

JULY/AUGUST 2012

**DISTINCTION AWARDS: 2012**

## A day to celebrate Tufts staff and faculty



Distinction Awards recipients with President Anthony P. Monaco, second from left, senior administrators and Selection Committee members. See more photos on page 2.

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**DEPARTMENT OF HUMAN RESOURCES**  
[www.tufts.edu/hr/index](http://www.tufts.edu/hr/index)

**A**N EXUBERANT AUDIENCE GATHERED LAST month in the Cohen Auditorium of the Aidekman Arts Center on the Medford/Somerville campus. The occasion was the fifth annual Tufts Distinction Awards ceremony, celebrating the accomplishments of individuals and teams among staff and faculty whose work represents the very best of Tufts. The event was also simulcast to the Boston and Grafton campuses.

The award categories include: Extra Mile, for exceptional customer service; Bridge Builder, for bringing out the best in others; Change Agent, for creating new opportunities for innovation; Unsung Hero, for accomplishing the extraordinary every day. A 14-member Selection Committee of staff and faculty from the university's three campuses chose this year's award recipients.

When winners were announced, groups of colleagues frequently stood, cheered and whistled as the recipients walked on stage to receive their awards from President **Anthony P. Monaco**, who was presenting the Distinction Awards for the first time.

The co-conveners of the Selection Committee, **Kathe Cronin**, vice president for Human Resources, and **Michael Baenen**, chief of staff in the President's Office, served as emcees. Two Selection Committee members spoke about their

experiences on the committee: Police Sergeant **Glenn McCune**, Public Safety, Cummings School of Veterinary Medicine, and **Denise Phillips**, program coordinator at the Africana Center.

According to Cronin, the number and quality of the nominations had nearly "overwhelmed" the committee. Colleagues sent in over 180 nominations for 75 individuals and 20 teams on all three campuses. The committee chose 12 individuals and three teams. Commenting on the ratio of winners to nominations in his opening remarks, President Monaco noted that it was harder this year to win a Distinction Award than it was for students to get accepted into the incoming Tufts class of 2016.

Members of the senior leadership team read from the nominating petitions, describing story

*Continued on next page*



# Tufts Distinction AWARDS

PEOPLE MAKE A GREAT UNIVERSITY.



Continued from page 1

after story of the Award recipients' extraordinary work and dedication. Memorable comments about the winners included:

- "Consummate customer focus;"
- "Wears so many hats you'd be hard-pressed to find a rack to hold them all;"
- "They don't stop at fixing a problem but explain what went wrong and how to avoid similar problems in the future;"

- "She changed the culture of how the lab does business;"
- "She created more new and successful programs than any other department employee;"
- "What stood out was his creativity, attention to detail, and great sense of fun. We should find a way to clone him;"
- "She is both the 'face and backbone', the team captain and the Most Valuable Player of the department, the person who makes all its initiatives possible."

## 2012 DISTINCTION AWARDS RECIPIENTS:

### THE BRIDGE BUILDER AWARD, for bringing out the best in others

Edith L. Auner, staff, *School of Arts & Sciences*  
Travis M. Brown, staff, *School of Engineering*

### THE CHANGE AGENT AWARD, for creating new opportunities for innovation

Frances S. Brown, staff, *Cummings School*  
Mindy Nierenberg, staff, *Tisch College*

### THE EXTRA MILE AWARD, for exceptional customer service

Eileen Coombes, staff, *School of Arts & Sciences*  
Patricia A. Finger, staff, *Cummings School*  
Laurie Hurley, staff, *The Fletcher School*  
Kayla E. Lane, staff, *University Advancement*

### Dental Dispensary Team, staff, School of Dental Medicine

Sandra Armand, Nadine Benjamin, Mariana Boci, Gary Bolles, Bashkim Braho, Marjana Braho, Paula Callahan, Annette Clooney, Renald Joseph, Nikolette Kasuli, Branden Kohlman, Mary Kyle, Kerline Jean Louis, Aeron L. Luy, Berthine Paul, Lediana Rami, Keri Rogers, Denny Tran, Nga Tran, Stephen Witkus

### IT Engineering Support Team, staff, School of Engineering

Bidiak M. Amana, Daniel Modini, Mark J. Rolli, Ethan Yetton

### THE UNSUNG HERO AWARD, for accomplishing the extraordinary every day

Jean Agati, staff, *Operations*  
Magee Giarrosso, staff, *School of Engineering*  
Bruce R. Krasnof, staff, *School of Medicine*  
Kimberly M. Thurler, staff, *University Relations*

### Accounts Payable & Disbursements Team, staff, Financial Services

Peter Barone, Karin Barry, Barbara Cassidy, Barbara Daddario, Susan Gibson, Maria Goncalves, Krystyna Jarmark, Jackie Nadeau, Sally Ngao, John Renoni, Beverly A. Rice, Ellen Ziegler

### CORRECTION

In the roster of 2012 Tufts Distinction Awards nominees that appeared in the May-June *Periscope*, one of the members of the Biology Department Staff was listed incorrectly. Her name is **Karin Murphy**. *Periscope* regrets the error.

## July FY13 Performance Planning has a new look

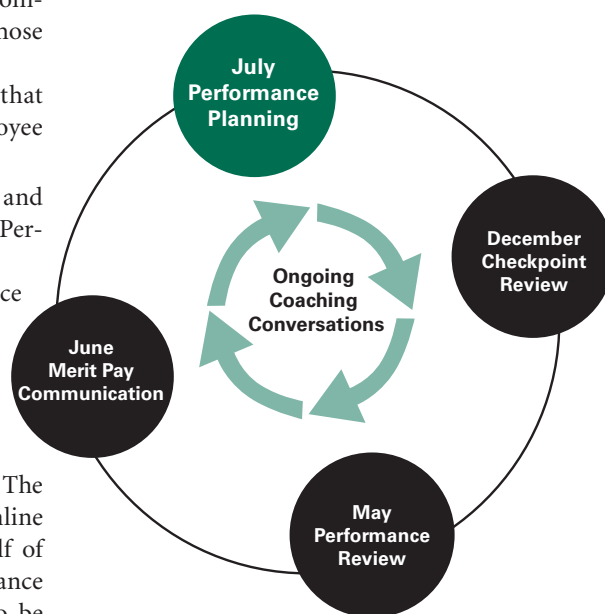
**T**HE SECOND PHASE OF ENHANCEMENTS to the @Work Performance Development Program (PDP) is ready to be implemented for your July FY13 Performance Planning. Highlights of the improvements include:

- Expanded terminology from “goals” to “Key Performance Areas,” which include goals, projects, committee work, day to day responsibilities, professional development, etc.;
- A clearer tie to the Tufts Organizational Competencies required for success in each of those Key Performance Areas;
- A new online Performance Planning tool that will be available to employees via employee self-service.

This online tool will allow employees and their managers to create, edit and view Key Performance Areas for the coming year.

The process for documenting Performance Plans is new. The planning conversations between manager and staff remain the same. These discussions will identify individual Key Performance Areas that will align with FY13 School/Division and Department goals on which the employee will focus in FY13. The Key Performance Areas are entered into the online Performance Planning tool. The second half of the online tool for documenting the Performance Review is currently “under construction” to be ready for FY13 review time in early spring.

Want to learn more? Throughout July to September fifteen in-person information sessions and three webinars will be held on all three campuses. They will review highlights of the phase II improvements including an overview of this new Annual Performance Planning and Performance Review tool. Additional online support materials will be available later in the summer.



To view the FY13 Performance Planning tool, log in to Employee Self Service and click on the link “Performance Planning and Review.”

To register for any of the presentations, or the Webinar, visit the TELD site at: <http://go.tufts.edu/teld>.

### TUFTS EMPLOYEE LEARNING AND DEVELOPMENT



**T**he Tufts Employee Learning and Development website (TELD) is designed to provide easy access to the numerous training programs and resources at the university.

There are many informative courses, helpful tools, and interesting events that can enhance your skills and add to your professional development. TELD is a

collaboration among the training functions across Tufts University in support of your learning and development.

New programs are made available and featured regularly, so be sure to visit the site often. We encourage you to take advantage of these exciting offerings.

The TELD site is located at <http://go.tufts.edu/teld>.

## Check out this great perk for staff

**T**UFTS STAFF MEMBERS HAVE FREE ACCESS TO THE VAST RESOURCES OF TUFTS libraries: Tisch Library, serving Arts, Sciences, and Engineering on the Medford/Somerville campus, the Edwin Ginn Library at the Fletcher School on the same campus, the Hirsh Health Sciences Library in Boston, and the Webster Veterinary Library at Cummings School of Veterinary Medicine in Grafton.

Among the libraries there is a combined total of:

- over one million books and journals on every topic imaginable,
- 10,000 movie dvds,
- thousands of cds and music scores.

Online, there is access to:

- streaming music from all over the world,
- the *Boston Globe*, *New York Times*, *Wall Street Journal*, and hundreds of other periodicals and journals,
- health and medical guides and databases, and much more,
- over 200,000 electronic books in many subjects.

Most resources are available regardless of which campus you work on. **Betsy Like**, Associate Librarian at Webster Library, explains, “Staff at Cummings, for example, may be unaware they have access to non-veterinary-specific material including music databases, downloadable music and music, art and architecture journals, but they do.”

### Need Help? Just Ask

“It is complex, the way the libraries make these resources available. It takes a lot of work to go through it,” admits Betsy. But the rewards are well worth the effort. So here is some key advice: don’t be shy about asking library staff for help.

“If you come in, we can help you search the databases, get organized, start a project or look into a topic of interest,” explains **Debra Berlanstein**, Associate Director of the Hirsh Library. Additionally, they also have online chat and email.

**Jeff Kosokoff**, Director of Library Services and Information Technology at the Ginn Library, puts it directly: “If you don’t know what to do, or if you’re looking for information and get stuck, call or email us. It’s what we do, we’re good at it, and we’re happy to do it.”

**Laura Walters**, Associate Director, Teaching and Research at the Tisch Library, says you can ask for help at the reference desk, by phone, email or instant messaging. Library staff also gives tours and holds special workshops.

### Getting started—User ID and Password

The best way to start your search may be to visit the libraries’ websites and browse, clicking on the various links. You’ll get a feel for the offerings. Website home pages differ according to the different constituencies they serve, but any of the online resources that Tufts buys is in the Tufts catalog and available to all staff members. “Staff can access it from home or anywhere in the world,” explains Laura. All you need is your Tufts username and password.

Also look at “Library Resources for Staff,” at <http://researchguides.library.tufts.edu/tuftsstaff>. The top bar has links to all the libraries and there are quick links to library contacts, research guides and tools.

### Of special note:

#### Tisch Library

Books can be checked out for a semester at Tisch. As with all of the libraries, if a book is unavailable, there is an Interlibrary Loan service: (<http://www.library.tufts.edu/tisch/borrow.htm>). You can also borrow books from any member institution of the Boston Library Consortium, contact any Tufts library for details.



# Tufts Libraries

**FILMS.** Tisch's website has over 10,000 films in its dvd collection, which Laura says, "competes well with Netflix." Dvd's can be borrowed for five days using your Tufts ID at the third floor Media Center.

**MUSIC.** Downstream classical, jazz, pop and other music to your laptop.

## Hirsh Health Sciences Library

**MEDICAL/HEALTH.** Located in the Sackler Center for Medical Education, Hirsh has thousands of electronic books and journals available to any Tufts staff member. Hirsh staff will help you get started researching the medical literature on health and treatment questions. Explore two valuable websites: [PubMed.gov](http://pubmed.gov) and [MedlinePlus.gov](http://medlineplus.gov), which is aimed at lay consumers.

**NUTRITION.** Hirsh serves the Friedman School of Nutrition, Science and Policy, and has valuable information related to nutrition. On the Hirsh website, <http://www.library.tufts.edu/hsl/index.php>, click on "Getting Started" under "Resources".

## Ginn

**INTERNATIONAL/NEWS/FINANCIAL.** The Ginn homepage, <http://www.library.tufts.edu/ginn/>, has the most convenient means to find information on news, politics, financial markets, international events, and more. Click on "Fletcher Favorites A-Z" and "Fletcher Favorites by Subject."

## Webster Veterinary Library

**PET CARE.** Located in the Franklin M. Loew Veterinary Medical Education Center, the Webster Library has a collection of books on pet nutrition, how to train your dogs, as well as acupuncture and homeopathy care for pets.

*Above is just a sample of what awaits the intellectually curious staff member. We urge you to visit the Tufts libraries, where you'll find a world of art, science, medicine, culture, news, economics, and a host of other areas waiting to be explored.*



## TUFTS EMPLOYEE RECOGNITION AWARDS 2012



In March, Tufts employees were honored at a luncheon at Gifford House in recognition of their 25 years of service.

Patricia Reilly, Karen Micale, Carol Baffi-Dugan, Elaine Almeida, Joseph Armstrong-Champ, Maria Tringale, Margery Davies, Joseph Kehayias, Patricia Knibbs, Annette Lazzara, Joel Mason, Shirley McMenimen, Elizabeth Palmer, Susan Roberts, Wayne Rosky, Adel Abu-Moustafa, John O'Connor, Sheila Moffat, Jacob Selhub, Sandra Pearson, Guangwen Tang, Laura Vaught.

**Unable to attend:** Donna Camerio, Lynne Pepall, Amy Bengtson, Gail Berthiaume, Rene Gallegos, Mary Maguire, Sherry White, William Woodfin.

## A FAST Start...

### The Request for More Training

A RECURRING THEME IN THE “EXCELLENCE AT WORK” surveys was to enhance training and development opportunities across the university. Human Resources (HR) responded. Twelve focus groups were held for managers and administrative support staff on all campuses. Their input confirmed that working in the “Administrative Job Family” requires significant organizational skills and knowledge to successfully navigate Tufts complex processes and systems. The need for a comprehensive training program to help administrative support staff off to a fast start was clear. HR led a cross functional team to design a training program to develop requisite skills, as well as create a forum for experienced staff to share their experience, discuss best practices and develop a network of peers.

### A Collaborative Approach to Training

The development of the Foundations of Administrative Support at Tufts (FAST) program has been a collaborative effort. Representatives from Finance, University Information Technology (UIT), Dining Services, Facilities, and Human Resources participated in the design and development of the program. In addition, employees on each of the three campuses participated in pilot classes and provided feedback that helped to shape the program (see box below).

### About the Program

The FAST program is offered in a series of four three-hour modules over a two week period. Each of the four modules is focused on one of the following topics: Technology, Finance, Meeting and Event Planning, and Human Resources. Participants in the FAST program will:

- Learn how to utilize productivity tools for email, calendar, e-lists, and network storage;
- Navigate the Finance website to identify location of policies and forms;
- Find preferred suppliers for various commodities;
- Identify and book meeting space on each campus;
- Utilize the expertise of Catering and Facilities to help plan events;
- Navigate Employee Self Service: view vacation balances, update personal information, print paycheck (and W2) information, register for an HR training course, etc., and
- Understand how participation in the Performance Development Program will support your development and contribute to your success.

The above list is only a sample of the topics covered. For more information about the FAST program, visit the TELD (Tufts Employee Learning and Development) website: <http://go.tufts.edu/teld>.

### How to Participate

The FAST program will be offered on a regular basis on each campus throughout FY13. All new staff in administrative support positions will be enrolled at the time of hire. Existing employees are encouraged to participate too! During the pilot programs, we learned that each participant regardless of length of service learned something new at each module. Registration instructions can be found on the TELD website. If you have questions about the program, contact **Kate Messier** at [kate.messier@tufts.edu](mailto:kate.messier@tufts.edu) or 7-3387.

## WHAT PARTICIPANTS SAID ABOUT THE PILOT PROGRAMS

- “As a new employee, this program gives an excellent overview. I really believe it will allow new employees to hit the ground running!”
- “The binder materials are a great resource to have... I have already referenced the materials in my work today. The open discussions were helpful—other participants had good tips.”
- “I did not realize that there was a website devoted to travel through Tufts—this will make the process much easier in the future.”
- “I learned how to decipher the Dept. IDs, project numbers etc. Those have always confused me!”
- “The intro to the white pages and TechConnect would’ve saved me a lot of time early on at Tufts.”
- “The PeopleSoft aspect was very helpful. I did not know how to change time entry when a wrong code was used or that we could run time entry reports.”
- “...I did not really understand what Elists were (even though I’m on several of them!), and the ideas for organizing and sorting emails were great. I also really enjoyed the time with other administrative staff, and we made some great connections during lunch.”
- “Meeting the reps from Facilities and Catering was VERY useful and can really help people put a face to the services they are contacting. Doing the group work was good because we learned a lot of tips from each other. ”

## Getting away from it all: Tufts Travel-Learn

**I**F THERE IS A PLACE IN THE WORLD YOU long to visit, check out our Tufts Travel-Learn Program. It offers about two dozen tours each year to Europe, Africa, South America, Asia, the Caribbean and the Middle East. As a Tufts employee, you are eligible to participate in the program, sponsored by the Tufts University Alumni Association.

Director **Usha Nand Sellers** has led Tufts Travel-Learn since 2000. She carefully crafts the tours to provide a range of costs (from low-moderate to high-end), locations, durations, and distance. Monitoring safety is another critical component that is considered when planning the tours. “Our mission is aligned with the university’s mission to promote continuing education and life-long learning,” says Usha, a Tufts alumna with a doctorate in education.

All tours are guided by experts, often a Tufts faculty member or a local professional with expertise and experience. The tour operators are selected for their reputation, demonstrated past success, and whether they use environmentally responsible practices. “They must deliver high-quality programs with strong educational content, work well with universities and small groups of travelers, and have solid on-site support,” Usha explains. Tufts Travel-Learn often joins with other institutions such as Brown, Smith, MIT, and Georgetown to provide top-quality programs while keeping prices reasonable.

Most tours are for seven to 12 days, reflecting people’s desire for less time away from home. “People are very busy and, with working families and many other demands on their time, they want shorter programs,” Usha says. “And our intuition proved to be right—this year, we have seen the most registrations for our trips in the history of the program.”

So far, journeys planned for 2013 include a week-long Alaska cruise, a two-week “Mysteries of Myanmar” (formerly Burma) tour, a week in Cuba, a four-day Iceland Getaway Weekend, an eight-day “Pearls of the Mediterranean” cruise of the Italian and French coasts, and many more. Also in the works is a “Stowe, Vermont Weekend Getaway,” providing an option for a destination close to home. Says one past traveler with our program, “For me the Tufts travel experience was flawless... above and beyond my expectation.”

To see a complete list of remaining 2012 and exciting additional 2013 journeys, visit the Travel-Learn website at [www.tuftstravellearn.org](http://www.tuftstravellearn.org). You may also contact Usha at 617.627.5323, or [usha.sellers@tufts.edu](mailto:usha.sellers@tufts.edu).



Tufts in Switzerland



Tufts in Sicily



Tufts in Iceland

**EDITOR**

**Mary Anne McInnis**  
 HR/ASSOCIATE DIRECTOR OF  
 TRAINING, LEARNING, AND  
 DEVELOPMENT

**ASSISTANT EDITOR**

**Jane Briscoe**  
 HR/SENIOR ORGANIZATIONAL  
 DEVELOPMENT AND TRAINING  
 CONSULTANT

**CONTRIBUTING EDITOR**

**Scott Muldoon**

**PHOTOGRAPHY**

**Kelvin Ma, Alonso Nichols/  
 Tufts Photo**

**DESIGN**

**Julie Steinhilber**

**WHAT'S YOUR OPINION?**

What do you think of  
*Periscope*? Do you have  
 ideas for future topics?

How to make it better?

We want to know!

Contact Mary Anne McInnis  
 at **Mary\_Anne.McInnis**  
 @tufts.edu.

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**Tufts' Cummings School of Veterinary Medicine  
 invites you to the Tufts Open House**

**Saturday | September 22, 2012 | 11:00 a.m.–3:00 p.m.**  
 200 Westboro Road | North Grafton | MA

- Student veterinary groups
- Birds of prey exhibit
- Hayrides and Self-guided tours
- Sheep shearing demos
- Slipper surgery
- Vet school admission sessions
- Teddy bear clinic
- Livestock and alpacas
- Plastination exhibit



**We look forward to  
 seeing you—bring  
 the whole family!**



**For information call 508.839.5395, x 84899  
 or visit our Web site: [www.tufts.edu/vet/open\\_house](http://www.tufts.edu/vet/open_house)**

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*\*Note: For safety reasons, pets are not allowed on campus for the Open House*