

2016 WACAC ANNUAL CONFERENCE

# SEACHANGE

IN COLLEGE ADMISSIONS

LOYOLA MARYMOUNT UNIVERSITY, LOS ANGELES • JUNE 1-3, 2016



# The I in Team

Emphasizing Individual Strengths and  
Creating a Team Culture

University of San Francisco  
Office of Undergraduate Admission  
WACAC 2016

# AGENDA



1. Context
2. Onboarding
3. Maximizing Strengths
4. Staying Connected

# SETTING THE SCENE

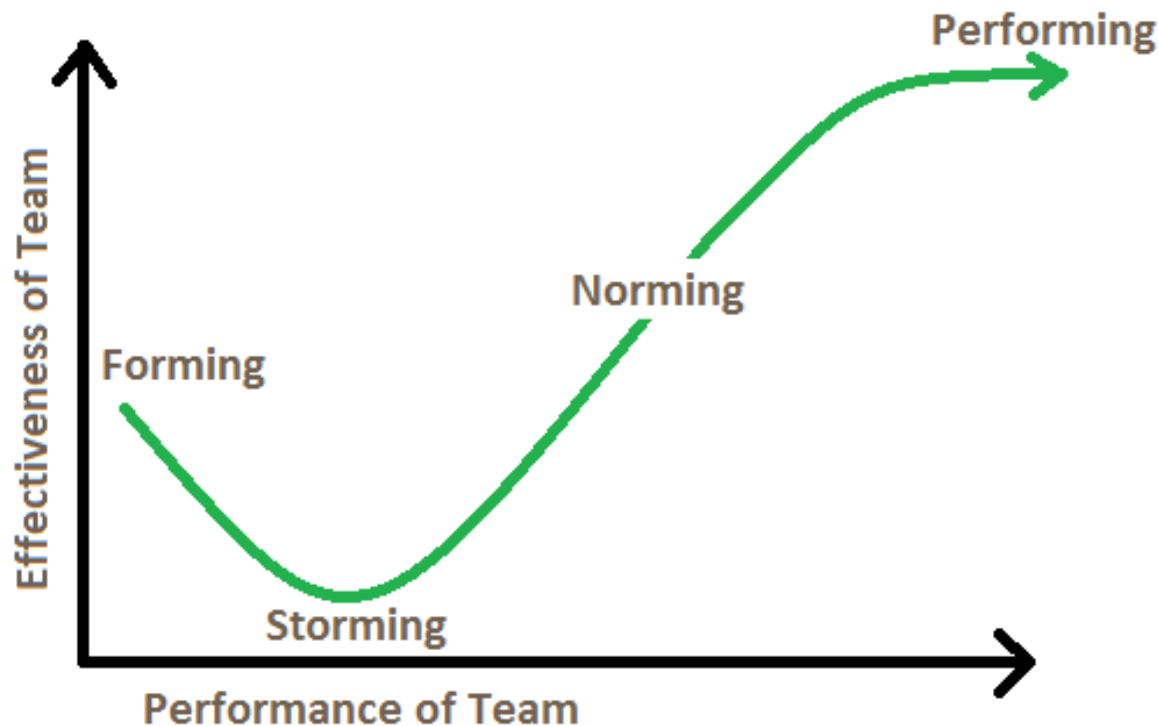
USF Summer 2015

- 10 full-time staff
- 50% new hires
- 4 in first professional admission position
- 1 departure in September 2015
- 1 mid-year hire in January 2016
- 1 departure mid-year March 2016

Sound Familiar?

# TEAM FORMATION & DEVELOPMENT

## Tuckman's Team & Group Development Model



# ONBOARDING

**Forming:** Initial meeting time where members may learn more about one another, define their tasks and goals, and identify opportunities and challenges which they might face.

Tuckman, 1965

# SOCIALIZATION

- Socialization of team members who are later integrated into an existing team is paramount for group development.
- Socialization is the process through which new members adjust over time to the actions and values of the group.
- Socialization leads to increased trust and improved performance and effectiveness.
- The nature and quality of the interactions between newcomers and insiders are the major determinants of adjustment and other socialization outcomes.

Franz, 2012

# ONBOARDING & SOCIALIZATION AT USF

- Non-random pairings for summer projects: site visits to peer institutions & updating articulation agreements
- Having multiple senior staff members conduct training for junior staff
- Creating personal bonds through excursions, planning days, and happy hours



# DISCUSSION



# STRENGTHS

**Norming:** group members now have the time to get to know each other better and learn strengths and weaknesses. Gain detailed knowledge of what one another can do for the group.

Tuckman, 1965; Larson & Christiansen, 1993

# TEAM PERFORMANCE IS ENHANCED WHEN THE TEAM:

1. Understands how to maximize each person's strengths
2. Regularly discusses each person's strengths
3. Possesses basic understanding of one another's strengths
4. Everyone can say that he/she gets to do what he/she does best everyday

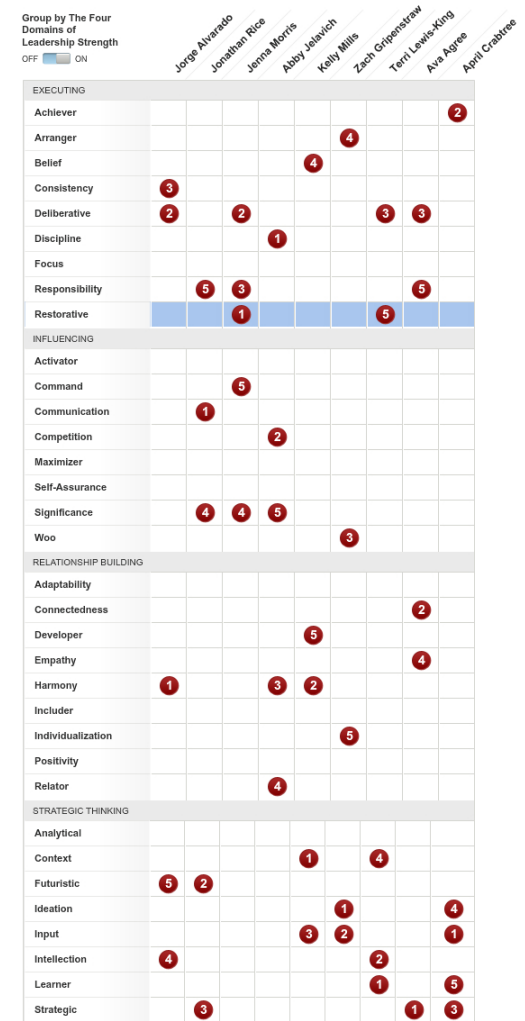
# STRENGTHSFINDER @ USF

- Web-based assessment of normal personality from the perspective of Positive Psychology
- 177 pairs of potential self-descriptions on polar ends of a continuum
- Example: "I read instructions carefully" versus "I like to jump right into things"
- 20 seconds to choose most accurate self-descriptor
- Results in top five strengths in categories of influencing, executing, relationship building, and strategic thinking

# TEAM TALENT MAP

- Collective Strengths
- What is this team good at?
- What does the group struggle with?
- Which domain appears to be the most/least dominant?

How will this affect the group's performance?



# DISCUSSION



# STAYING CONNECTED

- Consistent and routine communication is a dominant factor in a team achieving a high level of effectiveness (Hackman, 1990).
- Must communicate to develop strategy and plan work (Ilgen, Hollenbeck, Johnson, & Jundt, 2005).
- High-performing teams reported more willingness to express ideas, higher levels of listening and trust, as well as feeling more comfortable with the overall work climate (Hill, 1982).


# SLACK


- Team communication platform
- Real time messaging
- Reduces the need for emails and meetings
- Used across multiple devices
- One-to-one and group messaging
- File sharing
- Fun to use





- Decrease Emails
  - Increase Team Productivity
- Increase Communication on the Road
  - Free!





USFCA Admission

Jon Rice

CHANNELS (21)

#\_awesome

#admission-interns

#application-excerpts

#ask-admission

#coverage-requests

#event-day

#general

#higherednews

#hungry-games

#invites-opportunities

#meeting-notes

#projects

#random

#roll-call

#san-diego-baby-trip

#slack-lead-team

#student-interns

#tales-from-the-road

#visit-experience

#wacac-pnacac-session

#general

9 members | Add a topic

May 11th

Jenna Morris 8:39 AM

@ava I can

Ava Agree 8:39 AM

Thanks @jmorris4

April Crabtree 9:19 AM

@everyone: please let me know where you are with going through incomplete files and emailing your true incompletes with reminder emails

Yesterday

Zach Gripenstraw 4:58 PM

@everyone: Reminder that our ambassador party/Thank you starts at 5:30 Kalmanovitz terrace. Hope to see you there if you can make it for a few! 😊

Jenna Morris 5:02 PM

yay

Today

Zach Gripenstraw 9:37 AM


@everyone anyone have a polo today?

Jenna Morris 9:41 AM

no i don't

+

😊

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1



2

USFCA Admission ▾ 🔔

● Jon Rice

CHANNELS (21) +

#\_awesome

#admission-interns

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#general

#higherednews

#hungry-games

#invites-opportunities

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#projects

#random

#roll-call

🔒 san-diego-baby-trip

🔒 slack-lead-team

🔒 student-interns

#tales-from-the-road

#visit-experience

#wacac-pnacac-session



# Group Channels



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## DIRECT MESSAGES (10)

♥ slackbot

● Abigail Jelavich

○ April Crabtree

○ Ava Agree

● Jenna Morris

👤 Jenna, Jorge

● Jorge Alvarado Grajeda

○ Kelly Mills

○ Terri Lewis-King

○ Zach Gripenstraw

+ Invite People

# Direct Messages

## #coverage-requests

9 members | [Add a topic](#)



Q Search



May 9th



**Zach Gripenstraw** 6:51 PM ☆

I am on deck again for jury duty tomorrow. Can anyone switch with me?



May 10th



**Jon Rice** 8:02 AM

I can take your morning info, [@zgripenstraw](#), but I have my PA at 2 pm. Can someone take the afternoon one, [@channel](#)?



**April Crabtree** 8:11 AM

And who is on for COD?



**Zach Gripenstraw** 8:14 AM

[@channel](#): hopefully i'll be done early today and can make it to work! otherwise I need coverage for COD/ the 2pm info 🙄



**Jon Rice** 8:15 AM

I can take COD too, that's fine!



**Ava Agree** 8:29 AM

I can do the 2pm info!



**Zach Gripenstraw** 8:32 AM

Thanks y'all!! I'll return the favor :)



**April Crabtree** 8:49 AM

Please update WC.

May 11th



# #random

9 members | Add a topic



Q motivate



April 4th



**Jenna Morris** 4:54 PM

lol yes.. in order to motivate myself i am allo  
girl after each transfer app I read



**April Crabtree** 4:54 PM

bahahahahahahahaha

this is the best thing that's happened on Sla  
avocados



**Jenna Morris** 4:58 PM ☆

only problem is i forgot to put pants on min



**Jon Rice** 5:02 PM

excellence in everything



**Abigail Jelavich** 5:03 PM

I LOVE these!!!!!!



**Jon Rice** 5:03 PM

I think these should go on our official websi



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# Increasing Communication

Slack

**USFCA Admission** ▾ 🔔

● Jon Rice

- # admission-interns
- # application-excerpts
- # ask-admission
- # coverage-requests
- # event-day
- # general
- # higherednews
- # hungry-games
- # invites-opportunities
- # meeting-notes
- # projects
- # random
- # roll-call
- # san-diego-baby-trip
- # slack-lead-team
- # student-interns
- # tales-from-the-road**
- # visit-experience
- # wacac-pnacac-session

DIRECT MESSAGES (10) +

♥ slackbot

**#tales-from-the-road**

9 members | Add a topic


October 19th, 2015

⚙️ 📄 🔍 Search @ ☆ ⋮

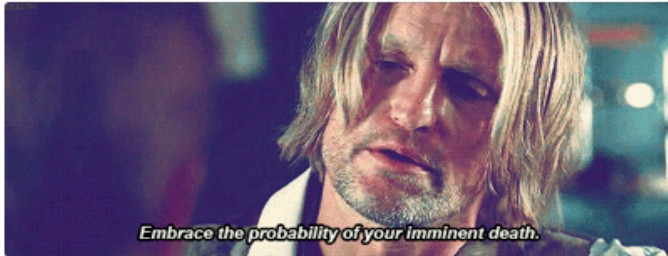
**April Crabtree** 10:49 AM

@channel: check your email, it's Slack Spirit Week. Today: Travel Gif-Off, Post a gif that best describes how you feel about this time during travel season

[http://37.media.tumblr.com/384396b09d7f83e7934cde9c7c6270ee/tumblr\\_mzofxi5EHr1ql5yr7o2\\_250.gif](http://37.media.tumblr.com/384396b09d7f83e7934cde9c7c6270ee/tumblr_mzofxi5EHr1ql5yr7o2_250.gif) (737KB) ▾



Possibly this: <http://images.huffingtonpost.com/2015-07-11-1436652454-7196132-embrace.gif> (884KB) ▾



+ 🔍

# Search

The image shows a Slack workspace interface. On the left is a sidebar with a list of channels under the heading "USFCA Admission". The channels include # admission-interns, # application-excerpts, # ask-admission, # coverage-requests, # event-day, # general, # higherednews, # hungry-games (which is selected and highlighted in blue), # invites-opportunities, # meeting-notes, # projects, # random, # roll-call, # san-diego-baby-trip, # slack-lead-team, # student-interns, # tales-from-the-road, # visit-experience, and # wacac-pnacac-session. Below the channels is a section for "DIRECT MESSAGES (10)" with a search icon and a plus sign. The main area shows the "#hungry-games" channel with 9 members. At the top right of the channel view is a search bar with a magnifying glass icon and the text "Search". A mouse cursor is pointing at the search bar. Below the search bar are icons for settings, a list, and a search icon. The channel history shows messages from March 8th and March 9th. The messages are from Terri Lewis-King, Jenna Morris, April Crabtree, and Jorge Alvarado Grajeda, all mentioning @channel. The search bar is highlighted with a yellow background.

Slack

#hungry-games  
9 members | Add a topic

March 8th

Terri Lewis-King 12:34 PM  
Last call about to hit send

Terri Lewis-King 12:42 PM  
Food ordered!

Terri Lewis-King 1:14 PM  
@channel: Food in 269

March 9th

Jenna Morris 12:08 PM  
who is ordering today>

April Crabtree 12:09 PM  
@channel: who's up to pick?

Jenna Morris 12:09 PM  
i don't know  
i can pick if no one else wants to. i don't think @jfrice has picked in awhile

Jenna Morris 12:42 PM  
Ok it seems like a lot of people want papalote and I don't mind picking up. Please send me your orders by 12:50  
@channel:

Jenna Morris 1:12 PM  
@channel: just ordered. Will be ready in 30 minutes

Jorge Alvarado Grajeda 1:55 PM  
@channel we are almost back with the food. Be there in about 5 minutes!

Search



# DISCUSSION





Thank You!