What we don’t teach them at Dry Run
About us

Rachel West
- Associate Director of Admission at Agnes Scott College (Decatur, GA)
- Five years in admissions
- Leads training and onboarding for her team
- Dry Run Faculty 2017
- Too excited about Game of Thrones to function

Stephen Warner
- Assistant Director for Freshman Admissions at Georgia Southern University
- Over six years in admissions
- Supervises seven Georgia territory admissions counselors
- Dry Run Faculty 2018
- Loves all things Philadelphia sports
Dry Run

- Annual workshop for new professionals
- Presentations, case-studies, & small groups
- Lead by “faculty” members who are veteran professionals from secondary and post-secondary schools

Dry Run 2019 will be held at Tulane University in New Orleans, LA
Sunday, July 21, 2019 – Wednesday, July 24, 2019
<table>
<thead>
<tr>
<th>First Two Weeks at ASC</th>
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<tbody>
<tr>
<td>● Meeting with every member of division in some way.</td>
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<td>● Research guide to acclimate to school and information.</td>
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<td>○ Scheduled review.</td>
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<td>● Training manual to help formalize expectations.</td>
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<td>● Preparation includes Dry Run as part of guide.</td>
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<th>First Two Weeks at GS</th>
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<tr>
<td>● Meet with everyone in the office and learn about the different areas</td>
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<td>● Read the:</td>
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<td>○ Employee handbook</td>
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<td>○ Emergency response plan</td>
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<td>○ Admissions policy &amp; procedure manual</td>
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<td>● Become very familiar with the website</td>
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Quick Hit: In your first two weeks at Agnes Scott, you....

- Weekly check-ins with Director & Training Coordinator
- Two different campus tours (with tour guide & extended staff)
- Watch and prepare for visit presentation
- Learn about Admissions Tech
- Interview Training
- Travel Training
- Learn about special categories (Transfer, Joint Enrollment, International, etc.)

- Financial Aid Overview
- Observe and help with an event
- CRM Deep Dive Trainings
- Prepare Dry Run Elevator Pitch
- Admissions Communications Overview
- Meet with different ambassadors
- ...and go to Dry Run!
Quick Hit: In your first two weeks at Georgia Southern, you....

- Meet with supervisor and Director on first day
- Go through New Employee Checklist
- Learn about expectations and review the job
- Weekly meetings with supervisor
- Campus tour on all 3 campuses
- Sit it on information sessions
- Mock info session
- Mock college fair
- Communication plan overview
- Budget (travel expense form) training

- Training on all student types
- Scholarship event and recruitment training
- CRM (Connect) training
- Banner training
- Travel Training
- Territory Management
- How to recruit for each campus
- Have a meeting set for a 6-month review
Alumni vs Non-Alumni

At ASC:
- Right now, majority of office is non-alums
  - Pre-training research
  - Checklist throughout first year.
- For alumnae, transition period is key
  - Connecting with other young alums on campus

At GS:
- About 50/50 alums vs non-alums
- Non-alum training is everything from admissions, to campus layout, to culture of campus, etc.
- Training alums is more about the job and polishing their knowledge of GS
Quick Hit: Agnes Scott’s Non-Alumnae Year One Checklist

- Sit in on a class
- Attend an athletic event
- Volunteer at Pancake Jam (on Reading Day)
- Attend Black Cat Junior Production
- Attend a Staff Council Happy Hour
- Attend a Lunch and Learn sponsored by another department
- Attend New Employee Orientation.

- Attend Senior Investiture
- Attend an arts event (music, theatre, dance)
- Attend Student Ambassador trainings
- Attend Community Forum
- Attend Community Volunteering Day
- Attend the College Holiday Party
- Attend or volunteer at Commencement
- Go on multiple campus tours
### Building Institutional Knowledge (for everyone)

#### At ASC:
- August “Walkabout Wednesdays” with whole office; check in on what is new with other departments
  - Academic Advising, Wellness Center, Public Safety - really get into behind the scenes!

#### At GS:
- Weekly meetings will incorporate updates from around campus and campus partners come talk to us
- Tours of departments
- Recap at different points of the year
Quick Hit: Georgia Southern’s Institutional Knowledge Trainings

<table>
<thead>
<tr>
<th>Academic College Training</th>
<th>Other Important Training</th>
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<tbody>
<tr>
<td>● College of Education</td>
<td>● Eagle Dining</td>
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<td>● College of Business</td>
<td>● ROTC</td>
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<tr>
<td>● College of Health Professions</td>
<td>● Public Safety</td>
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<tr>
<td>● College of Arts and Humanities</td>
<td>● Parking &amp; Transportation</td>
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<td>● College of Behavioral and Social Sciences</td>
<td>● Google training</td>
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<td>● College of Engineering and Computing</td>
<td>● Multicultural Affairs</td>
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<td>● College of Public Health</td>
<td>● Leadership and Community Engagement</td>
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<td>● College of Science and Mathematics</td>
<td>● Career and Professional Development</td>
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<tr>
<td>● First Year Experience</td>
<td>● Financial Aid</td>
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<td>● University Honors Program</td>
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Teaching Professional Skills to Young Professionals

At ASC:
- Division Retreat: Common reading, StrengthsFinder
- Diversity and Inclusion Trainings
- Shadowing other counselors—particularly on calls
- Managing admission account
- Time management training

At GS:
- Recruitment workshop (two days)
- Shadowing other counselors and processing staff
- Reading the employee handbook and policy/procedure manual
- Trainings with HR
Ongoing Training & Professional Development

- Continue institutional knowledge trainings throughout the year
  - This will vary between season and institution
- Goal-setting is very important- both office/division goals and individual
- Mentorship and checking in is important
  - At Georgia Southern, checking in at each major season
  - At ASC, weekly check-ins either with Director or senior counselor mentor
- Utilize SACAC and NACAC resources!
  - Webinars, NACAC Financial Aid training, Drive-In Workshops, Legislative Days
Our Favorite Trainings

Rachel:

StrengthsFinder or another personality profile—pointing out and really leaning into the idea of “strengths and weaknesses.”

Stephen:

Mock College Fair: We will have the new counselors set up a table on their own and have the veterans come in and pretend to be prospective students.
Tips & Tricks

- Training new counselors can be exhausting and time consuming (for both you and them!), so utilize all of your resources (i.e., other people with expertise)
- Assigning senior counselors as mentors can help give a direct pipeline for new counselors to get questions answered quickly
- Build in fun activities! It’s important to bond and team-build as well as train
- Save all training materials for future use
  - We are creating a Google folder with everything that a new hire will need when they start
- Find ways to make training (and training planning) more efficient
  - Created a Google calendar for just training purposes
Our Contact Information

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