

Staff Profile

Jacqueline Holland

Should an Emerson student find him- or herself wandering into the Lacerte Family Writing and Academic Resource Center, or the WARC, one day, he or she may have the opportunity to interact with its assistant director, Jacqueline Holland. Holland runs the day-to-day operations of the center and manages the many undergraduate and graduate students who work there as writing tutors and front desk assistants. She also supervises students who work as scribes and note-takers for their peers who have disabilities.

Speaking with Holland, it could not be more evident how happy she is working at Emerson. Working at the center, she said with a smile, “gives me an excuse to talk to people who love reading, writing, and books as much as I do.”

She describes the students here as diverse and talented, and emphasizes the WARC as “not just a place for struggling writers...but a community of writers, looking to improve upon and hone their craft.” The students keep her young, she said, encouraging her to keep up with social media, like tweeting and blogging. On her blog,

she writes about “the little things... simple moments...what I’m reading... little conversations I had that day.”

Holland grew up in Watertown, Massachusetts, and attended Assumption College in Worcester, Massachusetts. She majored in sociology and minored in Spanish and graduated in 1994. In 2004, she graduated with an MA in Publishing and Writing from Emerson. She held her current job at Emerson while a student; she liked it so much that she decided to stay on after graduation instead of going into publishing, her original intention. This August, she will have worked at Emerson for 13 years.

Holland is also a freelance copy editor and particularly enjoys the creative jobs that come her way, such as screenplays and novels. As an editor, she is eager to do her part to save the gradually eroding fields of good grammar and spelling!

After college, Holland worked as a reporter for the *Milford Daily News*. She covered Franklin, Massachusetts—the fastest growing town in the state at the time. She realized that reporting was not for her but it did teach her an



excellent lesson about deadlines that she has not forgotten!

Holland currently resides in Salem and loves that the beach is nearby—she can be found there nearly every weekend with a blanket and a book or her writing. She is a big reader of just about everything, but especially enjoys creative nonfiction.

It is important to add that Holland has recently welcomed a new member of her household. She volunteered as a foster parent at her local animal shelter and the cat she fostered never went back; she is now happily settled in her new home and her name is Maple.

Holland’s warmth and friendliness is abundantly clear, as is her passion and enthusiasm for her work and her commitment to the Emerson community.

By Emily Goodridge, MA '14

Staff Notes

Awards and Accomplishments

New Faces

- Janel Burns (Residence Life) graduated from Emerson with an MA in Integrated Marketing Communication on May 12.
- Linda Sutherland, MA '98 (Professional Studies), represented Theatre on Fire as a director in the Boston Theatre Marathon, which was held at the Boston Center for the Arts on May 12. She directed *Skirting the Issue*, a 10-minute play written by Gary Garrison, the executive director of creative affairs of the Dramatists Guild.
- Eric Matthews (Graduate Studies) graduated from Endicott College with an MBA in May.
- Sarah Collins, Administrative Assistant, Department of Marketing Communication
- Kristen Harrington, Director of Enrollment Marketing, Student Financial Services
- Nicole Leete, Webmaster, Communications and Marketing
- Justin Sharifipour, Director of Enrollment Data/Analysis, Enrollment Services
- Kathleen Shine, Director of Student Accounts, Undergraduate Admission

Looking for Childcare?

The Transportation Children's Center, located in the Transportation Building, has slots opening up for its summer and fall programs. The center serves children ages 12 months to 5 years and offers full-time and part-time care. Questions? Contact Elena O'Malley at elena_omalley@emerson.edu.

Upcoming Events

Announcing a monthly brown bag lunch for Emerson administrative assistants

Maureen Crowley, staff assistant in the Counseling Center, invites all staff assistants and administrative assistants to meet for lunch on the first Monday of the month at 12:15 pm on the second floor of the Transportation Building. Attendees will get to know each and share ideas about making their work more effective and enjoyable.

The Office of Diversity and Inclusion is launching a support group for mothers

EmMoms will meet biweekly throughout the year beginning this summer. EmMoms will be a safe space where mothers can gather to share parenting experiences and seek advice on building a healthy balance between work and home life. EmMoms take pride in being mothers, but also being others. (Expectant mothers are welcome!)

If you are interested in joining EmMoms, please complete this brief online survey to help guide our meetings in an exciting and productive direction: surveymonkey.com/s/KSWZ59X.

Put aside your unwanted media and bring it to the media freecycle event on July 10

Staff are invited to bring in their unwanted books, magazines, CDs, DVDs, and video games for a "freecycle" swap. The event will take place on July 10 in the Multipurpose Room from 11:00 am to 2:00 pm.

Staff News

Staff Forum Recap

On May 15, staff gathered in the Bill Bordy Theater for the last staff forum of the academic year. After socializing with staff over coffee, President Pelton opened with a discussion and brainstorming session about how staff can be better served by the quarterly forums. Allegra Sandak, director of staff and organizational development, shared an update on staff development initiatives. President Pelton finished by responding to staff questions about current projects.

Close to a dozen staff members across departments responded to President Pelton's invitation to start an open dialogue about what they would like to discuss at future forums. Staff said they would like to use the forums as a way to come together in an informal setting; increase communication between departments; and share cross-departmental best practices, paths to staff development, and tools to be more effective at the job. IT and the Instructional Technology Group (ITG) staff said they would like to help develop and host training opportunities for staff campus-wide.

Sandak addressed what she sees as three key areas of interest to staff at Emerson: communication between managers and employees, transparency, and career paths. She co-chairs the HR Advisory Council, a consultative body made up of a broad cross-section of staff that provides input on issues related to Human Resources. The council, which was formed last fall, has

two sub-committees: the Total Rewards Subcommittee and the Learning and Development Subcommittee. Staff development initiatives currently in progress include the staff compensation study implemented in March by Aon Hewitt, one of the leading compensation consulting firms, and the new Manager's Toolkit feature on eCommon, which will provide helpful information for supervisors and managers on key aspects of hiring, supervising, and managing employees. Sandak encourages all staff to follow the HR Advisory Council updates online and to get in touch with any of the 12 Council members or 22 Subcommittee members.

President Pelton concluded the forum by responding to questions about the Los Angeles Center and the NEASC accreditation evaluation. Pelton addressed how the L.A. Center will affect staff in Boston. It will operate much like existing external programs such as Kasteel Well and the existing L.A. internship program. The existing L.A. program will move to the new Center, and then will gradually expand to fill the Center's capacity. The expansion will include the addition of staff members in Boston and Los Angeles. Pelton briefly touched on the results of the NEASC accreditation report, noting that Emerson has grown and improved in many areas since our last accreditation in 2002. The College must continue to work on "developing a robust assessment culture," he said.

*By Diana Potter,
Office of Development and Alumni
Relations*

Learn More and Get Involved

IT and ITG Training Opportunities

To submit ideas regarding how IT and ITG can better serve staff's technology needs, email itg@emerson.edu.

HR Advisory Council

To follow the HR Advisory Council updates online, visit emerson.edu/about-emerson/offices-departments/human-resources/hr-advisory-council. Staff who have HR-related comments for the Council to consider can email HR_Advisory_Council@emerson.edu.

NEASC

For more information on the results of the NEASC evaluation, please visit press.emerson.edu/neasc

Staff Participate in City-Wide Service Event

Every spring, community members are invited to participate in a city-wide cleanup event called Boston Shines. On April 26, Emerson staff helped beautify the Downtown/Chinatown District. Mary Higgins (Government and Community Relations), Suzanne Hinton (SLCA), Katie McLaughlin (General Counsel), Sandra Gonzalez (Communication Studies), Lacey Klingensmith (VMA), and Tom O'Brien and Ramiro Soto (Facilities Management) spent the morning painting streetlight poles along Washington Street.

HR and You

"HR and You" is a new column in people@Emerson that's dedicated to bringing you the latest news and updates from Human Resources. We'd love to know what kind of information you'd like to see included in this section. Please send your suggestions to blaine_butler@emerson.edu.

Upcoming Events

Mark Your Calendars!

June 5: TIAA-CREF Individual Counseling Sessions

June 12: Fidelity Individual Counseling Sessions

Look for emails about registration. Slots fill up quickly so don't delay!

HR Inside Scoop

Did you know that you are eligible for childcare discounts for dependent children? We have agreements with Little Sprouts and The Learning Experience daycare centers. Contact cristina_hammond@emerson.edu for more information.

Staff Newsletter Archive

The staff newsletters are now archived on emerson.edu. Find previous issues on HR's site under the "Current Employees" section.

PeopleAdmin Experience Survey

PeopleAdmin (Emerson's online Applicant Tracking Software) is coming up on its one-year anniversary, and we'd like to receive feedback from users on ways to improve the system and to create a "wish list" of features and functionality. PeopleAdmin is a tool designed to make hiring/recruiting easier; help us make it work better for you! Be on the lookout for the survey email in the coming weeks.

New Onboarding Process

The Employment team has begun the requirements-gathering phase to incorporate a standardized onboarding process for all new employees, which will be managed by the PeopleAdmin system. The new Onboarding Process will streamline everything from the collection of pre-employment paperwork to getting new employees the access and information they need to transition successfully into their new roles.

Do you have any feedback on your new hire experience and/or suggestions on improving the overall onboarding process? We want to know! Send your comments to blaine_butler@emerson.edu.

Employee Handbook

Have you been wondering where the HR Handbook has been? We've been working diligently to update the information. We will be releasing the revised version in the coming months. If you have questions or need policy information, you can always check the "Employee" tab in eCommon, or contact any HR staff member directly—we're here to help!

HR Spotlight

HR Advisory Council

The newly created HR Advisory Council has started meeting to discuss key initiatives. This committee was designed as a way for staff from all over the College to participate and provide input into HR topics that affect our community.

Updates from the HR Advisory Council Subcommittees

The Learning and Development Subcommittee has begun to review the results of the recent Learning and Development Assessment and started brainstorming how to meet the needs presented.

The Total Rewards Subcommittee has started discussing topics relating to the ongoing organizational-wide Compensation Study, addressing compliance issues, and retirement plans.

Stay tuned for more updates as they develop!

Do you have an HR-related comment for the council to consider? Email members at hr_advisory_council@emerson.edu. You can also check out the Council's webpage on the emerson.edu site for updates and more information.

Elevator Chat

**We asked staff:
What's your
hidden talent?**

"I can run down the 11 flights of stairs in the Tufte Building really fast."

Bonnie Baggesen
(Office of the Arts)

"I'm a Reiki practitioner."

Kim Marcella
(Human Resources)

"I'm discovering my inner-chef these days. I can make homemade pasta!"

Jason Meier
(Student Life)

"Mis talentos secretos son imitaciones y correr a distancia."

Francis Frain
(IT)

people@Emerson

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**Send news or suggestions to
Nancy Howell at
nancy_howell@emerson.edu.**



EMERSON COLLEGE

Tech Spot

The Emerson College IT Help Desk would like to remind you that Emerson has partnered with *lynda.com* to provide the College community with access to LyndaCampus.

Members have unlimited access to more than 1,400 courses and 60,000 tutorials on a wide variety of technology and disciplines. New courses are added every week.

To Access LyndaCampus:

1. Create a profile on *lynda.com**. You must do this when on campus for it to work elsewhere. To create a profile, please go to *iplogin.lynda.com* and click "create a profile."

2. You will be prompted to create a username and password. The username must be your full Emerson email address. (The password is your choice. It does not have to be your Emerson password.)
 3. Log in to *lynda.com* using the your Emerson email address and the password you entered at profile creation.
- * If you already have a *lynda.com* profile, click "create a profile" and then follow the link that says "If you already have a profile, please log in."

Once your account profile is created on campus, you will have access on and off campus at *lynda.com*.

Enjoy this professional development opportunity!