

## 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.

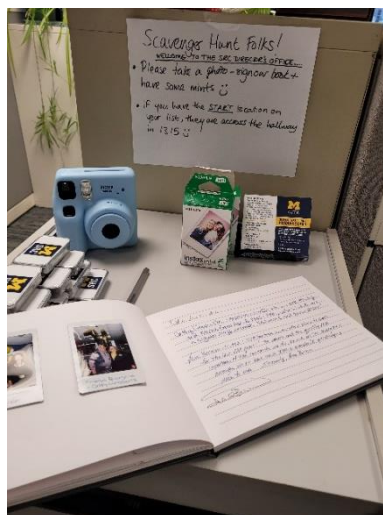
*If you have items for the newsletter or if you would like to highlight an event, please let Brenda Spaulding or your unit director know.*

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### SRO All-Staff Meeting

The SRO All-Staff meeting was held hybrid on December 4<sup>th</sup>. SRC Director, Pam Davis-Kean talked about developing the future of SRC. SRO Director, Stephanie Chardoul discussed the year in review. Shonda Kruger-Ndiaye introduced new colleagues hired since June 2024, showing photos with fun facts about each. Lunch was enjoyed by all, we collected contributions toward Comm3 holiday toy drive, and the closing event was an engaging scavenger hunt!

Thank you to everyone who joined us!



## Enhancing Sustainability in SRO

### Energy Reduction during Winter Break:

Please do your part to help save energy by: Turning off all unused office equipment, such as computers (if not needed for remote use), monitors, printers, coffee makers, lights, and unplugging cell phone chargers. Where possible, set thermostats back to **no lower than 68° F**.

Please email [isrfacilitiesandsupportservices@umich.edu](mailto:isrfacilitiesandsupportservices@umich.edu) if you have any questions.



## **Reminder: Fight Food Waste like a Pro!**

Bring a reusable container to our hosted events right before they end, and score some leftovers to-go! Waste not, want lots of treats!

Feedback, questions and suggestions for future Green Team initiatives can be sent to:

[SRO-GreenTeam@umich.edu](mailto:SRO-GreenTeam@umich.edu).

Your feedback fuels our progress!



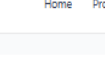
## Working with Amazon Connect – A Note

We are excited about all the capabilities that our new multi-channel contact system in the SSL offers. Amazon Connect (AmCon) allows us to route incoming calls to project specific interviewers based on the number that the respondent is dialing. We can also now send and receive text messages from the SSL, record all contact attempts and much more.

Deb Seale provided an overview of the major features during two project review periods. The recordings are available here: L:\projects\AmCon.

There are some important considerations to keep in mind when you work with AmCon. These include questions to ask your production manager or shift manager about before starting work, as well as potential IRB issues. We have documented a number of these including providing guidance for actions to take in a document saved on the intranet. We hope you find this helpful and please let us know if there is anything we can do to clarify the process or support SRO projects

SSL Management Team



# INTRANET

SRO Global Status Sheet

[Home](#)
[Proposals](#)
[Project Management](#)
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[Data Collection](#)
[Technical Services](#)
[Employee Resources](#)

## Data Collection

### DCO Vision, Mission, and Values Statement

#### Clinical Contact Program (CCP)

CCP Cumulative Call Report

Respondent & Interviewer Support Protocol

#### Time and Expense

2023 Field Iwer Pay Schedule

2023 SSL Pay Schedule

2024 Field Iwer Pay Schedule

2024 SSL Pay Schedule

SSL Project Shift Cancellation Policy

Allowable Expenses

Safe and Imprest Cash Access procedure

Tenrox (aka Upland)

Tenrox Reports

#### Systems

Canvas (Online Learning System)

DCSR

FRED

MSMS MAP Portal

ODS Project Management Portal (PQT, PIPRA)

OLIVE 4.0

Onstaffer Recruitment Website

RShiny

TeamTailor

UKG Ready

WebTrak 3

Web Logging

#### Polices and Guidelines

Recording Phone Calls

Stolen SRC Iwer Hardware Process

Stolen SRC laptop process

#### Recruitment and Staffing

Contingent Staff Allocation Principles 2023

GLT Concepts Manual

Interviewer Handbook

Interviewer Incentives Policy

New Hire Recruitment Website

Onstaffer Recruitment Website

Request for SSL Services Form

Recruitment and Training Timeline

SRC Interviewer Website

TeamTailor

#### Training and Support

Training Norms

Training Resources

#### Other Documents

Data Collection Projects Mailing Lists

Interviewer Satisfaction Survey 2019

Guidelines: Use of Google Forms with Field Staff

Master Result Codes

Project Set-up (Visio)

Project Closeout (Visio)

Request Template for Batch Locating (coming soon!)

Request Template to Use Interviewer Satisfaction Survey

SSL Amazon Connect (AmCon) Features

#### Respondent Connection Team (RCT – 800-759-7947)

RCT Project Assistance Request Form

RCT Project Assistance Request Form – WORK CHANGES

RCT Stats (Front Desk Line Stats)

## MHealthy Champion Award (Nicole Kirgis)

Congratulations to Ashanti Harris, who was nominated for the Dr. Robert A. Winfield MHealthy Champion Award, which honors and recognizes MHealthy Champions who are committed to the program and regularly go above and beyond in their role to create a positive culture of well-being within their department or work unit. Ashanti was one of only three finalists for the award and was recognized during the Champion Awards portion of the MHealthy Champion Retreat on November 12. Thank you, Ashanti, for your many contributions to wellness in SRO!





## Easing Holiday Stress (Elany Clark)

With the holidays fast approaching, work deadlines, buying gifts and a number of other demands could result in holiday stress. Below are a few ways to manage holiday related stress plus a list of fun holiday events/activities in and around Ann Arbor.

<https://www.lyrahealth.com/blog/holiday-stress/>

<https://www.hopkinsmedicine.org/health/wellness-and-prevention/4-mindful-tips-to-destress-this-holiday-season>

<https://www.annarbor.org/events/holiday/>



## 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](mailto:srowellcomm@umich.edu)

[December Kindness](#) Calendar from Action for Happiness.

## COLORING WALL

We have hung a coloring page on the wall of the break room located on the ground floor of Perry in the G180 Lounge. Coloring has been shown to promote mindfulness, relieve stress, and have other positive physical and mental health benefits.

We encourage you to take a break and participate in coloring the design. There are coloring pencils available by the coloring wall.

Thanks to Mouna Mana for the great suggestion!



## ACTIVE U 2025 - Coming January 6

It's almost time to get moving, challenge yourself and, yes, earn your **20th anniversary Active U t-shirt!** Registration opens Jan. 6 for Active U, MHealthy's 12-week physical activity challenge. It's for every fitness and activity level. Choose to participate on a team or as an individual. Tracking physical activity minutes starts Jan. 20. Look for more information soon!

## M-HEALTHY REWARDS RETURNS - Coming January 6

MHealthy Rewards returns in January 2025. Active, benefits-eligible faculty and staff can earn a \$75 reward by completing the 2025 confidential health questionnaire and setting a healthy goal on the MHealthy Portal. Look for more information in January!

## STITCHING LUNCH GROUP

Do you want to learn how to start a needlepoint or cross-stitch project and need some advice, or are you an experienced stitcher who wants to connect with others at SRO for a relaxing and creative lunchtime session? Join Vivienne Outlaw and Ivanna Iavorska-Em for this relaxed stitching circle. Days and times will be determined based on availability. Please reach out to Vivienne Outlaw at [voutlaw@umich.edu](mailto:voutlaw@umich.edu) if you are interested.

## BEVERAGE WALKS 2024!

Thanks to the SRO staff who joined the last walk of the year to Comet Coffee in the Nickels Arcade.



## UPCOMING M-HEALTHY and U-M ACTIVITIES

- ★ **Alcohol Management Program's Holiday Stop and Swap Emails:** If you are looking for tips on how to either be more mindful of your drinking choices or not drink alcohol at all during the holidays, [sign up to get weekly tips and resources from MHealthy's Alcohol Management Program](#). Emails continue through Jan. 6, 2025.

★ **Financial Well-Being**

The MHealthy website has many options that can help improve your financial knowledge and wellness. There are tools such as the MHealthy Resource Coach Program and other resources, such as financial workshops and assessing your current financial well-being. [Click Here to Learn More on Financial Wellbeing](#)

★ **Connecting the Dots Virtual Conference Recordings**

If you were not able to attend the October Connecting the Dots conference, the recordings are now available for viewing.

[Click Here to View Available Session Recordings](#)