

Resources for Working From Home (WFH)

Link to CMU WFH Best Practices Webinar (April 14, 2020)

<https://cmich.webex.com/recording/service/sites/cmich/recording/playback/1b5581afa5a64919a7cec5a1972db766>

Notes:

1. We turned on the recording a little early and caught some of the pre-webinar chatter. If you want to start at the official kick-off, go to 5:46 on the timeline.
2. The words on the right of the screen are the attempt of the computer to capture the audio throughout the webinar into words. Not totally accurate, but fairly close. You can make that bar disappear by moving your cursor over the screen and clicking on the arrow which you will see appear on the border between the PowerPoint and the audio text column.
3. To see the live chat that was taking place during the webinar, and the participants that entered the chat, move your cursor over the slides and you will see the two icons for this information appear on the left. The chat provides some great information as people talked with one another and provided suggestions for challenges that were mentioned.
4. For your convenience, I have summarized the best practices shared by participants at the end of this document. For the details, you can scroll through the entire chat independent of where the video is playing.

Three quick answers to issues that came up in chat discussion points:

1. Wi-fi connectivity issues from home
Use hot spots from your phone or MiFi routers. Check with [CMU Connect](#) 989-774-3087 for availability and information of how to do this. CMU should cover the cost as part of your transition to WFH.
2. Use WebEx or Teams instead of Zoom for business.
There have been serious security issues with Zoom, as it was not initially set up for this kind of use. Stick with the tools CMU provides and learn to use them as they are secure. Tech help and tutorial links are provided in the next section of these resources.
3. How do I handle signature approvals?
There are free apps for your phone which can turn anything into a PDF and then you can send it as an attachment through email. I just did that last week. Someone sent me the document to be signed, I printed it, signed it, used the app to turn it into a PDF and sent it back. GeniusScan is the one I happen to use, but I believe there are others. Like all apps, look for ones that have a lot of reviews and high ratings.

Tech Help and Resource Links

Need Tech Support or Information? Contact the CMU Help Desk!

This is your absolute best way to obtain technical support of any kind. Calling or sending an email or chat message to an individual means that you have wait for that one person to have time to assist you. Contacting the Help Desk can offer you an immediate solution or expedited response time because your request for help can be shared with numerous knowledgeable and talented staff members.

- [Chat](#)
- Phone: 989.774.3662
- Email: helpdesk@cmich.edu
- [Submit a ticket](#)

Resources:

- [CMU OIT > Preparation for working remotely](#)
- [CMU Curriculum and Instructional Support > Planning for Learning Continuity: Moving Course Content and Instruction Online](#)
- [CMU Service Catalog](#)
- [CMU Knowledge Base](#): Search for whatever technology keyword best suits your needs. There is a plethora of self-help content available at your fingertips.
- [Technology Awareness and Training Team web site](#): Self-paced training materials for numerous enterprise-level (and other useful) systems and tools and/or register for an upcoming instructor-led training session.
- [Microsoft Office 365 Training Center](#)
- [Top Hat Success Center](#)
- [Top Hat Tech Support](#) (phone, chat, ticket submission)
- [Google](#)

CMU's Official Coronavirus Information Center

- [CMU News > Update on coronavirus](#)

SUGGESTIONS FOR PARENTS WORKING AT HOME

Article: [Parents Working From Home During COVID-19: How to Manage the Workday](#)

Amanda Beach provides a wealth of suggestions and links to resources to help you with the daunting challenge of raising and educating kids while working from home. She categorizes these into four major categories:

1. Having enough hands (7 tips, 7 links)
2. Keeping a tight(ish) schedule (4 tips, 2 links)
3. Ensuring school is in session (6 tips, 7 links)
4. Getting the work done (5 tips, 4 links)

Take a look, find something that works for you, and, like everything else I am sharing with you, make sure to pass it on to team members, family and friends whom you know are facing some of these extra challenges!

...And Some Other Parental Suggestions from our “Fifth Panelist!”

After the session, Sherry Betcher, Assessment Manager for The Governor John Engler for Charter Schools, sent me this email with two specific systems that are working for her. I decided to include it almost verbatim as it was fun to read even though I don't have young children!

1. The Monopoly Money system: This one has saved me these past few weeks.

My husband works 50-60 hours outside the home. I'm home alone with my daughter in a school district that has very high expectations for at home learning. I instituted a system (see appendix) where she works for Monopoly cash by doing good things around the house, optional and extra learning, and simple acts of kindness. She is able to purchase things she loves with her Monopoly money. For example, we limit her tv and iPad time and she always, always, asks for more time. Now, she can earn Monopoly money by doing good things and *purchase* extra iPad and tv time instead of bugging me for extra time. I worked it out so she has to spend twice as much time doing a good thing (ex. extra learning activities) as she gets to spend. For example, 60 minutes of extra learning translates into 30 minutes of iPad time. It's working ah-mazing at our house. She thinks it's fun and I don't feel guilty about how she's spending her time.

Pro tips:

- Be generous with the Monopoly money. Round time up, always in their favor.
- Reward with Monopoly money when you see your kiddo doing something good, even if it's not listed on your sheet.
- Have fun. Feign regret when handing over large sums of money. For example, I paid Allie 500 for scraping wax off the wall and floor from a candle that had dripped everywhere. I griped about paying her so much, but in my head, I was doing the dance of joy!
- I'm contemplating a version of this for my husband. Haha! 😊
- This is really a creative way of positive reinforcement. Trust this counselor to tell you- it works wonders for my sanity and hers... I bet it will help you too!

2. When I cannot be disturbed (in a virtual meeting, etc.): tips for homes with children

Before C-19, I prepared my 11-year-old daughter for my upcoming meeting by ensuring she's fed, has an activity to keep her busy, and understands that she's only allowed to interrupt me if the house is on fire. Seriously. Do not interrupt me to ask if a friend can come over. It's not ok.

Currently, she is struggling emotionally with all that is happening in the world. She needs to know I'm here for her 24/7. So now, we've instituted one of my old teacher tricks: Ask 3 Before Me. What this means is that if she wants to interrupt me during a meeting, she has to check in with 3 sources to try and solve her problem first.

1. Herself. She needs to ask herself some questions. Can this wait until Mom's meeting is over? Can I solve this issue on my own? No, then proceed to #2.
2. Ask grandma. My 88-year-old MIL is currently staying with us as we shelter in place. She might be able to help. No, then proceed to #3.
3. Call or Facetime Dad at work, her other grandma, cousins or aunts. They can probably help.

If she still needs me, she writes me a note explaining her issue, quietly opens the door to my office, and crawls in so she's not on the video feed.

This works well for us! I think it can even work for younger kiddos with the proper coaching and adaptation knowing your child. I hope it helps others!

Make today great, *Sherry*

Summation of Best Practices Shared by Participants (Roughly Categorized)

(with a few others tossed in from other resources)

Focus:

- Establish and keep a routine: start, end, and bedtimes
- Negotiate schedules with all in the house
- Get up early and get as much done as possible before others wake up
- Go through emails first and then establish a specific work plan for the day
- Tray organizer to replicate what I had in my CMU office
- At end of day create task list/plan for next day
- Take time to organize your desk area, and clean it up at the end of the day
- Use your “do not disturb” settings: Turn off popups, notifications from Teams, etc. during times you need to focus

Communication/Support:

- Use your resources: OIT, CIS, HelpDesk – Webinars, etc.
- Negotiate with those you communicate with as to which tools to use for what kinds of communication – what works, what doesn’t
- During this time particularly, you really can’t overcommunicate
- Vulnerability check-ins at start of meetings – how is everyone doing, address elephants in the living room
- As always, particularly in times of uncertainty, share what you know when you know it, good news and bad, as you are able. If you don’t know, let them know that too.

Productivity:

- Upgrade to a larger monitor or get a second monitor if you don’t have one
- Develop, clarify and communicate a list of priorities, and keep it visible (whiteboard)
- Use calendar as a place to log what you did when, blocks of time with attachments to track and communicate what I worked on and accomplished
- Keep time log and share with supervisor – how often is up to the two of you

Taking care of yourself:

- Cup of tea and lavender candle
- Regarding getting better sleep, clear your mind and feed it with the positive:
 - Get off devices an hour before bedtime
 - Gratitude journal or share time with spouse/partner
 - Prayer, meditation, focus on values
 - Read for enjoyment, nurture
- Daily exercise (link to national fitness movement in chat)
- Rediscover recess! Get up, get outside, get moving, play!
- Use Virgin Pulse as a resource: besides the points, there is great information about sleep, nutrition, exercise, etc.
- Hobbies and new skills: now is the time to pick up an old you have let slide or start one you always wanted to try
- Walking the dog (cat? 😊)
- Meals with the family
- Keep the humor flowing! (daily quarantine jokes, etc.)



Opportunities to earn cash

Optional or additional learning activity suggested by any staff member from school (gym, music, art, math, ELA, science, social studies, etc.)	\$30 for each 30 minutes
Optional learning activity suggested by Mom	\$30 for each 30 minutes
Kindly serve, <i>or</i> offer to serve, Grandma	\$10 each time (Shhh...)
Kids bible challenge	\$60 each 30 minutes
Write a letter to family or friends (at least 2 paragraphs, spelling and grammar should reflect your high intellect 😊)	\$60
Clicker train your puppy	\$5 for 5 minutes
Create art	\$30 for each 30 minutes
Walk your puppy	\$5 for 5 minutes
Sweep the kitchen and dining room	\$5
Unload the dishwasher	\$10
Dust living room & bottom of dining table	\$10
Wash & dry clothes	\$30
Fold and put away your laundry	\$10
Vacuum downstairs	\$20
Vacuum upstairs	\$20
Take out the garbage	\$10
Empty the small garbage cans & put new bags in them	\$10
Clear the table after dinner	\$5
Clean windows	\$5 per window
Mop floor	\$10 per room
Professionally negotiate with mom (see below)	\$5
Warmly hug and kiss your mom (or dad) and give him or her a genuine compliment	\$5 per occurrence- No daily limit!



Opportunities to spend cash

Additional iPad time	\$60 per 30 minutes
Additional TV time	\$60 per 30 minutes
Anything you want (within reason)	Let's negotiate girl!
A <i>necessary</i> item for your puppy	Trade monopoly money for cash, .50 on the dollar
An <i>optional</i> item for your puppy	Trade monopoly money for cash, .10 on the dollar