

## Staff Profile

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### Yvonne Ting

Yvonne Ting leads a team of nine IT professionals in the Enterprise Systems group. She and her team manage Emerson enterprise systems such as Banner and other administrative applications. Banner is an Enterprise Resource Planning System (ERP) that is used for a number of processes, including: student registration and transcripts, payments to

vendors, employee payroll, and 403(b) and benefits remittance to outside vendors, to name a few. Many of these processes are highly time-sensitive, such as student registration and employee payroll.

Ting and her team are responsible for the support of enterprise software and assist various administrative departments in managing



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## Staff Profile cont.

the functional or “front end” of their systems. Her team works closely with campus business offices to implement new software solutions to integrate and streamline their business processes.

A recent successful project was the implementation of new course evaluation software. Her team worked closely with Academic Affairs and Institutional Research to select and launch a third-party solution called EvaluationKIT, significantly increasing the student response rate from the high 70s to 95 percent.

Ting has close to 20 years of experience working in higher education IT. “I’m excited about technology and get as much satisfaction learning something new from a colleague as making the discovery myself. My goal is to make life better for

my users and customers while maintaining a quality, positive, and enjoyable working environment,” she explained.

After receiving a BS in computer science and an MS in industrial technology from Eastern Michigan University, she took a technical IT position at Wayne State University in Detroit, Michigan. Wayne State University was a beta test site for Banner INB in 2002, and her years there allowed her to learn the Banner system in depth with a focus on system design and capacity planning.

She moved to New England to take a position at Smith College in Northampton, Massachusetts, leading its administrative software and technology team. Eventually, she decided to move to Boston and accepted the position of enterprise

systems administrator at Emerson in 2012. Within six months of starting at Emerson, Ting was promoted to director of enterprise systems as a result of the IT reorganization. She has just started the Leadership at Emerson program, offered through Human Resources.

Outside of the office, she enjoys participating in outdoor activities, such as skiing and tennis. Last year, her tennis team won the United States Tennis Association’s adult regional championship and played in the national championship. She enjoys tennis so much that she plays platform tennis outside during the wintertime!

Ting is a native of Malaysia. She resides in Somerville during the week and heads to her home in Northampton on weekends, enjoying the best of both worlds.

# Staff Profile cont.

## Enterprise Systems Profile

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### How many people work in your group?

Enterprise Systems consists of 10 people.  
See the [IT org chart](#).

### Where is your department located?

Ansin Building, 180 Tremont Street,  
4th Floor

### What are your department's major functions?

Our group is responsible for strategic and operational leadership of Emerson's enterprise systems. The team works closely with campus constituents to implement, enhance, and support the College's enterprise software and systems.

### What population does your department work with?

We interface mostly with campus staff and administrators. We sometimes work with students and faculty.

### Has your department recently accomplished a goal or does it have one in the works that may be of interest to the community?

Recently, we worked with Academic Affairs and Institutional Research to implement a new course evaluation system. We had an excellent implementation team who

worked really well together and worked very hard to learn the new system. The team collectively came up with an excellent implementation strategy that ultimately helped increase the student response rate to 95 percent, the highest I have seen in my career. The implementation experience was very positive and enjoyable; this was one of the most fun projects I have ever managed.

# Staff Notes

## Announcements

- Tim Douglas (Academic Advising) and his wife, Lori Salmeri, welcomed their son, Enzo Anthony Douglas, on December 18.
- Erin Tetler (Center for Health and Wellness) participated in a medical trip to Haiti with her alma mater, the Boston College Connell School of Nursing, the first week of January. She and 21 fellow nurse practitioners, nurses, nursing students, and nurse practitioner students treated more than 1,000 patients and comforted children in three orphanages in Port Au Prince and Leogane. Some of



Erin Tetler plays with children at an orphanage in Port Au Prince.

the patients had not received any medical care in more than a year. Tetler called her experience “absolutely incredible.”

- Campus administrators are encouraging all freshmen and seniors to complete the National Survey of Student Engagement (NSSE) between February 19 and March 31. The survey will gather information about the nature and quality of our undergraduate students’ experiences. During this time period, you will see posters, flyers, computer desktops, and more promoting the NSSE. If you work with any freshmen and/or seniors, we encourage you to talk about the NSSE with them. The data collected from the NSSE is important to us; it will be used to improve faculty development and training at the annual Faculty Institute as well as to better inform our student retention efforts. The NSSE is a joint project led by the Dean of Students with the assistance of Institutional Research and Academic Affairs. If you have questions, contact [Michael Duggan](#), associate vice president for institutional research.

## New Faces

- Alicia Carlson, Manager, Journalism Production Center, TRF
- Ilse Damkoehler, Administrative Assistant, Internationalization and Global Engagement
- Marc Gordon, Chief Technologist, WERS

## Service Excellence @ Emerson

Eric Matthews would like to thank the Web Services team. “They have been incredible with all of the support they have given to Academic Affairs, Graduate Studies, the Office of Research and Creative Scholarship, and the IRB!”

# Staff Notes cont.

## New Faces Spotlight

Ilse Damkoehler is the new administrative assistant for the Office of Internationalization and Global Engagement, which includes International Study and External Programs and International Student Affairs.

She will do the primary intake with students who have questions about external programs or questions that pertain to immigration. As a Designated School Official (DSO), she is qualified to sign immigration documents for international students including I-20s, SEVIS registration, and other related matters.

She is looking forward to doing outreach about Emerson's increasing number of external programs. She will visit classrooms, hold information sessions, and will be involved with marketing efforts and planning for the second annual study abroad fair next fall.

Damkoehler was interested in the position because of its unique opportunity to work with both international students and students who participate in external programs. Having graduated with a master's in international education from SIT Graduate Institute in May 2014, she was attracted to the fact that internationalization is one of the College's five strategic priorities. Working with international and study abroad students allows her to share her own travel expertise and prepare students for life-changing experiences in the United States and abroad.

She comes to Emerson from MIT's Program in Art, Culture and Technology (ACT), where she was the public programming and communications assistant. Prior to MIT, she worked at two international education providers, Education First (EF) and London Study Abroad Experience (SAE).



It's no surprise that one of Damkoehler's hobbies is traveling! She's visited 22 countries and has studied, interned, and worked abroad; she has many more travel plans for the future. She also enjoys reading (especially travel books) and has recently started cooking more often. She is excited to begin exploring Boston's neighborhoods. She grew up in Bernardston, Massachusetts, and attended Worcester State University, so she is new to the "big city." She currently lives in Malden but is planning to move to Brookline soon.

# Staff News

## New Year, New You: Benefits Reminders

**S** Benefits for Staff

**F** Benefits for Faculty

**T** Benefits for Temporary Employees

Did you know that as an Emerson employee, you can get a discount on massages, free or discounted membership at the Fitness Center, and access to free online and in-person learning and development opportunities? Read on to learn about benefits that can help you with your New Year's goals!

### Save for Retirement Voluntary Tax-Deferred Annuity Plan 403(b)

**S F T**  
This tax-deferred annuity plan allows employees to make voluntary, tax-deferred contributions through payroll deductions to either start or supplement their retirement savings. Employees may make pre-tax voluntary contributions to this plan up to the annual limits allowed for 403(b) plans according to the IRS code. Employees may direct the contributions to be invested in funds offered by TIAA-CREF, Fidelity, or VALIC. For more information, visit [emerson.edu/about-emerson/offices-departments/human-resources/benefits/retirement-plans](http://emerson.edu/about-emerson/offices-departments/human-resources/benefits/retirement-plans).

### Manage Your Money Metro Credit Union Membership

**S F T**  
Metro@work is a workplace banking program that offers a range of financial products and services, including direct deposit, payroll deduction, mortgages, auto loans, credit cards, and savings and checking accounts. For more information, call 877-MY-METRO (877-696-3876) or visit [metrocu.org/home/personal](http://metrocu.org/home/personal).

### Expand Your Horizons

#### ArtsEmerson

**S F T**  
Employees receive 30 percent off tickets to any ArtsEmerson production. In addition, they can receive one free rush ticket to select ArtsEmerson productions with presentation of an Emerson ID. Rush tickets are available on a first-come, first-served basis and can be picked up on the day of performance two hours prior to curtain. Please note that not all productions are included and some restrictions may apply.

For more information, visit [artsemerson.org](http://artsemerson.org) or call the box office at 617-824-8400.

### Iwasaki Library

**S F T**  
Employees may borrow books and videos, request books and articles through Interlibrary Loan, access the Library's resources from off campus, and check out museum passes. See [page 9](#) for more information.

### Professional Development Resources

**S F T**  
Employees have access to numerous learning and development resources, many of which are free or very reasonably priced. The HR website contains links to suggested readings, online instructional videos, tip sheets, and templates. Additional programming is available to select staff (see descriptions for eligibility requirements). Check out the [Learning and Development website](#) for more information.

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# Staff News cont.

## Get Fit

### Fitness Center Membership

**S F**

The Fitness Center, located in the Little Building, is a 10,000-square-foot facility furnished with state-of-the-art equipment. Membership includes: a personalized exercise program created by a professionally trained staff fitness specialist along with personal training sessions, group exercise classes, a variety of workshops and programs, and exercise testing and assessments. Membership is free for full-time staff and faculty; part-time staff and faculty can purchase a membership for \$50 per semester. For more information, call the Fitness Center at 617-824-8692 or visit [emerson.edu/student-life/athletics-fitness/fitness-center](http://emerson.edu/student-life/athletics-fitness/fitness-center).

### Weight Watchers On-Site

**S F T**

A 12-week on-site Weight Watchers program will run from early February through April, meeting 11:45 am–

12:30 pm on Tuesdays. The program cost is \$156. Employees enrolled with health coverage through Emerson can receive a reimbursement of \$150 from Harvard Pilgrim for participation in the program (it requires completion of the program prior to requesting the rebate). For more information, call Human Resources at 617-824-8580.

### Emerson Walks

**S F T**

Currently on [cold weather] hiatus, Emerson Walks is a fitness walking program for employees. The walks, held twice per week at 12:00 pm, provide an opportunity to explore the city while enhancing your fitness. The walks will begin again in March. For more information, call Human Resources at 617-824-8580.

### Gain Life Balance

#### LifeScope Employee Assistance Plan

**S F**

LifeScope is a free and confidential plan providing information, counseling, and referrals for matters related to work, family, or health. The plan is available to staff and faculty and to anyone in an employee's family or household. To access services, call LifeScope at 800-828-6025 or visit [LifeScopeEAP.com](http://LifeScopeEAP.com) (username: emerson college; password: guest).

### Save Money

#### Campus Bookstore

**S F T**

Employees receive 10 percent off most materials at the Barnes & Noble campus bookstore.

### Childcare Discounts

**S F T**

Two childcare centers provide discounts on their services to employees: Little Sprouts and The Learning Experience. For more

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# Staff News cont.

information, contact Human Resources at 617-824-8580.

## Massage Discounts

**S F T**

Massage Envy and Elements Massage offer discounted rates to Emerson employees. For more information, contact Massage Envy (Back Bay and Arlington locations) at 857-239-1111 (Back Bay) and 781-641-3689 (Arlington), and Jennifer Herrera at Elements Massage (Brookline location) at 617-585-0055.

## Computer Discounts

**S F**

Employees receive discounts on new computer purchases. For more information, visit [it.emerson.edu/page/purchasing-a-personal-computer](http://it.emerson.edu/page/purchasing-a-personal-computer) or call IT at 617-824-8080.

*By Tricia Kennedy, Human Resources*

## Diversity and Inclusion Education Opportunities

### Special Lunch and Learn Series

**Unseen Emersonians: Dispelling Assumptions about Uncommon Identities**

This four-part series focuses on aspects of diversity that often remain hidden yet have a powerful impact on everyone. The focus will be on people with disabilities, mental health, veterans, and spirituality/religion.

February 24, 11:30 am–1:00 pm; March 18, April 1, April 22, 12:00–1:30 pm

Please RSVP to [diversity\\_inclusion@emerson.edu](mailto:diversity_inclusion@emerson.edu).

### Power and Diversity in Leading Meetings

Learn how to design and facilitate meetings that produce meaningful discussion, build relationships across differences, recognize group power and diversity dynamics that can derail a meeting, and how to address them.

April 2, 11:00 am–12:00 pm

Please RSVP by March 27 to [diversity\\_inclusion@emerson.edu](mailto:diversity_inclusion@emerson.edu).



## Staff News cont.

### Have You Been to the Library Lately?

For 2015, did you make a resolution to try something new? Save money? Save time? The Iwasaki Library can help you meet your goals!

Explore a local museum and save money. The library has free passes to the Museum of Fine Arts and discounted passes to the Isabella Stewart Gardner Museum. Stop by the Circulation Desk to pick them up. You can also use your Emerson ID to obtain free admission to the Institute of Contemporary Art (no pass is required)!



Perhaps you've been meaning to watch some classic films or see the latest blockbusters. Check out the library's DVD collection and take home a classic such as *Bringing Up Baby* or a recent hit such as *Frozen*. You can check out up to three titles at once, and a whole season of a TV show (*Game of Thrones*, anyone?) counts as one title.

If you've resolved to read more, we've got you covered. Did you know that the library carries more than just textbooks and scholarly books? It has new releases such as *Gone Girl* and *Wild: From Lost to Found on the Pacific Crest Trail* as well as classics such as *Invisible Man* and *Mrs. Dalloway*. And staff are allowed to keep Emerson books for a whole semester.

No time to come to the library? No problem! The library's extensive collection of ebooks can help you reach your goals. It has ebooks on a wide variety of topics,



with titles such as *Socially Responsible Finance and Investing* and *Relaxation, Meditation, and Mindfulness: A Practical Guide*. Save time by reading these [ebooks](#) anywhere, anytime, without even having to come to the library.

For more information, visit the library on the third floor of the Walker Building or [online](#).

By Beth Joress and Cate Hirschbiel,  
Iwasaki Library

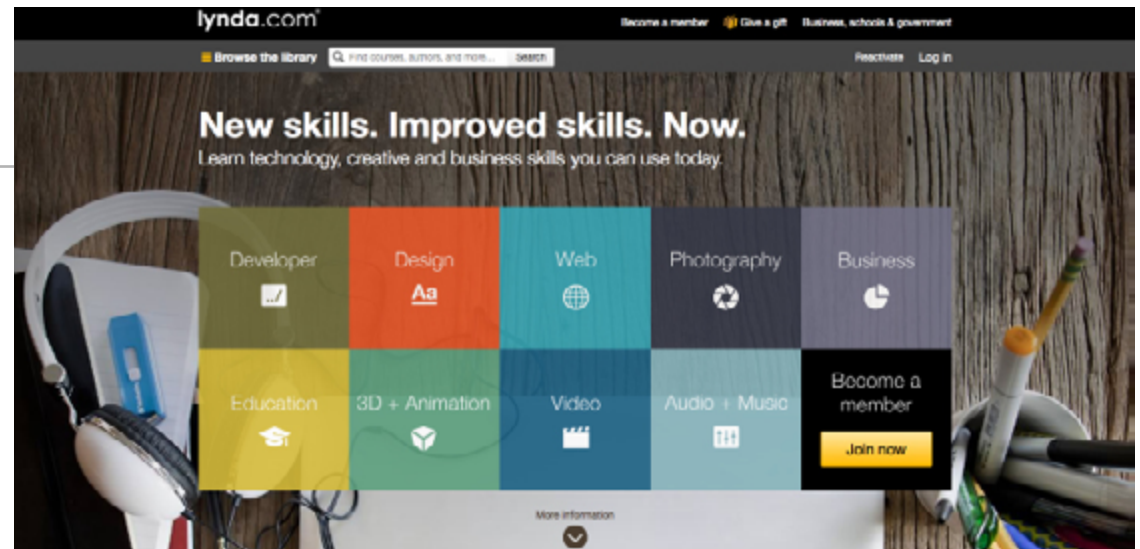
## Staff News cont.

### Lynda.com: Not Just for Learning About Software

Emerson has always been a school of innovation. From the classes that we teach, the network that they foster, and the equipment that we use, Emersonians are always looking for new ways to further their reach and their way of learning.

Lynda is a product designed to support our continued innovation, whether we be a staff member, faculty member, or student. An online learning program developed for all sorts of training, it is a tool that can be used anytime and anywhere, including your own home. It is a website dedicated to offering lecture-style teaching courses that will assist you in perfecting a skill that you think might need polishing or will teach you a whole new way of thinking.

Because these courses are spoken lecture style—taught by experts just for you—these lessons are easy to digest. The lessons also seem to be more hands-on and interactive, even if they're just onscreen.



However, the best part of Lynda is the cost: membership is free for Emersonians. To learn how to sign up and get started, check out [IT's guide](#).

Topics that Lynda features include Microsoft Word, Powerpoint, and Excel. While many staff use these programs every day at work, there are always new things to learn. I've always found that just when I think I understand something, there is a hidden facet to be discovered; Lynda helps you explore some of these hidden functions.

Of course, Lynda isn't just for learning about office programs. You'll find a huge catalogue of categories: business, education, marketing, IT, and much more. These categories have courses on subjects such as: Managing Your Manager, Marketing Tips, and Web Design Fundamentals.

Immerse yourself in a new, innovative way of learning by logging into [lynda.com](#). Watch a lecture, take a course, and enjoy this fantastic way to engage in professional development.

*By Clare Wilson-Pelton, Human Resources*

# Sustainable Emerson

## Upcoming Events

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[Recyclemania](#) returned to Emerson on February 1. The entire community is encouraged to recycle as much as possible. The national competition runs for eight weeks; schools are ranked weekly according to their recycling rate. We need your help to beat local schools such as Boston College, Emmanuel College, and Lesley University!

Archives and Record Management and Sustainability are co-hosting another Clean out Your Office event in the Bill Bordy Theater during Recyclemania. Please bring confidential documents to be shredded and any office items you no longer want to the Bordy on Thursday, March 12, 11:00 am–4:00 pm, and Friday, March 13, 10:00 am–3:00 pm.



# Tech Spot

## Training Reminder

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Have you done the “Securing the Human” training yet? It covers a wide range of security and technology topics that can help protect you at work and at home. Check your email for login credentials and a link to the training site. If you have any questions, please contact [Dennis Levine](#).

# Upcoming Events

## February 12

6:00 pm

"The Victory of the Radical Left in Greece: A Turning Point for Europe?"

Sponsored by the Institute

## February 12

7:00 pm

Possible Distances: Robert Todd  
Bright Lights Series

## February 13–15

Times vary

*Green Porno*

ArtsEmerson Production

## February 17

6:00 pm

"Literature as Political Activism:  
Creating a Transnational  
Movement"

Sponsored by the Institute with  
Emerson Peace and Social Justice

## February 19

4:00 pm

"Syria, Iraq, and the Islamic State:  
Myths and Realities"

Sponsored by the Institute

## February 23

6:00 pm

Casino Referendum Panel Discussion

Sponsored by the Department of  
Communication Studies

## February 28–March 1

Times vary

*Mother Hicks: The Ware Trilogy*

Emerson Stage Production

## Upcoming Staff Forums

March 11

2:00–4:00 pm

June 3

2:00–4:00 pm

## people@Emerson

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