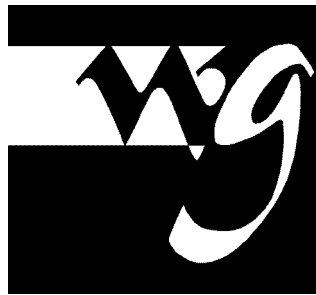


**WGSSI TASK GROUP/COMMITTEE
END OF YEAR REPORTS FOR 2004-2005**



Sr. Co-Convener: Barbara Smith

Jr. Co-Convener: Acia Adams-Heath

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MIT ARTISTS BEHIND THE DESK COMMITTEE
YEAR END REPORT FY 2005

Current Committee Members

Mindy Baughman, Nancy Boyce, Carolyn Collins, Shirley Entzminger, Mary Gallagher, Sally Honda, Barbara Hughey, Erika Hartwig, Michelle Hinkle, Anne Hudson, Debi Kedian, , Judy Leonard, Rhonda Maynard, Janni Moselsky-Hansen, Chi Sang Poon,.

The MIT Artists Behind the Desk Committee is pleased to report an exceptional past year!

MIT Community Recognition of Excellence 2004-2005:

Five members of the ABD Committee were nominated for recognition at the 2004-2005 Excellence Awards in March of 2005.

Nominated in October 2004, by Margaret Ann Gray for several categories, they were unanimously chosen to receive the Excellence Award for the “Creating Connections: making a difference in our communities” category.

Recipients Mindy Baughman, Visual Arts; Mary Gallagher, Web Mistress, Ann Hudson, Literary Arts, Debra Kedian, Co chair, and Judith Leonard, Co chair, were all Working Group members when they joined what was known as the ABD Task Force over five years ago.

They became what Margaret Gray coined a “core team”... who, since 1999, had dedicated their efforts to build and shape the present ABD Committee organizational infrastructure and continuously find and promote MIT’s unknown Support Staff talent. These extraordinary volunteer Committee members have generously given uncounted personal hours *for over five consecutive years*. All five, still actively continue in their original ABD roles and as consultants, evolving with the Artists Behind the Desk Program to support the arts at MIT.

Mission

The primary mission of the MIT Artists Behind the Desk Committee is to seek out and provide a venue to spotlight the many talented community members who often sit invisibly "behind the desk" at MIT.

Goals:

2005-2006 Community Outreach and Collaboration is the overarching major goal.

1. To offer the entire MIT Community opportunities and unique venues to either "strut their artistic stuff" or to enjoy and appreciate the talents of their fellow community members, through the MIT Artists Behind the Desk program of events.
2. To provide a year round schedule of programs, which will include a Spring, Summer, and Fall series of events, as well as occasional Visual Arts Exhibits, Theater Performances, and smaller or more informal events throughout the year.
3. To showcase the artistic talents of Support Staff and other community members at MIT, Lincoln Labs, and Bates Accelerator, by providing effective publicity and event logistical support.
4. To maintain a strong, organized, efficient ABD Committee structure and a self-perpetuating ABD Program staffed by an all volunteer and diverse group of MIT Community members.
5. To support "Friends of ABD" events with publicity, advice, and encouragement to create art at MIT!

Accomplishments

-This Spring began the sixth consecutive year of the continuous year round ABD events!

From July 1, 2004, through June 30, 2005, over 90 members of the MIT community have shared their artistic talents with colleagues, students, faculty, and the public.

- 90+ community members presented their art in various artistic venues and high visibility event opportunities.

-The 2004-2005 Artists Behind the Desk Schedule of Events included, the twice monthly Spring and Fall concerts, performances, or readings at Killian Hall; the annual Spring performance of the Meridian Singers at the MIT Chapel; a four week IAP 2005 Visual Arts Exhibit at Rotch Library, and a collaboration with Information Systems and Technology to create an art exhibit for the W20 Athena Clusters. Other opportunities included collaborations with Endicott House events and the List Gallery promotions.

-ABD was especially proud to provide entertainment and a visual arts exhibit at the 2004-2005 Excellence Awards Ceremony at Kresge Auditorium; and to provide the musical background entertainment at the Inaugural Reception sponsored by the WGSSI, along with performers for the weekend Block Party events in honor of the Inauguration of Doctor Susan Hockfield, MIT's 16th President.

-The majority of these talented people were Support Staff employees joined by administrative staff, faculty members, and students. Since 1987 ABD has evolved from an intermittent program that would occur over a two week period every three years, to a program that has multiple series during each year encompassing the visual, performing, and literary arts.

-This fiscal year 2004 to 2005 continued to be a financially difficult year; however, again we were able to maintain and even expand the ABD program of events. ABD has been successful in our efforts to obtain additional funding from many contributors throughout the MIT Community, which has helped to gain additional recognition for this program and the WGSSI.

Website

Our web site, <http://web.mit.edu/abd/>, reflects the talent of the ABD web mistress, Mary Gallagher.

-Current events, bios, friends of ABD events and past history, archived events and photos make it an unusual wealth of performance information.

-There is a detailed contact form, which allows the submitter to categorize their contact with us and to choose from mailing list, share talent, feedback, and volunteer. This is crucial for managing inquiries, identifying interest, creating event schedules, and creating a large talent pool.

-Recently the MIT community has been referencing the ABD website to use it as an entertainment resource for planning department events, or to contact ABD for suggestions for entertainment rather than go outside the MIT community.

Other artists, writers, and performers use it to read bios, network, and connect to the arts at MIT.

Community Outreach and beyond!

ABD continues to reach out to the entire MIT Community. This past year we expanded our efforts and increased collaboration with (7) seven NEW initiatives in 2004-2005.

New collaborations:

1. Collaboration with the Excellence Awards Committee to beef up attendance and make the Awards Ceremonies more of an event...resulted in ABD providing the Reception entertainment and a juried Visual Arts exhibit.
2. Collaboration with IS&T to provide artwork for W20 Athena Clusters resulted in a collaborative art project which was hung in the clusters.
3. Collaboration with MITAC provided belly dance and vocal entertainment at their Stata Center event.
4. Collaboration with List Gallery in March provided entertainment before and after gallery walk.
5. Collaboration with Earth Day Committee provided entertainment on April 28th at Stata Center.
6. Collaboration with the Inauguration Committee provided entertainment for the WG sponsored luncheon and many Block Party events during President Hockfield's Inauguration week this May.

7. In the fall, ABD entered a new collaboration with (MITCP) MIT Community Players and agreed to support their upcoming production of a series of short plays July 28th to 30th, 2005 at Little Kresge Theatre.

Ongoing collaborations:

1. WGSSI task groups and committees were invited to participate in ABD events. Recycling, Commuting, and Peer Resources have used our events to promote their committee, sell their promotional products and shine a spotlight on their task group work and the mission of the WGSSI.
2. Since October 2003 we have collaborated with MIT's Endicott House. Endicott House provides an old world ambiance and the culinary arts and manages the events. Artists Behind the Desk provides the talent for the entertainment. A weekend dinner concert, a Sunday afternoon brunch jazz concert, and a garden party tea proved the event interest. The attendance proved a modest revenue for Endicott House, the performer, and high visibility for all. We now have an ambitious schedule of 4-6 seasonal weekend events (dinner concerts, afternoon teas and garden tours, lawn parties, and celebrations) open to the active MIT Community, retirees, and beyond!

FY 2005 - 2006

Work in process (in various stages -approximately 30 events planned between 7/1/05 and 6/30/06:

1. 2005 –Summer Concert Series at the Stratton Student Center and/or Stata Center Amphitheater
2. 2005 –July 28 -30 MIT Community Players – theater productions @ Kresge.
3. 2005 -Summer and Fall Endicott House Events
4. 2005 -Fall and Winter Performing Arts Series in Killian Hall
5. 2005 -Fall and Winter Literary Art Events
6. 2005 -November -Visual Arts Show at Rotch Library feature artist –Erika Hartweg.
7. 2005 -Fall or Winter – Grohmann concert and CD release event.
8. 2006 -Winter (05) and Spring (06) Endicott House Events
9. 2006 -Spring Performing/ Literary Arts Series in Killian Hall.
10. 2006 - Spring - Meridian Singers annual event in Chapel.
11. Constant and Ongoing efforts to support and sustain ABD Program:
 - Fundraising (Hard cash and gifts in kind)
 - ABD Membership (ABD Committee volunteers and ABD artistic members)

Funding

Based on the ABD committee's past performance and use of CAMIT granted funds in 2000-01 and 2002-03, the executive committee for Council for the Arts at MIT voted to make the Artists Behind the Desk Program an annual line item in their budgets for FY 2004 and FY 2005. This was a direct reflection of their faith and support of the value of this program to the artists and the arts at MIT.

ABD relies on the generosity of many departments and people within the MIT community. They offer to donate their money, time, materials, and support that make it possible to showcase many community members in their preferred art form.

The FY '05 Cash Funding below reflects the current economy and the Institute's financial situation.

FY '05 Hard Cash Funding:

WGSSI	December 2004	\$2000..
CAMIT	July 2004	\$7200.

Gifts-in-Kind:

MIT Audio Visual Services	discount on equipment rentals & technicians
MIT Copy Technology Centers	discount on any and all service pricing
Killian Hall	waived space rental charge
Campus Activities Complex	waived space rental charge

These "gifts in kind" (i.e., flyer copying, hall rental, audio-visual services, food services, staffing) are valued at three to five times the amount of hard cash we spend to produce the ABD events.

(Audio Visual expenses and printing costs, although deeply discounted and often donated by MIT Copy Tech and the MIT A/V department, also required some hard cash.)

Expenses

Currently, ABD advertises three to four events in a series on a flyer, which has realized significant production cost savings, and less paper, less labor, and less to re-cycle. The majority of the \$9200.00 in hard cash we received this year, was spent on publicity for 2004-2005 events and cost for the IAP Visual Arts Exhibit, with a minimal amount going to A/V expenses and artist amenities.

Average cost of a three to four event series:

10,000 flyers produced	\$ 300.00
Mail services	\$ 200.00
Campus postering	\$ 200.00
Audio Visual	\$ 300.00
Artist Amenities	\$ 80.00
	<hr/>
	\$1080.00

Supporters

The MIT Artists Behind the Desk Committee has been successful in their efforts this past year to expand this program while operating with less funding (1/3 less) and in many cases a heavier workload due to cutbacks in their departments. A special thanks goes to this unique group of volunteers who choose to spend their personal time to provide artists who work at MIT with an expressive outlet.

In addition, we would like to thank the Working Group on Support Staff Issues for continued guidance and support, and gratefully acknowledge the generous funding from the Council for the Arts at MIT.

Support from MIT department of Human Resources, Enterprise Services, Steve Dimond and the Copy Technology Centers, Music and Theater Arts Section of the School of Humanities, MIT Audio/Visual Services, Campus Activities Complex, MIT Faculty Club and MIT Catering, Classic Copy & Printing of Central Sq., the MIT Office of the Arts, and Endicott House.... these are the MIT family members that make it all possible.

Please visit our website...read the artists and performers biographies...see what's coming up!

Sit in on our meetings...Join the ABD Committee!

Proudly submitted by:

Judy Leonard and Debi Kedian

Co-chairs

MIT Artists Behind the Desk Committee

abdesk@mit.edu

--

Judith A. Leonard and Debra Kedian

Co chairs of the MIT Artists Behind the Desk Committee

<http://web.mit.edu/abd>

The ABD Committee meets once a month. Usually the last Thursday of each month, at noon. Please think about joining our "all volunteer" committee! Learn event planning, website design, publicity, event production, and more. Meet and work with talented artists, performers, writers, and poets and other committee members.

This is a great opportunity to volunteer your time, learn a lot, and it's fun!

The MIT Working Group on Support Staff Issues



Commuting Task Group Annual Report 2004-2005

Committee Members:

Joe Hankins Chair
Rhonda Culbert
Anne Deveau

Carol Frederick
M. Blossom Hoag

The Commuting Task Group's mission is to address safety and security issues relating to transportation and parking issues and concerns, to maintain and strengthen capable representation and interaction with other MIT Community groups on the Institute's Committee for Transportation and Parking, and to advocate for Support Staff in a positive and productive manner.

Task Group Accomplishments:

- **Changed name to Commuting Task Group:** Broader and more concise name reflecting larger commuting population.
- **T-Pass Door Prizes:** Awarded six T-Pass Door Prizes to members of the MIT Community. Expanded outreach to include the entire MIT Community at Institute-wide events. Door prizes promote visibility of our task group. Outreach and prizes awarded at:
 - Fall Transportation Fair (Sept. 30, 2004)
 - Support Staff Spring Social and Chocolate Buffet (April 8, 2005)
 - Earth Day (April 28, 2005)
 - April 16, 2005 Artists Behind the Desk Poetry and Writing noon-time event
 - May 18, 2005 Artists Behind the Desk Singer performance event
 - Annual Support Staff Appreciation Luncheon (June 7, 2005)
- **Provided a service:** Ruth Davis, Department of Facilities, asked us to identify 5 volunteers to test their current web site for usability before making changes to it. We also supplied the name of two alternates.
- **The Institute's Committee for Transportation and Parking:** A member of our task group continues to serve as representative to the Working Group, meeting annually.
- **PlanetTran:**
 - Continued to promote environmentally-friendly shuttle transport for MIT Community.
 - Sent email to Support Staff and AO Query email lists.
 - At events and meetings presented flyers, Power Point slides, and PlanetTran business cards.
 - Met with Seth Riney in person and communicated in lengthy conference telephone conversation.
 - Gained greater discounts on MIT fares.
 - ✓ \$64 Logan Airport round trip fare including tips and tolls

- ✓ 15% discount for MIT Community for non-Logan shuttle service
 - ✓ 25% discount for MIT students
 - MIT-specific PlanetTran web site set up for fare quotes and reservations.
- **Alerted campus authorities** of campus hazards and off-campus emergencies that assisted homeward bound commuters.
- **Poster:** Prepared a new poster displaying commuting options and promoting one-month free T-Pass door prizes, which we unveiled at the Support Staff Spring Social.
- **Web page:**
 - Added “Recent Winners” to easily identify link to some of our recent recipients of the T-Pass door prizes.
 - Linked to traffic sites with more commuter news

Future Plans/Works in Progress:

- **Payroll Project:** For those paid weekly, we are working to forward the procedure of having T-pass charges split over two weeks instead of one—the last week of the month plus the first week of the next month, instead of just the last week of the month.
- **New Mission Statement:** We plan to develop a new mission statement to reflect our new name and broader commuting environment.
- **Web Site:** Revision planned for our web site, and broadening our contacts through MIT’s orientation and Support Staff Peer Resources task group web site.
 - Adding a page for MIT newcomers to support orientation needs.
 - Changing the look to match SSPR site, once it is redesigned.
- **Encouraging off-campus parking**
 - Advocate for MBTA parking lot subsidies along with T-Pass subsidies. Discussed at annual meeting May 24, 2005 for possible pilot program in Spring 2006.
 - Identified parking locations near Lincoln Lab and Hanscom Airport to be used in conjunction with Lincoln Lab shuttle and/or MBTA bus service.
- **Campus facilities issue:** Alerted Transportation and Parking Office to danger behind building 68. Depressed hole now scheduled for filling—currently yellow tape and orange cone have been placed at edge of loading dock indicating our efforts to improve walk-ability on campus will pay off.
- **Impartial advocacy task group:** Our task group will continue to advocate impartially for the Support Staff community to resolve parking and transit issues as they arise.
 - We promote alternatives and improvements for ways to commute to MIT.

- We increase awareness of acceptable parking practices to ensure that everyone with a parking sticker has a parking space.
- We encourage respectful parking--"Park Within the Lines"
- We make recommendations to improve parking conditions as they are brought to our attention.

Member Attendance

- No new members, but our members provide diversity to encompass various commuting options and knowledge.
- Meetings: monthly

List Maintenance Committee - End of Year Report

Members: Olga V. Parkin, Co-Chair
David J. Hogarth, Co-Chair

Accomplishments: Maintenance of supstaff@mitvma.mit.edu list during 2004-05
1,411 members on list
Addition of 109 new members
Deletion, purging of lapsed and other non-participants 162
Mailing of 205 official messages to list, as authorized by Co-Conveners



Membership Committee Annual Report 2004-2005

Committee Members:

Suzette Clinton, Co-Chair	Zina Queen, Co-Chair		
Therese Henderson	Shelly Isaac	Imani Ivery	Lynne Dell
Tatia Santiago	Carolyn Skeete	Eleonore Zamora	

It is the Mission of the Membership Committee to create awareness of the Working Group at MIT, foster cohesion among its members, track attendance, and promote the activities of the WGSSI through social events and outreach programs.

Task Group Accomplishments:

- Continue to prepare new members letters that are signed by the Co-Conveners and Membership Co-Chairs. In this letter new members are informed of the upcoming WG meeting.
- Streamlined the new member process with online registration and also transmittal of information to the President's office. This process is still in use.
- Prepared Guest information brochures and followed up with formal communications to all the guests on the list. The guests are sent e-mail informing them of upcoming WG meetings and activities.
- Instituted tighter tracking of attendance (both guest and member) at WG events/meetings. Guest attendance records are used to issue invitations to next large meeting.
- Continued to prepare name tags for the scheduled WG meetings
- Chocolate Buffet: This is the second year of Membership chocolate and fruit buffet in the spring. It was very well attended and has stimulated membership interest.
- Membership designed t-shirt for its members to bring awareness to the Working Group when we host our various events.
- Membership collaborated with the MIT Caribbean Club for a hurricane relief drive to help Haiti, Grenada & Jamaica, which were three Caribbean Islands that were severely affected by hurricanes Jean and Isaac. We raised a generous amount of funds, and an article was written about the relief drive in the MIT Tech Talk. <http://web.mit.edu/newsoffice/2004/techtalk100604.pdf>

- Support Staff Appreciation Luncheon– This year’s MARDI GRAS luncheon was held on June 7, 2005 at Walker, Morss Hall. There were over 365 Support Staff employees in attendance, and we received lots of feedback stating that this was one of the best luncheons that we hosted. There were rave reviews about the food that was catered by Jules Catering. Overall the luncheon was very successful and appreciated and we thank everyone for their help in making the luncheon possible.
- This year it was agreed on by the Co-Chairs to have Administrative Staff as servers for the luncheon. Membership acted on this suggestion and it was just amazing to see how much fun they had yesterday. Many of the Administrative Staff expressed their interest in doing this again. Not only did they serve, but many of them helped in cleaning up after the luncheon.

Future Plans:

Online registration has been working well for the past two luncheons and we plan to continue with this format.

The Membership website is continually being worked on by our very own Shelly-Ann Isaac.

We had a tremendous response to the luncheon RSVP within four days with 261 RSVP’s. Next year in our budget, I requested more money because our current budget allows us to cater for about 350. The increase request is due to an increase in the catering cost and the popularity of our event.

The Membership Committee would like to organize a charity drive this fall. Last year we tried to organize a drive but the complexities of the Institute did not make this possible. Our Committee has received information from the Public Service Center regarding various agencies, and will decide on our efforts in future meetings.

The Membership Committee feels that it could increase campus-wide awareness by participating in appropriate, annually held MIT events. For example, the Vendor Fair seems to be a good opportunity for WG to set up a table and make itself visible to many of MIT support staff who isn’t familiar with the WG. The Membership Committee will also research other possibilities for introducing itself to employees across campus.

	QTY	COMMENTS
Member Total in May 05	75	Including Resource Members
New Members for 04-05	17	Including one Resource Member
Attrition 04-05	3	In the future, task group need to inform membership if email is not sent to the entire WG
Net Member Gain	14	

We feel that there has been some increase in awareness of the Working Group on Support Staff Issues over the course of the year. There is still a hesitation on the part of many

Support Staff personnel to commit the necessary time to belong to the group. The Reception for the Presidential Inauguration generated tremendous awareness to the Working Group.

Statistics of Signed in Guest Attendance 2004-2005

Date	Qty	Comments
September	2	
October	0	(The responsibility of monitoring these numbers has been
November	0	assigned to one member in order to have accurate numbers and
December		data in one area for future reports)
February	3	
March	6	
Spring Social	100+	Plus members
April	6	
May	7	

Overall, our Chocolate Buffet was well received by Support Staff members in attendance. We only had one social this year due to budget and we will be looking into ways to continue to reach out to support staff at the Institute.

Member Attendance

A copy of attendance for 2004-2005 will be sent to our co-conveners after the May meeting. Overall member attendance has been very good.

The MIT Working Group on Support Staff Issues Recycling Committee Annual Report 2004-2005



Committee Members:

Anne Wasserman, Co-Chair; Amy Donovan, Co-Chair :
Lisa Coviello, Diana Daigle, Ruth Davis, Andrea Finnin, Kevin Healy,
Blossom Hoag, Mara Karapetian, Steve Lanou, Bill Van Schalkwyk,
(PSB consultant: Cheryl Slowik); Jon Allen (Recycling Ambassador
rep);
Jamie Lewis Keith, (EPO); Randi Mail (City of Cambridge); Jo Ann
Merlino-Rogers (Meredith & Grew), Steve Porter, Mike Choi
(Sodexo); Jim Wallace, Norman Magnuson, Dave McCormick, Kyle
Rohm (Dept. of Facilities); Jessica Lee (SAVE); Sara Brown
(Spaulding & Slye, Colliers)

The mission of the MIT Working Group Recycling Committee is to develop and deliver programs that educate administrative and support staff about recycling, reducing and reusing goods. Efforts include identifying/addressing gaps in staff understanding about recycling as well as gaps in recycling resources and creating ways to increase recycling at MIT.

Committee Accomplishments:

- Instituted first on-line environmental newsletter, *The Monthly Bale* (Sept. '04)
- Instituted first collaborative environmental calendar with sponsorship by MIT depts., labs, centers, and vendors (Jan. '05)
- Sponsored IAP Workshop for recycling ambassadors presented by Jan Aceti, former Director, Recycling Division, City of Cambridge (Jan. '05)
- Redesigned paper recycling bookmarks for inclusion in new employee orientation (beginning Fall '04)
- Began expansion of the Recycling Ambassadors *Plus* Program for Support and Administrative Staff through focus groups centered on outreach programming (Mar. '05)
- Sponsored showings of "Escape from Affluenza" for America Recycles Day '04.
- Provided recycling services for WGSSI social events
- Sponsored first Earth Day@MIT event at Stata Center in collaboration with EPO, Dept. of Facilities, Office Depot, Sodexo, ABD, Commuting Task Group, and Membership Committee, among others (Apr. '05)
- Featured subject of Tech Talk article (Feb. 9, 2005)
- Began development of 'Working Green' site
- Successfully advocated with Office Depot to add more environmentally friendly cleaning products to its catalogue (Seventh Generation cleaner available beginning July '05)

Future/Upcoming Projects:

Other projects under consideration by the WGR include:

- **Repeat ‘Clean Out Your Files Weeks’ event with Dept. of Facilities(summer '05)**
- **Design bookmark for plastics recycling education and distribution by HR**
- **Continue work with Office Depot on minimizing use of resources in delivery of office supplies**
- **Continue outreach to staff through collaboration with Dept. of Facilities to provide presentations on recycling and ambassadors program to DLC’s**
- **HR staff orientation (expanded role requested by HR)**
- **Create videos on recycling themes**
- **Develop new program for staff on recycling with dining services**
- **Sponsor environmental film series during the next academic year**
- **Continue training for Recycling Ambassadors (motivating change; problem-solving re: recycling issues)**
- **Continue expanding committee membership and cross-campus collaborations**
- **Expand collaboration to include national organization involved in campus environmental advocacy and support**





Working Group on Support Staff Issues

Support Staff Identity Task Group 2004-2005 End of Year Report

Committee Members:

Carol Clark, Human Resources
Amy Francis, Biological Engineering
Jackie Harrington, Libraries
Claudia LaBollita-James (Co-Chair), Physics
Linda Mousseau, Chemical Engineering
Olga Parkin, Biological Engineering
JoAnn Sorrento (Co-Chair), Biological/Chemical Engineering

Members who left the task group during the past year: Christine Downey, Dianne Overlan & Kay Walsh

Task Group Accomplishments:

- Our task group spent a great deal of time discussing the feasibility of writing an online newsletter specifically for support staff. We would like input from support staff as to what they would like us to write about and are researching how to go about obtaining their ideas. In the interim, we included a question about what support staff would like to see in a newsletter in Suzette Clinton's (Co-Chair, Membership Committee) survey which was available at our booth on Celebrate MIT Support Staff Day. Amy Francis has written an article about support staff which will be part of our inaugural newsletter.
- Administrative Professionals Week was the week of April 25th. On April 26, 2005 we had a booth in Lobby 10 to celebrate MIT Support Staff. The event was publicized via the suppstaff email list. Group members staffed the booth from 10am – 2pm. Approximately 100 support staff and other members of the MIT community stopped by the booth to talk with the group members, sign our banner, and pick up some “goodies” (buttons, carnations, support staff brochure, WG pencils, Amy's article, Suzette's survey). The buttons were designed by members of our group and were a great success. Even President Hockfield has been wearing a button! The event was a great networking experience and a wonderful way to be part of the MIT community. We encouraged visitors to visit the WGSSI website and come to a Working Group meeting.
- Claudia is updating our group's web site and it should be online soon.

- Olga Parkin was chosen as the senior co-convener of the WG for AY05-06 to cover the vacancy left by current junior co-convener Acia Adams-Heath who is unable to take on the senior co-convener responsibilities.
- JoAnn Sorrento was asked by Laura Avakian, VP, HR to be on a committee to work on a special project in Human Resources.

Future plans:

- Research “professionalism” and how it pertains to support staff here at the Institute; this will be done by Carol Clark.
- Coordinate the celebration of the Working Group’s 30th anniversary for sometime during fall semester 05.
- Produce the online newsletter mentioned above.
- Coordinate another Celebrate MIT Support Staff Day.
- Initiate and lead mini-forums with other support staff on informal basis.



The MIT Working Group on Support Staff Issues
Support Staff Peer Resources (SSPR) Task Group
Annual Report 2004-2005

Committee Members:

Anne Deveau and Li Miao, co-chairs
Iris Chu-Chen Chang, Kathy Cofield, Nancy Kelly, Marie Tangney, Anne Wasserman,
Linda Williams, Zianette Viera

Mission: The Support Staff Peer Resources Task Group acts to build a positive work environment by educating MIT newcomers and persons in transition in the work practices and procedures of MIT to facilitate job accomplishment, and by identifying gaps in the communication of task management.

Task Group Accomplishments/ Works in Progress:

- **Mission rewritten** (see above statement) to give group tighter focus without losing original intention.
- **SSPR Web site:** <http://web.mit.edu/sspr/>
 - Located new links on the following topics: MIT administration, sponsored research, student assistance, MIT history and archives,
 - Met with IS&T web design consultants to assist in the redesign of the web site, scheduled for June 2005, into a support staff resource center.
 - Met with Mechanical Engineering webmaster to discuss their use of our web site and what resources are available at MIT. Collaboration to continue.
 - Identifying other DLC websites that list resources for administrative assistants and staff.
 - Updated web site as needed
- Began developing **Newcomers Welcome** event as the first part of a two-phase program beyond orientation to assist the learning curve for newcomers. While doing so, task group was asked to give ideas for upgrading orientation. The following background work was done to identify already existing programs and a starting point for the new event:
 - contacted Etaine Smith, HR Officer, to pitch idea—enthusiastically received
 - attended When Support Gets Personal
 - attended orientation
 - met Julienne Kelly, orientation consultant
 - drafted sample agenda and purpose
 - sent draft to Etaine Smith, Alyce Johnson and Julienne Kelly
 - identified possible catering vendor: Milk Street Café. Follow-up required as project progresses.

- Began **redesigning BBB events** into networking events with tips and techniques for work efficiency and with fun gatherings for stress busting (the second part of a two-phase program beyond orientation). The idea is to assist in answering the smaller questions that often get lost among the bigger concepts as well as generate collegial spirit.
- **Collaboration with Zeisiger Center/DAPER**
 - Liaison and organizer for four tours of Z Center in August 2004
 - Sent ideas to Department of Athletics, Physical Education and Recreation to assist them in promoting their services to support staff, specifically policy and procedure questions and web site concerns
- Designed and printed **SSPR business card** as a handout to MIT support staff especially newcomers. Will follow-up with a mailing to Administrative Officers, Personnel Officers and Human Resource Officers.
- Gave **Powerpoint presentation** about the task group and current and future plans to WGSSI during monthly meeting on March 10, 2005.
- Several members processed in **Presidential Inauguration**, attended Inaugural Concert and/or Gala.
- Individually members **supported upkeep of Institute** by alerting offices about problems that came across their desk, and in bringing attention to the problem it helped others:
 - help desk issues, eg., problem with mail server, problem with mail application, slow network connection
 - focus group participation: payroll project
 - elevator issues
 - key office information for new students
 - sap training for new students
 - catering information
 - recycling information
- **Attended WGSSI events:** Artists Behind the Desk poetry recital (March 16, 2005), the Membership Committee-organized WGSSI Chocolate Social (April 8, 2005), the WGR-sponsored Earth Day@MIT event (April 28, 2005), WGSSI-hosted Inaugural Reception for all support staff (May 3, 2005), and the Membership Committee-organized WGSSI Support Staff Appreciation Luncheon (June 7, 2005).
- **Attended WGSSI focus groups**
 - membership recruitment—part of a research project performed by WGSSI member Suzette Clinton—March 16, 2005
 - support staff retreat idea collection, June 22, 2005

Future Plans:

- Web site publicity
 - contacting departments, labs and centers
 - Lorraine Ng, from the Resource Development Peer Group for Support Staff
 - write invitation to AO query for webmasters to link to our site.
 - contacting news office, writing an article

- To develop diagrams and charts for
 - skill education planning by administrative function eg financial, academic, research showing what topics a staff member in each line would need to learn to facilitate their job productivity
 - “campus at a glance” series -- using the campus map to show:
 - the five schools and Whitaker College
 - East, West, North, Main, NE, NW areas identified by color
 - Main Campus building numbers: odd versus even
 - offices outlined in the organizational charts (map would show location and list the names of all of the offices that are under that heading), a few headings are:
 - Public Relations Offices
 - Information Services and Technology
 - Operations
 - Finance
 - Undergraduate Education
 - Student Life
 - furthering MIT’s organizational charts: to give the details of the structures within each of the schools and areas: showing administrative groups, discipline groups and research centers

Membership:

- **Co-chair** Carolyn Collins stepped down in early September to follow-up on personal and professional advancement interests. Anne Deveau and Li Miao stepped up to replace her.

- **New members:** Kathy Cofield (Cambridge-MIT Institute -- Department of Aeronautics and Astronautics), Iris Chu-Chen Chang (Department of Chemical Engineering)

- **Meetings:** monthly

WGSSI – END OF YEAR REPORT – MAY 2005

SUPPORT STAFF RETREAT Task Group

Co Chair: Kay Walsh (CEHS/Biological Engineering)

Members: Elizabeth Green (Office of the Provost) and Rose Englund (Microsystems Technology Labs)

TASK GROUP GOAL

The goal of this WGSSI Task Group is to plan a Support Staff Retreat for the year 2006. This will be an Institute-wide event. Our goals for the retreat:

- Celebrate support staff contributions
- Breakdown departmental isolation by building a communication network among support staff
- Foster professional development and pride in workplace efforts
- Develop new ideas for support staff involvement in campus-wide projects
- Generate enthusiasm and interest in WGSSI meetings and membership

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Discussions during our meetings this year were focused on the following areas:

RESEARCH

Survey – An initial survey resulted in showing us the diversity of ideas that support staff would like to see in an MIT retreat for support staff (these ideas ranged from: a day at a spa, to a professional development seminar, to an MIT-wide picnic!)

Internet Research – On the web, we tried to determine if there are any major U.S. universities who have done this previously, and we were unsuccessful in finding any information posted about this on the web.

Interviews – Spoke with resources on- and off-campus, including L. Avakian, B. Peacock-Cody, J. Stein, A. Johnson and an organizational development administrator at Boston College. These HR professionals have developed “professional development” programs for university staff, but have no knowledge of support staff “retreats” at other universities. We will be blazing a new trail! These resource people helped our group focus on next steps and planning efforts.

PLANNING

We have invited a small group of support staff to attend a Focus Group meeting at the end of June 2005. The goal is to brainstorm on the content of the retreat (i.e., theme, topics to discuss, activities). Our task group will then review the information collected at this meeting, and will decide on the program for the retreat.

MEMBERSHIP

During this initial development stage, a small membership is desirable, but we’ll need more help during the next (logistics/event planning) phase. Our progress has been slowed during the past year: Julie Fernandes, our former co-chair, left MIT and the co-chair position is still empty. In addition, we have had a transient membership for most of the year, but are looking forward to a more stable situation in the future. We plan to recruit more vigorously once the retreat program has been established.

