



Happening in SRO

You can find this "Happening in SRO" and all similar newsletters on the SRO Intranet Home Page, located at: <http://isr-wp.isr.umich.edu/srointranet/> under Recent News.

If you have items for the newsletter or if you would like to highlight an event, please let Brenda Spaulding or your unit director know.

Reminder – Holidays and SRO Closure Dates

Please note that Wednesday, November 23 is an SRO Closure Day. If you are planning to work on that day, let your supervisor know. If you are taking the day off, enter vacation time for that day in your timesheet. November 24, November 25, December 26, 2022 and January 2, 2023 are all considered to be U-M holidays and should be entered as holidays in your timesheet. December 27-30 are season days and should be entered as season days in your timesheet.

NOVEMBER 2022						
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

DECEMBER 2022						
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
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25	26	27	28	29	30	31

JANUARY 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
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29	30	31				

SRO Closure

U-M Holiday

U-M Season Day

New ISR timekeeping system!



ISR is currently planning a transition of our timekeeping system from ET to UKG. The ISR Business Office is driving this process and is working closely with SRO to assist in implementation -- including SRO participation in new system testing and feedback. We expect that we will start using UKG in December 2022; keep an eye out for additional updates and instructions. Contact Ryan Neice (neicer@umich.edu) if you have any questions.



Save The Date: SRO All-Staff Meeting

An SRO All Staff meeting will be **Wednesday, December 7th** in room 1430 at ISR Thompson.
More details will follow in early November.

zoom

Phone

SRO (and all of U-M) moving to Zoom phones

As many of you are aware, the University is in the early stages of a transition from a hardware-based phone system (installed in 1984) to a software-based *virtual* phone system supplied by Zoom. According to the Zoom website, “Virtual phone systems make use of Voice over Internet Protocol (VoIP) technology. VoIP is a series of telephony protocols that

transmits digital voice data over the internet. It allows users to make calls to any phone number, in almost any country, using the internet, rather than a traditional landline telephone provider.” Our SSL Interviewers and Help Desk team have been using VoIP phones for the last several years, although with a less feature-rich platform than what will soon be available to all of us.

What does this mean for us?

If you are a regular employee, your current Perry office desktop phone will soon be disconnected but your U-M phone number will be transferred to the new platform. Instead of calling from a physical phone, you will use your current desktop or mobile Zoom application (the same one you use to join Zoom video meetings) to place regular phone calls.

- You'll be able to use your U-M telephone number wherever you may be, without the restriction of sitting at a desk with a physical telephone. This means you'll no longer need to use your personal cell phone number for work purposes.
- Texting from your U-M number will roll out as part of the service within a year.
- Remote employees with dedicated home office phones will also have access to Zoom phone service, even if they do not currently have a U-M phone number.
- There will be no need to enter an “auth code” before placing external calls.
- All staff will be able to choose between U-M supplied earbuds or headphones for use on Zoom calls.
- Staff with special business needs may be eligible to receive a physical VoIP phone for their office.

You will soon receive an email with more details, approximately one week before your individual phone number is scheduled to be moved into the Zoom platform.

Business benefit to SRO

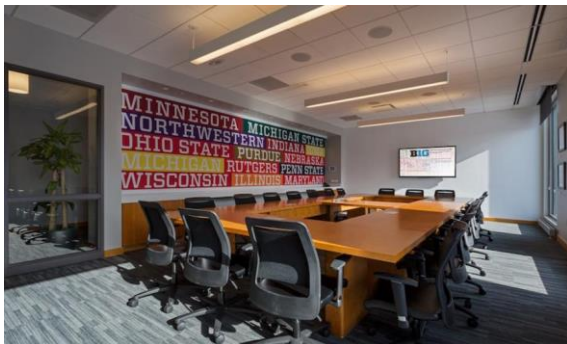
In addition to being a more flexible and cost effective phone solution in general, we are hopeful that the new platform will provide significant benefits to our after-hours support teams, our SSL, and to remote-based interviewing staff. The roll-out of phones for these special teams and purposes will be scheduled for a later phase of the transition. Much more to come on the use of Zoom phones for these more specialized purposes.

Concussion Assessment, Research and Education (CARE) Study (Donnalee Grey-Farquharson)



NCAA•DOD
Grand Alliance
CARE Consortium

The Concussion Assessment, Research and Education (CARE) Study is a joint venture between the Department of Defense (DoD) and the National Collegiate Athletic Association (NCAA). CARE Consortium Investigators aim to test the hypothesis that exposure to concussions and/or repetitive head impacts results in persistent alterations in neurological health, to measure cognitive functioning and neurological health for up to 4 years after graduation such as general cognitive and psychological health, life function, intervening life events, and to track further changes across the lifespan. One of the four Consortium principal investigators, Dr. Steven Broglio, is with the School of Kinesiology at University of Michigan.



The SRO CARE Project team was honored to be invited to the CARE-SALTOS Integrated (CSI) Study Investigator Meeting held September 19-20, 2022 at the Big Ten Conference Center in Chicago, Illinois. Three SRO staff members joined the meeting: Donnalee Grey-Farquharson (Project Lead), Helen Johnson and Keith Liebetreu (Project Managers). In attendance were the CARE Consortium PIs, as well other key staff and some Site PIs from participating institutions and military bases. Twenty sites were represented.

On the first day of the conference the SRO Team was invited to a working lunch with the CSI Research Coordinators, Research Assistants, and Site Personnel. We engaged with site representatives shared experiences on how to coordinate in-person physiological and psychological data collection in a consistent manner across sites. The afternoon featured presentations from Dr. Brian Hainline, Chief Medical officer for the NCAA and from Kathy Lee of the Office of the Assistant Secretary of Defense for Health Readiness Policy and oversight, Health Affairs. We learned a fun fact that although the NCAA is held responsible by the public for policies and protocols in all college sports, they do not get funds from college football; football funds go directly to the conferences. The NCAA's biggest source of income is men's basketball. Every dollar the NCAA uses for research is a dollar less for collegiate sports. At SRO we are good stewards and so it was heartening to learn that, via CARE, some policies around football have

already changed and are in effect – In April the CARE study found that most football high impact injuries occur in preseason training. Policies were changed by August to alter the training schedule to alter the frequency, length of time between and rotation of some training exercises. We are eager to see if these policy changes have significant and positive impact.

The second day of the conference had an “engagement” theme and SRO was asked to present on “Engaging with Participants”. Since many of the attendees were not familiar with SRO we used this opportunity to briefly highlight ISRs contribution to survey research, inform about the services SRO offers and gave a broad overview about how we interact/engage with participants. We emphasized the efforts we take in order to develop data driven protocols and methodology to prepare for study production, to train our teams and hone their skills, and continually refine production protocols by using responsive design. Thanks to Shonda Kruger-Ndiaye, Barb Homburg and Sarah Crane for their insights and for answering my many questions as the team worked to put together a short but impactful presentation.

The three of us agree that the conference was a success. We had nice conversations with people we usually interact with on Zoom or email, even some folks that we have only heard their names dropped in conversation. The conference provided an opportunity for us to understand the magnitude of the project. We are looking forward to attending the 2023 conference.

For those who are thinking of training in Chicago, the Big Ten Conference Center is close to the Chicago O’Hare International Airport and sits in a cul-de-sac right next to the Aloft Chicago O’Hare hotel. There are restaurants and bars in the cul-de-sac and across the street is the huge mall, Fashion Outlets of Chicago.

For more information about the Consortium, please access <http://www.careconsortium.net>

BFY Advisory Board Meeting (Veronica Connors-Burge and Piotr Dworak)

Baby’s First Years (BFY) completed the final wave of phone interviews in June 2022. The project maintained a re-interview completion rate above 92% throughout all three waves. The BFY Principal Investigators (PIs) were amazed by our productivity and invited our entire field team to the BFY Advisory Board Meeting in New Orleans, Louisiana. Our field team was asked to debrief with the lead PIs and share our success and to conduct a workshop on best field practices to help local site coordinators recruit BFY respondents for the Age 4 lab visit which is currently ongoing in New Orleans, New York, Omaha, and the Twin Cities, MN.

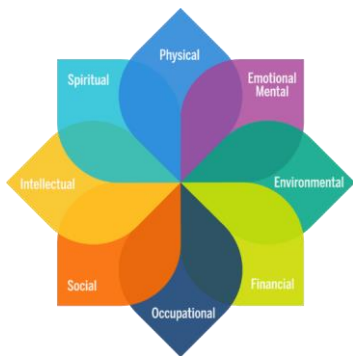
The meeting was a two-day event held September 29-30, 2022. Six field interviewers (3 NY, 2 NE, 1 NOLA), one Team Leader, two Production Managers (PMs), the BFY Survey Director, and the SRO Director (also BFY SPA) attended the meeting. Day one started with an energetic icebreaker of paper, rock, and scissors with a twist! We started in pairs and the person winning advanced to the next round and the person losing became their biggest fan. In the end we had two “finalists” and a crowd of people cheering for each of them. Our finalists were a U-M field interviewer from New Orleans and a BFY Site Coordinator from the University of Nebraska. Wolverines brought down the Cronhuskers yet again! Everyone enjoyed the game; it was a great way to engage people.



The day continued with working discussions regarding the local site teams' challenges with recruiting BFY respondents for the Age 4 lab visit. We shared some locating tips, best ways to approach contact persons, and discussed how U-M can help in the future. The local site team was impressed with the knowledge and expertise of our field interviewers. After the work session discussions, we had the opportunity to debrief with the PIs. The PIs congratulated the interviewers for their success and we shared our experiences of working with this group of respondents putting emphasis on the amount of effort it took to build relationships and mutual trust to cultivate the study sample and to ensure high re-interview rates. We were also asked to continue our help with hard-to-reach respondents and all interviewers were enthused about the prospect of helping with the Age 4 lab visits.

The BFY Advisory Board Meeting brought researchers from a variety of disciplines to advise the BFY PIs on the research objectives and analytic approaches. The board also discussed concerns with recruitment pace and completion rates for the Age 4 lab visit components. The U-M team used the experience from Age 1 home visits (interrupted by Covid-19) to advise the group on working with families, children, and improving cooperation rates for some of the data collection component (in particular, collecting hair sample for the cortisol analysis). As the meeting concluded, the PIs decided that the local sites needed more training to work with respondents and that they would need continued help from SRO to assist with these tasks. PIs appreciated the dedication of SRO interviewers and their commitment to the study respondents over the last few years. In the words of one of the lead PIs, the conversation with SRO Interviewers/SRC was a highlight of the AB meeting.

The SRO BFY team will continue Age 4 calling to prepare respondents for their in-person local site team lab visits. Additionally, PIs approved a budget increase to allow the SRO BFY team to meet with the local site team to work on specific hard-to-reach cases and possibly assist at the Age 4 lab visit. The interviewers were excited to hear this news.



SRO Wellness News (SRO Wellness Committee)

Contact Us! Please reach out if you are interested in being part of the committee or if you have ideas to share. You can reach us at: srowellcomm@umich.edu

Food Trucks!

Thanks so much for helping us make our first food truck event a success! We had 80 Perry staff members visit the truck in a two-hour period. Hope you enjoyed it.



Our next food truck is **Wednesday, November 9 from 11am - 1pm** in the Perry parking lot near the atrium. This food truck is from **Impasto**. Take a look and plan to buy lunch right at Perry.

Menu: [Impasto Food Truck Menu](#)

Website: [Impasto Food Truck Website](#)

SRO Lunch at the Union!

We have one more Lunch at the Union on **Wednesday, November 2**. This is an informal opportunity to get to know each other. Either buy your lunch at the Union or bring your own lunch and let's connect. If you would like to walk over together, we will meet in the Perry lobby at noon and leave at 12:05pm.

Webinars to Lift Your Mind and Mood

Are you looking for a little support for your mental and emotional well-being as we enter the end-of-year holiday time? University Human Resources announced that the Faculty and Staff Counseling and Consultation Office (FASCCO) will be offering 11 Zoom presentations this November and December, which include sessions such as "Forgiveness", "Mental Health Hygiene 101", "Creating Healthy Boundaries", and "Worry: Tips and Tricks for Pushing Back."

All sessions are presented at no charge to you by licensed counselors from FASCCO. To attend any presentation or group, complete the online form available through the link. Space is limited so early registration is encouraged! [Link to Webinars to Lift Your Mind and Mood](#)

Freecycle - Change of Date

The new date will be **Wednesday, April 19** in 2300 Perry. More details to come in early 2023. This can be the kick-off to your spring cleaning!