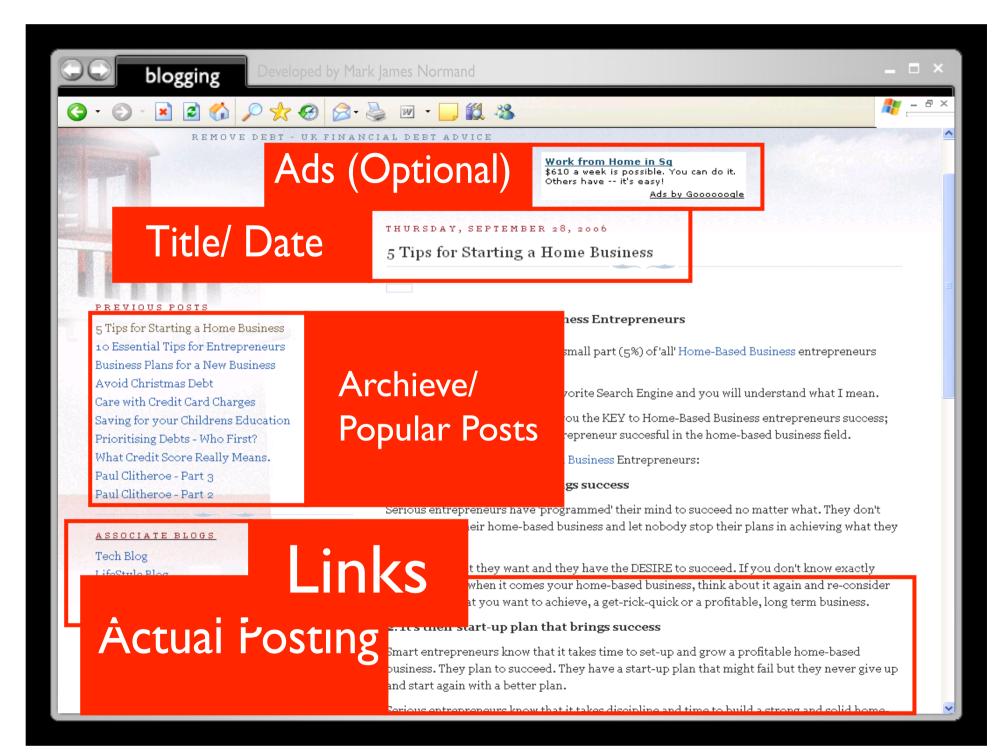
Top 5 Most popular Blogs (2012)





Blogebrity





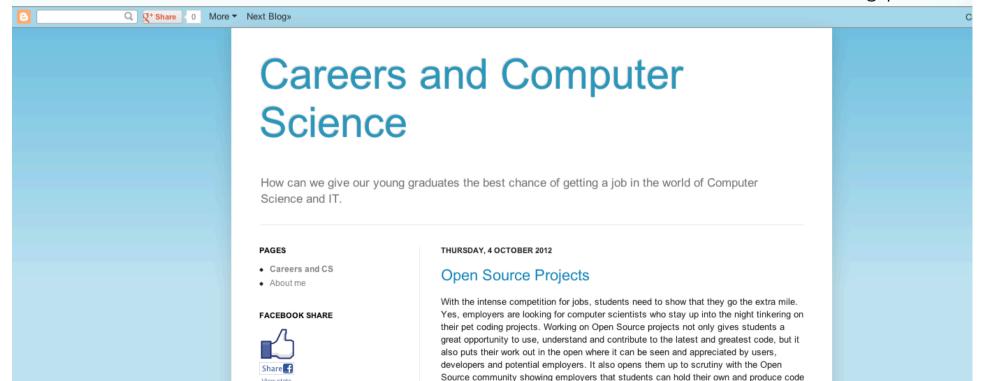
Blogging: Getting Started

- Choose a platform:
 - Is blogging something I want do do long term?
 - What will be the main purpose of my blog?
 - Is the main purpose professional or a hobby?
 - Will I be using advertising?
- Considerations
 - Cost of blog
 - Ease of use
 - Modifications

www.blogger.com

- Blogger: bought by Google in 2003
 - Good for different topics and easy to search (specific search functions from Google)
 - Free domain name and hosting
 - Mobile version
 - Great for beginners and Pros –and owned by Google so lots of cool ad-ons (e.g. photos)

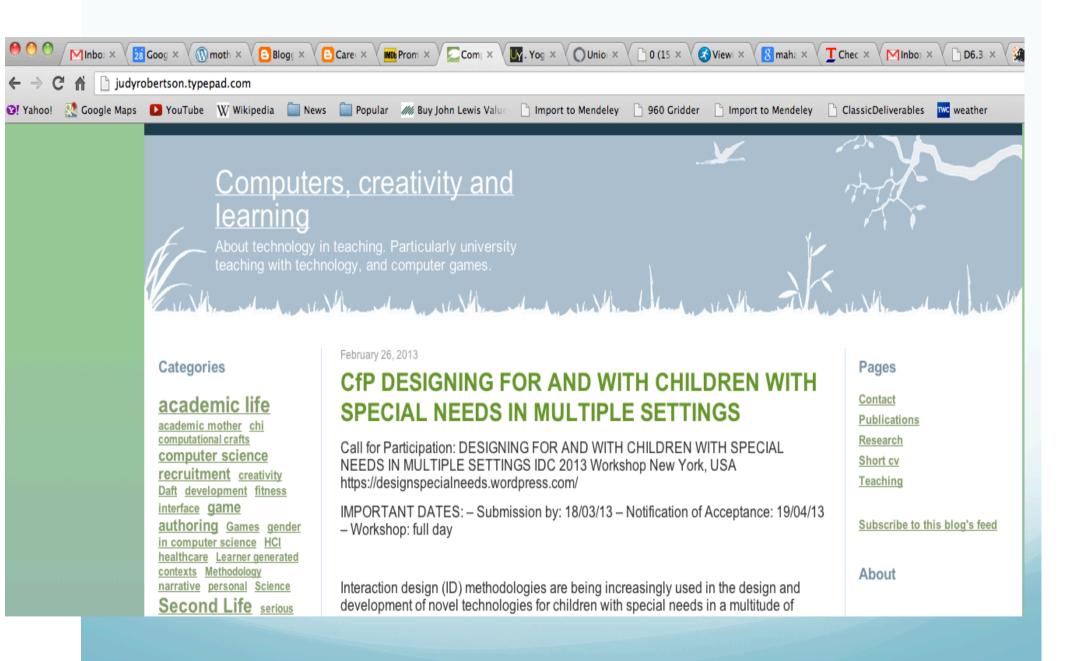
helenhastie.blogspot.co.uk/



www.wordpress.com

- WordPress is a free and open source blogging tool and content management system (CMS) based on PHP and MySQL.
 - Many templates and plug-ins
 - Mobile version
 - Can download and install on your own host (you can put it in www)
 - Or use their free hosting





Other blogging platforms

- Tumblr
- Posterous
- Squarespace
- TypePad
- Movable Type
- Drupal
- •

Other resources to make your blog more interesting

- Other resources:
 - Videos (YouTube)
 - Images (ClipArt)
 - Music
- Check out the plug-ins that come with your blogging platform

Choose a domain (blog) name-carefully

- What is the topic of the blog? an obvious starting point most blog names reflect their topic
- What do you hope to achieve with your blog? is it about having a hobby, is it about building your profile/expertise, is it about earning an income via ads, is it to support an existing business
- What style will it be? is it a blog with one or many authors? What length of posts will it have?
- What tone and voice will it be written in? Will it be conversational, newsy, ranting, humorous?
- Who is the intended audience? Are you wanting to appeal to professionals, young people, cool people, geeks?

Making ££ from your blog

- Advertising
- Digital Assets
- Merchandising
- Consulting
- Sell blog/name (!)



Homework

- Create your own blog
- Post the blog URL on the discussion board on Vision

Next Week

- Monday double lab for demoing your coursework.
 - Demonstrate functionality working through PHP/ HTML e.g insertion of data or display of data.
 Valid XHTML.
- ATTENDANCE REQUIRED: Guest lectures on Wednesday from industry: UserVision and Epistemy



