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4.1 Publishing tool: interface and guidelines

Advances in technology have, paradoxically, made communicating more difficult: a virtually limitless number of people and products now compete for our limited attention. Moreover, specialist skills have multiplied, and the job of making them work together has become more complicated.

Education is not immune from this. As with other public or semi-public sectors, colleges and universities are confronted with the need to market their services and products to a local, national and international market.

Central Saint Martins College of Art and Design is a world-renowned institution with a significant international community among its staff and students. With their marketing programme we pioneered a cross-media approach, combining excellence in the fields of strategic planning, creative visual design and technological know-how, to exploit the potential of individual media whilst ensuring consistency and efficiency in communicating across a range of media.

This presentation demonstrates an innovative and holistic approach to communication design, developing new ways of working and improving the quality of output for the benefit of the client, their customers and the designer.

In this document we first illustrate the three principal components of the programme: the visual identity, the editorial system and the publishing tool (the design engine). Secondly, we present the two main marketing outputs: the website and the brochures. Thirdly, we show some examples of supporting marketing elements – posters, stands for fairs and flyers such as reply-cards. Finally as an addendum, we present the interface of the publishing tool – the control centre for managing content and resources and producing the marketing outputs – and the operational guidelines that support the staff using the tool.

Central Saint Martins College of Art and Design

Cross-media marketing programme 2004–6

1.1 Visual identity

The College needed to consolidate its visual presentation to better promote its services and products in an increasingly competitive education market, yet it was imperative not to appear overly 'corporate' and to allow the rich diversity that distinguishes the College to be retained.

The visual identity consists of four components:
(a) the College's messages;(b) typographic styles;(c) colour palette;(d) paper and printing process.

The College's messages are the dominant component of the visual identity. Stories are developped – in text and images – by using the body of work generated by students, staff, alumni and other associates. Structure, processes and procedures for the collection and organisation of images were developed and put in place. The editorially controlled use of these messages ensures diversity while providing an invisible thread that unifies all outputs.

Typographic styles, a colour palette and a defined print-process system complete the identity ensuring recognition and a sense of family.

College's messages (samples)



Students' life. Clarissa Mendez in the sculpture studios at Byam Shaw School of Art the college offers a complete range of labs and workshops.



Student work. EastEnders, one of six paintings by MA Fine Art graduate Josie McCoy, the paintings have been all purchased by the BBC.



International. Franco di Lauro, Director of Italian creative consultancy, Innocent, give a lecture to BA (Hons) Graphic Design students.



London. Proposal for London Bourough Camden Town bus stops by students on BA (Hons) Arts, Design and Environment.



Famous alumni. Alan Fletcher, graduated from Central in 1951, is one of the most influential figures in post-war British graphic design.



Staff credentials. Matthew Collings, BA Fine Art is the author of many books and television series, including the celebrated *Blimey*.



Career prospects. Since graduating from BA (Hons) Fashion Stella McCartney has reached the top as creative director for Chloé, Paris.



etc.

Industry links. *Illy Clock* by Kath Tud, BA (Hons) Graphic Design, responded to a brief given to her while on the second year of her degree.

Typographic styles

'Rockwell', 'Rockwell Italic' and 'Rockwell Light' are the principal typefaces and are used on all marketing material across all media. Verdana (not-antialiased) is used for web as the replacement system typeface.

Rockwell is a geometric slab serif design, a strong display face for headlines and titles; it is also legible in short to medium text blocks.

The original Rockwell was produced by the Inland type-foundry in 1910, which issued it as Litho Antique; American Type Founders revived the face in the 1920s, with Morris Fuller Benton cutting several new weights. The Monotype Corporation produced its version of Rockwell in 1934; unfortunately, some of the literature erroneously referred to it as Stymie Bold, thereby creating confusion that still exists today.

Central
Saint Martins
College of Art
and Design
Postgraduate
Directory

Colours



Central Saint Martins colour palette is derived from the four colour primaries Cyan, Magenta, Yellow and Black. All colours are a combination of 100%, 50% and 0% of the primary set (ie: Magenta 50%, Yellow 100%) and can be easily produced as special mix.

Colours only printed as 'solids' for text (with the exception of yellow) ensure crisp and clean type.

The set allows maximum flexibility, colour consistency and affordability when used, either as duotones, four colour printing or as a combination of the two.

A version of the palette was customised for safe screen use.

Print process

In order to signify the threedimensional character of the College we fixed a constant in the way all printed matter is produced. We chose two papers: Fedrigoni Symbol Pearl and McNaughton Cyclus Offset.

Symbol is a dual-coated stock made from high-quality pulp (chlorine free), it provides a pearly-coated surface with a unique character, a special luminosity and a distinct soft reflection. Cyclus is an uncoated stock made from 100% recycled post consumer waste; it is exceptionally high bulk.

The two stocks are conventionally used (Symbol for cover, Offset for body) or unconventionally (Pearl interspersed in Cyclus for body). By working out a range of efficient foldings and bindings unique rhythms were created. This tactile element contributes to the special personality of the identity.

Below we illustrate the imposition of Directory 2004-5. [Sc] indicates Symbol card [S] indicates Symbol and [C] indicates Cyclus.



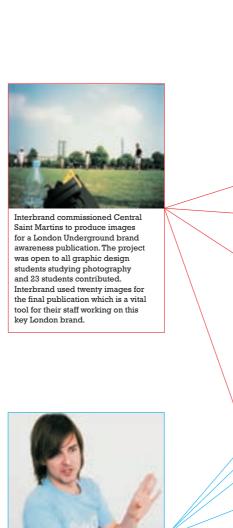


1.2 Editorial system

In order to use Central Saint Martins' ever changing body of work as an integral part of the visual identity we devised a system to select and use images in the various publications in accordance with their communication values.

As part of the communications strategy development, we defined a set of key messages and primary audiences. We visualised the latter as typical personas: Fusako, Japanese, 18 years old; Lee, British, 17 years old; Francesca, Dutch, 24 years old; Yelena, British (of Polish origins), 38 years old, Mrs and Mr Ranjit, Indians, in their 50s; Geoff (CSM lecturer), British, 58 years old.

Each publication or strand of the communications strategy is designed to reach all or some of the targeted personas. Every image selected for inclusion is done so using this system, ensuring that all key messages are always, and pertinently, put across.



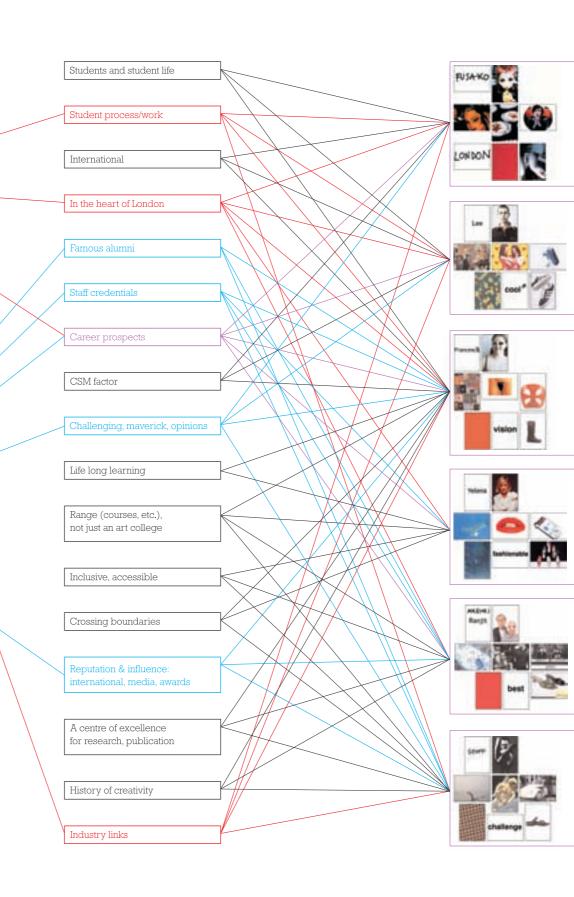
Sebastian Campos studied BA (Hons)

Martins and he is currently a lecture

at the college. He is art editor and designer of *Graphic* magazine and he is working on *Making it* a book

published by Laurence King in 2007 and written by Chris Lefteri, tutor on BA (Hons) Product Design.

Graphic Design at Central Saint



Name: Fusako Nationality: Japanese Age: 19

Name: Lee Nationality: British Age: 18

Description: he is from

a foundation course in

a product designer, he

i-Pods are cool.

Name: Francesca Nationality: German/Italian

Description: she is from

further her studies in Communication Design,

Name: **Yelena** Nationality: **British (Polish)**

Age: 41

Frankfurt-Am-Main and has completed a design course

in Germany, she wishes to

she is looking for a guru, she'd like a job in London.

Description: she is married

with two children, she is interested in interior

design and fine arts. She

would like a part-time job in a art or design gallery.

Name: Mrs ans Mr Ranjit

Nationality: British Age: in their 50s Description: they are interested in the best education for their

children, they are not

art and design world.

Design), he is a CSM alumni, occasionally he makes it down to London for the Degree Shows.

Name: Geoff Nationality: British Age: 52 Description: he is a lecturer (Foundation course at Glasgow College of Art and

Age: 26

thinks Apples Macs and

Leeds and has completed

Manchester, he wants to be

Description: she wants to be in London, she wants to be

at CSM, she dreams to see

her creations on a catwalk.

Central Saint Martins College of Art and Design Cross-media marketing

programme 2004–6

1.3 Publishing system

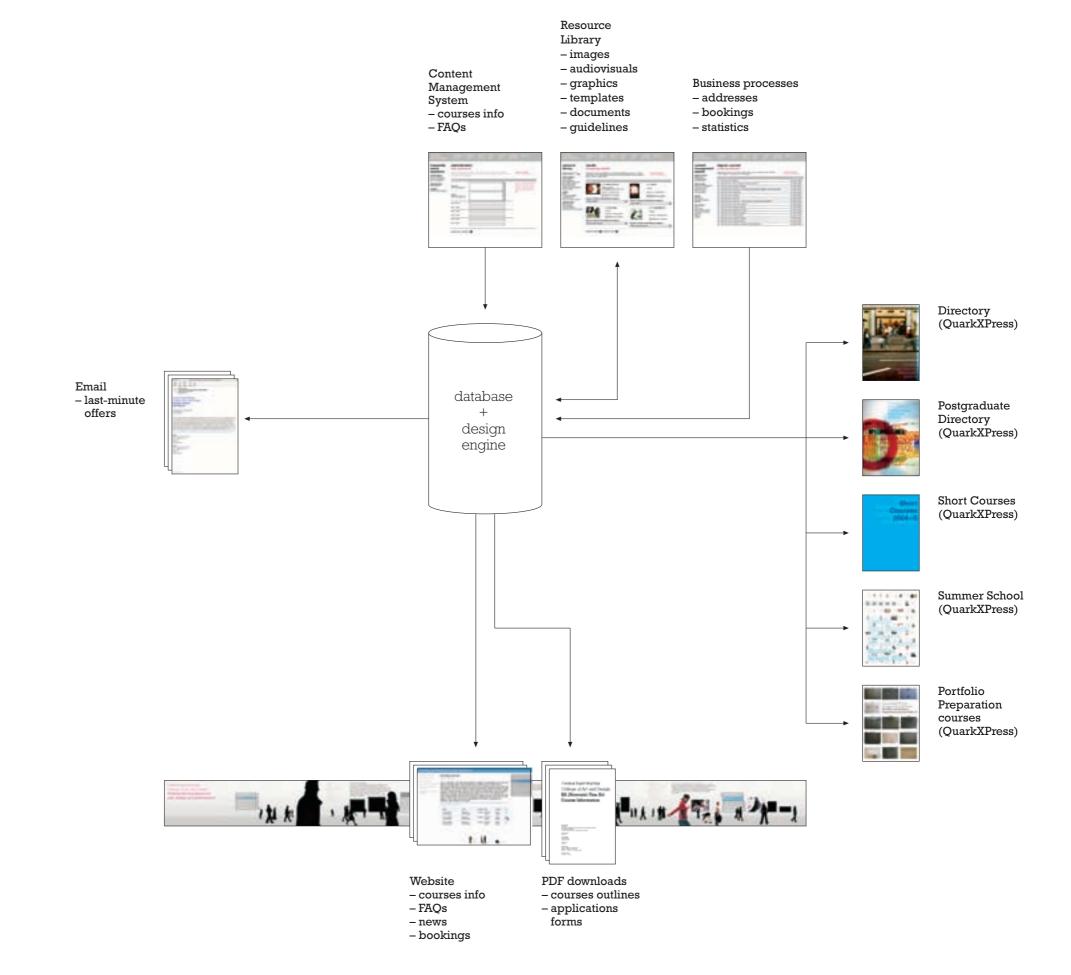
Large volumes of changing information and limited resources for design make it difficult to repeatedly produce effective communications.

We extended the benefits of database publishing, already established for the College's website, to printed items via our design engine. The publishing tool we developed (diagrammatically shown, right) produces highly-detailed QuarkXPress as well as HTML documents and PDFs – each optimised dynamically for their respective medium. Shared databases containing common content (such as the collection of College images) feed the design engine, ensuring consistency across the range of media.

The designer can set the level of completion for each QuarkXPress document: from text only with typographic styles for galleys, to a completed document (including images) ready for the printer.

There are four key advantages for the College and us as their designers in using the publishing tool:

- a) the design input already contained in the pre-determined templates empowers the college to create and recreate marketing materials embracing the visual identity, on demand;
- b) the burden of repetitive, data-intensive and error-prone tasks is removed;
- c) because of the improved efficiency, each and every piece can be produced quicker with less effort, significantly reducing costs;
- d) content is inputted and managed independently from the design and production process, both for the website and printed publications, creating a harmonious, collaborative working environment for the College and designer.



2.1.1 The website: overview

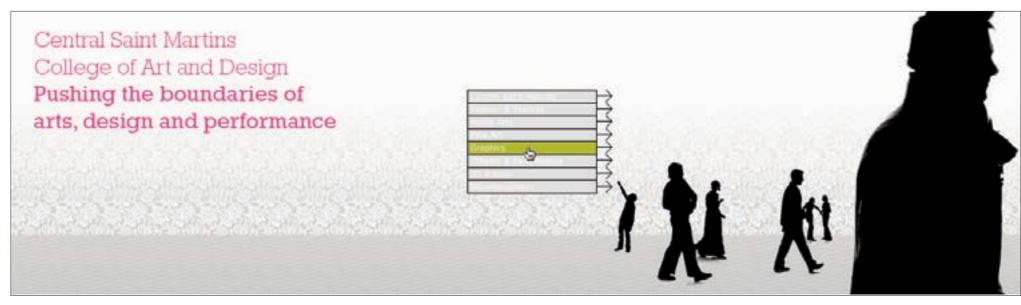
The website plays a major role in Central Saint Martins marketing programme, and importantly provides prospective students worldwide with immediate access to the full information about any course on offer at the college – within 3 clicks.

At the outset of the programme it was decided the site was to primarily target 'Fusako' and 'Lee', two of the personas identified as key samples of the college audience (see 1.3 The editorial system). They represent the younger, computer-savvy part of the spectrum, with high expectations.

To address the wider brief – and to achieve greater accessibility – we developed two websites, one to be highly visual and with engaging interaction to meet our principal audience expectation (top), the other to be text based, functional but styled in accordance with the identity to provide an alternative to those who do not have the adequate technical platform or simply wanting the required information without engaging with the content (bottom).

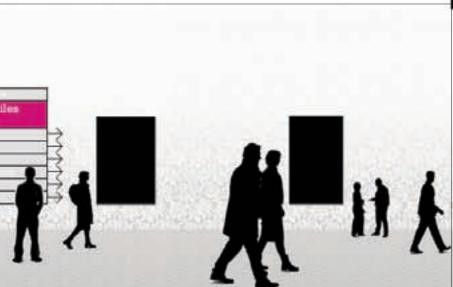
The brief stipulated the two sites to be HTML and not Macromedia Flash or Shockwave, the main operating system to be Microsoft Windows XP and the browser Explorer 5 or greater for the visual site.

From mid July 2005 this version of the website front-end will be replaced as the University of the Arts seeks to centralise the distribuition of courses information for all its constituent colleges. The website front-end will be viewable from our server archive: www.jannuzzismith.com/archives/csm2002-5



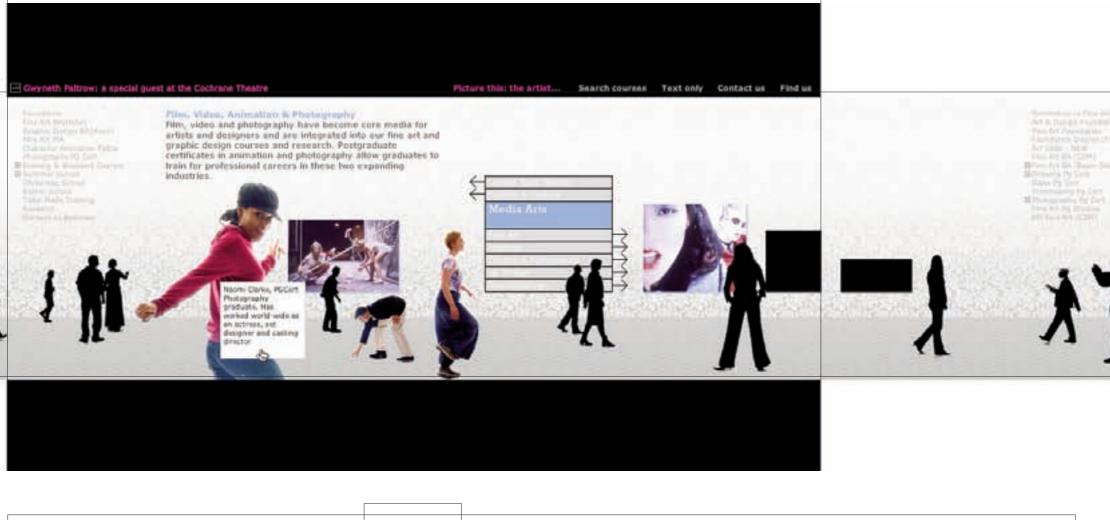


2.1.2 The website: concept

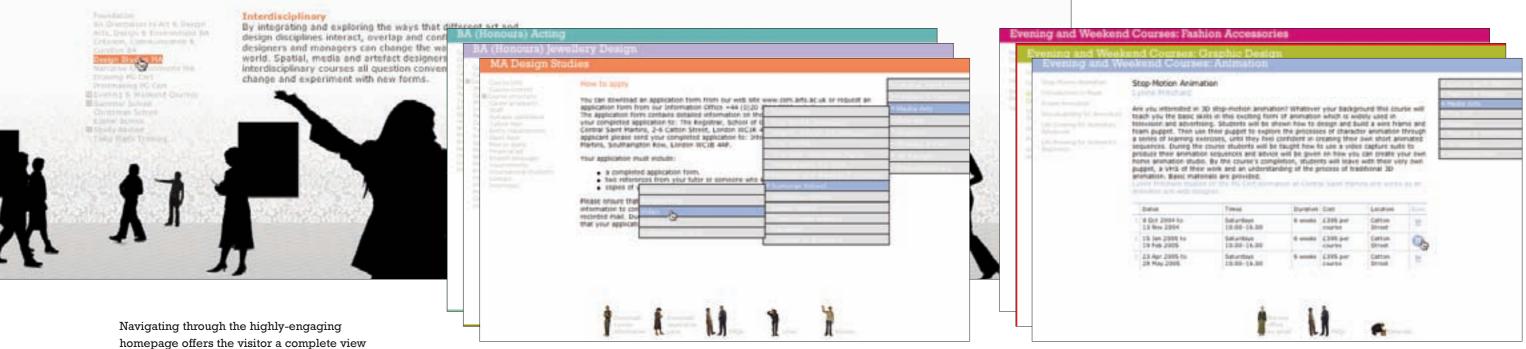


We designed and built the College's website around the concept of an exhibition: the visitor is directed to areas of interest by signposts, indicating the direction across the page, rather than the conventional scroll-down.

The exhibition allows the user to engage with content: discover additional information about their area of interest, students' work, and top-line information for all 900+ courses – all without leaving the homepage.



2.1.3 The website: navigation



of the College's offering.

On selecting a course, the visitor is presented with a new window and a clear visual change – much more textual information is displayed.

The 'exhibition' navigation options featured in the homepage is now compacted in a drop-down menu to continue to allow the user to reach all corners of the site.

The availability of dynamically updated PDFs for each course, downloadable from the site, have significantly reduced the number of hours College staff spend in responding to enquiries, as has the introduction of the online booking facilities for short and evening courses, the latter has also produced a marked increase in sales.

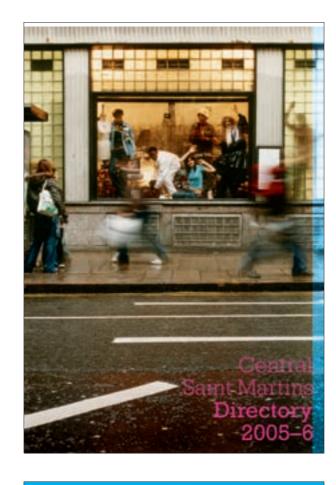
2.2.1 The brochures: covers

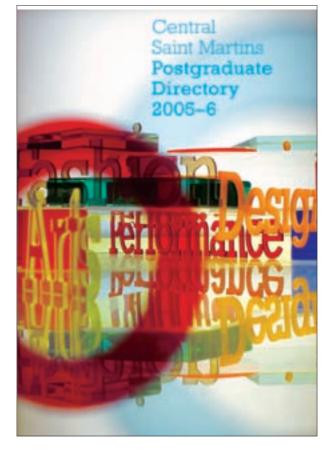
Each year Central Saint Martins produces a range of printed outputs marketing their different types of courses, from degree (*Directory* and *Postgraduate Directory*) to part-time (*Short Courses*, *Summer School* and *Portfolio Preparation Courses*).

The brochures share the same format (A5), materials and printing processes and vary in number of pages (20pp to 196pp).

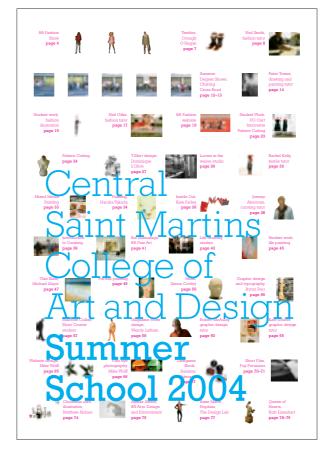
The selection shown in the following pages was produced using the publishing tool we developed for the College. New editions of the brochures are being produced every few months.

On the right are examples of the brochure covers.











2.2.2 The brochures: degree courses layout

The Degree Courses brochures body is Fedrigoni Symbol Pearl 130gsm printed as 4 colour process (CMYK) alternated with Cyclus Offset 130gsm printed as CMYK and 2-colour specials.

A lot of detailed information about each degree course needs to be conveyed. This information is regularly updated in the database and automatically inserted into the edition under production. The brochures overcome the propensity to be dry documents by embracing a substantial amount of rich, visual content. The visual material is revised from edition to edition.

Below are some example page spreads from the main Directory 2004–5 and the Postgraduate Directory 2005-6. On the right a typical spread combining 2-colour specials on Cyclus Offset (left page) with CMYK on Fedrigoni Symbol Pearl.

























the new economy. In London alone they are one of the source of jobs growth. This pioneering new degree

BA (Honours) Criticism, Communication and Curation for Arts and Design (subject to validation)

Course content

UCAS name: LINST UCAS code: L65 Starts: October 2004

UK/EU: £1.125 per annum nal: £8,950 per annum

Please note that these fees are given as guidance only and are subject to review.

Jane and Patrick Gottelier met at the Central School in 1974 when Jane was studying for a postgraduate diploma in textiles after her graduation from St Martins a year earlier with a BA (Hons) Fashion Design degree. She met Patrick Gottelier when she needed a 3rd year industrial design student to help her make a jacket inflate. They

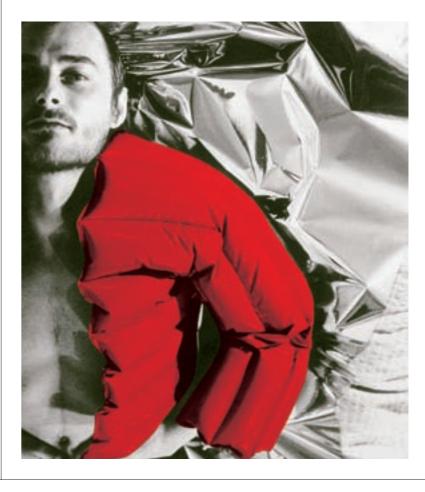
BA Criticism, Communication and Curation for Arts and Design explores the ways our lives are shaped through objects and images. You will study alongside future artists and designers and be able to take advantage of Central Saint Martin's unparalleled links with the cultural industries.

The contemporary practice on the arts and design courses at Central Saint Martins provide the range of subjects for the course. They will be located within the history of visual and material culture in the modern period.

You will be encouraged to challenge artistic hierarchies and to explore the debates around cultural identity, high and popular culture. 'What are museums for?" 'What is history now?" 'Whose history?''Is painting dead?''Why has contemporary culture moved to the street?'

Live projects will take place in London's remarkable cultural resources, including museums and galleries, studios and shops. The staff team includes critics and journalists, curators, editors, historians, photographers, artists and designers.

Career opportunities include working in galleries, museums and archives; in arts and heritage management and administration; corporate information resources, archives and collections; publishing; journalism; also further study at MA level and postgraduate research.



2.2.3 The brochures: part-time courses layout

The number of part-time courses available at the College is vast compared to the number of degree courses. The part-time courses brochures (Short Courses, Summer School, Portfolio Preparation Courses) each contain hundreds of courses. They share the same basic layout and print process and are created in seconds by the publishing tool. The covers are on Fedrigoni Symbol Pearl 300gsm printed CMYK, and the body is Cyclus Offset 90gsm printed as alternate 2-colour specials.

Below are some example page spreads from *Short Courses 2004–5*, *Summer School 2004* and *Portfolio Preparation Courses 2004–5*.

















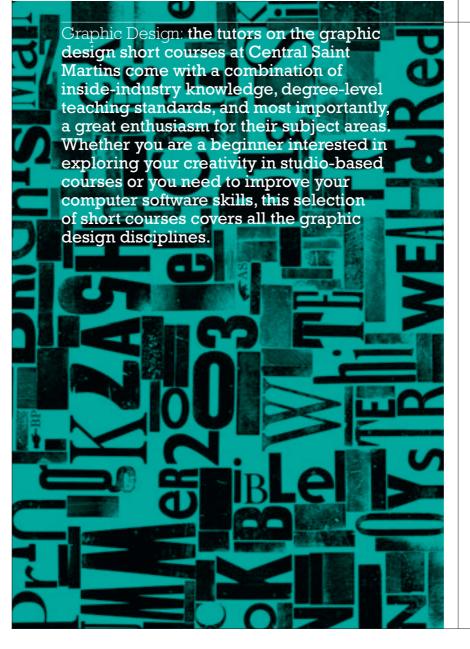












Computers – Layout and Images: image manipulation and desktop publishing for professional development.

Apple Mac for Beginners Robert McAulay ARCA

Weekdays 10.00–17.00, 3 days course 1 5 July – 7 July 2004 course 2 20 September – 22 September 2004 cost £360

> An introduction for graphic designers wishing to use Apple Macintosh computers. Students will work with both Macromedia FreeHand and QuarkXPress. They will develop their understanding of the Apple Mac to a professional standard. Beginners will be welcomed and computer-phobics given help and understanding. The course is designed for those who may be getting an Apple Macintosh at their work place or who may already be using one but have no time to experiment with the capabilities of the machine. Each student will have continuous and personal use of a Mac

Robert McAulay teaches computing on BA Graphic Design at Central Saint Martins.

Student work: print and typography by Byron Parr, a student on the BA (Hons) Graphic Design course at Central Saint Martins (left).

Student life: Malcolm Culkin (right) is a short cour student in Photoshop and Illustration. Malcolm currently works in the financial services sector bu hopes to change direction. AppleMac for Beginners – Evenings

Mondays and Wednesdays 18.00–20.30, 4 weeks course 1 5 July – 28 July 2004 cost £390

An introduction for graphic designers wishing to use Apple Macintosh computers. Students will work with Macromedia FreeHand, QuarkXPress and Adobe Photoshop. They will develop their understanding of the Apple Mac to a professional standard. Beginners will be welcomed and computer-phobics given help and understanding. The course is designed for those who may be getting an Apple Macintosh at their work place or who may already be using one but have no time to experiment with the capabilities of the machine. Each student will have continuous and

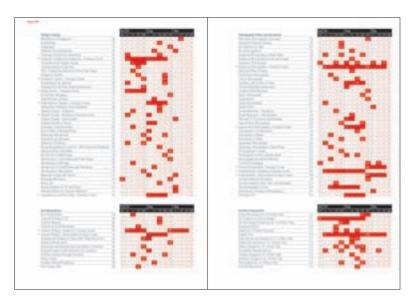


2.2.4 The brochures: special layouts

The publishing tool provides flexibility for inclusion of special page layouts. These can be included in the design engines' templates, or for one-off pages they can be directly created by the designer, or a combination of the two. This allows ad-hoc design intricacies to permeate the brochure.

Below we see the content page of Postgraduate Directory 2005-6 and the courses calendar Summer School 2005. On the right the college list of alumni of Directory 2005-6.





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Alumni

The founding colleges of Central Saint Martins were Byam Shaw School of Art, Central School of Art and Design, Drama Centre London and St Martin's School of Art. Famous ex-students and staff and the courses on which they studied or taught are listed here.

Bruce Archer Industrial De Frank Auerbach Painting Gillian Ayers Painting

Bobby Baker Painting

Celia Rannerman Directing onathan Barnbrook Graphic Colin Barnes Fashion Luella Bartley Fashion Journalism Nicola Bayley Painting Nadine Baylis Theatre Design

Hildegard Bechtler Theatre Design

Cressida Bell Textiles
Antonio Berardi Fashion Adrian Berg Painting John Berger Paintin Paul Bettany Acting Drusilla Beyfus Fashion Jo Stephen Billington Acting
Derek Birdsall Graphic De Maria Bjornson Theatre Design Peter Blake Painting Sandra Blow Painting

Derek Boshier Painting Sally Brampton Fashion Journalism

Caroline Broadhead Jewellery Sheilagh Brown Fashion

Mel Calman Graphic Design Michael Cardew Ceramics

Helen Chadwick Sculpture Alison Chitty Theatre Design

Jeanetta Cochrane Theatre Design Cecil Collins Painting fatthew Collings Fine Art

Bob Crowley Theatre Desig

Alan Davie Painting
Peter de Francia Painting Frances de la Tour Acting

Paola Dionisotti Acting Peter Doig Painting

Richard Heslop Film and Vide David Hicks Interior Design Iennifer Durrant Painting Anastasia Hille Acting

Edward Johnston Lettering

Colin Firth Acting Rodney Fitch Product Design Tara Fitzgerald Acting

Shellev Fox Textiles

Caryn Franklin Graphic Design

Thorsten Fritz Product Design

Ken Garland Graphic De Bill Gibb Fashion Gilbert & George Eric Gill Stone Carving

Kathleen Hale Illustration Dinny Hall Jewellery Richard Hamilton Painting Katharine Hamnett Fashion P J Harvey Sculpture

Tim Hatley Theatre Desi Mona Hatoum Fine Art FHK Henrion Graphic Design

Susanna Heron Jewellery

Bobby Hilson Fashion Ian Hogg Acting
Geoff Hollington Product De
Richard Hollis Graphic Design Eduardo Paolozzi Textiles Victor Pasmore Painting

Geraldine James Acting
Tess Jarry Painting

Lvdia Kemeny Fashion

Ralph Koltai Theatre Design Leon Kossoff Painting

Malcolm Le Grice Film and Video Mike Leigh Theatre Design

W R Lethaby First Principal

Helen McCrory Acting
Bruce McLean Sculpture

Enid Marx Textiles

Sara Midda Book Illustration Bill Moggridge Product De

Bruno Monguzzi Graphic Design May Morris Embroidery Sarah Mower Fashion Journalism Morag Myerscough Graphic Design

John Napier Theatre
Paul Nash Painting Bernard Nevill Textile Desig Winifred Nicholson Fine Art

Sonja Nuttall Fashion

Jessica Ogden Fine Art Bruce Oldfield Fashion Thérèse Oulton Painting

Reema Pachachi Jewellery

Mervyn Peake Painting
Reynold Pearce Fashion Julia Peyton-Jones Fine Art

Phoebe Philo Fashion
Platon Photography
Paul Priestman Product Des

Wendy Ramshaw Jeweller Dai Rees Ceramics

Sade Fashion

ichard Seymour Graphic

Jack Shepherd Acting

Sandro Sodano Graphic Design Peter Souter Graphic Design

John Standing Fine Art
John Stoddard Product l

Elizabeth Suter Fashion Anthony Symonds Fashion

Teague & Wright Je
Colin Tierney Acting
Joe Tilson Painting

Keith Varty Fashion Keith Vaughan Painting

Scott Walker Fine Art Nigel Walters Product Desi Iain R Webb Fashion Journa Tristan Webber Fashion

Penelope Wilton Acting

Central Saint Martins
College of Art and Design

Cross-media marketing programme 2004–6

3.1 Posters

Each brochure has supporting marketing materials, such as posters and leaflets, to raise general awareness of the courses on offer. The posters are visually recognisable as part of the same campaign, providing continuity and reenforcing key messages.

Additional marketing is produced quickly and simply, since the College does not have to start the design process from the beginning. The publishing tool minimises the work to be done: the editorial system determines the type of message; the content is already available in the database; the poster templates in the design engine are ready for use.

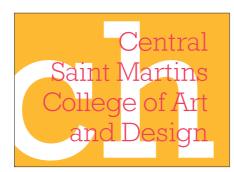
On the top right the poster for *Short Courses* 2003–4 campaign, below posters for the *Summer School* 2005 campaign.













3.2 Event stands and flyers

Bulky items such as an exhibition panel for use at College open days and education fairs have been produced, as well as postcards and reply-cards.

On the top right is the exhibition panel promoting graduate courses; below a booklet of postcards (including reply-card) for prospective students.

















































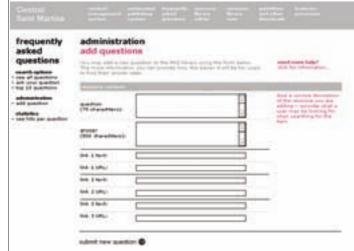
4.1 Publishing tool: design and guidelines

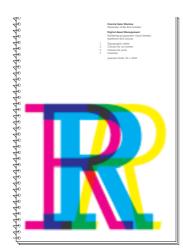
The design of the publishing tool itself was important. Key considerations were ease of navigation and usability, clear and simple-to-follow rules on cataloguing and content organisation, and security issues; namely, control of user access and authority.

To assist the College staff using the publishing tool, we produced a set of guidelines explaining its functionality and scope, with information and guidance on administrative matters, the editorial system and the visual identity.





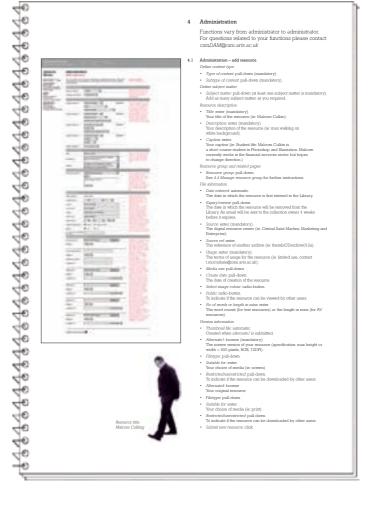












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