Support Staff Development Week

INVITATION/CALL FOR PRESENTATIONS

During the week of January 8, 2007, Colgate plans to hold its first Support Staff Development Week. The purpose of the program is to provide training on skills and competencies, to create networking opportunities and to identify internal resources for support staff. We hope to primarily draw on the talent base from within our own workforce (staff and faculty) but plan to bring in outside speakers as well.

You are invited to submit a proposal designed to share your knowledge, experience and ideas. Your recommendations for presentation topics and presenters are also welcome and can be emailed to humres@colgate.edu

Topic ideas might include (but are certainly not limited to): conflict resolution, grammar and proofreading, stress management, time management, diversity, and computer skills that relate to Colgate business practices and team building.

Proposals will be evaluated based on:

• Design: depth and quality of content, creative presentation design, thoughtfulness of topic
• Relevance: significance and timeliness
• Appeal: innovative approaches to share applicable and relevant topics
• Presenter expertise: knowledge of the topic

Please email your proposal by November 15, 2006, to humres@colgate.edu. Include in the subject line: “Proposal Application: 2007 Colgate Staff Development Week.”

Proposals should be brief but should include:

• Proposed topic
• Format: i.e. lecture, panel, participatory, computer lab
• Length of time needed for presentation (suggested time per presentation is from one to two hours)
• Name of presenter(s)
• A brief description of the topic you propose to present

Proposals will be reviewed by a committee of support staff and HR staff.

Time Table

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submission Deadline</td>
<td>November 15</td>
</tr>
<tr>
<td>Review &amp; Selection</td>
<td>November 15 – November 30</td>
</tr>
<tr>
<td>Speakers Notified</td>
<td>Early December</td>
</tr>
</tbody>
</table>
Open 'Gate

ITS TIPS & TRICKS

Colgate University

Requesting Help from ITS

It's human nature. You have a computer problem or an IT-related question or request -- why should you contact the Helpline when you know that "Biff" can or must handle that request? Or that "Biff" always has the answer? Or that "Biff" handled your last request? Or that "Biff" is simply a nice IT guy? Often the opening line of that e-mail to "Biff" starts with, "I don't know if this is for you or someone else, but..."

The IT answer to any request of any kind is to please contact the Helpline. If our Helpline professionals (at Advantage Communications, PEI) don't handle the issue (and they do handle a lot more than you might think) they will direct it to the person or group that does handle it. Some problems they will analyze and identify as a very different type of problem than you thought. Furthermore, they will ensure that the request is recorded in Track-It (our call tracking software) and not lost in an individual's mailbox. They will try to contact Colgate ITS in accordance with the urgency of the request, and they will redirect issues as necessary when the normal IT responder is not available.

Yet you really do know that this is a specific Blackboard request that only "Biff" can address, so isn't the Helpline contact simply additional, bureaucratic overhead? ITS has found that overhead can be very beneficial if it gets every one of your requests into Track-It in a timely manner. And the time delay of this extra level of bureaucracy can be minimized, too -- if you know that "Biff" must address the problem, copy him on the correspondence related to your Helpline request.

But you don't want to wait on the phone - isn't that real overhead? Certainly. Therefore you may want to enter your request using the web-based Track-It self service at http://computing.colgate.edu/help.asp This takes little time, inputs your request directly into the Track-It system, and has no "elevator music" -- ever! In an emergency or when unable to use the web service you can also send your requests via e-mail to helpline@colgate.edu. Just remember to include enough information to help the IT responders get started, be they David or Dean at Advantage or one of the Colgate staff.

Here are some of the problems IT is trying to avoid by encouraging you to work with the Helpline:

- Requests lost because they are "missing in action" in someone's overflowing or SPAM-filtered mailbox.
- Requests delayed because, although "Biff" can do this, so can the Helpline and other, more available IT staff.
- Requests delayed because "Biff" doesn't do this any longer and now answers e-mail less frequently - you wait for "Biff" to read the mail and forward it to someone else.
- Requests delayed because "Biff" is out unexpectedly or overloaded and not getting to e-mail for the rest of the day - the Helpline generally knows of significant IT absences and problems which affect staff response time.
- Requests delayed because, although they look like a problem in "Biff's" area, are actually related to another problem handled by another IT analyst and may even be already known by the Helpline.
- Requests delayed or lost when "Biff" gets a hallway request, like "I know you're busy but can you look at my computer sometime? It's not urgent but I am having a hassle trying to......". Even when completed such requests can also make "Biff" appear to be less productive than other staff.

Working with the Helpline can also give you improved services:

- You now can monitor the details of your current and previous requests via Track-It Self-Service at http://computing.colgate.edu/help/selfservice.asp. Check what is happening on your open requests and remind yourself how previous issues were resolved.
- Requests can often be assigned to a queue rather than specific analysts. This assures that not only will "Biff" see it, but also "Biff's" backup or the analyst on call if it's urgent. This affords the greatest possibility of proper communication about your problem.

We know it is human nature to connect with those people we know. But just because "Biff" fixed your last problem (2 years ago!) doesn't mean he is still your contact. And just because "Biff" managed Blackboard for 3 years doesn't mean that he is doing that now.

Likewise, human nature is such that "Biff" will often try to help you anyway, so IT often breaks its own rules. We probably don't require you to use the Helpline as often as we should. When presented with that personal phone call or e-mail we sometimes try to help where we shouldn't, sometimes wasting our time and yours.

So give it some thought - or none at all - and simply contact the Helpline. Phone 315.228.7111 http://computing.colgate.edu/help.asp e-mail helpline@colgate.edu This will work for anything - help calls, service requests, or simple questions (I even sold David Carr some Girl Scout cookies once). Copy "Biff" on the request if you wish (he likes the lemon cremes).
WEDDING ANNOUNCEMENTS

Maureen Ellen Barry and Art McKinnon were married on October 7. Maureen is from Natick, MA. Art is an instructor in physical education; men’s indoor and outdoor track and cross country coach.

BIRTH ANNOUNCEMENTS

Lisa and Bob Thomas are proud parents of Kayden Robert (8 lbs. 4 oz., 21” long) born on May 12. He joins big brothers Brandon, Dakota, and Spencer. Bob is a millwright in the physical plant.

FOR YOUR BENEFIT

BENEFIT FOR DEPENDENTS
Dependents (unmarried children) can remain on an employee’s health, dental and optional life insurance until the age of 19 or the age of 25 if they are enrolled as a full-time student at an accredited college or university. Please contact the Human Resources Department at ext. 7565 if your child did not return to college this year or does not plan to not return at the end of this semester. COBRA continuation of coverage information will be sent to your child.

A note to remind you…
All requests for reimbursement from your 2006 Flexible Spending Account must be incurred by March 15, 2007 and submitted within 90 days of that date. Protect yourself from losing unclaimed funds by taking the time to look over your eligible expenses and submit them to MVP for reimbursement.

If you would like to find out the balance on your account, view a listing of eligible expenses or obtain a reimbursement form visit www.ezflexplan.com/upstate or call MVP at 1-800-788-8771. Reimbursement forms can be found on the Services tab on the portal at cu.colgate.edu.

Open Enrollment will be here soon. If you need to see a physician in order to help determine your expected medical expenses, you should schedule an appointment to see the doctor.

OPEN ENROLLMENT IS COMING
This year packets are scheduled to be mailed on November 6. Open enrollment will extend through November 17.

BENEFITS FAIR
Date: Tuesday, November 14.
Location: Huntington Gym, 2nd floor
Time: 11:00 a.m.—1:30 p.m.
Lunch served: 11:30 a.m.—1:30 p.m.

Grand Prize Drawing: enter to be the lucky winner of an overnight stay for two at the Chestnut Inn at Oquaga Lake. Includes continental breakfast and dinner for two.

Celebrating National Non-Traditional Students Week
The Life-Long Learners (LLL) will participate in a panel discussion titled “Life is What Happens When You Are Planning Other Things” at the Women’s Studies brown bag lunch on Tuesday, November 7 from 11:30 a.m. – 12:45 p.m. at the Women’s Studies Center, East Hall. LLL panel participants and Colgate employees are Sarah Kunze, Kim Russell, and Lori Stone. Lunch will be provided by Curtain Call. All are welcome!

On Sunday, October 1 Carol Smith achieved a long time goal of completing hiking the 562 mile long Finger Lakes Trail. Carol was joined by several friends and family members as she completed a short hike in the rain that was the final segment of the trail for her. Carol is the coordinator of the Keck Resource Center.

The Finger Lakes Trail extends, on public and private lands, across the southern tier of the state from the Pennsylvania border in Allegany State Park to the Long Path in the Catskills. For more information about the trail contact Carol or go to http://www.fingerlakestrail.org.
NEW HIRES

**Michael Gladle** accepted the position of director of environmental health and safety. He was previously employed as interim director of the environmental health and safety office, and prior to that he was associate director and industrial hygiene program manager at Emory University. He received his BA from Clarkson University and his master's in public health from Emory University. Mike and his wife, Suzie, have two sons: Andrew, 17, and Tyler, 13. Mike enjoys camping, skiing, fishing, hunting, and kayaking.

**Pamela G. Matt** accepted the position of leadership gifts officer, parent's fund, effective October 16. She was previously employed by SUNY Institute of Technology as the director of development/major gifts. Pam received her BA from Trinity College and her JD from Duquesne University School of Law. She and her husband, F.X. Matt III, have five children: Allison, 19, Frank 18, Michael, 16, Thomas, 13, and Larry, 9. Pam enjoys being a wife and mother, running, tennis, skiing, gardening, and volunteering.

**Daniel Roberts** accepted the position of residential education coordinator effective October 9. He received his BA and MAT from James Madison University. Dan enjoys movies, baseball, racquetball, and history.

**Gena Schwam** accepted the position of registrar, Picker Art Gallery effective October 9. She was previously employed as registrar at Bellevue Arts Museum. She received her BA from Smith College and her MA from the University of Washington, Seattle. Gena enjoys painting, drawing, running, hiking, swimming, writing, and reading.

TRANSFERS

**Makiko Filler** will transfer to the position of administrative assistant ALANA Cultural Center, effective November 1.

**Corey Landstrom** has transferred to the position of assistant dean for student affairs and administrative advisor effective October 1.

PROMOTIONS

**Catherine Regan** has been promoted to director of the center for leadership and student involvement effective October 1.

Quote of the Month

“It is amazing what can be accomplished when nobody cares about who gets the credit.”

—Robert Yates

HELP WANTED

Help needed with yard work and basic maintenance around the house. Ideal job for an energetic teenager. Pay: $10/hour. Call 825-0258.

NOVEMBER ANNIVERSARIES

**30 Years**
Gloria Vanderneut—Admission

**20 Years**
Mike Miers—Physical Plant

**15 Years**
Peter Tagtmeyer—Cooley Science Library

**5 Years**
Samantha Alexander—Admission

Gordon Hayes—Planned Giving
Brendt Simpson—Advancement Services

POSITION VACANCIES

Administrative Assistant, Annual Fund
Assistant Director, Alumni Affairs
Assistant Director, CLSI
Assistant Director of Corporate, Foundation, and Government Relations
Athletics Event Staff (p/t, no benefits)
Barge Customer Associate/Cashier (p/t, no benefits)
Campus Safety Dispatcher
Career Services Coordinator
Custodian, French House, Newell, Sigma Chi
Director of International Programs
Foreperson, Carpenter/Painter/Mason
General Merchandise Clerk
Leadership Gifts Officer
Risk Management & Endowment Coordinator
Senior Administrative Assistant, Administrative Services
Senior Advancement Writer
Supervisor, Coffee House—nights/weekends
Teaching and Research Support Specialist
Technology Support Analyst

For complete details on how to apply visit: http://careers.colgate.edu

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

SELL & SWAP

**For Sale:** 2001 Taurus; 66,000 easy miles; well cared for; new tires; great on snow! $5,000. Call: 843-5833 evenings

**For Sale:** 1993 Mercury Sable wagon; 1 owner, 84,000 original miles, A/C, power everything, some body rust, well maintained and runs well, $1,750 or BO. Call: 824-3527 or 824-8411 evenings

**For Sale:** 1996 Buick Regal, white, new tires, brakes, shocks. Mileage high but well maintained and runs very good: $1,250 or BO. Call: 655-4307

**For Sale:** Beat the gas price! 2004 Ford Focus. 4 door sedan, ONLY 37,000 miles. GREAT gas mileage. Asking $9,985. Call 861-5784.

**For Sale:** Bedroom furniture: 2 twin beds, dresser, desk, and night stand for $200. Call 843-5683 evenings

**For Sale:** 1990 Polaris snowmobile 340 Indy Sport 2 up seat and 1979 Ski-Doo 377 Citation, both for $955. 1994 Polaris ATV 400 liquid cooled 4X4, auto transmission with snowplow, $2,500. Call: 824-5901

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.