



PRESENTATION HANDOUT



Admissions Staff Engagement in a Remote Workplace

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Agenda

Introduction

Tech Tools

Assessing Productivity and Engagement

Working With Home

Developing Trust

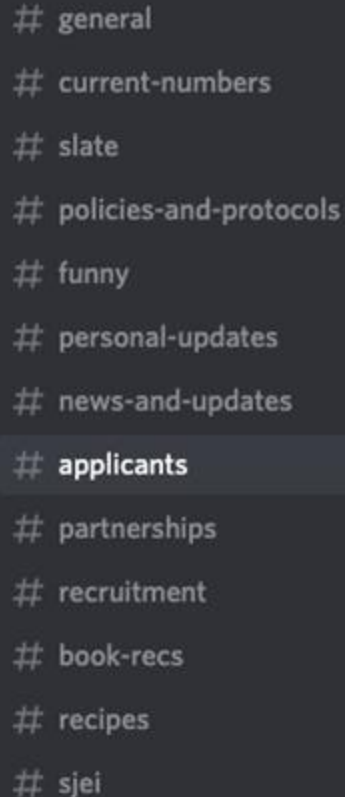
Introduction: The post-COVID workplace

What have we learned since March 2020:

- Remote work can create equity
- Admissions work is cloud based
- Comfort and confidence with virtual tech is essential
- Paper is passé
- Written conversation is different from formal communication
- Pants are optional/pets are required
- The “water cooler” isn’t the only path to organic conversation

Tech Tools for Engagement: Discord/Slack

- Discord/Slack for real time communication
- Channels are EVERYTHING
- Document important policy conversation in follow up email
- Mind your data security
- Daily schedule check ins
- A little fun

A screenshot of a Discord channel list. The channels are listed in a dark grey background with white text. The channels are: # general, # current-numbers, # slate, # policies-and-protocols, # funny, # personal-updates, # news-and-updates, # applicants (highlighted in a darker grey), # partnerships, # recruitment, # book-recs, # recipes, and # sjei.

general
current-numbers
slate
policies-and-protocols
funny
personal-updates
news-and-updates
applicants
partnerships
recruitment
book-recs
recipes
sjei

Tech Tools for Engagement: Zoom

Benefits:

- One person talks at a time
- Pets/Kids
- Face practice for presentations
- Pants optional

Equity of meeting experience

Consistent Agenda

Tolerance for connectivity issues

Regular screen shares for training



The Asynchronous world: Tone is everything

- Email has no facial expressions
- Take time for nice, nice
- GIFs and emojis are sometimes the best response
- Know your audience
- Remember personal things
- The personal/professional balance



Tech Tools for Engagement: Your CRM

Your CRM is your lifeline:

- Tracking real time interaction
- Following the path through the funnel
- Data based check ins and performance measures
- Data security

Active Counselor Review Bin

Output: ▼

Rows 1-19 of 19 Prev Next Search...

Name	Area of Study	Staff Assigned Name	Bin	Bin Entry Timestamp	Reader Name	Application Entry Ter
	MFA in Creative Writing		Graduate - Counselor Review	2022-04-25T17:13:24		Fall Semester
	Individualized Bachelor of Arts		Undergraduate - Faculty Review	2022-01-21T11:55:28		Fall Semester
	Individualized Bachelor of Arts		Undergraduate - Counselor Rev...	2022-02-28T14:59:47		Spring Semester
	Individualized Bachelor of Arts		Undergraduate - Counselor Rev...	2022-02-18T13:46:39		Fall Semester
	Individualized Bachelor of Arts		Undergraduate - Program Direc...	2021-12-21T12:19:56		Fall Semester
	Individualized Bachelor of Arts		Undergraduate - Faculty Review	2022-04-20T14:40:03		Fall Semester
	BFA in Creative Writing		Undergraduate - Faculty Review	2022-04-28T10:03:21		Fall Semester
	MA - Individualized Degree		Graduate - Counselor Review	2022-04-21T12:14:42		Fall Semester
	MA in Social Innovation & Susta...		Graduate - Counselor Review	2022-04-13T12:41:33		Fall Semester
	MFA in Interdisciplinary Arts		Graduate - Counselor Review	2022-04-22T15:07:30		Fall Semester
	MFA in Interdisciplinary Arts		Graduate - Counselor Review	2022-04-20T17:17:14		Fall Semester
	MFA in Interdisciplinary Arts		Graduate - Program Director's R...	2022-04-26T15:24:56		Fall Semester
	MFA in Interdisciplinary Arts		Graduate - Program Director's R...	2022-04-26T21:57:17		Fall Semester

Assessing Productivity and Engagement

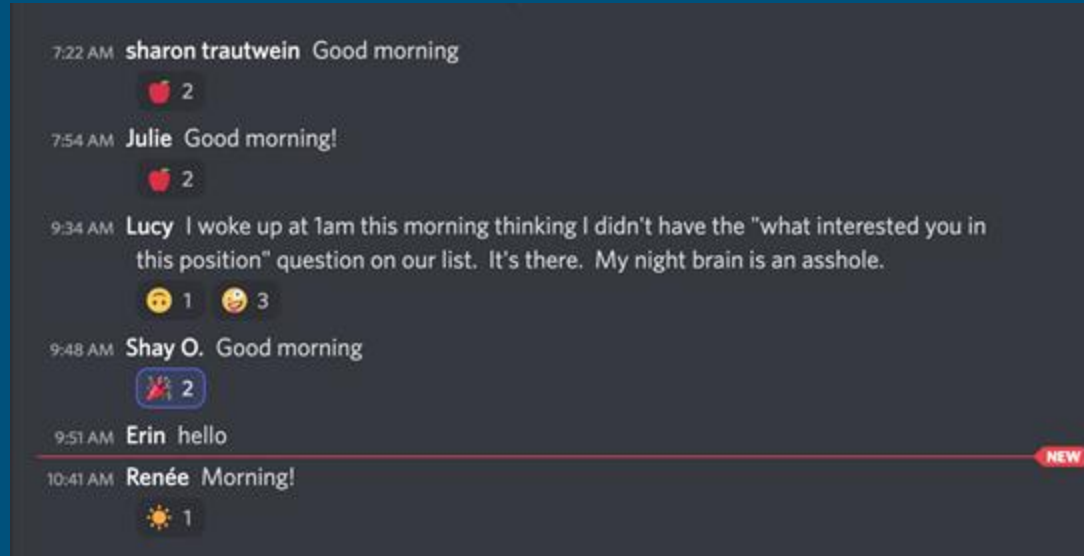
Big picture thinking: Outcomes are everything

Queries for cross checking:

Process for the sake of simplicity

Set engagement expectations

Respect boundaries



Working With Home

Flexibility

Compassion

Interlopers

Connectivity



Developing Trust

- Be present and responsive
- Know what's going on
- Ask for information
- Follow up
- Be Consistent
- Know how to hit pause
- Engage with peers for help

Contact Information

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“To advance cultures of rigorous inquiry, collaboration and life-long learning, where individuals take imaginative and responsible action in the world.”