

Bullet Report

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The Bullet Report presents recent activity and timely information from most, if not all, Boston Consortium groups including: Arts, Benefits, Board of Directors, Chief Information Officers, Controllers, Employment Managers, Environmental Health and Safety, Facilities, Health Services, Human Resources, IT Training, IT User Services, Labor and Employee Relations, Organizational Development and Training, Public Safety, Purchasing, Risk Management, Sponsored Research, Telecommunications, and Special Initiatives.



THE BOSTON CONSORTIUM
FOR HIGHER EDUCATION

The Boston Consortium for Higher Education's (TBC) mission is to create a collaborative environment that inspires its member colleges and universities in the development and practical implementation of innovative cost management and quality improvement ideas.

Babson College
Bentley College
Berklee College of Music
Boston College
Boston University
Brandeis University
Harvard University
MIT
Northeastern University
Olin College
Tufts University
Wellesley College
Wheaton College

• Susan Vogt Fellowship

We are pleased to report that in the first year of this fellowship, fourteen people have been nominated from ten of the Consortium schools.

The program honors the remarkable work and spirit of Susan Vogt, Vice President of Finance and Treasurer at Wellesley College from fall 2000 through fall 2003. Susan was an alumna of Wellesley.

The Fellowship will carry on her legacy by connecting, developing, and supporting emerging leaders within the Consortium member schools. The Fellows will work on one or more projects determined to be of value to their schools.

The Fellows will have a one-day orientation at the Wellesley College Club on June 22nd and will then begin a leadership series in the fall to be facilitated by Joe Raelin, Asa Knowles Chair at Northeastern University.

• Robert Kegan Event at Berklee College of Music

On April 8th, the Boston Consortium in collaboration with Berklee College of Music presented a one-day workshop with Robert Kegan, PhD. Professor Kegan is the William and Miriam Meehan Professor in Adult Learning and Professional Development at Harvard's School of Education and author of *How the Way We Talk Can Change the Way We Work*.

The interactive workshop focused on people's "immunity to change" on the personal and organizational level. It was a high energy day loaded with insights and special relationship building. During lunch, Phil DiChiara encouraged participants to look at ways we can collectively address the challenges of improving our systems in spite of constrained resources.



- **Internal Audit Co-Source Initiative**

Babson, Brandeis, Berklee, Olin, Wheaton, and Wellesley, the core schools of the Internal Audit program, met on April 28 at Brandeis University. They compared options and preferences as they enter the pilot year of this Mellon funded program. The schools found common ground with a program that would include two audits over the next eighteen months, during which the vendor would act as a knowledge repository. A coordinator for the group would be entertained after the audits are underway. The remainder of the Mellon funds will partially cover an assessment tool. Final proposals are to be received shortly from Daley and Company and Resource Audit Solutions. The Grant Thornton proposal was reviewed and interviews are currently being conducted. We will move to selection and implementation this summer.

- **IT User Services**

The IT User Services group has been working on developing a survey for Consortium schools. The questions and resulting information will help schools share best practices and help to guide areas of interest and challenge for the members and their institutions.

Next Meeting: June 3

- **Emergency Preparedness Series**

An Emergency Preparedness Series workshop, Open Lines: The Foundation for Crisis Communication, took place on March 18. There was representation from all of our Consortium schools. The full agenda and presentations are posted on the web site under past events.

The next program in the series will focus on simulations. Many schools have been actively running emergency simulations. This session will focus on planning, implementing and assessing a simulation exercise. You will receive email notification with details for this session.

- **Public Safety**

Several Boston area schools have attended meetings for the upcoming Democratic National Convention. Meetings have been sponsored by NEDRIX and the City of Boston. Included in the briefings are details of road closings and emergency plans, and changes to public transportation.

On April 29, there was an Agile Planner workshop at MIT that focused on Campus Security. Many Consortium members were on hand to hear John DiFava, MIT Director of Campus Security and Campus Police Services, present Balancing Security with Academic Freedom and the Open Campus. Also presenting was Robert Breslow, Director of Administrative Services at the Harvard Business School. His presentation, Utilizing Human Resources to Create a Secure Campus, focused on the Local Emergency Management Plan at HBS.

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• HR 2014

On May 6, the Chief Human Resource Officers spent an afternoon at the Wellesley College Club discussing what the human resource function will face over the next decade. HR 2014 evolved from discussions at the monthly CHRO meetings dating back to January. The group decided to take an afternoon devoted to assessing what steps must be taken now in order to be prepared for the future.

Dr. Barbara Butterfield, formerly of the University of Michigan, attended as an expert participant in the discussion. Cavas Gobhai acted as facilitator. The group actively debated and identified many issues. One sub-group has already formed to address the metrics and its role in defining future work roles. Other issues include demographic impact, diversity, delayed retirement, health care, and the evolving social contract, as our world becomes more of a global and knowledge-based economy.

• Professional Development Series

Approximately 274 participants from 12 schools have attended programs offered by the Consortium since January. Thank you for your participation and feedback.

In addition to MIT Professional Development, The Training Collaborative programs, and Consortium offerings, the Professional Development Series is pleased to offer Harvard University Professional Development classes to our members as well. Thanks go to the efforts of Melissa Brown and her staff for providing this opportunity. Consortium members can now select professional development from a larger variety of classes, locations, and dates.

Your comments are always welcome and help us assess courses and instructors as we plan for the future. Please email your comments to June Kevorkian at jkevorkian@babson.edu.

• Benefits

At the last meeting of the Benefits group, a speaker from the Health and Welfare Consulting Group at Fidelity addressed the group on emerging trends in health care, and more specifically to discuss Retiree Medical information and the impact of the new Medicare legislation.

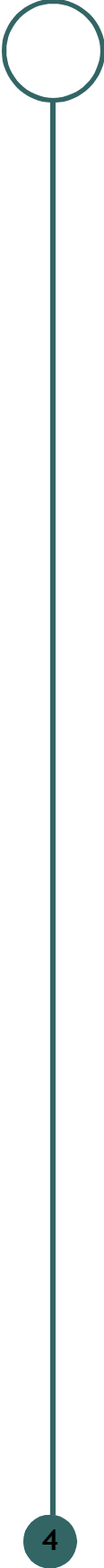
Also at the meeting the group discussed the Massachusetts Same Sex Marriage issue and the impact of the law on the benefits offered to employees.

Next Meeting: TBD

• Controllers

At the spring quarterly meeting this May, the group reviewed two issues. The first is the proposed O'Reilly Bill and its impact on the schools. The second is Sarbanes-Oxley and its requirements for higher ed. The group shares best practices and strategies to meet the challenges for their institutions.

Next Meeting: September 7



• The Training Collaborative

The Training Collaborative, spearheaded by Matt Reis from Babson, has been working to refine the new supervisory workshop, which was first presented in 2003. The workshop will be offered again in July and is already proving to be a valuable and popular addition to the training workshop offerings.

At the group's last meeting, members also discussed and made recommendations for future workshops. Of these workshops, *Communicating Upwards* (MIT) and *Communicating Effectively with Your Manager* (TBC) will be offered over the summer. *Managing in a Union Environment* and *Meeting Management* will both be offered in the fall. The group will meet over the summer to discuss fall training options.

Next Meeting: Summer TBD

• Sponsored Research

This past April, the Sponsored Research group determined several areas of focus for the future. These include compliance issues, time and effort reporting, cost sharing, balancing compliance and customer service, and web-based training modules. Compliance is the topic for the next meeting, which will be held at the Center for Executive Education at Babson College. Schools have invited their compliance officers to attend in order to begin sharing best practices and develop strategies for each institution.

Six schools have elected to participate in the NCURA 2004 Video Series. They are Babson College, Boston University, Brandeis University, Olin College, Tufts University, and Wellesley College. The first two sets of tapes have arrived and schools are sharing this resource.

Next Meeting: June 10

• OD&T

The group held a strategic meeting on May 3rd to identify the goals and objectives for the next academic year. The group will continue to share information on a variety of topics, including: performance management, career development in higher education, changing demographic issues, and executive coaching.

Group members will also identify professional development opportunities for themselves to ensure that they have the skills and tools to be effective in this fast-changing area.

Next Meeting: June 14

• Telecommunications

At the March meeting, the Telecom group had a presentation by Alex Beletsky of Senti. He presented an overview of the latest “follow-me” technologies that meet the growing demand for remote access for faculty and staff.

At the May meeting, members reviewed their upcoming summer projects that included changing to VOIP, upgrades to cable, wireless access, and voice recognition systems.

Next Meeting: September 20

• IT Training

The IT Training Group met on April 5th at MIT. The morning was spent reviewing the progress two schools (BUMC and NEU) have made in creating their own web-based courses using the new authoring tool developed by Element K, our web-based training vendor partner. The two demos were very helpful in motivating other schools to try their own hand at development. Our ultimate goal is to produce a course that can be both jointly developed and then used across many of our schools.

The afternoon session featured a tour of MIT’s Usability Testing facilities, a live demo of a short usability test, examples of types of testing that can be done to test a new product/web site, and a Q&A session. It was a practical and helpful session.

In June the group will meet at Northeastern University for our last meeting of the academic year. We will have a guest expert speaker from NEU on Security Awareness, review progress on work with Element K, and review the success of the meetings held over the past year with an eye towards planning for next year’s agenda.

Next Meeting: September TBD

• Labor Relations/Employee Relations

Several members of the Labor Relations/Employee Relations Group, who had participated in the 2003 Boston University blind study of SEIU (Service Employees International Union) data, agreed to update the information for 2004. The data will be consolidated and revised on the BU document.

The group agreed to shift focus at the next meeting and move to a more general discussion of Employee Relations issues, identify ongoing and emerging issues, and prioritize for future meetings.

Next Meeting: TBD



• Employment

The Employment Group is moving ahead with Phase II of its Shared Recruiting project with ten of the Consortium schools making financial contributions toward this phase. As part of its strategic planning, the group has been working with Greg Almieda from Global View Communications to help refine its message and focus its efforts on outreach to the minority community.

Greg has presented a calendar of events for the next three months, which includes multicultural events and opportunities for group involvement. In addition, Greg is developing a new approach to advertising with a more targeted approach for the multicultural audience. A subgroup has been formed to plan a networking and minority outreach program at one of the member schools later in the year.

In March, several members collaborated to staff a booth at the Latino Career Fair, which was well attended and gave members a wide variety of professional applicants. The group is in the process of setting up a meeting with a reporter from the *Boston Globe*, BostonWorks section of the newspaper, who is interested in hearing their story.

Next meeting: June 10

• Purchasing

The Purchasing Group met at Babson College at the Center for Executive Education on April 21. Consortium members and colleagues from Brown, RISD and Providence College discussed many topics. The overriding issue was the current effort of the New England chapter of NAEB to bring change to the E&I Cooperative. Consortium members utilize several E&I committed contracts, but other practices that have characterized this organization have limited its appeal.

The current economic environment and future trends suggest that committed contracts and a new focus on transaction cost reduction are essential to the Group Purchasing Organization (GPO) environment. Jake Bishop of MHEC, the state's largest GPO, is working with our members to determine if MHEC might extend its influence to other New England states. An informal alliance between these two entities might best insure optimal pricing. GPO pricing can always be outbid in a specific circumstance, but the cost of those transactions makes for higher human resource cost. The purchasing group is envisioning a new operating basis that can drive volume, and therefore price, by leveraging the unique attributes of each program.

Bill Hoyt, recently retired from Harvard as its Chief Procurement Officer, will be working with the Consortium as an adviser and facilitator to the Purchasing community. We are pleased that he has committed time to working with our group to rethink how Consortium schools, and others, can best be served by a new vision that promotes an alliance across all higher education GPOs.

- An Overview of Consortium Participation

Consortium Project, Group Project and Event Participation Past 18 Months

	Babson	Bentley	Berklee	BC	BU	Brandeis	Harvard	MIT	NU	Olin	Tufts	Wellesley	Wheaton
Labor Relations Prjct	●		●	●	●	●	●	●	●	●	●	●	●
EHS Website Trng	●	●			●	●	●	●	●		●	●	●
Diversity Recruit Site	●		●	●	●	●	●	●	●	●	●	●	●
Spon Res Guidelines *1		●		●	●			●		●	●		
User services New Group	●	●		●	●	●			●			●	●
Spn Res Video Series	●		●	●	●	●				●	●	●	
Mellon Emeriti Prjct *2	●		●	●	●		●	●	●	●	●	●	●
Purch Trnsaction Init *2													
Facility ROPA Review	●		●	●				●	●			●	●
Proj Facilitator Network	●		●	●	●		●	●	●		●	●	●
Leadership Series I				●	●			●	●			●	●
Leadership Series II		●			●			●				●	●
Co-source Risk			●			●				●		●	●
Co-source IA	●		●			●				●		●	●
Co-source Legal *1													
HR 2014	●	●	●	●	●	●	●		●	●	●	●	●
OCIP	●	●			●	●			●			●	●
Faculty Transitions	●		●			●		●	●			●	●
Endowment/Debt Srvy	●	●	●	●		●		●	●	●	●	●	●
NewMac Conf Mgr	●							●				●	●
Hippa,Ferpa,GLB	●		●	●		●				●	●	●	●
Emerg Prep Series	●	●	●	●	●	●	●	●	●		●	●	●
Prep for Protest	●		●	●	●			●	●		●	●	
CPIN	●	●		●	●		●	●	●		●	●	
KM Seminar/Davenport	●			●		●	●	●	●	●		●	●
Allan Cohen Infnce Sem	●	●	●	●	●	●	●	●	●		●	●	
NACUBO satellite Br.			●			●				●			●
EPA Conference	●	●	●	●	●	●	●	●	●	●	●	●	●
MBTI Certifications	●	●		●			●	●					●
Robert Kegan - Berklee	●		●	●	●	●	●	●	●			●	●
Dir of Resident -Request *2													
Spon Res Library *1													
Payroll - request *2													

*1 Still under development/open *2 Exploration stage only

● PDS Calendar

For more information about the Summer 2004 PDS programs please go to

www.boston-consortium.org

5/7	Writing with Purpose: Business Communications That Work	Ken Mirvis	Harvard
5/20	Achieving Balance in a Chaotic World	Virginia O'Brien	Harvard
6/14, 16, 17 & 18	Communicating Upward	Judith Stein	MIT
6/15	Would You Please Take the Minutes?	Lisa Sherrer	CEE
6/16	Managing Multiple Priorities	Cheryl Harris	Harvard
6/16	Communicating Effectively with Your Manager	Elizabeth McCarthy	CEE
6/17, 24 & 7/1	Scientific and Technical Writing	Rob McKean	MIT
6/20 & 22	Everyday Leadership	Judith Stein Kande Culver	MIT
6/22	Behavioral Interviewing: Hiring the Best	Christina Dunn	Harvard
6/22	Punctuation and Grammar Refresher	Rob McKean	CEE
6/24	Managing Student Workers	E. Wallace Coyle	CEE
6/28 & 29	Preparing Competitive Research Proposals	Rob McKean	MIT
7/8, 15 & 22	Successful Management: What Every Supervisor Wants to Know	Jeannette Gerzon Al Nierenberg	CEE
7/8	Tips and Techniques for Time Management	Jeff Pankin	MIT
7/14	Interviewing Skills	Barbara Peacock-Coady	MIT
7/19	Improving Communication Patterns	Francine Crystal	MIT
7/23	Effective Management Through Situational Leadership II	Margaret Ann Gray Robin Carleton	MIT
8/12 & 18	Active Listening	Francine Crystal	MIT

Please note: Harvard University is finalizing details of its summer program. Please check the web site for updates.

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