

DrupalCon New Orleans

# Content Strategy in Popular Culture

May 11, 2016



# Brett Meyer

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[@brett\\_meyer](#)





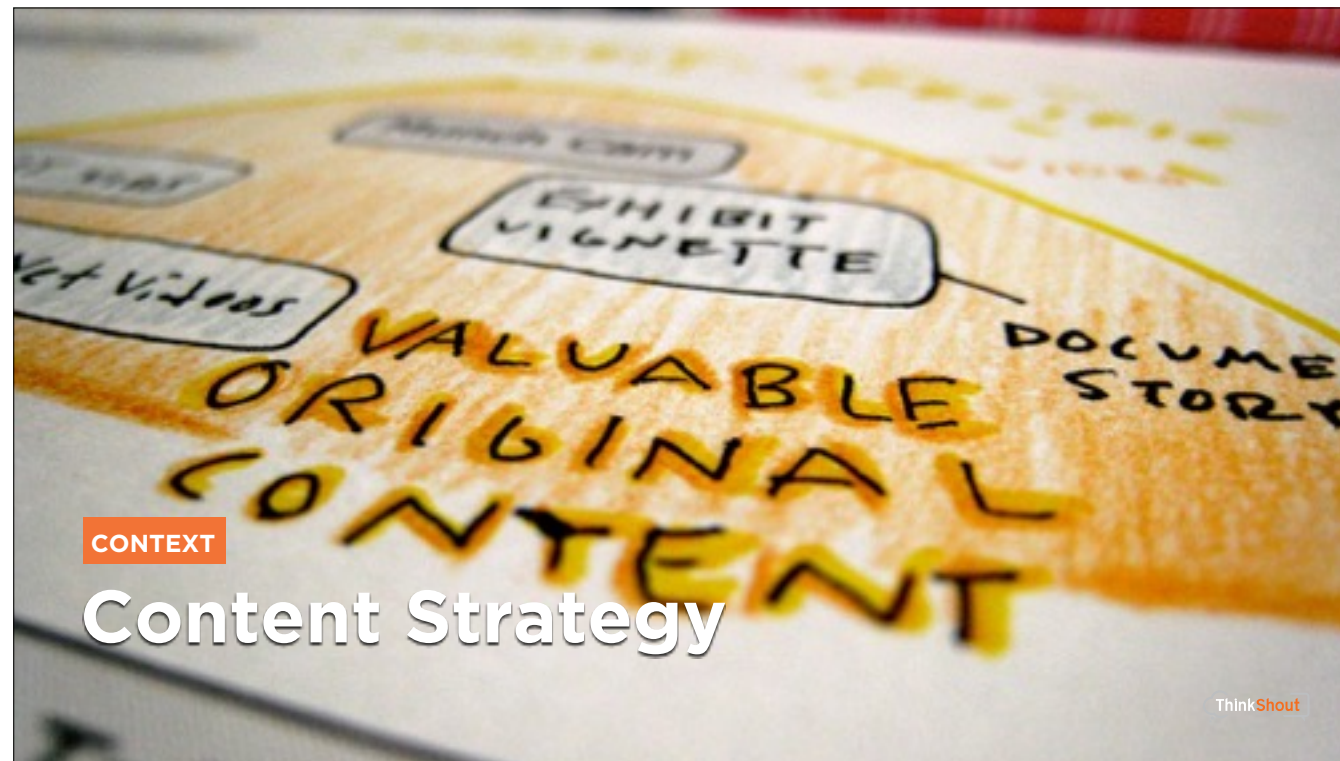


Photo Credit: <https://www.flickr.com/photos/10ch/3347658610>

*Content strategy focuses on the planning, creation, delivery, and governance of content.*

**- usability.gov**

*Planning for the creation,  
delivery, and governance of  
useful, usable content.*

- Kristina Halvorson

Ensuring that you have useful and usable content, that is well structured, and easily found is vital to improving the user experience of a website.

*Planning for the creation,  
delivery, and governance of  
useful, usable content.*

- Kristina Halvorson

But in truth, we have to deal with all sorts of legacy content, bad content, old content. That problems not going to go away, and any content strategy needs to take that into account, as well.

**In practice, content strategy is  
spreadsheets and templates,  
workflows and responsibilities.**



	A	B	C	D	E	F	G	H
		Page/Document Title	Page/Document Link	Document Description	Document Type	Owner Title	Owner Name	Keep
1	5	Emergency Contact Listing	<a href="#">http://www.sandhu.com/.../Emergency-Contact-Listing.pdf</a>	Emergency Contact Listing	PDF	Human Resources/Personnel	Terrence Braxton	X
2	6	General Counsel Email	<a href="#">http://www.sandhu.com/.../General-Counsel-Email.pdf</a>	General Counsel Email	Static Page	Manager, Corporate Affairs	Terrence Eifer	
3	7	ITC	<a href="#">http://www.sandhu.com/.../ITC.pdf</a>	ITC	Static Page	Manager, Corporate Affairs	Terrence Eifer	
4	8	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
5	9	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
6	10	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
7	11	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
8	12	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
9	13	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
10	14	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
11	15	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
12	16	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
13	17	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
14	18	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
15	19	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
16	20	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
17	21	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
18	22	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
19	23	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
20	24	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
21	25	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
22	26	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
23	27	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
24	28	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
25	29	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
26	30	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	
27	31	Invest Bank	<a href="#">http://www.sandhu.com/.../Invest-Bank.pdf</a>	Invest Bank	Static Page	Manager, Corporate Affairs	Terrence Eifer	

Example #1

Source: <https://www.thoughtfarmer.com/files/2012/08/Full-content-audit-screenshot.jpg>

Content Audit						
File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive						
fx						
	A	B	C	D	E	F
1	Address	Page Title	Page Visits	Page Bounce Rate	Average Time on Page	Number of Social Shares
2	<a href="http://www.johnssamplesite.com/">http://www.johnssamplesite.com/</a>	Welcome to John's Site	1405	74.06%	2:01	N/A
3	<a href="http://www.johnssamplesite.com/blog/">http://www.johnssamplesite.com/blog/</a>	Read John's Blog	2833	66.20%	2:44	N/A
4	<a href="http://www.johnssamplesite.com/about/">http://www.johnssamplesite.com/about/</a>	About John's Software Company	1209	41.10%	3:56	N/A
5	<a href="http://www.johnssamplesite.com/contact/">http://www.johnssamplesite.com/contact/</a>	Get in Touch with John	783	45.42%	2:45	N/A
6	<a href="http://www.johnssamplesite.com/solutions/">http://www.johnssamplesite.com/solutions/</a>	See John's Software Solutions	744	68.00%	3:03	N/A
7	<a href="http://www.johnssamplesite.com/blog/2014/07/text-post-1/">http://www.johnssamplesite.com/blog/2014/07/text-post-1/</a>	John's Text Post #1	250	43.55%	3:01	21
8	<a href="http://www.johnssamplesite.com/blog/2014/06/video-post-2/">http://www.johnssamplesite.com/blog/2014/06/video-post-2/</a>	John's Video Post #2	338	40.22%	6:30	23
9	<a href="http://www.johnssamplesite.com/blog/2014/05/list-post-3/">http://www.johnssamplesite.com/blog/2014/05/list-post-3/</a>	John's List Post #3	459	38.56%	2:58	15
10	<a href="http://www.johnssamplesite.com/blog/2014/04/infographic-post-4/">http://www.johnssamplesite.com/blog/2014/04/infographic-post-4/</a>	John's Infographic Post #4	485	38.88%	3:22	45
11	<a href="http://www.johnssamplesite.com/blog/2014/03/video-post-5/">http://www.johnssamplesite.com/blog/2014/03/video-post-5/</a>	John's Video Post #5	502	41.02%	6:22	31
12	<a href="http://www.johnssamplesite.com/blog/2014/03/list-post-6/">http://www.johnssamplesite.com/blog/2014/03/list-post-6/</a>	John's List Post #6	231	46.75%	2:18	16
13	<a href="http://www.johnssamplesite.com/blog/2014/02/text-post-7/">http://www.johnssamplesite.com/blog/2014/02/text-post-7/</a>	John's Text Post #7	772	42.34%	4:02	29
14	<a href="http://www.johnssamplesite.com/blog/2014/01/text-post-8/">http://www.johnssamplesite.com/blog/2014/01/text-post-8/</a>	John's Text Post #8	345	41.89%	3:21	21
15	<a href="http://www.johnssamplesite.com/blog/2013/12/video-post-9/">http://www.johnssamplesite.com/blog/2013/12/video-post-9/</a>	John's Video Post #9	102	51.45%	7:01	14
16	<a href="http://www.johnssamplesite.com/blog/2013/11/infographic-post-10/">http://www.johnssamplesite.com/blog/2013/11/infographic-post-10/</a>	John's Infographic Post #10	645	37.23%	2:44	43
17	<a href="http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-1.jpg">http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-1.jpg</a>	image-1.jpg	N/A	N/A	N/A	N/A
18	<a href="http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-2.jpg">http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-2.jpg</a>	image-2.jpg	N/A	N/A	N/A	N/A
19	<a href="http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-3.jpg">http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-3.jpg</a>	image-3.jpg	N/A	N/A	N/A	N/A
20	<a href="http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-4.jpg">http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-4.jpg</a>	image-4.jpg	N/A	N/A	N/A	N/A
21	<a href="http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-5.jpg">http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-5.jpg</a>	image-5.jpg	N/A	N/A	N/A	N/A
22	<a href="http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-6.jpg">http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-6.jpg</a>	image-6.jpg	N/A	N/A	N/A	N/A
23	<a href="http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-7.jpg">http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-7.jpg</a>	image-7.jpg	N/A	N/A	N/A	N/A
24	<a href="http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-8.jpg">http://www.johnssamplesite.com/blog/wp-content/uploads/2014/08/image-8.jpg</a>	image-8.jpg	N/A	N/A	N/A	N/A
25						

Example #2

Source: <https://www.singlegrain.com/wp-content/uploads/2014/08/content-audit-2.png>

Page ID	Page Title	URL	What's going on?	What's funny?	What is the content currently	Current User Group reaching it	Is the content reaching its	Needs Updating	How can this page improve?
0.0	Home Page	http://www.csd.cs.cmu.edu/	header on homepage						
1.0	General Info	---	There is a "Vision", "Mission", "Distinguishing Characteristics", and "History" statement, which are all able to be clicked and take the user to a further description						
1.1	History	http://www.csd.cs.cmu.edu/south/index.html	Computational Thinking by Jeannette M. Wing.	This subtitle is called History. But the URL says "about" while interesting, it's unclear how this immediately relates to the CSD.	Department identity		prospective students		
1.1.1	Vision	http://www.csd.cs.cmu.edu/south/vision.html	Short mission statement	Not sure why this warrants its own page					
1.1.2	Mission	http://www.csd.cs.cmu.edu/south/mission.html		Lots of fluff, not showing. Too long, needs scannable subtitles.					
1.1.3	Distinguishing Characteristics	http://www.csd.cs.cmu.edu/south/distinguishing.html							
1.1.4	History	http://www.csd.cs.cmu.edu/south/history.html	Actual history						
1.2	News Page	http://www.csd.cs.cmu.edu/south/news.html	Page of outside links to SCS news, there is a link to "teaching track" and "Mark Stehlik Postdoctoral Teaching Fellowship". It also gives a brief description of what they are looking for and what all is included in the school.	Does to SCS news, should go to CSD news and external site to SCS.					
1.3	Faculty Positions Available	http://www.cs.cmu.edu/~sca/dean/faculty/teach/teach.html	The page first says there are "two teaching-track positions", what two they are I am not sure. It then goes into requirements and outcomes. It also mentions tenure-track and that "not a good match for both needs of this position".	there is no list of faculty positions available. And everything is in bold.	department identity	prospective faculty	yes	a list of available positions more sections: 1. differentiate the two teaching tracks 2. requirements to be accepted 3. take out the information about tenure (or place it at the bottom) 4. what needed to complete the application 5. deadline 6. suggestions (video sample)	
1.3.1	Teaching Track Opportunities	http://www.cs.cmu.edu/~sca/dean/faculty/teach/teaching.html		too much information given and not easy to scan.	what is needed to apply	prospective Assistant Teaching Professor who dreams to be an Associate Teaching Professor and Teaching Professor	yes		
1.3.2	Mark Stehlik Postdoctoral Teaching Fellowship	http://www.cs.cmu.edu/~sca/dean/faculty/teach/teach_fellows.html	information about the fellowship.	not enough information about the fellowship. I think the "core areas" are what the applicant should know - when I read this I thought it meant the different departments.	what the application requirements are	prospective fellowship applicants	yes	more information on what the fellowship would encompass	
1.3.3	Submit your application	http://webapps.cs.cmu.edu/~sca/faculty/applications/CSWV/submit.html	lots of 1. application material 2. core areas 3. background in the following areas tab in top right that says "departments & offices". List of events that are SCS-related. Each event is categorized into: seminars, talks, thesis proposals, special events, project presentations, videos, conferences/workshops. This page	tab in top right that says "departments & offices" when I click CSD it takes me to the CSD homepage - I would think it would just show me the CSD calendar	what is necessary for the applicant to have	prospective faculty for tenure track and research track	I think so, or (just do not understand Computer Science language (linking the list)	one word headers that describe the list	
		http://www.cs.cmu.edu/education							I think that the CSD should have its own page, hosted on their website, with SCS events and CSD events (maybe color coded to

Example #3

Source: <http://shiftcollaborative.com/wp-content/uploads/2014/08/content-audit-sample.jpg>

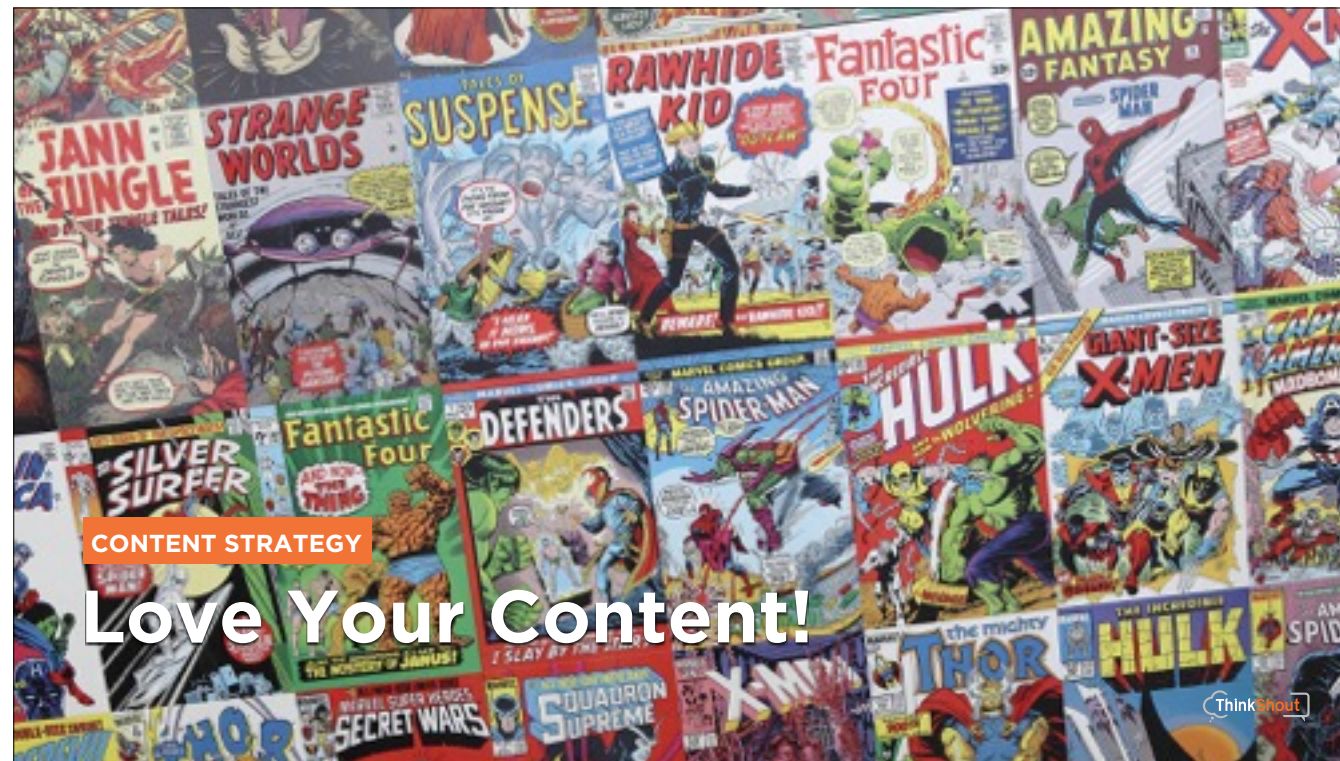


This shouldn't be a chore. You have to focus on the "why".

Content – be it text, images, video, data, or a combination of mediums – is the reason we build websites in the first place. It's right there in the acronym: CMS. Drupal is a system – or more accurately, a framework – for managing content. We strongly believe that all website features, layout, and design choices must support the goal of serving your target audiences with the critical information – the content – they need to engage meaningfully with your organization.

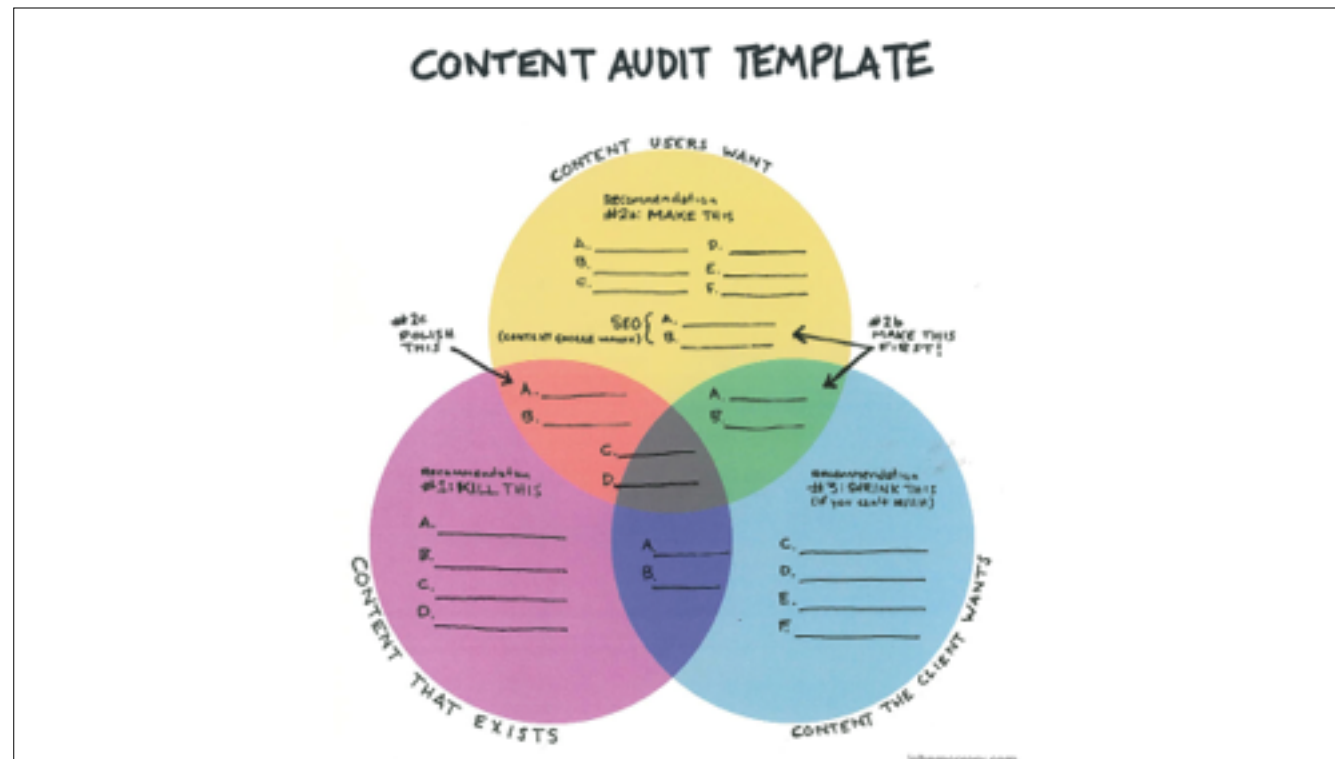
Your content is the connection between your organizational goals and your audiences' motivations. There's usually a reason a piece of content is added to a website; somebody, at some point, thought it would be useful. Unless that content has meaning to your users, however, it has little value to your organization. Without a strategy guiding the creation and governance of that content, your quest, noble though it may be, is almost doomed to fail.





Comic book collection example. Started at the wrong time. Built a flat file data base to keep track of my collection. We do these things because they resonate with us. We love our own content. Every organization we work with should be similarly invested in the content they put on their own sites.

Photo Credit: <https://www.flickr.com/photos/aloha75/8015843393>



But not when we're not speaking the same language.

The language of content strategy is dry

It's necessary, but it boils down to spreadsheets and templates

That makes it hard to connect with the people we serve

But there's another language available

I'm going to share some of the examples I've used to help make content strategy a bit more relatable to our clients.

Source: <http://johnmccrory.com/wp-content/uploads/handy-dandy-content-audit-template.png>

**FOUNDATION**

# **What You Need to Know First**







FOUNDATION

# Organizational Goals

Photo Credit: <https://www.flickr.com/photos/alykat/4912934118/>



Photo Credit: <https://www.flickr.com/photos/alykat/4912934118/>



Photo Credit: <https://www.flickr.com/photos/lockergnome/119444876>



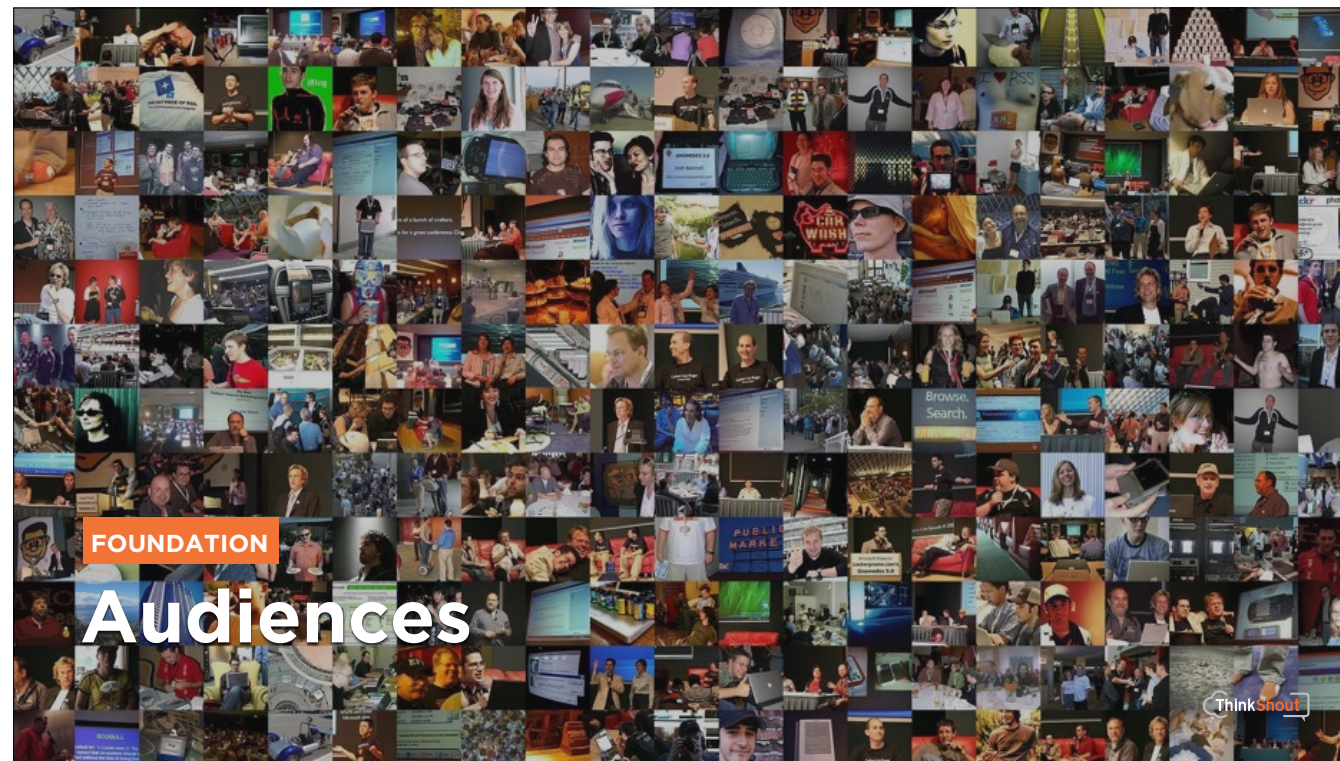


Photo Credit: <https://www.flickr.com/photos/lockergnome/119444876>

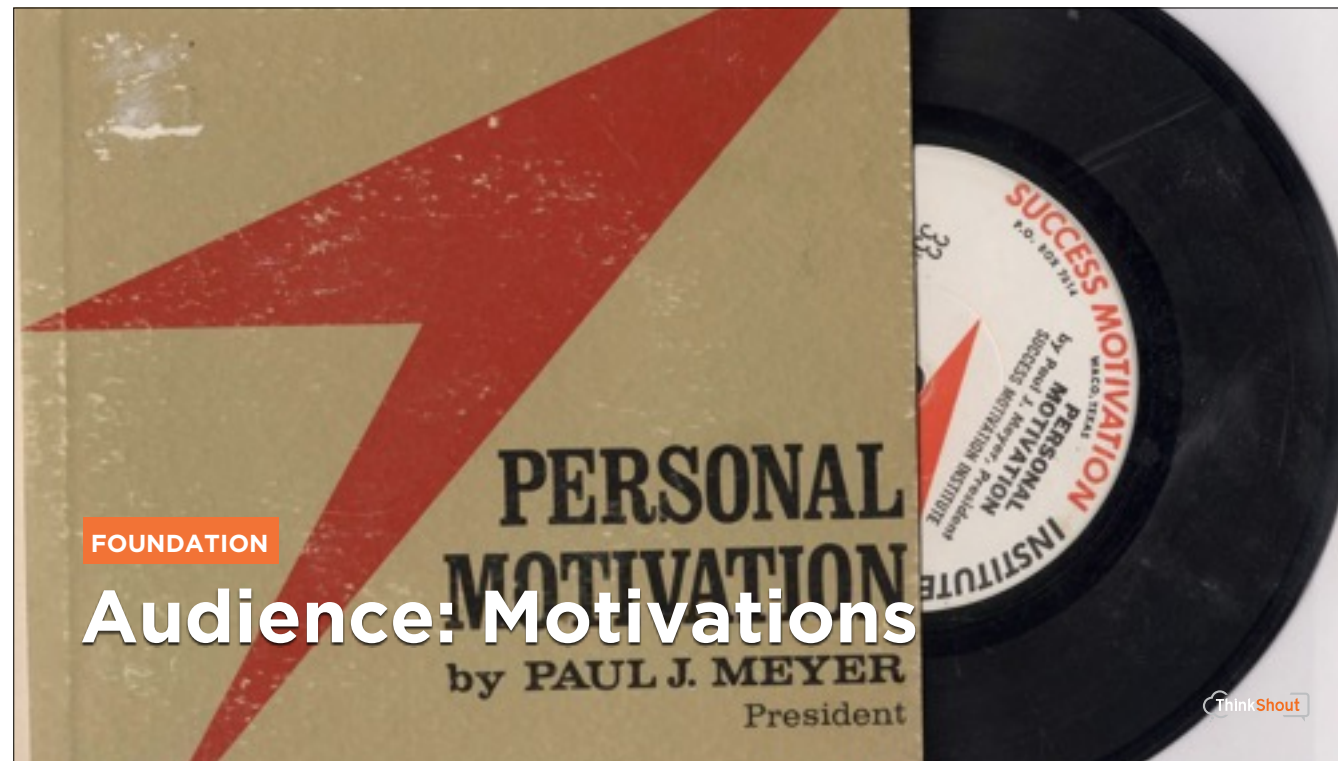


Photo Credit: <https://www.flickr.com/photos/toner/5860998367/>



Photo Credit: <https://www.flickr.com/photos/gatineaujoe/8482879366/>





Photo Credit: <https://www.flickr.com/photos/twose/887903401/>



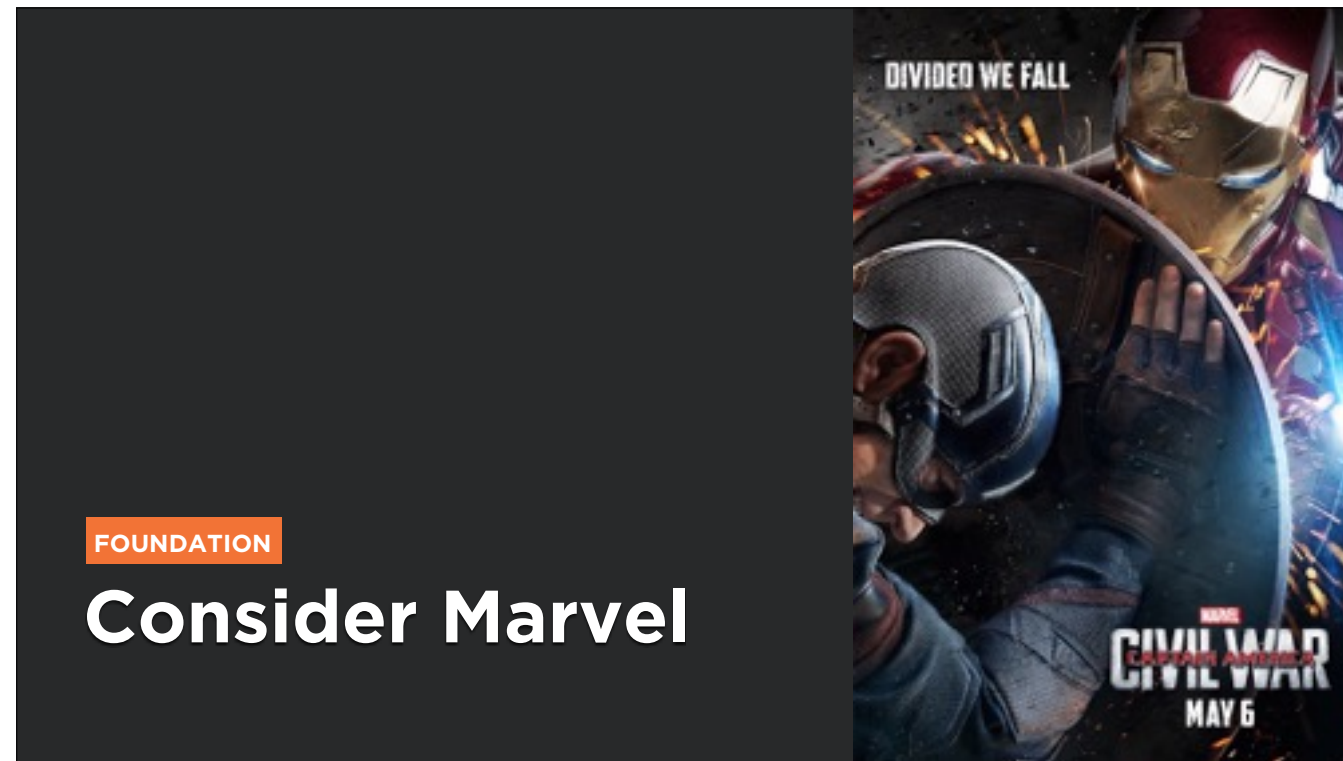
Photo Credit: <https://www.flickr.com/photos/russelldavies/375430921/>





Content is the connection between an audience's motivations and the goals of the organization. Site visitors want to find content that will help them in their own lives. Site owners hope the content will help the users to the extent that the users place their trust in them in some way: buying a product, signing up for an email list, or simply sharing it with friends.

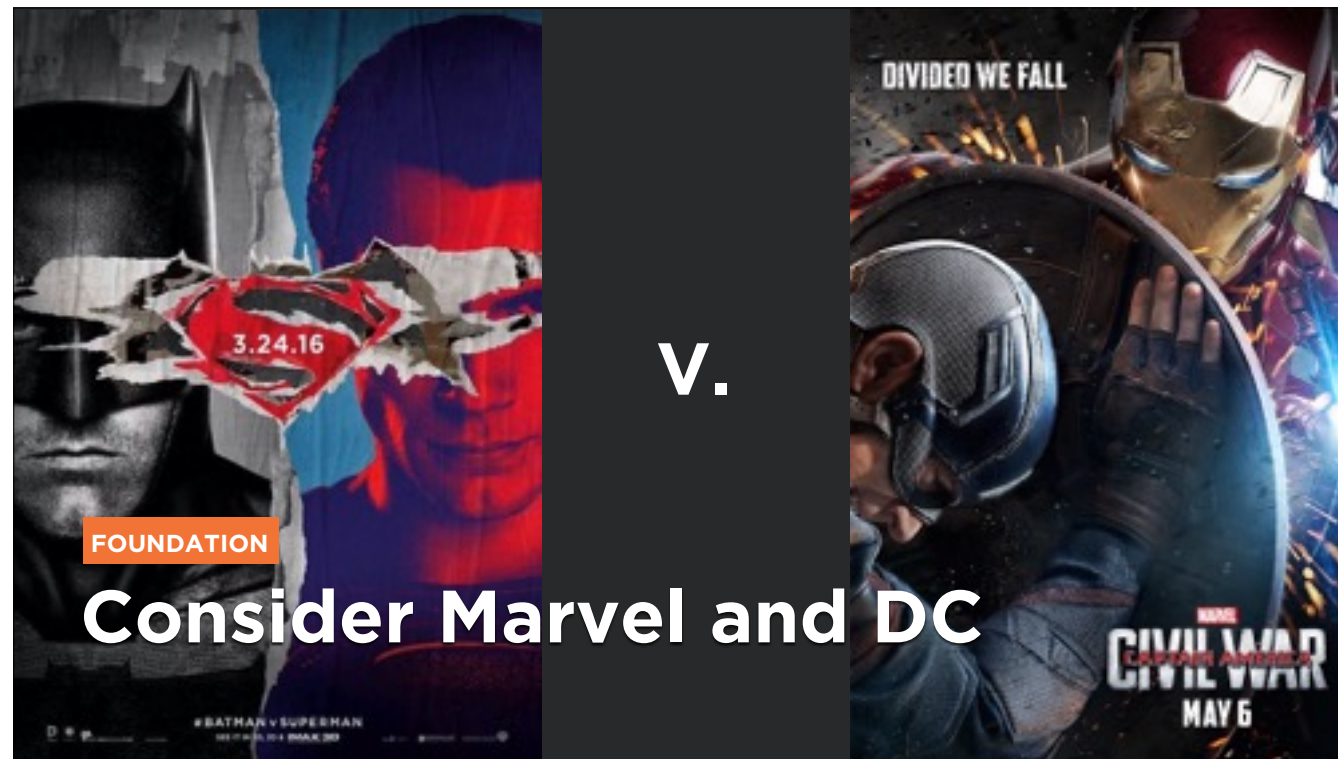
Photo Credit: <https://www.flickr.com/photos/amobetv/17117158766/>



Example of Marvel bringing together its multiple properties. The first Avengers teaser was from May 2008.

Pause to Show original trailer

Civil War Poster: <http://www.movienewz.com/img/gallery/captain-america-civil-war/posters/captain-america-civil-war-poster-3.jpg>



They both have goals: making as much money as possible while generating an ongoing audience. They both have tons of legacy content, dating back decades. And they both have built-in audiences.

Batman v Superman is going to bring in about \$875 million worldwide. 27% on Rotten Tomatoes, B on CinemaScore.

Civil War: 90% on RT, A on CinemaScore, predicted worldwide box office of \$1.5 billion. And this is Captain America, the most boring Marvel hero.

Marvel: In 10 films since 2008, \$237 million in production costs and worldwide ticket sales of \$714 million.

DC: \$265 million per film and averaged only \$560 million. 10% more to make. And this is almost entirely thanks to Nolan's Batman movies.

In considering its audiences, DC has largely lost track of their motivations (they want an enjoyable time at the theater), the both have experience of the content — but DC has underestimated what that meant in terms of audience tolerance.

Civil War Poster: <http://www.movienewz.com/img/gallery/captain-america-civil-war/posters/captain-america-civil-war-poster-3.jpg>

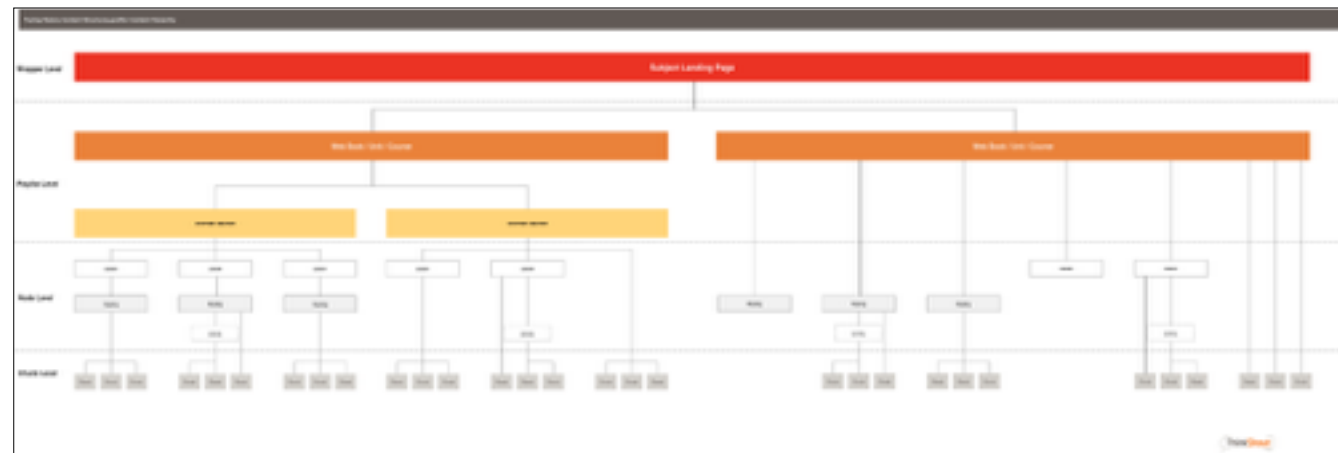
B v S Poster: [http://cdn.movieweb.com/img.site/PHDHoUG4AUNdHI\\_1\\_l.jpg](http://cdn.movieweb.com/img.site/PHDHoUG4AUNdHI_1_l.jpg)

**STRUCTURE**

## **The Content Model**

Movies have a built in advantage when it comes to structure. There's a fixed medium — and even a standard model in 3 acts. We're generally starting from the ground up.

While the technical aspect of content strategy is often overlooked, we as site builders know that a solid content model defining the structures and boundaries of what can be created is key to success. It's not a problem unique to websites.



STRUCTURE

# The Content Model



Anybody here play this? Story about convincing Melissa I needed a Playstation so I could look into user interfaces on other systems.

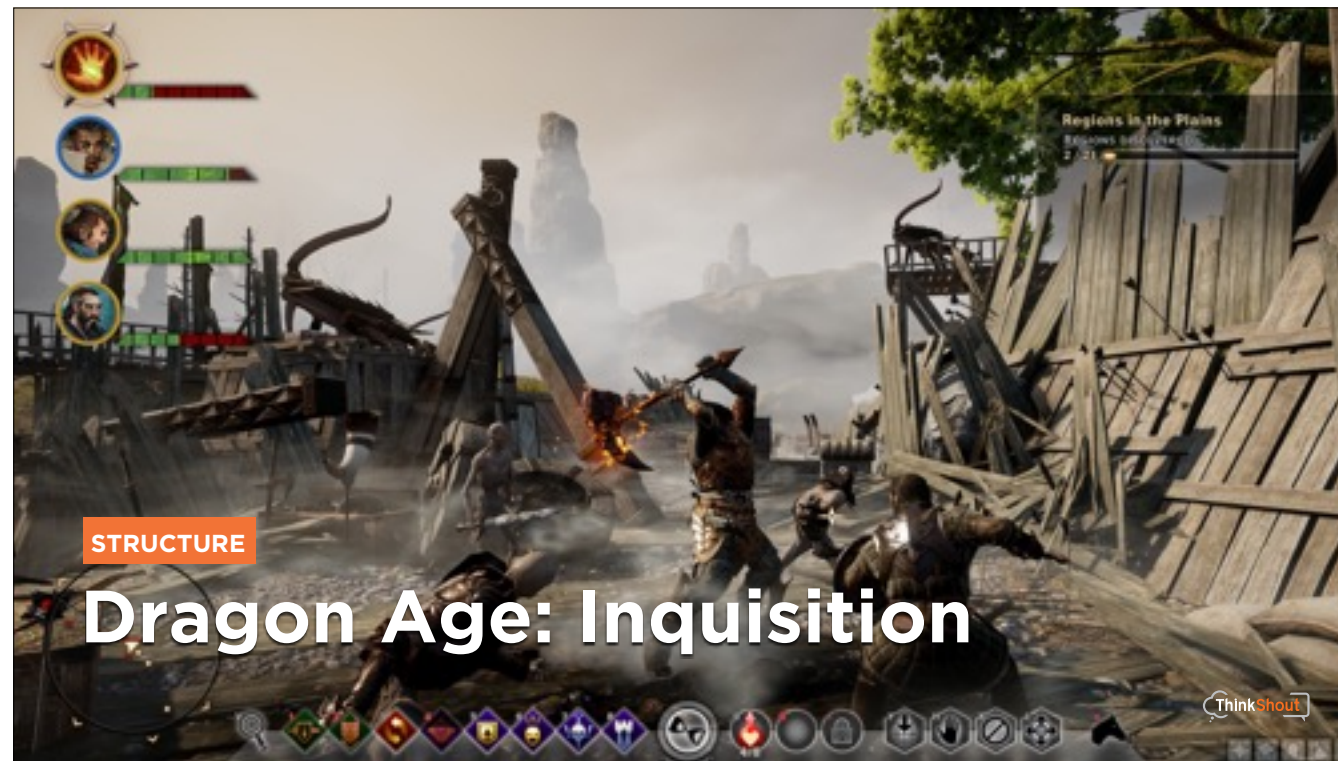
Because Inquisition is a role playing game, it features complex systems of character building, crafting, and influence. You increase your team's abilities not just by slaying enemies and completing quests, but by learning how to make new things – usually of the shiny, sharp, or exploding variety.

For example, to create a “Mighty Offense Tonic” that will provide a damage bonus against a barrier, you need to collect, and then combine, 11 Embrium, 11 Deep Mushroom, and 2 Rashvine Nettle. Oh, and only a Warrior-class character can use it. According to one of the many Inquisition wikis, there are at least 15 potion types, each with multiple variations. Then there are the weapons, the armor, and on and on.

Image Source: <http://blogs-images.forbes.com/insertcoin/files/2015/01/dragon-age-new1.jpg>

Copyright, Blizzard Entertainment.





The amount of planning that went into the foundational structure of the game is astounding. It mostly fades into the background when you play, becoming something that you simply do.

Image Source: [https://eaassets02-a.akamaihd.net/origin-com-store-damassets/content/dam/dotcom/Assets/Resources/Image/NewsArticle/dai\\_101014\\_battle-HUD.jpg](https://eaassets02-a.akamaihd.net/origin-com-store-damassets/content/dam/dotcom/Assets/Resources/Image/NewsArticle/dai_101014_battle-HUD.jpg)

Copyright, Blizzard Entertainment.


The logo for Pearl Jam, featuring the words "PEARL" and "JAM" in a black, sans-serif font, separated by a red lightning bolt symbol.

PEARL ⚡ JAM

Pearl Jam's core offering is music. People visit their website to find that music, either in the form of upcoming (or past) shows, lyrics, or songs they can buy. So, much of Pearl Jam's website is structured around the concept of the song.



SONG / LYRIC



**GETAWAY**  
Released: October 15, 2013  
COMPOSER: Vedder  
ARTIST: Pearl Jam

**Lyrics**

Everyone's a critic looking back up the river  
Every boat is looking in this town  
Everybody's thinking that they'll all be delivered  
Sitting in a box like best and found

But I found my place and it's alright  
We all searching for our better way  
Get yours off my plate, it's alright  
I got my own way to believe

Find a lighthouse in the dark stormy weather  
We all could use a restative night not  
Holy rollers sit on their backs to the middle  
All hands on deck, sinking is the low

And if you wanna have to pray, it's alright  
We all be thinking with our different brains  
Get yours off my plate, it's alright  
I got my own way to believe

It's ok  
Sometimes you find yourself  
Having to put all your faith  
In no faith  
Mine is mine, and yours won't take its place  
Now make your getaway

FIRST PLAYED: Wed 30 October, 2013 - Time Warner Cable Arena Charlotte, NC  
LAST PLAYED: Sun 2 February, 2014 - Big Day Out Arena Joondalup Perth, AU  
TIMES PLAYED: 9

DATE	LOCATION	VENUE
Sun 2 Feb, 2014	Big Day Out Arena Joondalup	Perth, AU
Sun 26 Jan, 2014	Big Day Out Sydney Fairgrounds	Sydney, AU
Fri 24 Jan, 2014	Big Day Out Flemington Racecourse	Melbourne, Australia
Fri 6 Dec, 2013	Key Arena	Seattle, WA
Sat 30 Nov, 2013	Spokane Arena	Spokane, WA
Sat 23 Nov, 2013	LA Sports Arena	Los Angeles, CA
Tue 19 Nov, 2013	Jobing.com Arena	Phoenix, AZ
Fri 1 Nov, 2013	Voodoo Festival	New Orleans, LA
Wed 30 Oct, 2013	Time Warner Cable Arena	Charlotte, NC

Thin Shout

Practically every song Pearl Jam has ever recorded or performed live has a place on the website, and they're all structured the same:

Title

Release Date

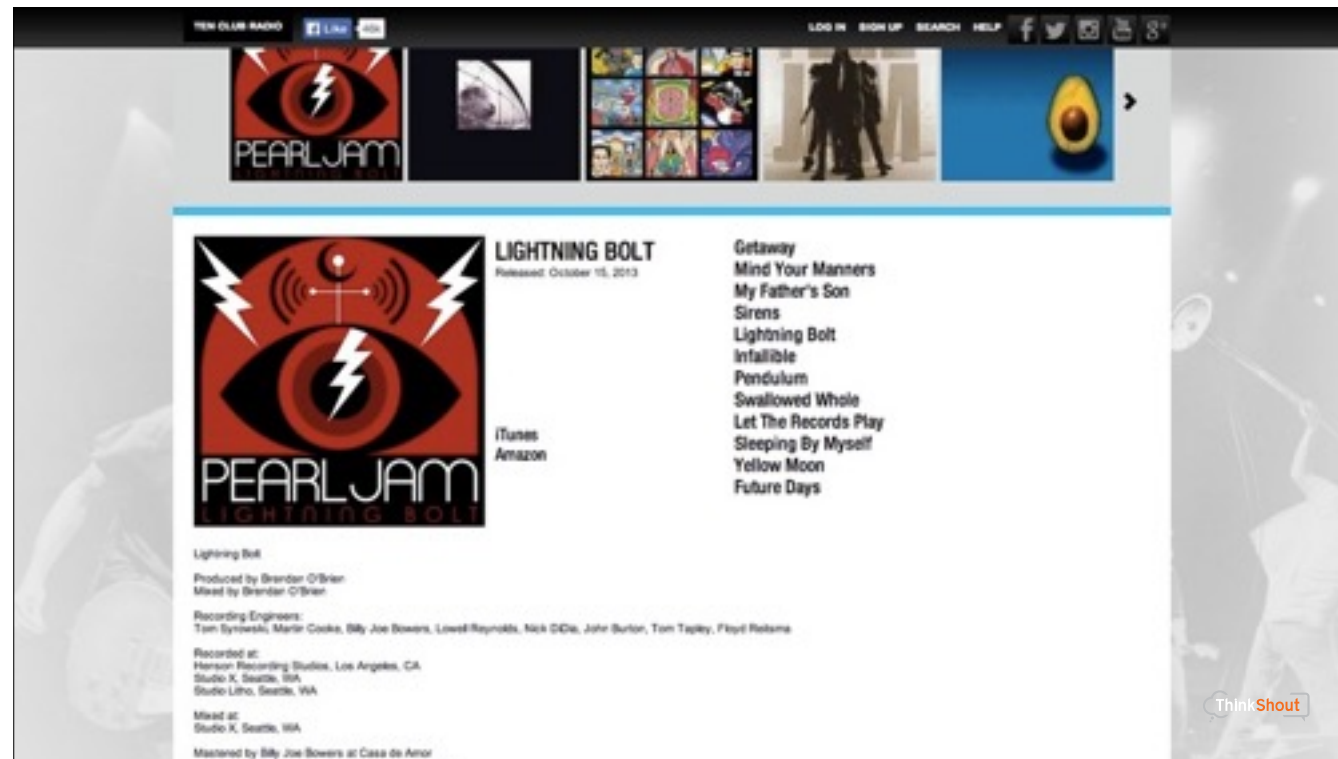
Composer

Artist

Image

Lyrics

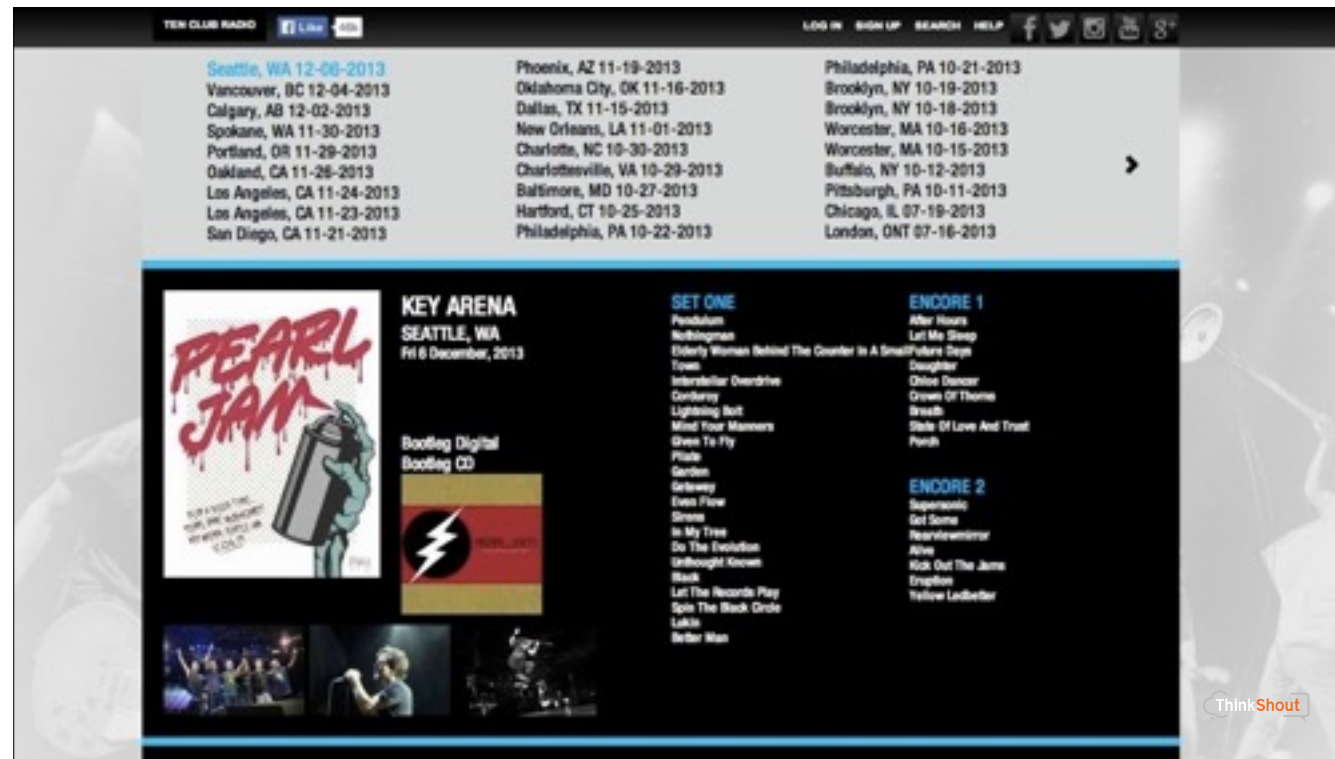
That's it. Everything else on that page, and much of the site, is built through the application of structured data.



If you look at an individual album, you're actually looking at a different content type, which has its own structure:

- Title
- Release Date
- Cover Image
- Purchase Links
- Body
- Song [REFERENCE]

It's that REFERENCE field that's key. Every album is a collection of references to the individual songs, rather than list built by hand. (On Drupal, we'd probably use something like Entity Reference.) Clicking on an individual song takes you to its detail page.



It gets more interesting when you look at a Setlist, another structured content type:

- Venue
- Location
- Date
- Concert Poster Image
- Product Links
- Bootleg Image
- Song [REFERENCE]
- Live Image [REFERENCE]

A setlist is built up using the same song REFERENCE field as an album; each song exists as a single entity, but it can be referenced from hundreds of other pages (in the case of a classic like “Jeremy”).

All the way back in 2000, Pearl Jam started recording every show they did off the mixing board so they could sell high-quality recordings. While you can’t quite get every one of the 672 versions of “Alive” they’ve performed over the years, you can come pretty close.

Setlists include the all-important link to purchase a copy of an entire live performance.

This relational system has created endless connections between the Songs they’ve performed – their core content offering – and where and when they’ve performed them. By then layering on the ability to purchase copies of those concerts at any time, Pearl Jam has taken one of the primary motivations of their audience – to engage



INFRASTRUCTURE

# Infrastructure Should Be Invisible

ThinkShout

Photo Credit: <https://www.flickr.com/photos/biwook/390088839/>





Mad Max Example

Image Source: <http://www.themarysue.com/wp-content/uploads/2015/06/mad-max-canyon-05312015.jpg>

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Mad Max Example

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INFRASTRUCTURE

**Perfect Infrastructure  $\neq$  Success**

Star Wars Example

Photo Credit: <https://www.flickr.com/photos/ifindkarma/18714417954>



Star Wars Example

Image Source: <http://movies.vigder.co.il/wp-content/uploads/2014/10/ab6JXKrNXyMo0MKfnWj2jiPwOKY.jpg>

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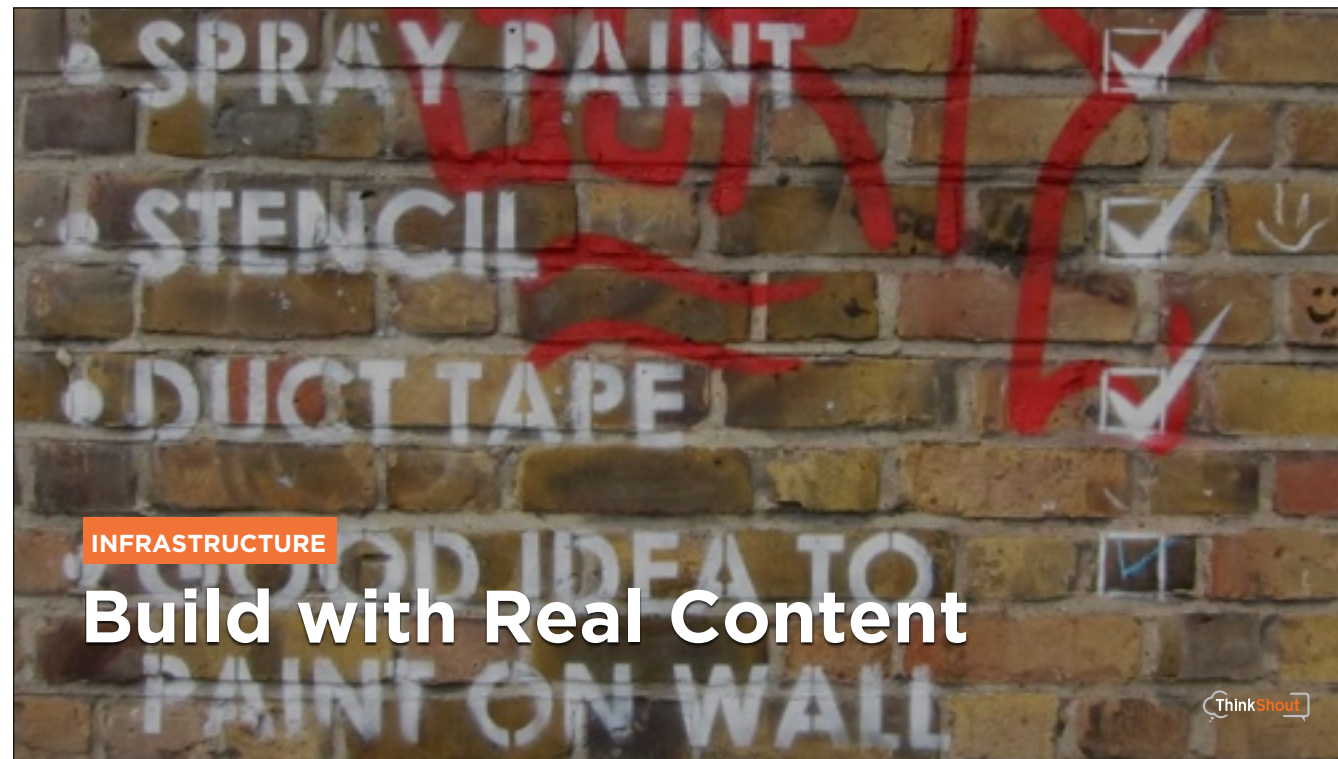


Star Wars Example

Image Source: <http://screenrant.com/wp-content/uploads/star-wars-7-force-awakens-images-kylo-ren.jpg>

Image copyright Disney.





Content Migrate Spreadsheet

Photo Credit: [https://www.flickr.com/photos/justin\\_case/6089119290/](https://www.flickr.com/photos/justin_case/6089119290/)

**ORGANIZATION**

# **Information Architecture**

Information architecture and content strategy bleed into each other. If users can't find the content they want on your website, if the paths that benefit your organization are not well defined (and tracked and measured), then the best-written copy in the history of copy won't help you.



Photo Credit: <https://www.flickr.com/photos/jeepersmedia/13976920190/>





One of the first things you'll notice about Inquisition is how vast the world is. Want to climb that mountain over there? Go ahead, as long as it's not too steep; jumping only gets you so far. Interested in the Urthemiel Plateau? It's all there for you to run around in (and without getting tired).

A small minority of people will likely want to explore every nook and cranny. Others will focus on the tasks at hand.

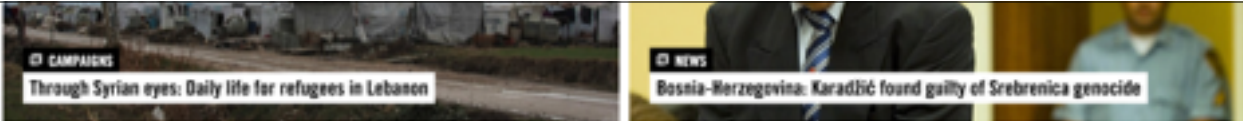
Triple-A games can't just rely on great gameplay to make them successful. The story counts for something now, too. Inquisition has over 200 pieces of written history located throughout the world. That's a lot of content – and it's not all dumped on you at once.

But if getting from point A to point B is a huge drag and you hate doing it, you're probably not going to stick around for long. Inquisition recognizes that different audience types may want different things and it rewards them both. In order to succeed, you don't have to read all of the in-game content if you don't want to (but you should want to). When you get tired of running around, you can use the fast travel functionality to move between major areas of the world.

Image Source: [http://i.kinja-img.com/gawker-media/image/upload/s--3UxAEj2v--/c\\_scale,fl\\_progressive,q\\_80,w\\_800/janb3ax1gg7wcg1marx0.jpg](http://i.kinja-img.com/gawker-media/image/upload/s--3UxAEj2v--/c_scale,fl_progressive,q_80,w_800/janb3ax1gg7wcg1marx0.jpg)  
Copyright, Blizzard Entertainment.



Photo Credit: <https://www.flickr.com/photos/staffanscherz/6161284551/>



**NEWS**  
It's time to take the refugee crisis personally.



**NEWS**  
Myanmar: New government must break vicious cycle of repression and political arrests



**NEWS**  
Egypt: Student imprisoned for wearing anti-torture T-shirt hours away from release

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**MINI-TITLE**

# **You're Going to Have to Deal with Legacy Content**

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Home » Educator Resources » Classroom Strategies » **3-2-1**

**Rationale:**  
This activity helps structure students' responses to an activity, a reading or a film. It provides an easy way for teachers to check for understanding and to gauge student interest in a topic. Sharing 3-2-1 responses can also be an effective way to prompt a class discussion or to review material from the previous lesson.

**Procedure:**  
Step one: Answering 3-2-1 prompt  
After students engage with a text or a lesson, ask them to answer the following questions in their journal or on a separate piece of paper:

- **Three** things that they have learned from this lesson/text.
- **Two** questions that they still have.
- **One** aspect of class/the text that they enjoyed.

Step two: Responding to these prompts  
Use students' responses to guide teaching decisions. 3-2-1 responses can help you identify areas of the curriculum that you may need to review again or concepts or activities that hold special interest for students.

**Variations:**

- **Content-specific 3-2-1:** You can modify the elements of the 3-2-1 to focus on particular content questions. For example, if the class has just been studying the International Criminal Court, a teacher might have students write down 3 differences between the ICC and tribunals such as Nuremberg, 2 questions between the ICC and tribunals, and 1 question you still have.
- **Identifying main ideas 3-2-1:** You could also use the 3-2-1 structure to help students identify main ideas from supporting information. For example, you could ask students to record 3 of the most important ideas from the lesson or text, 2 supporting details for each of these ideas and 1 question they have about each of these ideas.

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An aside: you're going to have to deal with legacy content. Original FH content example.





### 3-2-1

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#### Variations

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The screenshot shows the website for Facing History and Ourselves. The top navigation bar includes the organization's logo and links for 'About Us', 'Topics', 'Educator Resources', 'Professional Development', 'Get Involved', 'Create Account', and 'Sign In'. Below this is a secondary navigation bar with tabs for 'Why Facing History', 'Our Work', 'Our Impact', and 'Olve', along with a search bar labeled 'Search Facing History'. The main content area is titled 'Resource Library / Teaching Strategies' and features a notification: 'Register or Login to bookmark content.' The primary heading is '3-2-1', followed by a 'Rationale' section explaining that the activity helps structure students' responses and gauge their interest. The 'Procedure' section is divided into two steps: 'Step one: Answering 3-2-1 prompt', which lists three tasks (three things learned, two questions, one aspect enjoyed), and 'Step two: Responding to these prompts', which explains how to use student responses to guide teaching. A 'Variations' section is also present at the bottom.

**3-2-1**

**Rationale**

This activity helps structure students' responses to an activity, a reading or a film. It provides an easy way for teachers to check for understanding and to gauge students' interest in a topic. Sharing 3-2-1 responses can also be an effective way to prompt a class discussion or to review material from the previous lesson.

**Procedure**

**Step one: Answering 3-2-1 prompt**

After students engage with a text or a lesson, ask them to answer the following questions in their journal or on a separate piece of paper:

- **Three** things that they have learned from this lesson/from this text.
- **Two** questions that they still have.
- **One** aspect of class/the text that they enjoyed.

**Step two: Responding to these prompts**

Use students' responses to guide teaching decisions. 3-2-1 responses can help you identify areas of the curriculum that you may need to review again or concepts or activities that hold special interest for students.

**Variations**

Facing History, Current.



Your actual content needs to remain central to the user's experience of it. We generally recommend streamlining the information around it. How many sites have you seen that place blocks of links to other content, pop-up modal dialogues, and other distractions in your way, essentially trying to direct you away from the very reason you visited the site in the first place? Some visitors may very well want to explore your entire world, but most of them likely want a minimum of fuss as they travel toward their destinations.

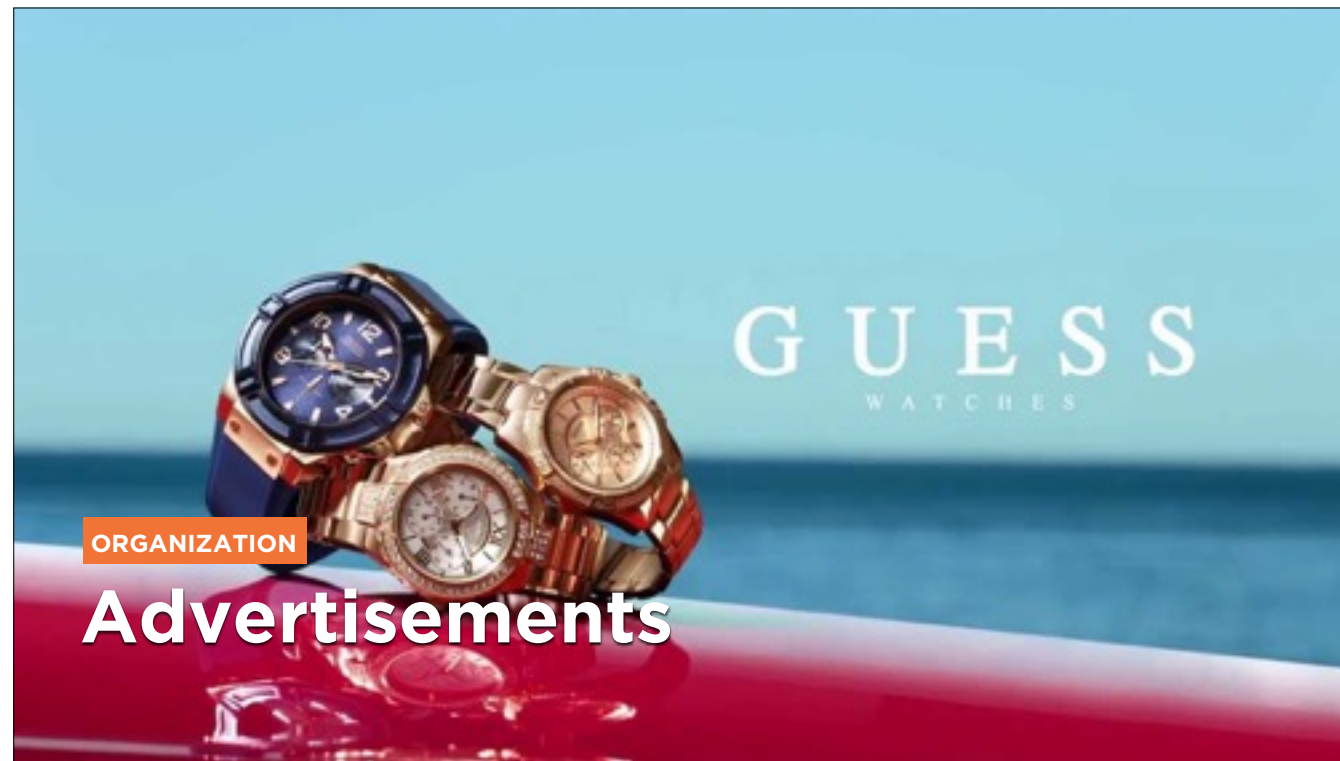
As you plan your content structures, you need to keep in mind the navigational elements, the related content blocks, the search filters, and the calls to action that will transform the user's delight in finding just the right piece of content – you did delight them, right? – into some action useful to your organization. Just try not to overwhelm them.

Is your goal to convince visitors to sign up for an e-mail list? Highlight that call to action, and minimize the secondary conversion opportunities on that page. Just be sure to tie it into your data: if you know that people who read three or more articles are more likely to sign up, then build your system to feature the related content most likely to get them to continue to read until they reach that moment of inspiration when they decide you're a trusted source of information.

Photo Credit: Photo Credit: <https://www.flickr.com/photos/johanneslundberg/4749264031/>

**MINI-TITLE**

**Consider Advertising**



New rant against the very motivation of advertisements

Source: <https://i.ytimg.com/vi/IRiFZFTZME0/maxresdefault.jpg>





New rant against the very motivation of advertisements

Source: <http://angrywhitedude.com/wp-content/uploads2/2016/02/maxresdefault.jpg>



New rant against the very motivation of advertisements

Source: <https://paavodesign.files.wordpress.com/2012/04/cometogether2.jpg>



New rant against the very motivation of advertisements

Source: [http://espn.go.com/blog/golden-state-warriors/post/\\_id/1935/return-of-stephen-curry-meant-the-return-of-clutch-for-warriors](http://espn.go.com/blog/golden-state-warriors/post/_id/1935/return-of-stephen-curry-meant-the-return-of-clutch-for-warriors)



Talk about how Netflix has changed the model

Source: <https://i.kinja-img.com/gawker-media/image/upload/fpqabe341bwut16xkmuj.png>

**CONTENT**

# **The Written Word**

And the spoken word, and images, and video.



**MINI-TITLE**

**It Takes time to Make Great  
Content**



Miller first tried to make Fury Road in 2001, took it up again in as a live action film in 2011, and wrapped photography in 2013. The movie itself didn't come out until mid-2015. Typically, Hollywood calls that sort of timeline "development hell", and it presages an Ishtar-scale flop.

When you consider recent successes like The Lego Movie (4 years in production) and the fantastic Boyhood (12 years in production), it's clear that, with the right people involved, movies benefit from allowing directors to realize their vision. Expand that to books and music, and the quickly-created masterpiece is the clear outlier.

To think that your organization can churn out content that best serves its mission without careful thought and robust process, then, would be a mistake.

Source: <http://www.adweek.com/prnewser/wp-content/uploads/sites/8/2015/05/Mad-Max-Fury-Road-Title-Card.jpg>

**MINI-TITLE**

# People *DO* Read on the Internet

**MINI-TITLE**

**It's Okay to Repeat Yourself**



Source: [http://vignette2.wikia.nocookie.net/starwars/images/4/49/Star Wars The Force Awakens.jpg/revision/latest?cb=20150504052358](http://vignette2.wikia.nocookie.net/starwars/images/4/49/Star_Wars_The_Force_Awakens.jpg/revision/latest?cb=20150504052358)



**MINI-TITLE**

**Stay True to Your Vision,  
Stay True to Your Audience**



When you think about it empirically, Fury Road should not have succeeded with a mainstream audience. It's a two-hour chase scene. Its nominal hero's face is obscured by a mask for almost half the film's run-time. Its night scenes were filmed in bright daylight. It prominently features a tanker truck full of breast milk. And yet it has grossed nearly \$400 million worldwide.

Fury Road succeeds because it stays true to its director's vision. George Miller knew what he wanted – the entire film was storyboarded and the cast largely worked without a script – and put exactly that, and only that, on film.

By Google's count, Fury Road has roughly 3600 spoken words.

Source: <http://i.kinja-img.com/gawker-media/image/upload/hekhd7g1ddmnboxclncm.jpg>



Even a relatively action-oriented movie like Jupiter Ascending has nearly 9000 – largely because it's burdened by the presumed need to explain what's going on to the audience through background exposition:

Your planet is just now entering its genetic age. You understand very little about something which is a vital part of our reality. In our world, genes have an almost spiritual significance. They are the seeds of our immortality. When the exact same genes reappear in the exact same order, it is for us what you would call reincarnation.

Meh.

Source: <http://icdn4.digitaltrends.com/image/jupiter-ascending-4-1500x1000.jpg>



Fury Road doesn't care about telling you what's going on or why it's happening, just that it is. Why doesn't Furiosa have an arm? How did Immortan Joe come to control all the water? It doesn't matter in the visceral thrill of the chase. We trust Miller because we know he's thought through all of the backstory and decided it didn't matter here. He's right. And cutting the movie to its barest bones serves his vision perfectly.

All that to say: If you produce content for a nonprofit, you have a built-in advantage because you have your Mission, Vision, and Values as touchstones. You know the backstory about why your organization does the work it does, and that can – and should – inform every piece of content you produce.

Source: [https://thenypost.files.wordpress.com/2015/05/mad\\_max-fury\\_road-1.jpg?quality=90&strip=all](https://thenypost.files.wordpress.com/2015/05/mad_max-fury_road-1.jpg?quality=90&strip=all)

**EMPATHY**

**Content Has to Matter**





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# Join us for Sprints

Friday, May 13 at the Convention Center

First-Time Sprinter Workshop - 9am-12pm in Room 271-273

Mentored Core Sprint - 9am-6pm in Room 275-277 General

Sprints - 9am-6pm in Room 278-282







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