

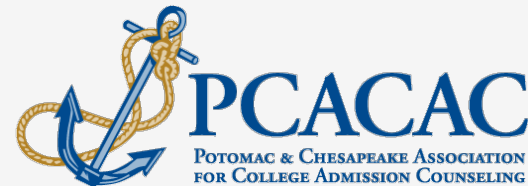
# Welcome to PCACAC's 16<sup>th</sup> Annual Summer Institute



Role Call: Counselor,  
Advisor, Supervisor,  
Mentor, Friend –  
Working with Students  
as Admission  
Professionals

**D4**

Tuesday, July 16



# Presenter(s)/Panelist(s)

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Presenter/Panelist	Contact information
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# Learning Objectives

1

- Better Understand Your Role as an Admission Professional

2

- Review Techniques for Working with Students and Families

3

- Discuss Real Examples and Situations

# Who are you?



# Know Your Audience

- Key to communication is understanding who you are communicating with
- Context, context, context
- Ask questions instead of assuming knowledge

# Engaging Parents: In the Application Process

- Triad Relationship in College Applications
- The Adolescent Brain
- Student vs Parents Role
- Identifying Your Role and Setting Boundaries



# Engaging Parents: On the College Side

- Recognize and Acknowledge the “Transition Period”
- Establish Clear Expectations, Guidelines and Communication Methods – And then Stick to Them!
- Hosting Appreciation Events



# Mentoring and Coaching

- Never Assume Knowledge
  - *Always provide direction and define terms*
- Utilize Various Forms of Mentorship
  - *Written, Verbal, Demonstrations, Role Play*
- Choice Coaching – Emotional vs Local
- Intentional and Structural Mentorship
  - *Set up pre-determined times and check points with supervisors and/or peers*
- Holding Students Accountable



# Training and Guidelines: High School Side

- Set Up Work Sessions, Not Just Talk Sessions
  - *Give students time to actually work through and complete some items with your guidance*
- Create Check Lists and Timelines
  - *Set these clear parameters and check in regularly*
  - *Catch them before they fall*



# Training and Guidelines: College Side

- Create and maintain training documents and timelines
- Write, discuss and sign a working contract or agreement
- Take advantage of peer training, mentoring, and review
- Consider establishing "leads" or "captains" to encourage buy in and team building
- Provide Feedback
- Review, Evaluate and Modify and then Repeat!



## WILLIAM & MARY

CHARTERED 1693

### UNDERGRADUATE ADMISSION MULTICULTURAL RECRUITMENT INTERNSHIP DESCRIPTION & POLICIES

#### **Internship Description**

Intern positions allow students the opportunity to gain first-hand experience within the field of higher education and develop event planning, managerial, time management, and leadership skills in a professional office setting. Interns play an integral role in the recruitment and inclusion of students from diverse and underrepresented backgrounds; serve as liaisons between the Undergraduate Admission Office and student organizations on campus; and assist with clerical duties related to the freshman application process. Interns report directly to the multicultural recruitment deans, but also work closely with the admission staff as a whole.

The role of the student intern is multifaceted. The primary duty is to assist in the planning and coordinating of the annual programs surrounding multicultural student recruitment. It is the responsibility of the student interns to assist the multicultural recruitment deans in contacting, establishing, and maintaining relationships with current and prospective students. Additionally, there are programs, initiatives and duties they will be involved with pertaining to the applicant pool as a whole. During regular weeks, students can expect to work five hours and work up to fifteen hours closer to programs, which occur in the evening and on weekends. Interns' will have the opportunity to reapply if they desire to continue the internship the upcoming year, as of such all internship opportunities will be open to new students every spring.

#### **Confidentiality Agreement**

- As a student employee in the Office of Undergraduate Admission, I understand that I will be working with sensitive and confidential information.
- I understand that what I learn in this office about University students and University business must remain in this office and is not to be discussed with anyone else, including the student involved. Discussion in the office must be limited to business purposes only.
- I also understand that I cannot access confidential information for any reason other than for that what I have been asked to do by my supervisor.
- I understand that alteration or misuse of University identification cards, records, documents, or computer data is not acceptable and I could be charged with lying and/or stealing under the Honor Code.
- I understand that I am potentially subjecting the University to litigation for violation of the Family Educational Rights and Privacy Act if I break the confidentiality of this office. If I violate any of the above, I will be held accountable by the University Judicial system for failure to comply with directions of the College official. I understand that I may be subject to dismissal from my position if I have violated any of the above. (Details regarding the Judicial Code and Honor Code are available in the current Student Handbook.)

#### **Release of Contact Information for Recruitment Purposes**

I give the Office of Undergraduate Admission permission to release my email address and cell phone number (in limited and specific instances when you are serving as a student host) for purposes associated with the marketing, communication, and recruitment efforts.



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UNDERGRADUATE ADMISSION MULTICULTURAL RECRUITMENT INTERNSHIP  
DESCRIPTION & POLICIES

**Policies**

1. Hours: Students will typically work 3-5 hours during a regular week leading up to our yielding programs. Weekly hours will fall within the regular business day 8:00 am – 5:00 pm and will remain fixed throughout the semester. During programmatic weeks, students can expect to work up to 15 hours - including evening and weekend hours.
2. Attendance and Punctuality: It is the student's responsibility to report to work on time for every scheduled shift and program. If a student cannot work because of an illness or an emergency or will be late to work, they must notify their supervisor as soon as possible before the shift begins. Tardiness and failure to provide adequate notice of absence are considered grounds for disciplinary action.
3. Timesheets: Students must sign in and out on the physical time sheet placed outside of their supervisor's office. At the end of their shift, students must input hours electronically via the banner employee timesheet and submit the timesheet at the end of the pay period listed. Banner will send you a reminder to submit your time sheet, therefore manual timesheets should be avoided. Failure to submit timesheets in a timely manner can be grounds for termination due to the costs the office faces.
4. Structure and Communication: The direct supervisor for Multicultural Recruitment Interns is Assistant Dean Jacqueline Amaya Mendez. The Undergraduate Admission Office has an open door policy, meaning you may come in and ask questions as you please. If Dean Amaya Mendez is out of the office or unavailable you may send email communication or contact via group message. Should you have questions or concerns you may go directly to the Director of Multicultural Recruitment, Tish Canady, the Multicultural Recruitment Deans, other deans and admission staff as deemed appropriate.
5. Dress: During regular weekly business hours, students may dress casually, but still be presentable if a guest of the office were to come in. If participating in an official program, students should dress in business casual or business professional clothing.
6. Homework and Reading: During work hours, student employees are required to perform their work assignments. If a student finds they have down time they should reach out to their supervisor, other Multicultural Recruitment Deans, or the Director of Multicultural Recruitment regarding potential projects. After they have reached out to the Multicultural Recruitment Team, then they may do homework, reading and other personal work.
7. Technology: Students are to bring their personal laptops to do work assignments. Office phones will be provided for them to use when making calls on behalf of the office. Cell phones maybe used for programmatic reasons, but otherwise personal use should be kept at a minimum.

*By signing below you agree to the guidelines aforementioned.*

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# What I Wish I Would Have Known...

- Parents are key players in this process
- Transitioning from graduate to professional life at your alma mater
- Students thrive under structure
- No need to reinvent the wheel

# Questions and Discussion



# Please...

Complete a session evaluation  
via the mobile app before you  
leave.

Thank you!