

Building Marketing Persona for



BA PROJECT 1

Group 1:

Ajith Ganapathi Hegde

Diwei Zhu

Russell M Kaehler

Xiao Fang

Zhuoyang Wu

In partial fulfillment for MG-GY 8413 - Business Analytics course

taught by Prof. J C Bonilla

Project Overview

01

Problem Introduction

- Problem Analysis
- Client Overview

02

Initial Data Processing

- Data Overview
- Data Cleaning
- Feature Engineering
- Data Enhancement & Normalization

03

Building Solution

- Building Pipeline
- Pipeline application for creating personas

04

Analysis & Conclusion

- Selecting Persona
- Analysis of Persona
- Conclusion

Problem analysis

- Given an **extremely large** dataset containing lifelong data on prospective and admitted students
- We need to **create Personas** based on historical data that will help Marketing Team of Rivier University to make decisions on Future prospective students
- Personas must have **look-alike characters** & we must also look for **external datasets** that can help the analysis

Client Overview : **Rivier University**

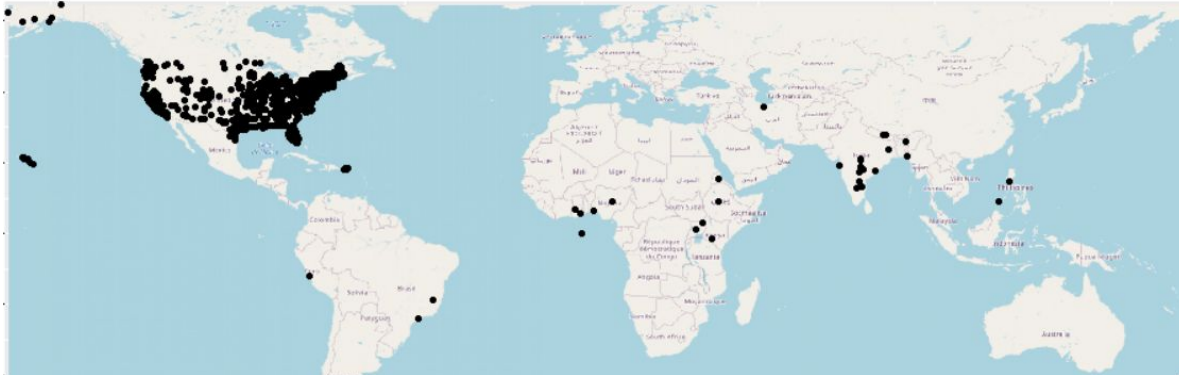
Location : **Nashua, New Hampshire**

Established in : **1933**

Average Undergraduate Population : **900-1300**

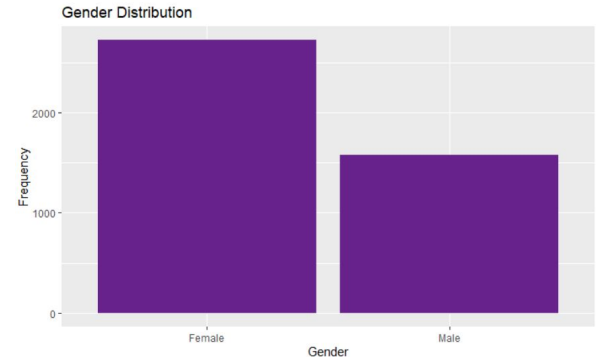
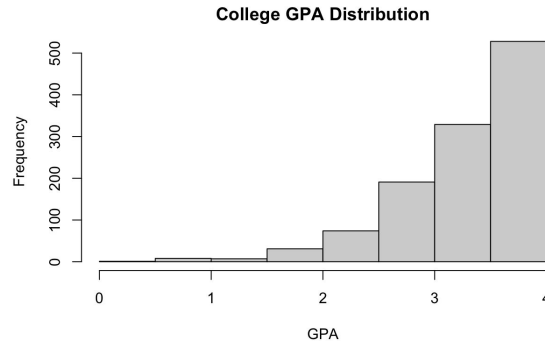
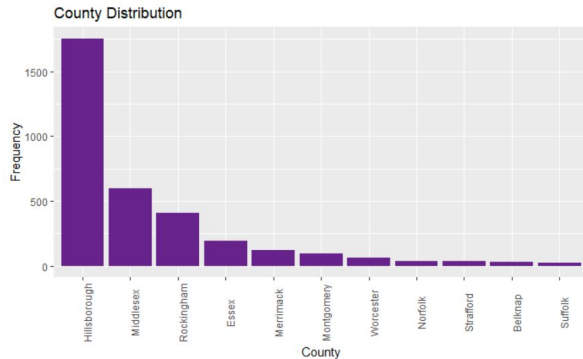
Average Graduate Population : **600 - 800**

Prospective Students are located throughout the world



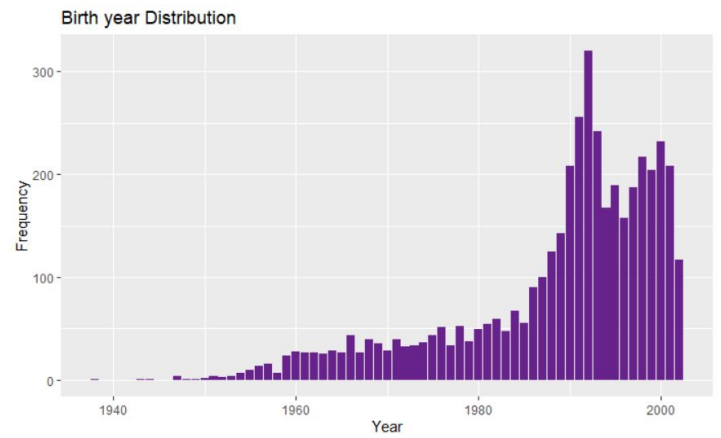
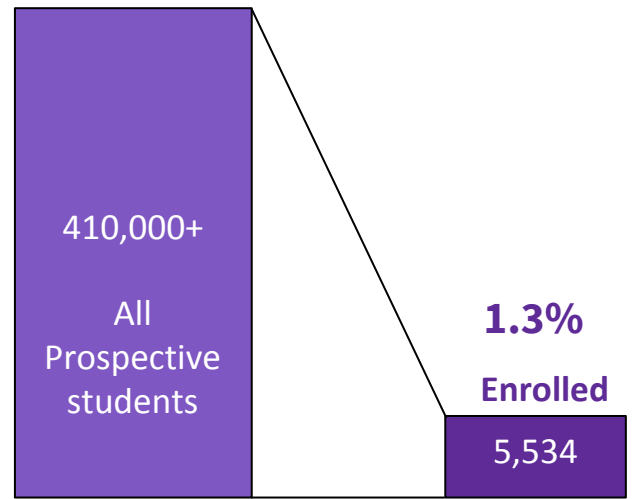
Data Overview

- **Understanding the wireframe** of the given dataset and its metadata files
- Plotting **Histograms** and running various **summary statistics** commands on various columns which had heavy presence of Data
- This helped us understand the columns that are more important; that have **outliers** and correct data entries



Data Cleaning

- Followed by Data Overview, Filtered Datasets by **milestone Enrolled data** column to focus on enrolled students in the past & removed records where enrollment wasn't present
- Introduced '**NA**' and '**0**' for blanks and empty values
- Removed outliers such as enrolled **before 1933**
- Converted data into standardised formats such as Number, Character, strings and Time



Feature Engineering

- **Inner join** to generate a synthetic column based off of “**Historical Annual median household income by County**” and compared that to household income of students.

Wealthy criteria: Household Income > Median Household Income by County

- Determined **age of applicant** when applying based off of birth year and enrollment year - both extracted from Date of birth and milestone_enrolled_date

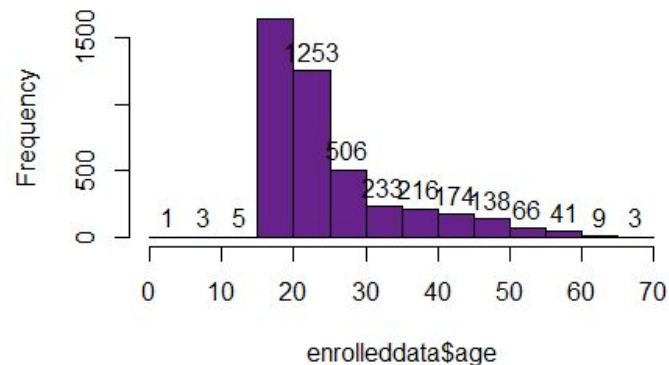
Age of Applicant = Milestone_enrolled_year - birth_year

- Calculated Time required for completion of application based on milestone_application_startdate and milestone_application_submitdate

Completion time = milestone_application_submitdate - milestone_application_startdate

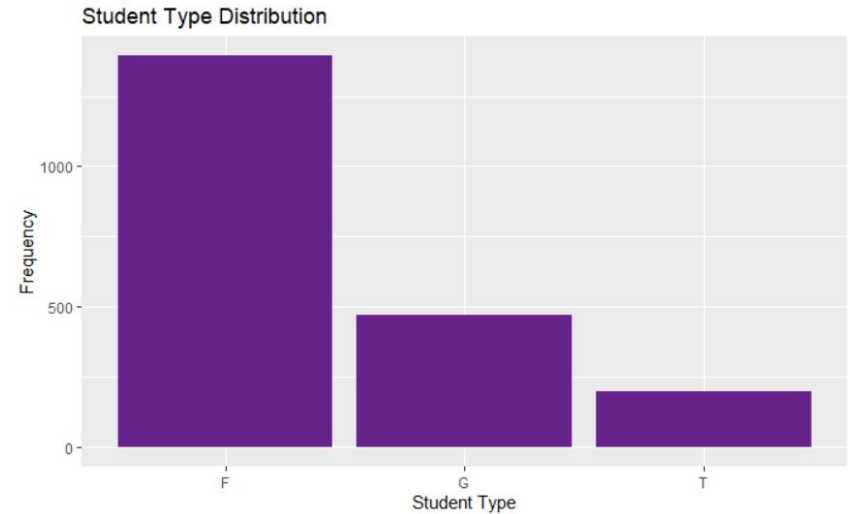


Calculated Age of Enrolled students



Data Enhancement & Normalisation

- **Replaced Duplicate** terms in Student_type by replacing
 - Freshman & First-Time student with **F**
 - Graduate with **G**
- **Filled Blank** Data in Student_type based on High School Gpa, College Gpa, Enrolled Campus, intended_major
- **Referred metadata files** and labels to enhance data quality



Building pipeline

Pipeline functions:

- General

General type (all discrete data)

- Special

GPA

Label

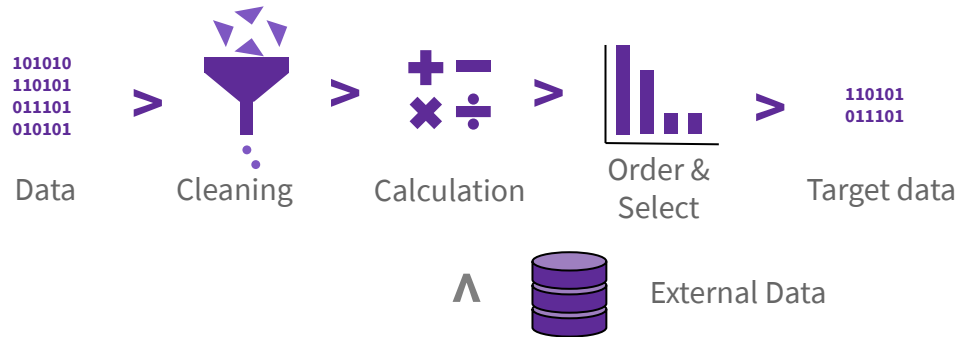
- Feature engineering

Age

Income

Duration

Pipeline Flow:



Sample usage:

```
testRes<- enrolldate %>%  
  pipe_appage() %>%  
  pipe_appdur() %>%  
  pipe_general(targetCol="intended_major") %>%  
  pipe_general(targetCol="address_home_state")
```

Persona Gallery



Name: **Charlie**

High School GPA: **3.5**

Applying : **Undergrad**

Submit Applications in **Same Day**

7.3%



Name: **Sophia**

Prefer to Get Admission Information via **Search**

International Student

Willing to Pay for **Deposit**

16.3%



Name: **Lily**

Gender: **Female**

Live in **New Hampshire**

Get University Information from **Former Students**

8.2%

Persona Gallery



Name: **Oscar**

9.1%

Gender: **Male**

Intend to learn **Computer Science**

International Student



Name: **Emily**

13.4%

Have **Infrequent Interaction** with Admission Department

Submit Applications in **Same Day**

With an **Affluent** Household Income

CONCLUSION



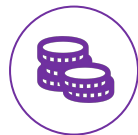
Improve SEO/CTRs & Digital Ad Spends

16%+ : International Students get info through Search method & **98%+** are willing to pay **Deposit**



Same Day Application Completion

Freshman with **3.5+** GPA who complete app on the same day demonstrates Motivation, Interest & Preparation



Select Affluent Family Background

Affluent Family Background & Same Day Application competition is a positive indicator for Enrollment



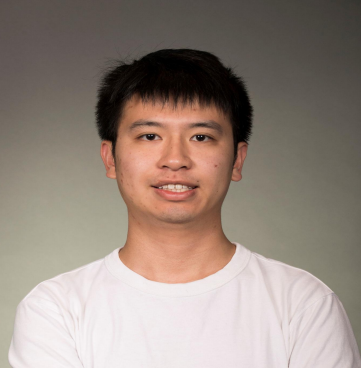
Info Sessions with Female Ambassadors

Local Female Freshman candidates prefer to stay near their houses and gets their information locally from **former students**



Advertise CS major

70%+ of **International Male** applicants prefer CS Majors



THANK YOU

Any Questions ?