



**PR 351b: Multichannel Strategy and  
Content Creation  
4 Units**

**Fall 2023 – Thursdays – 9 a.m.-12:20 p.m.**

**Section:** 21205R

**Location:** ANN 308

**Instructor:** Jenn de la Fuente

**Office Hours:** By appointment only. You may schedule office hours at <https://calendly.com/jrosebud>

Office hours can be conducted via Zoom.

**Contact Info:** [jdelafue@usc.edu](mailto:jdelafue@usc.edu), cell (916) 538-2133

(Please do not call or text my cell phone on weekends or late at night.)

### **Course Description**

In this class, we will examine media that is created and published by today's public relations practitioner. New platforms have enabled brands, organizations and individuals to become publishers and directly engage their audiences. This class examines strategies and tactics needed to be an effective publisher including digital content created for social and owned media channels.

This course is designed to teach students about the array of public relations tools available to them, with particular emphasis on writing, digital content creation and production of communications collateral. Students will be exposed to audience research and segmentation, social media and digital communications writing, multi-media content creation, feature writing, newsletter preparation, basic principles of design, writing for the ear, creating and making presentations and brainstorming. Case histories will illuminate the use of these tools and examples of materials will be used extensively throughout the course. This is a lab course; a great deal of hands-on activities such as writing, graphic design, video production and oral presentations will be assigned.

### **Student Learning Outcomes**

Upon completion of this course, students will be able to:

- Produce professional-quality social media content, videos, newsletters, and PR controlled content for external and internal audiences.
- Construct basic promotional video production for product demonstrations, crisis response and other PR driven scenarios.
- Develop basic design and layout using design software.
- Produce visual elements such as photos, graphics, infographics, special effects and motion graphics.
- Identify and communicate with an array of audiences.

### **Course Elements**

In-class writing, content creation and video production assignments

1. Take-home writing and content creation assignments
2. Midterm
3. Final project
4. Participation
5. Reading

## Description and Assessment of Assignments

In addition to take-home and in-class writing and design assignments, there will be a midterm and a final project. There will also be weekly group presentations as described below.

### Case study presentations

Students are encouraged to read the weekly trade publications AdWeek and PRWeek, or spend time observing PR campaigns in whatever field they are interested in. Each student will be required to present an analysis and critique of brand storytelling campaigns either from those publications or based on a current campaign of your choosing. The presentations will be done by two students each week starting on week 3. The presentation should be at least five minutes long and include:

- Summary of the campaign
- Thoughts on the strategy and target audiences
- Campaign messaging/storytelling
- Discussion of all campaign elements including breaking down the production
- Overall critique and suggested changes

## Grading

### a. Grading Breakdown

Assessment Tool (assignments)	% of Grade
Assignments	25%
Midterm	25%
Final Project	40%
Class Participation	10%
<b>TOTAL</b>	<b>100%</b>

### b. Course Grading Scale

Letter grade and corresponding numerical point range		
95% to 100%: A	80% to 83%: B- (B minus)	67% to 69%: D+ (D plus)
90% to 94%: A- (A minus)	77% to 79%: C+ (C plus)	64% to 66%: D
87% to 89%: B+ (B plus)	74% to 76%: C	60% to 63%: D- (D minus)
84% to 86%: B	70% to 73%: C- (C minus)	0% to 59%: F

### c. Grading Standards

**“A” projects** have writing near professional quality; one or no mistakes; clearly proofread and edited material. All required elements included (catchy headline, solid lead, varied vocabulary; supporting facts/figures; quotes as required). Excellent organization and flow; original thinking. Showed creativity in packaging/distribution method. High end of scale: publishable today as is.

**“B” projects** have two to five spelling, grammar or AP Style mistakes. One or more required elements missing or poorly displayed (i.e., boring headline; confusing lead, etc.). Shows potential as a good writer. Adhered to inverted pyramid. High end of scale will have at least one extraordinary element such as astonishing lead or little-known facts or pithy quote. Some creativity shown. Publishable with medium editing.

**“C” projects** have more than five errors (spelling, grammar, AP style). Poorly edited and/or proofread. May have adhered to inverted pyramid but strayed at beginning or end. Hackneyed elements such as trite headline or uninteresting lead. Little or no facts/figures included. Passive rather than active verbs become the norm. Little or no creativity shown. Publishable with major editing.

**“D” projects** have more than 10 errors (spelling, grammar). Needs to be completely rewritten. Poorly organized with little or no understanding of journalistic style/standards. Needs to work with writing coach.

**“F” projects** are not rewritable, late or not turned in. A grade of F also will be assigned for any plagiarized and/or fabricated material that is submitted.

#### **d. Grading Timeline**

Assignments will be graded and returned within two weeks from the time they were turned in. All feedback will be written into the rubrics on Blackboard. Allow about two to three weeks for feedback from your final project.

#### **Assignment Submission Policy**

All assignments are due on the dates specified. Lacking prior discussion and agreement with the instructor, late assignments will automatically be dropped one grade (10 points). Assignments that are two weeks late will be dropped two grades (20 points). No late assignments will be accepted after two weeks and are an automatic zero.

Assignments must be submitted via email or Blackboard. Your instructor will provide instructions on how to submit your assignments.

#### **Required Readings and Supplementary Materials**

Reading assignments will be posted to Blackboard throughout the semester, along with handouts and other resources.

#### **Laptop Policy**

All undergraduate and graduate Annenberg majors and minors are required to have a PC or Apple laptop that can be used in Annenberg classes. Please refer to the [Annenberg Digital Lounge](#) for more information. To connect to USC's Secure Wireless network, please visit USC's [Information Technology Services](#) website.

#### **Add/Drop Dates for Session 001**

**(15 weeks: 8/21/2023 – 12/01/2023; Final Exam Period: 12/6-13/2023)**

Link: <https://classes.usc.edu/term-0231/calendar/>

**Last day to add:** Friday, September 8, 2023

**Last day to drop without a mark of "W" and receive a refund:** Friday, September 8, 2023

**Last day to change enrollment option to Pass/No Pass or Audit:** Friday, September 8, 2023 [All major and minor courses must be taken for a letter grade.]

**Last day to add/drop a Monday-only class without a mark of "W" and receive a refund or change to Audit:** Tuesday, September 12, 2023

**Last day to withdraw without a "W" on transcript or change pass/no pass to letter grade:** Friday, October 6, 2023 [Mark of "W" will still appear on student record and STARS report and tuition charges still apply.]

\*Please drop any course by the end of week three for session 001 (or the 20 percent mark of the session in which the course is offered) to avoid tuition charges.]

**Last day to drop with a mark of "W":** Friday, November 10, 2023

### **Course Schedule: A Weekly Breakdown**

A weekly schedule of the topics, readings, and deliverables for the course.

**Important note to students:** *Be advised that this syllabus is subject to change - and probably will change - based on the progress of the class, news events, and/or guest speaker availability.*

#### **Week 1 – Aug. 24 – Presentation of Syllabus; Overview of Class Projects**

The syllabus will be presented along with the course description and expectations. We will explore what content creation means for today's public relations practitioner, how and when it is used, and what forms we will be addressing in class. There will be an overview of final term projects and a quick writing assignment.

Also, we will talk about the importance of storytelling and telling a good story. What makes a story compelling?

**In-class assignment:** Write about your favorite food. Why is it your favorite food? Does it have a special meaning, a sentimental story, or a cultural or family significance? This will be a timed assignment, about 10-15 minutes.

**Homework assignment:** Find a job description for a position or internship you're interested in. Write a cover letter applying to that job opening or internship. How will you introduce yourself with the written word? How will your cover page stand out from the many in my email box? What will get me to read yours? (This will not be given a letter grade; you will get credit for class participation upon turning this assignment in.)

#### **Week 2 – Aug. 31 – What Constitutes "Well Written?"**

This class will examine the fundamentals of good writing. Is it an exact science? Do we adhere to the strict "inverted pyramid" format you learned in 209 and 351a? The structure of good storytelling will be examined for long-form content, blog posts, and short social media content. Each student will present her/ his selected piece of content from the homework assignment and explain why he/she considers it to be well written. From that discussion, we'll devise the *Tenets of Good Writing* for this course.

**In-class writing assignment:** In small groups, critique your classmates' cover letters and offer suggestions.

**Homework assignment:** Rewrite your cover letter and incorporate the feedback from your classmates and from your instructor.

#### **Week 3 – Sept. 7 – Know Thy Audience / The Art of Persuasion**

**\*\*CASE STUDY PRESENTATIONS BEGIN!\*\***

To be effective writers and content creators, it is important to understand who you are communicating to and their demographic characteristics. Students will learn how to research and segment audiences. We'll explore how GenZ, GenY, GenX differ from Baby Boomers; how age, ethnicity, gender, geography, sexual orientation and culture factor into messaging; and which audiences you will likely encounter in conducting public relations efforts in the field.

Once you know your audience, you can shape minds. Persuasive writing can initiate action and change. Persuasive, well-written ideas are the essence of multi-media content. We will first review some of the examples of persuasive writing that you brought to class and discuss what makes them – and other forms of communication – persuasive. Also, building on the principles learned in 351A, we will discuss the nuances of feature writing. We'll discuss human-interest articles, editorial and opinion pieces, humor, irony and an array of feature writing techniques.

***In-class assignment:*** Working in assigned teams, you will be assigned a prompt and two different audience targets. Think of a campaign that will cater to the separate audiences and be prepared to explain why your campaign is appropriate to those audiences.

***Homework assignment:*** Write a 400-word persuasive article on a topic of your choice (due in two weeks).

#### **Week 4 – Sept. 14 – Writing content for online and social media/ The Small Stuff on the Web**

We will review the differences between writing that is meant to live online vs. traditional writing consumed in the physical world. Emphasis will be on content and overall design, with some very basic review of technical challenges and requirements. TikTok, Twitter, Facebook, Snapchat stories, Instagram and IG Stories, and other social media and online platforms play an important role in communications. We'll examine an array of digital communications to find out what works and what doesn't. We will examine how different organizations – non-profits, consumer brands, advocacy groups – use social media platforms to achieve strategic PR goals. We will explore purpose, audience and voice of social media engagement across different platforms and organization sectors.

We'll also talk about SEO and why you should care about it.

#### **Week 5 – Sept. 21 – Online accessibility**

Did you know that a large portion of internet content is inaccessible to people with disabilities? Disabilities aren't limited to things like deafness or blindness – they can be temporary (like a broken hand that renders you unable to use a keyboard, or the classic situation where you're in a room where you can't turn your volume on and you don't have headphones on hand). We'll discuss the importance of making your content web accessible, not only on websites but also on social media. Our guest speaker is an expert on web accessibility and will offer tips and insight on alt text, best practices for videos, and other things you may not have been aware of.

**Guest speaker:** Alexa Heinrich, web accessibility expert, [therealalexa.com](http://therealalexa.com)

***Homework assignment:*** Write a series of social media posts to promote the persuasive piece you wrote.

### **Week 6 – Sept. 28 – An Intro to Design and Useful Tools**

Design is the art of solving problems visually. We'll talk about what makes good design and what you should consider in creating your designs.

Also, there are various programs out there that help you with design, such as Canva and Adobe Spark. But if you find you're starting to see some of the same graphics over and over again because these programs are in heavy use, you'll have to learn some basics in Photoshop and Illustrator. We'll go over some basics in Illustrator to start to help you step up your design game and make simple graphics.

### **Week 7 – Oct. 5 – Midterm**

Speed is of the essence sometimes in PR. The world we live in requires practitioners to be able to develop content and get it out quickly across many platforms, since conversations, promotions, and crisis occur in real time.

You will be given a prompt and be asked to write pieces of varying lengths based on the prompt.

### **Week 8 – Oct. 12 – FALL RECESS — NO CLASS!**

### **Week 9 – Oct. 19 – Newsletters and Brochures**

Due to digital advances in both production and printing, online newsletters and brochures are thriving. What are they? Why do they work? Who reads them? When don't they work? How are the digital consumption habits changing the style and content of newsletters and brochures? We will review the newsletters you brought to class and discuss them as a group. We will discuss the fundamentals of newsletter design, layout and distribution.

**Homework assignment:** Write the copy for an edition of an e-newsletter. Topic is your choice.

### **Week 10 – Oct. 26 – More Design and Useful Tools**

More work with Illustrator and a quick intro to Photoshop.

### **Week 11 – Nov. 2 – Principles of Layout and Design – InDesign Tutorial**

This session was developed to help you communicate with professional designers in the language they understand and to prepare you for working with them. We'll learn the basics of setting up documents, important shortcuts, and creating basic layouts.

**Homework assignment:** Taking the newsletter content you wrote in class previously, design an e-newsletter with this content. (Due in two weeks)

### **Week 12 – Nov. 9– The Art of the Infographic**

During this class session, we also will explore visual literacy and we will discuss and understand why it is important to visualize data and how best to apply the various tools used to do it.

**In-class assignment:** We will design an infographic in small groups.

**Homework assignment:** Create an infographic on a topic of your choosing.

### **Week 13 – Nov. 16 – Video Production**

For this class session, we will begin our module on Video Production by starting with the storyboard. Most PR videos don't just evolve; they are based on careful planning. We'll also talk about tools you can use to shoot footage more easily from mobile devices and edit footage, plus resources for music and archival footage and graphics.

**Homework:** Work on your final project.

### **Week 14 – Nov. 23 – THANKSGIVING BREAK — NO CLASS!**

### **Week 15 – Nov. 30 – Open Lab, come work on your finals and ask questions. Class is optional.**

### **Final Exam Period – Thurs., Dec. 7, 11 a.m. to 1 p.m. – Final projects are due.**

## **Policies and Procedures**

### **Additional Policies**

If you must miss a class, please give ample notice to your instructor via email. You will be responsible for catching up on any missed material and make any arrangements you need to catch up in class.

No late assignments will be accepted unless you have a medical emergency or other excused absence. Documentation for any excused absence must be provided.

### **Communication**

Please make sure to check your USC email regularly. It will be the primary means of communication between you and your instructor. If you have any questions, please feel free to email your instructor or come speak to your instructor before or after class or make an appointment.

### **Internships**

The value of professional internships as part of the overall educational experience of our students has long been recognized by the School of Journalism. Accordingly, while internships are not required for successful completion of this course, any student enrolled in this course that undertakes and completes an approved, non-paid internship during this semester shall earn academic extra credit herein of an amount equal to 1 percent of the total available semester points for this course. To receive instructor approval, a student must request an internship letter from the Annenberg Career Development Office and bring it to the instructor to sign by the end of the third week of classes. The student must submit the signed letter to the media organization, along with the evaluation form provided by the Career Development Office. The form should be filled out by the intern supervisor and returned to the instructor at the end of the semester. No credit will be given if an evaluation form is not turned into the instructor by the last day of class. Note: The internship must be unpaid and can only be applied to one public relations or advertising class.

## **Statement on Academic Conduct and Support Systems**

### **Academic Conduct**

The USC Student Handbook ([https://policy.usc.edu/wp-content/uploads/2022/09/USC\\_StudentCode\\_August2022.pdf](https://policy.usc.edu/wp-content/uploads/2022/09/USC_StudentCode_August2022.pdf))

### **Academic Integrity**

USC's Unifying Value of integrity is a foundational principle that inspires the community to match its values to its actions. Academic integrity is ultimately the sole guarantor of the legitimacy of one's education, and therefore, is vitally important not just for oneself, but for the entire USC community. The value of all USC degrees is negatively

impacted by violations of academic integrity. In the classroom, general principles of academic integrity include the concept of respect for the intellectual property of others, the expectation that individual work will be submitted unless otherwise allowed by an instructor, and the obligations both to protect one's own academic work from misuse by others as well as to avoid using another's work as one's own. All students are expected to understand and abide by these principles.

Academic Integrity violations (academic dishonesty) include, but are not limited to:

#### Plagiarism and Cheating

- The submission of material authored by another person but represented as the student's own work, whether that material is paraphrased or copied in verbatim or near-verbatim form.
- Re-using any portion of one's own work (essay, term paper, project, or other assignment) previously submitted without citation of such and without permission of the instructor(s) involved.
- Improper acknowledgment of sources in essays or papers, including drafts. Also, all students involved in collaborative work (as permitted by the instructor) are expected to proofread the work and are responsible for all particulars of the final draft.
- Acquisition of academic work, such as term papers, solutions, or other assignments, from any source and the subsequent presentation of those materials as the student's own work, or providing academic work, such as term papers, solutions, or assignments that another student submits as their own work.
- Failure to disclose the use of generative artificial intelligence (AI) tools in completing assignments and assessments.

The USC Annenberg Public Relations and Advertising program views generative AI as an addition to USC's digital literacy tools that students are encouraged to experiment with and use inside and outside the classroom. Students may use generative AI tools such as Chat GPT to help complete their class assignments, but must disclose such use in the bibliography section. Students are solely responsible for the accuracy of their documents, regardless of whether they were completed with the aid of generative AI.

#### USC School of Journalism Policy on Academic Integrity

[https://catalogue.usc.edu/preview\\_entity.php?catoid=16&ent\\_oid=3459](https://catalogue.usc.edu/preview_entity.php?catoid=16&ent_oid=3459)

"Since its founding, the School of Journalism has maintained a commitment to the highest standards of ethical conduct and academic excellence. Any student found plagiarizing, fabricating, cheating on examinations, and/or purchasing papers or other assignments faces sanctions ranging from an "F" on the assignment to dismissal from the School of Journalism."

In addition, it is assumed that the work you submit for this course is work you have produced entirely by yourself, and has not been previously produced by you for submission in another course or Learning Lab, without approval of the instructor.

#### **Students and Disability Accommodations:**

USC welcomes students with disabilities into all of the University's educational programs. The Office of Student Accessibility Services (OSAS) is responsible for the determination of appropriate accommodations for students who encounter disability-related barriers. Once a student has completed the OSAS process (registration, initial appointment, and submitted documentation) and accommodations are determined to be reasonable and appropriate, a Letter of Accommodation (LOA) will be available to generate for each course. The LOA must be given to each course instructor by the student and followed up with a discussion. **This should be done as early in the semester as possible as accommodations are not retroactive.** More information can be found at [osas.usc.edu](https://osas.usc.edu). You may contact OSAS at (213) 740-0776 or via email at [osasfrontdesk@usc.edu](mailto:osasfrontdesk@usc.edu).

#### **Support Systems:**

*Counseling and Mental Health* - (213) 740-9355 – 24/7 on call

Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis intervention.



988 Suicide and Crisis Lifeline - 988 for both calls and text messages – 24/7 on call

The 988 Suicide and Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States. The Lifeline is comprised of a national network of over 200 local crisis centers, combining custom local care and resources with national standards and best practices. The new, shorter phone number makes it easier for people to remember and access mental health crisis services (though the previous 1 (800) 273-8255 number will continue to function indefinitely) and represents a continued commitment to those in crisis.

Relationship and Sexual Violence Prevention Services (RSVP) - (213) 740-9355(WELL) – 24/7 on call

Free and confidential therapy services, workshops, and training for situations related to gender- and power-based harm (including sexual assault, intimate partner violence, and stalking).

Office for Equity, Equal Opportunity, and Title IX (EEO-TIX) - (213) 740-5086

Information about how to get help or help someone affected by harassment or discrimination, rights of protected classes, reporting options, and additional resources for students, faculty, staff, visitors, and applicants.

Reporting Incidents of Bias or Harassment - (213) 740-5086 or (213) 821-8298

Avenue to report incidents of bias, hate crimes, and microaggressions to the Office for Equity, Equal Opportunity, and Title for appropriate investigation, supportive measures, and response.

The Office of Student Accessibility Services (OSAS) - (213) 740-0776

OSAS ensures equal access for students with disabilities through providing academic accommodations and auxiliary aids in accordance with federal laws and university policy.

USC Campus Support and Intervention - (213) 740-0411

Assists students and families in resolving complex personal, financial, and academic issues adversely affecting their success as a student.

Diversity, Equity and Inclusion - (213) 740-2101

Information on events, programs and training, the Provost's Diversity and Inclusion Council, Diversity Liaisons for each academic school, chronology, participation, and various resources for students.

USC Emergency - UPC: (213) 740-4321, HSC: (323) 442-1000 – 24/7 on call

Emergency assistance and avenue to report a crime. Latest updates regarding safety, including ways in which instruction will be continued if an officially declared emergency makes travel to campus infeasible.

USC Department of Public Safety - UPC: (213) 740-6000, HSC: (323) 442-1200 – 24/7 on call

Non-emergency assistance or information.

Office of the Ombuds - (213) 821-9556 (UPC) / (323-442-0382 (HSC)

A safe and confidential place to share your USC-related issues with a University Ombuds who will work with you to explore options or paths to manage your concern.

Occupational Therapy Faculty Practice - (323) 442-2850 or [otfp@med.usc.edu](mailto:otfp@med.usc.edu)

Confidential Lifestyle Redesign services for USC students to support health promoting habits and routines that enhance quality of life and academic performance.

Annenberg Student Success Fund

<https://annenberg.usc.edu/current-students/resources/annenberg-scholarships-and-awards>

The Annenberg Student Success Fund is a donor-funded financial aid account available to USC Annenberg undergraduate and graduate students for non-tuition expenses related to extra- and co-curricular programs and opportunities.

### *Annenberg Student Emergency Aid Fund*

<https://annenberg.usc.edu/current-students/resources/annenberg-scholarships-and-awards>

Awards are distributed to students experiencing unforeseen circumstances and emergencies impacting their ability to pay tuition or cover everyday living expenses. These awards are not intended to cover full-tuition expenses, but rather serve as bridge funding to guarantee students' continued enrollment at USC until other resources, such as scholarships or loans, become available. Students are encouraged to provide as much information in their application, as well as contact their academic advisor directly with questions about additional resources available to them.

### **About Your Instructor**

Jenn de la Fuente is a web developer with a graphic design background. She has run her own business, Rosebud Designs, since 2009 and developed a variety of print and web collateral for a range of clients, from nonprofits to small businesses. Her specialty is creating custom WordPress websites, and she has teamed up with other design firms and design businesses to create solutions for clients such as Invisible People, Rancho La Puerta, Heal the Bay, 826 Los Angeles, and 826 National. Before starting her business, Jenn worked in sports journalism as a reporter, copy editor, page designer, and web producer for a variety of newspapers: the Orange County Register, The News Journal (Wilmington, Delaware), and The Sacramento Bee. She holds a Bachelor of Arts in Print Journalism from USC Annenberg, graduating in 2000, and has taught at Annenberg since 2014. She is an avid sports fan, longtime Trojan football season ticket-holder, a huge L.A. Kings fan, as well as an avid scuba diver, a hockey player and curler.