iPhones, iPads, Blackberry’s, Droid’s and the rest of the new technology gadgets, designed to make our work more manageable remotely and simultaneously has taken a seat in our meetings, training sessions and classrooms. The multi-tasking of our colleagues is leaving some Colgate staff feeling put off and bewildered. Interruptions at meetings by these phones take away from the meeting by diverting people's attention and focus and is perceived by many as rude and inconsiderate. The concern about lack of cell phone etiquette recently landed on the agenda of a recent personnel advisory council meeting. We hope this article raises your awareness and that you can pause before pushing the buttons.

From using emoticons to texting late at night, your phone can get you in trouble if you're not careful. Here are a few guidelines to help you properly separate business and pleasure.

Smartphones have officially taken over the planet, eliminating the idea of the 9-to-5 workday and allowing -- for better or for worse -- bosses and their employees to e-mail, IM and text from anywhere at any time.

Unfortunately, the freedom presented by the latest mobile devices also provides opportunities for workaholic business owners, go-getter employees and demanding clients to frequently cross the line between professional and way-too-personal behavior. Have you lost sight of professional Smartphone etiquette? Here are some rules of engagement to keep in mind.

Rule No. 1: Be considerate.
Before you initiate a texting or instant messaging session, ask if the person on the other end is available. If the answer is "no," ask when he or she will be free. Likewise, if a business contact sends you a message, and you can't give the conversation your full attention, be honest. Then graciously provide the person with a better time to connect. "Don't go off on a rant on a business matter without asking contacts first if they are free to talk," says Kristen Ruby, founder and CEO of Ruby Media Group, a social media marketing and PR agency, says. And be patient. "You shouldn't expect the same immediate response you get when texting or IMing with friends or family members. Give people the same response window you would with traditional e-mail correspondence."

Rule No. 2: Remember the concept of "business hours."
Before you initiate a texting or instant messaging session, ask if the person on the other end is available. If the answer is "no," ask when he or she will be free. Likewise, if a business contact sends you a message, and you can't give the conversation your full attention, be honest. Then graciously provide the person with a better time to connect. "Don't go off on a rant on a business matter without asking contacts first if they are free to talk," says Kristen Ruby, founder and CEO of Ruby Media Group, a social media marketing and PR agency, says. And be patient. "You shouldn't expect the same immediate response you get when texting or IMing with friends or family members. Give people the same response window you would with traditional e-mail correspondence."

Rule No. 3: Only contact the people you talk to regularly.
Emma Moore, interactive director at design and development firm Fundamental, stresses that instant communication feels the most efficient and natural with the clients and business contacts you frequently contact.

continued on page 2
Rule No. 3 continued.
"If you are with people all week long, e-mailing and texting become more regular," she says. "There are more opportunities to gather information with co-workers, so communication will happen more frequently." Still, she sees moderation as key. "Each time a text interrupts an important real-life conversation, my respect and willingness to engage with a person who texts me or who stops talking to me in order to answer a message decrease."

Rule No. 4: Put your phone away during face-to-face meetings.
Thanks to technology, the in-person meeting has become a lost art -- but it’s still essential. Moore has witnessed inconsiderate texting and e-mailing and even phone call interruptions firsthand that have caused her not to sign contracts. "During the initial meetings about a possible project, a potential client checked his iPhone each time it buzzed," she says. "One out of five messages, he would stop our conversation and respond, making it impossible for anyone to concentrate. His smartphone habits helped me know that working with him would probably be a nightmare. Texting is just not acceptable during meetings. However, right after a meeting is fine. If you are waiting for important information related to the meeting via text or e-mail, be transparent about it beforehand. But don't make it a habit."

Rule No. 5: Texts and IMs should be reserved for simple, non-critical topics.
Avoid the temptation to use instant communication as a way to immediately get in touch about an emergency. Real professional emergencies -- especially when they involve emotional or controversial topics -- require voice-to-voice and often even face-to-face communication. Communications expert and public speaker Lisa B. Marshall says a text message "is a short message, not an e-mail or a meeting. If the message you want to deliver is important or lengthy, you must call, meet in person or video chat." If the topic you’re texting about could produce a complicated discussion, schedule a phone call or at least craft a clear, concise e-mail. Marshall says this rule is especially important for companies that have international clients, because specific words can have very different meanings that get lost in writing.

Rule No. 6: Be wary of abbreviations and emoticons.
Before you go hog wild with acronyms and smiley faces, consider who you’re texting, e-mailing or IMing. In most cases, colloquial abbreviations like "LOL" and any emoticons shouldn’t appear in messages to professional contacts, but use your best judgment. "Younger generations -- for example, my interns -- prefer texting over conversation," Marshall explains. You might be very comfortable with texting. But you have to realize that older clients and business contacts may not use it very often and thus might not know about common abbreviations. When deciding how to engage with people with your smartphone, consider their comfort zone: "When I text a younger person, I use standard abbreviations," Marshall says, "but when I communicate with clients or business contacts closer to my age, I use proper spelling and grammar."

Rule No. 7: Never send sensitive information.
According to Marshall, due to sensitive information -- such as files, links and passwords -- being texted freely between younger employees, all her websites were compromised, causing significant downtime. "Recently, all my websites were hacked, complete with red skulls and crossbones." She adds that the failure of an employee to adhere to Rule No. 6 when posting public messages online caused additional confusion for visitors to her websites. "I asked an intern to take down our main page and put up a brief message explaining we would return when the website was recovered. She posted 'BRB' on the page, and many of my clients were confused by the message, unaware that 'BRB' stood for 'Be Right Back.'"

Rule No. 8: Stay professional. Even though texts and IM are by nature more casual than other forms of communication, the quality of your instant messages are still a reflection of your business and expertise. Make sure to spell check and not write like an over-excited teenager. Marshall says, "I often chat online with listeners of my podcast," she says. "In doing so, I've discovered that IM and text message conversation skills are a critical part of relationship building and networking. Turn-taking still exists, as it does in a regular conversation. Be sure to answer questions, but also ask questions so the conversation can move forward. Delivering compliments and constructive criticism gets attention, but it will not build a relationship."

Important note about cell phone use while operating a vehicle (personal or work): New York State has a law that prohibits the use of a hand-held mobile telephone while operating a vehicle. Using a hand-held phone while driving, except to call 911 or contact emergency personnel, can result in a traffic ticket with a cost of up to $185 and two driver violation points. New York State law also prohibits all drivers from using portable electronic devices, such as cell phones and smart phones, to send text messages or emails while driving. The penalty for this violation could result in a cost of up to $235 and also carries two driver violation points. Using a handheld electronic device is a primary offense, an officer may stop you if you are observed using a handheld device while driving.
A PAIN IN THE ASH
(The little beetle that is creating big problems)

Emerald Ash Borer
Photo: James Clayton

Purple Prism Trap
Photo: David Cappaert

Perhaps you have recently noticed the bright purple triangular boxes hanging in trees along the roadside? Or maybe new regulations have prohibited you from bringing your own firewood into a camping area in a state park or forest? These two seemingly unrelated observations are recent efforts to monitor and prevent the spread of an invasive pest, the emerald ash borer (EAB). An adult EAB can fit entirely on the head of a penny. But don't let its small size fool you, this little beetle is creating big problems in Northeast forests.

The emerald ash borer, *Agrilus planipennis*, was first discovered in the U.S. in 2002 in southeastern Michigan. According to the NYS DEC, the beetle accidentally arrived in wood crates shipped from China. Since its introduction, the EAB has spread across the Midwest and Northeast and has currently been confirmed in 13 states including New York. To date, the EAB has been responsible for the death of over 50 million ash trees in the U.S.

The larvae of *A. planipennis* live inside the bark of ash trees. As they gnaw their way to adulthood, they strangle and ultimately kill an infected ash tree. In New York there are 1.3 billion at-risk ash trees common in residential and forested areas used for landscaping and lumber, respectively. Also at-risk is the $15 million revenue from the annual ash harvest. While scientists and economists can predict some potential outcomes of an ash-free state, the greatest worries are the uncertain ecological consequences our forests would experience by losing such an abundant and important tree species.

The purple boxes along roads are designed to trap emerald ash beetles for monitoring their populations. As of now, the EAB has not yet been confirmed in Madison County, but the traps are here to ensure that if the beetle where to spread, it would be detected as soon as possible. The "purple prism traps" - as they are called - are laced with an odor that attracts adult beetles and a very sticky glue that coats the outside of the trap. The boxes are purple because that is EAB's favorite color. Last year, researchers set more than 8,000 traps in New York. The EAB has been spreading quickly throughout the northeast due to humans transporting ash lumber that is infected with the beetle.

Perhaps the best way for you to help prevent the spread of *A. planipennis* is to avoid transporting firewood or any other ash wood from its original location. If you choose to have a campfire, then it is best to follow the mantra: buy local, burn local. Also, be on the lookout for infected trees. Ash trees housing the beetle tend to show signs of general unhealthiness like dead branches and D-shaped exit holes in the bark. If you notice an infected tree, call New York's EAB hotline (866-640-0652). Visit the DEC's website (www.dec.ny.gov) or for more information about the emerald ash borer.

BIRTH ANNOUNCEMENTS

**Chuck** and **Michelle Haurik** welcomed a daughter, Annabelle Rose, on June 24. She joins sisters Rebecca and Adella. **Chuck** is a plumber in the facilities department.

**Piyush Chandra** and **Sweta Ghose** welcomed their first child, Ayush Chandra. Ayush was born on July 7 and weighed in at 7lbs. 12 ozs. **Piyush** is an assistant professor of economics.

**Sara Groh** and **David Walden** welcomed their first child, Matthew Lyell on July 14. **Sara** is the director of annual fund operations.

**Jeff Corbin** and **Jessica Owen** welcomed son Dillan on July 10. He joins older brother Brody. **Jeff** is a locksmith for the facilities department.

Colgate’s Fiscal Compliance Hotline
1-800-910-6717

Colgate has a confidential complaint system designed to allow employees to anonymously and confidentially report activities that may involve inappropriate financial activity or behaviors. The Colgate Fiscal Compliance Hotline is not a substitute for and does not supersede any existing university protocols for reporting concerns regarding discrimination, harassment or inappropriate employee workplace conduct. The Fiscal Compliance Hotline should not be used to report health, fire and safety, or personnel concerns; student behavioral issues; or matters related to academic dishonesty.

Questions or concerns regarding the establishment of this mechanism to safeguard the financial resources of the university should be directed to **David Hale**, **Tom O’Neill** or **Pamela Prescod-Caeser**.

Instructions on how to use Colgate's Fiscal Compliance Hotline can be found on the Colgate website at: www.colgate.edu/fiscalcompliancehotline

SELL & SWAP

Townhouse room for rent. Located on 12B south two miles from campus. Three bedrooms, two and one-half bathrooms and central air conditioning. Please call cell number (619)850-2464 for additional information.

Colgate University makes no warranty, expressed or implied, about the nature or condition of items advertised and accepts no responsibility for any transaction or item.

The University reserves the right to suspend or terminate the program at any time.
**NEW HIRES**

**Lindsey Costello** has accepted the position of administrative assistant for annual fund effective July 12. She received her BS from Niagara University.

**Sarah Guanse** accepted the position of administrative assistant for capital support on August 1.

**NEW HIRES**

**Brenda Ice** accepted the position of Director of Residential Life effective July 18. Brenda received her M.Ed at Salisbury University and comes to us from Towson University.

**Katherine Les** has accepted the position of assistant women’s rowing coach effective August 1. Katherine received her MA from the University of Connecticut in Exercise Science.

**Michael Maningas** accepted the position of director for the center for leadership and student involvement effective July 25. Michael and his wife Mirna have two children: Logan and Jade.

**Daniel McCauch** accepted the position of assistant director of outdoor education effective July 18. Dan received his AAS from Thomas Edison State. Dan and his wife Marie have four children.

**Michael Murphy** accepted the position of head men’s lacrosse coach effective August 1. He comes to us from the United States Military Academy at West Point. Mike and his wife Jen have one son: Colin, 14 months old.

**Benjamin Oliver** accepted the position of assistant director of outdoor education effective July 18. He received his AB from Hamilton College. Ben’s wife Janine works in the COVE.

**Andrew Porter** accepted the position of assistant director of outdoor education effective July 25. He comes to us from Bassett Healthcare. Drew and his wife Amy have one child: Reed, 9.

**Samuel Ward** accepted the position of digital media assistant producer in information technology effective August 3. Sam received his BA from the University of North Carolina at Chapel Hill.

**TRANSFERS**

**Michelle Jacobsen** transferred to the position of administrative assistant for capital and planned giving on July 14.

**Sarah Hughes** transferred to the position of administrative assistant for capital support on August 1.

**POSITION VACANCIES**

Administrative Assistant for Dean of First-Year Students/Assistant Dean for Administrative Advising

Administrative Assistant, Residential Life

Administrative Assistant, Special Events

Admission Counselor/Assistant Dean of Admission

Assistant Director of Residential Life (2 positions)

Associate Director for the Parents’ Fund

Boiler Operator

Campus Safety Officer/Dispatcher (part-time, no benefits)

Director for Equal Employment Opportunity and Affirmative Action

Human Resources Consultant

Instructional Technologist (2 positions)

Laboratory Assistant (part-time, no benefits)

Manager of Media Communications

Music Collections Assistant

Staff Counselor/Post-Doctoral Fellow

Staff Nurse (per diem, no benefits)

Temporary - Athletic Event Staff (part-time, no benefits)

Temporary - Barge Customer Associate/Cashier (temporary and part-time positions)

Temporary - Equipment Services Assistant (no benefits)

Temporary Part-time Application Reader

Temporary - Maintenance/Laborers (no benefits)

For complete information on position vacancies and to submit an application visit our website at: [https://careers.colgate.edu](https://careers.colgate.edu)

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**SAFE ZONE TRAINING**

Designed to help create a supportive campus climate through educating about issues related to heterosexism, homophobia, gender and sexuality. The program aims to prepare Colgate students, faculty, staff to provide resources on LGBTQ issues. RSVP to Jamie, jbergeron@colgate.edu. Light refreshments provided.

August 16, Noon to 2:00 p.m.

Ho Science Center 326

September 12, 10:00 a.m. to Noon

Olin Hall 103

**ANNIVERSARIES**

**35 Years**

Tom Jones - Athletics

**30 Years**

Dick Losee - Purchasing

Jean Getchonis - P&R

**25 Years**

Dorenda Koehl - Accounting

**15 Years**

Dan Hunt - Athletics

Cate Childs - Campus Safety

KC Stewart - Campus Safety

Steve Jackowski - Health Services

David Linsley - Geology

Lynn Holcomb - Admission

Darlene Babich - Facilities

**10 Years**

Myongsun Kong - Geography

Beverly Low - Dean of the College

Dawn LaFrance - Counseling

**5 Years**

Julie Vair - Athletics

Jeremy Baker - Facilities

David Kelley - Facilities

Susan Mulry - Off Campus Study

Suzie Meres - Accounting

Heather Young - Athletics

I would like to extend a heartfelt thanks for the kind words and actions received for the loss of my father, Donald Livermore.

Much Appreciated,

Diane Janney

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This is for all my Colgate friends who made my retirement so special. Thank you for the parties, flowers, cards, gifts, luncheons and most of all, the many good wishes I received. Now it is my time to relax and enjoy hunting and all my other interests.

Thank you again,

Linda Brown