

MAINTAINING A GREAT RELATIONSHIP WITH YOUR OFFICE

NARAC - Boston 2017



WHO ARE WE?

- ▶ Rae-Anne Mena, St. Louis University - ROAR
- ▶ Courtney Wallace, Augustana College - CARR

OUR SURVEY - GREAT RESULTS!

- ▶ Included 6 questions for Regionals:
 - ▶ What are some of your primary responsibilities as a regional in your office?
 - ▶ What are 3 things you wish your on-campus colleagues knew or understood about a typical day in your regional office?
 - ▶ What advice would you give to your on-campus colleagues who are looking to connect with or bond with their regionals reps?
 - ▶ What do you think your on-campus colleague's day looks like when they are in the office?
 - ▶ Anything else you would like to share?

OUR SURVEY - GREAT RESULTS!

- ▶ Included 6 questions for On-Campus colleagues:
 - ▶ What are some of your primary responsibilities of a regional in your office?
 - ▶ What are 3 things you wish your regionally -based colleagues knew or understood about a typical day in the office on campus?
 - ▶ What advice would you give to your regionals who are looking to connect with or bond with on-campus staff?
 - ▶ What do you think your regional colleague's day looks like when they are traveling?
 - ▶ Anything else you would like to share?

The GOOD, The BAD
& The UGLY!

“THE GOOD” - BY CAMPUS BASED

- ▶ Both groups are vital to team success and their really are only the minor differences in daily scheduling and the line between work and home!
- ▶ You are not forgotten! They do a TON of work!
- ▶ We don't always have time to reach out to you, but we think about it!
- ▶ We miss them lots when they are not here, but know they are working very hard! :)
- ▶ They're awesome!
- ▶ The attempts that I try to make our supervisors try to include the regional staff
- ▶ Campus partners are generally curious and care about the outreach work done by regional representatives.
- ▶ We want to connect more with you too, but don't always know how to do it.
- ▶ Keep doing what you're doing!
- ▶ Kudos to our regionals, because I don't think I could do it.
- ▶ Lots of emails, lots of high school visits, lots of texts and phone calls, lots of fairs.
- ▶ I've been really impressed with our regionals with how prepared they are and how much attention they put into their everyday work.

“THE GOOD” - BY REGIONALS

- ▶ I was based on campus for two years and have been regional for two years. Like regionals, I know on-campus colleagues wear a bunch of different hats!
- ▶ We want to be part of the team!
- ▶ The on-campus staff have very busy days in the office. They have countless in-office responsibilities such as counselor of the day presentations, meetings with students and families, meeting with folks from across campus, and meeting within our office.
- ▶ Busy! You deal with walk ins, communication issues, and people on campus stopping by more than we do.
- ▶ Hectic time, juggling everyday responsibilities with the chaos and unpredictability of the office!
- ▶ As a regional I am SO appreciative of the hard work and dedication that our on campus staff gives to every student. It is hard to convince students to travel to campus but we know once they are there they will love it because I know that my on campus team is amazing!

“THE BAD” - BY CAMPUS BASED

- ▶ Your need to answer your phone
- ▶ The amount of appointments we take **ON YOUR BEHALF**
- ▶ We are not just socializing all the time (and talking around the water cooler).
- ▶ How little we know about the particular challenges that they face
- ▶ Campus staff are expected to work during normal business hours in addition to after hours and weekend duties.
- ▶ Check in on colleagues and honestly visit more than twice a year.
- ▶ Many people on campus don't believe regionals exist
- ▶ Dress Code (we wish they knew)
- ▶ Our job is difficult too.
- ▶ We hope they are prioritizing
- ▶ I think this is where the lack of a bond starts, because no one really knows what you do (what do you think their day looks like)

THE BAD – BY REGIONALS

- ▶ I am a regional person because I'm an introvert who loves what I do, and loves working independently. I don't feel left out so stop trying to "include" me in stuff that simply wastes my time. I just want to do my job.
- ▶ We run a small business, basically alone.
- ▶ I believe most of our (office) staff sticks to the 8:30-5PM office hours rarely coming in early or staying late.
- ▶ Morning: watercooler talk w/colleagues, meeting, talk w/families Afternoon: lunch w/colleagues, meeting, talk w/families Late afternoon: talk w/colleagues, talk w/colleagues, talk w/colleagues
- ▶ A lot more "water cooler talk" than they realize
- ▶ Most arrive around 8:15/8:30 (for an 8:30am start).....They usually leave at 4:30.
- ▶ 9:00-4:30pm...meet with families if needed, answer emails, chat with co-workers, long lunch, coffee break...

“THE UGLY” - BY CAMPUS BASED

- ▶ How hard we work for them (regionals) with no thank you
- ▶ We feel our regional representatives are given preferential treatment. I think it would be nice if regionals offered to come to campus and do our jobs for the day while we got further training
- ▶ Sleep in check e-mail do laundry/household chores Check e-mail/answer phone calls more household chores E-mail/Phones sign off early
- ▶ You have no idea how many phone calls we take for you.

“THE UGLY” - BY REGIONALS

- ▶ I think on-campus staff take advantage of being out of the office. I know they work hard with high school visits and college fairs but I think they may not do as much 'work' while they are away from the office.
- ▶ Using most of the day as travel time and then only doing a minimal amount of visits or fairs in that day (campus staff travel day)
- ▶ Per diems and hotel stays! A literal vacation where they can be out of the office and just attend a few college fairs

DO –THE GOOD!

BOTH

- ▶ CONNECT! – Phone, G-chat, email, etc. Don't worry about interrupting. If they are busy they will let you know.
- ▶ APPRECIATE– Say thank you! Make sure you let them know how much you appreciate them as teammates!
- ▶ Try to UNDERSTAND and be sensitive to challenges of each position. Are there actions you can take to help solve the issue or make it better?
- ▶ TRUST – We are all a team and have the same goal even though we might have a different path or use different modes/tools.
- ▶ SHARE - Let your colleagues in!
- ▶ Make an EFFORT socially! Spend the extra time when you are together by grabbing lunch, dinner, coffee, etc.



DO – THE GOOD!

REGIONALS

- ▶ Share DATA to highlight your work! Share your HSV, CF, Presentation, phone call, applications-read numbers!
- ▶ ENGAGE by making yourself “visible” in discussions, meetings and projects!
- ▶ VOLUNTEER to help with projects that can be done from afar on a team with campus-based staff.
- ▶ Develop or showcase an area of EXPERTISE.
- ▶ SPEAK UP! Like something, don't like something? Need something? Respectfully let your options and needs be known.

DON'T – THE BAD/UGLY

BOTH

- ▶ ASSUME your colleagues aren't working just as hard as you are in different ways.
- ▶ ASSUME it's not your responsibility to learn more about your colleagues and their work/responsibilities.
- ▶ STEREOTYPE or be the negative stereotype
- ▶ CRITICIZE different work styles as long as the style is getting the work done and meeting expectations of boss/the office.
- ▶ TAKE INVENTORY of _____ and use it as a measuring stick against one another. We are all in this together. Meeting with students, taking phone calls, visiting schools is our job! All students are OUR students.

THE GOOD, THE BAD & THE UGLY!

Time for sharing!!!!

THANK YOU!