



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER EL PASO

Operating Policy and Procedure

HSCEP OP: 67.02, **Communications, Advertising, and News Media**

PURPOSE: The purpose of this Texas Tech University Health Sciences Center El Paso Operating Policy and Procedure (HSCEP OP) is to define the university's communications and marketing processes, specifically as they relate to public recognition of the TTUHSC El Paso brand and its programs, activities, and events.

REVIEW: This HSCEP OP will be reviewed by March 1 of every odd-numbered year (ONY) by the assistant vice president of the Office of Institutional Advancement or his/her designee.

POLICY/PROCEDURE:

The Office of Institutional Advancement (IA) is a unit at both the institutional and system levels. At TTUHSC El Paso, IA provides assistance and counsel for all communications, advertising, marketing, social media and news media needs in support of the university's mission and vision. With the exception of design services, print production, photography and videography, IA's services are rendered free of charge.

1. News Media

- a. IA serves as the TTUHSC El Paso liaison with the media and public; connects representatives of print, broadcast, and online media outlets to information sources on campus; and provides information of public and media interest in a professional format.
- b. All TTUHSC El Paso students, faculty, staff and residents are prohibited from contacting the media directly.
- c. TTUHSC El Paso students, faculty, staff and residents must contact IA as the first step in planning all news conferences, special events or other functions where media presence or coverage is desired. TTUHSC El Paso students, faculty, staff and residents may prepare first drafts of media communications, but must consult with IA and implement any required changes to final copy before distribution.
- d. All information intended for media outlets must be disseminated by IA. Furthermore, any questions regarding media contacts or coverage must be directed to IA.
- e. To ensure consistency with accepted journalistic standards, all written communications, including those with media outlets, must follow the most recently published Associated Press (AP) style guidelines.
- f. IA has appointed its media relations team to serve as the official contact for media inquiries. Individuals associated with TTUHSC El Paso, including students, faculty, staff and residents, who receive inquiries directly from media are to notify IA of the request, and the office will coordinate a response with the appropriate school, institute, department or program. Please email news.ep@ttuhsc.edu.
- g. All TTUHSC El Paso faculty, staff, students and residents must notify IA if a partner organization has requested them to speak with media. The IA media relations team will determine how the individual may proceed. Please email news.ep@ttuhsc.edu.

- h. A two-week lead time is expected for most media-related services, including media advisories, news releases and promotion of events.

2. Broadcast, Print and Web Publication Guidelines

- a. IA produces the institution's internal newsletter, Tech Talk. IA also assists individual schools, departments and programs with the development and editing of internal and/or external publications.
- b. IA staff must be consulted for all broadcast and/or print publication needs, including design, editing, layout, writing, video and photography services. IA must be consulted from the initial planning phase through final production. Ideally, the originating department should have a concept of what is needed, the audience for the materials and the deadline for the project prior to making its request with IA.
- c. A four- to eight-week lead time is expected for most editorial, design and video services. A three-week lead time is expected for photography. Production times may vary based on the scope of the project and the production queue at the time the request is made. IA reserves the right to refer requests to outside vendors when project needs exceed staff capacity for any reason.
- d. All TTUHSC El Paso faculty, staff, students and residents must notify IA if a partner organization has requested them to participate in a non-TTUHSC El Paso media-related public or internal production, including but not limited to PBS television shows, magazine articles, web articles, print/TV/radio news interviews, podcasts, social media, video/digital media productions and newsletters. The IA media relations team will determine how the individual may proceed. Please email news.ep@ttuhsc.edu.
- e. All TTUHSC El Paso faculty, staff, students and residents are required to comply with official guidelines for the use of the TTUHSC El Paso seal, shield and other graphic standards, as revised and subsequently approved by the Board of Regents in 2005, and amended in 2010 to include use of the double T. These guidelines apply to all external and internal publications, including but not limited to letterhead, reports, magazines, newsletters, presentations and information published on the TTUHSC El Paso website. The guidelines and templates provided are designed to establish the university's comprehensive visual identity. Guidelines and templates are available on the TTUHSC El Paso website. Any questions regarding branding guidelines should be directed to IA's director of marketing and creative services at creativeservices.ep@ttuhsc.edu.

3. Paid Advertising

- a. IA assists individual schools, departments and programs with the development and production of advertising materials. Ideally, the originating department should have a concept of what is needed, the audience for the materials and the deadline for the project prior to making its request with IA.
- b. A four- to eight-week lead time is expected for most editorial, design and video services. A three-week lead time is expected for photography. Production times may vary based on the scope of the project and the production queue at the time the request is made. IA reserves the right to refer requests to outside vendors when project needs exceed staff capacity for any reason.
- c. All advertising purchased by any unit within TTUHSC El Paso, with the exception of personnel classified advertising, must be reviewed and approved by IA. All IA editorial review processes apply.

- d. All TTUHSC El Paso faculty, staff, students and residents are required to comply with official guidelines for the use of the TTUHSC El Paso logo and other graphic standards, as revised and subsequently approved by the Board of Regents in 2005, and amended in 2010 to include use of the double T. These guidelines apply to all external and internal publications, including letterhead, reports, magazines, newsletters, presentations and information published on the TTUHSC El Paso website. The guidelines and templates provided are designed to establish the university's comprehensive visual identity. Guidelines and templates are available on the TTUHSC El Paso website. Any questions regarding branding guidelines should be directed to IA's brand manager at creativeservices.ep@ttuhsc.edu.