## Shemetova Natalia K.

Candidate of Economic Sciences, Senior Lecturer of Economics and Management Department, Ural Institute of Management, Ural Affiliate of Russian Presidential Academy of National Economy and Public Administration (RANEPA), Yekaterinburg (RF). E-mail: natalia.shemetova@uapa.ru

## MARKETING STRATEGY OF THE UNIVERSITY: FORMATION AND ITS EFFECTIVENESS EVALUATION REALIZATION

**Abstract**. The study is aimed at developing an algorithm of formation of university's marketing strategy and the development of evaluating methods of its effectiveness realization. Despite the competitive expansion of the educational services market and the transition to a system of university self-financing, researchers have not paid due attention to the process of developing the marketing strategy of the university and the evaluation of its effectiveness yet.

*Methods*. The applied methods include the method of general systems theory, and the complex of specialized marketing tools (PEST-, SNW- and SWOT-analysis).

*Results.* The algorithm of university's marketing strategy formation and methodology for its effectiveness assessing is given in five fields: economic, informational, social, integration, and demand stage. The set of criteria is worked out for every field listed above. The author has developed a formula for determining the total indicator or general index of the effectiveness of university's marketing strategy.

*Scientific novelty.* The prospects of using the algorithm of formation of university's marketing strategy and the system of monitoring and evaluating the effectiveness of marketing in higher vocational education was proved and evaluated by the author in the Ural Institute of Management of RANEPA.

*Practical significance.* The research results can be used by the experts in the field of management of the higher educational institutions, and also as teaching materials while preparing the experts in marketing.

*Keywords:* higher educational establishment (university), university's marketing strategy, educational services, effectiveness.

## References

1. Latova N. V. Opyt upravlenija kachestvom vysshego obrazovanija pri pomoshhi jelektronnoj sistemy obratnoj svjazi (analiz case-study). [Experience in managing the quality of higher education through e-feedback system (analysis of case-study)]. Available at: URL: http://www.jeducation.ru/6\_2010/22.html. (In Russian)

2. Moskvichev Y. A., Razumov S. V. Povyshenie jeffektivnosti dejatel'nosti vuza – kompleksnyj podhod. [Improving the efficiency of the university – an integrated approach]. Obrazovaniye v informatsionnuyu epokhu. [Education in information era]. 2001. P. 59–65. (In Russian)

3. Pankruhin A. P. Marketing obrazovatel'nyh uslug: teorija, metodologija, praktika. [Marketing of educational services: theory, methodology, practice]. Available at: http://www.marketing.spb.ru/lib-special/branch/mou/1.htm. (In Russian)

4. Petukhova T. P. Universitet i shkoly: obrazovatel'nyj klaster. [University and School: Education Cluster]. Vyssheye obrazovaniye v Rossii. [Higher education in Russia]. 2010. No 7. P. 11–12. (In Russian)

5. Spirina N. A. Brjending obrazovatel'nyh uslug: ponjatie, osobennosti, osnovnye jelementy. [Branding of educational services: the concept, features, basic elements]. *Nauchnyj vestnik Uralskoj akademii gosudarstvennoj sluzhby: politologi*- *ja, jekonomika, sociologija, pravo.* [Bulletin of the Ural Academy of Public Administration: political science, economy, sociology, law]. 2009. № 7. P. 68–73. (In Russian)

6. Tretyakova I. V. Konkurentosposobnosť sovremennogo obrazovanija. [Competitiveness of modern education]. Obrazovanie v informacionnuju jepohu: sbornik nauchnyh statej. [Collection of scientific articles on Education in the Information Age]. Yaroslavl, 2001. P. 83–89. (In Russian)

7. Shaposhnikov V. A., Astratova G. V. Metodologicheskie aspekty provedenija marketingovyh issledovanij. [Methodological aspects of marketing research]. Prakticheskij *marketing. [Practical marketing].* 2007. № 2 (120). P. 15–20. (In Russian)

8. Shemetova N. K. Teoreticheskie aspekty upravlenija marketingom v sisteme vysshego obrazovanija. [The classification of the factors affecting the formation of university marketing strategy]. Voprosy upravlenija. [Management Issues]. 2011. No 4 (16). P. 94–100. (In Russian)

9. Ackoff Russel L. Ackoff's best. His classic writings on management. John Wiley & Sons: New York, 1999. (Translated from English)

10. Bateson J., Hoffman K. Managing services marketing. NY: The Dryden Press, 1999. 133 p. (Translated from English)

11. Cheng Y. C. Three waves of teacher education and development: Paradigm shift in applying ICT «The Challenge of Integrating ICT in Teacher Education» June 2–4, 2004, Keynote Speech presented at The Scandinavian / Asian Pacific Conference on Jönköping Sweden. http://home.ied.edu.hk/~yccheng/doc/ speeches/2–4jun04.pdf. (Translated from English)

12. Guidelines for the assessment of the quality of internationalization in Higher Professional Education (HBO) in the Netherlands / E. Bos, L. Van Colmjon, P. Van Dijk and others. Internationalization and quality assurance^ goals, strategies and instruments. Amsterdam: EAIE, 1996. 384 p. (Translated from English)

13. Parvatiyar A., Sheth J. The Domain and Conceptual Foundations of Relationship Marketing. *Hand Book of Relationship Marketing*. CA: Sage Publications, 2000. P. 3–38. (Translated from English)

14. Ranking web of world universities. Available at: http://www.webometrics. info/rank\_by\_country.asp? country=ru&offset=200. (Translated from English)

15. Shemetova N. Educational Services Marketing as a Tool of Increasing of Universities Competitiveness. *North-East Asia Academic Forum*. Publication of scientific articles. Harbin University of Commerce. P. 409–411. (Translated from English)