It’s Time to Step Up

Employee Health and Fitness is the upcoming theme for May. Being physically active and eating smarter are key to staying healthy. That’s why the Wellness Committee is inviting you to participate in the Excellus Step Up Healthy Competition. It’s an eight-week program designed to help each of us build healthier habits through spirited, fun competition.

The competition is based on two goals we should all strive to meet every day—being more physically active and eating more fruits and vegetables. Participants will split up into teams. Team members will keep track of how physically active they are and the number of servings of fruits and vegetables they eat daily. Because everything is done via the web, it’s easy to see each team’s results on a regular basis. The team that achieves the highest scores after eight weeks wins!

Scoring. Each player keeps track of how much they walk as well as how many servings of fruits and vegetables they eat. They enter the total number of steps and servings on a personal Step Up webpage. Note: players will need to become registered Step Up website users in order to participate in the program.

Team Tools. Players receive the following items to help them keep track of their goals:
- Pedometer: to track your steps.
- Balance Book: used to record daily steps and daily servings offline. These steps and servings can be added to the website at the players’ convenience.
- Bookmark: A handy reminder for each player to enter their data on the website.
- Webpage: Players enter their steps and servings on the Step Up website. They can track their team and individual progress, as well as access tips, tools and other healthy resources.

Team Captains wanted. If you are interested in becoming a team captain, please contact Jackie D’Amore at x6702. It doesn’t require a huge time commitment. All you have to do is build your team and make sure they stay motivated – the Step Up website does all the rest. Your involvement as a team captain will help ensure the program’s success.

We will be having a kickoff meeting on Thursday, May 26, at which point you will be able to sign up and you will receive all the information needed to get started. We will meet in the Wooster Room in Huntington Gym at 12:10 p.m. Bring your lunch to eat while you learn more about the competition. If you are interested in participating, please email jdamore@mail.colgate.edu or call x6702 by May 6.

Wellness Committee Members:
Jackie D’Amore, Jim Matott, Stacy Smith, Vicky Stone
A Trip to the Helpline
During a sunny week in March Dan Wheeler and I traveled north to Prince Edward Island on a mission to improve our Helpline service and better understand the inner workings of Advantage Communications, Inc. Discounting the lost luggage and cancelled flights, the trip was a huge success.

For more than two years Colgate University has contracted with Advantage Communications to provide Helpline support. They have over 200 employees and specialize in answering trouble calls over the phone. Each year they have handled several thousand calls made by Colgate faculty and staff. As our working relationship has matured, our ability to provide quality service with an outsourced Helpline has improved. Our trip to Canada helped take this relationship and our service model to a new level.

David and Dean
When calling the Helpline, one often will talk to David Carr. He is an Advantage employee dedicated to the Colgate account, so he only works on Colgate problems. This focus has helped him develop an understanding of Colgate’s needs, an appreciation of our various constituent groups, and a rapport with Colgate employees. When David was on vacation or away from the phones, calls were handled by a common pool of Advantage employees who are skilled at solving problems via the phone, but who also work on many other accounts.

Early in our trip, Dan and I decided to explore the possibility of having another Advantage employee dedicated to the Colgate account. Having heard positive comments from people at Colgate about Dean Warnell, we asked about moving him to dedicated Colgate service. After some discussion, Dean was assigned to work solely on the Colgate account.

Beyond the obvious advantage of more resources and personalized service, this change should improve our service in several other ways. First, we will always have at least one person familiar with the Colgate account covering the phones from 7:00am – 5:00pm EST. Second, when we change procedures or train David and Dan, they will be more apt to retain it since they are working with Colgate daily. Third, David and Dean can spend time documenting and communicating with the night shift, so we can improve the quality of coverage at night. And last, David and Dean are very strong employees and with two service-oriented employees working as a team to provide top-notch service, it can only help Colgate.

A Service-Level Agreement (SLA)
Several months ago, I attended a productive meeting with representatives from the Division of Natural Science. I listened as they explained frustrations with our service, which I will boil down to two main issues for this article. First, some calls have fallen into the proverbial “black hole” (a call was made to the Helpline and they never heard back). Second, they are frustrated by having to call the Helpline for an emergency that they know needs to be fixed by someone on campus. We take pride in our work and do our best to avoid these being problems, however, we acknowledge these are issues raised by others in the past. We discussed these issues and feel keeping the Helpline as our central point of contact and implementing a Service-Level Agreement (SLA) will best address these issues.

With ITS staff pulled in many directions and often not in our offices, the Helpline is a reliable place to contact someone in an emergency. They are often the first to know of major outages and they may already know why you are having a problem. Procedures are in place so they know how to contact people in ITS during emergencies. ITS uses them as a funnel for information.

Service-level agreements are very common for a Helpline and are in place for many of Advantage’s clients. A SLA can include staffing levels, service hours, call back times, and services provided. During our trip we jointly drafted a SLA and over the next few months a SLA for the Colgate Helpline will be rolled out. Ours will focus on the Helpline setting a clear expectation on when you will next hear back on a problem (e.g. 1 hour, 1 business day) and what to do if you do not hear back. We think this will go a long way toward solving the above mentioned two problems. The Helpline, you, and ITS will know the agreed upon time for our next contact with you. So, when a human error occurs and you do not hear from us by the agreed upon time, you will know that something is amiss and what to do about it. In the case of an emergency, the agreed upon callback time will be very short and Advantage will immediately be on the phone dispatching the appropriate ITS resources.

Improved Reporting
One of my jobs is to monitor how well we are providing service. This is done with follow up phone calls, listening to feedback, having conversations, and reviewing statistics. I regularly review reports on incoming ticket volume and resolved tickets by Advantage and Colgate employees. (A ticket is defined as one problem or one issue.)

Having heard some complaints about our service on weekends and at night, I needed to be able to review call volume and hold times for calls made after 5:00pm and on weekends. During our trip we discussed this need and I now receive weekly reports that should help us better understand the problem and try to address it.

Training, training, training
Part of our mission during this trip was to better train the Advantage staff on Colgate-specific knowledge and on the Macintosh. Dan held two classes on the Macintosh. We discussed some particularly nagging problems and introduced them to the network storage solution we were just putting in place. We left feeling they were better armed to help our users.

Evolutionary Improvement and never ending challenges
We feel our trip to the Helpline will improve service to you. Along with the above, we made changes to the phone tree (voice message), added David and Dean to the ITS staff web pages, requested changes to their ticket tracking system, and listened to feedback from Advantage on what we could do better.

Providing technical support is a never-ending challenge. We continue to work on ways to improve our service. We are dependent on the outsource Helpline and we are receiving many positive comments about our service. Look for more information over the next few months on our SLA. I welcome all ideas, suggestions, and comments. Email me at tborfitz@mail.colgate.edu or call me at 228-7190.

By: Tim Borfitz, Director of Technology Support
Dear Friends at Colgate,

We would like to thank everyone who sent cards, flowers, brought food, or gave monetary contributions at the time of Sharon’s death.

Also thank you for all your love, support and prayers. It meant a lot to me, Aron and her family.

God bless you all,

Raymond and Aron Buterbaugh

---

**EXCELLUS ISSUES NEW ID CARDS**

Excellus (Blue Preferred PPO) will be converting your existing ID number to a randomly generated alphanumeric identifier. This will do away with your current social security number-based ID cards. New cards are in the process of being mailed out, but the mailing is staggered, so not everyone will receive a new card at the same time. Please continue to use your old ID card until you receive the new one. Once received, please inform all your physicians of the change in ID number. The mailing schedule is as follows:

<table>
<thead>
<tr>
<th>Last Digit of SSN</th>
<th>Mailing Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>3/29/05 – 4/12/05</td>
</tr>
<tr>
<td>1</td>
<td>4/19/05</td>
</tr>
<tr>
<td>2</td>
<td>4/26/05</td>
</tr>
<tr>
<td>3 and 4</td>
<td>5/03/05</td>
</tr>
<tr>
<td>5 and 6</td>
<td>5/10/05</td>
</tr>
<tr>
<td>7 and 8</td>
<td>5/17/05</td>
</tr>
<tr>
<td>9</td>
<td>6/01/05</td>
</tr>
</tbody>
</table>

If you have any questions, please visit www.excellus.bcbs.com

---

**FOR YOUR BENEFIT**

On behalf of myself and my family, I would like to thank my wonderful friends at Colgate for all the flowers, cards, emails and many other acts of love and support that they gave us during the recent untimely death of my daughter, Kelly Tanner.

I would also like to thank all of you who took time out of your day on Sunday and Monday to come to the calling hours and to the church service. Without all your hugs, supportive words, shared tears, and occasional humor (Di and Ruthie), it would have been impossible to endure.

Judy Murphy
Colleen Tanner
Kimberly Tanner
Victoria Cobb

---

BUYING RECOGNITION AWARDS, RETIREMENT GIFTS**, CUSTOM COLGATE CLOTHING OR BOOKS ON THIS YEAR’S BUDGET?

**YEAR END REMINDER**

The Colgate Bookstore now offers online ordering for 3 million general books and more than 500 Colgate clothing and gift items!

Log on to www.colgatebookstore.com, select the items you wish to purchase, type in your Banner code or department credit card as a payment option, and you’re done. An automatic 10% Colgate discount will be applied to your order*, and your merchandise will be delivered to your department or office free of charge.

Important note: ALL orders must be received and processed in the Bookstore before May 31, in order to be charged against this year’s budget. Custom orders for engraved gifts may take up to 4-6 weeks for delivery, so…

DON’T WAIT!!

Attention savvy shoppers: additional discounts may apply for bulk orders on general books and custom clothing and gift orders. For personal assistance with book orders, please contact our General Book Department at 228-7061. Custom clothing and gift orders may be placed with our General Merchandise staff at 228-7482 or 228-6956.

*Some items are not eligible for a 10% discount. Please see a Bookstore associate for details.

**For guidelines on the taxability of gifts to employees, please contact Accounting & Control x7413.
President Chopp welcomed the retirees and updated them on the latest issues and happenings here at Colgate. In all, there were 37 retirees attending the breakfast held on Thursday, April 21 at the Merrill House Dining Room.

A special thanks to chef, Davis Barnes, Anne Barnes and Melissa Weinstein for preparing and serving a wonderful feast. And thanks to media assistant, Gordon Higgins, who provided us with excellent media services. And lastly, I don’t want to forget to thank the human resources staff for their part in serving our guests and then cleaning up the dining room when the event ended. Their dedication and good humor is truly an inspiration to me.

-Jackie D’Amore

MAY ANNIVERSARIES

35 Years
Ron Ray - Electronics Shop

20 Years
Gary Bunting - Physical Plant
Julie Curry - Financial Aid
Delphine Foster - Physical Plant
Dick McNamara - Physical Plant
Dave Turner - ITS

15 Years
Pauline Schambach - Physical Plant

5 Years
Sharon Hitchcock - Development Systems & Research

TIAA-CREF One-on-One Counseling Sessions

<table>
<thead>
<tr>
<th>Dates</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 12</td>
<td>8:30 a.m.-3:30 p.m.</td>
</tr>
<tr>
<td>May 26</td>
<td>8:30 a.m.-3:30 p.m.</td>
</tr>
<tr>
<td>June 16</td>
<td>8:30 a.m.-3:30 p.m.</td>
</tr>
</tbody>
</table>

To schedule a one-on-one counseling session, please visit TIAA-CREF’s Web site at [www.tiaa-cref.org/moc](http://www.tiaa-cref.org/moc) or call 1-866-842-2046 to schedule an appointment. Appointments are 45 minutes and will be held in the Human Resources Conference Room.
ASK AN ADMINISTRATOR

**Question:** Why weren’t my payroll deducted health and dental insurance premiums included in box 14 on my 2004 W-2 as they have been in the past?

**Answer:** Pre-tax health and dental insurance premiums are already deducted from your taxable wages in box 1 of your W-2. They are not required to be reported in box 14 of your W-2, which we have done in the past.

We surveyed over 20 schools as well as our tax professionals to see how others were reporting pre-tax health insurance on their W-2s. The answer was unanimous. No one reported pre-tax items in box 14 as we had been doing. With that information in hand, we decided to alert our employees that we would no longer be reporting pre-tax health and dental insurance premiums on their W-2s. This upcoming change was posted in the February 2004 edition of the Open ‘Gate so that employees could alert their tax professionals when they were preparing their 2003 tax returns of changes to come with the 2004 W-2 reporting.

If you have any questions or concerns about how this affected your personal income tax return, we advise you to consult your tax professional. If you have any other questions, you may contact the Payroll Department at extension 7420 or 7803.

CMH Smoking Cessation Clinics

Community Memorial Hospital, in conjunction with Tri-County Quits, a consortium of hospitals, county and private organizations in the Madison, Oneida and Herkimer counties, will be conducting two more smoking cessation clinics that will be open to the public. Classes are geared to those who have a strong desire to rid themselves of the addiction to cigarettes, pipe tobacco, or chewing tobacco. Recognizing that nicotine addiction places a huge burden on health care systems CMH has embarked on an aggressive plan to assist those who are willing to attempt quitting.

John J. Salka, RRT, Director of the Cardiopulmonary Department will be conducting the clinics. He is credentialed in smoking cessation counseling and has been instrumental in bringing cessation programs to the area. These efforts are being funded by a grant from the New York State Tobacco Control Program.

Anyone who is seriously interested in quitting is welcome to attend one of the two sessions. Each session is scheduled for three evenings. Classes will begin at 6:30 p.m. and should last about an hour and a half. Light refreshments will be available. A $10 registration fee is due on the first night of class.

The next session is scheduled for May 3, 10, and 17 and the following session is scheduled for August 2, 9, and 16. If you are interested in attending, you should contact the Cardiopulmonary Department at 824-6097 to register. Class size will be limited, so an early call is advised.

A note to remind you...

Have you filed your Cancer Screening Wellness Benefit for this year?

If you have AFLAC New York’s Personal Lifestyle Protector Cancer Plan each covered person is eligible for $75 per calendar year for receiving a covered cancer screening.

To do so…

Go to your doctor for a cancer screening
Fax a copy of your bill or medical report that indicates a covered cancer screening was completed to AFLAC New York at 1-877-844-0201 (include your name, your policy # or social security # and write the words "wellness benefit" with your fax.)

Please call Teri Schunk @ 607-337-4424 with any questions or call AFLAC New York’s customer service # 1-800-366-3436 or visit us on the web at AFLAC.com.

Annual Campus Steam Shutdown

The boilers at the central heating plant will be turned off to perform the required annual maintenance to the plant and several steam manholes throughout the campus. They will be shut off from Monday, June 6 through Monday, June 20. The following buildings will not be affected by the shutdown:

<table>
<thead>
<tr>
<th>Chapel House</th>
<th>Cultural Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>All College Street residences</td>
<td>All Broad Street residences</td>
</tr>
<tr>
<td>Conant House</td>
<td>French/Italian House</td>
</tr>
<tr>
<td>88 Hamilton Street</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Sanford Field House</td>
<td>Watson House</td>
</tr>
</tbody>
</table>

This will impact the supply of hot water to the main campus, Huntington Gym and Reid Athletic Center. Lineberry Pool will have a limited supply of hot water.

If you have any further questions, please call the heating plant at x7468. Thank you for your patience and cooperation during this necessary maintenance task.
NEW HIRES

Eric Bugbee has accepted the position of groundskeeper effective April 20. He received his BT from SUNY Cobleskill. Eric is engaged to Tara Wolfe.

Kimberly Gunther has accepted the position of circulation staff position in Case Library, effective March 28. She received her AAS in journalism technology from Morrisville State College. Kim enjoys nature photography, hiking, canoeing, reading, and music concerts.

Deborah Wagner joined the staff of Case Library as the interlibrary loan coordinator effective April 11. She received her BA from SUNY @ Buffalo. She and husband, Nestor Kozlowski, live in Canastota.

Bruce Weaver has accepted the position of groundskeeper effective April 5. He has held a temporary position with the grounds staff since 2000. Bruce enjoys pulling tractors and hunting.

Vicki L. Wilson has accepted the position of interim assistant editor of university publications effective April 19. She received her BS from Utica College of Syracuse University. She enjoys reading, the guitar and volleyball. She and her husband, Matthew, reside in Clinton.

Promotions

Kevin Delaney has accepted the position of custodial supervisor effective April 25. He has been a member of the custodial staff since 2000.

Mark Goff has accepted the position of groundskeeper effective March 28. Mark had been a member of the custodial staff.

Jamie Nolan has accepted the position of director in the office of undergraduate studies.

POSITION VACANCIES

Assistant Director of Career Services
Assistant Director of Residential Life

Summer Assistant- Communications

Boathouse Monitor –Recreation Sports
(2 positions) some boating experience required - as well as must be a strong swimmer

For complete details on how to apply visit: offices.colgate.edu/hr/

COLGATE UNIVERSITY IS AN EO/AAE
Developing and sustaining a diverse faculty and staff to further the University's educational mission.

Quote for the Month

A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.

--Sir Winston Churchill

CLASSIFIED ADS

SERVICES OFFERED

Babysitter: 14 year old will baby sit. Experience with children 4 and older. Call: 824-1978

SELL & SWAP


For Sale: SONY Cyber-shot DSC-P7 digital camera, 3.2 mega pixel, 3x optical and 6x digital zoom. It has great MPEG movie function. Still image up to 2048x1536. Includes everything originally came with camera (lithium ion rechargeable battery, battery charger, USB cable and more) with 128MB memory stick. Extra lithium ion battery and camera bag. Ease of use and compact. Excellent condition, asking $250. Call: 861-7719.


For Sale: Brand name "This End Up" crate/block style furniture. One loveseat and one single seat. Well cared for; in top condition. Sturdy, comfortable set for kids’ room, camp or lodge, or as casual den or living room furniture. Asking $450 but very willing to negotiate. Call: 824-2981 evenings.

For Sale: Brand name "This End Up" crate/block style furniture. One loveseat and one single seat. Well cared for; in top condition. Sturdy, comfortable set for kids’ room, camp or lodge, or as casual den or living room furniture. Asking $450 but very willing to negotiate. Call: 824-2981 evenings.

BIRTH ANNOUNCEMENTS

Evan Andrew (8lbs. 1 oz. and 20 1/2”) joined parents Robyn and Emmett House on March 20. He joins big brother, Ryan, who is 27 months old. Emmett is a supervisor of athletic facilities.

Molly and Josh Baker welcome daughter, Josephine (8 lbs. 12 1/4 oz. 22 1/2”) on March 22. Big brother, Lucas, will be 2 in July. Molly and Josh are co-directors of the outdoor education program.

Regina Conti and husband, William Porta ('86), welcomed Max Conti Porta (8 lbs. 13 oz. 22”). Max was born on March 30 and joins big sister, Rosie who is 3 1/2 yrs. old. Regina is an associate professor of psychology.

Terence and Sabrina Craven welcomed daughters Morgan (6 lbs. 11 oz.) and McKinley (6 lbs. 7 oz.) on April 18. Sabrina is a general merchandise assistant in the Bookstore.


For Sale: Brand name "This End Up" crate/block style furniture. One loveseat and one single seat. Well cared for; in top condition. Sturdy, comfortable set for kids’ room, camp or lodge, or as casual den or living room furniture. Asking $450 but very willing to negotiate. Call: 824-2981 evenings.

Colgate University makes no warranty, expressed or implied, about the nature or condition of items advertised and accepts no responsibility for any transaction or item. The University reserves the right to suspend or terminate the program at any time.