



# Productivity (and survival) in the one-person office

Brought to you by Shari Glaser, 10-year survivor in a one-person office.

# Why are we here?

- Commiserate with each other
- Examine practices for efficiency
- Share experiences for workable take-home tools



# Shari's Outer Professional Persona



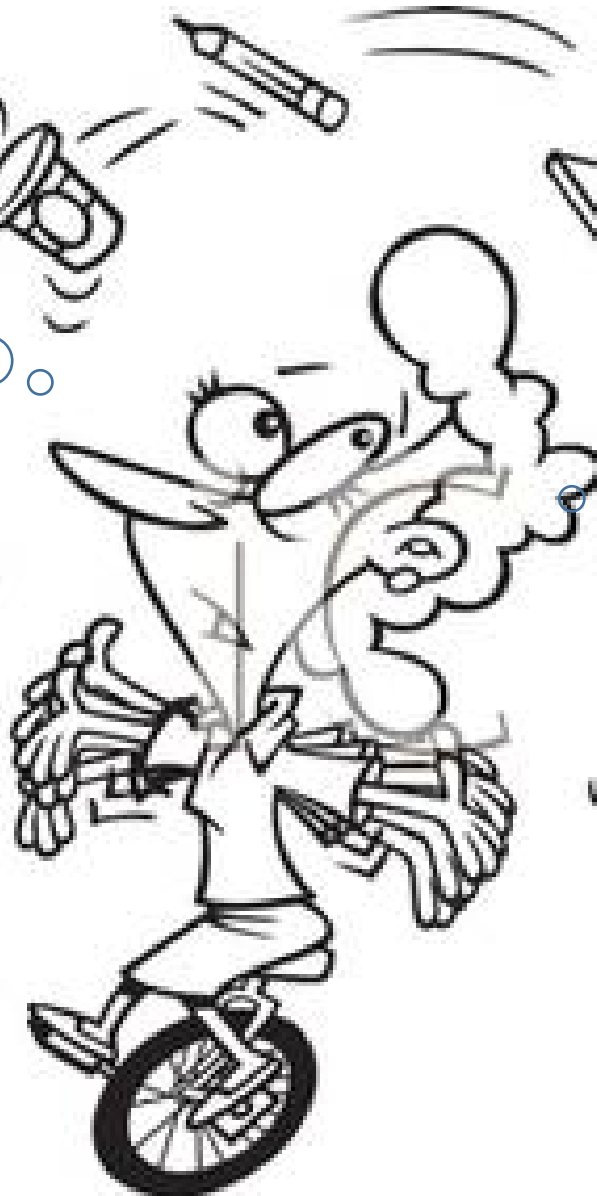
# The REAL and inner Shari...

## URGENT!!

- Student in mental/emotional crisis
- Mom concerned about math tutoring
- Dad received conduct notification
- Family Weekend weather refunds
- Get that newsletter out!
- Respond to boss's request for assessment data
- Find time to BREATHE!

Return  
Phone  
calls –  
TODAY!

AHEPPP  
Presentation



54 new emails  
waiting for  
response

## TO DO LIST

- Work on strategic plan
- Write that journal article
- Organize desk
- Family Weekend
- Orientation
- Oh yeah, find time to BREATHE!

# Balancing institutional and department priorities with financial realities

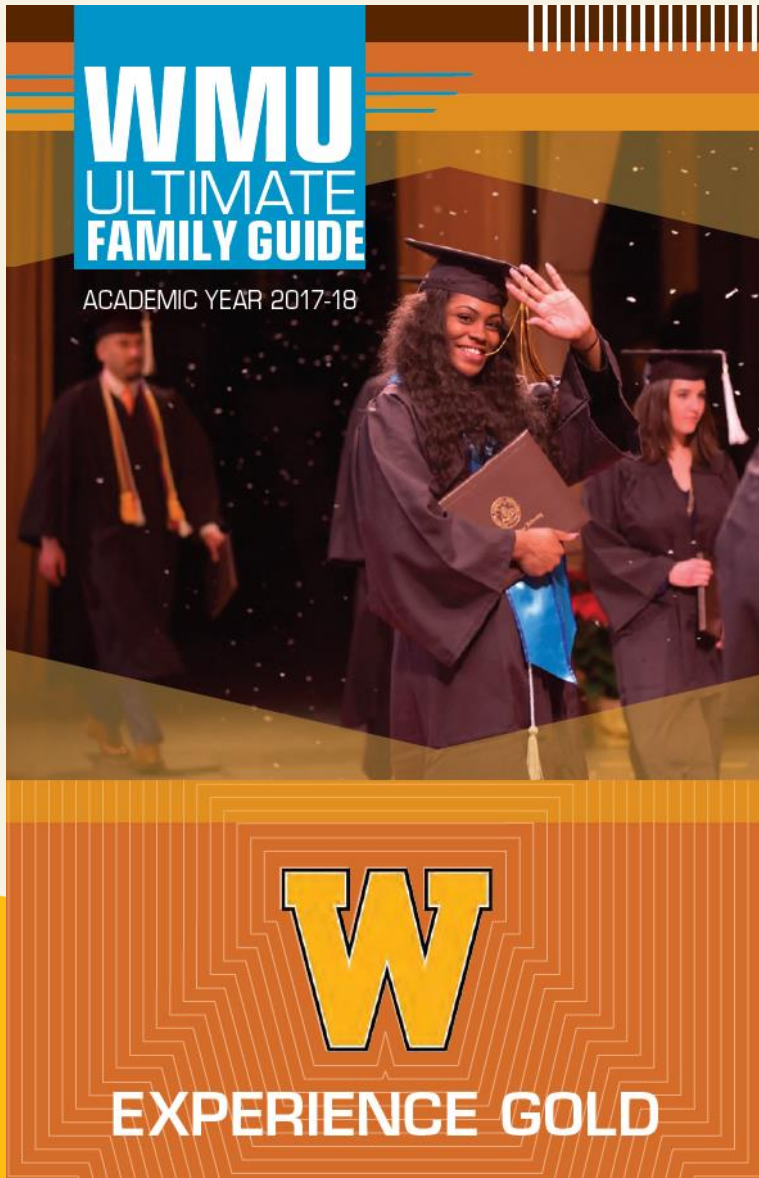
Family initiatives (prospective, incoming, current families)

- Cost-effective
- Manageable for you
- Effective partnerships



## Harnessing available resources

- Ad-based family publications
- User-friendly communications log
- E-mail marketing
- Social media
- Website
- AHEPPP colleagues



## Monthly Tracking Sheet-Issues

Academic
Athletics
Dining
Discount Prg/Concierge Card
Employment
Enrollment
Fall Welcome
Family W/E
FERPA/Legal/Conduct
Financial
Graduation
Health
Housing
Invisible Need Project
Mental Health/Emotional
Misc.
Orientation
Parking
Residency
Safety
Student Life
Technology
Transition
Transportation
WMUFC
<b>Total</b>

# Communications Log

ACT! by Sage - ParentandFamilydatabase2014

File Edit View Lookup Contacts Schedule Write Reports Tools Help

**ACT!** New Call Meeting To-Do Note History **Lookup** Search Write E-mail View E-mail Help Topics

Contacts << Detail View List View 1 of 3924 Basic Contact Layout - 800x600

**Lookup**

Contact Field: Contact

Contains: Go

More Options...

**Related Tasks**

- View All Contacts
- Write Letter
- Attach File
- Print Current Screen
- Print Mailing Labels & Envelopes
- Modify Layout
- Add Contact to Group
- Relate to Another Contact
- Schedule Series of Activities

**Business Card**

Contact

Company

Title

Salutation

Phone

Mobile

E-mail

Fax

Alternate E-mail

**Address**

Address 1

Address 2

City

State/ZIP

Country

Student

WIN Number

History Notes Latest Activities Marketing Results

Dates: All Dates Types: All Select Users

Date	Time	Result	Regarding...	Record...	Share With



# Communications Log Detail

Dates: All Dates | Types: All | Select Users

Date	Time	Result	Regarding...	Record...	Share With
12/5/2016	12:31 PM	E-mail Sent	Housing	12/5/2016 12:30 PM	Shari Glaser
10/6/2016	12:19 PM	E-mail Sent	Misc	10/6/2016 12:19 PM	Shari Glaser
9/16/2016	9:54 AM	E-mail Sent	Graduation	9/16/2016 9:54 AM	Shari Glaser
9/9/2016	11:51 AM	Call Completed	Technology	9/9/2016 11:51 AM	Shari Glaser
7/13/2016	1:52 PM	E-mail Sent	Housing	7/13/2016 1:52 PM phone	Shari Glaser
		E-mail Sent	Housing		

Misc

10/6/2016 12:19 PM

:Yes, it does. Basically I should encourage her to not give up and to pursue remedies. Thanks!

On Thu, Oct 6, 2016 at 12:07 PM, Shari Glaser <[shari\\_glaser@wmich.edu](mailto:shari_glaser@wmich.edu)> wrote:

Hi Sharon,

And please know that I didn't mean to sound unhelpful. It's just that some situations are clearly unsafe or untenable and others are simply frustrating or annoying.

Based on the information in your first email if her situation is something that can and should be resolved and she's not getting assistance from the responsible area, then please encourage her to take her concerns to the next level. Every department in the University is part of a division and every division has a vice president or director that reports directly to the president. And we encourage students to let us know of any serious issues that need to be addressed.

Does this help at all, Sharon?

Shari

From: Sharon Matchette <[matchets@cooley.edu](mailto:matchets@cooley.edu)>  
 Sent: Wednesday, October 5, 2016 3:35 PM  
 To: Shari Glaser  
 Subject: Re: Checking in

Thanks. I'm so sorry - I didn't mean to be cryptic. I was just looking for general guidance in what a parent should do when their college student has done what we as adults think they should do, but it hasn't solved the problem for them. Do we get involved? Continue to stay out of it? I've learned from other experiences that she is pretty darn good at finding her own solutions.

I have also come to the conclusion (maybe as a way of answering my own question, lol) that maybe not all things can be fixed! Because

Shari Glaser

Let's get to work...  
and share our best ideas for survival

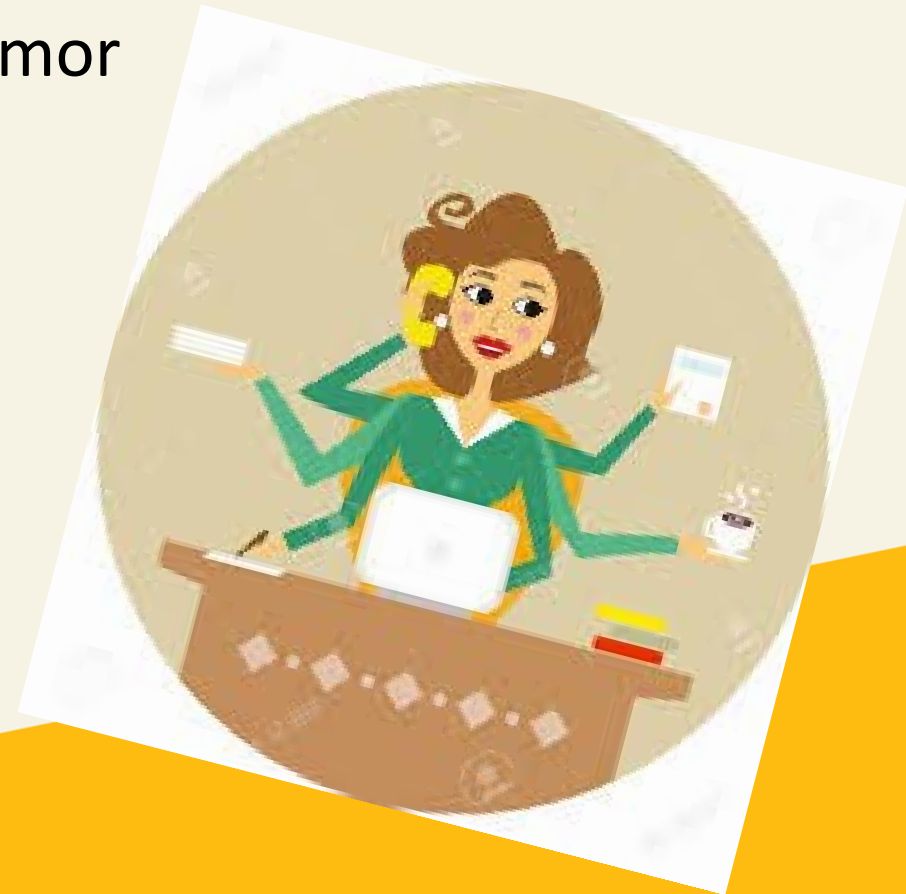
## Discussion Topics

- Working effectively
- Partnerships
- Connecting with families
- Financial Resources
- Other ideas?



## Final Thoughts...

- Do what you can do well
- Keep a sense of humor
- Engage colleagues
- Ask for help
- Take care of YOU!



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\* AND child care center off-site administrator 😊

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