

# Changing Reputational Tides within Sponsored Accounting at MIT

NCURA Region I Spring Meeting  
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# Calming the Waves!



# Overview

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# Introductions

## ✧ Pam Schickling, 26 years at MIT

- ✧ 10 Years Experience as a Central Administrator (Assistant Controller, Manager of Sponsored Accounting, Senior Compliance Specialist)
- ✧ 16 Years Experience as a Departmental Administrator (research & academic)

## ✧ Tim Vacha, 21 years at MIT

- ✧ 21 years Experience as a Central Administrator in Sponsored Accounting (Accounting Assistant, Staff Accountant, Accounting Officer, Assistant Manager, Manager)



# Setting the Stage for Change

- ✧ We Asked the Community for Feedback
  - ✧ We accomplished this with a series of large and small focus group sessions, as invited guests at school/area meetings, one-on-one meetings.
  - ✧ Department and Central Administrators were included – very important to include both!
  - ✧ We asked what was working well, where can we make improvements?
  - ✧ Most importantly, we listened 😊
- ✧ Came to the Realization, a Reputational Change was Needed

# We're Not That Scary

- ✧ Get Out From Behind the Desk – putting a face with a name.
  - ✧ Sponsored Accounting Community Roadshows -- go to them.
  - ✧ Constantly seek out face time opportunities with the community.
- ✧ Build Collaborative Relationships – connect with people.
  - ✧ Share experiences, pain points, learn about each others deadlines and overall work volume.
  - ✧ Communicate with each other -- especially when you don't need anything from each other (email, voice & in-person).
- ✧ Hire Each Other!!!
  - ✧ Consider going to the dark side 😊. Department staff working in Central, and vice versa – so many benefits.



# Where We Are Today

## ✧ Helping Each Other

- ✧ We are now viewed as a resource, not an obstacle.
- ✧ Departmental administrators are comfortable reaching out to us to ask questions along the way – saves all of us trouble in the end.
- ✧ It's no longer an “us against them” environment, we work together.
- ✧ Sponsored Accounting has better defined and streamlined their processes – departmental administrators no longer have to guess.
- ✧ Improved reporting for departmental administrators and for ourselves.



# What the Future Holds

- ✧ Improvement is constant and is always going to be a work in progress – change is inevitable.
- ✧ Respect, mutual understanding, and kindness go a long way.
- ✧ Technology will always play a role in our work, but it will never take the place of people and the need to build collaborative relationships.





# Questions & Thank You!

