



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 Key Updates.

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.

Mcard One Swipe Policy Reminder

This is a reminder that one single swipe on a card reader is only to allow one entry through that door. Do not allow others to enter on your swipe and do not share your Mcard with others. We each must do our part to keep the building and property secure.



Perry Front Door Sign

Reminder signs are placed on the wall after entering the first set of doors at front entrance of the Perry building and next to the side door that faces Packard Street.



Side Door of Perry Building Facing Packard Street

HRS | HEALTH AND RETIREMENT STUDY

Funding for the Health and Retirement Study (HRS)

You may have seen the exciting news announced in early June--HRS recently received funding for another six years, 2024 through 2029. At about \$195 million, this award from the National Institute on Aging (NIA) and the Social Security Administration is the largest research grant in the history of U-M! Here is the [link](#) to the U-M article.

What does this mean for SRO? SRO's portion represents close to 49% of the funded amount. The funding covers panel data collection in 2024, 2026, and 2028, as well as adding in a new cohort of respondents in 2028 (the Mid Gen-Xers, those born between 1972 and 1977). In addition, it covers the Harmonized Cognitive Assessment Protocol (HCAP) in 2026 as well as our work on HRS substudies, like the off-year mailings.

Upcoming Changes to Our Phone System at the Survey Services Lab!

(Deb Seale, Lloyd Hemingway, Beth Ohryn)

The Survey Services Lab is set to upgrade to state-of-the-art communication technology with the introduction of the Amazon Connect (AM-CON) phone system on July 15, 2024. This innovative platform is designed to enhance the way we connect, both internally and with our respondents.

What is Amazon Connect?

Amazon Connect is a cloud-based contact center solution that will replace our current phone system (CISCO VOIP) which is being decommissioned by the University. It's an advanced, user-friendly interface that has a suite of features that should enhance our efficiency and caller interactions as well as increase the functionality that we can provide to projects. Internally, we will be referring to this suite of features as "AM-CON".

Amazon Connect Key Features

- *Soft Phone Integration:* The new system enables us to make calls directly from our computers, removing the need for separate handsets.
- *Live Monitoring Tools:* With new live listen-in, whisper for offering discrete advice on a call, and barge capabilities to join calls when necessary, we have additional support features for our Survey Techs.
- *Intelligent Call Queuing:* Each project will have its own queue, streamlining call-in processes, and optimizing support for different projects. Ideally, this should reduce the need for shift managers to attempt to identify the project that a respondent is returning a call for, and get the respondent directly to an interviewer.
- *Enhanced Caller Identification:* We will know immediately who is on the other end with caller ID for all calls, a significant improvement for our Respondent Connection Team.
- *Communication Expansion:* There will be upcoming additional features such as SMS (texting), chat, IVR, and email interactions, expanding our respondent communication options. We are still clearing some legal hurdles to get these implemented, but we are hopeful they can be resolved in a timely manner.
- *Real-Time Activity Insights:* Ability to check in on call activities as they happen, making it simpler to manage calls.
- *Call Recording and Transcription:* Amazon Connect will include a recording feature allowing us to not only obtain recordings of interactions other than interviews (such as voice mails, resistant calls, and appointment setting), but also obtain auto-generated transcripts of the interactions.
- *And more...*

What Next?

Training sessions will be provided to SSL staff during the week of July 8 with the implementation start date being set for our first dial on July 15.

Your feedback during and after the transition will be invaluable—we look forward to hearing your insights and experiences with this new system.

BCLUB June 2024

On June 5-7, Karl Dinkelmann and Stephanie Chardoul traveled to Sevilla, Spain to represent SRC at the BCLUB (Blaise Corporate License Users Board) meeting. The meeting was hosted by the Institute of Statistics and Cartography of Andalusia. Eight different organizations as well as the Statistics Netherlands Blaise Development Team participated in the meeting. Each organization presented on their current use of Blaise 5, including challenges and "wish list" items. Statistics Netherlands shared recent and planned development, and priorities for future software releases and tools. This meeting is an important opportunity for us to contribute to the Blaise community, learn from other organizations, have face-time with Stats Netherlands, and help set both short- and longer-term priorities.



(Pictures: Karl presenting for SRO/SRC; an evening walking tour of historic Seville -- in front of the famous "Barber of Seville" balcony)

SRO All Staff Meeting

On June 19, SRO gathered for our summer All Staff meeting. We had a great in-person turn out for lunch and socializing, then launched into our agenda. Appropriate for our event on Juneteenth, our guest speaker was Dr. Margaret (Maggie) Hicken -- an SRC faculty member and director of the new Landscapes of Structural Racism and Health Lab within the SEH program. Dr. Hicken shared her own career path, the philosophies that are the foundation of her work, and several current Landscapes projects. She is also the Director of ISR's DEI Office, and shared relevant activities related to the DEI 2.0 rollout. After Maggie's presentation, Stephanie presented an SRO Business update which included a fiscal year financial summary and upcoming projects. Then, Gregg introduced each of our new staff -- a full-circle moment, as this was Gregg's final All Staff meeting before his retirement next week. It was so nice to see everyone together -- thank you, SRO, for participating and contributing to a successful meeting!





SRO Wellness News (SRO Wellness Committee)

Please reach out if you are interested in being part of the committee or if you have ideas to share. srowellcomm@umich.edu

[Jump Back Up July 2024](#) Calendar from Action for Happiness.

JULY FOOD TRUCK - Wednesday, July 10

PizzaPazza Wood Fired Pizza (Website: [PizzaPazza Public Menu](#) and Facebook: [PizzaPazza](#)) is scheduled to be at Perry on Wednesday, July 10. The truck will be located in the parking lot near the Perry Atrium from **11:00 a.m. - 2:00 p.m.** Cash and credit are accepted. All Perry and Thompson Building staff are welcome!

FOOD TRUCK DATES

August 14	Motor City Pasty Company
September 11	Tacos El Mariachi Loco
October 9	Nom Nom Ninja
November 13	TBD

RETURN OF THE ICE CREAM WALKS!

We'll take a walk and enjoy a scoop of ice cream or shake sponsored by the SRO Wellness Committee. Fresh air, ice cream, nice walk, and bonding with fellow colleagues. We will have a series of three walks with a limit of 10 people each to increase the opportunity to interact more easily.

Meet in the Perry lobby at the scheduled time. NOTE: If inclement weather, your SRO Wellness Committee walk lead will contact the group to reschedule.

****Sign up is open to any regular appointment SRO staff and only one sign up per person.**

If the list is FULL please type your name below the FULL line and we will let you know if space opens up.

Tuesday, July 30 - Michigan Creamery - 4:00 p.m.

[Click Here to Sign Up for Michigan Creamery](#)

Thursday, August 15 - Washtenaw Dairy - 12:00 p.m.

[Click Here to Sign Up for Washtenaw Dairy](#)

FARMER'S MARKET WALK

Our SRO Farmer's Market Walk for the season will be on the following dates:

July 31 - [Click Here to Add to Your Calendar](#)
August 28 - [Click Here to Add to Your Calendar](#)
September 25 - [Click Here to Add to Your Calendar](#)
October 30 - [Click Here to Add to Your Calendar](#)

Please join us! As a reminder, we'll gather in the Perry lobby at 12:00 p.m. and we'll leave for the market at 12:05 p.m.

- ★ FREE tote bag for joining us!
- ★ About a mile walk both there and back.
- ★ We'll walk there together and then return at our leisure.

For more information on the Farmer's Market: [Ann Arbor Farmers Market Website](#)

ACTIVITIES AROUND PERRY BUILDING THIS JULY

Sonic Lunch - is a weekly FREE summer concert located down the street from Perry from June - August. Concerts are held on Thursdays from 11:30 a.m. - 1:30 p.m. on the corner of Division and Liberty. Seating is limited, so bring your own folding lawn chair. Fun lunch idea!

[Click Here to See Sonic Lunch Line Up and Dates](#)

Ann Arbor Art Fair - Downtown and most streets will be blocked off for ART in addition to the construction. A2 Art Fair is three fairs in one and has an array of art, music, food selections, and activities that can appeal to many different interests. A2 Art Fair will be held July 18-20.

Art Fair is an excellent opportunity to step out of the office and visit some of the booths/vendors that come to town either during lunch or after the work day.

[Click Here for Official A2 Art Fair Information](#)

REMEMBER - U-M employees ride the AATA buses for free, so explore Park and Rides and alternate parking options to avoid driving when roads are congested.

JULY HEALTH OBSERVATION - UV SAFETY

Taken from the American Academy of Dermatology (AAD): In July, we raise awareness that UV is the root cause of most skin cancers and encourage the public to take precautions. The AAD recommends that the public #PracticeSafeSun year-round by following three simple steps while outdoors:

- Seek shade when appropriate
- Wear sun-protective clothing
- Apply a broad-spectrum, water-resistant sunscreen with an SPF of 30 or higher

[Click Here for U-M Sun Safety Resources](#)

Enhancing Sustainability in SRO

(Lachlan Hanrahan, Ann Vernier, Bree Walton)



Reusable Dishware Rollout Complete! In our latest effort to champion environmental stewardship, all SRO kitchenettes are now fully stocked with reusable dishware! Wave goodbye to disposable plates and hello to a new wave of eco-friendly

eating. To ensure our kitchenettes remain pleasant and hygienic for everyone, please wash and return the dishware after use. Thank you!

Free Tupperware Initiative - Free Tupperware is now available in the cabinets across from Room G150 for staff to take home leftovers from SRO events, and help prevent food waste! Participants are urged to return the cleaned Tupperware. Donations of reusable food containers are encouraged.

Become a Planet Blue Ambassador! Want to help our campus stay green and learn cool ways to protect the environment? Join us as a Planet Blue Ambassador! Ambassadors are key players in promoting sustainability across campus, participating in programs that help reduce waste, save energy, and build a more thoughtful community around environmental stewardship. Plus, you'll meet others who care about the planet just like you! To become an Ambassador, check out this training link: [Planet Blue Ambassador Training](#).

Feedback and suggestions for future green initiatives can be sent to SRO-GreenTeam@umich.edu. Your feedback fuels our progress!
