

Bullet Report

MARCH
APRIL
2001

The Bullet Report presents recent activity and timely information from most, if not all, Boston Consortium groups including: Arts, Benefits, Board of Directors, Bursars, CIOs, Controllers, Environmental Health & Safety, Facilities, Health Services, Human Resources, IT Training, Purchasing, Risk Management, Telecom, & Special Initiatives.

RETREAT 2001: Building Collective Wisdom

The Boston Consortium's **Retreat 2001: Building Collective Wisdom** is quickly approaching. May 2-4 at the Cliffhouse in Ogunquit, Maine promises to be a great event with plenty of time devoted to learning, discussion, and of course, relationship-building.

Best selling author **Martin Rutte**, our keynote speaker, is co-author of the New York Times best seller *Chicken Soup for the Soul At Work*, a collection of thought-provoking stories which illustrate how others have overcome both personal and organizational obstacles to success. Rutte has over twenty-five years experience working with people and organizations to surmount barriers to improved performance. He has worked internationally with firms such as Sony, the World Bank, Virgin Records and Labatt Breweries, and has been a frequent keynote speaker at Harvard Business School's Leadership and Ethics Forum.

Rutte recently spoke at Babson College. Upon hearing him, Phil DiChiara was convinced that the author will add to our understanding of how collaboration is a useful tool for responding to change and exploring new approaches for improved performance. Rutte will lead us in a visioning session that should be both provocative and valuable.

Joanne Ayoub, our Retreat Facilitator, is the Director of Organizational Development for Beth Israel Deaconess Medical Center, the 8,000-employee Harvard teaching hospital of CareGroup, Inc. Working closely with the CEO, senior team and employees alike, she is responsible for building leadership capacity across CareGroup and for designing and implementing interventions to increase overall organization-wide performance—improving the delivery of care to patients and quality of work life for employees.

With over 16 years experience as a Human Resources professional, Ms. Ayoub is acknowledged for her extraordinary ability to build rapport with all levels of an organization. She is an expert facilitator, leadership coach, manager, and performance effectiveness strategist; her special expertise is in change management, conflict resolution, focus group and retreat facilitation.

This year's retreat begins with lunch on Wednesday, May 2 and concludes at lunch on Friday, May 4. Over 60 individuals from our member schools plan to participate. If you have not yet responded, please do as soon as possible as space is limited.

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
Boston College
Boston University
Brandeis University
Harvard University
Massachusetts
Institute of Technology
Northeastern University
Franklin W. Olin College
of Engineering
Tufts University
Wellesley College
Wheaton College



Project Update: Academic Village

- In early April, representatives from Boston College, Boston University, Bentley College, Northeastern University and Tufts University met with Jack Kendrick and Christine Friedberg of Southwest Securities regarding progress on the feasibility study to evaluate shared, off-balance sheet, tax-exempt graduate housing. The group reviewed potential construction costs, and discussed legal issues related to governance and ownership. This project is made possible through generous support from The Davis Foundation and MassHEFA, as well as by financial commitments by each of the participating schools. The report is scheduled to be completed in June.

Special Event: “Toward a Sustainable Enterprise”

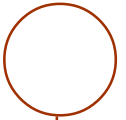
- On April 18 (rescheduled from March 7 due to snow), Harvard University and The Boston Consortium will co-sponsor a half-day workshop entitled “Toward A Sustainable Enterprise”. Ray Anderson, CEO of Interface and author of Mid-Course Correction will address the need for creation of sustainable enterprise, and engage participants in a open discussion regarding what schools face from a facility and environmental viewpoint. This event is open to all Consortium members. Please contact Anne Gregory, gregory@babson.edu by April 13 if you are interested in participating.

Charlie Baker Seeks Input from Consortium Schools on HPHC’s Plans for the Future

- On March 27, over 25 Consortium participants -- Board members, Chief Human Resource Officers and Benefits Managers -- met with Charlie Baker, CEO of Harvard Pilgrim (HPHC) to discuss HPHC’s developing strategies to address increasing health benefit costs. Mr. Baker provided some interesting alternatives which were met with support as well as suggestions for improvement by those present. Group members encouraged Mr. Baker to keep the Consortium in mind as HPHC develops and implements innovative approaches, as many of our schools are eager to explore alternatives to the current products offered by health plans.

Project Update: Co-Sourcing

- Babson College, Bentley College, Brandeis University, Olin College of Engineering, Wellesley College, and Wheaton College are moving forward with the co-sourcing effort on two fronts. As a first step, the group is committed to codifying the risk management service piece. A decision whether to go to with a consultant and purchase the services, or hire staff to manage will be made soon. The schools also plan to pursue their larger second phase goal of creating a shared services entity. The Consortium has prepared a grant proposal to underwrite costs associated with planning and implementing this significant undertaking.



EH&S Group Hosts Personal Environmental Liability Discussion

- On March 2, Chris Davis, Esq., legal counsel from Goodwin Proctor, spoke to Environmental Health & Safety Officers and Risk Managers about increasing legal activity by federal and state agencies toward individuals for specific environmental transgressions. Mr. Davis outlined the legal basis for government enforcement of environmental statutes against individuals and suggested appropriate measures to avoid such liability..

Next meeting: June 19, 2:30 pm at the Boston Consortium

Wellesley College Shares E-Procurement Experiences with Purchasing Group

- At March's meeting of the Purchasing Group, Scott Slaboden, Purchasing Manager and Bob Bossange, Director of Auxiliary Services, presented Wellesley College's advances into the e-procurement marketplace. Wellesley, along with Babson College and Wheaton College, have partnered with Commonfind as their e-commerce provider. Group members covered a wide range of questions impacting development in this area. From the micro-level i.e., on-line catalogs, to the macro-level i.e., integration with financial systems -- participants gained a broader understanding of the challenges and opportunities all schools face in the e-commerce arena.

Next meeting: June 2001 (exact date and location TBA)

Facilities Benchmarking Group Compares Results

- Members of the Facilities Benchmarking program are in the process of submitting operating expense data to be used in developing the Second Annual Comparative Facilities Operating Expense Report. In parallel, the group is analyzing operating cost differences in providing campus custodial services and the historic average composite labor cost variations for each of the maintenance shops.

Next meeting: April 26, 8:30 am at the Boston Consortium

Special Course Offered: Student Mobile Computing Programs

- On April 11, Traci Logan, Vice President of Information Technology at Bentley College, will teach a special course on Student Mobile Computing Programs. The course will cover the specific challenges associated with evaluating and implementing such a program. Questions to be addressed: "How do I decide if this is right for my institution, should this be a requirement or an option, how do I evaluate program costs, do I purchase direct or should I use a value added reseller, how do I compare lease rate factors?" The course is designed for Information Technology professionals; participants should anticipate a fairly practical discussion highlighting critical success factors and implementation issues rather than a theoretical discussion about specific paths for integrating technology into the curriculum.

Course location/time: Bentley College, Smith Academic Technology Center Room 212, 9:00 am-3:00 pm. Registration is limited to 25 participants. Cost: \$200 Consortium Members/\$250 Non-Consortium Members. To register: contact Anne Gregory at 781-239-4401 or gregory@babson.edu.



Controllers to Discuss p-Card Strategies

- At the upcoming April 27 Controllers' meeting, Bill Hoyt, Harvard's Director of Purchasing, and Mike Mallon, Northeastern's Director of Accounts Payable, will present each schools' strategy for implementing p-cards. Plenty of time will be devoted to Q&A. This meeting is open to all those interested. Please let Laura Cannata (lcannata@babson.edu) know by April 20 if you would like to attend.

Next meeting: April 27, 10:00 am at Harvard University

IT Training Group Focused on Maximizing Element K Investment

- In February, IT Trainers met with Jeff Provost and Sandra Piccolo of Element K to discuss 'roll out' strategies and issues related to early use of Element K at their schools. A subgroup of the schools will meet with Element K quarterly to evaluate usage and compare lessons learned to maximize their schools' investment in this new learning technology. This subgroup also will work with Ms. Piccolo to develop marketing materials aimed at attracting interest and stimulating usage of Element K on their campuses.

Next IT Trainers meeting: April 23, 2:00 pm at The Boston Consortium

Next Element K Subgroup meeting: May 23, 9:00 am at The Boston Consortium

Board of Directors

- Consortium schools completed individual meetings with Fred Rogers, Director of the Student Business Unit at Student Advantage, Inc. (SA), regarding SA's new one-card program. SA's one-card allows schools to expand the utility of their ID stored accounts, enabling students, faculty and staff to purchases goods and services from SA's partner retailers off-campus and on-campus. Interested schools are exploring the feasibility of use across campuses as well as linking with existing on-campus cards. Student Advantage will report back to the Consortium in June, with the expectation that portions of the system will be live during the Fall 2001 semester.

Next meetings: April 12 and June 14, 7:30 am at The Boston Consortium

Additional next meetings:

Employment Managers April 26, 3:00 pm at The Boston Consortium

Facilities Group April 26, 8:00 am at The Boston Consortium

Long Term Care Group May 9, 1:30 pm at The Boston Consortium

Benefits Group May 18, 9:30 am at The Boston Consortium

Human Resource Training Group May 24 at 3:00 pm at Tufts University

Arts Managers June 5, 2:00 pm at The Boston Consortium

Telecom Group June 11, 9:00 am at The Boston Consortium

Management Development Series

Workshops Offered Through August 2001

The Management Development Series offers a variety of opportunities for higher education staff to broaden their knowledge, develop new networks and increase their professional skills. Workshops are held at MIT's Professional Learning Center and at The Boston Consortium in Wellesley.

April

4/20	Tips & Techniques for Time Management, 9am - 12pm	MIT
4/25	Project Management, 9am - 4:30pm	TBC

May

5/8	Managing Your Time Effectively, 9am - 12pm	TBC
5/9	Creative Thinking Skills, 9am - 12pm	MIT
5/15 & 5/17	Transition to Management, 9am - 12pm	MIT
5/17	Developing Effective Groups Through Facilitation, 9am - 4:30pm	TBC
5/30	The Arts of Appreciative Listening & Inquiry, 9am - 1pm	TBC

June

6/13, 20 & 27	Scientific & Technical Writing, 9am - 4pm	MIT
6/18 & 19	Active Listening, 9am - 12pm	MIT
6/20, 6/27 & 7/9, 7/16	Making Career Choices, 9am - 12pm	MIT
6/21	Assertive Communication, 9am-12pm	MIT
6/21	Communicating in Difficult Situations, 9am-4pm	MIT
6/22	Tips & Techniques for Time Management, 9am-12pm	MIT
6/26	A Legal Primer for Supervisors, 9am-3pm	TBC
6/28 & 29	Preparing Competitive Research Proposals, 9am - 4pm	MIT

July

7/10	Conflict Resolution, 9am - 4:30pm	TBC
7/18	Communicating Upward 9am - 12:30pm	MIT
7/20	Targeting Your Leadership Style, 9am - 4:30pm	MIT
7/24	Customer Service Excellence in Academic Administration, 9am - 4pm	TBC
7/25	Strategic Planning, 9am - 12pm	MIT
7/25	Improving Leadership Effectiveness, 9am - 4pm	
7/26	Communication Skills for Customer Service, 9am - 3:30pm	MIT

August

8/1	Creative Thinking Skills, 9am - 12pm	MIT
8/21	The Art of Coaching for Strong Performance, 9am - 4:30pm	TBC

Registration & Information

www.boston-consortium.org/sub_gro_hum_man.shtml

Questions?

Contact Anne Gregory
781-239-4401 or
gregory@babson.edu

Special 4-Part Workshop:

Improving Leadership Effectiveness for College Administrators

6/20 Building Insight, Awareness, Goals

7/19 Improving One-on-One Communication

8/16 Improving Group Communications Skills

10/4 Improving Partnering Results

9am - 12:30pm
TBC